

Agenda

Cabinet

Dyddiad: Dydd Mercher, 16 Hydref 2019

Amser: 4.00 pm

Lleoliad: Ystafell Bwyllgora 1 - Canolfan Ddinesig

At: Cynghorwyr: Cllrs D Wilcox (Cadeirydd), P Cockeram, G Giles, D Harvey, R Jeavons, D Mayer, J Mudd, R Truman

Eitem

Wardiau Dan Sylw

- 1 Agenda yn Gymraeg
- 2 Ymddiheuriadau dros Absenoldeb
- 3 Datganiadau o ddiddordeb
- 4 Cofnodion y Cyfarfod Blaenorol a gynhaliwyd ar 18 Medi 2019
(Tudalennau 3 - 10)
- 5 Adroddiad Blynyddol y Cynllun Corfforaethol *(Tudalennau 11 - 48)*
- 6 Adroddiad Diweddariad Brexit *(Tudalennau 49 - 58)*
- 7 Adroddiad WAO - Diogelu Corfforaethol *(Tudalennau 59 - 110)*
- 8 Tystysgrif Cydymffurfiaeth WAO 1 *(Tudalennau 111 - 118)*
- 9 Adroddiad Blynyddol ar Reoli Canmoliaeth, Sylwadau a Chwynion
2019 *(Tudalennau 119 - 130)*
- 10 Rhaglen Waith *(Tudalennau 131 - 138)*

Mae'r dudalen hon yn wag yn



Minutes

Cabinet

Date: 18 September 2019

Time: 4.00 pm

Present: Cllrs Debbie Wilcox (Chair); P Cockeram, D Harvey, R Jeavons; J Mudd, D Mayer, M Whitcutt, G Giles, R Truman.

In attendance: Mr W Godfrey; Ms B Owen; Mr J Harris; Mr G Price; Mr O James, Ms Non Jenkins and Mr Gareth Jones for the Wales Audit Office.

Part 1

1 Apologies for Absence

There were no apologies.

2 Declarations of Interest

There were no Declarations of Interest.

The Leader took the opportunity of announcing that this Cabinet meeting was the last that Will Godfrey would attend in his capacity as Chief Executive before departing to take up the Chief Executive position at Bath and North East Somerset Council. The Leader confirmed that Will had been at Newport for more than six years, working with the present administration and the previous Leader to ensure Newport has the best possible services, as well as producing balanced budgets each year. Will has also brought his experience and resources to working on a regional level to ensure Newport can achieve its potential.

The Leader and Cabinet Members thanked Will for his service to the council and the city.

3 Minutes

The minutes of the meeting held on 17 July 2019 were confirmed as a true record.

4 Revenue Budget Monitor – July 2019

The Leader presented the report which showed a challenging picture. The position overall is positive in that the overall forecasted position points toward a balanced position; the challenge is that all contingencies are needed to achieve this so early in the financial year.

The report stated the vast majority of the Council's activities are spending at or close to budget and the budget challenge is restricted to a small number of demand led areas, though that challenge is quite significant.

Significant investment has been made this year and in previous years, but demand continues to accelerate. This is not confined to Newport as all local authorities are struggling across Wales and the UK, in order to meet the demand for essential services from the most disadvantaged residents.

The report showed that service areas, excluding schools, are forecasting overspending by approximately £3.7 million, most of which comes from social care - in particular children's out of area placements and fostering. Non-service budgets are underspending by just over £2 million, mainly from lower Council Tax Reduction Scheme costs and more Council Tax income; the resulting net overspend of £1.5 million is covered by the revenue budget contingency which is also £1.5 million.

The schools' position continues to be challenging. Schools are forecasting to overspend by approximately £2.6 million and whilst school reserves will fund that, it will leave very small school reserves. The Leader confirmed the Chief Education Officer, the Head of Finance and their teams are actively engaged in discussions with Secondary schools, where the main areas of challenge lie and are looking at options for schools to reduce spend.

The situation is finely balanced with the continuation of overspending in a small number of areas balanced by non-service budgets and the contingency.

As the financial year progresses, the Council will continue to refine forecasts and reflect any changes arising from key issues such as the demand in social care, progress on Council Tax collection and the cost of the Council Tax benefit. The Leader confirmed that officers advised the need to monitor the position over the next two months or so and assess what Council-wide action may then be necessary, to ensure the Council has the best chance of managing the overall budget. The Leader proposed this as a sensible and balanced approach.

The Cabinet Members confirmed the ongoing difficulty of balancing budgets during the period of continued austerity.

Cabinet was asked to:

- Note the overall budget forecast position including use of all the general budget contingency in addition to significant underspending in non-service budgets to balance forecast overspends within service areas;
- Agree to instruct all areas of the Council to maintain robust financial management;
- Note and agree the Head of Finance comments that the Cabinet and Senior Management, considers a Council-wide approach to reducing costs after the September position if the position has not improved;
- Note the level of undelivered savings within each directorate and the risks associated with this;
- Note the forecast movements in reserves;
- Note the projected balances of individual schools over the next year and that work is on-going in respect of reducing school overspending in the secondary school sector.

Decision:

Cabinet agreed the report and confirmed to continue with careful review and management of key budgets and risks.

5 Capital Programme Monitoring and Additions – July 2019

The Leader presented the report which identified new projects requiring Cabinet approval into the programme, an update on the level of capital resources and forecasts for this year's spend against budgets.

In terms of new projects listed in the report, most are funded from Section 106 monies and grants, with a few requiring funding from borrowing, thereby utilising the current level of capital resources headroom. In

particular, the Leader drew attention to the 'accessible bike scheme' in Tredegar Park which will provide the opportunity for people less able bodied to engage in activities alongside parents, children and carers. Also, the need to purchase new Christmas Lights for the city given the problems being experienced with the current ones which are becoming too difficult to maintain.

As part of the on-going review of the programme, the finance team have co-ordinated a review with colleagues across services and much of that work is complete, with a couple of key areas still outstanding, the Leader having been assured this will be completed over the next few weeks.

This has resulted in one large scheme being taken off the programme since Cardiff City Region are now delivering it, plus a number of budgets slipped into future years. When the work is complete, the programme should be more realistic in terms of delivery capacity and less slippage in the delivery of the programme; last year's slippage was £14 million

The report detailed the capital resources headroom figure which is approximately £10m, with approximately the same proposed from new borrowing capacity in the revenue budget over the next 2-3 years. This will inevitably move each time it is reported and the review of the capital programme already mentioned may add to it, plus further grants and other funding that may come from Welsh Government in the future. The figure is noted in the report.

In terms of monitoring, the report shows a good level of progress, as usual a lot of the cost is predicted in the last half of the year. This brings with it the risk of slippage, but the finalisation of the review will help in that respect. Progress is being made on a number of projects, some of which are now nearing completion – for example, neighbourhood hubs and 123-129 Commercial Street. The Leader thanked the late Carl Sargeant for his personal support with the Commercial Street project as without his input this would not have come to fruition. Progress is also being made with important projects such as the Transporter Bridge and the planning and delivery of the Schools' Band B programme; details of which are noted in the report.

Cllr Harvey commended the introduction of the Tredegar Park Pedal Power initiative which will be used throughout the year helping people of all ages and abilities. This is the first of its kind in Newport but welcomed by all, not just by those who are less able bodied.

Cllr Cockeram raised the issue of Welsh Government providing grant funding in a more timely manner; it was understood that two Ministers are looking into this.

Cllr Mudd commended the Commercial Street project which is a creative development achieved via collaborative working and is also achieving the aims of the Wellbeing of Future Generations (Wales) Act 2015 legislation.

Cabinet noted that the capital programme headroom is a dynamic figure which acts as a guide to the actual capital affordability.

The Leader recommended that Cabinet:

1. Approve the additions to the Capital Programme requested in the report (Appendix B);
2. Note the current re-phasing of the overall programme completed to date and further work required to complete;
3. To note the available remaining capital resources ('headroom') over the life of the capital programme;
4. To note the capital expenditure forecast position as at July 2019;
5. To note the balance of and approve the allocation of in-year capital receipts.

Decision:

1. Approved the changes to the Capital Programme and noted the monitoring position as set out in the report, including the use of capital receipts;

2. Agreed to prioritise capital expenditure to maintain spend within the current affordability envelope.

6 WAO Annual Improvement Report

The Leader introduced the report and confirmed:

- The Cabinet Report is the Wales Audit Office 2018/19 Annual Improvement Report for Newport Council.
- The report reaffirms the commitment to delivering the Wellbeing Objectives set out in the Corporate Plan 2017/22 and ensuring the findings from the Wales Audit Office report and the Council's Annual Report, which will be presented to Cabinet next month, enable the Council to ensure continuous improvement throughout the organisation.
- Cabinet was asked to consider the contents of the report and to reaffirm the commitment to delivering the objectives set out in the Corporate Plan 2017/22 and to ensure areas of improvement are delivered.
- With respect to the Wales Audit Office report, the Leader confirmed that Non Jenkins and Gareth Jones from the Wales Audit Office will provide the meeting with an overview of the report and are willing to accept any questions and/or feedback from Cabinet.

Wales Audit Office spoke to the report:

Non Jenkins confirmed the WAO's desire to be more transparent and confirmed all documents are being published on their website.

For 2018/19 the WAO undertook improvement assessment work, an assurance and risk assessment project and work in relation to the Wellbeing of Future Generations Act. The WAO's Annual Improvement Report for the Council showed positive work being taken forward during 2018/19 for audit, regulatory and inspection work as detailed in the brief description and conclusions detailed in the report (Exhibit 1).

The WAO confirmed that positive steps are being taken to regenerate the city centre.

The WAO thanked the Council for enabling them to be involved in the Flying Start project; the WAO found it invaluable in being able to talk to the service users involved in the project.

The WAO confirmed that during the course of the year the Auditor General did not make any formal recommendations; however there are a number of proposals for improvement which are noted in the report. The WAO will monitor progress against these and relevant recommendations are noted in the national reports (Appendix 3) as part of the improvement assessment work.

Non Jenkins thanked the members and officers for their help in taking this work forward.

Non Jenkins congratulated the Leader on her elevation to the House of Lords and also congratulated Will Godfrey on his appointment to Bath and North East Somerset Council.

The Leader thanked Non Jenkins for her kind words and confirmed the Council strives to give that continuous improvement whilst showing the public that the council is open and transparent in all its activities.

Cabinet thanked the WAO for their work with the authority.

The Leader summarised the report by confirming:

- The work undertaken by the Wales Audit Office last year and ongoing into this financial year reflects the administration's commitment on delivering against the Council's Corporate Plan and its four Wellbeing Objectives;

- Collectively and individually Cabinet Members are responsible for ensuring that continuous improvement is a priority and ensuring the Council meets its statutory requirements;
- Where recommendations and proposals for improvement have been raised by the WAO, Cabinet will ensure that these are addressed by the relevant service areas;
- The Leader proposed acceptance of the Annual Improvement Report and to reaffirm the commitment to delivery of the wellbeing objectives.

Decision:

Cabinet agreed to:

1. Consider and accept the conclusion contained in the Auditor General's Annual Improvement Report on the Council's continuous improvement activity, and to,
2. Confirm its commitment to deliver the Council's Wellbeing Objectives from the Corporate Plan in 2019/20

7 Strategic Equality Plan Annual Report

The Leader introduced the report which reflected Newport City Council's third year of progress against the Equality Objectives set out in the Strategic Equality Plan during the 2018/19 year.

The report confirmed that in March 2016, a new Strategic Equality Plan (SEP) was published by Newport City Council identifying nine Equality Objectives that the authority would measure itself against over the next four years. The objectives chosen were based on the work that had been delivered in the previous SEP and Welsh Language Scheme. The development of Equality Objectives is mandated by the Equality Act 2010 and was completed in line with the new ways of working as outlined in the Well-being of Future Generations Act.

In the past 12 months there has been continuous positive progress towards meeting both the Equality Objectives and delivering on the authority's specific and general equality duties.

The Leader introduced the Cabinet Member to comment further on the report.

The Cabinet Member thanked the officers, particularly Rhys Cornwall and Tracy McKim, for their work on this report. He confirmed that progress on the plan is monitored via the Strategic Equalities Group, which he chairs, and includes representation from the Fairness Commission, elected members, Heads of Service and lead officers.

Highlights from the past 12 months include:-

- Adoption of the Schools Accessibility Strategy, as agreed within Equality Objective 3;
- The relocation of 21 families from the 50 the authority committed to via the Home Office Syrian Refugees Resettlement Scheme;
- Continued reduction in the number of young people who are NEET (Not in Education, Employment and Training);
- Adoption by NCC of Wales Government's Ethical Employment in Supply Chains Code of Practice;
- Initial delivery of the five-year Welsh Language Strategy.

The report also included equalities data pertaining to the Council's own staff which enables the authority to gauge the extent to which it is representative of the community it serves as well as highlighting actions that need to be taken in order to better represent the electorate. The report also includes information on how the authority collects data and uses the information in setting strategic direction, service planning and within the decision making process.

Moving forward into the final year of this strategy and as the Council gears up towards a new 2020 Strategy, the Cabinet Member looked forward to ensuring that Newport continues to build on this tradition in upholding equality, dignity and respect to all its residents.

The Leader thanked the Cabinet Member and moved for the adoption of the report. The Leader thanked the Cabinet Member and all members of the Strategic Equality Group for the work that had gone into ensuring the Equality Plan has remained on course over the past few years.

Cabinet was asked to:

Approve the attached final monitoring report and publish it on the Council's website, in accordance with statutory deadlines.

Decision:

Cabinet approved the report and the subsequent publication on the Council's website.

8 Corporate Risk Register Update (Quarter 1)

The Leader presented the report and confirmed this information is also reported to the Audit Committee.

The report asked Cabinet to consider the contents of the report and note the changes to the risk register for quarter 1.

The Leader confirmed the Council's Risk Management Strategy and Corporate Risk Register enables this administration and officers to effectively identify, manage and monitor those risks which could prevent the authority from achieving the objectives set out in the Corporate Plan 2017/22 and its Statutory Duties as a local authority.

Furthermore, the Leader stated that annually, as part of the Council's planning arrangements, service areas review their current risks and look forward at new or emerging risks that would prevent this administration from achieving its objectives as part of the Council's Corporate Plan.

The report notes this review has identified 57 risks across the organisation. 12 of the risks have been escalated to the Council's Corporate Risk Register requiring monitoring from Cabinet and the Senior Leadership Team.

The remaining risks will continue to be monitored through the Council's service areas and Corporate Theme Boards. Mechanisms are in place to escalate any new or existing risk to the Corporate Risk Register.

At the end of Quarter 1 (1st April 2019 to 30th June 2019) the Council has eight High Risks (15 to 25) and four Medium Risks (5 to 14). There are three new risks that have been escalated to the risk register:

Schools Finance/Cost Pressures (Risk Score 20) – this is related to the increasing financial pressures being faced by some schools this financial year (2019/20). Several schools have forecast potential deficits at the end of the financial year. Education Services and Schools' Finance are supporting these schools to identify ways of reducing the deficits and ensuring the education of the pupils is not impacted.

Demand for ALN and SEN support (Risk Score 12) – New legislation is being implemented to provide appropriate support for pupils with Additional Learning Needs and Special Education Needs support. There are some unknowns in relation to the overall impact on Education Services and schools and the level of demand which is why action is being undertaken to mitigate this impact.

Education Out of County Placements (Risk Score 16) – This risk is linked to the other two risks identified and reflects the pressure that is being placed on the ALN and SEN support for children. To ensure that the children receive the appropriate level of support and maximise their potential, they may have to be placed in schools outside the city. There is potential that this could place additional financial pressures on the Council.

The most notable change in the first quarter from the last quarter four report is:

Brexit (Increase Risk Score from 12 to 16) – In the first quarter of this year the Brexit risk has increased from 12 to 16. This score is reflective of the change to the Prime Minister and the likelihood of a ‘No Deal’ Brexit on 31st October 2019. The Council’s Brexit Task & Finish Group has been closely monitoring the situation to ensure Council services remain robust and mitigate any immediate and long term impact.

The Strategic Director Place confirmed the Council is as prepared as any other local authority in Wales. However, some issues are being escalated, such as fleet management, and supply of goods and services. Cabinet raised the issue of the forecast of a harsh winter which could severely impact on the Council’s budget and delivery of services.

The proposal before Cabinet was to:

1. Consider the contents of the Corporate Risk Register and to continue monitoring progress of actions taken to address the risks identified in the report, or,
2. To request further information or reject the contents of the risk register

Decision:

Cabinet endorsed the Risk Appetite Statement for the Council and the contents of the quarter 1 update of the Corporate Risk Register.

9 Sustainable Travel Strategy

The Leader introduced the report on the Sustainable Travel Strategy and confirmed it is a framework document which sets out some broad themes for addressing problems of air pollution caused by road traffic (e.g. improved public transport, active travel and increased use of electric vehicles). It has been the subject of full public consultation and engagement with other PSB partners. The Council has declared 11 Air Quality Management Areas (AQMA’S) (e.g. parts of Caerleon), and we are required by Welsh Government to produce an Air Quality Action Plan to reduce the levels of pollution in these areas. The Council has gone further than this and developed a Sustainable Travel Strategy, which links in with the work of the Sustainable Travel sub-group of the PSB. This framework will then form the basis for the development of local plans for each of the AQMA’s.

Whilst the report references Clean Air Zones –this will be a matter for discussion later when looking at the actions in each AQMA.

The Leader introduced the Cabinet Member to speak in more detail about the report.

Cllr Truman confirmed this is a very comprehensive report and thanked the officers for the work undertaken.

Cllr Truman drew attention to the issues noted from point 2 to point 19 of the report and moved the strategy for adoption.

Cabinet welcomed the strategy, in particular Cllr Mudd commended the strategy and was pleased to confirm that Newport Transport had discussed the strategy at their strategic planning day and had started to contribute to less emissions in the city with the introduction of electric buses.

Cabinet considered the following options:

1. To approve the Sustainable Travel Strategy.
2. To approve the Sustainable Travel Strategy with amendments.
3. Not to approve the Sustainable Travel Strategy.

Decision:

Cabinet agreed Option 1 - To approve the Sustainable Travel Strategy which will enable the Council to make progress on this issue and move towards complying with its statutory duty.

10 Cabinet Work Programme

The Leader presented the Cabinet Work Programme.

Decision:

Cabinet agreed the updated programme.

11 Date of Next Meeting

The next meeting will take place on Wednesday 16 October 2019, at 4.00 pm in Committee Room 1, at the Civic Centre, Newport



Report

Cabinet

Part 1

Date: 16 October 2019

Subject Corporate Annual Report 2018/19

Purpose To present to Cabinet the Corporate Annual Report 2018/19 on the progress of delivery against the Corporate Plan 2017-22.

Author Chief Executive Newport City Council
Head of People and Business Change

Ward All

Summary Newport City Council launched its Corporate Plan 2017-22 'Improving People's Lives' and set 4 Well-being Objectives: to improve skills, education and employment opportunities; to promote economic growth and regeneration while protecting the environment; to enable people to be healthy, independent and resilient; and to build cohesive and sustainable communities. To support the delivery of these objectives and enable change in the way we deliver our services we established 4 themes: Resilient Communities, Aspirational People, Thriving City and Modernised Council.

This is the second year of reporting against the Corporate Plan objectives and the Annual Report reflects back on the achievements we have made, where we have learned from the decisions made and looking forward to what will be delivered in 2019/20 and beyond. The report also reaffirms our commitment to delivering the Corporate Plan objectives in 2019/20 and demonstrates how we are contributing towards the delivery of the Wellbeing of Future Generations Act and the Public Services Board Wellbeing Plan 2018-2023. The Annual Report highlights the achievements in delivering the Civil Parking Enforcement, introducing a new Waste Strategy, development of Chartist Tower, improvement in GCSE and A Levels, introduction of the Gwent Homelessness Strategy and the Young Person's promise.

As part of the 2009 Local Government Measure the Council will publish the Annual Report in Welsh and English on the Council's website before 31st October 2019.

Proposal Cabinet is asked to endorse the Annual Report 2018/19 and enable the report to be published before the 31st October 2019 deadline.

Action by Senior Leadership Team and Heads of Service

Timetable Immediate

This report was prepared after consultation with:

- Overview and Scrutiny Management Committee
- Corporate Management Team

Signed

Background

The Wellbeing of Future Generations (Wales) Act 2015 has set 7 Wellbeing goals for all public bodies in Wales to work towards. The Act also requires public bodies deliver 'sustainable development' to improve economic, social, environmental and cultural wellbeing. To deliver these goals the Future Generations Commissioner has set 5 principles for public bodies to consider in their decision making activities: Long Term, Collaborative, Involvement, Integration and Prevention.

Newport Public Services Board (PSB) has set their Wellbeing Plan 2018-23 'One Newport' to deliver the Wellbeing goals for Newport. In support of the PSB work, Newport City Council's Corporate Plan 2017-22 has set a mission statement 'Improving People's Lives' to address the root causes of inequalities and to give our citizens the possible chance to achieve their ambitions, to build strong and resilient communities and to have a local economy and thriving city. To achieve these aims we set 4 Wellbeing Objectives:

1. To improve skills, educational outcomes and employment opportunities;
2. To promote economic growth and regeneration whilst protecting the environment
3. To enable people to be healthy, independent and resilient
4. To build cohesive & sustainable communities.

To support the delivery of the Wellbeing Objectives, the Council has 4 themes: Aspirational People, Thriving City, Resilient Communities and Modernised Council.

This is the second Annual Report on the delivery of the Corporate Plan as required by the Wellbeing Act and the 2009 Local Government (Wales) Act. The purpose of the report is to self-reflect on the achievements made, where the Council can do more to improve performance and what we intend to deliver in 2019/20 for the rest of the Corporate Plan. We will also take this opportunity to review and confirm the wellbeing objectives, annually.

The 2018/19 Annual Report has looked back at the Council's performance against its budget, national performance measures (Public Accountability Measures and Social Services Performance Measures) and progress against the 4 themes. The report also examined the progress being made to deliver change in the Council's governance and supporting activities; progress against the Strategic Equalities Plan and the Welsh Language Standards.

In 2018/19, the achievements made by Newport City Council included:

Resilient Communities

- Implementation of an independent living strategy that set out a clear pathway for eligible adults with learning disabilities and providing opportunities for independent living and community resilience.
- Older person's pathway – a collaboration with Gwent Age Cymru and Aneurin Bevan University Health Board to enable older people to create their own 'stay well plan' and maintain their well-being and independence.
- Gwent homelessness strategy was delivered in collaboration with other local authorities and charities that commits early intervention and prevention, affordable housing, advice and support.
- The young person's promise (children's charter) involved working with young people in Newport to develop six promises that the council is committed to deliver.

Aspirational People

- The council's apprenticeship programme saw the appointment of 15 apprentices as part of a drive to connect and raise aspirations in the city with recognised qualifications through partners ACT, and opportunities at the end of their placement.
- 'Attendance Matters' campaign helped schools to maintain high attendance figures and reduce overall exclusion rates.
- Rose Cottage was opened to reduce the impact of out-of-county placements. Four children were brought back to the city improving the level of care and support and reducing cost.

- GCSE and A Level Results – once again GCSE (57 per cent) and A Level (53.7 per cent) results improved reflecting the hard work that pupils and staff across schools make to inspire young people to progress into further education, training and employment.

Thriving City

- The National Software Academy provides support for business projects, creating the opportunity for future business developments, and will produce 60 undergraduate and 20 postgraduate students each year.
- Chartist Tower – supported planning and redevelopment of Chartist Tower by Mercure Hotel Group who agreed a 10-year franchise, will generate over 350 jobs.
- Civil Parking Enforcement – preparations were made in the year across Newport to enable the council to implement its new enforcement powers from 1st July 2019.

Modernised Council

- A new customer relationship management system was developed so customers can access their information to report issues / complaints; having their say on council matters and keeping up to date with activities and news. A mobile application, My Newport, was launched for phones and tablets.
- Fleet review - as part of a Gwent public body partnership, funding was secured for a Carbon Trust and Energy Service review of fleet and associated carbon emissions. It will inform the approach to the management of council fleet and mileage over the remaining term of the plan.
- Neighbourhood Hubs - development of the first multi-agency Neighbourhood Service Hub in Ringland that will bring together a range of services to support better outcomes.

The Annual Report also highlights the many challenges that Newport City Council faces in delivering its services. The Financial budget pressures in 2018/19 and in the medium term (£30million budget gap) remain a significant challenge with increasing demand on Social Services, Education and City Services. The report also highlights where the Council is performing well against the other Welsh local authorities and where we can do better in our national performance measures. The Council strives to continuously monitor these areas and make the necessary improvements for the remainder of the Corporate Plan.

Attached at appendix 1 of this report is a copy of the Annual Report. The Council's Communications team will be finalising the report before it is published on the Council's website in Welsh and English before the 31st October 2019 as required by the Local Government Act 2009.

Financial Summary

The Council's Finance team are monitoring any impacts on budgets through the monthly budget reporting process.

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
The Annual Report is not published in accordance with the Wellbeing Act 2015 and Local	M	L	The Council will be finalising the report with the communication's team and publishing the report on the Council's website.	Head of People & Business Change Communications Manager

Government Act 2009.				
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Links to Council Policies and Priorities

Public Services Board Wellbeing Plan 2018-23
 NCC Corporate Plan 2017-22

Options Available and considered

1. Cabinet to endorse the Annual Report and for officers to publish the report in accordance with the Wellbeing of Future Generations Act and Local Government Act 2009.
2. To request further information or reject the contents of the report

Preferred Option and Why

1. Cabinet are requested to endorse the Annual Report 2018/19 to enable publication by the 31st October 2019 deadline.

Comments of Chief Financial Officer

There are no direct financial implications arising as a result of this report. Where there is a financial impact of delivering the objectives of the Corporate Plan, they are either met through existing budgets, identified in the Medium Term Financial Plan or require further work to identify the financial impact.

This will be monitored and updated as the Corporate Plan progresses and further updates to the MTFP made when financial impacts are identified.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report. Although the Council has separate statutory duties in relation to continuous improvement under the Local Government Measure 2009 and also in relation to well-being objectives under the Well-being of Future Generations (Wales) Act 2015, a single integrated process of performance monitoring will provide a more streamlined and robust approach to performance management. The improvement and well-being objectives are closely aligned under the over-arching Corporate Plan and the delivery will be underpinned through individual service plans.

Comments of Head of People and Business Change

The Wellbeing of Future Generations Act and the Local Government Act 2009 requires the Council to publish its Annual Report on progress of delivery against the Corporate Plan 2017-22. This provides the Council an opportunity to reflect on our achievements and the further work we have to do in delivering the Corporate Plan to 2022. With the publication of this report it also provides an opportunity for Newport residents, businesses and staff to understand the progress of delivery and to provide feedback on where we can make improvements with our services.

Comments of Cabinet Member

The Leader of the Council has been consulted and agreed the content of the annual report, which was also reviewed by Scrutiny Committee.

Local issues

Not Applicable

Scrutiny Committees

The Annual Report was presented to the Council's Overview & Scrutiny Management Committee on 26th September 2019. The Committee raised the following recommendations which have been considered in the final version of the report for Cabinet's endorsement and will be considered for future reports:

- There needed to be a consistency of approach within the Plan and consideration of content for the target audience.
- There needed to be a clear emphasis on the council's collaborative working.
- The 20 commitments were not clear, it was not easy to cross-reference the objectives within the Plan, making them difficult to monitor.
- There were minor errors within the report, which would be passed to the Policy Partnership and Involvement Manager.
- There was a lack of background information on subjects such as the Children's Charter.
- There were some examples within the report that were repetitive.

Equalities Impact Assessment

Not applicable.

Children and Families (Wales) Measure

Not applicable.

Wellbeing of Future Generations (Wales) Act 2015

The Annual Report endorsed by Cabinet has been drafted in accordance with the guidance and information provided by the Wellbeing of Future Generations Commissioner. The Report reflects on how the Council is delivering against its Wellbeing Objectives which contribute towards the 7 Wellbeing goals. In the delivery of our services we consider the 5 ways of working principles and have incorporated these into the Council's reflection in the Annual Report. The final version of the report will be published on the Council's website and available in Welsh and English.

Crime and Disorder Act 1998

Not applicable.

Consultation

Senior Leadership Team

Corporate Management Team

Background Papers

Newport Public Services Board – One Newport Wellbeing Plan 2018-23

Corporate Plan 2017-22

Overview Scrutiny and Management Committee – 26th September 2019

Dated: October 2019

Mae'r dudalen hon yn wag yn

Improving People's Lives

Newport City Council Annual Report 2018/19

Resilient Communities



Aspirational People



Thriving City



Modernised Council

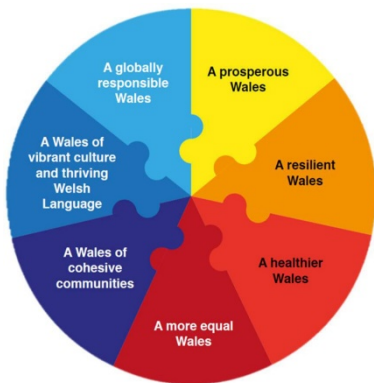


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Purpose of the Annual Report

The 2018-19 Annual Report outlines the progress Newport City Council has made so far in delivering the **Corporate Plan 2017-22**. This is the second year of reporting progress against the plan and this report reflects the achievements we have made in the year, where we have learned from decisions made and also what will be delivered in 2019/20 and beyond.



The **Well-being of Future Generations (Wales) Act 2015** requires all public bodies, including Newport City Council, to think about the long-term impact of their decisions, to work better with people and communities and to prevent persistent problems such as poverty, health inequalities and climate change. The Act has set seven well-being goals to make sure that we are all working towards the same vision and that the council delivers ‘*sustainable development*’ to improve economic, social, environmental and cultural well-being.

To enable a common approach to delivering the Corporate Plan, and make effective decisions, the council has adopted the *five ways of working principles*.



Long-term



Integration



Involvement



Collaboration



Prevention

In 2018/19, the Corporate Plan set out the council’s mission to improve people’s lives in Newport and four ambitious well-being objectives. These will also be our objectives for the next financial year 2019/20:

1. To Improve skills, education and employment opportunities
2. To promote economic growth and regeneration while protecting the environment
3. To enable people to be healthy, independent and resilient
4. To build cohesive and sustainable communities.

These objectives also support the delivery of One Newport, the Public Services Board’s ‘**Well-being Plan 2018-23**’, which brings together Newport City Council, Natural Resources Wales, Aneurin Bevan University Health Board, South Wales Fire & Rescue Service as well as other public sector and third sector partners. Through setting common goals and collaborative working, it aims to deliver each organisation’s own objectives and support the achievement of partners’ goals.



Working collaboratively with other public sector organisations is essential to get the best outcomes. The council is part of the G10 Group, a group of key decision-makers across public services in Gwent that discusses priorities and/or emerging issues, in order to improve public services in a transparent and meaningful way. As a group, G10 has already agreed on many Gwent-wide strategies, including a scheme to combat illegal parking that will improve the safety of our towns and streets, as well as initiatives across the health, police, and other public service sectors.



We are also one of the ten partner authorities in the Cardiff Capital Region City Deal - a £1.2billion deal from the UK Government that aims to create jobs and boost economic prosperity across south east Wales by improving transport links, increasing skills, helping people into work and giving businesses the support they need to grow. The Cardiff Capital Region cabinet brings together the council leaders in order to link decision making, pool resources and develop partnerships with businesses.

Case Study – IQE



One of the major projects from working with the Cardiff Capital Region is the development of the IQE high- tech facility in Newport. CCR funding of £38.5million was agreed towards the establishment of the cutting-edge facility, as an anchor in the region for high-end production of compound semiconductors. This year, highly skilled technicians and engineers have started working at the facility, and it is predicted it will continue providing high-level, skilled jobs for local people.

The council recognises that the delivery of the well-being objectives also requires a change in the way it approaches and delivers services to users. In the context of ongoing financial pressures, the council has to innovate and make decisions that will enable the council to be more resilient and continue to meet our statutory duties as a public sector body. To achieve these changes four themes and 20 practical steps are identified in the Corporate Plan, and also aligned to the well-being objectives, to enable the step changes.



Resilient Communities

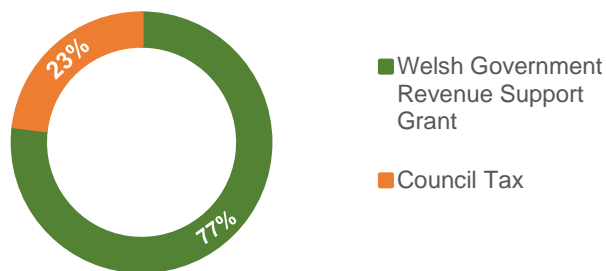
Aspirational People

Thriving City

Modernised Council

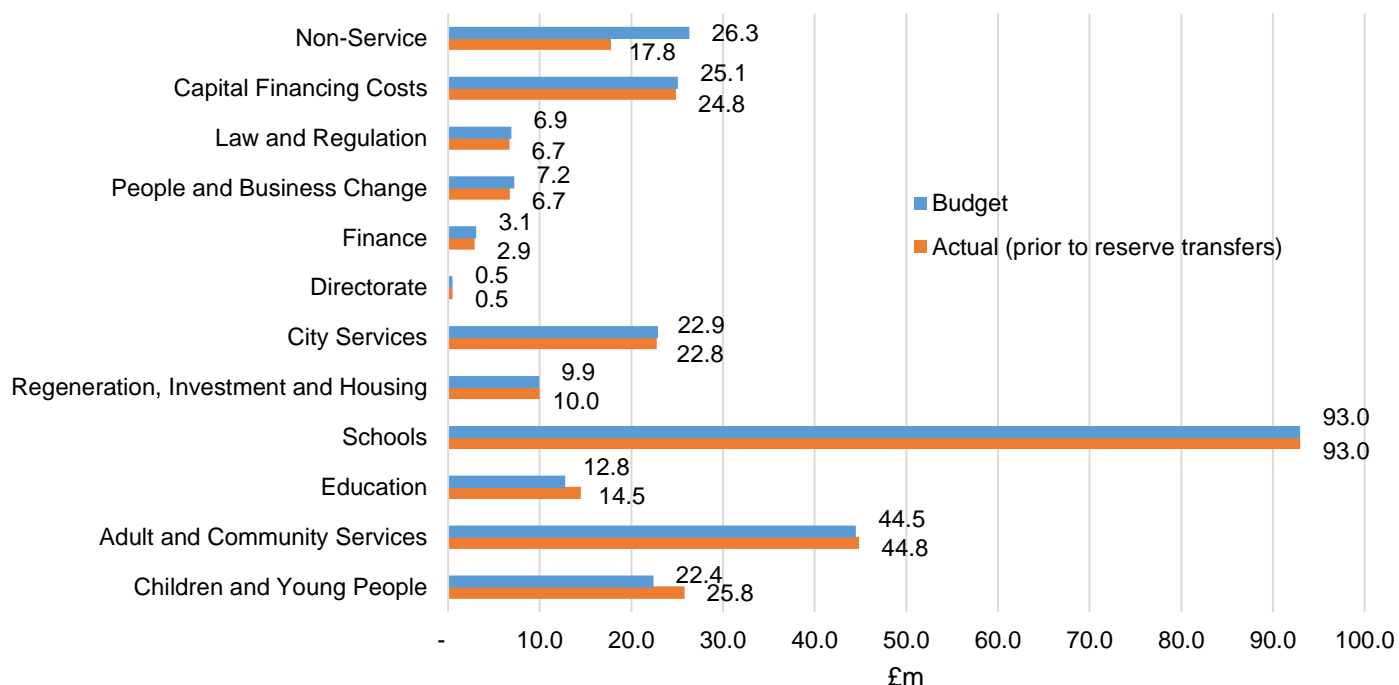
Council Budget – 2018/19

Sources of Council Income 2018/19



Newport City Council has operated in a challenging financial environment of reduced funding, rising demand for services and other budget pressures. The council provides more than 800 services, for more than 151,000 people in Newport. At the start of 2018/19 the council's net budget (excluding grants) was £275million. The funding from Welsh Government included a 2.18 per cent increase from 2017/18. When transfers of grants into the budget and new responsibilities were taken into account the final budget saw a decrease of 0.03 per cent.

Budget vs Actual Spend



Newport Council operates eight service areas, and maintains 55 schools. The [council's Statement of Accounts 2018/19](#) showed an underspend of £2.4m.

The council faced significant challenges within children and young people services due to the increase in demand for out-of area placements (£1.6m) and independent foster agencies (£0.8m). Increase in demand within adult community care (£1.1m); and Special Educational Needs (£1.3m) also contributed towards the spending challenges in 2018/19.

To reduce the overspending the council has invested to increase our capacity and improve our service delivery as well as use the underspending from other service areas. This will become more challenging and it will not be sustainable to continue this approach to prevent future spending at the current levels.

The position of schools continued to be challenging and overall, schools' balances reduced by £727k to £3.1m. However, this was better than anticipated due to late income from grants.

As at 31st March 2019, there were six schools in deficit: four were secondary schools, one primary school and one nursery school. In 2019/20, it is anticipated that the position will continue to be challenging for

schools and they will need to identify significant levels of savings in order to achieve balanced budget positions.

Capital

The council has an ambitious five-year capital programme totalling £170.4m, as at 31st March 2019, including:

- Investment to ensure the council is prepared for taking over responsibility for parking enforcement in July 2019
- £70m for the 21st Century Schools programme
- Neighbourhood Hubs schemes – delivering the first of four planned community hubs in Ringland
- Investment in new energy efficiency schemes including LED streetlights



New Caerleon Lodge Hill School



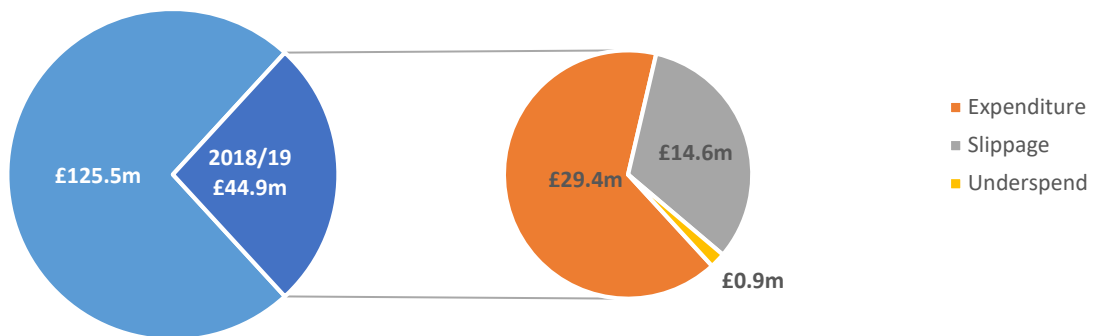
Artist impression of Transporter Bridge activity centre

- Gypsy & Traveller site development
- £8m fleet replacement programme
- Commitment to invest in the Transporter Bridge
- Investment in the Cardiff City Region City Deal

2018/19 was the first year of the new programme in which the council spent £29.4m on its assets to maintain and improve service delivery as well as supporting regeneration initiatives. At the beginning of the financial year, the 2018/19 budget was £34.4m that increased to £44.9m during the year. The end of year position for capital in 2018/19 showed that £14.6m had been moved into future years of the programme and an underspend of £0.9m.

Overall 5-year Capital Programme £170.4m

2018/19 Outturn



Capital Expenditure 2018/19	£m	Financed by:	£m
Education & Schools	10.0	Grants	18.0
Regeneration, Investment & Housing	9.7	Borrowing	6.0
People & Business Change	0.5	Capital Receipts	3.1
Social Services	1.9	Contributions & S106	1.1
City Services	7.3	Council Resources	1.2
TOTAL	29.4		29.4

Financial Outlook

For 2019/20 and beyond, the council will continue to face significant financial pressure as costs and demand for essential services increases as funding reduces or does not keep up with the increasing costs. That will mean it must remain stringent in the management of finances and performance while delivering the Corporate Plan to 2022 and beyond. The 2019/20 budget was agreed by the full council in February 2019 as summarised below.



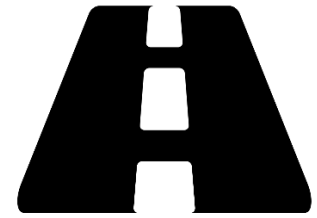
5.95%

Council Tax Increase



£280.5M

Revenue Budget



£61.1M

Capital Budget



£30M

Medium Term
Financial Plan Gap



£3.6M

School Budget
Increase



£6.9M

2019/20 Savings

The council's medium term revenue and capital budget and programmes include investment, where required, to deliver on the key commitments set out in the Corporate Plan. While these contribute towards the medium term financial plan gap, as shown above, it demonstrates a commitment to realigning and prioritising the council's budgets to meet its key priorities.

How is the council performing?

All councils in Wales provide performance information to the Welsh Local Government Association (WLGA) on national indicators (public accountability measures) to enable comparisons between local authorities. In 2018/19 Newport City Council reported 28 national indicators to WLGA. At the end of July 2019 we were able to compare the Council's 2018/19 performance for 18 indicators with other local authorities in Wales, which is also available on the Data Cymru website. A summary of our performance is below:

Where the council is performing well

Public Accountability Measure Title	2018/19 Figures	Welsh Average 2018/19	Quartile Position	2018/19 - Position out of 22 LAs	2017/18 - Position out of 22 LAs	Direction of Change
PAM/046: Percentage of Year 11 leavers known not be in education, training or employment (NEET)	1.1%	1.6%	1	6	N/A	N/A
PAM/035: Average number of working days taken to clear fly-tipping incidents reported to the authority during the year	1.5	2.2	1	6	N/A	N/A
PAM/019: Percentage of appeals against planning application decisions dismissed	72.7%	67.6%	1	5	15	Up 10 Places
PAM/020: Percentage of principal A roads that are in overall poor condition	2.3%	3.9%	1	2	6	Up 4 places
PAM/014: Number of empty homes brought back into use.	21	N/A	1	2	1	Down 1 place
PAM/001: Number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence during the year	10.1	10.5	2	10	9	Down 1 place
PAM/015: Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)	200.5 days	207.3 days	2	9	4	Down 5 places
PAM/021: Percentage of B roads that are in overall poor condition	4.8%	4.5%	2	11	13	Up 2 places
PAM/022: Percentage of C roads that are in overall poor condition	6.9%	14.0%	2	9	9	No Change

Where the council can do better

Public Accountability Measure Title	2018/19 Figures	Welsh Average 2018/19	Quartile Position	2018/19 - Position out of 22 LAs	2017/18 - Position out of 22 LAs	Direction of Change
PAM/032: Average Capped 9 score for pupils in Year 11	336.0	349.5	3	16	N/A	N/A
PAM/007: Percentage of pupil attendance in primary schools	94.6%	94.6%	3	13	14	Up 1 place
PAM/018: Percentage of all planning applications determined within required time periods	87.5%	88%	3	13	13	No Change
PAM/023: Percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.6%	95.7%	3	15	12	Down 3 places
PAM/008: Percentage of pupil attendance in secondary schools	93.4%	93.9%	4	19	19	No Change
PAM/010: Percentage of highways inspected of a high or acceptable standard of cleanliness	92.4%	94.0%	4	17	11	Down 6 places
PAM/012: Percentage of households threatened with homelessness successfully prevented from becoming homeless	49%	67.9%	4	22	19	Down 3 places
PAM/013: Percentage of empty private sector properties brought back into use during the year through direct action by the local authority	0.6%	4.6%	4	20	21	Up 1 place
PAM/017: Number of visits to local authority sport and leisure facilities during the year where the visitor will be participating in physical activity per 1,000 population	7887.7	9258.6	4	18	18	No Change

The national performance measures form one part of the council's overall performance monitoring framework. During the year, it also reports **Mid-year** and **End of Year** performance on the progress of delivery against the service area plans that support the Corporate Plan delivery. These are subject to review by the council's scrutiny committees and presented to cabinet for consideration of recommendations raised. The reports and minutes to scrutiny meetings are on the [Newport City Council website](#).

In 2019/20, the council will be building on successes and lessons learned in delivering the Corporate Plan. Where improvements in performance are required, the corporate theme boards will monitor progress against these key measures.

What did the council achieve?

Resilient Communities

- Implementation of an independent living strategy that set out a clear pathway for eligible adults with learning disabilities and providing opportunities for independent living and community resilience.
- Older persons pathway – a collaboration with Gwent Age Cymru and Aneurin Bevan University Health Board to enable older people to create their own 'stay well plan' and maintain their well-being and independence.
- Gwent homelessness strategy was delivered in collaboration with other local authorities and charities that commits early intervention and prevention, affordable housing, advice and support.
- The young person's promise (children's charter) involved working with young people in Newport to develop six promises that the council is committed to deliver.

Aspirational People

- The council's apprenticeship programme saw the appointment of 15 apprentices as part of a drive to connect and raise aspirations in the city with recognised qualifications through partners ACT, and opportunities at the end of their placement.
- 'Attendance Matters' campaign helped schools to maintain high attendance figures and reduce overall exclusion rates.
- Rose Cottage was opened to reduce the impact of out-of-county placements. Four children were brought back to the city improving the level of care and support and reducing cost.
- GCSE and A Level Results – Once again GCSE (57per cent) and A Level (53.7 per cent results improved reflecting the hard work that pupils and staff across schools make to inspire young people to progress into further education, training and employment.

Thriving City

- The National Software Academy provides support for business projects, creating the opportunity for future business developments, and will produce 60 undergraduate and 20 postgraduate students each year.
- Chartist Tower – Supported planning and redevelopment of Chartist Tower by Mercure Hotel Group who agreed a 10-year franchise, will generate over 350 jobs.
- Civil Parking Enforcement – Preparations were made in the year across Newport to enable the council to implement its new enforcement powers from 1st July 2019.

Modernised Council

- A new customer relationship management system was developed so customers can access their information to report issues / complaints; having their say on council matters and keeping up to date with activities and news. A mobile application, My Newport, was launched for phones and tablets.
- Fleet review - As part of a Gwent public body partnership, funding was secured for a Carbon Trust and Energy Service review of fleet and associated carbon emissions. It will inform the approach to the management of council fleet and mileage over the remaining term of the plan.
- Neighbourhood Hubs - Development of the first multi-agency Neighbourhood Service Hub in Ringland that will bring together a range of services to support better outcomes.

Resilient Communities

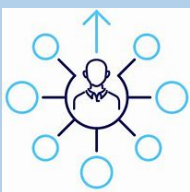
Supports: Well-being Objective 3 - To enable people to be healthy, independent and resilient
Well-being Objective 4 - To build cohesive and sustainable communities.

- Community resilience, community based care and support is strengthened by introducing Newport Cares – a programme which enables peer support and provides a holistic approach to care.
- Prototype work to establish Community Investment Zones which transforms the service offer in Newport's five most deprived areas is underway.
- A default presumption in favour of community asset transfer is fully embedded – meaning that citizens can develop a vision for building on their community assets.
- Newport City Council makes the city's dementia friendly status real by introducing dementia friendly work practices across the council and creating dementia-friendly toolkits for local businesses to use.
- The Newport Children's Charter sets out our commitment to children and families including headlines commitments to children in care and care leavers.

As a small and diverse city, Newport has areas of deprivation that sit alongside more affluent areas; and areas where there is strong community cohesion and areas of tension. The council is also responsible for many buildings and assets where local groups meet and events take place. These assets are seen as crucial for communities to strengthen their cohesion and provide opportunities for community led regeneration and improve the environment they live in.

Social care for adults with complex needs has also seen increased demand on social services. It is important that we ensure those in social care are able to live full and independent lives in our communities.

Resilient Communities brings together the community and social care aspects of the plan to enable greater empowerment of individuals and groups to live in safe places.



79%

Adults who have received advice & assistance with no repeat contact

It is important that service users, carers and families are signposted to the correct service and this is where the first contact team deals with initial inquiries and enables the team of occupational therapists, housing officers, social workers, safeguarding officers and community connectors to provide the support and guidance required.

In collaboration with and funding from Aneurin Bevan University Health Board (ABUHB) we appointed a community well-being coordinator for 12 months to improve opportunities for citizens to access low level support as a way to prevent or delay future reliance on statutory services.

In October 2018, the council implemented the **Independent Living Strategy** to provide clear pathways for eligible adults with learning difficulties to have the opportunities for independent living and community resilience. From 2019/20, actions from the strategy will be implemented.





6.18

Delayed Transfer of Care per 1,000 residents over 75

One of the most challenging areas is the transfer of care from hospital back to home or to a suitable placement for patients over 75. In 2018/19, the council set an ambitious target of 3.5 per 1,000 residents over 75 waiting to be transferred for social care based upon the all-Wales benchmark from 2017/18. In 2018/19, there has been an increase in demand and complexity placed on Gwent hospital services which impacted on the ability to achieve this target.

In 2019/20, the council will continue to work towards improving performance and outcomes in this area through greater collaboration with ABUHB and third sector partners. Several initiatives and projects such as the In Reach programme and Home First initiative will enable early discharge planning from the wards and prevent unnecessary hospital admission. Targeted support from the reablement team and the expansion of the *Step Up and Step Down beds* initiative will also enable patients to leave hospital at the earliest opportunity.

It was recognised in 2018/19 that more progress should have been achieved in developing the community investment zones across the five most deprived areas in Newport. But a big step was taken as part of the **Strategic Asset Management Plan 2018-25** to agree a framework for communities / third sector organisations to develop business cases and transfer ownership of assets from the council to benefit the local community. In 2019/20, the council intends to build on this so communities can take advantage of the initiative.



In 2017, the council was awarded the dementia friendly status but the work did not end there and further activities and initiatives have been undertaken as well as other organisations such as Newport County AFC and Newport Live joining together to organise the first **Dementia Walk**. More Newport Schools, such as Liswerry and St Joseph's RC Primaries, delivered Dementia Friends sessions to raise awareness and involve young people.

Case Study – Newport Older Person's Pathway



In collaboration with Gwent Age Cymru and Aneurin Bevan University Health Board, the council has continued work with 15 practices in Newport to identify older people to create their own 'stay well plan'. This focuses on all aspects of their life to help them maintain their health, wellbeing and independence.

By 2018/19, more than 3,000 patients had been identified who could benefit from the scheme with over 1,000 people having a stay well plan. Evidence provided by the health service indicated that those with a plan had seen a reduction in the number of accident and emergency attendances and emergency admissions.

Preventing and tackling instances of anti-social behaviour (ASB) across the city remains an ongoing priority and working with Newport Homes, Barnardos, Gwent Police, schools and other organisations is the best way to reduce its impact on the city. In 2018/19, in collaboration with these groups, efforts have been targeted to provide early intervention and preventative work to families and/or individuals. The youth offending service, with young people in Newport and a local film company, created a short film about breaking the cycle and the impact of anti-social behaviour. This was shared and promoted across the Newport schools and the Welsh Government in 2018/19.

The council has been working closely with Gwent Police to tackle areas of ASB across the city and, where hotspots have been identified, support is given to Gwent Police in the enforcement. The council's regulatory services, such as Trading Standards, have been working proactively with local businesses and shop owners to minimise underage alcohol, knife and cigarette sales. In addition, this work includes tackling doorstep crime and fraud where vulnerable residents have been targeted.

Homelessness is a complex area of work and involves much more than just the provision of accommodation. Homelessness is influenced and impacted by a number of local and national factors that can impact on whether someone becomes homeless or not. In partnership with Newport housing associations and charities our focus is on providing early intervention and prevention of individuals and families from becoming homeless.

In 2018/19, in collaboration with neighbouring councils, the Gwent Homelessness Strategy was launched. It commits the councils to offer access to suitable and affordable housing, advice and support to vulnerable people, fair and equal person-centred service, early intervention and prevention work. There are 10 key strategic objectives with local actions to support the needs of homeless people in Newport.



Case Study – The Young Person’s Promise



One of the most exciting projects that we have been involved with in 2018/19 was the development and endorsement of the Children’s Charter, now known as the Young Person’s Promise. Throughout this work the council involved young people from Newport Youth Council, Barnardos, local youth groups, and schools.

The outcome of this work resulted in six promises for the council to deliver and was endorsed by the cabinet. The council is now working with the youth council and a local artist to officially launch the promise. The council will adopt this as part of the Strategic Equalities Plan and will be included as part of key council activities where young people are involved.

2019/20 – What are we going to do?

- Official launch of the Children’s Promise
- Community Investment Zones
- Implementation of the Gwent Homelessness Strategy in Newport
- Delivery of the Independent Living Strategy

Aspirational People

Supports: Well-being Objective 1 – To Improve skills, education and employment opportunities

Well-being Objective 3 – To enable people to be healthy, independent and resilient

The city has modern, increased tertiary education capacity that meets the needs of Newport's future economic and social changes

Three new state of the art schools will be built, tangibly improving student choice and the educational offer in the city.

The annual Newport Work Discovery week is established bringing together residents, employers and the public sector together to connect and raise aspirations. The Council commits to 15 apprenticeships per year as part of this city-wide drive.

Increasing educational and social care capacity, so that fewer than ten children are educated out of the city and the number of out county social care placements is reduced by 25%.

Newport will improve the number students that achieve at least 5 GCSE A*-C including English and Mathematics in line with the Welsh average.

Newport is a forward-thinking city and is strategically situated along the M4 corridor to attract businesses and investment into the city. To maximise these opportunities the city needs a highly skilled and diverse workforce. It is essential that we are able to provide access to the relevant skills and education programmes so future generations have opportunities to maximise their potential and enable them to achieve their aspirations now and in the future.

We also have a statutory duty to promote and safeguard children and young people within their families. Where this is not possible, we provide them with good quality alternative care and necessary support to meet their needs and provide every opportunity to succeed.

The development of increasing the city's tertiary (post-16) education capacity to be able to meet the needs of the city is one of the long-term goals as part of the Corporate Plan. The council has worked closely with our partners on the Public Services Board and undertaken wider regional collaborative work to deliver a skills audit.

This has enabled the council to identify what the skills needs are for the city. Building on this work it will be possible to start making further preparations in collaboration with the tertiary education sector to establish an approach on meeting those needs.



Using funding from the 21st Century Schools programme and planning agreements (section 106), Jubilee Park Primary School was opened in 2018/19 and Glan Llyn (English-medium) Primary School due to open to pupils in September 2019. Glan Llyn Primary School is being built on the former Llanwern Steel site as part of a major residential, business and sustainable development and will accommodate 420 pupils from the area. Newport's first Welsh language secondary school, Ysgol Gyfun Gwent Is Coed new building was also officially opened in December 2018 and currently hosts students in years 7 to 9.



Caerleon Lodge Hill Primary School



Ysgol Gyfun Gwent Is Coed



Glan Llyn Primary School



Jubilee Park Primary School

The Newport Work Discovery Week is proposed to be an interactive approach for the private, public, third sectors, schools, colleges and universities to promote opportunities to learn and work in the city and the wider region. In 2018/19, the council has developed **Tudalen 32** to meet this commitment. As part of the Young Person's Promise the first phase will focus on people between the ages of 12 and 18 with partners from the Public

Services Board, Newport Economic Network and the wider regional private / public sectors to deliver Discovery Week in 2019/20.

Case Study – Newport City Council apprenticeship programme



In 2018/19, the council fulfilled its Corporate Plan commitment to appoint 15 apprentices as part of the city-wide drive to connect and raise aspirations in the city. Since 2016, there have been 48 apprentices who were offered recognised qualifications through partners ACT. Opportunities are also made available to apprentices at the end of their placement and 14 apprentices are now in full-time equivalent roles in the Council.

In 2019/20, the next cohort of apprentices will take these figures to more than 50 placements. Additionally, the graduate programme will be launched which will offer further opportunities to university leavers to gain their first career opportunities at the council.



The continuation of the Attendance Matters campaign across primary and secondary schools with targeted interventions has helped schools to maintain high attendance figures and reduce overall exclusion rates. With the improved performance of GCSE and A-Level results, the campaign is supporting pupils to achieve their goals and aspirations.

The Digital Schools Initiative in collaboration with the Education Achievement Service (EAS) is assisting schools to improve the digital skills of pupils and teachers. The schools are also actively involved in promoting pupils to stay safe online and ensuring the well-being of pupils using social media.



One of the biggest challenges faced in 2018/19 was the increase in the number of looked after children from 335 in April 2018 to 375 by the end of March 2019. There are many different reasons for the increase and Newport is not alone in seeing this trend. In 2019/20, the council made a commitment to reduce this number and continue to provide holistic support to children and their families through alternative approaches to their care and support.

Case Study – Rose Cottage



To reduce the impact of out-of-county placements, the council opened Rose Cottage in January 2019. Four children returned from out-of-county placements and provided an improved level of care and support while reducing the cost of care for the children.

Following the success of this initiative, the council is undertaking a feasibility study on a second site. It is also reopening Oakland House in 2019/20 following a major refurbishment of the building to meet statutory requirements and give the best opportunities for young people.



57%

Pupils who achieving 5 GCSEs or equivalent A*-C.

The council received a positive inspection report from **Estyn**, the independent inspectorate of education services, schools and other educational establishments in Wales. The outcomes in the report reflected the improved performance made across schools and by pupils in 2018 at the key stages including at GCSE and A-Level.

Primary schools have continued to receive positive inspection reports from Estyn and this demonstrates the progress made by the council over the last three years. In January 2019, Newport had 27 primary schools rated as green and performing well by the Welsh Government. While a third of secondary schools remain in statutory categories by Estyn, the council has worked closely between with the school management teams and governors, EAS and Estyn to raise standards in 2018/19 and will continue to do so in 2019/20.



In 2018/19, the council continued to work with schools, Newport Live and the University of South Wales on different initiatives, such as Inspire 2 Achieve, to ensure young people stay in education, employment, and training. As a result, there has been continuous improvements in lowering the number of children that are not in education, employment or training (NEETs) in Newport.

It is recognised that further improvements are needed for pupils receiving free school meals and improving their outcomes and opportunities. This was also raised in the Estyn review and in 2019/20, the council will taking action, alongside the EAS and schools, to closely monitor and improve the performance in this area.

2019/20 – What are we going to do?

- **Deliver Newport Work Discovery Week**
- **Complete and reopen Oakland House**
- **Development of a new property for looked after children**
- **Open Glan Llyn Primary School**
- **Launch the graduate programme**
- **Implement and monitor the delivery of Estyn recommendations**

Thriving City

Supports: Well-being Objective 2 – To promote economic growth and regeneration whilst protecting the environment

Well-being Objective 3 – To enable people to be healthy, independent and resilient

A Newport Festival of Democracy and redeveloped Heritage Discovery Centre represent the city's increasingly vibrant cultural offer with an increase in visitor numbers recorded.

Newport's future business offer is driven by the Newport Business Collaborative, a transformed business innovation group which builds on today's informal grouping and helps to increase the proportion of successful SMEs in the city.

Real progress on transforming Newport City Centre through redeveloping sites such as Westgate, Chartist Tower and the Market and creative use of existing cultural and commercial assets.

Illegal city centre parking dramatically reduced through a step change in behaviour and enforcement.

A new household waste recycling facility is built as part of a new Love Newport deal with residents on waste, recycling and community pride.

Newport has been undergoing one of the largest regeneration programmes in the UK through private / public sector investment potentially totalling £2 billion by 2020.

The city has already seen major investment in 2018/19 through the investment from IQE, the International Convention Centre Wales at the Celtic Manor, a large-scale housing development on the former Llanwern Steel site and also the electrification of the rail network.

With any regeneration and growth, the council also has regard to the city's fantastic industrial and commercial heritage, such as the Transporter Bridge and Market Arcade. This all has to be balanced with maintenance and improvement of the environment which residents, businesses and visitors live and work in.

Case Study – National Software Academy



In 2018, the National Software Academy, a joint partnership between Cardiff University, Welsh Government and industry leaders, moved into the Information Station building. The establishment of the software academy not only represents the city making efficient use of its current buildings and assets, but is also a testament to the attractiveness of Newport as a city for outside investors.

The Academy provides support for business projects, creating the opportunity for future business developments, and will produce 60 undergraduate and 20 postgraduate students each year, helping address a critical gap in the South Wales economy for qualified and industry-ready software developers.

To deliver the council's vision, the **City Centre Masterplan** was developed to provide an overview of what will be delivered in three key areas: the Northern Gateway, City Core and Riverside. The council recognised it cannot deliver this vision alone and the Newport Economic Network (NEN), involving private sector business leaders and public sector representatives, was created. The NEN has been enhanced with the development of the Destination Management Board and Digi Tech Board.

In 2018/19 there were major steps forward in the redevelopment of historical landmarks the Transporter Bridge and Market Arcade. In collaboration with the Heritage Lottery Fund (HLF), we received phase 1 investment from the HLF to develop a new Heritage Centre at the Transporter Bridge. Through the involvement of the Friends of the Bridge, there is an aim to raise £30,000 through crowdfunding to support the phase and negotiations are taking place with the Welsh Government to provide match funding. The Welsh Government funded £1.1m for the internal refurbishment of Market Arcade. This funding will restore the Arcade and make it attractive for shoppers and business alike.

Case Study – Chartist Tower



For some time, Chartist Tower lay vacant and the council recognised the potential for this asset to regenerate and become a focal point for the city centre. With the development of the International Convention Centre Wales and the lack of high quality hotel space in and around the city, the council set out to attract potential investors to support us in redeveloping the building. This resulted in Mercure Hotel Group agreeing a 10-year franchise, investment from Welsh Government to improve the façade of the building, and generation of more than 350 jobs. The Hotel is anticipated to be opened in 2019/20 and ready to support the new convention centre and further attract visitors into the city.

In 2018/19, the council continued to support and attract major events into the city. As a sporting city, with a deep heritage of football and rugby, the exploits of Newport County AFC have brought significant national coverage to the city over the last year. In addition to this great success Newport held the first ABP Newport Marathon in April 2018 and in May 2019 which has attracted over 6,000 participants from across the country to visit Newport. Newport also hosted the Velothon Wales and the Tour of Britain which culminated in the renaming of the Wales National Velodrome. It is now the Geraint Thomas National Velodrome of Wales in recognition of his Tour de France and Olympic achievements.



Following the approval to pass civil parking enforcement from Gwent Police to the local authorities, work was undertaken in 2018/19 to preparing the city's roads and signage, recruiting enforcement officers and communicating the change and rules to residents, businesses and visitors. All this work led to a successful implementation of parking enforcement by the council from 1st July.

As with any growing city, Newport continues to face challenges with its highways infrastructure, keeping the city moving and encouraging less car use. The council recognises that air quality needs to improve and find more sustainable approaches so in 2019/20 the sustainable travel strategy will be launched to support a commitment to improving how people travel into and out of the city. In addition, exploratory moves have been made to develop a cycle hire scheme similar to those in Cardiff and Bristol and it is hoped to launch the scheme in 2019/20.

One of the biggest challenges over the next six years is the commitment, as part of a national requirement from Welsh Government, to recycle 70 per cent of **waste** by 2025 in Newport. As with any ambitious target, everybody from residents to businesses and manufacturers need to change how we manage the waste we produce. This year proposals to ensure this target can be achieved were approved as part of the council's waste strategy and included reducing the bin sizes to encourage residents to recycle more.



The implementation of smaller household waste bins has been adopted by most councils in Wales. However, the council has maintained collection frequency as well as banning recycling materials in the waste bin. There was an extensive communications campaign and the creation of an engagement team to actively engage with residents to provide advice and support and issue fines to those residents not complying with the system

but only as a last resort. Results so far are showing a very high increase in recycling, especially food waste, which will ensure the recycling targets set for the year are met.

Other proposals to be implemented in the near future include the development of a second Recycling Centre and improved recycled collections for businesses.

As part of the Wales Audit Office work, a review of how Newport City Council developed, and is delivering the corporate objective on the promotion of economic growth. The outcomes of this review has enabled reflection on the work completed to date and recognised the collaborative work with private, public and third sectors in the city in developing the City Centre Masterplan. The review also acknowledged how the council has started to look towards the long term (over 20 years) in the delivery of its objectives but identified further improvement was required integrate those objectives more closely to partners and involve stakeholders more in the decision making process. The council has been able to look at how it improves its approach in developing future plans and proposals to make Newport a Thriving City.

2019/20 – What is the council going to do?

- Delivery of civil parking enforcement from July 2019
- Opening the Mercure Hotel, Chartist Tower
- Redevelopment and opening of the Market Arcade
- Implementation of the sustainable travel strategy
- Introduction of a cycle hire scheme for Newport
- Development of the proposed household waste recycling facility

Modernised Council

- Supports:**
- Well-being Objective 1 – To improve skills, educational outcomes and employment opportunities**
 - Well-being Objective 2 – To promote economic growth and regeneration whilst protecting the environment**
 - Well-being Objective 3 – To enable people to be healthy, independent and resilient**
 - Well-being Objective 4 – To build cohesive and sustainable communities**

We will create a Digital Ecosystem for Newport that rapidly intensifies the growth of the digital economy sector and provides a platform for businesses to connect innovate and grow and communities to participate, interact and self-support.

Develop the Newport Intelligence Hub to create a one stop shop for spatial and geographic data, data analytics, infographics and open access data to support and drive for evidence-based working.

Four multi-agency Neighbourhood Service Hubs will be created which bring together a range of different services to support better outcomes and manage demand in areas of Newport with the highest need as evidence in our well-being profile.

We will create an inviting and inspiring work environment freeing up 50% of our estate (including 20% of our Civic Centre) to save money and create space for commercial and social innovation.

Each citizen in Newport has access to a MyAccount – an individual online portal which allows them to do business with the Council and online.

Newport City Council plays a crucial role in supporting the well-being, security, modernisation and prosperity of the city and its communities. It is already delivering substantial change programmes, but the scale of the challenge of delivering quality services while implementing reductions in public spending, and responding to social and environmental pressures, requires reform that applies right across the council.

With increasing demand to provide 24 hour services and maintaining different ways for residents and businesses to access council services means the council has to think and act smarter in the way services are delivered.



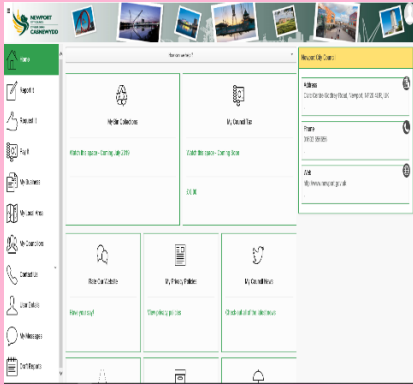
By making the best use of the workforce, assets and advances in technology, Modernised Council is making specific and practical changes to how, where and when the council works and operates. When implemented, these changes will lead to real improvements to the speed and accessibility of services to citizens, visitors, and businesses in ways that suit them.

During 2018/19, the council began to make progress on its modernisation ambitions with the introduction of MyAccount, development of on-line services, creation of the Newport Intelligence Hub, the build of the first multi-agency Neighbourhood Hub and forming a partnership to secure funding to create a full fibre network and digital ecosystem.

A pan-Gwent fleet review is underway. As part of a public body partnership, funding was secured for a Carbon Trust and Energy Service review of fleet and associated carbon emissions. Combined with the introduction of innovative technologies and working practices, the review will inform a modernised approach to the management of council fleet and mileage. Leading to a council transport strategy that will reduce the number of miles travelled, reduce transport carbon emissions, and reduce the council's contribution to city congestion.

There is an emphasis on adopting innovative technology, however, Modernised Council is also about protecting the city's heritage and major assets for future generations. In this regard, proposals for the use of the Civic Centre are could be presented for consultation in the not too distant future.

Case Study – Customer Relationship System (My Newport)



It was recognised that the council's customer relationship management system (CRM) was outdated and did not meet future demands of service users to access services online.

In November 2018, the council introduced a new system to enable users to access their information to report issues / complaints; have their say on council matters and keep up-to-date with council activities and news. A mobile application, 'My Newport', for mobile devices was also launched to enable service users to access the same services. Since the launch more than 21,000 accounts have been created and the mobile application downloaded over 400 times.

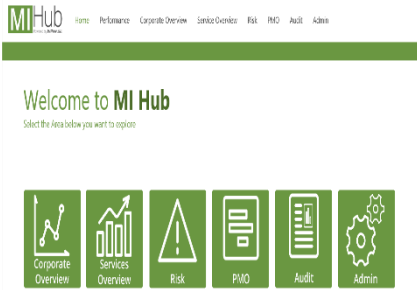
In 2019/20, residents and businesses to pay and view their Council Tax and business rates will be introduced on the My Newport page. Further promotion and updates to the service will be made in 2019/20 to attract more users.

2019/20 – What is the council going to do?

- Consult on proposals for the Civic Centre
- Launch My Newport to enable residents and businesses to pay and view their Council Tax and business rates online.
- Open the first multi-agency Neighbourhood Hub
- Development of a council transport strategy

The Way we Work (Well-being of Future Generations Act)

To support the delivery of the Corporate Plan, it is necessary for the council to continuously improve, provide assurance and ensuring processes remain consistent with the sustainable development principle. The Well-being of Future Generations Act has set seven corporate areas of change and how they are adapting towards the five ways of working:



Corporate / Service Planning – In preparation for 2019/20 each service area reviewed their plans to identify new objectives, revise existing objectives (if applicable) and to close objectives where they have been completed. All service plan objectives and actions are now captured in the council's management information hub and will provide greater flexibility for service areas, improve responsibility over their actions and enable regular monitoring and reporting on progress. For 2019/20, service plan objectives have also been captured in the council's personal performance Clear Review system to enable alignment of personal objectives to service plan objectives.

Financial Planning – The council undertakes a thorough evaluation and assessment of its budget position through scrutiny reviews and business change proposals to determine the delivery of its services both through the annual review and medium term financial plans. The budget setting process is also subject to consultation with its stakeholders such as Newport citizens, trade unions, council members and Newport Fairness Commission.

Workforce Planning – The council continues to deliver the talent management framework that is part of its commitment to develop a motivated, capable and engaged workforce alongside building capacity and managerial leadership. This framework takes an inclusive approach providing an integrated programme of development opportunities for all levels of the workforce.

Procurement – The council's **Procurement Gateway Strategy** and process allows it to ensure that procurement and commissioning activity delivers economic value and sustainable services to its users. The council also has positive relationships with its regional partners and third sector organisations ensuring that the goals and aspirations of the Act are aligned and met. It has also signed up to the Welsh Government's Code of Practice for Ethical Supply Chains and have an ongoing implementation plan.

Asset Management – In 2018/19 we launched the **Strategic Asset Management Plan (SAMP) 2018-2025**. The Plan has been aligned to the Council's Corporate Plan and reflects some of the major projects from the well-being objectives and Corporate Themes. The Asset Management Plan will support the delivery of key priorities within the Council's Corporate Plan and the City's Well-being Plan. In 2019/20 the Council will be developing its Highways Asset Management Strategy to support the management of the Council's highways network and infrastructure.

Risk Management – In 2018/19 Corporate Risk Management was reviewed by the council's Internal audit team which was positive about how corporate risk is managed but had also identified improvements in how risks are aligned to the Corporate Plan and setting a risk appetite for the council. In 2019/20, alongside the developments made with corporate / service planning and performance management, work will start to align these areas to provide an integrated approach on the delivery of the Corporate Plan.

Case Study – Gwent Futures Risk Assessment



As part of the Public Services Board (PSB) and regional partnership working, the council supported and collaborated with the council's partnership team in a risk workshop to identify the emerging risks over the next 30 years for Newport and Torfaen PSBs. From the outcomes of the risks identified in the workshop and as part of the annual risk review, the council has been able to identify and align risks such as climate change to those identified at the PSB and the regional G10 group.

Performance Management – In line with the service planning and risk management work undertaken in 2018/19, work has been undertaken to align performance measures to service / corporate objectives. Within social services and education, collaborative work has been ongoing to develop new performance measures for 2020 and beyond to enable improved performance monitoring of these areas. In 2019/20 work will take place to develop the integrated planning, performance and risk framework to support the delivery of the Corporate Plan and put in place mechanisms to develop the next iteration of the Corporate Plan from 2022 and beyond.

Case Study – 'Art of the Possible'



The Art of the Possible is one of the Future Generations Commissioner's main programmes of work and sets out a positive vision of what Wales would look like if public bodies implemented 82 simple changes and respond to the opportunities that the legislation provides to make better decisions for future generations.

The council participated in this review and had identified that it had already adopted or was developing the changes for more than 80 per cent of the actions. These included flexible working, procurement transparency on goods and services, publication of the gender pay gap, HR policies, Welsh Language Standards.

Equalities

Newport City Council has continued to make progress towards its strategic equality objectives in 2018/19. The equality objectives form part of our four year **Strategic Equality Plan** which sets out the approach to promoting positive relationships between different groups, ensuring equal opportunities for people, regardless of their background, and preventing discrimination. Progress is monitored throughout the year by the Strategic Equalities Group which is chaired by the Deputy Leader of the council and has representatives from the Fairness Commission, trade unions, councillors, heads of service and lead officers. This ensures that a wide range of partners are all involved in providing effective governance for the equalities agenda.

Representative Workforce



In our **Annual Report 2018/19**, and over the duration of the current Strategic Equality Plan, the authority has improved on the way it understands and engages with its employees, including the creation of workforce dashboards which allow for better monitoring. Female employees make up around 77 per cent of the workforce, but are less likely to earn over £55,000 compared to male colleagues.

Over the 2018/19 financial year, the authority saw the gap between men and women employed in permanent posts grow to around 4 per cent, with 70.3 per cent of the male workforce being employed on a permanent basis as opposed to 70.3 per cent of female staff. There is a significant difference in working patterns. Approximately 67.8 per cent of men work full time compared to only 31.8 per cent of women. Both genders have seen a slight increase in the percentage of full time employees.

The percentage of leavers identifying as disabled (2.5per cent) is higher than the number of employees that identify as disabled (1.8 per cent), and the percentage of disabled job applicants and employees is also low.

The proportion of BAME employees is lower than that of the population of Newport. BAME employees make up 3.9 per cent of the council's workforce, but BAME people make up at least 10.1 per cent of the population of Newport

The data dashboard now provides up-to-date information on staffing profiles, enabling us to identify targeted interventions and gaps which are all working towards ensuring the workforce becomes increasingly representative of the population we serve. These will continue to be supported by our positive and collaborative relationships with partner organisations.

Engagement and democratic participation



Meaningful engagement with the public is central to the equalities agenda. The council offers a wide variety of mechanisms for people to engage with the democratic process. This includes formal **consultation** via the council's website and social media platforms; the Citizens Panel and the bus wifi where public can engage with council surveys. In the council's budget consultation process a series of events were held. To have a wider reach surveys were held at all of the council-run libraries and community centres. Newport Youth Council were also engaged as part of the budget process.

Case Study – Participatory Budgeting



In conjunction with the partnership work at the Public Services Board, 100 members of the community from Ringland and Alway decided which projects received funding from community grant scheme. Of the 15 projects that applied for funding, four were successful and will provide diversionary activities for young people, mental health support and the local school radio station.

Improving access to services

More than 73,000 people visit the Civic Centre and Information Station annually, accessing a number of services including housing advice, council tax and licensing. The contact centre manages more than 300,000 calls annually and the council website receives 1.6 million hits per year.

Over the past 12 months, the authority has continued to improve access to services. Future plans for the continued upgrade and maintenance of the council's estate will be outlined in the authority's Strategic Asset Management Plan.

Cohesive Communities and Tackling Hate Crime

Over the past 12 months, the council has been delivering the Welsh Government 2017- 2020 community cohesion programme priorities as part of the cohesive Communities work programme. Community cohesion involves everyone, and how we relate to others who are different. It is not just about how people from different ethnic groups, religions or nationalities, relate and get on, although this is a vital component. It also involves working to break down the barriers to inclusion in society caused by income inequality, or caused by isolation and loneliness among older people; or by barriers preventing the inclusion of disabled people. This year the council has continued to deliver training around Prevent (preventing violent extremism) to staff and partners, worked with the local hate crime forum to improve local response and victim support for victims of hate crime, and celebrated occasions like Pride, Black History Month and Refugee Week throughout the year. The council continues to participate in the Home Office's resettlement schemes for vulnerable refugees, and this year also took responsibility for delivering these services in Monmouthshire.

2019/20 – What is the council going to do?

- Building better equality monitoring into council processes
- Monitor community tensions and hate crime as Britain exits the EU
- Providing support to EU citizens in Newport to access the government's settlement scheme
- Engaging with our staff that share protected characteristics in order to better understand their experiences working for the council
- Putting the finishing touches to the breastfeeding and reflection rooms, available to members of the public and staff in the Civic Centre
- Engaging with communities on the new Strategic Equality Plan and plan for its launch in 2020

Welsh Language Standards



The Welsh Language Standards have provided the council with the drive to rise to the Welsh Government's challenge of delivering entirely bilingual public services. In 2017, the council launched its five- year Strategy which set out how it is going to promote and use the Welsh language in its activities and services. An annual report is produced to reflect the positive steps that have been taken, while also highlighting the work and challenges left to be done.

The authority has taken a holistic approach to implementing change, allocating responsibility to service areas and putting governance arrangements in place through the Strategic Equalities Group, the Welsh Language Implementation Group and an increasing number of task-and-finish subgroups.



21.3%

**People aged 3 or over
can speak Welsh** (Stats
Wales 2018)

Over the course of this financial year progress has been made in a number of areas; the Welsh language has continued to benefit from the dedicated budget that was allocated to it in the previous financial year. This shift towards bilingualism continues to be facilitated by the implementation of a centrally funded translation service, which efficiently translates a huge volume of material for the authority.

However, as was the case in the previous annual report and as was outlined in the council's official challenges to the Commissioner's Compliance Notice, there remain a number of limitations relating to legacy IT systems that at present cannot operate in compliance with Welsh Language Standards. However, as these systems reach the end of their operational lifespan they will be replaced by newer systems which will be compliant with Welsh Language Standards, as

was the case with the authority's newly procured Customer Relationship Management System (CRM).

The authority has also made positive steps to achieving the goals set out in its five-year Welsh strategy, with notable achievements such as the development of an improved Benefits of Bilingualism booklet and the partnership work to promote the Welsh language with minority communities across Newport. The campaign has also recently been bolstered by a development of a number of videos that look to encourage parents to consider Welsh medium education for their children, contributing to the authority's target of increasing the number of pupils in Welsh medium education.



Last year, the council identified a number of priorities that it wanted to achieve in the 18/19 financial year, including a Welsh mystery shopper programme, improved and integrated impact assessment guidance, and the further development of the five-year Welsh Language Strategy. This report shows substantial progress has been made against many of these goals. However, as has been the case in previous financial years, the authority will need to keep up momentum to ensure the uniform implementation of Welsh language standards.

2019/20 – What is the council going to do?

- Work on developing and promoting the updated FEIA process, inclusive of training for decision makers
- Continue to develop promotion of the council's Welsh language services
- Develop and deliver suitable Welsh language awareness training across the organisation

- Enhance partnership working across Welsh Language Forum members in line with the Welsh Language Strategy
- Develop the intranet to include Welsh language guidance around compliance with the Welsh Language Standards

Summary of Events in Newport 2018/19

Here is a summary of activities and events Newport City Council participated in during 2018/19.

April 2018

- Unveiling of artist impressions of the proposed visitor centre and refurbishment of the Newport Transporter Bridge using Heritage Lottery Funding.
- Collaborating with local youngsters and local film company, Newport Youth Offending Service created a short film about the impact of and breaking the cycle of anti-social behaviour.
- The first Newport Wales Marathon and 10k saw thousands of runners, volunteers and spectators in the city.

May 2018

- Welsh Government gave £687k to improve the active travel network across the city for residents and visitors to enjoy walking and cycling and moving away from using their cars.
- Committed to the UK100 pledge to using 100per cent clean energy by 2050 alongside other UK local authorities.

June 2018

- In collaboration with Friends of the Bridge, a crowdfunding campaign was launched to support the redevelopment of the Transporter Bridge.
- As part of Carers Week, with local charities and providers, a week of events held to raise awareness of the challenges face by carers and the contribution they make to their families and communities.
- The PopUp Business School, visited by more than 120 people, provided advice and tips to budding entrepreneurs on how to set up a business.

July 2018

- Return of Velothon Wales as cyclists of all levels of ability and ambition take on the challenge of the 140km route through South East Wales including Newport.
- Support given to residents in Clevedon Road and Tennyson Road to restore a vital bus link to residents.
- Beechwood Park and Belle Vue park received Green Flag status awards which recognises the work which staff and volunteers make to maintain and improve parks for all to use.

August 2018

- Improvements to A-Level and GCSE results recognising the hard work which students, teachers, schools and families make to enable their achievement.
- Newport Jobs Fair was delivered with companies and education providers from across Newport offering job and training opportunities.

September 2018

- As part of the council's Welsh language strategy, Becoming Bilingual / Bod yn Ddwyieithog campaign was launched to raise awareness of Welsh medium education.
- A stage of the Tour of Britain came to Newport and the Wales National Velodrome was renamed the Geraint Thomas National Velodrome of Wales in recognition of his successes in the Tour de France and Olympics.

October 2018

- In collaboration with Tiny Rebel, the annual Food and Drink Festival offered culinary delights to residents and visitors.
- As part of the Childcare Offer for Wales, the offer of 30 hours free childcare for 3 and 4 year olds was made available to all families in Newport .

November 2018

- In support of the Armed Services and local dignitaries events were held across the city to mark 100th anniversary of the First World War.
- As part of ongoing regulatory work, enforcement action was taken against a taxi driver for smoking, a pub chain for hygiene failings (fined £152,000) and landlords that were fined for breaching housing regulations.

December 2018

- Launch of campaign to recruit more foster carers for children and young people who need a safe and secure home.
- Promotion of the preparations for Civil Parking Enforcement and improving road markings and signage across the city.

January 2019

- Lighting of the flame as part of the preparations in hosting the British Transplant Games in July 2019.
- Adoption of the Motor Neurone Disease Charter in support of local people living with the terminal disease and their carers

February 2019

- Adoption of the Gwent Homelessness Strategy which was produced in collaboration with neighbouring councils and charities.
- Work began to develop Newport's first Neighbourhood Hub in Ringland.

March 2019

- Smaller bins roll-out began to help achieve the council's commitment to improve recycling rates.
- Support pledged for the Spring Clean Cymru in collaboration with Keep Wales Tidy to improve the cleanliness of open spaces, parks and beaches and streets.

Mae'r dudalen hon yn wag yn



Report

Cabinet

Part 1

Date: 16 October 2019

Subject **Newport City Council Brexit Preparations Update**

Purpose To present an update to Cabinet on the Brexit preparations that Newport City Council has taken since the last Cabinet Report in July 2019.

Author Director of Place
Head of People and Business Change

Ward All

Summary Following the UK Government's decision to trigger Article 50 to inform the EU that UK was leaving in 2 years, public sector bodies including Newport City Council have been making preparations based upon whether there will be a transition period or a 'No Deal' exit. Newport Council has established a Task & Finish Group of senior officers across all service areas to identify and make preparations to ensure critical services and activities have the necessary resilience and resources in place.

Following Parliament reconvening in September 2019, the risk of the UK leaving on 31st October with or without a deal has increased significantly. Consequently the preparation work being undertaken by the Civil Service, Welsh Government, public sector bodies including Newport City Council has also increased. The Council's Task & Finish group has re-examined the key risk areas in the Council to ensure that service areas have the necessary mechanisms in place with mechanisms to escalate any significant issues that could affect the delivery of their services.

Proposal Cabinet is asked to consider the contents of the report and note the Council's Brexit preparations.

Action by Senior Leadership Team and Heads of Service

Timetable Immediate

This report was prepared after consultation with:

- Corporate Management Team
- Internal Brexit 'task and finish' officer group

Signed

Background

In 2016, the UK public voted to leave the EU. Following the vote, the UK Government notified the EU that it was leaving and triggered Article 50. By triggering Article 50, the UK Government and EU had two years to negotiate and agree a withdrawal process from EU arrangements. The initial deadline date was set as 29th March 2019 but was extended to 31st October 2019. Following the UK Parliament reconvening in September 2019, the risk of the UK leaving on the 31st October 2019 with or without a deal has increased significantly.

As with many other public, private and not for profit organisations, Newport City Council undertakes many activities where there is a potential impact as a result of leaving the EU. As a port city Newport receives and sends goods to and from the EU and also has over 3,000 (4.76% of Newport's population) people from the EU living in the city. Newport also has many EU based companies e.g. Airbus or Small to Medium sized companies that trade with the EU and could be impacted by any withdrawal arrangement.

To enable the Council to make preparations, advice and guidance was provided by the Welsh Local Government Association (WLGA) and Welsh Government. Using their toolkit we established a Task & Finish Group in 2018 which is made up of senior officers across the eight service areas and representatives from our critical service providers such as the Shared Resource Service (SRS) and Newport Live. In line with the toolkit we have focused our preparations on three aspects:

1. **Your Organisation** (Priorities / People / Finance & Funding);
2. **Supplies and Services** (Services, suppliers and supply chain / Core Operations / Legal, Data & Regulatory)
3. **Your Place** (Local Community)

An updated version of the toolkit has also been recently released by WLGA and we are now working through this to support the preparations for 31st October 2019.

Whilst service areas have made preparations to minimise the impact of leaving the EU, there are many activities and services where there are still unknown factors and where the Council will have limited control in the short, medium and long term. Where we encounter these unknown situations Newport Council will have to manage these as they arise and escalate as necessary additional support, advice and guidance to the Welsh Government, UK Government and the WLGA to manage these situations.

In September 2019 the Council's Task & Finish group reviewed the current issues and this is summarised in Appendix 1 of this report. With the 31st October deadline, additional factors such as the threat of winter weather events now need to be taken into consideration with any of our planning activities. With regard to the key critical areas of the Council the following areas were highlighted as being impacted:

- **Food and medical supplies** – Social Services and School contractors have provided assurance with the food supplies but have indicated that there may be produce where availability may be restricted and price rises could be encountered. Social Services are also working closely with the Health Authority to ensure medical supplies are available for homes and individuals.
- **Stability of social care providers and homes** – small to medium sized social care providers and homes are already vulnerable and have less tolerances to significant changes to costs e.g. energy supplies, food, and workforce. The Council's Social Services Commissioning team and Finance Service are already closely monitoring the situation and are seeking assurances from providers to ensure necessary preparations are being made.
- **ICT costs / cyber security / data protection**
 - The Council's ICT contractor Shared Resource Service (SRS) have indicated that there could be impacts on the availability and cost of ICT hardware and equipment which is sourced outside of the UK.
 - SRS has also indicated that there is likely to be an increase in cyber-attacks on public sector bodies. Security such as firewalls and disaster recovery arrangements are in place and being reviewed by SRS.

- The EU Data Protection law has been adopted into UK law. However, if there is a 'no deal' the UK will be treated as a third country without an adequacy deal. If ICT applications / systems are hosted by an EU country, then appropriate safeguards and measures will need to be put in place between the Council and ICT provider. For systems maintained by SRS checks and appropriate measures are being put in place. However, Education Services with the support of Digital Services are making additional checks with schools to ensure necessary arrangements being made.
- **EU Settled Status Scheme / Community Cohesion**
 - Two Welsh Government funded Community Cohesion Officers have been appointed to cover Monmouthshire and Newport in order to identify and mitigate any community tensions which are related to Brexit. Their initial focus is on ensuring EU citizens have access to information and support regarding the EU Settled Status Scheme. An EU Citizens Support Group has been established and is attended by all services who have been funded by Welsh Government and the Home Office to offer EU support. Schools information sessions are being rolled out across both authority areas, and a weekly multi-agency drop in will shortly commence in Newport.
 - Newport Council is making arrangements with Registrars to provide an ID checking service for EU Settled Status applicants who are unable to access the EUSS android app. It is anticipated that the service will be in place in October/November 2019.
 - Mechanisms are in place for residents to report any hate crime or community tension that are related to Brexit and for these to be escalated to the appropriate authorities.
- **Businesses trading with the EU** – There are concerns that not all small to medium sized businesses are making the necessary preparations for a 'no deal' Brexit scenario. The Council's Economic Development team are raising awareness for businesses to make preparations and signposting them to the UK Government website and events in Wales and the South West.

Civil contingencies arrangements will be commencing in October 2019 with regular updates being provided through the Gwent Local Resilience Forum and Welsh Government. Officers from the Brexit Task & Finish group are supporting this process.

The Council has been undertaking communication activities with the public, Councillors, staff and partners in raising awareness about Brexit preparations. In March 2019 we presented to Councillors an update on Brexit preparations. Further communications have been issued to Councillors in September 2019 providing guidance on where to signpost residents and businesses if they are approached within their ward. This has been followed up by a presentation to Councillors at the start of October 2019.

We have also started to produce regular bulletins to staff and Councillors to provide an update on preparations and advice and guidance. Newport Council also has a webpage on its main website with advice and guidance with links to the Welsh Government and UK Government sites.

The full list of areas being monitored by the Task & Finish group are included in Appendix 1 of this report. The areas covered above and in Appendix 1 are being undertaken within existing resources with grant funding being provided for Community Cohesion officers and a small amount of funding (£45K) to support Brexit related activity.

Financial Summary

The Council's Finance team are monitoring any impacts on budgets through the monthly budget reporting process.

Risks

Brexit is recorded on the Council's Corporate Risk Register which is presented to Cabinet and Audit Committee every quarter. In Quarter 1 2019/20 (June 2019) Brexit was assessed with a risk score of 16 and will continue to remain on the risk register in the foreseeable future.

Risk	Impact of Risk if it occurs* (1-5)	Probability of risk occurring (1-5)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Brexit	4	4	See Report.	Senior Leadership Team / Corporate Management Team

Links to Council Policies and Priorities

Corporate Plan
 Risk Management Strategy
 Civil Contingencies Brexit Specific C3 – command, control and communications – contingency arrangements

Options Available and considered

1. To consider and note the contents of the report and for Cabinet / Cabinet Members to receive updates from officers as part of their portfolio.
2. To request further information or reject the contents of the report

Preferred Option and Why

1. To consider and note the contents of the report and for Cabinet / Cabinet Members to receive updates from officers as part of their portfolio.

Comments of Chief Financial Officer

The financial impact of a no deal Brexit are uncertain, however, there are some early indications that there could be an impact on prices and supply of goods that may further impact on both capital and revenue budgets. The finance team will continue to monitor these on a regular basis and issue arising will be highlighted through the regular monitoring and budget setting route.

Any negative financial impact arising from Brexit, whether it be through increase in prices or reduction in funding will place a significant challenge in setting a balanced budget, in what is already a challenging position.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report, which provides an update for Cabinet regarding the Council's preparations for a no-deal Brexit and the associated risks. Any legal issues in relation to existing contracts for supplies services and care provision and any regulatory enforcement issues, particularly in relation to port health, will be addressed once the Brexit position and the legal consequences becomes clearer. The Registration Service is making arrangements to provide an ID checking service for EU Settled Status applications.

Comments of Head of People and Business Change

As outlined officers in the Council are undertaking actions as best they can to mitigate the short to medium term impacts of Brexit. The Council is collaborating as best it can with other local authorities, WLGA and partners to make the necessary preparations. The report considers the potential for risks and opportunities and local and regional arrangements for monitoring these.

HR implications are as outlined in the report.

Comments of Cabinet Member

The Leader of the Council is briefed on all aspects of risk management within the Council and related Brexit issues and work.

Local issues

Members to be aware the impacts that Brexit can have on our Local Communities and business.

Scrutiny Committees

The Council's Audit Committee receives regular risk register updates on the Council's Risk Register which includes the Brexit Risk.

Equalities Impact Assessment

Not applicable.

Children and Families (Wales) Measure

Not applicable.

Wellbeing of Future Generations (Wales) Act 2015

There are potential long term impacts of Brexit which could affect the future demand on our services to provide the necessary support, advice and guidance. There may also be opportunities that could arise and the Council will need to make preparations to accordingly. In preparation we have been working collaboratively across the Council and with our partners to make sure that our services to prevent any scenario where services are disrupted and to provide resilience across the City and to our local partners. We have also been involving our stakeholders and where necessary providing the necessary advice and guidance to those that need our support. Going forward we will continue to monitor and report where necessary any impacts which Brexit could have on the delivery of our services.

Crime and Disorder Act 1998

Not applicable.

Consultation

Senior Leadership Team
Corporate Management Team
Brexit Task & Finish Group

Background Papers

Corporate Risk Register to Cabinet 19th June 2019
Welsh Government website '[Preparing Wales to leave the EU](#)'
Welsh Local Government Association '[Brexit Website](#)'
Newport City Council's '[Brexit Webpage](#)'

Dated: October 2019

Appendix 1 – Summary actions taken through the Task & Finish Group

Theme	Progress of Activity completed by Newport Council to 30 th September 2019
Your Organisation (Governance)	<p>Mechanisms are in place through the Brexit Task & Finish group, Corporate Management Team and Civil Contingencies arrangements to identify, escalate and report risks and issues in relation to Brexit. Briefings and presentations to Councillors have been made on how to signpost Brexit related queries and there has been increased communications to staff across the Council about Brexit related matters.</p> <p>The Council has a Brexit webpage on its website which also signposts residents and businesses to relevant Welsh Government and UK Government websites.</p>
Your Organisation (EU workers in Newport City Council)	<p>Our HR team analysed the number of staff that originate from the EU. In Newport City Council we confirmed that we have under 100 members of staff from the EU. To support these members of staff as well as other members of staff in Newport we issued guidance and directed staff to the Home Office website.</p>
Your Organisation (Finance and Funding)	<p>Newport City Council will be receiving approximately £6m from EU funding to deliver schemes such as Inspire to Achieve by 2022. The Council has received assurances that the funding will be in place to 2022. But there is no guarantee that this funding will be continuing after 2022 and the Council's Finance team will continue to monitor the situation.</p>
Supplies and Services	<p>The Council's Procurement team have been undertaking a review of the National Procurement Service Frameworks and contracts to gain assurances over critical supplies.</p> <p>Heads of Service and Senior Management Teams have been asked to review and contact their critical service providers and suppliers to ensure business continuity arrangements are in place and to raise any key risks. However, suppliers and providers have indicated that whilst they are making preparations, there remains uncertainty over availability and future prices of goods and supplies.</p> <p>Risk areas have been highlighted by service areas that have undertaken procurement exercises where companies have indicated potential increases to costs and supplies in the event of Brexit. These factors are now having to be considered by service areas and could impact on future budgets and decision making with contract providers who may decide to pass the cost increases onto the Council.</p>
Supplies and Services (ICT) Security / Data Protection arrangements	<p>The Council's ICT provider Shared Resource Service (SRS) have been undertaking a review of the Council's ICT systems and critical applications used. SRS has confirmed that there could be issues with the availability and cost of ICT Hardware.</p> <p>There are also risks to the security of data as previous events have shown an increase in cyber-attacks on public sector bodies. The Council has the necessary Firewalls and security measures in place to mitigate this risk and SRS are reviewing the Council's Disaster Recovery measures.</p> <p>Data Protection has been adopted into UK law. However in the event of a No Deal scenario the UK will be treated as a third country. The impact of this could result in services and/or schools not being able to process or access the data they require to undertake their duties. Guidance has been provided by the Information Commissioner's Office. SRS, Digital Services and Education services are making checks to ensure appropriate arrangements are in place.</p>

Theme	Progress of Activity completed by Newport Council to 30 th September 2019
Supplies and Services (Social Services)	<p>Food and medical supplies – Social Services contractors have provided assurance with the food supplies but have indicated that there may be produce where availability may be restricted and price rises could be encountered. This could result in alternative menus having to be devised. Social Services are also working closely with the Health Authority to ensure medical supplies are available for homes and individuals.</p> <p>Stability of social care providers and homes – small to medium sized social care providers and homes are already vulnerable and have less tolerances to significant changes to costs e.g. energy supplies, food, and workforce. The Council's Social Services Commissioning team and Finance Service are already closely monitoring the situation and are seeking assurances from providers to ensure necessary preparations are being made.</p> <p>As Newport has a large population from the EU citizens mechanisms are in place and communications issued to identify any children, adults that are in our care to enable them to apply for settled status. Advice and guidance is being provided by the Home Office on how to support this process.</p>
Supplies and Services (Regulatory Services / Port)	<p>As a port city the Council's Regulatory Services have been liaising with the Association of British Ports and the Gwent Local Resilience Forum on managing regulatory checks on exported supplies. Regulatory Services have also completed additional training to enable them to undertake additional checks but confirmed that staff resources may be impacted if they are having to undertake additional Brexit related work.</p>
Local Community (Civil Contingencies)	<p>As a member of the Gwent Local Resilience Forum (LRF) we have established mechanisms to monitor and report on any civil contingencies impacts. The Gwent LRF have reviewed their existing risk register for potential Brexit implications and have also worked with Welsh Government / Central Government with regard to the mitigation of potential new Brexit related risks. The Gwent LRF are continuing to monitor the situation closely with our partners.</p>
Local Community (Community Cohesion)	<p>To support our EU communities we received additional funding from the Welsh Government to employ 2 Cohesion Officers (one based in Newport, one in Monmouthshire, hosted by NCC), based within our Connected Communities Team. These fixed term 2 year posts will focus on mitigating any identified increase in Brexit related community tensions, and supporting communities that are particularly affected, for example, European Economic Active (EAA) citizens.</p>
Local Community (EU Settled Status)	<p>EU citizens residing in the UK have until December 2020 to apply for EU Settled Status through the Home Office. Applications can be made online or through an Android smartphone device. It is recognised that EU residents might not be fully aware of the requirement to apply or might not have access to a smartphone or computer device.</p> <p>In Wales there are currently only 2 local authorities (Caerphilly and Bridgend) that are able to provide an ID Checking service to residents and have asked if other local authorities can implement the process. Newport Council's Registrars using an allocation of the £45k Brexit funding received from the WLGA will make arrangements to have a similar service for Newport residents from October / November 2019.</p>

Theme	Progress of Activity completed by Newport Council to 30 th September 2019
Local Community	<p>The Council set up a webpage on the Newport Council Website to provide advice and guidance to residents and businesses and provided links to the Welsh Government Brexit webpages and Home Office pages. An email address has been set up for community tensions to be reported and monitored, and details of racist incidents are now shared weekly by Gwent Police. An EU forum has been established, bringing service providers who work with EEA citizens together on a regular basis to co-ordinate provision and ensure consistent communications are shared with communities and agencies. Links have been established with those schools that have a high EEA pupil population and drop in sessions are ongoing, offering advice and support to parents.</p>

Mae'r dudalen hon yn wag yn

Report

Cabinet

Part 1

Date: 16 October 2019

Subject **Wales Audit Office Follow-up review of corporate arrangements for the safeguarding of children**

Purpose To present Cabinet with the Wales Audit Office (WAO) Follow-up review of corporate arrangements for the safeguarding of children.

Author Strategic Director - People
Head of Children & Young People Services

Ward All

Summary In 2014 WAO published a report into the *Council's arrangements to support safeguarding of children* and also in 2015 as part of the Auditor General's report *Review of Corporate Safeguarding Arrangements in Welsh Councils*.

This report outlines WAO findings from the follow up review that sought to seek assurance that the Council has acted upon previous national recommendations and local proposals for improvements for corporate arrangements for safeguarding children. The WAO report concluded that: 'The Council has acted on all our previous recommendations and proposals for improvement, however, aspects of some remain to be fully addressed. The report raised 3 'national recommendations that have yet to be fully addressed'.

Proposal **Cabinet are requested to note the outcome of the review contained in the WAO report, recommendations that have yet to be addressed and the Council's management response in implementing the necessary actions.**

Action by Cabinet

Timetable Immediate

This report was prepared after consultation with:

- Senior Leadership Team
- Head of Corporate Safeguarding

Signed

Background

The Wales Audit Office (WAO) is an independent public body that aims to ensure that the people of Wales know whether public money is being managed wisely and that public bodies in Wales understand how to improve outcomes. As part of the Council's regulatory activity, the WAO undertakes a programme of work to ensure the Council is discharging its duties. In May 2019 WAO undertook a review of the progress the Council has made on findings from the 2014 report into the *Council's arrangements to support safeguarding of children* and the 2015 Auditor General's report *Review of Corporate Safeguarding Arrangements in Welsh Councils*. Self-assessment of progress was provided by the Council on its progress made on the recommendations and proposals through provided documents and interviews with key officers and the lead member for Corporate Safeguarding. The report acknowledges that it is limited in reviewing self-assessment progress against the WAO's previous recommendations and proposals for improvements, and that WAO have not tested the effectiveness of the Council's safeguarding arrangements in practice.

In their follow up review, the WAO examined 7 National Recommendations and 5 local proposals for improvement. A summary of their findings is set out in the table below:

National Recommendations (2015) / Local Proposal for Improvement (LPI)	Wales Audit Office Assessment of Council's Progress
R1 – Improve corporate leadership and comply with Welsh Government policy on safeguarding. LPI 2 – The Council should clarify who designated officers with responsibility for safeguarding are.	Fully Met
R2 – Ensure there is a corporate-wide policy on safeguarding covering all council services to provide a clear strategic direction and clear lines of accountability across the Council. LPI 1 – Develop a Corporate Safeguarding Policy that clearly specifies roles, responsibilities and procedures for safeguarding.	Fully Met
R3 – Strengthen safe recruitment of staff and volunteers.	Partially Met
R4 – Ensure all relevant staff, members and partners understand their safeguarding responsibilities. LPI 4 – Ensure all elected members and staff who come into contact with children on a regular basis receive training on safeguarding and child protection issues and the Council's corporate policy on safeguarding. This should also include volunteers.	Partially Met
R6 – Improve accountability for corporate safeguarding by regularly reporting safeguarding issues and assurances to scrutiny committee(s) against a balanced and council-wide set of performance information covering. LPI 3 – Improve the range, quality and coverage of safeguarding performance reporting to members to provide adequate assurance that corporate arrangements are working effectively.	Partially Met
R7 – Establish a rolling programme of internal audit reviews to undertake systems testing and compliance reviews on the council's safeguarding practices. LPI 5 – Identify and agree an appropriate internal audit programme of work for safeguarding.	Fully Met
R8 – Ensure the risks associated with safeguarding are considered at both a corporate and service level in developing and agreeing risk management plans across the council.	Fully Met

Management Response

A copy of the full report is attached at Appendix 1 (Welsh) and Appendix 2 (English) of the report. A Management Response outlining how the Council will action the 3 recommendations that were 'Partially Met' is also attached at Appendix 3 of this report. The management actions will be monitored by the Council to ensure that these are met.

Newport City Council accept the findings of the WAO report and will use the evidence gathered to ensure we continue to embed and develop the corporate safeguarding recommendations within Newport City Council.

Members and senior officers are committed to the on-going development of 'safeguarding involves us all' ethos within and across Council services, the findings of the report evidence the significant progress the council has achieved ensuring all previous recommendations are addressed. We have a clear action plan already in place to address on-going objectives as a responsible and positive employer delivering services for our citizens in Newport.

Financial Summary

The financial implications of actions and projects identified by this and other regulatory work will be reported and considered in the normal way, in accordance with the council's financial plans and regulations.

Risks

The Corporate Risk Register has identified Safeguarding as a risk to the activities undertaken by the Council. The findings of this report and further actions support the overall management of this risk for the Council.

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
The 'National recommendations that have yet to be fully addressed' are not addressed by the Council which impact the Council's safeguarding arrangements.	High	Low	There will be regular monitoring and reporting of the management actions to ensure that they are implemented by the Council.	Strategic Director – People Head of Children & Young People Services Head of Corporate Safeguarding

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Social Services and Wellbeing Act
NCC Corporate Plan 2017-22
NCC Safeguarding Policy

Options Available and considered

- To note the outcomes from the Wales Audit Office report and to receive regular updates on the implementation of the management actions;
- To disregard the contents of the report and its findings.

Preferred Option and Why

The preferred option is (a) and for Cabinet to note the outcomes of the report and to be provided with regular updates on the progress of the service area implementing the necessary management actions.

Comments of Chief Financial Officer

There should be no additional financial impact as a result of this report, all of the recommendations are being dealt with through the use of existing budgets.

Comments of Monitoring Officer

There are no specific legal issues arising from the report. The report sets out the findings of the follow-up WAO review of the corporate arrangements for safeguarding of children and, in particular, progress made in meeting the national recommendations and local proposals for improvement identified during previous reviews. The report confirms that action has been taken by the Council in response to all of the recommendations for improvement and identifies where further action is required to fully address some of the proposals.

Comments of Head of People and Business Change

The findings in the report show the significant progress that has already been achieved by the Council in addressing the previous national recommendations and local proposals for improving corporate arrangements for safeguarding children. There is a clear action plan in place to address the proposals for improvement that have been partially met and the Council is committed to continually developing these recommendations. There will be regular monitoring and reporting of the management actions to ensure that they are implemented by the Council.

In People and Business Change we will examine all of our key policies, procedures and guidance documents including the Safe Recruitment of Volunteers Policy, Safer Recruitment Guidance and Volunteer Recruitment Guidance to ensure compliance with the recommendations.

Comments of Cabinet Member

As Cabinet Member for this portfolio I believe the Safeguarding arrangements we have for our children are first class especially our safeguarding hub which now includes Police and Education. We are committed to all of the work outlined in the report and our response, and I am confident that the partially met requirements will be met through our member and senior officer commitment.

Local issues

None

Scrutiny Committees

A copy of WAO report has been received by the Overview and Scrutiny Management Committee.

Equalities Impact Assessment and the Equalities Act 2010

Not Applicable

Children and Families (Wales) Measure

This report reflects the assurance work undertaken by the Wales Audit Office as part of their annual audit programme. The purpose of this report is to provide assurance over the safeguarding measures and activities in place to ensure children, young people and vulnerable adults that use our services are protected and supported. The findings of the report and actions undertaken by the Council will ensure these safeguards are robust and effective to minimise safeguarding risk.

Wellbeing of Future Generations (Wales) Act 2015

In relation to the requirements for the Wellbeing of Future Generations (Wales) Act 2015 the WAO provide the council with assurance as well as helping to identify areas for improvement. The review undertaken by WAO was completed with regard to the Well-being Act and its five ways of working principles. Therefore the Local Proposal's for Improvement noted in the WAO report have been aligned with the sustainable development principle put into place by the Act.

Crime and Disorder Act 1998

Section 17(1) of the Crime and Disorder Act 1998 imposes a duty on the Local Authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

Consultation

Comments received from wider consultation, including comments from elected members, are detailed in each application report in the attached schedule.

Background Papers

Appendix 1 – Wales Audit Office Report June 2019 (Welsh)

Appendix 2 – Wales Audit Office Report June 2019 (English)

Appendix 3 – Newport Council's Management Response

Dated: October 2019

Mae'r dudalen hon yn wag yn



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru
Auditor General for Wales

Adolygiad dilynol o drefniadau corfforaethol ar gyfer diogelu plant – **Cyngor Dinas Casnewydd**

Blwyddyn archwilio: 2018-19

Dyddiad cyhoeddi: Mehefin 2019

Cyfeirnod y ddogfen: 1336A2019-20

Paratowyd y ddogfen hon ar gyfer defnydd mewnol Cyngor Dinas Casnewydd fel rhan o waith a gyflawnir yn unol ag Adran 17 o Ddeddf Archwilio Cyhoeddus (Cymru) 2004 ac adran 18 o Fesur Llywodraeth Leol (Cymru) 2009.

Ni chymerir unrhyw gyfrifoldeb gan yr Archwilydd Cyffredinol na staff Swyddfa Archwilio Cymru mewn perthynas ag unrhyw aelod, cyfarwyddwr, swyddog neu gyflogai arall yn eu cymhwyster unigol, nac mewn perthynas ag unrhyw drydydd parti.

Os ceir cais am wybodaeth y gall y ddogfen hon fod yn berthnasol iddi, tynnir sylw at y Cod Ymarfer a gyhoeddwyd o dan adran 45 Deddf Rhyddid Gwybodaeth 2000. Mae Cod adran 45 yn nodi'r arfer o ran trin ceisiadau a ddisgwylir gan awdurdodau cyhoeddus, gan gynnwys ymgynghori â thrydydd partion perthnasol. Mewn perthynas â'r ddogfen hon, Archwilydd Cyffredinol Cymru, Swyddfa Archwilio Cymru a, lle y bo'n briodol, yr archwilydd penodedig yw'r trydydd partion perthnasol. Dylid anfon unrhyw ymholiadau ynglŷn â datgelu neu aildefnyddio'r ddogfen hon i Swyddfa Archwilio Cymru yn swyddog.gwybodaeth@archwilio.cymru.

Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi. We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay.

Mae'r ddogfen hon hefyd ar gael yn Saesneg.

Roedd y tîm a gyflawnodd y gwaith yn cynnwys Gareth Jones, yn cael ei reoli gan Non Jenkins, dan gyfarwyddyd Huw Rees.

Cynnwys

Mae'r Cyngor wedi gweithredu ar ein holl argymhellion blaenorol a'n cynigion blaenorol ar gyfer gwella; fodd bynnag, mae agweddau ar rai yn dal heb gael sylw llawn.

Adroddiad cryno 4

Asesiad o'r cynnydd yn erbyn yr argymhellion o'n hadroddiad yn 2015 a chynigion ar gyfer gwella o'n hadroddiad yn 2014 6

Adroddiad cryno

Cryno

Yr hyn y gwnaethom ei adolygu a pham

- 1 Fe gynhaliom ni'r adolygiad hwn i geisio sicrwydd bod y Cyngor wedi gweithredu ar ein hargymhellion cenedlaethol blaenorol a'n cynigion lleol ar gyfer gwelliannau i drefniadau corfforaethol ar gyfer diogelu plant. Fe wnaethom ystyried canfyddiadau'r adroddiad a gyhoeddwyd gennym yn 2014 ar drefniadau'r Cyngor i gefnogi diogelu plant¹. Fe wnaethom hefyd ystyried cynnydd y Cyngor o ran gweithredu'r argymhellion yn adroddiad yr Archwilydd Cyffredinol, **Adolygiad o Drefniadau Diogelu Corfforaethol yng Nghynghorau Cymru** (Gorffennaf 2015)².
- 2 Fe gynhaliom ni'r adolygiad yn ystod mis Mai 2019. Darparodd y Cyngor hunanasesiad o'i gynnydd o ran mynd i'r afael â'r argymhellion a'r cynigion ar gyfer gwella a wnaed yn 2014 a 2015. Darparodd y Cyngor ddogfennau i ategu ei hunanasesiad. Wedyn fe gyfwelom ni â swyddogion allweddol a'r aelod arweiniol dros Ddiogelu Corfforaethol.
- 3 Mae ein hadolygiad wedi bod yn gyfyngedig i adolygu hunanasesiad y Cyngor o'i gynnydd yn erbyn ein hargymhellion blaenorol a'm cynigion blaenorol ar gyfer gwella. Nid ydym wedi profi effeithiolrwydd trefniadau diogelu'r Cyngor yn ymarferol fel rhan o'r adolygiad hwn.

Yr hyn a ganfuom

- 4 Roedd ein hadolygiad yn ceisio ateb y cwestiwn: A all y Cyngor ddarparu sicrwydd ei fod wedi mynd i'r afael â'r argymhellion a'r cynigion ar gyfer gwella yn adroddiadau cenedlaethol a lleol yr Archwilydd Cyffredinol a gyhoeddwyd yn 2014-15?
- 5 Ar y cyfan, canfuom fel a ganlyn: mae'r Cyngor wedi gweithredu ar ein holl argymhellion blaenorol a'n cynigion blaenorol ar gyfer gwella; fodd bynnag, mae agweddau ar rai yn dal heb gael sylw llawn.
- 6 Mae'r Cyngor o'r farn bod diogelu'n faes pwysig o ran ei weithgarwch corfforaethol a'i ethos yw bod 'diogelu yn ein cynnwys ni i gyd'. Mae'r Cyngor wedi gweithredu i fynd i'r afael â'n holl argymhellion blaenorol, ond nid yw wedi rhoi sylw llawn i'r argymhellion cenedlaethol blaenorol a nodir yn y tabl isod. Mae **Arddangosyn 2** a

¹ Archwilydd Cyffredinol Cymru, **Trefniadau Awdurdodau Lleol i Gefnogi Diogelu Plant – Cyngor Casnewydd**, Hydref 2014

² **Archwilydd Cyffredinol Cymru, Adolygiad o Drefniadau Diogelu Corfforaethol yng Nghynghorau Cymru**, Gorffennaf 2015

ganlyn yn nodi ein hasesiad o gynnydd y Cyngor o ran rhoi pob argymhelliad cenedlaethol a'r holl cynigion lleol ar gyfer gwella ar waith.

Arddangosyn 1: argymhellion cenedlaethol nad ydynt wedi cael sylw llawn eto

Mae'r tabl isod yn nodi'r argymhellion cenedlaethol nad yw'r Cyngor wedi rhoi sylw llawn iddynt eto.

Argymhellion cenedlaethol nad ydynt wedi cael sylw llawn eto	
A3	<p>Cryfhau recriwtio staff a gwirfoddolwyr yn ddiogel trwy:</p> <ul style="list-style-type: none">• sicrhau bod gwiriadau'r Gwasanaeth Datgelu ac Atal (GDA) a chydymffurfio a pholisïau recriwtio diogel yn cynnwys pob gwasanaeth sy'n dod i gysylltiad â phlant;• creu system gydymffurfio gorfforaethol integredig i gofnodi a monitro lefelau cydymffurfio ar wiriadau GDA; a• mynnu cael arferion recriwtio diogel ymysg partneriaid yn y trydydd sector ac i wirfoddolwyr sydd yn darparu gwasanaethau a gomisiynir a/neu a ddefnyddir gan y cyngor gyda sylfaen o gontract neu gytundeb lefel gwasanaeth.
A4	<p>Sicrhau bod y staff, aelodau a phartneriaid perthnasol yn deall eu cyfrifoldebau diogelu trwy:</p> <ul style="list-style-type: none">• sicrhau bod hyfforddiant diogelu yn orfodol a bod yr ymddriniaeth yn ymestyn at holl feysydd gwasanaeth perthnasol y cyngor, a'i fod yn cael ei gynnwys fel elfen safonol ar raglenni cynefino;• creu system ledled y gorfforaeth i adnabod, olrhain a monitro cydymffurfiaeth â'r angen i fod yn bresennol mewn hyfforddiant diogelu yn holl adrannau'r cyngor, aelodau etholedig, ysgolion, llywodraethwyr a gwirfoddolwyr; a• mynnu bod staff perthnasol mewn sefydliadau sy'n bartneriaid a gomisiynir i weithio dros y cyngor wrth gyflenwi gwasanaethau i blant a phobl ifanc yn gorfod ymgymryd â hyfforddiant diogelu.
A6	<p>Gwella atebolrwydd am ddiogelu corfforaethol trwy adrodd yn rheolaidd ar faterion diogelu a sicrwydd wrth bwyllgor(au) craffu yn erbyn set gytbwys o wybodaeth perfformiad ledled y cyngor ynglŷn â'r canlynol:</p> <ul style="list-style-type: none">• meincnodi a chymharu ag eraill;• casgliadau archwiliadau/adolygiadau arolygu mewnol ac allanol;• data perfformiad seiliedig ar wasanaethau;• data personél allweddol megis hyfforddiant diogelu, a gwiriadau recriwtio GDA; a• pherfformiad contractwyr a gwasanaethau a gomisiynwyd o ran cydymffurfio â chyfrifoldebau diogelu'r cyngor.

Asesiad o'r cynnydd yn erbyn yr argymhellion o'n hadroddiad yn 2015 a chynigion ar gyfer gwella o'n hadroddiad yn 2014

Arddangosyn 2: asesiad o gynnydd y Cyngor o ran mynd i'r afael â'r argymhellion cenedlaethol

Mae'r tabl isod yn nodi ein hasesiad ni o gynnydd y Cyngor o ran mynd i'r afael â'r argymhellion cenedlaethol a chynigion lleol ar gyfer gwella.

Tudalen 70

Argymhellion cenedlaethol o adroddiad 2015 a chynigion lleol ar gyfer gwella o adroddiad 2014	Asesiad Swyddfa Archwilio Cymru o gynnydd y Cyngor
<p>A1 Gwella arweiniad corfforaethol a chydymffurfio â pholisi Llywodraeth Cymru ar ddiogelu trwy wneud yr isod:</p> <ol style="list-style-type: none"> 1. penodi uwch-swyddog arweiniol fydd yn atebol am ddiogelu ac amddiffyn plant a phobl ifanc gyda chyfrifoldebau corfforaethol am gynllunio gwelliannau; 2. penodi aelod arweiniol dros ddiogelu; a 3. dosbarthu a chyfoesi yn rheolaidd wybodaeth am y penodiadau hyn i'r holl staff a rhanddeiliaid. 	<p>Crynodeb – Wedi'i roi ar waith yn llawn</p> <p>Mae'r Cyngor wedi penodi'r Cyfarwyddwr Gwasanaethau Cymdeithasol fel y swyddog arweiniol sy'n atebol am ddiogelu Corfforaethol. Mae'r Aelod Cabinet dros Wasanaethau Cymdeithasol yn cynorthwyo'r Cyfarwyddwr i godi proffil diogelu a sicrhau bod y Cyngor yn cydymffurfio'n llawn â'i bolisi Diogelu Corfforaethol.</p> <p>Caiff y rolau a'r cyfrifoldebau hyn eu diffinio a'u deall yn glir ar lefel weithredol, lefel uwch reolwyr a lefel weithredol. Caiff y rolau hyn eu nodi'n glir yn Adroddiad Diogelu Corfforaethol Blyneddol 2019. Caiff gwybodaeth am y cyfrifoldebau hyn ei rhannu gyda chyflogaion ar y tudalennau ar fewnwyd y Cyngor sydd wedi'u neilltuo i ddiogelu. Mae'r tudalennau hynny ar y fewnwyd yn hygyrch iawn ac yn cael blaenoriaeth uchel gan eu bod wedi'u lleoli ochr yn ochr â chynlluniau Corfforaethol a Llesiant y Cyngor.</p>

Argymhellion cenedlaethol o adroddiad 2015 a chynigion lleol ar gyfer gwella o adroddiad 2014	Asesiad Swyddfa Archwilio Cymru o gynnydd y Cyngor
<p>A1 Gwella arweiniad corfforaethol a chydymffurfio â pholisi Llywodraeth Cymru ar ddiogelu trwy wneud yr isod:</p> <ol style="list-style-type: none"> 1. penodi uwch-swyddog arweiniol fydd yn atebol am ddiogelu ac amddiffyn plant a phobl ifanc gyda chyfrifoldebau corfforaethol am gynllunio gwelliannau; 2. penodi aelod arweiniol dros ddiogelu; a 3. dosbarthu a chyfoesi yn rheolaidd wybodaeth am y penodiadau hyn i'r holl staff a rhanddeiliaid. 	<p>Crynodeb – Wedi'i roi ar waith yn llawn</p> <p>Mae'r Cyngor yn gosod gwybodaeth am rolau'r swyddog ac aelod arweiniol ar ei fewnwyd ar gyfer staff. Mae hefyd yn lledaenu gwybodaeth am y penodiadau hyn yn rheolaidd i staff trwy'r e-bost a thrwy ei hyrwyddwyr diogelu ar draws pob maes gwasanaeth i'r aelodau o staff hynny a all fod â mynediad cyfyngedig neu heb fynediad at y fewnwyd.</p> <p>Gallai'r Cyngor ystyried yr opsiynau canlynol i gryfhau ei drefniadau ymhellach:</p> <ul style="list-style-type: none"> • sicrhau bod rolau'r swyddog arweiniol a'r aelod arweiniol yn cael eu cynnwys yn glir yn ei bolisi Diogelu Corfforaethol pan gaiff ei ddiweddarau nesaf; • sicrhau ei fod yn cyfleu enwau a rolau swyddogion ac aelodau arweiniol dros ddiogelu corfforaethol i wirfoddolwyr a chontractwyr; a • sicrhau bod gwefan y Cyngor yn cynnwys gwybodaeth am ddiogelu ar gyfer y cyhoedd.

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<p>Cynnig Lleol ar gyfer Gwella 2</p> <p>Dylai'r Cyngor egluro pwy yw'r swyddogion dynodedig â chyfrifoldeb am ddiogelu.</p>	<p>Gweler y naratif uchod</p>
<p>A2 Sicrhau bod polisi corfforaethol ar ddiogelu sy'n cynnwys holl wasanaethau'r cyngor er mwyn rhoi cyfeiriad strategol clir a llinellau atebolrwydd clir ar draws y cyngor.</p>	<p>Crynodeb – Wedi'i roi ar waith yn llawn</p> <p>Mae gan y Cyngor bolisi corfforaeth gyfan ar gyfer plant ac oedolion agored i niwed sy'n cwmpasu holl feysydd gwasanaeth y Cyngor, ac sy'n gymwys i'r holl aelodau etholedig, cyflogeion, gwirfoddolwyr a chontractwyr. Dull y Cyngor yw bod 'diogelu'n ein cynnwys ni i gyd'.</p> <p>Cafodd y polisi ei ddiweddarau ddiwethaf yn 2018 ac mae'n cael ei adolygu bob dwy flynedd, oni bai bod deddfwriaeth yn golygu ei bod yn ofynnol gwneud newidiadau ar fwy o frys. Mae'r polisi'n diffinio'n glir beth sy'n gyfystyr â cham-drin. Mae'r polisi'n cwmpasu'r diffiniadau o ddiogelu a sut yr effeithir ar ddiogelu gan ystod eang o faterion cysylltiedig, gan gynnwys masnachu pobl a chamfanteisio'n rhywiol.</p> <p>Mae'r polisi'n cysylltu'n glir â pholisi disgyblu'r Cyngor, a cheir disgwyliad clir bod gan bawb sydd wedi'u cynnwys yn y polisi gyfrifoldeb i hysbysu ynghylch unrhyw bryderon a all fod ganddynt ac a allai effeithio ar ddiogelu plant.</p> <p>Mae gan dîm Rheoli Corfforaethol y Cyngor eitem sefydlog ar yr agenda sy'n ymwneud â diogelu ac mae hyn yn helpu i ddarparu arweiniad clir ynghylch diogelu ar y lefel uchaf ymhlith swyddogion.</p> <p>Er mwyn cynyddu ymhellach yr ymwybyddiaeth bod diogelu'n cynnwys pawb, fe benododd y Cyngor Hyrwyddwyr Diogelu ym mhob maes gwasanaeth ar ddiwedd 2018. Eu rôl hwy yw sicrhau bod pwnc 'diogelu' yn cael ei amlygu ym mhob maes gwasanaeth yn y Cyngor a sicrhau bod y neges bod 'diogelu'n cynnwys pob un ohonom' yn cael ei lledaenu'n rheolaidd i'r holl gyflogeion.</p> <p>Dylai'r Cyngor ystyried yr opsiynau canlynol i gryfhau ei drefniadau ymhellach:</p> <ul style="list-style-type: none"> • sicrhau bod Hyrwyddwyr Diogelu yn cael y cymorth a'r hyfforddiant angenrheidiol i gyflawni eu rôl.

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<p>Cynnig Lleol ar gyfer Gwella 1 Datblygu Polisi Diogelu Corfforaethol sy'n nodi'n glir y rolau, y cyfrifoldebau a'r gweithdrefnau ar gyfer diogelu.</p>	<p>Gweler y naratif uchod</p>
<p>A3 Cryfhau recriwtio staff a gwirfoddolwyr yn ddiogel trwy:</p> <ol style="list-style-type: none"> 1. sicrhau bod gwiriadau'r Gwasanaeth Datgelu ac Atal (GDA) a chydymffurfio a pholisïau recriwtio diogel yn cynnwys pob gwasanaeth sy'n dod i gysylltiad â phlant; 2. creu system gydymffurfio gorfforaethol integredig i gofnodi a monitro lefelau cydymffurfio ar wiriadau GDA; a 3. mynnu cael arferion recriwtio diogel ymysg partneriaid yn y trydydd sector ac i wirfoddolwyr sydd yn darparu gwasanaethau a gomisiynir a/neu a ddefnyddir gan y cyngor gyda sylfaen o gontract neu gytundeb lefel gwasanaeth. 	<p>Crynodeb – Wedi'i roi ar waith yn rhannol</p> <p>Mae'r Cyngor wedi gweithredu i gryfhau'r modd y mae'n recriwtio staff a gwirfoddolwyr yn ddiogel. Mae gan y Cyngor gyfres o bolisïau a gweithdrefnau sy'n gymwys i'r holl feysydd gwasanaeth ac yn tanategu ei arfer diogelach o ran recriwtio staff gan gynnwys polisi eglur ar y Gwasanaeth Datgelu a Gwahardd a chanllawiau recriwtio gwirfoddolwyr. Mae rhai o'r polisïau hyn yn rhagddyddio'r Polisi Diogelu Corfforaethol a byddai o fudd eu diweddarau i adlewyrchu'r polisi hwnnw. Trefnir bod polisïau'r Cyngor ar gael i gyrff llywodraethu ysgolion eu mabwysiadu</p> <p>Mae'r pecyn cymorth hunanarfarnu diogelu i ysgolion yn casglu gwybodaeth am recriwtio staff yn ddiogel ac mae adolygiadau archwilio mewnol cyfnodol rheolaidd o recriwtio diogel yn cael eu cynnal yn yr holl ysgolion. Er nad oes gofyniad cenedlaethol i gael gwiriad newydd bob tair blynedd, mae'r Cyngor wrthi ar hyn o bryd yn adolygu pa mor aml y mae'n ofynnol i staff ysgolion adnewyddu eu gwiriadau gan y Gwasanaeth Diogelu a Gwahardd. Mae'r Cyngor yn rhagweld y bydd yn adolygu ei safbwynt polisi ar y mater hwn yn ddiweddarach yn 2019.</p> <p>Mae'r Cyngor hefyd wedi rhoi polisi recriwtio diogelach trosfwaol ar waith sy'n darparu arweiniad defnyddiol i reolwyr sy'n penodi ac yn nodi'n glir beth yw disgwyliadau'r Cyngor. Mae tîm Adnoddau Dynol y Cyngor yn rhoi cymorth parhaus ar gyfer recriwtio i reolwyr sy'n penodi.</p>

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<p>A3 Cryfhau recriwtio staff a gwirfoddolwyr yn ddiogel trwy:</p> <ol style="list-style-type: none"> 1. sicrhau bod gwiriadau'r Gwasanaeth Datgelu ac Atal (GDA) a chydymffurfio a pholisïau recriwtio diogel yn cynnwys pob gwasanaeth sy'n dod i gysylltiad â phlant; 2. creu system gydymffurfio gorfforaethol integredig i gofnodi a monitro lefelau cydymffurfio ar wiriadau GDA; a 3. mynnu cael arferion recriwtio diogel ymysg partneriaid yn y trydydd sector ac i wirfoddolwyr sydd yn darparu gwasanaethau a gomisiynir a/neu a ddefnyddir gan y cyngor gyda sylfaen o gontract neu gytundeb lefel gwasanaeth. 	<p>Mae'r Cyngor wedi adolygu swyddi'r holl gyflogeion i ganfod a yw'n ofynnol cael gwiriad gan y Gwasanaeth Datgelu a Gwahardd ar gyfer y swydd ac, os felly, ar ba lefel. Polisi'r Cyngor yw peidio â defnyddio gwiriadau sylfaenol y Gwasanaeth Datgelu a Gwahardd ond yn hytrach ei gwneud yn ofynnol cael naill ai gwiriad Safonol neu wiriad Manylach a gwirio rhestrau gwahardd ar gyfer swyddi perthnasol. Mae gan y Cyngor system integredig i gofnodi a monitro cydymffurfiaeth â gwiriadau'r Gwasanaeth Datgelu a Gwahardd ac mae'r system honno'n galluogi cyflogeion i gael negeseuon atgoffa i adnewyddu eu gwiriadau. Polisi'r Cyngor yw bod cyflogeion yn cael gwiriad newydd bob tair blynedd. Mae contractau fframwaith y Cyngor gydag asiantaethau cyflogaeth yn sicrhau bod gwiriadau recriwtio diogel yn cael eu cynnal gan yr asiantaethau hynny ac mae'r Cyngor yn gwirio'r gwiriadau hynny pan gyflogir staff asiantaeth.</p> <p>Mae'r Cyngor yn mynnu bod sefydliadau partner a chontractwyr yn gweithredu arferion recriwtio diogel ac mae ganddo drefniadau cadarn i fonitro recriwtio diogel yn y gwasanaeth addysg a'r gwasanaethau cymdeithasol. Fodd bynnag, ar adeg ein gwaith maes canfuom;</p> <ul style="list-style-type: none"> • nad oes system ganolog gan y Cyngor i gofnodi prosesau recriwtio gwirfoddolwyr; a • bod y Cyngor yn cydnabod y gallai sicrhau dull mwy cyson o geisio sicrwydd gan gontractwyr mewn perthynas â recriwtio diogel ar draws yr holl feysydd gwasanaeth. Nid yw'r Cyngor yn darparu rhaglen o hyfforddiant rheolaidd i reolwyr sy'n penodi ar hyn o bryd mewn perthynas â recriwtio diogel. <p>Gan hynny, mae gan y Cyngor waith pellach i'w wneud i fynd i'r afael â'r argymhelliad cenedlaethol hwn yn llawn. Wrth wneud hynny, dylai'r Cyngor hefyd geisio;</p> <ul style="list-style-type: none"> • adolygu ei ganllawiau recriwtio gwirfoddolwyr i gryfhau cyfeiriadau at ddiogelu; • adolygu sut y gall ddwyn gwybodaeth ynghyd i'w sicrhau ei hun ynglŷn â recriwtio gwirfoddolwyr yn ddiogel; a • sicrhau dull cyson ar draws yr holl feysydd gwasanaeth o geisio sicrwydd gan gontractwyr ynglŷn â recriwtio diogel.

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<p>A4 Sicrhau bod y staff, aelodau a phartneriaid perthnasol yn deall eu cyfrifoldebau diogelu trwy:</p> <ol style="list-style-type: none"> 1. sicrhau bod hyfforddiant diogelu yn orfodol a bod yr ymdriniaeth yn ymestyn at holl feysydd gwasanaeth perthnasol y cyngor, a'i fod yn cael ei gynnwys fel elfen safonol ar raglenni cynefino; 2. creu system ledled y gorfforaeth i adnabod, olrhain a monitro cydymffurfiaeth â'r angen i fod yn bresennol mewn hyfforddiant diogelu yn holl adrannau'r cyngor, aelodau etholedig, ysgolion, llywodraethwyr a gwirfoddolwyr; 3. mynnu bod staff perthnasol mewn sefydliadau sy'n bartneriaid a gomisiynir i weithio dros y cyngor wrth gyflenwi gwasanaethau i blant a phobl ifanc yn gorfod ymgymryd â hyfforddiant diogelu 	<p>Crynodeb – Wedi'i roi ar waith yn rhannol</p> <p>Mae'r Cyngor yn cydnabod bod hyfforddiant ar gyfer staff ac aelodau etholedig yn hanfodol i weithredu ei ethos bod 'diogelu'n ein cynnwys ni i gyd' ac mae'n gwneud hyfforddiant yn orfodol ar gyfer staff ac aelodau etholedig. Mae ymwybyddiaeth sylfaenol o ddiogelu wedi'i chynnwys fel rhan ofynnol o raglenni sefydlu Corfforaethol ar gyfer cyflogeion newydd, ac yn 2018-19, cwblhaodd 137 aelod o staff yr hyfforddiant hwn. Mae cynnwys yr hyfforddiant hwn ar ymwybyddiaeth sylfaenol o ddiogelu yn gryno ac yn cynnwys egwyddorion sylfaenol diogelu ac felly'n darparu ymwybyddiaeth gychwynol dda o'r pwnc hwn ar gyfer staff newydd.</p> <p>Mae cyflogeion y gall fod arnynt angen hyfforddiant diogelu ychwanegol i gyflawni eu rolau'n gallu cael mynediad at hyfforddiant a ddarperir trwy Fwrdd Diogelu Gwent.</p> <p>Mae swyddog arweiniol y Cyngor ar gyfer diogelu mewn addysg yn darparu cyflwyniadau i ysgolion i sicrhau negeseuon cyson ar gyfer diogelu mewn ysgolion. Mae uwch staff dynodedig mewn ysgolion yn cael hyfforddiant diogelu penodol yn rheolaidd ac mae'r hyfforddiant hwn yn cael ei estyn i lywodraethwyr diogelu dynodedig hefyd. Mae'r swyddog arweiniol yn casglu data gan yr holl ysgolion am yr hyfforddiant y mae uwch staff dynodedig ar gyfer diogelu wedi'i gwblhau ac am sesiynau hyfforddi staff cyfan.</p> <p>Fodd bynnag, ar adeg ein gwaith maes canfuom y canlynol:</p> <ul style="list-style-type: none"> • er bod y Cyngor yn gwneud hyfforddiant diogelu'n ofynnol ar gyfer yr holl staff, mae yn y broses o ddatblygu modiwl e-ddysgu ar ymwybyddiaeth sylfaenol o ddiogelu i'w gwblhau gan yr holl gyflogeion. Mae'r Cyngor yn rhagweld y bydd y modiwl hwn ar gael o ddechrau tymor yr hydref 2019. Wedyn bydd yr hyfforddiant hwn yn ofynnol ar gyfer yr holl gyflogeion ac aelodau etholedig yn unol â pholisi'r Cyngor. Mae gan y Cyngor gynlluniau i sicrhau bod staff heb fynediad at gyfrifiaduron yn cwblhau'r modiwl e-ddysgu. Bydd y Cyngor yn tracio ac yn monitro'r nifer sy'n cwblhau'r hyfforddiant diogelu trwy ei gronfa ddata adnoddau dynol ar-lein. Fodd bynnag, dim ond cyflogeion a gwmpesir gan hyn. • mae'r Cyngor hefyd yn bwriadu datblygu fframwaith hyfforddiant diogelu haenog ar gyfer yr holl gyflogeion a gwirfoddolwyr a fydd yn nodi'r hyfforddiant sy'n ofynnol ar gyfer eu rolau. • mae'n ofynnol i aelodau etholedig gwblhau hyfforddiant diogelu gorfodol. Mae Uned Diogelu Corfforaethol y Cyngor wedi darparu sesiynau hyfforddi ar gyfer aelodau etholedig yn 2017 ac mae sesiwn bellach yn yr arfaeth ar gyfer Gorffennaf 2019. • mae'r Cyngor yn nodi yn ei drefniadau cytundebol gyda gwasanaethau a gomisiynir bod disgwyl i staff perthnasol mewn sefydliadau partner a gomisiynir i weithio i'r Cyngor i ddarparu gwasanaethau ar gyfer plant a phobl ifanc gwblhau hyfforddiant diogelu. Fodd bynnag, mae'r Cyngor yn cydnabod y gallai gryfhau ei drefniadau sicrwydd o ran lefel yr hyfforddiant y mae staff perthnasol yn ei gael.

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<p>A4 Sicrhau bod y staff, aelodau a phartneriaid perthnasol yn deall eu cyfrifoldebau diogelu trwy:</p> <ol style="list-style-type: none"> 1. sicrhau bod hyfforddiant diogelu yn orfodol a bod yr ymdriniaeth yn ymestyn at holl feysydd gwasanaeth perthnasol y cyngor, a'i fod yn cael ei gynnwys fel elfen safonol ar raglenni cynefino; 2. creu system ledled y gorfforaeth i adnabod, olrhain a monitro cydymffurfiaeth â'r angen i fod yn bresennol mewn hyfforddiant diogelu yn holl adrannau'r cyngor, aelodau etholedig, ysgolion, llywodraethwyr a gwirfoddolwyr; a dymnu bod staff perthnasol mewn sefydliadau sy'n bartneriaid a gomisiynir i weithio dros y cyngor wrth gyflenwi gwasanaethau i blant a phobl ifanc yn gorfod ymgymryd â hyfforddiant diogelu. 	<p>Gan hynny, mae gan y Cyngor waith pellach i'w wneud i fynd i'r afael â'r argymhelliad cenedlaethol hwn yn llawn. Wrth wneud hynny, dylai'r Cyngor geisio;</p> <ul style="list-style-type: none"> • rhoi ei fframwaith hyfforddiant diogelu ar waith ar gyfer yr holl staff a gwirfoddolwyr ac ystyried sut y bydd hwn yn cael ei gymhwyso i wasanaethau a gomisiynir i sicrhau ei fod yn cael mwy o sicrwydd ar draws yr holl wasanaethau a gomisiynir mewn perthynas â hyfforddiant diogelu ar gyfer yr holl staff perthnasol; • cadarnhau a ddylai'r holl aelodau etholedig gael hyfforddiant diogelu gorfodol; • egluro'r amserlen y mae'n disgwyl i'r holl gyflogeion gydymffurfio â hi o ran cwblhau'r modiwl e-ddysgu hyfforddiant diogelu sylfaenol cychwynnol; • egluro pa mor aml y bydd hyfforddiant diogelu sylfaenol yn cael ei ddiweddarau; a • monitro cyfraddau cwblhau ar gyfer hyfforddiant diogelu sylfaenol ar draws yr holl feysydd gwasanaeth ac adrodd ar ddata mewn adroddiadau diogelu corfforaethol blynyddol.

Argymhellion cenedlaethol o adroddiad 2015 a chynigion lleol ar gyfer gwella o adroddiad 2014	Asesiad Swyddfa Archwilio Cymru o gynnydd y Cyngor
Cynnig Lleol ar gyfer Gwella 4 Sicrhau bod yr holl aelodau etholedig a staff sy'n dod i gysylltiad â phlant yn rheolaidd yn cael hyfforddiant ar faterion diogelu ac amddiffyn plant a pholisi corfforaethol y Cyngor ar ddiogelu. Dylai hyn gynnwys gwirfoddolwyr hefyd.	Gweler y naratif uchod

Argymhellion cenedlaethol o adroddiad 2015 a chynigion lleol ar gyfer gwella o adroddiad 2014	Asesiad Swyddfa Archwilio Cymru o gynnydd y Cyngor
<p>A6 Gwella atebolrwydd am ddiogelu corfforaethol trwy adrodd yn rheolaidd ar faterion diogelu a sicrwydd wrth bwyllgor(au) craffu yn erbyn set gytbwys o wybodaeth perfformiad ledled y cyngor ynglŷn â'r canlynol:</p> <ul style="list-style-type: none"> • meincnodi a chymharu ag eraill; • casgliadau archwiliadau/adolygiadau arolygu mewnol ac allanol; • data perfformiad seiliedig ar wasanaethau; • data personél allweddol megis hyfforddiant diogelu, a gwiriadau recriwtio GDA; a • pherfformiad contractwyr a gwasanaethau a gomisiynwyd o ran • cydymffurfio â chyfrifoldebau diogelu'r cyngor. 	<p>Crynodeb – Wedi'i roi ar waith yn rhannol</p> <p>Mae cyfarwyddwr arweiniol y Cyngor ar gyfer diogelu wedi cyflwyno dau adroddiad Diogelu Corfforaethol i'r pwyllgor rheoli Trosolwg a Chraffu. Mae'r adroddiad wedi'i fwriadu i ddarparu sicrwydd ar gyfer aelodau etholedig ynghylch gweithrediad polisi a gweithdrefnau diogelu'r Cyngor. Mae'r Cabinet yn cael y canfyddiadau sy'n deillio o waith y pwyllgor craffu i ystyried yr adroddiad.</p> <p>Mae'r adroddiad yn cynnwys casgliadau adolygiadau arolygu/archwilio mewnol ac allanol lle y bo'n berthnasol, ac roedd adroddiad Ebrill 2019 yn cyfeirio at ganfyddiadau Estyn mewn perthynas â pholisïau a gweithdrefnau diogelu'r Cyngor yn ystod arolygiad y gwasanaeth addysg ym mis Tachwedd 2018.</p> <p>Fodd bynnag, ar adeg ein gwaith maes canfuom y canlynol;</p> <ul style="list-style-type: none"> • ar hyn o bryd, nid yw'r adroddiad Diogelu Corfforaethol yn adlewyrchu'r ystod sylweddol o weithgarwch diogelu y mae'r Cyngor yn ei gyflawni; • nid yw'r adroddiad yn cynnwys data o flynyddoedd blaenorol i alluogi'r darlennydd i ddeall perfformiad cymharol, er bod y Pwyllgor Trosolwg a Chraffu wedi argymhell yn 2019 y dylai adroddiadau yn y dyfodol gynnwys y data hwnnw; • nid yw'r adroddiad yn cynnwys set o wybodaeth am berfformiad sy'n gytbwys ac yn cwmpasu'r Cyngor cyfan fel a argymhellwyd yn flaenorol gan nad yw'n cynnwys; <ul style="list-style-type: none"> – data perfformiad seiliedig ar wasanaethau; na – gwybodaeth am berfformiad contractwyr neu wasanaethau a gomisiynwyd oni bai bod materion yn cael eu hadnabod trwy Archwilio Mewnol neu arolygu. <p>Gan hynny, mae gan y Cyngor waith pellach i'w wneud i fynd i'r afael â'r argymhelliad cenedlaethol hwn yn llawn. Wrth wneud hynny, dylai'r Cyngor hefyd amcanu at;</p> <ul style="list-style-type: none"> • sicrhau bod data'n cael ei gyflwyno dros amser fel bod darllenwyr yn gallu deall newidiadau mewn perfformiad diogelu; • sicrhau y darperir data perfformiad seiliedig ar wasanaethau; • sicrhau yr adroddir yn glir ar ddata ynghylch hyfforddiant a recriwtio diogel, gan gynnwys gwiriadau'r Gwasanaeth Datgelu a Gwahardd a geirdaon, ar gyfer cyflogeion a gwirfoddolwyr; a • sicrhau yr adroddir ar berfformiad contractwyr a gwasanaethau a gomisiynwyd o ran cydymffurfio â chyfrifoldebau diogelu'r Cyngor.

Argymhellion cenedlaethol o adroddiad 2015 a chynigion lleol ar gyfer gwella o adroddiad 2014	Asesiad Swyddfa Archwilio Cymru o gynnydd y Cyngor
Cynnig Lleol ar gyfer Gwella 3 Gwella ystod, ansawdd a chwmpas adroddiadau ar berfformiad diogelu ar gyfer aelodau i ddarparu sicrwydd digonol bod trefniadau corfforaethol yn gweithio'n effeithiol.	Gweler y naratif uchod

Argymhellion cenedlaethol o adroddiad 2015 a chynigion lleol ar gyfer gwella o adroddiad 2014	Asesiad Swyddfa Archwilio Cymru o gynnydd y Cyngor
<p>A7 Sefydlu rhaglen dreigl o adolygiadau archwilio mewnol i gynnal profion ar systemau a chynnal adolygiadau cydymffurfio ar arferion diogelu'r cyngor</p>	<p>Crynodeb – Wedi'i roi ar waith yn llawn</p> <p>Mae gan y Cyngor raglen dreigl wedi'i chynllunio o adolygiadau archwilio mewnol sy'n canolbwyntio ar arferion diogelu'r Cyngor. Mae gan y gwasanaeth archwilio mewnol gynllun clir i adolygu agweddau ar ddiogelu corfforaethol dros y pedair blynedd ariannol nesaf. Fe gwblhaodd y gwasanaeth archwilio mewnol adolygiad o drefniadau Diogelu Corfforaethol y Cyngor yn ystod gwanwyn 2018. Darparodd yr adolygiad hwnnw sicrwydd rhesymol ac fe adnabu rai meysydd yr oedd angen eu gwella gan gynnwys:</p> <ul style="list-style-type: none"> • adolygu polisïau'r Cyngor i sicrhau bod y rhain yn cyfeirio at aelodau, partneriaid a chontractwyr a chyhoeddi'r rhain ar wefan y Cyngor; • nid yw'r holl staff newydd a benodwyd wedi cwblhau'r hyfforddiant sefydlu corfforaethol; ac • ni oedd hyfforddiant diogelu cyffredinol wedi'i nodi fel gofyniad gorfodol ar gyfer yr holl staff ac nid oedd ar gael <p>Canfuom fod y Cyngor eisoes wedi mynd i'r afael â'r rhan fwyaf o'r meysydd hyn ar gyfer gwella gyda chynlluniau clir ar waith i fynd i'r afael â'r materion a oedd yn dal heb gael sylw.</p> <p>Mae'r Gwasanaeth Archwilio Mewnol yn ystyried agweddau ar ddiogelu, gan gynnwys recriwtio diogelach mewn perthynas â staff yn ystod ei archwiliadau o sefydliadau, gan gynnwys ysgolion.</p> <p>Fodd bynnag, ar adeg ein gwaith maes canfuom y canlynol:</p> <ul style="list-style-type: none"> • nid oes proses wedi'i sefydlu ar hyn o bryd y gellir ei defnyddio i rannu unrhyw feysydd i'w datblygu mewn perthynas â diogelu gyda'r swyddogion arweiniol ar gyfer Diogelu Corfforaethol. Er bod y Gwasanaeth Archwilio Mewnol yn adolygu trefniadau recriwtio diogel mewn perthynas â staff fel rhan o'r archwiliadau o sefydliadau ar gyfer ysgolion, nid yw cwmpas yr archwiliadau hynny'n ystyried recriwtio diogel mewn perthynas â gwirfoddolwyr na chontractwyr mewn ysgolion. <p>Gallai'r Cyngor ystyried yr opsiynau canlynol i gryfhau ei drefniadau ymhellach:</p> <ul style="list-style-type: none"> • sicrhau, wrth ystyried recriwtio diogelach yn ystod archwiliadau mewnol, bod gwirfoddolwyr a chontractwyr yn cael eu hystyried ochr yn ochr â staff; ac • ystyried sut y gall meysydd i'w datblygu mewn perthynas â diogelu a gaiff eu hadnabod yn ystod archwiliadau mewnol gael eu rhannu gyda'r arweinwyr Diogelu Corfforaethol i lywio hyfforddiant a datblygiad polisïau.

Argymhellion cenedlaethol o adroddiad 2015 a chynigion lleol ar gyfer gwella o adroddiad 2014	Asesiad Swyddfa Archwilio Cymru o gynnydd y Cyngor
Cynnig Lleol ar gyfer Gwella 5 <ul style="list-style-type: none"> • Adnabod a chytuno ar raglen briodol o waith archwilio mewnol ar gyfer diogelu. 	Gweler y naratif uchod
A8 Sicrhau yr ystyrir y risgiau sy'n gysylltiedig â diogelu ar lefel gorfforaethol a gwasanaeth wrth ddatblygu a chytuno ar gynlluniau rheoli risg ar draws y cyngor.	Crynodeb – Wedi'i roi ar waith yn llawn <p>Mae diogelu'n dal i fod wedi'i gynnwys fel un o brif risgiau corfforaethol y Cyngor. Mae'r Cyngor wedi datblygu cyfres o gamau lliniarol a gaiff eu cofnodi ac sy'n cyd-fynd yn glir â chymau gweithredu sy'n deillio o adolygiad Archwilio Mewnol 2018. Caiff y gofrestr risgiau corfforaethol ei hadolygu'n chwarterol gan y tîm rheoli corfforaethol ac adroddiad arni wrth y Cabinet yn chwarterol.</p> <p>Mae'r Cyngor yn cydnabod bod risgiau sy'n gysylltiedig â diogelu'n cael sylw yn y Cynlluniau Gwasanaethau Oedolion a Phlant ar gyfer 2018-19. Mae'r Cyngor yn nodi canllawiau clir ei bod yn ofynnol i'r holl feysydd gwasanaeth ystyried risgiau sy'n gysylltiedig â diogelu yn eu prosesau cynllunio gwasanaethau. Fodd bynnag, mae'r Cyngor yn cydnabod nad oes proses ar waith ganddo ar hyn o bryd i herio'r ystyriaethau hynny i risgiau sy'n gysylltiedig â diogelu ar draws pob maes gwasanaeth.</p> <p>Dylai'r Cyngor ystyried yr opsiwn canlynol i gryfhau ei drefniadau ymhellach:</p> <ul style="list-style-type: none"> • cyflwyno proses gorfforaethol i adolygu'r risgiau sy'n gysylltiedig â diogelu a adnabuwyd mewn cynlluniau gwasanaethau i sicrhau dull cyson o adnabod risgiau.

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Follow-up review of corporate arrangements for the safeguarding of children – **Newport City Council**

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This document is also available in Welsh.

The team who delivered the work comprised Gareth Jones, managed by Non Jenkins under the direction of Huw Rees.

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Summary report

Summary

What we reviewed and why

- 1 We undertook this review to seek assurance that the Council has acted upon our previous national recommendations and local proposals for improvements for corporate arrangements for safeguarding children. We considered the findings of our 2014 report into the Council's arrangements to support safeguarding of children¹. We also considered the Council's progress in implementing the recommendations contained in the Auditor General's report, **Review of Corporate Safeguarding Arrangements in Welsh Councils** (July 2015)².
- 2 We undertook the review during May 2019. The Council provided a self-assessment of its progress in addressing the recommendations and proposals for improvement made in 2014 and 2015. The Council provided documents to support its self-assessment. We then interviewed key officers and the lead member for Corporate Safeguarding.
- 3 Our review has been limited to reviewing the Council's self-assessment of its progress against our previous recommendations and proposals for improvement. We have not tested the effectiveness of the Council's safeguarding arrangements in practice as part of this review.

What we found

- 4 Our review sought to answer the question: **Can the Council provide assurance that it has addressed the recommendations and proposals for improvement contained in the Auditor General's national and local reports published in 2014-15?**
- 5 Overall, we found that: **the Council has acted on all our previous recommendations and proposals for improvement, however, aspects of some remain to be fully addressed.**
- 6 The Council considers safeguarding to be an important area of its corporate activity and its ethos is that 'safeguarding involves us all'. The Council has acted to address all of our previous recommendation, but has yet to fully address the previous national recommendations set out in the table below. **Exhibit 2** that follows sets out our assessment of the Council's progress in implementing each national recommendation and local proposals for improvement.

¹ Auditor General for Wales, **Local Authority Arrangements to Support Safeguarding of Children – Newport City Council**, October 2014

² **Auditor General for Wales, Review of Corporate Safeguarding Arrangements in Welsh Councils**, July 2015

Exhibit 1: national recommendations that have yet to be fully addressed

The table below sets out the national recommendations that the Council has not yet fully addressed.

National recommendations that have yet to be fully addressed	
R3	<p>Strengthen safe recruitment of staff and volunteers by:</p> <ul style="list-style-type: none">• ensuring that Disclosure and Barring Service (DBS) checks and compliance with safe recruitment policies cover all services that come into contact with children;• creating an integrated corporate compliance system to record and monitor compliance levels on DBS checks; and• requiring safe recruitment practices amongst partners in the third sector and for volunteers who provide services commissioned and/or used by the council which are underpinned by a contract or service level agreement.
R4	<p>Ensure all relevant staff, members and partners understand their safeguarding responsibilities by:</p> <ul style="list-style-type: none">• ensuring safeguarding training is mandated and coverage extended to all relevant council service areas, and is included as standard on induction programmes;• creating a corporate-wide system to identify, track and monitor compliance on attending safeguarding training in all council departments, elected members, schools, governors and volunteers; and• requiring relevant staff in partner organisations who are commissioned to work for the council in delivering services to children and young people to undertake safeguarding training.
R6	<p>Improve accountability for corporate safeguarding by regularly reporting safeguarding issues and assurances to scrutiny committee(s) against a balanced and council-wide set of performance information covering:</p> <ul style="list-style-type: none">• benchmarking and comparisons with others;• conclusions of internal and external audit/inspection reviews;• service-based performance data;• key personnel data such as safeguarding training, and DBS recruitment checks; and• the performance of contractors and commissioned services on compliance with council safeguarding responsibilities.

Assessment of progress against the recommendations from our 2015 report and proposals for improvement from our 2014 report

Exhibit 2: assessment of the Council's progress in addressing the national recommendations

The table below sets our assessment of the Council's progress in addressing the national recommendations and local proposals for improvement.

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National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
<p>R1 Improve corporate leadership and comply with Welsh Government policy on safeguarding through:</p> <ol style="list-style-type: none"> 1. the appointment of a senior lead officer who is accountable for safeguarding and protecting children and young people with corporate responsibilities for planning improvements; 2. the appointment of a lead member for safeguarding; and 3. regularly disseminating and updating information on these appointments to all staff and stakeholders. 	<p>Summary – Fully met</p> <p>The Council has appointed the Director of Social Services as the lead officer who is accountable for Corporate safeguarding. The Cabinet Member for Social Services supports the Director in raising the profile of safeguarding and ensuring that the Council fully complies with its Corporate Safeguarding policy.</p> <p>These roles and responsibilities are clearly defined and understood at political, senior managerial and operational levels. These roles are clearly set out in the 2019 Annual Corporate Safeguarding report. Information about the responsibilities is shared with employees on the Council's dedicated intranet pages about safeguarding. Those intranet pages are easily accessible and are given a high priority as they are located alongside the Council's Corporate and Well-being plans.</p>

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
<p>R1 Improve corporate leadership and comply with Welsh Government policy on safeguarding through:</p> <ol style="list-style-type: none"> 1. the appointment of a senior lead officer who is accountable for safeguarding and protecting children and young people with corporate responsibilities for planning improvements; 2. the appointment of a lead member for safeguarding; and 3. regularly disseminating and updating information on these appointments to all staff and stakeholders. 	<p>Summary - Fully met</p> <p>The Council posts information about the lead officer and member roles on its intranet for staff. It also regularly disseminates information about these appointments to staff by email and through its safeguarding champions across all service areas to those staff who may have limited or no access to the intranet.</p> <p>The Council could consider the following options to further strengthen its arrangements:</p> <ul style="list-style-type: none"> • ensuring that lead officer and lead member roles are clearly included in its Corporate Safeguarding policy when it is next updated; • ensuring that it communicates the names and roles of lead officers and members for corporate safeguarding to volunteers and contractors; and • ensuring that the Council's website includes information about safeguarding for the public.

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
<p>Local Proposal for Improvement 2</p> <p>The Council should clarify who designated officers with responsibility for safeguarding are.</p>	<p>See narrative above</p>
<p>R2 Ensure there is a corporate-wide policy on safeguarding covering all council services to provide a clear strategic direction and clear lines of accountability across the Council.</p>	<p>Summary – Fully met</p> <p>The Council has a corporate-wide policy for children and vulnerable adults that covers all Council service areas, and applies to all elected members, employees, volunteers and contractors.</p> <p>The Council's approach is that 'safeguarding involves us all'.</p> <p>The policy was last updated in 2018 and is subject to reviews every two years, unless legislation requires more urgent changes. The policy clearly defines what constitutes abuse. The policy covers the definitions of safeguarding and how safeguarding is impacted by a wide range of related issues, including human trafficking and sexual exploitation.</p> <p>The policy is clearly linked to the Council's disciplinary policy, and there is a clear expectation that all those covered by the policy have a responsibility to report any concerns that they may have that may affect the safeguarding of children.</p> <p>The Council's Corporate Management team has a standing agenda item relating to safeguarding and this helps to provide clear leadership on safeguarding at the highest officer level.</p> <p>To further increase awareness that safeguarding involves everybody, the Council appointed Safeguarding Champions in every service area at the end of 2018. Their role is to ensure that the topic of 'safeguarding' is highlighted in every council service area and to ensure that the message that 'safeguarding involves us all' is routinely and regularly disseminated to all employees.</p> <p>The Council could consider the following options to further strengthen its arrangements:</p> <ul style="list-style-type: none"> ensuring that Safeguarding Champions receive the necessary support and training to undertake their role.

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
<p>Local Proposal for Improvement 1 Develop a Corporate Safeguarding Policy that clearly specifies roles, responsibilities and procedures for safeguarding.</p>	<p>See narrative above</p>
<p>R3 Strengthen safe recruitment of staff and volunteers by:</p> <ol style="list-style-type: none"> 1. ensuring that Disclosure and Barring Service (DBS) checks and compliance with safe recruitment policies cover all services that come into contact with children; 2. creating an integrated corporate compliance system to record and monitor compliance levels on DBS checks; and 3. requiring safe recruitment practices amongst partners in the third sector and for volunteers who provide services commissioned and/or used by the council which are underpinned by a contract or service level agreement. 	<p>Summary – Partially met</p> <p>The Council has acted to strengthen its safe recruitment of staff and volunteers. The Council has a suite of policies and procedures which apply to all service areas and underpin its safer recruitment of staff including a clear DBS policy and volunteer recruitment guidance. Some of these policies pre-date the Corporate Safeguarding policy and would benefit from being refreshed to reflect that policy. The Council's policies are made available to school governing bodies to adopt.</p> <p>The safeguarding self-evaluation toolkit for schools gathers information on the safe recruitment of staff and safe recruitment is subject to regular periodic internal audit review in all schools. Although there is no national requirement to have a renewed check every three years, the Council is currently reviewing the frequency that school staff are required to renew their DBS checks. The Council anticipates reviewing its policy position on this issue later in 2019.</p> <p>The Council has also implemented an overarching safer recruitment policy that provides useful guidance to appointing managers and sets out the Council's expectations clearly. The Council's HR team provides ongoing support for recruitment to appointing managers.</p>

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
<p>R3 Strengthen safe recruitment of staff and volunteers by:</p> <ol style="list-style-type: none"> 1. ensuring that Disclosure and Barring Service (DBS) checks and compliance with safe recruitment policies cover all services that come into contact with children; 2. creating an integrated corporate compliance system to record and monitor compliance levels on DBS checks; and 3. requiring safe recruitment practices amongst partners in the third sector and for volunteers who provide services commissioned and/or used by the council which are underpinned by a contract or service level agreement. 	<p>The Council has reviewed all employee posts to identify whether a post requires a DBS check and if so, at what level. The Council policy is not to use basic DBS checks but to require either a Standard or Enhanced check and barred-list checks for relevant posts. The Council has an integrated system to record and monitor compliance with DBS checks and that system enables employees to receive reminders to renew their checks. The Council's policy is for employees to receive a renewed check every three years. The Council's framework contracts with employment agencies ensure that safe recruitment checks are undertaken by those agencies and the Council verifies those checks when agency staff are employed.</p> <p>The Council does require safe recruitment practices amongst partner organisations and contractors and has robust arrangements in place to monitor safe recruitment in education and social services.</p> <p>However, at the time of our fieldwork we found that;</p> <ul style="list-style-type: none"> • the Council does not have a central system to record the recruitment of volunteers; and • the Council recognises that it could ensure a more consistent approach to seeking assurance from contractors around safe recruitment across all service areas. The Council does not currently provide a programme of regular training to appointing managers around safe recruitment. <p>As such, the Council has further work to do to fully address this national recommendation.</p> <p>In doing so, the Council should also look to;</p> <ul style="list-style-type: none"> • review its volunteer recruitment guidance to strengthen references to safeguarding; • review how it can bring together information to assure itself around the safe recruitment of volunteers; and • ensure a consistent approach across all service areas to seeking assurance from contractors around safe recruitment.

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
<p>R4 Ensure all relevant staff, members and partners understand their safeguarding responsibilities by:</p> <ol style="list-style-type: none"> 1. ensuring safeguarding training is mandated and coverage extended to all relevant Council service areas, and is included as standard on induction programmes; 2. creating a corporate-wide system to identify, track and monitor compliance on attending safeguarding training in all Council departments, elected members, schools, governors and volunteers; and 3. requiring relevant staff in partner organisations who are commissioned to work for the Council in delivering services to children and young people to undertake safeguarding training 	<p>Summary – Partially met</p> <p>The Council recognises that training for staff and elected members is vital to implementing its ethos that 'safeguarding involves us all' and mandates training for staff and elected members. Basic safeguarding awareness is covered as a required part of Corporate induction programmes for new starters, and in 2018-19, 137 staff undertook this training. The content of this basic safeguarding awareness training is concise and covers the basic principles of safeguarding and therefore provides good initial awareness of this important topic to new staff. Employees who may require additional safeguarding training to undertake their roles are able to access training provided through the Gwent Safeguarding Board.</p> <p>The Council's safeguarding in education lead provides presentations to schools to ensure consistent messages for safeguarding in schools. Designated senior staff in schools receive specific safeguarding training on a regular basis and this training is extended to designated safeguarding governors too. The lead officer collects data from all schools about the training that designated senior staff for safeguarding have undertaken and whole staff training sessions.</p> <p>However, at the time of our fieldwork we found that:</p> <ul style="list-style-type: none"> • although the Council mandates safeguarding training for all staff, it is in the process of currently developing an e-learning basic safeguarding awareness module to be completed by all employees. The Council anticipates that this module will be available from early Autumn 2019. This training will then be mandated for all employees and elected members as per the Council's policy. The Council has plans in place to ensure that staff without access to computers undertake the e-learning. The Council will track and monitor take-up of the safeguarding training through its online human resources database. However, this will extend to employees only. • the Council also plans to develop a tiered safeguarding training framework for all employees and volunteers which will set out the required training for their roles. • elected members are required to undertake mandatory safeguarding training. The Council's Corporate Safeguarding Unit has provided training sessions for elected members in 2017 and a further session is planned for July 2019. • the Council sets out in its contractual arrangements with commissioned services the expectation that relevant staff in partner organisations who are commissioned to work for the Council in delivering services to children and young people undertake safeguarding training. However, the Council recognises that it could strengthen its assurance around the level of training that relevant staff receive.

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
<p>R4 Ensure all relevant staff, members and partners understand their safeguarding responsibilities by:</p> <ol style="list-style-type: none"> 1. ensuring safeguarding training is mandated and coverage extended to all relevant council service areas, and is included as standard on induction programmes; 2. creating a corporate-wide system to identify, track and monitor compliance on attending safeguarding training in all council departments, elected members, schools, governors and volunteers; and 3. requiring relevant staff in partner organisations who are commissioned to work for the council in delivering services to children and young people to undertake safeguarding training. 	<p>As such, the Council has further work to do to fully address this national recommendation. In doing so, the Council should also look to;</p> <ul style="list-style-type: none"> • implement its safeguarding training framework for all staff and volunteers and consider how this will be applied to commissioned services to ensure it gains greater assurance across all commissioned services in relation to safeguarding training for all relevant staff; • establish whether all elected members should receive mandatory safeguarding training; • clarify the timescale by which it expects all employees to have completed the initial basic safeguarding training e-learning module; • clarify how often basic safeguarding training will be refreshed; and • monitor completion rates for basic safeguarding training across all service areas and report data in annual corporate safeguarding reports.

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
Local Proposal for Improvement 4 Ensure all elected members and staff who come into contact with children on a regular basis receive training on safeguarding and child protection issues and the Council's corporate policy on safeguarding. This should also include volunteers.	See narrative above

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
<p>R6 Improve accountability for corporate safeguarding by regularly reporting safeguarding issues and assurances to scrutiny committee(s) against a balanced and council-wide set of performance information covering:</p> <ul style="list-style-type: none"> • benchmarking and comparisons with others; • conclusions of internal and external audit/inspection reviews; • service-based performance data; • key personnel data such as safeguarding training, and DBS recruitment checks; and • the performance of contractors and commissioned services on compliance with council safeguarding responsibilities. 	<p>Summary – Partially met</p> <p>The Council's lead director for safeguarding has presented two annual Corporate Safeguarding reports to the Overview and Scrutiny management committee. The report is intended to provide elected members with assurance around the operation of the Council's safeguarding policy and procedures. Cabinet receive the findings of scrutiny's consideration of the report.</p> <p>The report does include the conclusions of internal and external audit/inspection reviews where relevant, and the April 2019 report referred to Estyn's findings relating to the Council's safeguarding policies and procedures during the education service inspection in November 2018.</p> <p>However, at the time of our fieldwork we found that;</p> <ul style="list-style-type: none"> • the annual Corporate Safeguarding report, does not currently reflect the considerable range of safeguarding activity that the Council undertakes; • the report does not include previous years' data to enable the reader to understand comparative performance, although the Overview and Scrutiny committee recommended in 2019 that future reports should include that data; • the report does not include a balanced and council wide set of performance information as previously recommended as it does not include; <ul style="list-style-type: none"> – service-based performance data; or – information on the performance of contractors or commissioned services unless issues are identified through Internal Audit or inspection. <p>As such, the Council has further work to do to fully address this national recommendation.</p> <p>In doing so, the Council should also look to;</p> <ul style="list-style-type: none"> • ensure that data is presented over time so that readers can understand changes in safeguarding performance; • ensure that service-based performance data is provided; • ensure that data relating to training and safe recruitment, including DBS checks and references, are clearly reported for employees and volunteers; and • ensure that the performance of contractors and commissioned services in terms of compliance with the Council's safeguarding responsibilities is reported.

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
Local Proposal for Improvement 3 Improve the range, quality and coverage of safeguarding performance reporting to members to provide adequate assurance that corporate arrangements are working effectively.	See narrative above

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
<p>R7 Establish a rolling programme of internal audit reviews to undertake systems testing and compliance reviews on the council's safeguarding practices.</p>	<p>Summary – Fully met</p> <p>The Council has a planned rolling programme of internal audit reviews that focus on the Council's safeguarding practices. The internal audit service has a clear plan to review aspects of corporate safeguarding over the next four financial years. The internal audit service completed a review of the Council's Corporate Safeguarding arrangements in Spring 2018. That review provided a reasonable assurance and identified some areas that required improvement including:</p> <ul style="list-style-type: none"> • reviewing the Council's policies to ensure that these refer to members, partners and contractors and publishing those on the Council website; • not all newly appointed staff have attended the corporate induction training; and • general safeguarding training was not mandated for all staff and was not available <p>We found that the Council has already addressed most of those areas for improvement with clear plans in place to address the remaining issues.</p> <p>Internal Audit considers aspects of safeguarding, including safer recruitment of staff during its audits of establishments, including schools.</p> <p>However, at the time of our fieldwork we found that:</p> <ul style="list-style-type: none"> • there is not currently a process established by which any safeguarding-related areas for development would be shared with the lead officers for Corporate Safeguarding. Whilst Internal Audit reviews the safe recruitment of staff as part of the establishment audits for schools, the scope of those audits does not consider the safe recruitment of volunteers or contractors in schools. <p>The Council could consider the following options to further strengthen its arrangements:</p> <ul style="list-style-type: none"> • ensuring that when considering safer recruitment during internal audit, volunteers and contractors are considered alongside staff; and • considering how safeguarding related areas for improvement identified during internal audits can be shared with the Corporate Safeguarding leads to inform training and policy development.

National recommendations from the 2015 report and local proposals for improvement from the 2014 report	Wales Audit Office assessment of Council's progress
<p>Local Proposal for Improvement 5</p> <ul style="list-style-type: none"> Identify and agree an appropriate internal audit programme of work for safeguarding. 	<p>See narrative above</p>
<p>R8 Ensure the risks associated with safeguarding are considered at both a corporate and service level in developing and agreeing risk management plans across the council.</p>	<p>Summary – Fully met</p> <p>Safeguarding continues to feature as one of the Council's main corporate risks. The Council has developed a series of mitigating actions which are recorded and clearly aligned to actions stemming from the Internal Audit review of 2018. The corporate risk register is reviewed on a quarterly basis by the corporate management team and reported to Cabinet quarterly.</p> <p>The Council recognises that safeguarding risks are addressed within the Adult and Children Service Plans within 2018-19. The Council sets out clear guidance that all service areas are required to consider safeguarding risks in their service planning processes. However, the Council recognises that it does not currently have a process in place to challenge those considerations of safeguarding risks across all service areas.</p> <p>The Council could consider the following option to further strengthen its arrangements:</p> <ul style="list-style-type: none"> introducing a corporate review process of the safeguarding risks identified within service plans to ensure consistent identification of risks.

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Management Response

Local Authority: Newport City Council

Report title: Corporate Safeguarding arrangements for children follow up

Issue date: June 2019

Tudalen 101

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
	<p>R3 Strengthen safe recruitment of staff and volunteers by:</p> <ul style="list-style-type: none">ensuring that Disclosure and Barring Service (DBS) checks and compliance with safe recruitment policies cover all services that come into contact with children;creating an integrated corporate compliance system to record and monitor compliance	Ensure that the Council can assure itself that safe recruitment is carried out across all relevant service areas, including the use of contractors and volunteers	Yes	Yes	<p>As part of Newport City Council's on-going commitment to ensure safeguarding involves us all, the Safeguarding Champions network will confirm the arrangements for contractors and volunteers in all areas.</p> <p>In collaboration with HR we will examine all of our key policies, procedures and guidance documents including the Safe Recruitment of Volunteers Policy; Safer Recruitment Guidance and Volunteer Recruitment Guidance to ensure</p>	31 st March 2020	<p>HR & OD Manager</p> <p>Head of Corporate Safeguarding</p> <p>Service Manager Procurement and Payments</p> <p>Service Manager Contracts and Commissioning</p>

Ref	Proposal for Improvement	Intended outcome/benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
	<p>levels on DBS checks; and</p> <ul style="list-style-type: none"> requiring safe recruitment practices amongst partners in the third sector and for volunteers who provide services commissioned and/or used by the council which are underpinned by a contract or service level agreement. 				<p>that appropriate DBS checks are completed and to ensure volunteers are registered on a central database and aligns to the Corporate Safeguarding policy. Consideration of the inclusion for all volunteers across the council to go through a recruitment process such as in adult social care will require corporate management agreement.</p> <p>The alternative for CMT will be the consideration of a central system to record and register all volunteers for the Council. Data from the system will be used to support the Council's annual Safeguarding report to demonstrate the number of volunteers supporting the Council.</p> <p>We will utilise our Safeguarding Champions forum to</p>		Corporate Management Team

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
					<p>communicate the volunteer requirements and expectations of service areas. There are many avenues for communication and all will be covered, Senior Leadership Team, Corporate Management team Council staff newsletter and intranet pages.</p> <p>We will ensure that our Procurement and commissioning processes, contracts, SLAs and other agreements ensure “safer recruitment” processes are adhered to and assurances provided by the relevant providers / contractors.</p>		
2	<p>R4 Ensure all relevant staff, members and partners understand their safeguarding responsibilities by:</p> <ul style="list-style-type: none"> ensuring safeguarding training is mandated and coverage extended to all relevant council 	Ensure that induction and ongoing training is provided to relevant staff, members, contractors and volunteers so that all can deliver their	Yes		<p>All employees and members are required to undertake training as outlined in our policy statement,</p> <p>We are undertaking a project to continue the development of our Safeguarding Training Framework for Members, Staff,</p>		<p>Head of Corporate Safeguarding in conjunction with HR & OD.</p> <p>Contract and Commissioning services</p>

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
	<p>service areas, and is included as standard on induction programmes;</p> <ul style="list-style-type: none"> • creating a corporate-wide system to identify, track and monitor compliance on attending safeguarding training in all council departments, elected members, schools, governors and volunteers; and • requiring relevant staff in partner organisations who are commissioned to work for the council in delivering services to children and young people to undertake safeguarding training. 	responsibilities in relation to Corporate Safeguarding of children.			<p>Contractors and Volunteers. This includes the development of the e-learning training package to be launched 2019/20.</p> <p>As part of the project we are examining how we can link the appropriate level of training to the relevant roles in the organisation and the Council's Clear Review (Personal Performance Review system).</p> <p>Services commissioned on behalf of the Council already have appropriate safeguarding checks and due diligence undertaken before they are appointed. We will consider how the new Framework can be applied to contractors and services to ensure that their staff have undertaken appropriate training which could include our</p>		

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
					<p>e-learning package where appropriate. We would be looking for assurance with our contract and commissioning services that these are all addressed within the initial procurement processes.</p> <p>Council Members are required to complete the necessary safeguarding training when it is launched as stated in our Policy statement.</p> <p>The data from the e-learning training will be reported in the Council's annual report and service areas will receive regular monitoring reports to inform them of which staff has / has not completed the training.</p>		
3	R6 Improve accountability for corporate safeguarding by regularly reporting safeguarding	Provide a clear picture of the performance of the Council against its	Yes	Yes	Using the data obtained from the e-learning training packages and HR data we will incorporate high level data analysis in the	31 st March 2020	Head of Corporate Safeguarding

Ref	Proposal for Improvement	Intended outcome/benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
	<p>issues and assurances to scrutiny committee(s) against a balanced and council-wide set of performance information covering:</p> <ul style="list-style-type: none"> • benchmarking and comparisons with others; • conclusions of internal and external audit/inspection reviews; • service-based performance data; • key personnel data such as safeguarding training, and DBS recruitment checks; and • the performance of contractors and commissioned services on compliance with 	Corporate Safeguarding policy and identify areas for further development.			<p>Council's annual Safeguarding Report. Service areas will receive regular monitoring reports.</p> <p>Bench marking against other LA's will require further work due to Welsh Government reviewing Wales safeguarding procedures and protocols. These will be developed after the launch of the new procedures due 2020.</p> <p>We will continue to exception report in our annual report data where measures are deemed to be amber or red in meeting their targets, as requested by our Members.</p> <p>Internal Audit reports are reported to the Council's Audit Committee, Strategic Director, and Head of Service. Where recommendations and further</p>	<p>Presentation in October 2019 to scrutiny</p> <p>Presentation to Cabinet in November 2019</p>	

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
Tudalen 107	council safeguarding responsibilities				<p>action is required, these are followed up in accordance with the Internal Audit procedure.</p> <p>Where Contractors / Commissioners are inspected and recommendations raised these are monitored and reported into Social Services with necessary escalation processes in place where improvements are not made. There are exit clauses in their contracts should they not meet our required standards. These would be reported as necessary in the annual report. We work closely with Care Inspectorate Wales and if concerns are raised the appropriate regulatory body are notified and part of the escalation and resolution process.</p>		

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
					<p>This is due to the specific requests of Scrutiny and Committees requesting that the Annual SG report should only detail the red/ critical measures from the action plans and requested that there was a reduction in the amount of information provided (ie. no individual team plans where safeguarding performance data, eg. Local Authority Designated Officer referrals in regard to professionals of concern data, would have been presented).</p> <ul style="list-style-type: none"> The data set compiled in the original annual SG report was requested to be amended in the secondary report and again in the most recent version. All reports have contained safeguarding data based on the former performance measures, the current performance measures are 		

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
Tudalen 109					<p>from the Directors Report for Social Services. Previous versions have attempted to present measures as directed by WAO recommendations but at Scrutiny request not all of this data was in the report if it was not red/critical measure and at their request not to provide individual team plans where the majority of the local data measures on our performance would be captured (eg. Number of professional strategy meetings; etc.)</p> <ul style="list-style-type: none"> - We do not provide performance of contractors or commissioned services as standard but if issues were identified this would be highlighted within internal audit or inspection reporting. 		

Ref	Proposal for Improvement	Intended outcome/ benefit	High priority (yes/no)	Accepted (yes/no)	Management response	Completion date	Responsible officer
					We will ensure that all future reporting within the annual SG report (19/20 onwards) meets WAO recommendations ensuring that members have specific data and information in a larger report.		



Report

Cabinet

Part 1

Date: 16 October 2019

Subject Wales Audit Office – Certificate of Compliance

Purpose To present Cabinet with the Wales Audit Office (WAO) Certificate of Compliance following an audit of the Council's 2019-20 improvement planning arrangements.

Author Head of People and Business Change

Ward All

Summary The Auditor General of the Wales Audit Office (WAO) has issued the council with a Certificate of Compliance for the improvement plan process following an audit of the Council's Corporate Plan 2017-22. This audit reviewed the Corporate Plan, and confirmation of the Council's wellbeing objectives. This is an annual requirement as outlined in the Local Government Measure (2009), which we are required to meet in conjunction with the Wellbeing of Future Generations Act (2015) annual reporting requirements.

Proposal Cabinet is asked to note the contents of the report in relation to the Council's delivery of the Corporate Plan 2017-22.

Action by Cabinet

Timetable Immediate

This report was prepared after consultation with:

- Senior Leadership Team
- Corporate Management Team
- Wales Audit Office

Signed

Background

As part of the Wales Audit Office (WAO) regulatory activity, the Auditor General has issued the Council with a Certificate of Compliance for the improvement plan process following an audit of the Council's Corporate Plan 2017-22.

The audit reviewed the Corporate Plan, and confirmation of the Council's wellbeing objectives – these are also outlined in the draft annual report 2018/19. This is an annual requirement as outlined in the Local Government Measure (2009), which we are required to meet in conjunction with the Wellbeing of Future Generations Act (2015) annual reporting requirements.

This is the first of two certificates that the authority aims to achieve each financial year. The second certificate will be issued following the WAO's Assessment of Performance Audit and assessment of the Council's arrangements to secure continuous improvement.

Through this Certificate the Auditor General for Wales certifies that:

"...I believe that the Council has discharged its duties under section 15(6) to (9) of the Measure and has acted in accordance with Welsh Government guidance sufficiently to discharge its duties."

Copy of the Certificate of Compliance in English is attached as Appendix 1 and Welsh in Appendix 2.

Financial Summary

There are no direct financial impacts in relation to this report. Where proposals for improvement have been made in the individual WAO reports these will be actioned through business as usual activities by the Council.

Risks

There are no direct impacts of this report to the risks identified in the Council's Corporate Risk Register.

Links to Council Policies and Priorities

Continuous improvement is central to the Council's ambitions for itself, organisationally, and in terms of its role in advancing the City's reputation and the quality of life for its citizens. A range of core priorities and programmes are influenced by this agenda, including:

- Newport Public Services Board 'One Newport' Wellbeing Plan.
- The Corporate Plan 2017-22
- Annual reporting arrangements

Options Available and considered

Cabinet are asked to:

- (a) Consider and accept the conclusion contained in the Auditor General's Certificate of Compliance Report; or
- (b) Disregard the findings of the report.

Preferred Option and Why

The preferred option is (a) as the Certificate of Compliance is positive and confirms that the council has discharged its duties under the Local Government Measure 2009 with regards to Improvement Planning.

Comments of Chief Financial Officer

There is no financial impact in presenting the WAO Certificate of Compliance to Cabinet. Any improvement actions included within the Corporate Plan are reported as part of the on-going medium term financial planning and budget monitoring processes and in that respect, clear responsibility and accountability for delivering the projects and managing resources is key.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report. The Council has a duty under the Local Government (Wales) Measure 2009 ("the Measure") to secure continuous improvement in the delivery of services and to prepare and publish an annual Improvement Plan. The Wales Audit Office is required under sections 17 and 19 of the Measure to carry out an annual audit of the Council's Improvement Plan. The Certificate of Compliance issued by the WAO confirms that the Council has discharged its duties to prepare and publish an Improvement Plan in accordance with section 15 of the Measure and Welsh Government statutory guidance.

Comments of Head of People and Business Change

The certificate verifies that the Council has met its obligation of demonstrating continuous improvement under the Local Government Measure 2009. This is an on-going aim for the council and this also contributes to the Sustainable Development Principle of the Wellbeing of Future Generations (Wales) Act 2015.

There are no direct staffing implications contained in this report.

Comments of Cabinet Member

The Leader of the Council is briefed on all aspects of performance monitoring and management within the Council and related WAO monitoring work.

Local issues

Not Applicable

Scrutiny Committees

Scrutiny Committees receive information on WAO review outcomes as appropriate to the Committee responsibilities, and also received and commented on the Annual Report.

Equalities Impact Assessment and the Equalities Act 2010

Not Applicable

Children and Families (Wales) Measure

Not Applicable

Wellbeing of Future Generations (Wales) Act 2015

The Auditor General helps to ensure that public bodies are held to account for their performance in relation to the requirements of the Wellbeing of Future Generations (Wales) Act 2015 and the Local Government Measure (2009). The Wales Audit Office consider the Wellbeing of Future Generations (Wales) Act 2015 in the planning and implementation of their work. The issue of the Certificate of Compliance demonstrates that the council is meeting its obligations under both Acts.

Crime and Disorder Act 1998

Section 17(1) of the Crime and Disorder Act 1998 imposes a duty on the Local Authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area.

Consultation

Not Applicable

Background Papers

Newport City Council's Corporate Plan 2017-22

Wales Audit Office Certificate of Compliance 19-20

Wales Audit Office Annual Improvement Report - Cabinet September 2019

Draft Annual Report 2018/19

Dated: October 2019



Reference: 1503A2019-20

Date issued: September 2019

Audit of Newport City Council's 2019-20 Improvement Plan

Certificate

I certify that, following publication on 18 September 2019 I have audited Newport City Council's Improvement Plan in accordance with section 17 of the Local Government (Wales) Measure 2009 (the Measure) and my Code of Audit Practice.

As a result of my audit, I believe that the Council has discharged its duties under section 15(6) to (9) of the Measure and has acted in accordance with Welsh Government guidance sufficiently to discharge its duties.

Respective responsibilities of the Council and the Auditor General

Under the Measure, the Council is required to prepare and publish an Improvement Plan describing its plans to discharge its duties to:

- make arrangements to secure continuous improvement in the exercise of its functions;
- make arrangements to secure achievement of its improvement objectives; and
- make arrangements to exercise its functions so that any performance standard specified by Welsh Ministers is met.

The Measure requires the Council to publish its Improvement Plan as soon as is reasonably practicable after the start of the financial year to which it relates, or after such other date as Welsh Ministers may specify by order.

The Council is responsible for preparing the Improvement Plan and for the information set out within it. The Measure requires that the Council has regard to guidance issued by Welsh Ministers in preparing and publishing its plan.

As the Council's auditor, I am required under sections 17 and 19 of the Measure to carry out an audit of the Improvement Plan, to certify that I have done so, and to report whether I believe that the Council has discharged its duties to prepare and publish an Improvement Plan in accordance with statutory requirements set out in section 15 and statutory guidance.

Scope of the Improvement Plan audit

For the purposes of my audit work I will accept that, provided an authority meets its statutory requirements, it will also have complied with Welsh Government statutory guidance sufficiently to discharge its duties.

For this audit I am not required to form a view on the completeness or accuracy of information, or whether the Improvement Plan published by the Council can be achieved. Other assessment work that I will undertake under section 18 of the Measure will examine these issues. My audit of the Council's Improvement Plan, therefore, comprised a review of the plan to ascertain whether it included elements prescribed in legislation. I also assessed whether the arrangements for publishing the plan complied with the requirements of the legislation, and that the Council had regard to statutory guidance in preparing and publishing its plan.

The work I have carried out in order to report and make recommendations in accordance with sections 17 and 19 of the Measure cannot solely be relied upon to identify all weaknesses or opportunities for improvement.



Adrian Crompton
Auditor General for Wales

CC: Julie James AM – Minister for Housing and Local Government
Non Jenkins, Manager
Gareth Jones, Performance Audit Lead



Cyfeirnod: 1503A2019-20

Dyddiad cyhoeddi: Medi 2019

Archwiliad o Gynllun Gwella Cyngor Dinas Casnewydd ar gyfer 2019-20

Tystysgrif

Rwy'n ardystio fy mod wedi archwilio Cynllun Gwella Cyngor Dinas Casnewydd yn dilyn ei gyhoeddi ar 18 Medi, a hynny yn unol ag adran 17 o Fesur Llywodraeth Leol (Cymru) 2009 (y Mesur) a'm Cod Ymarfer Archwilio.

O ganlyniad i'm harchwiliad, rwyf o'r farn bod y Cyngor wedi cyflawni ei ddyletswyddau o dan adran 15(6) i (9) o'r Mesur, ac wedi gweithredu'n ddigonol, yn unol â chanllawiau Llywodraeth Cymru, i gyflawni ei ddyletswyddau.

Priod gyfrifoldebau'r Cyngor a'r Archwilydd Cyffredinol

O dan y Mesur, mae'n ofynnol i'r Cyngor baratoi a chyhoeddi Cynllun Gwella, sy'n amlinellu ei gynlluniau i gyflawni ei ddyletswyddau:

- i wneud trefniadau i sicrhau gwelliant parhaus wrth gyflawni ei swyddogaethau;
- i wneud trefniadau i sicrhau bod ei amcanion gwella yn cael eu cyflawni; ac
- i wneud trefniadau i gyflawni ei swyddogaethau i fodloni unrhyw safonau perfformiad a bennir gan Weinidogion Cymru.

Mae'r Mesur yn ei gwneud yn ofynnol i'r Cyngor gyhoeddi ei Gynllun Gwella cyn gynted ag y bo hynny'n rhesymol ymarferol ar ôl dechrau'r flwyddyn ariannol y mae'r cynllun yn berthnasol iddi, neu ar ôl dyddiad arall a bennir dan orchymyn Gweinidogion Cymru.

Y Cyngor sy'n gyfrifol am baratoi'r Cynllun Gwella, yn ogystal â'r wybodaeth a nodir ynddo. Mae'r Mesur yn ei gwneud yn ofynnol i'r Cyngor ystyried canllawiau a gyhoeddir gan Weinidogion Cymru wrth baratoi a chyhoeddi ei gynllun.

O dan adrannau 17 ac 19 o'r Mesur, mae'n ofynnol i mi, archwilydd y Cyngor, gynnal archwiliad o'r Cynllun Gwella, ardystio fy mod wedi gwneud hynny, ac adrodd a wyf o'r farn bod y Cyngor wedi cyflawni ei ddyletswyddau i baratoi a chyhoeddi Cynllun Gwella yn unol â'r gofynion statudol a nodir yn adran 15 a'r canllawiau statudol.

Cwmpas yr archwiliad o'r Cynllun Gwella

I ddibenion fy ngwaith archwilio, ac ar yr amod bod awdurdod wedi bodloni ei ofynion statudol, byddaf yn derbyn bod yr awdurdod wedi cydymffurfio'n ddigonol â chanllawiau statudol Llywodraeth Cymru i gyflawni ei ddyletswyddau.

Ar gyfer yr archwiliad hwn, nid yw'n ofynnol i mi lunio barn ar gyflawnder na chywirdeb yr wybodaeth, na ph'un a ellir cyflawni Cynllun Gwella'r Cyngor ai peidio. Bydd gwaith asesu arall y byddaf yn ymgymryd ag ef o dan adran 18 o'r Mesur yn archwilio'r materion hyn. Felly, roedd fy archwiliad o Gynllun Gwella'r Cyngor yn cynnwys adolygiad o'r cynllun i ganfod a oedd yn cynnwys elfennau a ragnodir mewn deddfwriaeth. Euthum ati hefyd i asesu a oedd y trefniadau ar gyfer cyhoeddi'r cynllun yn cydymffurfio â gofynion y ddeddfwriaeth, ac a oedd y Cyngor wedi ystyried y canllawiau statudol wrth baratoi a chyhoeddi ei gynllun.

Ni ellir dibynnu'n unig ar y gwaith a wnaed gennyf er mwyn llunio adroddiad a gwneud argymhellion yn unol ag adrannau 17 ac 19 o'r Mesur, i nodi'r holl wendidau neu gyfleoedd ar gyfer gwella.



Adrian Crompton

Arwchilydd Cyffredinol Cymru

CC: Julie James – Y Gweinidog Tai a Llywodraeth Leol

Non Jenkins, Rheolwr

Gareth Jones, Arweinydd Archwilio Perfformiad

Report

Cabinet Meeting

Part 1

Date: 16 October 2019

Subject **Annual Report on Compliments, Comments and Complaints Management 2019**

Purpose The purpose of this report is to provide the Cabinet with an overview of all Corporate and Social Services compliments, comments and complaints received during 2018/2019. The report provides a summary of complaints received and recommendations for improvement.

Author Service Manager – Customer Experience

Ward All

Summary Newport City Council operates under a combined Corporate and Social Services Comments, Complaint and Compliments policy. In line with the model process outlined by the Public Services Ombudsman for Wales (Ombudsman) there is a two stage process (informal and formal) for dealing with complaints received. Social Services have a statutory requirement to operate a complaints procedure; guidance on the operation of the procedure is contained in The Social Services Complaint Procedure (Wales) Regulations 2014 and the Social Care and Wellbeing Act (Wales) 2014.

All compliments and complaints received for Corporate and Social Services have been recorded since April 2011. Since November 2018 compliments, comments and complaints received for all service areas are recorded on the My Newport platform. Compliments, Comments and Complaints made on the Council's social media accounts are not included in these figures. Residents posting on social media accounts are directed to other channels to submit their feedback, such as using online forms, or contacting other organisations as appropriate.

This report provides an overview for the year 2018/2019, broken down by services area and complaint types. The report highlights key trends or themes drawn from the data for consideration.

Complaints about schools are reported separately as they are subject to a distinct statutory framework; however there are some circumstances where complaints are recorded and treated as complaints about Education services. For example, where they concern administrative processes.

This report first considers compliments, comments and complaints received for corporate services, and then moves on to consider compliments, comments and complaints received for Social Services

Proposal To consider the volume, nature and themes regarding compliments and complaints received and recommended actions regarding complaint management set out in the report.
To comment on any issues arising from the report.
To endorse the recommendations for improvement set out within the report.

Action by Complaint Resolution Manager

Timetable Throughout 2019/2020.

Signed

Background

The policies and procedures in place for Comments, Compliments and Complaints comply with the legislation and guidance issued by the Public Services Ombudsman for Wales and the requirements of the Welsh Language (Wales) Measure 2011 and associated standards.

The Ombudsman's *Guidance for Public Service Providers on Implementing the Model Concerns and Complaints* sets out key principles to be applied when handling complaints. One key principle is that the management of complaints must deliver continuous improvement;

- Lessons learnt from complaints are gathered and feedback is used to improve service design and delivery.
- Systems in place record, analyse and report on the learning from concerns.
- The leadership of the public body:
 - takes ownership of the complaints process
 - regularly reviews and scrutinises its effectiveness
 - receives regular complaints monitoring reports, and
 - demonstrates what the organisation has done to improve service delivery as a result of complaints.
- Regulators have an important role in ensuring that lessons learnt from concerns are implemented satisfactorily and sustained.

The Ombudsman is currently consulting with the public regarding changes to the principles and procedures of the legislation and guidance for public bodies in relation to the new powers created under the Public Services Ombudsman (Wales) Act 2019. The Public Services Ombudsman (Wales) Act 2019 seeks to give the Ombudsman's office new powers aimed at;

- accepting complaints verbally, not just in writing
- investigating complaint handling when a patient's National Health Service (NHS) care is inextricably linked with private healthcare
- the ability to undertake 'own initiative' investigations when the Ombudsman considers them to be in the public interest
- gathering complaints data from public services in Wales on a quarterly basis

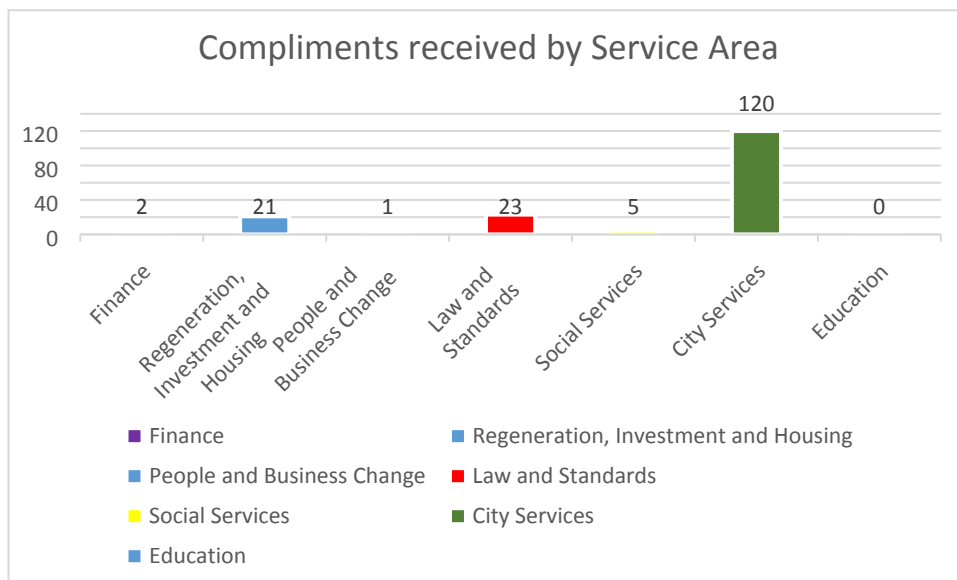
It is recommended that the Council's own policies and procedures are reviewed to ensure they continue to reflect the latest guidance and legislation. This would be appropriate to action following the conclusion of the Ombudsman consultation and subsequent implementation of the new act.

COMPLIMENTS – Corporate Summary

A total of 173 compliments were recorded in 2018/2019, this is higher than the number received in previous years. The opportunity to provide positive feedback is now more accessible to residents using improved webforms, the Council app or customer accounts, than in previous years. This option was available to residents from November 2018 onwards.

City Services account for almost all compliments received – this is largely due to the high visibility of these services to the public and high number of interactions with residents.

The graph below shows the number of compliments received by each service area.



COMMENTS

147 Comments were recorded during 2018/2019. Comments are recorded where a resident is dissatisfied with a policy or decision made by the Council that has been implemented or applied correctly. For example residents may be unhappy with the scheduled number of grass cuts in the City, or alternate streetlights being switched on. In line with the Ombudsman's guidance this feedback is recorded and if appropriate, responded to, but is not recorded as a complaint.

Similarly to compliments, the highest number of comments recorded are for City Services in line with the visibility of the services they provide.

Comments	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Total	10	14	21	15	15	20	11	12	11	7	5	6	147
Children & Young People Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Adult & Community Services	0	0	0	0	0	0	0	0	0	0	0	0	0
Education	0	0	0	1	0	0	0	0	0	0	0	0	1
Regeneration, Investment & Housing	0	0	0	0	0	0	0	0	0	0	0	0	0
City Services	9	11	20	11	10	13	8	12	10	6	4	6	120
Law & Regulation	1	3	1	3	5	7	3	0	1	1	1	0	26
Finance	0	0	0	0	0	0	0	0	0	0	0	0	0
People & Business Change	0	0	0	0	0	0	0	0	0	0	0	0	0

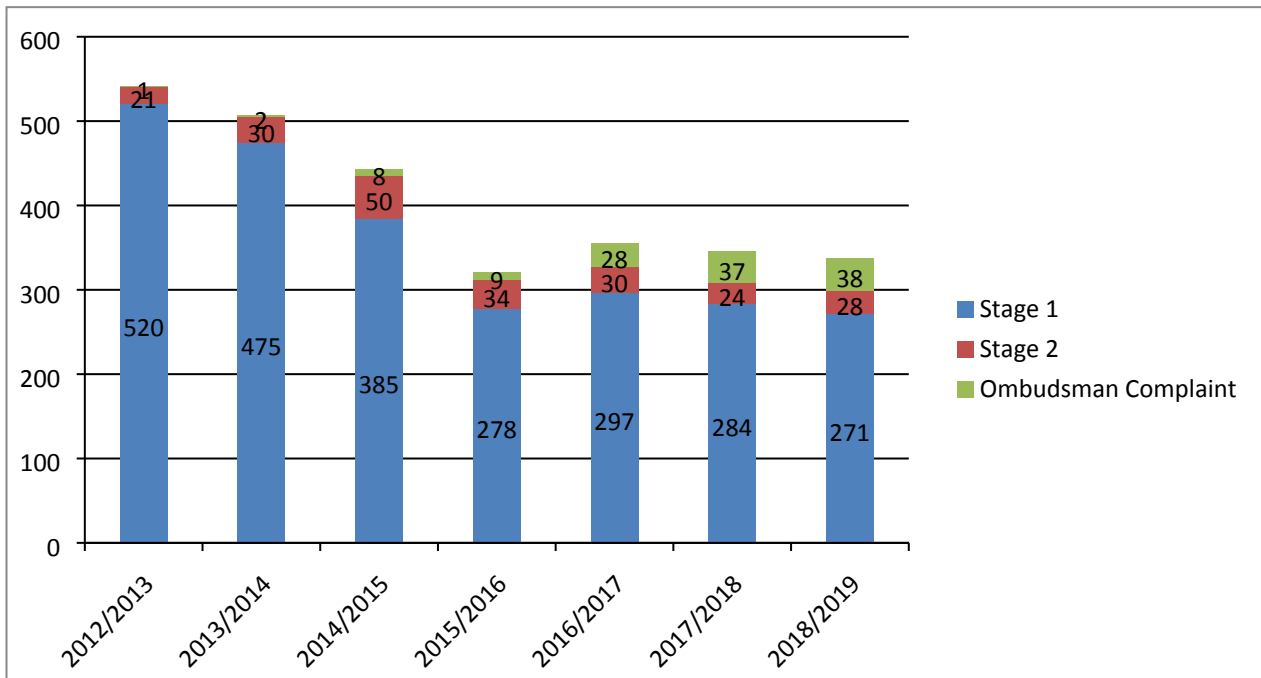
COMPLAINTS – Corporate Summary

Complaints accounted for 0.001% of the total customer contacts received by Customer Services in 2018/2019.

Year	Stage 1 Complaint	Stage 2 Complaint		Ombudsman Complaint	
		Count	Percentage	Count	Percentage
2011/2012	375	18	4.8%	1	0.3%
2012/2013	520	21	4.0%	1	0.2%
2013/2014	475	30	6.3%	2	0.4%
2014/2015	386	50	13.0%	8	2.1%
2015/2016	293	34	11.6%	9	3.1%
2016/2017	297	30	10.1%	28	9.4%
2017/2018	284	24	8.5%	37	13.0%
2018/2019	271	28	10.3%	38	14.0%

The proportion of complaints dealt with at Stage 1 that progress to a Stage 2 increased year on year. The proportion of complaints received that are referred to the Ombudsman continues to demonstrate an upwards trend, although the volumes received at this stage have remained static.

The graph below shows the complaints dealt with at each of the three stages since 2012/2013. Fewer Stage 1 complaints are being received or recorded, but there are more complaints going on to be reviewed at Stage 2 or by the Ombudsman.



Informal (STAGE 1) - Corporate Complaints

The breakdown by service for stage one complaints is as follows:

Complaints Stage 1	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Total	22	26	28	15	18	31	24	30	14	20	30	13	271
Education	2	2	1	1	1	4	1	3	1	3	3	0	22
Regeneration, Investment & Housing	5	6	1	3	0	2	3	2	4	3	0	0	29
City Services	8	13	19	7	11	21	13	18	8	10	22	9	159

Law & Regulation	5	4	5	4	4	4	7	5	0	4	5	1	48
Finance	2	1	2	0	2	0	0	2	1	0	0	3	13
People & Business Change	0	0	0	0	0	0	0	0	0	0	0	0	0

Formal (STAGE 2) Corporate Complaints

Complaints Stage 2	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Total	5	7	3	4	2	2	1	1	0	0	0	3	28
Education	0	0	0	1	0	1	0	1	0	0	0	0	3
Regeneration, Investment & Housing	1	3	1	2	1	1	0	0	0	0	0	1	10
City Services	4	4	2	1	1	0	1	0	0	0	0	2	15
Law & Regulation	0	0	0	0	0	0	0	0	0	0	0	0	0
Finance	0	0	0	0	0	0	0	0	0	0	0	0	0
People & Business Change	0	0	0	0	0	0	0	0	0	0	0	0	0

Social Services Complaints

There were 132 complaints recorded for Social Services in 2018/2019. This is in line with volumes received in previous years.

Complaints Stage 1	Quarter 1			Quarter 2			Quarter 3			Quarter 4			Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Children & Young People Services	8	10	8	4	12	11	18	14	8	16	12	11	132
Adult & Community Services	0	5	3	3	6	1	4	5	3	4	2	0	36

In Children and Young People's Services 4 complaints progressed to Stage 2 investigation by an external investigator, and 3 of these were referred to the Ombudsman. These complaints were not upheld by the independent investigators or the Ombudsman.

4 of the 36 complaints received in Adult and Community Services were progressed to a Stage 2 investigation by an independent investigator, and one of these was partially upheld. 2 of the Stage 2 complaints were referred to the Ombudsman. One of these complaints resulted in a Public Interest Report.

Complaints to the Public Services Ombudsman for Wales (STAGE 3)

The data included in this section of the report is drawn from the Annual Letter produced by the Public Services Ombudsman for Wales.

The table below shows the number of complaints referred to the Ombudsman by Newport residents, how many were assessed to require investigation, and how this compares to other Local Authorities in Wales.

A. Complaints Received and Investigated with Local Authority average adjusted for population distribution

Local Authority	Complaints Received	Average	Complaints Investigated	Average
Newport City Council 2018/19	38	43	0	1
Newport City Council 2017/18	37	37	2	1
Blaenau Gwent County Borough Council	8	20	0	0
Bridgend County Borough Council	33	41	0	1
Caerphilly County Borough Council	65	51	1	1
Cardiff Council	115	103	0	2
Carmarthenshire County Council	49	53	1	1
Ceredigion County Council	23	21	0	0
City and County of Swansea	83	70	0	2
Conwy County Borough Council	41	33	2	1
Denbighshire County Council	26	27	1	1
Flintshire County Council	50	44	2	1
Gwynedd Council	32	35	2	1
Isle of Anglesey County Council	31	20	2	0
Merthyr Tydfil County Borough Council	15	17	0	0
Monmouthshire County Council	20	27	0	1
Neath Port Talbot County Borough Council	38	40	1	1
Pembrokeshire County Council	35	35	0	1
Powys County Council	67	38	4	1
Rhondda Cynon Taf County Borough Council	36	68	0	2
Torfaen County Borough Council	12	26	1	1
Vale of Glamorgan Council	24	37	0	1
Wrexham County Borough Council	45	38	3	1
Grand Total	886		20	

The table below shows the subject of complaints referred to the Ombudsman within Wales

B. Complaints Received by Subject

Newport City Council	Complaints Received
Adult Social Services	6
Benefits Administration	2
Children Social Services	4
Community Facilities, Recreation and Leisure	1
Complaints Handling	10
Education	3
Housing	2
Planning and Building Control	5
Roads and Transport	3
Various Other	2

10 of the complaints raised to the Ombudsman were about failing to respond or meet deadlines for responding to complaints. The Council has taken steps to provide adequate support to respond to complaints and in his annual letter the Ombudsman thanked the Council for taking a positive position in response to the feedback on these matters provided by his staff.

6 of the complaints received were recommended for an early resolution by the Ombudsman. The Council followed the Ombudsman's recommendations, which were to make apologies and in some instances to make small reimbursements for 'time and trouble' in making the complaint.

No complaints were investigated by the Ombudsman, however 1 complaint was assessed as requiring a Public Interest report. The complaint was about support provided to an adult with learning difficulties who was not assessed to establish her capacity to oversee her financial affairs. The Ombudsman found that whilst the general support provided by the Council to the individual was reasonable, failing to carry out a

formal capacity assessment put her at risk of financial exploitation. The Council took appropriate action to remedy the situation and learn from the finding. The individual was provided with appropriate support to manage finances and a review of the training and processes relating to the Mental Capacity Act 2005 was completed.

Service Development

The Council is committed to developing the service provided to meet the revised legislation and to meet the expectations of residents who wish to submit their feedback.

Significant progress has been made in 2019 towards delivering this.

Actions completed include;

- Consultation with staff to find out how they are currently dealing with complaints and how they wish to be supported to improve this.
- Consultation with residents to find out what is important to them when they wish to make a complaint when they are unhappy about the service provided.
- Implementation of a new system that is used to record and monitor all feedback from customers, including complaints. The system makes it much easier for residents to submit feedback, but also for the Council to analyse the feedback and assess performance.
- Communication with Officers across the Council to tell them how to access support from dedicated Complaint Resolution Officers.

These actions are part of a development plan with further actions to be delivered in 2019/2020;

- Develop the recording system further to increase accountability and transparency regarding complaint management.
- Develop a suite of training modules concerning complaint management and customer service that all Officers can access.
- Introduce a continuous improvement approach so that the feedback and lessons learnt from complaints can be tracked through to service improvements.
- Inviting complainants to tell us more about themselves when they make complaints so that we can understand if complainants are representative of all Newport residents.
- Review of policies and procedures to align with Public Services Ombudsman (Wales) Act 2019, following the conclusion of the Ombudsman's consultation.

Financial Summary

There are no direct financial implications associated with this report.

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Failure to comply with the requirements of the Public Services Ombudsman for Wales in dealing with complaints	H	L	The Council has; <ul style="list-style-type: none"> • Implemented a new system of recording and monitoring complaints • Allocated adequate resource to support Officers throughout the Council in dealing with complaints appropriately • Policies in place for dealing with complaints • Developed a plan for improving complaint 	Service Manager – Customer Experience

			<p>handling across the Council</p> <ul style="list-style-type: none"> Submitted first quarterly report to the Ombudsman <p>The Council will;</p> <ul style="list-style-type: none"> Develop a set of training modules to support Officers who interact with the public and deal with complaints Refine the end to end case management of complaints in the new monitoring and recording system Formalise the process for reflecting on and embedding lessons learnt Review policies to make sure they reflect the new Public Services Ombudsman (Wales) Act 2019 	
Failure to meet the public's expectation for dealing with complaints	H	L	<p>The Council has;</p> <ul style="list-style-type: none"> Consulted with the public to find out what is important to them relating to complaints and complaint handling Consulted with Officers to find out what support is needed to help them respond to complaints effectively <p>The Council will;</p> <ul style="list-style-type: none"> Incorporate the feedback gathered during the consultations into the development of policy, process, guidance and training for responding to complaints effectively Introduce an option for complainants to provide feedback on their experience of making a complaint 	Service Manager – Customer Experience

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

The visions set out for Newport 2020 in the following service areas all highlight the importance of managing demand by improving customer service at first enquiry, and supporting the move towards self-service;

- Law and Standards

- Finance
- Adult and Community Services
- Children and Family Services
- Education
- Regeneration, Investment and Housing
- City Services

Comments of Chief Financial Officer

There are no financial implications associated with the proposals contained within this report. All improvement actions will be delivered using existing budgets.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report, which sets out information regarding the compliments and complaints received regarding Council services during 18/19, both in relation to corporate complaints and those dealt with under the statutory social services complaints procedure. The report also contains details of the numbers of complaints referred to the Public Services Ombudsman for Wales during this period, which were either not accepted for investigation or resolved locally by way of settlement. The numbers of Ombudsman complaints was broadly similar to the previous year and were average compared to other Welsh councils, having regard to population figures. It is pleasing to note that there were no formal findings of maladministration against the Council during this period, although one of the settled complaints, where there were acknowledged shortcomings in the way in which a social care assessment was undertaken, did result in a public interest report being issued. The Ombudsman is currently consulting about increases to his investigatory powers under the Public Services Ombudsman (Wales) Act 2019, particularly in relation to accepting informal complaints and undertaking public interest investigations on his own initiative, without any complaint. The Council may need to review its own internal procedures in due course in the light of these changes to his statutory powers.

Comments of Head of People and Business Change

Analysis of compliments, comments and complaints supports the Council in achieving continuous improvement in the delivery of its services and ultimately in its mission to improve people's lives. The report notes that actions planned for 2019-20 include introduction of a continuous improvement approach so that the feedback and lessons learnt from complaints can be tracked through to service improvements.

The report also notes how analysing compliments, comments and complaints supports the Council in embedding the sustainable development principle within its operations.

There are no HR implications relating directly to this report. Staff have been consulted on how they can be supported in dealing with complaints better and a suite of training modules is to be developed concerning complaint management and customer service.

Comments of Cabinet Member for Community and Resources

I support the recommended actions in the report. The number of complaints received equates to 0.0018 per resident. This must be considered in context along with the vast number of services provided by the Council. I would encourage Members to submit any positive feedback received from residents so that these are captured alongside complaints.

Comments of Cabinet Member for Social Services

I support the recommended actions in the report. I am pleased to see the inclusion of positive comments from residents as well as complaints. I am concerned that not all the feedback received in services is currently being recorded centrally. I would recommend more communication with Officers in all areas so that there is more awareness of how to record compliments, complaints and comments from residents so that they are included in future reports.

Local issues

This report is relevant to all Wards.

Equalities Impact Assessment and the Equalities Act 2010

The Equality Act 2010 contains a Public Sector Equality Duty which came into force on 06 April 2011. The Act identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership.

The report notes that the Council records all complaints where the customer believes they have experienced unlawful discrimination, and other conduct that is prohibited by the Act. This information is reported in more detail in the Equalities Annual Report.

Children and Families (Wales) Measure

Although no targeted consultation takes place specifically aimed at children and young people, consultation regarding complaints was open to all of our citizens regardless of their age via public access wi-fi, and the Council's website. People replying to consultations are not required to provide their age or any other personal data, and therefore this data is not held or recorded in any way, and responses are not separated out by age.

Wellbeing of Future Generations (Wales) Act 2015

This report enables Members to monitor the current position of the council's performance, this helps to drive improvement over the short and long-term and prevent poor performance.

Performance measures are also reported through the service plans and the improvement plan, which take into account the sustainable development principle promoted in the Act and the five ways of working; long-term, prevention, integration, collaboration and involvement.

Any changes to service provision as a result of feedback received would consider the five ways of working and the sustainable development principle as part of the decision making process.

- Long term: the actions being put into place will ensure that the Council is able to respond to feedback and complaints now and in the future.
- Prevention: Understanding what is important to residents and why we have received complaints will help the Council to make improvements that prevent similar complaints from occurring again.
- Integration: Reviewing the Council's policies regarding feedback from residents will help to ensure that the principles of the Public Services Ombudsman (Wales) Act 2019 are embedded in service provision.
- Collaboration: the approach to responding to feedback from complainants requires collaboration across the Council. All service areas receive and deal with complaints and their feedback as part of consultation will inform the development of training, guidance and support.
- Involvement: Public consultation has provided valuable insight into what is important for customers when they are unhappy with a service provided by the Council. This will be used to inform the development of training, guidance and support.

Consultation

Comments received from wider consultation, including comments from Council Officers and the public, are detailed in report in the attached documents.



Internal Complaint Public Consultation
Management Survey Results Complaints I

Background Papers

[Comments, Compliments and Complaints Policy](#)
[Unacceptable Actions by Complainants](#)

[A Guide to Handling Complaints and Representations by Local Authority Services](#)
[Principles of Good Administration](#)
[Principles of Remedy](#)

<https://www.ombudsman.wales/wp-content/uploads/2019/08/Newport.pdf>

<https://www.ombudsman.wales/consultation-on-new-powers-2019/>

Dated: 24th September 2019

Report

Cabinet

Part 1

Date: 16 October 2019

Subject Cabinet Work Programme

Purpose To report and agree the details of the Cabinet's Work Programme.

Author Cabinet Office Manager

Ward All Wards

Summary The purpose of a work programme is to enable Cabinet to organise and prioritise the reports and decisions that are brought to each meeting. Effective forward planning by Cabinet also impacts positively upon the Council's other Committees, in particular Scrutiny, because work needs to be coordinated on certain reports to ensure proper consultation takes place before a decision is taken.

The current work programme runs to June 2020, but it is a working document. It is important that the work programme is owned and prioritised by Cabinet Members directly, so each month the Cabinet Office Manager brings a report updating Cabinet on any changes, so that the revised programme can be formally approved.

The updated work programme is attached at Appendix 1.

Proposal To agree the updated work programme.

Action by Cabinet Office Manager

Timetable Immediate

This report was prepared after consultation with:

- Chief Officers
- Monitoring Officer
- Head of Finance
- Head of People and Business Change

Background

The purpose of a work programme is to enable Cabinet to organise and prioritise the reports and decisions that are brought to each meeting. Effective forward planning by Cabinet also impacts positively upon the Council's other Committees, in particular Scrutiny, because work needs to be coordinated on certain reports to ensure proper consultation takes place before a decision is taken.

The Wales Audit Office's Corporate Assessment of Newport City Council, published in September 2013, highlighted the need to "strengthen committee work programming arrangements to ensure they are timely, meaningful, informative, transparent, balanced, monitored, and joined up". Since that report was published, these monthly reports have been introduced to provide Cabinet with regular updates on its work programme, and the opportunity to comment upon and shape its priorities as an executive group. The Democratic Services team have also been working to improve the links between this and other work programmes under its management (e.g. Council, Scrutiny, Audit) to ensure the various programmes are properly coordinated.

The current work programme runs to June 2020, but it is a working document. It is important that the work programme is owned and prioritised by Cabinet Members directly, so each month the Cabinet Office Manager brings a report updating Cabinet on any changes, so that the revised programme can be formally approved.

The updated work programme is attached at Appendix 1.

Financial Summary

There is no direct cost to adopting a programme of work.

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
No action taken	M	L	Work programming arrangements are in place to ensure they are timely, meaningful, informative, and transparent, balanced, monitored, and joined up.	Head of Democratic Services
The process is not embraced by report authors and members	M	M	If there is proliferation of unplanned or late items, the opportunity to ensure work programming is timely, meaningful, informative, and transparent, balanced, monitored, and joined up will diminish	Head of Democratic Services

Links to Council Policies and Priorities

These proposals will help the Council provide the best possible service to members and will provide information to the public and elected members.

Options Available and considered

- To adopt the process and adopt or amend the work programme
- To consider any alternative proposals raised by Cabinet members
- To take no action

Preferred Option and Why

To adopt the proposals which should help to ensure work programming arrangements are timely, meaningful, informative, and transparent, balanced, monitored, and joined up.

Comments of Chief Financial Officer

There are no financial implications in adopting a programme of work.

Comments of Monitoring Officer

There are no legal implications in adopting a programme of work.

Staffing Implications: Comments of Head of People and Business Change

There are no specific staffing implications in adopting a programme of work.

Comments of Cabinet Member

The Chair has approved the report for consideration by cabinet.

Local issues

There are no local issues as this report relates to the Council's processes

Scrutiny Committees

Monthly update reports allow the Scrutiny and Cabinet work programmes to be better coordinated. The Scrutiny team and Members are currently developing new ways of working through the new Committees, and continually reviewing the work programmes to focus more on risk, and ensure all scrutiny activity has a defined purpose and constructive outcome.

Equalities Impact Assessment and the Equalities Act 2010

This does not apply to this procedural report.

Children and Families (Wales) Measure

This procedural report does not impact on Children and Young People although certain reports contained in the programme may do and will need appropriate consultation and comment when they are presented to cabinet.

Wellbeing of Future Generations (Wales) Act 2015

This is a procedural report but reports contained within the programme will need to show how consideration has been given to the five things public bodies need to think about to show they have applied the sustainable development principle put into place by the Act.

Crime and Disorder Act 1998

This does not apply to this procedural report

Consultation

As set out above

Background Papers

[Newport City Council Corporate Assessment](#), Wales Audit Office (September 2013)

[Newport City Council – Corporate Assessment Follow Up 2015](#), Wales Audit Office (May 2015)

Dated: 26 September 2019

Mae'r dudalen hon yn wag yn

NEWPORT CITY COUNCIL: CABINET/COUNCIL WORK PROGRAMME 2019/20

MEETING	AGENDA ITEMS	LEAD OFFICER
CABINET 19-JUN-19	Treasury Management Year End Report	HoF
	Corporate Risk Register Update	HP&BC
	Forecast Numbers of LAC	SD People
	Work Programme	COM
CABINET 17-JUL-19	Revenue Budget Monitor	HoF
	Capital Budget Monitor	HoF
	Commercial Property Fund Investment Guidelines	HoF
	Brexit Update	HP&BC
	Welsh Language Annual Report	HP&BC
	Performance Update – Early Year End PI Analysis	HP&BC
	Work Programme	COM
	PSB Summary Document (for information/awareness)	HP&BC
COUNCIL 23-JUL-19	NNDR Relief Scheme Treasury Management Year End Report	
COUNCIL 10-SEP-19	Appointment on Interim Chief Executive/Head of Paid Service Scrutiny Annual Report PSPO Newport Arcade	
CABINET 18-SEP-19	Capital Programme Monitoring July 2019	HoF
	Revenue Budget Monitor July 2019	HoF
	WAO Annual Improvement Report	HP&BC
	Strategic Equality Plan Annual Report	HP&BC
	Corporate Risk Register Update (Quarter 1)	HP&BC
	Sustainable Travel Strategy	HoL&R
	Work Programme	COM
CABINET 16-OCT-19	Corporate Plan Annual Report	HP&BC
	Brexit Update Report	SD - Place
	WAO Report – Corporate Safeguarding	HP&BC
	WAO Certificate of Compliance 1	HP&BC
	Annual Report on Compliments, Comments and Complaints Management 2019	Customer Services Mgr
	Work Programme	COM
CABINET 13-NOV-19	Revenue Budget Monitor	HoF
	Capital Budget Monitor	HoF
	Revenue Budget and MTFP: Draft Proposals	HoF
	Revised Contract Standing Orders	HoF

	Risk Management Strategy	HP&BC
	Work Programme	COM
	PSB Summary Document (for information/awareness)	HP&BC
	Part 2 Presentation – City Centre Regeneration	SD - Place
COUNCIL 26-NOV-19	Democratic Services Annual Report Standards Committee Annual Report Strategic Equality Plan Annual Report Revised Contract Standing Orders	
CABINET 11-DEC-19	Revenue Budget and MTFP: Draft Proposals	HoF
	Treasury Management 6 monthly Report	HoF
	Corporate Risk Register Update (Quarter 2)	HP&BC
	WAO Certificate of Compliance 2	HP&BC
	Director of Social Services Annual Report	SD - People
	Work Programme	COM
CABINET 15-JAN-20	Mid-Year Analysis of PIs	HP&BC
	Revenue Budget Monitor	HoF
	Capital Budget Monitor	HoF
	PSB Summary Document (for information/awareness)	HP&BC
	Work Programme	COM
COUNCIL 28-JAN-20	Mayoral Nomination 2020/21 Council Schedule of Meetings Treasury Management 6 monthly report Council Tax Reduction Scheme Director of Social Services Annual Report	
CABINET 12-FEB-20	Capital Strategy and Treasury Management Strategy	HoF
	Revenue Budget and MTFP: Final Proposals	HoF
	Corporate Safeguarding	HC&YPS
	Work Programme	COM
COUNCIL 25-FEB-20	Budget and Medium Term Financial Plan Capital Strategy and Treasury Management Strategy	
CABINET 11-MAR-20	Pay and Reward Statement 2020/21	HP&BC
	EAS Business Plan	CEdO
	Categorisation of Schools	CEdO
	Corporate Risk Register Update (Quarter 3)	HP&BC
	Work Programme	COM
CABINET 08-APR-20 (t.b.c.)	Items TBC	
	Corporate Safeguarding	HC&YPS

	Work Programme	COM
	PSB Summary Document (for information/awareness)	HP&BC
COUNCIL 28-APR-20	IRP Annual Report NNDR Rate Relief Pay and Reward Policy	
CABINET 06-MAY-20 (t.b.c.)	Items TBC	
	Work Programme	COM
COUNCIL 12-MAY-20	AGM	
CABINET 03-JUN-20 (t.b.c.)	Corporate Risk Register Update (Quarter 4)	HP&BC
	Risk Management Strategy	HP&BC
	Work Programme	COM

Mae'r dudalen hon yn wag yn