

# Agenda



## Pwyllgor Rheoli Trosolwg a Chraffu

---

Dyddiad: Dydd Gwener, 10 Medi 2021

Amser: 10.00 am

Lleoliad: Virtual Meeting

At: Cynghorwyr: L Lacey (Cadeirydd), G Berry, P Hourahine, M Al-Nuaimi, Y Forsey, C Ferris, M Evans, C Evans and F Hussain

---

Eitem	Wardiau Dan Sylw
1	<u>Ymddiheuriadau</u>
2	<u>Datganiadau o ddiddordeb</u>
3	<u>Cofnodion y Cyfarfod Diwethaf</u> (Tudalennau 3 - 12)
4	<u>Adroddiad Blynnyddol Corfforaethol ac Adroddiad Cyfarwyddwr Gwasanaethau Cymdeithasol</u> (Tudalennau 13 - 112)
5	<u>Cynllun Cydraddoldeb Strategol</u> (Tudalennau 113 - 148)
6	<u>Casgliad Adroddiadau Pwyllgorau</u> Following the completion of the Committee reports, the Committee will be asked to formalise its conclusions, recommendations and comments on previous items for actioning.
7	<u>Adroddiad Cynghorydd Craffu</u> (Tudalennau 149 - 154)  a) Forward Work Programme Update ( <b>Appendix 1</b> )

[Click here to join the live meeting as an attendee.](#)

Mae'r dudalen hon yn wag yn

# Minutes



## Overview and Scrutiny Management Committee

---

Date: 30 July 2021

Time: 10.00 am

Present: Councillors L Lacey (Chair), G Berry, P Hourahine, M Al-Nuaimi, Y Forsey, C Ferris, M Evans and F Hussain

In Attendance: Joanne Gossage (Green Services Manager), Rhys Thomas (Regulatory Services Manager – Environment and Community), Connor Hall (Scrutiny Adviser), Neil Barnett (Scrutiny Adviser), Anne Jenkins (Governance Team Leader) and Samantha Schanzer

Apologies: Councillor C Evans

Gareth Price (Head of Law & Regulation), Michelle Tett (Community Protection Manager)

---

### 1 Declarations of Interest

None.

### 2 Minutes of the Previous Meeting

The Minutes were accepted as a true and accurate record.

### 3 Parks PSPO

#### Invitees:

Joanne Gossage – Service Manager Environment and Leisure

Jennie Judd – Team Manager (Parks and Recreation)

The Service Manager Environment and Leisure thanked committee for reading the report and hearing the presentation. Prior to 2015 dog control orders were usually site-specific and there were also considerations made when creating these orders regarding the protection of wildlife and protection of livestock. These orders were combined with bylaws relating to formal parks, open space areas and commons etc.

The Service Manager told committee that all previous orders were repealed by the Anti-Social Criminal Behaviour Act and accumulated into one order and noted that this PSPO should be beneficial for all members of the community – dog owners and the wider public alike.

The Service Manager noted that they have previously looked at sites and a series of potential restrictions were proposed. She also commented that they had previously put together orders for countryside areas which were rejected by the Kennel Club.

The Service Manager felt it was crucial this report be put to committee and the motion put forward to go to wider consultation as it would ensure that everyone has a change to input as it is an emotive subject.

The Service Manager Environment and Leisure explained that the proposals with the report could be categorised as two restrictive proposals and two general proposals. She explained that the restrictive proposals called for the total exclusion of dogs within play areas (with the exception of assistance dogs) and secondly, that dogs must be kept on leads in certain circumstances such as in graveyards/cemeteries and areas where there are other interests to be considered, such as wildlife preserves. The Service Manager Environment and Leisure explained that the two general proposals applied across all Newport City Council undermanaged sites with the first being the removal of faeces from land, not just including open spaces but also public highway verges and access routes to open spaces, stating that they must also have the means to remove faeces on their person. Secondly, the Service Manager Environment and Leisure explained that the proposal instructed dog owners that dogs must be leashed when instructed to by relevant enforcers to ensure control of the pet.

The Service Manager Environment and Leisure expanded to note that one of the exclusion measures would be seasonal exclusions; during playing season for sports pitches, it was proposed to exclude dogs from those areas. She explained that it would not exclude dogs from a whole park or open space where these pitches may be, that it would only restrict the dog from being allowed onto the marked pitches.

The Service Manager Environment and Leisure presented the example of Lysaghts Park which presented examples of three measures – the complete exclusion of dogs from the on-site play area, the seasonal exclusion of dogs from the marked sports pitches and the inclusive area for properly controlled dogs. She felt that it evidenced the wish to not totally exclude dogs from spaces, just to clarify the rules regarding the areas. The report would properly show the public why and how they would be implementing this and felt it explained what they can do on the site.

The Service Manager presented another example to committee; Hartridge Wood, wherein the general order to put leads on and close control was primary, with no specific restrictions. Other examples included St Woolos cemetery, which the Service Manager Environment and Leisure advised dogs would have to be on leads at all times with no seasonal variation, and Allt-Yr-Yn, where dogs could just be under proper control. She advised that removal of faeces applied equally to all sites, regardless of different levels of exclusion.

The Service Manager Environment and Leisure commented that there is a desire to balance the health and wellbeing of public as well as the wellbeing of the animal, and acknowledged animals must be exercised. The point of the PSPO wouldn't be to overly restrict dog owners or the dogs themselves, but to ensure enjoyment for everyone in parks and open spaces.

The Service Manager Environment and Leisure informed committee that other authorities have also been looking at this issue citing Cardiff, Carmarthen, Rhondda Cynon Taff, Flintshire and Conwy. She advised that they were within the same timescale as others though would have liked the PSPO to have been considered earlier but acknowledged that the pandemic and other issues have preceded it.

The Service Manager Environment and Leisure then invited the Team Manager (Parks and Recreation) to present the questionnaire that would be part of the public consultation. The Team Manager (Parks and Recreation) assured committee that the questionnaire would be readily available online to members of the public. She also assured committee that it would be promoted stakeholders to contact members, where she gave the example of the Kennel Club. The Team Manager also explained that they would be writing to sports clubs and governing bodies for consultation. Further, the Muslim Council for Wales would be contacted regarding their concerns from the bereaved to broaden the opportunity for a minority community to be consulted. Additionally, the Team Manager confirmed there would

be arrangements for banners to be made to be displayed in prominent city parks to inform the public of the consultation as well as Public Relations sharing links on through routes such as social media to bring to attention of residents.

The floor was then opened to questions.

- A committee member commented to welcome the Parks PSPO but asked how it would be enforced and by whom.

The Service Manager Environment and Leisure responded that the understanding was that once the order is in place, it would be enforceable through anyone delegated to enforce including the Police, designated officers of council e.g. park rangers and dog wardens, and PSCOs. She noted that there is a limit on fines for officers empowered to do that and there would be a need to work with colleagues in Environmental Health to see how it should be managed were it to be an issue.

- A committee member asked whether the maps made available to committee would be put on noticeboards in parks for public knowledge.

The Service Manager Environment and Leisure assured committee that the intention was and is to be as clear to the public as possible, where available. She advised that plans and notices would be available online, and banners made for consultation links to website and where further information would be available.

- A committee member welcomed the proposals and felt that it was common sense that proper action be taken, hoping it is enforceable. The committee member raised concern regarding the potential issue of definition of 'close' or 'proper' control especially in open spaces. The committee member expressed that the standard of dogs' quality of life and ability to exercise and socialise appropriately be impacted. The committee member requested reassurances that this wouldn't be exploited with any impact on any dogs' quality of life. The committee member went on to question the inclusion of a question that related to disabilities or previous health issues.

The Service Manager Environment and Leisure directed committee to the report wherein there is a draft order (pages 35/36) where it states (section 6.2/3) that people must put and keep the dog on lead when directed to do by an appropriate enforcer, explaining that for those purposes it will only be asked when reasonably necessary as detailed in report. She stated that she wanted dogs to be able to socialise and have a quality of life in an acceptable manner, and the PSPO is about balance and she hoped that those clauses explained and reassured committee that they want to cover that base within the PSPO. The committee member appreciated the reassurance it but was still apprehensive when it came to the assumptions that would be made by those who didn't perhaps wholly understand or have access to reading the PSPO in full. The Service Manager Environment and Leisure responded to question relating to the inclusion of a question asking about disabilities/health issues to say its inclusion may have been in relation to assistance dogs and perhaps a rephrase might be needed or failing that, the removal of the question all together.

- The committee informed the Service Manager Environment and Leisure of receiving contact from constituents and the Muslim community who questioned her regarding rules and wished for dogs to be banned from cemeteries. The committee member questioned how dog fouling would be dealt with and whether someone would be appointed to specifically deal with that.

The Service Manager responded to explain that the issue with total exclusion is that there are designated rights of way that run through cemeteries and that in Christchurch specifically, there is a right of way that runs through more recent areas of burial. She explained that while people were encouraged to use side routes, if the issue becomes more persistent diversions of the right of way may occur. Further to this, the Service

Manager Environment and Leisure expanded on the wish to manage issues within the sight by citing that greater awareness of the need to lead your dog will help encourage members of the public, as well as putting in signage and using staff on site to enforce rules, finishing by stating that there is a complaints process can be utilised and followed up on. The Service Manager Environment and Leisure stated that there will not be people in the cemetery to manage the public use at all hours during a day but expressed a need to constantly review and try to manage right of way legislation and other powers. The committee member was also concerned regarding the headstones/gravestones and asked if they were broken or vandalised, where does responsibility fall to maintain them. The Service Manager Environment and Leisure noted that while this was off topic, the grave-owner is responsible for upkeep and safety on site. If there has been an issue where a stone has been upset, they can ask for assistance, but ultimately the responsibility lies with the grave-owner. The Service Manager Environment and Leisure acknowledged that the issue was something that is outside of this meeting, but asked the committee member to contact Team Manager (Parks and Recreation) and her team and get to the bottom of the issue.

- A committee member noted that every country has a way of dealing with the issue of dog fouling and open spaces but reminded committee of the importance owner responsibility. The committee member offers the information that in some countries a registry is in place to be able to track and prosecute appropriately when dog fouling occurs. The committee member asked how far does the PSPO go and how hard should it be pushed? The committee member comments that the owner is first port of call but questioned how they would be found. The committee member questions why alternatives, such as open spaces specifically for dogs, fenced areas or a registry that enabled offenders be found, not considered and if they were, were they applicable.

The Service Manager Environment and Leisure informed the committee that controlled exercise areas are available citing the main area available was located at the dog kennels near Coronation Park. The Service Manager Environment and Leisure commented that she didn't currently see a need for fencing areas off in larger parks as it would be too restrictive. The PSPO is reviewed every three years and it can be reviewed again using what they have learned and what will be learned during this PSPO, the main wish was to see whether this PSPO was a workable solution in the management of dogs on land. The committee member commented that he didn't disagree but encouraged the Service Manager Environment and Leisure to consider looking at other areas and countries to see whether any of their schemes could be applicable for this area. The Service Manager assured the committee member that this can be researched and potentially reviewed for application but reminds committee that they have already looked at other Local Authorities and have used these as a basis for this PSPO.

- A committee member welcomed this Parks PSPO. The committee member highlighted the importance that dogs be on leads in cemeteries and also the considerable health hazards that dogs faeces on children's playing field and pitches cause. The committee noted a wide and representative consultation should be had, not just consulting with the Kennel Club and suggested asking various sporting clubs for contributions. The Committee member supported active travel routes being protected for the importance of the safety of public and noted that there were errors and inaccuracies in appendix 1 that need to be rectified.

The Service Manager Environment and Leisure reassured the committee that the intent was to consult with clubs and member of the public as well as kennel club for a ranged and inclusive consultation as detailed by the Team Manager (Parks and Recreation).

- The Committee noted that there were mistakes in Appendix 1 regarding wards and park locations and asked whether the report would be fixed before going out to the

public as there were a number of inconsistencies.

- A committee member The Committee asked how would the areas of varying exclusion be defined in practice the Glebelands in particular, which features woodland and questioned whether this would be an area that required proper control. The committee added that by law, all dogs are required to be microchipped and similarly, could the idea of third-party pet insurance be explored as necessary.

The Service Manager Environment and Leisure apologised for all errors and assured committee it would be looked into, offering to send a corrected copy to committee. The Service Manager advised that pitches would be marked for easy identification of areas and while they might not be white-lined fully, she explained that they may be marked through burning or using weed killer. The Service Manager expressed confusion of reference to Glebelands, as it was not shown during the presentation. The committee member clarified that while not shown, it was used as an example. The Service Manager stated that an order of proper control would apply to all land owned, and further restrictions applied to the appropriate areas. The Service Manager Environment and Leisure responded to the question of requiring insurance and stated that it would have to be referred to Legal but she thought it would be unlikely to be enforceable. raising the question of the exclusion that could arise from pet insurance having the potential of being unaffordable, which would subsequently mean that dog would be excluded from using open spaces. The Service Manager summarised that an insistence on third party insurance for having use of open spaces would be very difficult to implement, restrictive to some people and difficult to police.

- The committee commented that a lot of complaints are received regarding dog fouling in St Woolos Cemetery. A committee member has spoken to cemetery workers who do their best to ensure this doesn't happen and the committee member believed that this arrangement is as good as they're going to be able to achieve. The Committee expressed concerns that the report did not name St Woolos Cemetery.

The Service Manager reassured the Committee that St Woolos Cemetery was included in the report.

- A committee member asked for clarification regarding the length of time dogs have been required to be on leads in Belle Vue Park.

The Service Manager Environment and Leisure acknowledged the committee member not being present for the beginning of the presentation and explained that the Parks PSPO would overtake all other existing bylaws and out-of-date dog control orders on some sites. The committee member apologised for his partial absence but asked for clarification on what would the case be for Belle Vue Park specifically. The Service Manager Environment and Leisure stated that, as set out in the PSPO, in city parks dogs must be under proper control, dependent on level of training the dog has or whether the dog needs to be controlled using a lead. Under the terms of the PSPO, dogs would have to be put on leads if compelled to do so by a warden or Parke employee.

- The committee member questioned whether park rangers are still present and available for members of the public.

The Service Manager Environment and Leisure advised that park rangers would be able to give direction, and an offender refused then the issue could be escalated to the police. She expanded to state that through the enactment of order, they could take other measures if necessary. The committee member understood her explanation but was not aware whether an active park ranger was available in Belle Vue Park and questioned what hours they could be expected to be present to enact the PSPO. The Service Manager Environment and Leisure advised that they have staff on site regularly, including rangers who visit to empty the bins and gardening staff. The committee member

asked to be notified of hours where service is available. The Team Manager (Parks and Recreation) confirmed that during the working week, gardening staff are on site between 7am-3pm in the Summer season while in Winter its 9am-5pm. The Team Manager (Parks and Recreation) added that during Summer, park rangers on site start at 1pm-8pm which alters in accordance with daylight hours going into the Winter months. The Team Manager (Parks and Recreation) also advised that park rangers are available during weekends in Winter. The committee member asked where the park rangers are based in the park. The Team Manager (Parks and Recreation) advised that the rangers do not have one place of availability as they work in entire park, though they do have on-site facilities for lunch and comfort breaks based on old nursery site. The Team Manager (Parks and Recreation) voiced her appreciation that the park is large. The committee member asked for confirmation that the park ranger available could be approached and the Team Manager (Parks and Recreation) reassures him that the purpose of them being there is to assist the public in all instances.

#### 4 City Centre PSPO

##### Invitees:

Gareth Price – Head of Law and Regulation

Rhys Thomas – Regulatory Services Manager

Michelle Tett – Community Protection Manager

Inspector Jodie Davies – Gwent Police

The Regulatory Services Manager thanked the committee for accommodating the movement of agenda items. He explained that the report presented asks for a continuation for the PSPO in place. He reminded committee that the PSPO expires on 23 August 2021 and this report still seeks to consult on the continued need of a PSPO and on whether the restrictions of the City PSPO are still relevant.

The City PSPO is a local order made by local authority and is an additional tool not only tool to combat the issues set out in the report; he advised that partners across the service board have various other processes that are also used.

The Regulatory Services Manager advised the committee that they could opt to renew without consultation but that public should be consulted before doing so. He stated the option to renew with same restrictions, to renew with added, varied or amended restrictions, or that committee may decide that there is no continued need for the City Centre PSPO and discharge it.

The Regulatory Services Manager noted that the Pillgwenlly PSPO was recently renewed and says that the “lessons learned” during that have been taken on board in relation to the current PSPO at hand. He recommended that consultation takes place over one month through August 2021, and noted the pre-meeting suggestion that business owners be included in the public consultation.

The Regulatory Services Manager said that PSPOs form a foundation for other work within an area and has been cited in processes used for wider anti-social issues.

The Chair then opens the floor for questions.

- The committee thanked the Regulatory Services Manager for his presentation and thanked him for inclusion business districts in the consultation. The committee member went on to question the numbers of incidents presented in appendix 2, specifically the anomaly of 25 in 2020 and queried whether the anomaly was related to or caused by Covid-19. The committee member acknowledged the effectiveness of the PSPO in and of itself but acknowledged also that when the numbers drop, it potentially has previously served to be effective as it was. The committee member went on to expand and ask specifically what happened in 2020 for the large increase in numbers and is there a potential that the pandemic has skewed numbers?

The Regulatory Services Manager responded to say he didn't know of any specific reason, but notes that from February 2020 onward as restrictions came into place, there was a trend of numbers lessening. He explained that the PSPO first came into place in 2018 and saw a phasing in period, during which they sought to advise and engage before



enforcing any complaints council received. He advised it was likely lower due to COVID. The Regulatory Services Manager added that it is a reactionary order and that may be a cause for the lower number. He also reminded committee members that trends were only reflected over 3 years which is a short reporting period.

- A committee member commented that as ward member, he supports the continuation of order. He acknowledged that the PSPO had made a difference in discontinuing reoccurring previous issues such as unauthorised drinking in the city centre and the resulting littering. The committee member observed that as a result of the order in the last three years, some changes in these issues were noticed. He reiterated his support for its continuation and commented that the report itself was well set out, though a summary at the beginning would be preferable. Finally, the committee member expressed concern as to why it had been left so late to review the need for the continuation of the City Centre PSPO and called on officers to confirm the period between end of current and the start of new PSPO. The committee member questioned what would be done in the interim.

The Regulatory Services Manager responded that it was purely down to timings and having to get to council to implement. The reason for the PSPO coming to Scrutiny Committee late is COVID pressures on the department. He reiterated that it is right to allow consultation period to go ahead and consideration to be allowed. The Regulatory Services Manager reassured the committee that between the Local Authority and the Police, there were powers to deal with any issues in the interim and reminded committee that the PSPO was not the only order. The committee member responded to this reassurance and was proud that the city centre had a “new look”, not wanting “bad habits” to return. The committee member reiterated that during the period between PSPO’s, the committee wanted to showcase the “new look” for the city and prove its confidence. The committee member finished by saying that hopefully the issues can be address during the consultation, and that Council decide on the continuation of the City Centre PSPO.

- The committee expressed concern regarding Fixed Penalty Notice numbers for begging as they seemed to greatly understate the number of complaints made by members of the public. The committee questioned the process of making complaints and expressed concern that potentially rather than having to make a complaint, members of the public instead just “put up” with the behaviour. The committee member questioned whether more awareness could be raised for members of the public should they need to raise an issue and/or make a complaint as the committee member felt it was an ongoing issue.

The Regulatory Services Manager explained that the process was that if Officers or Wardens didn’t immediately deal with an issue at the site, that members of the public could report issues either by telephone, via the website or in person. He advised that Officers do attend the location and to try and move on offenders and reminded committee that this PSPO was about preventing and combating aggressive behaviour. He expanded on the engagement between CCTV Team and Officers, who direct Officers on the ground if they are in the vicinity. Additionally, the Regulatory Services Manager advised that Gwent Police colleagues might do things in similar manner. Sergeant Butt added that regular surveys and surgeries were carried out in the city centre by local Police, advising that three a week were running in Friars Walk using a new building gifted to them where CSOs were visible, and members of the public were encouraged to report crime and anti-social behaviour. Sergeant Butt added that CSOs and Wardens have issued Fixed Penalty Notices where necessary to key offenders, as well as Community Protection Notices and Criminal Behavioural Orders which may be resulting in helping reduce numbers. He noted that these are only given to prolific offenders and make use of the conditions and map of the PSPO to restrict movement of such offenders. He advised

committee that thirteen Criminal Behaviour Orders are held, eight of which are specifically aggressive begging, but these orders ensure that offenders leave the city centre, which also reduced numbers.

- A committee member noted the issue of begging only being banned near cashpoints and called for a blanket ban on begging due to issues with begging in car parks and around the City Centre.

Sergeant Butt noted that a number of other measures have been put in place to discourage begging and that harassment can be dealt with by police outside the remit of the PSPO. Sergeant Butt also noted that there are ethical and public concerns in begging being totally banned. The Service Area Manager agreed to include a question on a blanket ban on begging within the public consultation.

- A member of committee raised the issue of e-bikes and e-scooters, stating that they were a nuisance in pedestrian areas, with emphasis more so on electric scooters. The committee member had hoped for a more definitive answer from the Head of Law and Regulation but noted that it seemed to him from a number of wards and reports that electric scooters were the favoured method of “small time drug dealers”. The committee member thanks the Chairperson and commented that it should be discussed what goes into consultation.

The Regulatory Services Manager advised that as explained in the report, e-scooters, cycling and skateboards have restrictions implemented. He furthered this to explain that to be included in the PSPO, it would have to be evidenced, and as such he has tried to provide this. He concludes that the best course of action would be to review the consultation before going forward. The Regulatory Services Manager added that in his review of some records, there had been a number of mentions to this in texts from members of the public associated with the report. He also advised that it is a possibility to restrict e-scooters, as there was precedent in an adjacent PSPO relating to Cardiff road, where wording used could be adopted to ensure consistency. The committee member asked Sergeant Butt to comment. Sergeant Butt commented to say that the Police does have powers relating to e-bikes/e-scooters under Section 59 of the Police Reform Act 2002. He reported that they have seized three e-scooters between Pillgwenlly and the city centre. He also advised that Section 165 of the Road Traffic Act held content as to whether insurance is required for e-scooters, and Sergeant Butt reported that e-scooters should have insurance, therefore seizure took place under that act. He advised committee that the biggest issue Police face is getting “hands on” due to the nature of the e-bike/scooter when Officers are on foot, but reassured committee that the Police and Wardens rely heavily on CCTV in these instances to identify and seize them.

- The Committee supported a question regarding e-scooters and e-bikes being raised in consultation.
- Committee raised a point regarding the blanket ban of begging wherein the degrading experience of homelessness/the need for begging was acknowledged. The committee member reminded committee that it was an issue that has been discussed full previously. The committee member acknowledged the potential for a lot of support in favour of banning begging altogether but argued that it would not be addressing the issue comprehensively as they had done previously, which had resulted in the current situation and order. The committee member went on to comment that looking at data in report, not much had changed regarding the validity of banning all together. The committee member expressed support in putting the question forward but acknowledges that this wouldn't consider all issues in relation to begging.

- A committee member commented that the city is in an odd situation wherein cars cannot be driven more than 20mph on road but 30mph could be reached by e-scooters on pavements, which was concerning.

The Regulatory Service Manager voiced his support of Sergeant Butt and the Police's view on e-scooters but also acknowledged it would be appropriate for the PSPO to be evidence-based and mindful that Newport City Council as a corporate body has responsibility to active travel and environmental protection. He added that the issue of e-scooters has been flagged and discussed within the Pillgwentilly PSPO and was happy to include a question regarding this as part of anti-social behaviour for the PSPO at hand but reminded committee that active travel could not be criminalised for legitimate travellers. The Regulatory Service Manager also reassured committee that Police make sensible and risk-based decisions, not targeting ordinary community members who use electric bikes and scooters legally.

A committee member voiced their contentment that the question of e-bikes/scooters would be raised as a question.

## 5 **Conclusion of Committee Reports**

- Committee noted that they were happy with content currently with contained with the PSPO's but would like to see bikes and scooters included, as well as wanting to ask question on blanket begging ban, and inviting businesses to be included in the consultation. The committee member asked the Scrutiny Adviser to confirm that these are the main matters which have arisen. The Scrutiny Adviser confirmed these and added the concern raised due to the lapse in PSPO from August to October.
- Committee enquired whether a hotline reporting for anti-social behaviour could be implemented to ensure ease for members of the public. The Scrutiny Adviser assured the committee that the contact centre can be contacted to report any issues. The committee member reiterated the desire for a hotline to be implemented.
- Committee noted that the Parks PSPO was poorly drafted and would like a further draft to rectify errors.
- Committee noted that they wished to have been provided with the reports in a timelier manner.
- Committee noted that they would like consultations advertised via social media.
- Committee requested that the hours of work for the park rangers be made public.

## 6 **Scrutiny Adviser Reports**

- Forward work plan – Scrutiny Adviser noted no changes going forward and PSPO would likely come back to committee around the 23<sup>rd</sup> September with the appropriate ward councillor(s) and Cabinet Members to be invited.

The meeting terminated at 12.50 pm

Mae'r dudalen hon yn wag yn

# Scrutiny Report

## Overview and Scrutiny Management Committee

### Part 1

Date: 27<sup>th</sup> August 2021

### Subject **Annual Report 2020/21**

**Author** Overview and Scrutiny Officer

The following people have been invited to attend for this item:

Invitee:	Area / Role / Subject	Page Numbers
Councillor Jane Mudd	<b>Leader of Newport City Council</b>	
Beverly Owen	<b>Chief Executive</b>	
Rhys Cornwall	<b>People &amp; Business Change</b>	
Chris Humphries	<b>Acting Director of Social Services</b>	

## Section A – Committee Guidance and Recommendations

### 1 Recommendations to the Committee

The Committee is asked to consider:

1. The Council's progress towards achieving its mission statement to **Improve People's Lives** in Newport.
2. Whether the Annual Report 20-21 contains sufficient information to monitor the achievement of the four Wellbeing Goals and 20 Commitments.
3. Initial impacts of Covid-19 on the delivery of the Council's Corporate Plan and the Strategic Recovery Aims.
4. Whether it wishes to provide comment and recommendations on the Annual Report 20-21 to Cabinet.

### 2 Context

#### Background

- 2.1 The 2020-21 Annual Report outlines the progress Newport City Council has made so far in delivering the Corporate Plan 2017-22. This is the fourth year of reporting progress against the plan, and the fourth year of scrutiny from the Overview and Scrutiny Management Committee.

This report reflects: the achievements made in the year; the challenges the Council has faced; where decisions made have been learned from; and what will be delivered in 2021/22 which is its final year.

In 2017 the Corporate Plan introduced the Council's four Wellbeing Objectives and related steps to achievement (Corporate Plan pages 40 – 46):

- 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
- To build cohesive and sustainable communities

In the Corporate Plan the four Wellbeing Objectives are linked to four **Corporate Commitments** (Corporate Plan Page 26 to 34):

- **Resilient Communities** (To build cohesive and sustainable communities)
- **Thriving City** (To promote economic growth and regeneration while protecting the environment)
- **Aspirational people** (To improve skills, education and employment opportunities and to be healthy, independent and resilient); and
- **Modernised Council** as the overarching supporting function for the three Corporate Action Plans.

- 2.2 To support the delivery of the Corporate Plan, each of the eight service areas have set a service plan that is aligned to the Wellbeing Objectives, and Corporate Commitments. These Service Plans contain:
- Service Plan Objectives.
  - Planned Actions for each Objective for the year. The actions in the 20/21 Service Plans also link to the Strategic Recovery Aims where applicable.
  - Performance measures which include national and locally set performance measures; and
  - Service Area risks.

Service Plans in 2020/21 have been monitored through the Performance Scrutiny Committee People (Adult Services, Children Services and Education Services) and the Performance Scrutiny Committee – Place and Corporate (City Services, Finance, Law & Regulation, People & Business Change and Regeneration Investment & Housing). For minutes of the Scrutiny Committees:

- People Performance Scrutiny Committee, [8<sup>th</sup> June](#) and [22<sup>nd</sup> June](#)
- Place and Corporate Performance Scrutiny Committee, [7<sup>th</sup> June](#) and [21<sup>st</sup> June](#).

- 2.3 The Corporate Plan Annual Report is presented to the Overview and Scrutiny Management Committee for a **strategic overview** to work alongside the performance monitoring completed by other Committees. The Annual Report provides an overview of progress made against performance measures in the last three years as well as demonstrating how the Council supports the Wellbeing for Future Generations goals.
- 2.4 In 2020/21, the Covid-19 pandemic impacted on the delivery of services which resulted in resources being diverted towards front line services and support for communities. The Council's Covid-19 response, impact on service delivery has been outlined in the report. The Report also details how the Council's learning and actions have supported the development of the Council's [Strategic Recovery Aims](#) and also the delivery of the Corporate Plan Wellbeing Objectives
- 2.5 The Corporate Annual Report 2019/20 was reviewed last year by the Overview and Scrutiny Management committee [24<sup>th</sup> September](#). The key areas covered by the Committee were:
- Digital inequalities faced by children and people to access devices and internet for home schooling.
  - Prioritisation to have Grade A office space for businesses in the City Centre and if this Covid-19 crisis will change this objective.

- The Annual Report should include an explanation for performance indicators reporting amber and red.
- Consideration of how the Council will provide people with resource and support to move out of the crisis and what steps the Council has taken to achieve this. Example provided was the work completed by the Council and partners with the homeless.
- Impact of Covid-19 on ethnic minority groups in the City and what action the Council will be taking to progress and improve cohesion in the City.
- Noted the positive work that the Council has taken working with partners to deliver services and respond to the pandemic / restrictions.
- How New Ways of Working will support and supplement the care provided to young people and their families as well people in care homes.

### 3 Information Submitted to the Committee

- 3.1 Attached at **Appendix 1** is the Newport City Council Annual Report 2020/21
- 3.2 This Report provides an overview of Newport City Council's finances and performance against the Well-being and Strategic Recovery Aims. Together with governance and engagement activities undertaken over the last year.
- 3.3 Attached at **Appendix 2** is the Report of the Director of Social Services 2020/21.

### 4. Suggested Areas of Focus

The areas Committee may wish to consider in the report are outlined below:

- An assessment of how the Leader of the Council, Chief Executive and senior officers considers the progress towards achieving the mission statement to **Improve People's Lives** in Newport as set out in the Corporate Plan 2017 - 2022.
- An assessment of how well the Council has performed in 2020/21 against its Wellbeing Objectives and Steps in the Corporate Plan 2017-22.
- Assess and make comment on:
  - How effectively the Council is performing against the performance measures.
  - The extent to which any underperformance is being addressed and associated risks are being mitigated.
- Consider the Council's response to the Covid-19 pandemic and the Strategic Recovery Aims.
  - How is the Council learning from its actions to deliver services differently and more effectively to communities and its service users?
  - Resilience and capability to deliver services and the Corporate Plan if there are further restrictions in 2021/22.
  - Confidence of the Council to achieve its objectives and actions for the remainder of the Corporate Plan to 2022.
- Conclusions:
  - What was the overall conclusion on the information contained within the report?
  - Is the Committee satisfied that it has the relevant information to base a conclusion on the performance against the Corporate Plan?
  - Do any areas require a more in-depth review by the Committee or other Performance Committees?
  - Does the Committee wish to make any Comments / Recommendations to the Cabinet?

## Section B – Supporting Information

## 5 Supporting Information

5.1 The report is intrinsically linked with each of the Acts and Guidance:

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)
- [Socio-economic Duty Guidance](#)
- [Public Sector Equality Duty](#)
- [Welsh Language Measure 2015](#)
- [Newport Council Corporate Plan 2017 - 2022](#)
- [Newport's Well-being Plan 2018 - 23](#)

## 6 Links to Council Policies and Priorities

- The report is intrinsically linked with each of the Council policies and priorities:

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
Corporate Plan Commitments	Thriving City	Aspirational People		Resilient Communities
Supporting Function	Modernised Council			

## 7 Impact Assessment:

The Corporate Annual Report considers all of the key legislative requirements such as the Equality Act, Socio Economic Duty and Welsh Language Measures.

### Wellbeing of Future Generation (Wales) Act

The delivery of the Corporate Plan supports the Wellbeing of Future Generations Act. The Act requires Council's to set Wellbeing objectives that are aligned to the Wellbeing Goals. The delivery of Council services and the Plan also must consider the 5 ways of working. These are outlined in the table below and will enable lines of enquiry for Scrutiny Members.

5 Ways of Working	Types of Questions to consider:
<b>Long-term</b> The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.	How are you prioritising the actions with the plan against the short term and long term needs of the Community?
	How is the Council considering the long-term impacts of Covid -19 actions on the long term needs of the community?
	Are there any long-term trends developing that could affect how this plan is implemented to how the actions are prioritised?
	How is the Council considering the long-term sustainability of its finances?
<b>Prevention</b> Prevent problems occurring or getting worse.	How are you ensuring that the needs of the service users are monitored and are taken into account within the implementation of the Plan?



5 Ways of Working	Types of Questions to consider:
	How is the Council considering preventative actions to minimise Covid-19 impact on services?
<b>Integration</b> Considering how public bodies' wellbeing objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.	How does the Council's implementation of the plan impact upon the services of other public bodies and their objectives? How is the Council ensuring the Strategic Recovery Aims are being aligned to the Corporate Plan Objectives and Service Plans?
<b>Collaboration</b> Acting in collaboration with any other person (or different parts of the organisation itself).	How is the knowledge / information / good practice of others being used to inform / influence the Council's work? How is the Council learning from the experience and knowledge gained from other organisations and service areas during the Covid-19 crisis? How is the Council collaborating with other organisations to build resilience across its front-line services?
<b>Involvement</b> The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.	How as a Council are we ensuring we are consistently seeking the views of those who are impacted through the implementation of the plan? Within the development of the Council's strategic policies decisions, how are you ensuring the views of the City's diverse communities are considered? How is the Council seeking the views of service users to understand the impacts that Covid-19 has had on their experiences and effectiveness of delivery?

## 8. Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)
- [Socio-economic Duty Guidance](#)
- [Public Sector Equality Duty](#)
- [Welsh Language Measure 2015](#)

Report Completed: August 2021

Mae'r dudalen hon yn wag yn

# DRAFT Annual Report 2020/21



**NEWPORT**  
CITY COUNCIL  
CYNGOR DINAS  
**CASNEWYDD**

## Improving People's Lives

Improve skills, education, and employment opportunities

Promote economic growth and regeneration whilst protecting the environment

Enable people to be healthy, independent, and resilient

Tudalen 19  
Build cohesive and sustainable communities

# CONTENTS

Leader's Foreword	2
Chief Executive Summary	3
Purpose of the Annual Report	4
Newport City Council Finances	8
Well-being Objective 1 - To improve skills, education, and employment opportunities. Strategic Recovery Aim 1 - Support Education and Employment.	11
Performance Analysis 2020/21	13
Key Deliverables in 2021/22	13
Well-being Objective 2 - To promote economic growth and regeneration whilst protecting the environment Strategic Recovery Aim 2 - Support the Environment and the Economy	14
Performance Analysis 2020/21	20
Key Deliverables in 2021/22	20
Well-being Objective 3 - To enable people to be healthy, independent, and resilient Strategic Recovery Aim 3 - Supporting Health & Wellbeing of Citizens	21
Performance Analysis 2020/21	26
Key Deliverables in 2021/22	28
Well-being Objective 4 - To build cohesive and sustainable communities Strategic Recovery Aim 4 - Supporting Citizens Post Covid-19	29
Performance Analysis 2020/21	34
Key Deliverables in 2021/22	35
The Way we Work: Equalities and Workforce	36
The Way we Work: Corporate Governance	39
The Way we Work: Council Involvement and Engagement	41
The Way we Work: Council Decisions and Achievements	43
Have your Say	45

# Leader's Foreword

To be added in final version

# Chief Executive Summary

To be added in final version.

# Purpose of the Annual Report

Welcome to the 2020/21 Annual Report for Newport City Council. This report outlines the progress Newport City Council is making towards delivering its Well-being Objectives set out in the **Corporate Plan 2017-22**.

The report reflects on the achievements we have made in the year, the challenges that we have faced and the lessons that have been learned. It also looks forward to what will be delivered for Newport and its communities for the next year and beyond.

2020/21 has been one of the most challenging years that Newport Council and its partners have faced as the Covid crisis has impacted on Council services, Newport's communities, and its economy. But with new challenges there are also opportunities which are reshaping the Council's focus and delivery of services.

The objectives that we have set in the Corporate Plan contribute towards the seven goals set out in the **Well-being of Future Generations Act (Wales) 2015**. The Act requires all public bodies to deliver sustainable development that improves the economic, social, environmental, and cultural wellbeing of citizens in Wales.

This means that when decisions are made the socio-economic impact that these decisions will have on the communities, businesses and those that use the Council's services must be considered.

Newport Council's mission is to 'Improve People's Lives' and to achieve this four Well-being Objectives have been set in the Corporate Plan which will remain its key objectives for 2021/22. These are:

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.

As Covid-19 and the restrictions put in place impacted on Newport's communities and businesses, it was recognised that services had to adapt to be able to respond as necessary to an ever-changing landscape. It was also recognised that some of the services and activities that the Council had routinely provided had to be paused whilst focus was placed on ensuring frontline services were delivered.

To support this, the following four Strategic Recovery Aims were developed to provide focus for the organisation and recognise the impacts to Newport's communities and businesses.

1. Understand and respond to the additional challenges which Covid-19 has presented including loss of employment, impact on businesses and on the progress, achievement and wellbeing of both mainstream and vulnerable learners.
2. Understand and respond to the impact of Covid-19 on the city's economic and environmental goals to enable Newport to thrive again.
3. Promote and protect the health and wellbeing of people, safeguarding our most vulnerable and building strong, resilient communities.
4. Provide people with the resources and support they need to move out of the crisis, considering in particular, the impact that Covid-19 has had on our minority and marginalised communities.

As the Council moves into the final year of delivering against the Corporate Plan, the Strategic Recovery Aims will be integrated into the service plans and corporate objectives during the year.

To support the development of the next Corporate Plan in 2022, the Council will undertake assessments, consultations and research that will support the future key priorities for the City of Newport. This will enable the Council and its partners to fully understand its risks, impacts, future trends and opportunities from Covid-19, as well as the new relationship with the EU and world, climate change, societal, legislative, and economic changes.

This year's report will provide an overview of what has been delivered in 2020/21 for each Well-being Objective set in the Corporate Plan and the Covid-19 Strategic Recovery Aims. Under each Objective we will also include the performance measures that are used to support and indicate the areas where the council is performing well and the areas that require improvement.

In June 2021, the performance of the Council's eight service areas Plans for 2020/21 was examined by the Performance Scrutiny Committees. Information on the service areas performance can be found through the links below:

Place and Corporate Performance Scrutiny Committee (City Services / Finance / Law & Regulation / People & Business Change / Regeneration Investment & Housing): [7<sup>th</sup> June 2021](#) and [21<sup>st</sup> June 2021](#)

People Performance Scrutiny Committee (Adult & Community Services / Children Services / Education): [8<sup>th</sup> June 2021](#) and [22<sup>nd</sup> June 2021](#)

Where measures are reporting amber or red against their target, an explanation will be provided to explain the reason(s) why and actions being taken to improve performance. Due to Covid-19, benchmarking of council performance data with other local authorities has been suspended and this is currently under review by Data Cymru and Welsh Government Local Government Association (WLGA). There are also a range of new measures where previous data is not available.



# Newport City Council Delivering for Newport, Gwent, and Wales

Newport City Council is a single tier unitary authority responsible for the administration of all areas of local government. There are 50 **Councillors** (31 – Labour, 12 – Conservative, 4 – Newport Independent Party, 2 – Liberal Democrats and 1 – Independent).

The **Council's Constitution** sets out how the Council operates, how decisions are made and the procedures that are followed to ensure these are efficient, transparent and accountable to local people. In Newport, the Labour Party holds the Council majority and form the Council's Cabinet which act as the main decision-making body in the Council.

The delivery of the Corporate Plan also supports the Labour administration manifesto. The aims of which are a **working Newport**, a **learning Newport**, a **fairer Newport**, a **safer Newport**, a more **sustainable Newport**, a **vibrant Newport** and the **future of Newport**.

Newport City Council is responsible for over 800 different services / activities spanning eight service areas that cover the city - ranging from roads and parks, collecting waste and managing cemeteries, through to delivery of education services, social services, planning, libraries, car parks and many more. It must comply with different legislation and regulations that are set by the Welsh Government and UK Government.



The [One Newport Public Services Board \(PSB\)](#) is a group led by Newport City Council alongside some of its strategic partners - including Natural Resources Wales, Aneurin Bevan University Health Board (ABUHB) and South Wales Fire and Rescue Service. It also includes other public sector bodies such as Gwent Police, Newport Live, University of South Wales and other third sector partners.

The One Newport PSB has its own [Well-being Plan 2018-23](#) and delivers an annual **Well-being Report** (*link to be added once finalised*) on what the partnership group has delivered in 2020/21. This report will highlight some of these projects delivered and how the council has contributed and supported this work.

In 2020/21, the five Gwent local authority PSBs (Blaenau Gwent, Caerphilly, Monmouthshire, Newport, and Torfaen) agreed to form a single regional PSB. Each PSB will complete the delivery of their own Well-being Plan to 2023. In the lead up to this, a Gwent wellbeing assessment will be completed that will inform the priorities from 2023. Newport will continue to have a local delivery group consisting of existing and new partners and will deliver Newport's priorities as well as those for the Gwent PSB.

The [Gwent Regional Partnership Board](#) (RPB) is responsible for the integration of services to support older people with complex needs and long-term conditions, people with learning disabilities, carers (including young carers), integrated family support services and supporting children with complex needs. The Gwent RPB includes the five Gwent local authorities and ABUHB.



To support the delivery of this work Gwent RPB has a [Regional Area Plan](#). Progress against the delivery of this Plan and the council's own Wellbeing Objectives are outlined in the **Director of Social Services Report 2020/21** (*link to be added*).



[Cardiff Capital Region](#) (CCR) consists of the 10 local authorities in South East Wales delivering a large-scale regional investment in skills, digital, sites and property and innovation. The group is delivering various large projects and investments across the region including as an example, delivery of the Metro network across the region. Some of the areas that have been delivered in Newport include: the semi-conductor plant, Metro, homes for the region, challenge fund and the CCR Graduate scheme.



The [Western Gateway](#) is a cross border economic partnership of local authorities, city regions, local enterprise partnerships and governments and goes one step further than regional. Originally comprising the Great Western cities of Bristol, Cardiff and Newport, it now incorporates eight cities and extends from Swansea to Swindon. The focus is to propel transformative, inclusive and greener growth as part of building a new future for the British economy. Delivering this vision will add more than £56bn to the UK economy by 2030, helping us to lead to a net zero future.

## Structure of Report

The rest of this report will provide an overview of what Newport City Council delivered in 2020/21 as part of each wellbeing objective in the Corporate Plan. For each objective it will also include the performance measures that are used to support and highlight the areas which the council is performing well and the areas that require improvement.

The performance measures reported include national indicators such as Public Accountability Measures (reported to Data Cymru), Welsh Government Wellbeing Measures, and local performance measures set by the Council.

The report will also provide an overview of what the Council and its partners did in response to the Covid-19 outbreak in Newport. It will also detail the Council's Strategic Recovery Aims that will support the council's recovery and delivery of the Corporate Plan.

# Newport City Council's Finances

The 2020/21 financial year for Newport City Council has been a challenging and an unconventional one with the impacts of the Covid pandemic. The traditional considerations for delivering a balanced revenue budget involving increasing demand on social services and schools, have been added to with pressures on income budgets, establishments and service outlets.

At this stage it is difficult to quantify the long-term impact of Covid-19 and what this means on services and where future demand and support will be required to deliver these.

Every year the Council is required to produce a [Statement of Accounts](#) which provides a detailed overview of where and how it has spent its money.

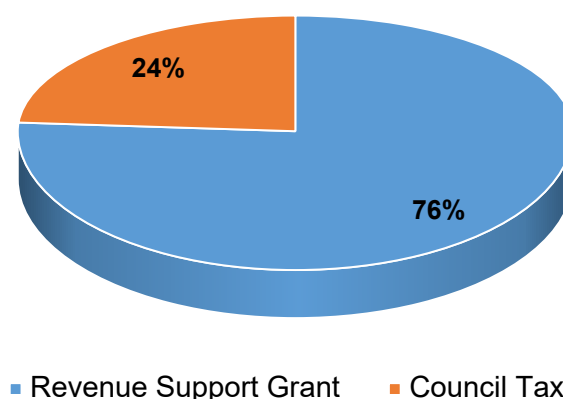
## Newport Council Budget

The 2020/21 net budget for Newport Council was £300.3m. This was funded from the Welsh Government (WG) revenue support grant (76%) and from local council tax (24%).

Newport council received an uplift of £13.7m from the Welsh Government. Council tax was increased by 6.95% for the year.

In comparison to other local authorities in Wales, council tax rates in Newport remain the third lowest in Wales.

### Funding of Net Expenditure Budget

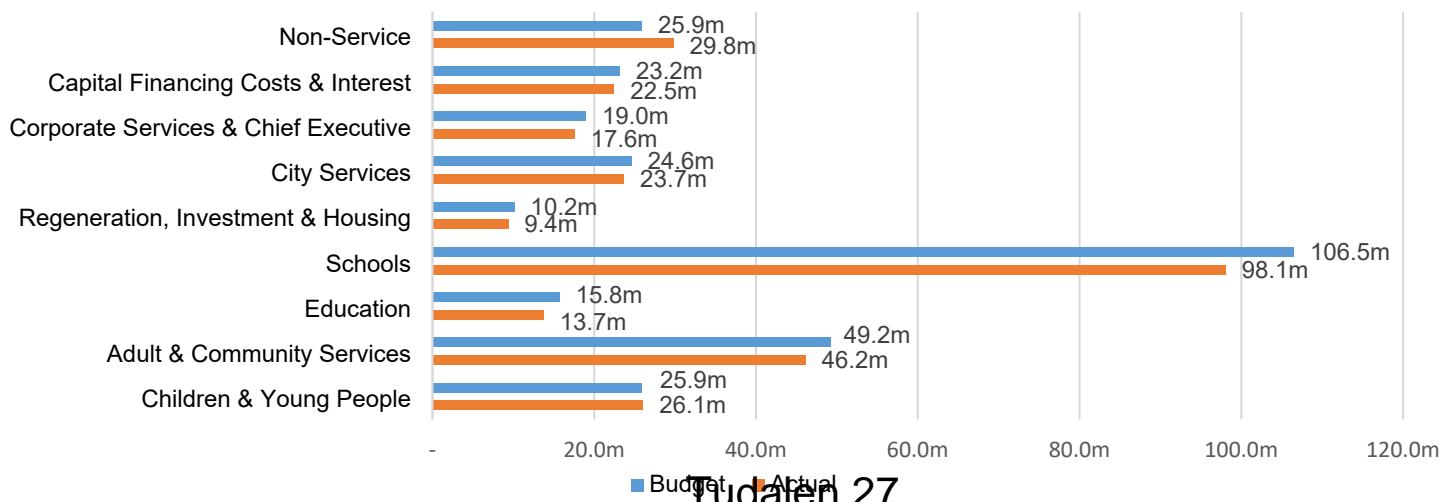


## 2020/21 Revenue Financial Performance

At the end of the financial year (March 2021) the Council reported a net underspend of £14m against the £300.3m budget. The underspend was due to:

- the receipt of one-off WG funding to compensate council services in its response to Covid and lost income;
- funding for the direct costs of and delivery of the WG support programmes to businesses;
- underspending on general revenue contingency budget, council tax reduction scheme and council tax income;
- underspends across the service areas due to changes in working practices; and
- not undertaking planned/normal services as Covid-19 response work was prioritised.

### Budget vs Actual 2020/21

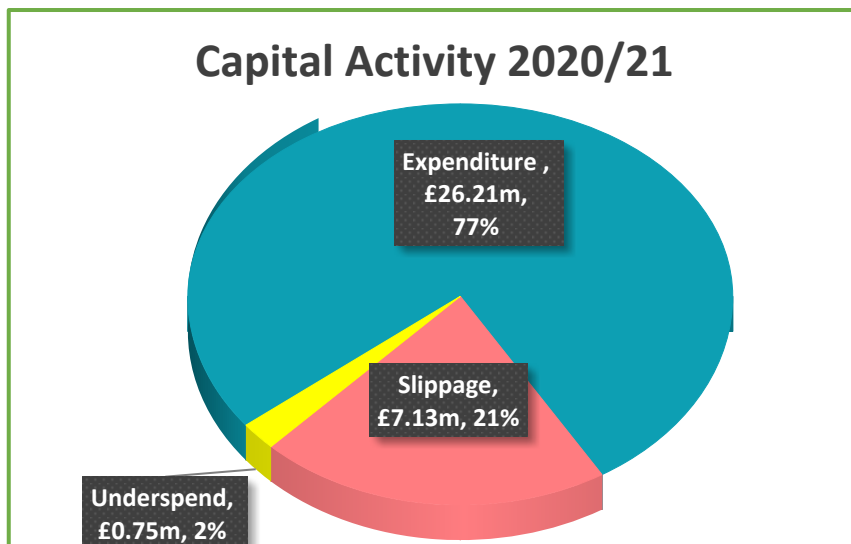
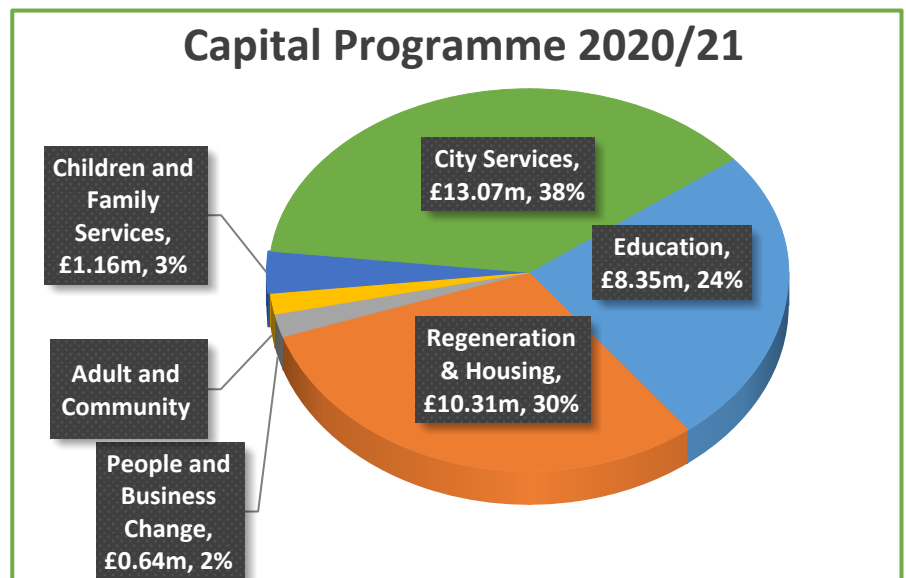


## 2020/21 Capital Programme

The capital programme is about the large-scale investments that the council makes towards its assets and infrastructure, such as schools, roads, regeneration projects and the wider investment into the Cardiff City Region City Deal.

The council has a seven-year capital programme which started in 2018/19 totalling £274.5m. In 2020/21 the capital programme included:

- £7m investment in schools
- £10m enhanced active travel and greening of council fleet
- £1.6m in social care
- Delivery of energy efficiency schemes across Newport
- £7m investment in regeneration and housing
- Transporter Bridge investment
- Gypsy and Traveller sit development
- Investment into Cardiff City Region City Deal



The Council spent £26.21m on assets to maintain and improve service delivery and to support regeneration initiatives.

£19.29m of the £26.21m was received from grant funding and £5.9m from borrowing.

The remaining amount (£1.03m) was from capital receipts, contributions & S106 and Council resources.

£7.13m was moved into future years of the programme (slippage) and there was an underspend of £0.75m.

## Council Revenue and Capital Budget 2021/22

The Council's base budget for 2021/22 is £315,930m which is to be £240.8m from Welsh Government and increasing council tax by 3.7%. The budget was approved by a [Full Council meeting](#) on 3 March 2021. The capital budget for 2021/22 is £100.2m and will contribute towards the authority's ongoing investment programme.

# Well-being Objective 1 /

## Strategic Recovery Aim 1

We want to give every child in Newport the opportunity to have the best start in life - from the very early years through to secondary and tertiary education, eventually into employment. The aim is also for adults to have the opportunities to up-skill and strengthen their prospects and maximise their potential.

Improving educational and employment opportunities has been shown to have a significant impact on the health and wellbeing of individuals. This work also contributes towards the reduction in inequalities, improves prosperity of individuals and communities to move out of poverty and overall improve the socio-economic position of the city.

The Covid-19 pandemic and the lockdown restrictions have impacted many children and young people across Newport. The restrictions in particular saw schools closing between March and June 2020 and between December 2020 and February 2021. In between these periods, there was much disruption to school life with COVID-19 compliance restrictions and school contact groups resulting in many staff and pupils having to self-isolate. The pandemic also highlighted the inequality faced by many families not having access to digital devices and internet access.

There are also many children who have faced health and wellbeing issues, requiring further support and an increase demand to provide children with additional learning support.

There have also been many adults that have lost their jobs during the pandemic as sectors struggled stay open with staff being furloughed and/or not being retained. This has caused many people looking to retrain, seek new employment or gain new qualifications. The Council's Community Hubs and partners have throughout the year been using technology and new approaches to support those impacted by the pandemic.

Strategic recovery aim one was established to support the council's response to the pandemic and maintain the work against wellbeing objective one. It ensured that there was support to school, education and those who were made unemployed. There were six steps to this aim:



**A Prosperous Wales**



**A More Equals Wales**



**A Globally Responsible Wales**

<b>Wellbeing objective one – to improve skills, education, and employment opportunities</b>		<b>Strategic recovery aim one – support education and employment.</b>
<b>Steps</b>		<b>Steps</b>
1	Improve school attainment levels and ensure best educational outcomes for children.	Support schools and other education establishments to safely reopen for both staff and pupils.
2	Support young people into education, employment and training.	Work to prevent and reduce inequality of progress and outcomes in education for mainstream and vulnerable learners through the implementation of the National Continuity of Learning Plan.
3	Reduce inequalities in education by improving educational outcomes for pupils disadvantaged by poverty.	Support schools to enhance and develop digital skills, digital teaching and learning platforms and enhanced support for digitally excluded learners.
4	Improve basic skill levels and increase personal capacity to assist more people to enter sustained employment, training or education	Support and enable people that are digitally excluded to access community IT programmes, Council services and other public services.
5	Produce and implement a strategy for the delivery of Adult Community learning and lifelong learning opportunities.	Support people who have been affected by unemployment to access new opportunities through training and re-employment required for post Covid-19 businesses.
6	Development of digital skills through support for schools and community IT programmes including a Digital Inclusion Charter	Ensure our diverse communities are appropriately supported through tailored interventions specific to their needs.
7	Improve school attendance, reduce exclusions, and improve safeguarding and well-being.	



Newport has 57 schools consisting of 9 secondary schools, 43 primary schools, 2 special schools, 1 pupil referral unit and 2 nurseries. Within these there are 1 Welsh-medium secondary school, 3 Welsh-medium primary schools, 1 Roman Catholic secondary school, 6 Roman Catholic primary schools and 2 Church in Wales primary schools. Throughout 2020/21, Education Services alongside schools, Health & Safety teams, Estyn, Public Health Wales and other strategic partners have been ensuring schools can remain safe and inclusive environments for pupils and staff. During the periods of lockdown and self-isolation this has included providing supermarket vouchers for free school meal pupils, providing face to face learning for vulnerable pupils and pupils whose parents and/or guardians are key workers.

The Council's 21<sup>st</sup> Century School's Band B programme is in the early stages of delivery, but work commenced as planned on delivering improvements to Ysgol Gyfun Gwent Is Coed in 2020/21. Despite the pandemic, the Education Capital programme continued, thus supporting access to high quality learning environments.

In the last academic year 2019/20 and this academic year 2020/21, it has been particularly challenging for pupils at GCSE (key stage 4) and A Level (key stage 5). Following Welsh Governments decision not to require pupils to sit external examinations there was no requirement for schools to publish their pupil performance in 2019/20 and 2020/21 academic years. As highlighted in the council's cabinet report on [2019/20 Pupil Performance data](#) the National context for Wales has seen an increase in performance from 61% (2018/19) to 75% in 2020 for pupils achieving Grade C and above. Similarly, for A Level pupils there was also an increase in the overall performance from 2015-2019 where it was approximately 22-27% to 44% of grades A\* and A at A Levels in Wales. For Primary school pupils there was no Foundation phase, Key Stage 2 and Key Stage 3 required. The Welsh Government removed the requirement for schools to set attendance targets for the 2020-2021 academic year. However, the monitoring of attendance remains an important practice for both the local authority and schools.

One of the most significant challenges that schools, pupils and families had to face in the last year was remote learning at home during the periods of schools being closed or pupils having to self-isolate. Schools very quickly became aware that some pupils were not engaging with remote learning as they either did not have access to the internet or to suitable device such as a laptop, computer or tablet.

Using funding from Welsh Government Hwb EdTech programme during 2020/21 6,735 devices such as Chromebooks, laptops and Apple tablets were delivered to schools. Additionally, for families that did not have access to the internet at home 1,300 MiFi units were purchased and the carrier charges funded to cover the period May 2020 to March 2021. Further support was also provided through providing parents with access to mobile data uplifts. 150 families were able to access this support.

The Council's Education service also recognised that having a device or internet connection does not always result in pupils accessing remote learning and that other factors also impacted remote learning. These included:

- parental skill deficits / confidence
- accessibility such as language
- children with Additional Learning Needs
- multiple children/parents sharing devices
- levels of learner and parent engagement

As a result of these barriers the council's education team, schools and digital services will be looking at supporting families and schools with a new digital strategy and plan for schools as well as opportunities to support parents and pupils.

It has been important to ensure the wellbeing and mental health of pupils during the pandemic was supported by the schools and the council's education services. In Newport there are 12 initiatives and interventions in place to support mental health and wellbeing.

One initiative that was delivered was the Gwent whole school approach (WSA) to emotional wellbeing in collaboration with the Gwent Regional Partnership Board. This approach focused on two strands:

**Strand 1:** Pilot WSA Strand where Newport's Llanwern cluster received in-depth support that focused on the emotional wellbeing needs of school communities working alongside the school and partners to meet these needs.

**Strand 2:** Post Covid-19 recovery work - delivering two-day training events to staff via Microsoft Teams. This training enabled them to consider what was impacting learner's wellbeing, how this was understood and why it

matters. This work supported Newport's schools to help them to contribute to a WSA Film that was designed as a training tool for schools wishing to embark on their own whole school approach.

Despite the restrictions in place for the majority of 2020/21, council officers and partners continued to support young people in Newport who were in education, employment or training. This resulted in less than two percent of people not being in education, employment or training.

The neighbourhood hubs teams continued to offer online and virtual support to vulnerable people across the city. One of the projects delivered was Reach/Restart which supported refugees. The team completed 95 assessments and supported 74 people to gain employability skills.

In addition, the team was also able to offer food parcels to refugees who were struggling, or who were going through the benefits process and had difficulty obtaining food or other items.

The community regeneration team, working in partnership with Digital Communities Wales delivered a Welsh Government project which loans IT equipment and provides data for eligible clients on the Communities for Work (CFW) and CFW Plus projects.

The council also delivers three initiatives through EU Social Funding: [Inspire to Work \(I2W\)](#); [Journey to Work \(J2W\)](#) and [Skills at Work \(S@W\)](#). The I2W initiative aims to reduce the number of young people aged 16-24 years who are not in employment, education or training (NEET) and supported them to gain the necessary skills and training to get into long term employment.

The Hubs deliver two alternative education programmes, the Newport Youth Academy and Aspire. The youth academy, based at the east hub, increased the number of students on its programme by over 20 percent over the year, providing intensive support to young people at risk of becoming NEET.

Similarly, despite the challenge of being unable to meet face-to-face for large parts of the year, the employment support projects operating from the hubs through collaborative working with Careers Wales, DWP, Job Centre, Sanctuary Project, Coleg Gwent Adult Community Learning to continue offering help and support for training and help to find jobs.

#### **Job Success Stories from our Neighbourhood Hubs**

##### **Participant A:**

- Working in low end manufacturing job, working nights unable to see young daughter properly with working hours
- Wanted to complete driving/road works licences
- S@W funded Traffic Management Course and signposted to Forest Traffic Management
- Supported with CV updating and cover letter
- Started work with the company working 4 on 4 off shifts, better pay and better hours

##### **Participant B:**

- Working stewarding job, sporadic hours and low pay
- S@W funded SIA licence and signposted to security firm within Newport area
- Supported with CV and cover letter and obtaining references
- Started work as security guard, increase in pay, better hours – more job security

##### **Participant C:**

- Made redundant from Stores Person role in local manufacturing company in March 2020
- Helped create their first CV and applied for various jobs
- Interviewed for Production Operative but too experienced and passed on to Warehouse Dept in same firm
- Successfully interviewed and appointed as Warehouse Operative with local food company and thrilled to have a new job
- Really enjoying the work and colleagues at his 6 month follow up call. One very happy customer for our service.

It is hoped that the relaxation in the restrictions surrounding Covid-19 will mean a return to full services in the coming year.

## Performance Analysis 2020/21

In 2020/21, the Welsh Government announced the cancellation in the reporting of performance measures in the education system for academic years 2019/20 and 2020/21. These measures have been excluded from the report this financial year. You can see the Minister's statement [here](#).

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18
PAM Indicator - % Young people Not in Education, Employment and Training (NEET) year 11	1.4%	3%	0.9%	1.1%	1.3%
PAM Indicator - % 16-18 year olds not in education, employment or training	2.6%	6%	2.6%	2.6%	4%
% of young people NEET 13.	1.13%	3%	1.8%	1.7%	1.5%
No. of people supported into employment.	221	200	451	434	No Data

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18	Explanation
% young people recorded as unknown following compulsory education	1.2%	0.5%	1.2%	1.2%	0.7%	Due to Covid restrictions tracking of school leavers has been challenged. The target was not achieved and performance was 0.9pp higher than the previous year. All Wales data was 1.4%. This data includes young people who have left the area or who did not respond to the survey.
No. of people improving skills & qualifications	353	500	994	487	No Data	Covid has impacted highly on our ability to support customers with 'Improving skills and qualifications'. Due to WG Guidelines we were unable to deliver face to face training or any group sessions which is usually the way this PI is met.

## Key Deliverables in 2021/22

In 2021/22, the Council will be continuing its work to support schools, pupils, adults and communities to provide them with the opportunities to achieve their full potential, enter into further education training and long-term work. Some of the key priorities in 2021/22 will be:

- Continuing the delivery of the 21<sup>st</sup> Century Schools Band B programme through projects at Ysgol Gyfun Gwent Is Coed, Bassaleg School, Caerleon Comprehensive School and the planned new primary school at Whiteheads
- The opening of a new Welsh-medium primary school – Ysgol Gymraeg Nant Gwenlli - in September 2021
- Securing approval of the new 10-year Welsh in Education Strategic Plan to commence in September 2022
- Welsh Government EdTech Programme
- Additional Learning Needs Transformation
- DWP Kickstart Programme
- DWP Restart Programme



# Well-being Objective 2

## Strategic Recovery Aim 2

Newport is uniquely positioned in southeast Wales served by road, rail, sea and air, making it an ideal location for businesses and investments to locate.

Newport has already seen global organisations such as Airbus, IQE Ltd and SPTS invest in the City alongside home-grown businesses like Tiny Rebel, Admiral and Wales & West Utilities. Newport City Council wants to continue to build on this success attracting diverse, innovative businesses that can contribute towards making Newport and Wales a prosperous place to live and work.

Newport is also a City that has a unique heritage and cultural assets that rival other cities in the UK and abroad. These include one of only six transporter bridges in the world which dominates the Newport skyline as well as Caerleon's Roman fortress and baths, Tredegar House and the Newport Wetlands Nature Reserve.

The council wants to preserve these areas to attract visitors into the city and for future generations to use. Climate change and the protection of Newport's environment is one of the biggest challenges that future generations will face, and a commitment has been made to become a zero net carbon organisation by 2030.

The Covid-19 pandemic and the subsequent social distancing restrictions have had a significant impact on the economy in Newport and across Wales. Along with the impact of the United Kingdom leaving the European Union, there remains much uncertainty but also opportunities to shape what Newport's economy will look like over the next decade.

As the City is recovering much of the council's work has and will continue to support the local economy to thrive once again, but also continue to support initiatives that will provide long term sustainability for communities, the environment and visitors.



**A Prosperous Wales**



**A Resilient Wales**



**A Globally Responsible Wales**



**A Wales of Vibrant Culture and Thriving Welsh Language**

<b>Wellbeing objective two – to promote economic growth and regeneration while protecting the environment</b>		<b>Strategic recovery aim two – support the environment and the economy</b>
<b>Steps</b>		<b>Steps</b>
1	Specialise in high value business growth.	Maintain our focus on regenerating Newport to deliver existing and new investment projects.
2	Grow the economy as part of the wider region – collaboration for competition.	Enable and support the construction industry to re-establish the supply of new and affordable housing.
3	Promote and innovate for entrepreneurship, support indigenous development	Enable and support businesses re-establish normal operations whilst maintaining the health and safety of their workers and customers.
4	Create an economic environment to support population growth.	Enable and support businesses to prepare for future trade arrangements resulting from Brexit negotiations.
5	Deliver a digital strategy with improved connectivity in the city with access for citizens, partners, and businesses	Protect and improve the environment, including air quality and decarbonisation of the city for its residents, businesses and visitors.
6	Recognise and promote the importance of fast, reliable, and frequent public transport links for the connectivity of the city	Continuing support and safe delivery of the Council's City Services including waste, cleansing and highways.
7	Maintain our focus on regenerating the city centre to become one of the UK's top cities	

<b>Wellbeing objective two – to promote economic growth and regeneration while protecting the environment</b>		<b>Strategic recovery aim two – support the environment and the economy</b>
<b>Steps</b>		<b>Steps</b>
8	Improve school attendance, reduce exclusions, and improve safeguarding and well-being. (See WB Objective 1)	
9	Maximise environmental opportunities	
10	Work with communities and schools on a range of countryside, biodiversity & recycling related matters	
11	Increase household recycling and divert waste from landfill	
12	Protect and promote local built and natural assets and cultural heritage	
13	Support compliance within reputable businesses and investigate rogue traders to maintain a fair and safe trading environment.	

In June 2020 the council set out its strategy on how it will support Newport's economy through the Covid-19 pandemic as well as the UK's exit from the European Union. These were added as an [addendum](#) to its existing [Economic Growth Strategy](#) (EGS) which was adopted in February 2020.

The purpose of the EGS is to set out the council's vision for Newport's economy through delivering shared prosperity, creating an excellent economic environment, and moving Newport up the value chain. To support the city during this difficult time the council will support the economy in three areas: recover (short term), reposition (medium term) and renew (Long term).

Throughout 2020/21, the council has been supporting the local economy through a wide variety of business outreach and support working in collaboration with Welsh Government, Cardiff Capital Region and Newport Economic Network.

The authority's business support team helped over 4,000 businesses to access advice and financial support through Welsh Government discretionary grant fund. The income and revenues team also administered over £19 million of business rates relief to nearly 1,000 businesses.

As Newport commercial districts reopened, the council's public protection teams were on hand providing necessary Covid-19 secure advice and guidance as well as ensuring businesses comply with the restrictions through its enforcement action work. Throughout the last year's council's regulatory services teams have been working across multi-agencies on proactive and reactive investigations and initiatives. They were also involved in many investigations of illicit and rogue trading activities - including operations tackling counterfeit fraud, illegal alcohol, and tobacco sales.

Last year Purple Flag status for the City was achieved for its evening and night-time economy. A range of local agencies and organisations including Newport City Council's licensing team, Gwent Police, the Newport Now Business Improvement District, the Safer Newport Partnership and representatives from the business, community and voluntary sector continue to work together to ensure that the city continues to provide great entertainment, exceptional hospitality and a safe night out for visitors. For further information about the coveted award, visit [here](#).

Throughout the last year, Newport has continued to see major developments take shape across the city. The council was pleased to be associated with the launch of Wales' first international conference centre at the Celtic Manor Resort and have taken forward a number of developments including:

**Property enhancement fund** – this offers potential applicants the opportunity to apply for a grant for new shop/commercial property frontage and associated external and internal works. The intention being to enhance building frontages and bring vacant commercial floor space back into beneficial business use. It also supports start-ups and growing businesses in the target areas.

**The urban centre living grant** - supports city centre living by bringing back in to use empty upper floors of city centre based properties. Supporting the Property Enhancement Fund, this grant offers potential applicants the opportunity to apply for financial support to undertake external and internal works to improve access to vacant or

under-utilised space above shop/commercial frontages. The aim of this is to assist owners to bring space into use for residential purposes.

**Town centre repayable funding project** – this project supported the refurbishment of Clarence House - improving the façade and developing additional space on the upper floors. The refurbishment of 195-198 Upper Dock Street also benefited with the creation of eight apartments for private sale.

**Place making grant** – this contributed to the refurbishment of the Greyhound Pub on High Street, Kings Chambers (behind Kings Hotel) and Olympia House. Newport City Homes (owners of Olympia House) progressed the demolition of the old fire escape that dominated Skinner Street, in order to open up the space for modern businesses to reoccupy the units.

The pandemic severely disrupted construction and regeneration across the city at the start of the last financial year. But the projects were able to quickly bounce back and continue its work across major sites in the city.

[Newport's Transporter Bridge](#) is one of the city's and Wales' most iconic structures that links the city and southeast Wales to its industrial revolution past.



Over the last couple of years, in collaboration with [Friends of the Newport Transporter Bridge](#), local communities and organisations, the council has been working towards obtaining funding to repair and build a new visitor centre for the community and visitors to learn about its past. In January, the National Lottery Heritage Fund announced £8.75m towards the repairs of the bridge and to support the development of a new visitor centre on the site. The development of the bridge will involve local communities and schools throughout its journey and will ensure its use for future generations. You can follow the bridge on [Facebook](#) [Twitter](#) and [Instagram](#) for regular updates during the project.

The multi-million-pound renovation of Newport Indoor Market continues to make good progress despite the impact of the Covid-19 pandemic. In collaboration with Loft Co (council contractors) 40 percent of the refurbishment had been completed by August 2021 and is on target to be completed by the end of the year.

Once the refurbishment has been completed, the market building will open seven days a week and will host events catering for 50 to 250 people, as well as being home for up to 100 independent businesses. In addition to this work, final completion of the former Royal Mail Sorting Office in Mill Street and the transformation of the information station into a tech hub will continue into 2021/22.

### [Market Arcade Project](#)

The Market Arcade in the city centre is a Victorian grade 2 listed structure. The arcade is steeped in history but over the years it has been locked in a spiral of decay and decline.

Working with the community and traders it was recognised that there were stories which needed to be told about its role in city centre life throughout the generations.

In 2018 the council successfully secured funding from the National Lottery Heritage Fund to restore the arcade back to its former glory. Working with the site contractor Anthony A Davies Ltd. work has been delivered on a new glass roof, chimneys, and communal staircase replacement. In its delivery amazing discoveries have been made about its past and when it reopens it will secure the arcade for future generations to use and tell new stories in Newport's regeneration.



For the city's [Museum and Heritage Service](#) it has been a difficult year due to the Covid-19 restrictions. However, using the internet and social media, the museum was still able to support local artists through online exhibitions such as the celebration of Newport College of Art ['40 Years On'](#) looking back at the work of students and tutors.

In December 2020 as part of the '[Newport Offer](#)' to promote and regenerate Newport, the council's cabinet agreed to the proposals to develop a new multi-million pound leisure and wellbeing centre which would signal the beginning of the council's aspiration to not only improve city centre leisure facilities, but also the first step in the delivery of the Newport [knowledge quarter](#). This is a project in collaboration with Coleg Gwent to build a brand-new campus in the heart of the city centre. The project will also see new active travel routes and greening of the area for residents, students and visitors to use.

It is important to balance regeneration with protecting the environment across Newport and last year the council made a commitment to be net carbon neutral by 2030. Having a green and safe environment for urban areas like Newport is vital to support biodiversity but also improve the health and wellbeing of residents, workers and visitors.

In October 2020, the council agreed to begin the formal review of the [Local Development Plan \(LDP\)](#) that was adopted in January 2015. The LDP is one of the most vital plans that is adopted as it sets out the land use policies which form the basis of planning decisions about future development in Newport. Every year the council produces an [annual monitoring report](#) to assess the impact the existing plan has on communities and the environment. In shaping the next LDP it is important for people to have their say. The latest progress and open consultations can be found online at [www.newport.gov.uk/rldp](http://www.newport.gov.uk/rldp).

How people travel across and through Newport is important to the economy but also to the health and wellbeing of people in Newport. In November 2020, the [South East Transport Commission](#) released its report on the issue of congestion on the M4 and Newport area. The council alongside Cardiff Capital Region partners, Welsh Government and other partners, will be considering and working towards implementing these recommendations over the next five to ten years. Some of these areas will also be covered in wellbeing objective 3 as part of the council's active travel work.

In the last year, the 20 charge points across eight [NCC car parks](#) have been installed and £260k worth of LED lighting within Newport Live and car parks.

The overall LED street lighting has contributed towards a saving of 1,235 tonnes in 2020/21 in comparison to 2018/19 figures. The council was also awarded [The Alan Clark award](#) for local/community energy at the Solar & Storage Live Awards in December 2020. This was in recognition to the solar project installing over 7,000 solar panels across 27 buildings.

The council is also committed to upgrading its fleet of vehicles from petrol / diesel to electric and currently 14 percent of its fleet and plant are now ultra-low emission.

In March the authority announced the first electric refuse vehicle in Wales. The vehicle will service areas such as Caerleon which has designated clean air commitments to improve air quality. The vehicle will reduce carbon emissions by approximately 25-35 tonnes per year.



One of the council's biggest successes over the last four years has been the increase in the city's recycling rates with its partners - Waste Savers. In 2017/18 the City's recycling rate was 59.8 percent and since the introduction of its waste strategy, recycling rates increased to 67.2 percent by the end of 2020/21 which is the best in the UK. In addition to this we have seen the amount of residual waste generated per person decrease from 196.85kgs in 2018/19 to 153.24kgs in 2020/21. In 202/21 the household waste recycling centre has seen 93.7percent of municipal waste being recycled in comparison to 59.8percent in 2017/18. All of the work the council has done over the last four years has been recognised by Welsh Government and in Europe through initiatives such as [Zero Waste Cities](#)

As part of the Council's commitment to reduce the levels of litter on our streets, over 80 new [litter bins have been installed across Newport](#). The locations of these bins were decided through consultation with local volunteer litter picking groups, requests from the public and the experience of the street cleansing teams who have carried out the installation work.

In last year's Annual Report it was reported on how the council's biodiversity and education officer had created a series of educational videos on [You Tube](#) to teach people about the things they can see and do in their own back



garden. Despite the lockdown challenges the countryside and biodiversity team have continued to deliver key projects to improve the environment across Newport. More than 80 percent of Newport schools are part of the biodiversity in schools service level agreement (SLA). They receive advice and support to develop school grounds, creating butterfly areas and allotments, planting trees, hedges and orchards and installing outdoor classrooms.

This year Newport Council in collaboration with Monmouthshire Council established the <https://www.biodiversitywales.org.uk/Newport> (LNP). This Partnership builds on the long running and successful biodiversity work delivered between both councils and will deliver large scale projects across the area. Working together will enable greater sharing of expertise and promote action for nature to protect habitats for people to enjoy now and into the future.



In May 2020, the Welsh Government asked local councils to take part in [No Mow May](#). Working across council departments and together with the [Monmouthshire and Newport Local Nature Partnership](#), the aim of the initiative was to take a step back and let nature develop to encourage scarce species of plant and wildlife to flourish.

The initiative has helped the council to identify more species rich areas and prioritise a change in long term grass management.

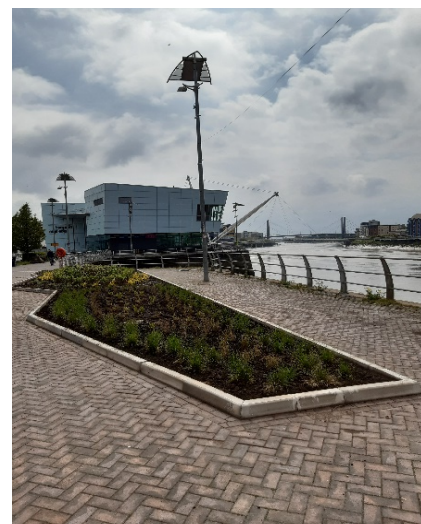


This initiative also supports the commitment which sees Newport as an accredited **Bee Friendly City** which supports the increase and enhancement of habitats for pollinators all throughout the city. In 2020/21 we have increased the number of pollinator sites by 21 locations taking us to a total of 55 sites, with 19 out of 20 wards having designated pollinator sites. The sites vary from large green open space meadows to pollinator friendly flower displays on roundabouts.

In September 2020 the council also discovered a thriving population of rare bees in the city. To find out more visit the [biodiversity](#) section on the council's website.

One of the biggest challenges that the council faces is with ash dieback disease across the City's woodland areas, parks, and roads. The disease not only has a devastating effect on the existing trees if left untreated, it can also cause disruption on the roads, parklands and property. A tree replacement programme is in place to plant more trees that have been felled. To find out more about ash dieback, visit [Forest Research website](#).

As part of the One Newport Public Service Board, the council, working with Natural Resources Wales and Dŵr Cymru (Welsh Water) installed new **rainwater gardens** along the river front and near the Queensway roundabout. The [Greening City Centre Green Arc project](#) is focused on installing more [Sustainable Drainage Systems \(SuDS\)](#), particularly in the areas affected by flooding.



The outcome(s) of this project will not only improve the drainage in these areas but also contribute towards wellbeing of people using the areas and contributes towards improving the air quality of the City.

It has not been possible to offer the usual full services over the year because of the Covid-19 pandemic but it is hoped that there will be a return to full services in the coming year.

## Performance Analysis 2020/21

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18
Public Accountability Measure (PAM) - % of waste reused, recycled or composted	67.2%	65%	66.4%	59.9%	59.8%
PAM Indicator - Kilograms of residual waste generated per person	153.24kgs/person	170kgs/person	163.8kgs/person	196.85kgs	Not Available
% of municipal waste recycled at the waste recycling centre	93.7%	65%	65.4%	61.1%	59.8%
PAM Indicator - % of streets that are clean.	99.2%	97%	95%	92.4%	95.8%
PAM Indicator - Average number of days taken to clear fly tipping incidents	1.53 days	2 days	1.49 days	1.73 days	Not Available
PAM Indicator - % of principal A / B / C roads in overall poor condition.	A Roads – 2.3% B Roads – 4.4% C Roads – 6.4%	<b>A Roads – 2.6%</b> <b>B Roads – 4.5%</b> <b>C Roads – 7.8%</b>	A Roads – 2.7% B Roads – 5% C Roads – 7.4%	A Roads – 2.3% B Roads – 4.2% C Roads – 6.9%	Not Available
Number of businesses supported and provided advice and guidance	4,114	58	144	113	116

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18	Explanation
PAM - % of all planning applications determined in time	67.1%	87%	77.8%	87.5%	88.6%	Determination periods have been adversely affected due to lockdown periods and the inability of Officers to undertake site visits which involved entering private property and houses. Welsh Government guidance has now eased in this regard and visits are now being undertaken where social distancing can be ensured. The introduction of a new back office IT system in Q1 also impacted on the timeliness of determining all other applications. However, the system is now embedded and fully operational. The Team are now dealing with a backlog of applications which will impact performance in the short term.
Number of new business start-ups supported through the business development fund.	4	18	27	38	88	Resources were diverted to the administration of the discretionary grants from Welsh Government and award of grants suspended. Unspent grant has been rolled forward to 2021/22 and additional budget made available by Cabinet.
PAM - % of all planning appeals dismissed	74.1%	75%	62.2%	75.7%	88.9%	Performance was just below target levels and represented an improvement compared to 2019/20. Historically refusals for HMO applications have contributed to lower appeal success levels but ongoing training with Planning Committee members and a presentation by the Chief Planning Inspector has helped to address this issue.

## Key Deliverables in 2021/22

- City of Culture Bid
- Electric Vehicle (EV) Charging Programme
- Climate Change Strategy 2021 to 2030
- Market Arcade
- Newport Indoor Market
- IAC building
- Chartist Tower
- Information Station
- Regulatory Services renewed enforcement and regulation programme

# Well-being Objective 3

## Strategic Recovery Aim 3

All people in Newport should be able to live healthy, independent lives where they can take part in social activities and contribute towards their communities.

The preventive and early intervention work undertaken by the Council and our partners is at the heart of our work. Whether it is supporting children, young people, and families to live healthily and safely, or supporting the elderly and vulnerable people to live independently in their homes and communities.

The health and wellbeing of residents is also important for preventing people needing acute services and reducing the demand for council and health services in the long term.

It is also important for the city to encourage people to be active and offer alternative approaches to travel (including commuting) across the city and the wider region. All of this will support the city to improve its environment, reduce health inequalities and deprivation.

The Covid-19 pandemic and the restrictions that have been in place throughout the year have significantly impacted on the delivery of social care services to adults and children across the city. The full extent of these impacts is only now being realised by the council and it is anticipated that there will be longer term impacts as people are waiting to have operations, long Covid as well as new patients / service users entering the system. The following objectives are in place to manage these impacts:



**A Prosperous Wales**



**A Resilient Wales**



**A Globally Responsible Wales**



**A Wales of Vibrant Culture and Thriving Welsh Language**



**A Healthier Wales**



**A More Equal Wales**



**A Wales of Cohesive Communities**

<b>Wellbeing objective three – To enable people to be healthy, independent and resilient</b>		<b>Strategic recovery aim three – supporting health and wellbeing of citizens</b>	
<b>Steps</b>		<b>Steps</b>	
1	Support people to remain living independently in their homes and communities.	Enable independent living	
2	Work with partners to promote healthy lifestyles and support the prevention, early intervention and self-management of illness	Fully restore children and adult services, supporting partners that have been impacted by Covid-19 and ensuring service users and staff are supported and protected	
3	Support children to remain safely with their families	Assess the impact and the long-term sustainability of the social care sector in Newport informing future service requirements	
4	Support all schools to work towards the National Quality Award for Healthy Schools	Safeguard and support children and young people to remain safely with their families	
5	Work towards Newport becoming a recognised Dementia Friendly City	Improve opportunities for active travel and work towards improved air quality	
6	Improve opportunities for active travel	Regulate businesses and support consumers / residents to protect and improve their health.	
7	Regulate residential dwellings to ensure provision of safe homes	Work with key partners to safely re-open cultural and leisure facilities including the promotion of the city's parks, open spaces and coastal paths	
8	Work towards improved air quality	Sustain a safe, healthy and productive workforce	
9	Regulate businesses and support consumers / residents to protect and improve health		



A more detailed overview of the services delivered by the authority's adult and children services will be included in the **Director of Social Services report**. Below is an overview of how social services teams have responded to the pandemic and contributed towards the wellbeing objective and Strategic Recovery Aim.

The Covid-19 pandemic has created unprecedented challenges for social care, as significant outbreaks of the virus in April, May and December impacted on residential care homes and service users throughout the city. The care home sector was particularly badly affected in the early stages with twice the number of deaths as would normally have occurred between March and July 2020.



When the first lockdown came into force all those receiving care and support in the community were contacted to determine what contingency arrangements could be put into place if their usual carers were unavailable. Those identified as most at risk, continued to receive contact from Social Workers to monitor changing circumstances.

Where required, community visits by social workers and occupational therapists were undertaken in accordance with Covid-19 guidelines. The hospital teams were present on the wards throughout and in conjunction with reablement services continued to minimise delayed hospital discharges and to offer the right level of support for people to return home.

The Grange Hospital opened and hospital discharge pathways and Reablement services were reviewed and incorporated onto the new site. Home First is now fully operational at the Grange at the front end of the process to prevent unnecessary admissions.

In the Council's three care homes, technology such as iPads enabled residents to stay connected with their families and, where possible, Covid safe visits have been facilitated.

We have worked closely with our independent providers distributing PPE and funding made available by Welsh Government to ensure services can operate safely and meet increased costs. Front facing social care staff and clinically vulnerable citizens were offered vaccinations early on and lateral flow tests supplied by Welsh Government have been distributed to prevent and monitor further outbreaks.

Collaboration between the council, Aneurin Bevan University Health Board, Public Health Wales and environmental health was vital in sharing information about Covid-19 outbreaks and providing practical advice, support and guidance to providers.

The community connector team provided a service to a total number of **2,136** people during 2020/21 with information, telephone advice and 1:1 support. This year saw an increase in those requesting a support service and volunteer shopping due to shielding, isolating or ill-health. There was a decline in those asking for social activities and skills or training but a rise in those seeking information and support regarding their health, mental wellbeing and financial assistance. This was partly due to shielding and social isolation, furlough, redundancies.

The number of referrals for mental health increased and the Approved Mental Health Practitioners continued to undertake face to face assessments with more risk and complexity.

The pandemic has forced some changes, not least within the homeless population when 70 rough sleepers were provided with temporary accommodation at the beginning of the year. This is primarily a housing issue, but support required for this group of people with complex needs has been provided by substance misuse services and specialist housing support grant funded schemes. Further work is required to move people on to more permanent housing solutions with appropriate levels of support.

Brynglas day service was closed during the pandemic and will not re-open but a new outreach service has been developed for adults to reduce isolation and loneliness, and to offer support for carers. Newport has new and different options available for all who previously attended Brynglas and some have already transitioned to new services.

Services for carers have continued to develop. It is recognised that the pandemic placed considerable strain on families and carers as the normal community-based services were unavailable. There were 132 carer assessments undertaken between April 2020 and March 2021. A new carers offer was launched in 2020 with a broad range of services, the website has been updated and the council now has an established carer network of 565 people.

Although delayed for several weeks 5 adults with learning disabilities moved into a new housing scheme in March 2021 and look forward to a more independent life in good quality, sustainable accommodation.

The consequences of the pandemic are still unknown and will take time to work through. The additional funding made available to social care by the Welsh Government is due to end in September 2021 and this could impact on the long-term sustainability of some services. Issues such as the ongoing need for social distancing and the preference of service users who may want to change the way their support is delivered will influence the financial viability of current service models.

Services had to adapt to ensure ongoing support was available to the people who relied upon them and a range of new opportunities have now been identified. For example, some virtual contacts worked very well for people who are socially anxious, and this encouraged engagement and confidence. This will translate into new ways of working that we will continue to develop and monitor.

We have seen an increase in the number and complexity of referrals across all aspects of adult services, but it is not yet clear how much of that is a temporary consequence of the pandemic. The successful roll out of vaccinations is driving increased confidence for those wishing to return to services and the removal of restrictions means that carers and family members have less availability, but we are still unable to predict the longer-term impact on demand.

For the council's children services, they have continued to operate throughout providing safeguarding and support for the most vulnerable children, young people and families in Newport. Children services staff have sustained provision and responded positively to the challenges of working differently and the rapid shifts in guidance. Despite the changes and demands brought by the pandemic, children's services have continued to develop and ensure the best possible services are available across all areas of our work.

Despite the increases in referrals the number of looked after children has remained stable and there has been no overall increase in the number of children on the child protection register. Social workers continued to visit throughout, and all safeguarding work has been undertaken in line with statutory requirements. Court work has been sustained with minimal interruption. The number and level of complexity of referrals rose sharply as we came into April 2021. The level of need in families is stark and the impact on children and their carers in all aspects of their lives has been considerable.

Children's homes and short breaks services have adapted to the changed circumstances including providing direct care to children with heightened anxiety and with limited access to education. Foster carers have been supported throughout and many they have found positive ways to enjoy quiet, quality time with children.

A small set of children's artwork and a collection of comments from foster carers have also been put together. The recruitment and approval of carers has continued throughout the period of restrictions. An increased number of new foster carers have been recruited and the number of children placed with independent fostering agencies has been reduced. A small number of children have been placed for adoption.

Despite all of the challenges many elements of innovative work have continued to grow. For example, family group conferencing, baby and me and a strong focus on children at risk of exploitation. A toolkit for children at risk of exploitation was developed and is now being adopted across Gwent and shared throughout Wales. The report of the Joint Inspection into Child Protection Arrangements was published by the shared Inspectorates and highlighted the positive work the council and its partners are doing in the city.

In the second half of the year, we have been supporting the roll out of MYST (My Support Team) as a service to increase the support available to our children in placement - particularly those children placed away from Newport.

Rosedale children's home opened in March 2021 and work also commenced on Windmill Farm. Staff in pathway team have developed increased services for unaccompanied asylum-seeking children and are working to provide proactive services for children requiring placements. Staff across children's services are working to implement updated guidance within the family justice system.

Staff have embraced all forms of digital work and some elements of this continue. The majority of family court work is likely to continue to be via online platforms for the foreseeable future. Child protection conferences will be piloted as hybrid meetings from June 2021 and are likely to be adopted in this manner for the future.

Schools continue to work towards achieving the National Quality Award (NQA) for healthy schools. Twelve schools currently hold the NQA. There are 15 schools who have achieved Phase 5 of the award and 11 schools with Phase 4. These schools will be supported towards NQA over the next 2 years.

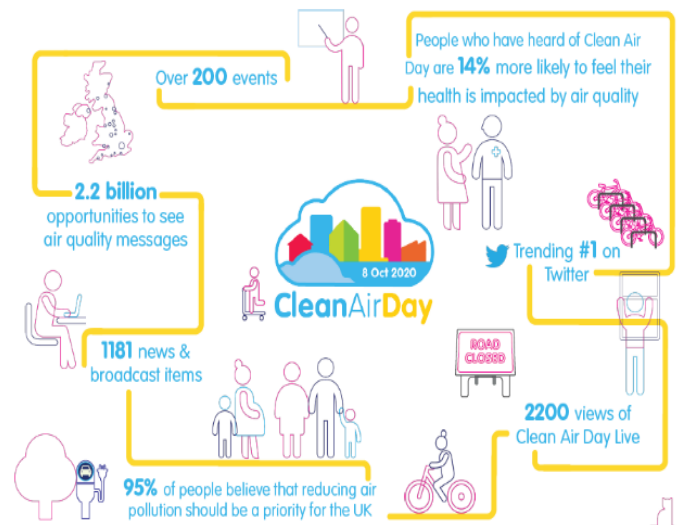
As highlighted in wellbeing objective two of the report, the last year has highlighted the impacts that climate change will have now and into the future for communities in Newport and across south Wales.

As the city went into lockdown, improvements in the air quality (36 percent reduction) across the City were realised as people used their cars less and took alternative ways of travelling in their local areas. People worked from home more which provided opportunities for them to reconsider whether to commute as often into work. the council wants to make sure that these new habits continue after lockdown and well into the future.

Every year air quality progress report is published using the readings taken across the air quality management areas in the city. The [2020 Report](#) highlights the results from 2019 and the work that the council and its partners are doing to improve the city's air quality.

In 2020/21, the final report from the [South East Wales Transport Commission](#) was also published. It outlines the alternative approaches that could be taken to improve traffic flow from the M4 in the region. The recommendations have been accepted by Welsh Government and represent a transformation investment in public transport networks across Newport.

Last year the council participated in [Clean Air Day Wales 2020](#). The event took place on 8 October 2020 and the council was pleased to be part of the launch of Wales' first electric zero-emission bus, Newport Transport and Zenobe Energy announced the arrival of a fleet of 14 new electric buses – the first vehicles of their kind to ever be in service in Wales. The new buses will help drive down air pollution in Newport, which is one of the most polluted areas in Wales. This venture means that Newport will be the first area in Wales to operate zero-emissions buses for our customers and the environment. It shows that Newport is pushing the agenda for Wales and the buses will be used on routes throughout the city, with a focus on routes into Caerleon to help tackle air quality problems in the area.



Since the introduction of the [Active Travel \(Wales\) Act 2013](#) Newport City Council has committed to improving the city's transport network to make walking and cycling the most attractive and safe option for people. A video on the city's active travel can be viewed online at [www.newport.gov.uk/activetravel](http://www.newport.gov.uk/activetravel). Despite the Covid-19 pandemic, in 2020/21 the Council has been delivering various schemes across Newport including:

- A new bridge at **the Fourteen Locks** which provides an alternative route for walkers, cyclists and people of all abilities into the centre and beyond.
- Construction of an off-road route from Bassaleg Road along **Gaer Fort** connecting to Wells Close, providing a link from last year's work at **Coed Melyn**. The route will also use low level lighting which was designed with the environment in mind and to minimise the effects of the lighting on wildlife.
- An off-road option for pedestrians and cyclists to cross the SDR including a new unsegregated over bridge using **Monkey Island**. Improving this route will provide safe and inclusive access directly to and from the city centre.
- Improving the route in **Tredegar Park**, through the pedestrian subway to provide a link to the old golf course by the A48. The route will also use low level lighting. Within this route we have provided cycle storage and a cycle pump which will be the standard at all eligible routes.
- The [wheels for all](#) project, in collaboration with Newport Live, has been coupled with the active travel scheme and has enabled Tredegar Park to both provide excellent facilities for its disabled users whilst upgrading the public right of way. Newport Live have also been brought into the scheme to run the wheels for all facilities and went live on the 9 June 2021.
- improvements along Corporation Road to make the road safer for cyclists and pedestrians.
- Introducing [20mph Streets](#) across several residential streets to improve safety for all road users and pedestrians.



A project for improved bus passenger infrastructure (shelters) received partial funding in 2020/21 by the Welsh Government which enabled the installation of 40 new shelters up to March 2021). Further funding in 2021/22 will progress the installation of a further 60 stops this year. This includes solar powered shelters for lighting and real time information displays. Last year the council received £8.9m to build a new footbridge across the railway line that will replace the underpass making it safer for residents to walk between Devon Place and the city centre. This work will be completed in 2021/22.

Due to the lockdown restrictions in place in 2020/21, this had a significant impact in changing our habits and exploring the local areas in which we live. Across the city’s active travel routes there has been an increase in comparison to 2019/20 showing people being more active and supports the general increase with people walking, cycling more.

Active Travel Increase in comparison to 2019/20	
2020/21	Increase from 2019/20
Q1	94%
Q2	52%
Q3	17%
Q4	58%
Year	47%

The current active travel maps for the city have been in place for five years and in 2020/21 in collaboration with Welsh Government and Sustrans to updates were made to the [active travel maps](#) to shape the future of active travel across the city. Residents, business owners and community groups were asked where they would like to see the development of new walking and cycling routes as well as improving existing routes on the network. The consultation saw over 3,344 people contribute towards the survey. This feedback will be used in the final report that will be published in 2021/22.

In July 2020 working alongside the other Gwent local authorities and ABUHB, local [Test, Trace Protect Service was established](#). Through the redeployment of staff from Newport Live and other council staff it was possible to identify and contact people where Covid-19 had been transmitted in the community. This enabled rapid deployment of mobile testing units where community outbreaks were identified and contributed to breaking the transmission chain. The council, Newport Live and the TTP service have also supported the vaccination programme by establishing a mass vaccination centre at Newport Centre. The latest figures relating to Covid-19 cases and vaccination rollout can be accessed [here](#).

Public Protection teams have been supporting local businesses providing advice and guidance over 2,343 occasions and completing over 2,700 inspections. This has been instrumental in helping the city centre and other areas to safely reopen.

The team were still able to carry out some of their routine work as well as responding to the pandemic. They seized over £20,000 worth of counterfeit tobacco which was featured on BBC Wales [X-Ray programme](#). The regional intelligence team was instrumental in dealing with an international organised crime group supplying at least £200 million worth of unsafe and counterfeit electrical consumables. Newport Dogs Home was once again awarded the RSPCA Cymru Gold Award for its work with stray dogs during the pandemic. The registration and coroner’s service staff had to manage large numbers of death registrations and inquests during this period - coping with the emotional demands of dealing with the bereaved.

Despite the impacts of Covid-19 the team was able to progress more rapidly the use of data and technology which have been critical to the organisation and wider partnerships response to Covid-19. Work has been slowed in relation to some aspects of communications, transformation, human resources, civil contingencies and community cohesion with resources diverted to deal with the pandemic or Covid-19 restrictions which made it more difficult to implement change.

## Performance Analysis 2020/21

\*Note – Welsh Government introduced new Social Services Performance Framework. Where new performance measures were in place, targets were not set for 2020/21.

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18
Number of Active Travel Journeys	<b>280,145</b>	<b>260,000</b>	224,924	200,927	139,680
The number of children looked after children at 31st March.	<b>378</b>	<b>380</b>	382	372	325
PAM - Average Sickness days per Full Time Equivalent	<b>7.3 days</b>	<b>8.8 days</b>	9.5 days	10.1 days	10.1 days
New - The number of contacts received by Adult Services where advice and assistance was provided during the year	<b>1,718</b>	No Target	No Data	No Data	No Data
New - Number of new assessments completed for adults during the year	<b>1,538</b>	No Target	No Data	No Data	No Data
New – The active offer of Welsh was accepted	<b>0</b>	No Target	No Data	No Data	No Data
New – Number with a Care & Support package at 31 <sup>st</sup> March	<b>1,861</b>	No Target	No Data	No Data	No Data
New – Number with eligible needs for Care & Support maintained by Direct Payments at 31 <sup>st</sup> March	<b>93</b>	No Target	No Data	No Data	No Data
New – Total number of packages of reablement completed during the year.	<b>584</b>	No Target	No Data	No Data	No Data
New – Reablement, maintained the need for the same level of support	<b>95</b>	No Target	No Data	No Data	No Data
New – Reablement, mitigated the need for support	<b>409</b>	No Target	No Data	No Data	No Data
New – Reablement, Reduced package of care & support	<b>43</b>	No Target	No Data	No Data	No Data
New – The Number of adult protection enquiries completed within 7 days from the receipt of the reported alleged abuse.	<b>636</b>	No Target	No Data	No Data	No Data
New – The total number of reports of adults protection enquiries completed in the year.	<b>648</b>	No Target	No Data	No Data	No Data



Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18
New - The number of contacts for children received by statutory Social Services during the year.	<b>10,104</b>	No Target	No Data	No Data	No Data
New - The total number of children with a care and support plan at 31 <sup>st</sup> March.	<b>978</b>	No Target	No Data	No Data	No Data
New - The number of children becoming looked after during the year	<b>91</b>	No Target	No Data	No Data	No Data
New - The number where physical punishment by a parent or carer was the <b>only</b> factor. <i>Note: Measure delayed due to Covid-19</i>	<b>144</b>	No Target	No Data	No Data	No Data
New - The Active Offer of Welsh was accepted (During assessment)	<b>0</b>	No Target	No Data	No Data	No Data
New - The total number of children removed (de-registered) from the child protection register during the year	<b>148</b>	No Target	No Data	No Data	No Data
The total number of children registered on the child protection register in the last 12 months	<b>179</b>	No Target	No Data	No Data	No Data
New - The total number of reports of child exploitation received during the year	<b>62</b>	No Target	No Data	No Data	No Data
New - The Number of Children who Ceased being Looked After during the year	<b>92</b>	No Target	No Data	No Data	No Data
The total number of children looked after at 31 <sup>st</sup> March who have experienced three or more placements during the year	<b>26</b>	No Target	No Data	No Data	No Data
The total number of children who returned home during the year	<b>36</b>	No Target	No Data	No Data	No Data
New - The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year. Provided by Barnardos	<b>74</b>	No Target	No Data	No Data	No Data
New – Number of Foster Carers registered with the Local Authority (Inc Kinship, Supported Lodgings General and Respite)	<b>159</b>	No Target	No Data	No Data	No Data

New – Number of Childrens Residential Fostering Beds	<b>21</b>	No Target	No Data	No Data	No Data
New – Number of Children in care proceedings during the year	<b>44</b>	No Target	No Data	No Data	No Data

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18	Explanation
The total number of children on the child protection register at 31 <sup>st</sup> March.	<b>158</b>	<b>130</b>	128	105	124	Setting a target for the number of children on the register is always challenging. Over the past year the impact on families of the pandemic has inevitably brought stress and distress. Support to families has been extensive but nonetheless safeguarding issues have increased hence the rise in registration numbers.

## Key Deliverables in 2021/22

- Continue to assess the impact of Covid-19 on service provision and demand to enable full recovery
- Newport Active Travel Map
- Completion of Devon Place Footbridge
- Completion of Monkey Island active travel route
- Canal link path between Bettws and Malpas

# Well-being Objective 4

## Strategic Recovery Aim 4

Cities are built by the communities that live in them. They shape the way we connect with each other, adapt to change, create safe environments and ensure that the people who live there are focused on each other's well-being.

Newport Council and its partners, including Newport City Homes, Gwent Police, South Wales Fire and Rescue and other not-for-profit organisations are working together to provide these opportunities and address the challenges being faced by Newport's communities.

In Newport, we are proud of our place in Wales' history and it is important that we continue to grow the Welsh language and heritage. Newport is also a diverse city which has become home for many residents from across Europe and the rest of the world. Newport is one of 5 asylum dispersal areas in Wales, has a significant EU migrant population and continues to participate in a range of Home Office Refugee Resettlement schemes. It is important that the decisions we make as a council consider the needs of all of our communities, and that we continue to establish Newport as a city that welcomes everyone.

The Covid-19 pandemic and subsequent restrictions have highlighted many of the existing challenges that the city faces and exposed the social inequalities that we know affect many of our vulnerable or minority communities. But it has also showcased how communities, groups and individuals from all walks of life can work together to ensure that disadvantaged and vulnerable communities are supported when they need it most.

The Covid-19 pandemic and subsequent restrictions have highlighted many of the existing challenges that the city faces and exposed the social inequalities that we know affect many of our vulnerable or minority communities. But it has also showcased how communities, groups and individuals from all walks of life can work together to ensure that disadvantaged and vulnerable communities are supported when they need it most.

In 2020/21 the focus of the council's work was:



**A More Equal Wales**



**A Wales of Cohesive Communities**



**A Globally Responsible Wales**



**A Wales of Vibrant Culture and Thriving Welsh Language**

<b>Wellbeing objective four – To build cohesive and sustainable communities</b>		<b>Strategic recovery aim four – Supporting citizens post Covid-19</b>	
<b>Steps</b>		<b>Steps</b>	
1	Deliver a community cohesion programme that creates opportunities for communities to interact with one another.	Work together with our partners to reduce poverty, address homelessness and support our most vulnerable people as a priority	
2	Prevent offending and re-offending of young people.	Identify, develop and seek to sustain any positive developments emerging during the crisis	
3	Develop sustainable communities through the provision of good quality, accessible and affordable housing.	Developing opportunities for people to access suitable and affordable housing	
4	Prevent and tackle instances of antisocial behaviour impacting upon the residents and the business community including general poor behaviour, noise nuisance, fly tipping, illegal alcohol sales to children and doorstep crime.	Deliver a community cohesion programme that effectively responds to community tensions and creates a shared sense of identity across the city	
5	Work with key partners to tackle antisocial behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly, and use this area focussed model to inform potential future programmes in other areas of Newport.	Prevent and tackle instances of antisocial behaviour impacting upon the residents and the business community of Newport	
6	Work towards increasing the number of Welsh speakers and promote the Welsh language in all parts of life.	Re-establish community regeneration facilities and services where it is safe to do so for staff and service users	
7	Deliver a sustainable library service and varied cultural offer.	Develop opportunities for community involvement participation and engagement	
8	Work with key partners to promote the city's parks, open spaces and coastal path.		
9	Develop opportunities for community involvement, participation and engagement		



At the start of the year and as the lockdown restrictions came into place, priority was given to support those that were homeless and/or at risk of rough sleeping. Collaboratively with Gwent Police, the Probation Service, Aneurin Bevan University Health Board, Public Health Wales, The Wallich, Pobl, Eden Gate, the Olive Branch and the Salvation Army, the council was able to find temporary and safe accommodation for people. But, most importantly, they were able to offer a range of physical and mental health support with those experiencing complex needs and substance abuse.

The council does not have its own housing stock but has continued to work with registered social landlords - such as Newport City Homes, Melin, POBL, Link Cymru and others across the city to deliver a housing development programme that provides secure and affordable housing. This work has included accessing Social Housing Grant (SHG) funding and the Innovative Housing Programme from the Welsh Government in order to use modern methods of construction to meet housing needs.



### Case Study – Supporting homeless people in Newport

In the last year the council, Verified Rough Sleeper Team and Melin Homes supported a client that had been street homeless, sofa surfing and alcohol dependent for many years. The client could not see an end to their cycle and was known to local organisations occasionally looking for minimal assistance. During the year, the client took a big step in accepting Newport City Council's offer of temporary accommodation and support from the VRS team.

Throughout the year, the team worked with the client promoting a trusting, stable, competent and consistent engagement plan. Through this regular contact the client was able to break their previous cycle of sofa surfing and street homelessness. Supporting the clients physical and mental health needs, the client was able to build bridges with his brother and improve their relationship. In May 2021, Melin Homes helped the client to sign up to their own tenancy and support them to furnish their property. The support is continuing to be provided by the VRS support workers.

If you are or you know someone who is homeless, at risk of homelessness or need housing advice, please email [rehousing@newport.gov.uk](mailto:rehousing@newport.gov.uk) or telephone 01633 656656.

Collective steps are now being taken to build on this work and using Welsh Government funding, we are developing seven units of supported housing with MIND And eight units provided by Melin. A further four projects are being explored that will provide another 38 units in the future.

Many communities needed support to help vulnerable residents who were shielding or did not have access to public funds. Throughout the pandemic the neighbourhood hubs teams supported residents in need. The initial response by the hubs was focused upon helping the clinically extremely vulnerable who were affected by the shielding regulations - this involved over 5,000 phone calls to shielding residents and working in partnership with food banks across the city to deliver over 800 food parcels to isolated and vulnerable families. The hubs teams also co-ordinated the Welsh Government food parcel scheme.

Wherever possible the multi-disciplinary hub teams sought to maintain the delivery of services. Flying Start continued to deliver childcare provision and staff developed innovative digital sessions to support parents when face-to-face meetings have not been possible.

During the first lockdown, ten Flying Start settings were repurposed to provide childcare for 154 children of 109 keyworkers. During the summer holidays, this was extended to include schools and had six early years settings with 60 children, 4 older children settings with 192 children and 1 specialist site with 12 children.

The council also worked with Clybiau Plant Cymru and Newport Live to provide childcare for 110 vulnerable children. It also processed applications for Welsh Government coronavirus Childcare Assistance Scheme (CCAS) with 63 registered private providers supporting 735 keyworkers and 460 children. The families first teams attached to the hubs have continued to receive referrals through the SPACE panel and directly from partners including schools, helping vulnerable families to manage during the pandemic.

Libraries have operated a reduced physical service for much of the year, focusing upon delivery at larger libraries to meet Covid-19 regulations. Work was undertaken with the customer service team to set up an [online booking system](#) and a click and collect service. Investment was also made in e-books and e-audio, which resulted in issue figures doubling in the first six months of the year.

The Covid-19 restrictions made it very difficult for teams at both the council and its partners to undertake their normal diversionary and outreach work during the last year. Working closely with Gwent Police, South Wales Fire and Rescue, Newport Live and others, the council continued to respond to incidents and support communities as much as possible to reduce anti-social behaviour. Newport Live's positive futures programme - funded through the Police and Crime Commissioner and supported by Safer Newport - has been engaging with and supporting young people (aged 8-19). This included one to one youth support, targeted group work and diversionary activities.

A **Safety and Anti-social Behaviour data dashboard** was created through strong partnership work between Newport City Council, Gwent Police, South Wales Fire and Rescue, Natural Resources Wales and Fly Tipping Action Wales. One of its uses was to overlay fly tipping, arson, and crime data with greenspace to provide a better understanding, and collaboratively focus efforts and find solutions to make greenspace safe and accessible for all.

The information is provided to the council by all partners on a quarterly basis. Discussions on operational uses are ongoing, including overlaying it with new and improved active travel routes to see if increased active travel could help reduce some issues. A better understanding was achieved through a network workshop exploring crime and negative behaviours in green spaces - including fire setting, dog fouling, drug and alcohol use. This information is useful to inform implementing solutions.

The Welsh Language Standards provides the council with the impetus to continue to improve the delivery of bilingual public services to residents, businesses and visitors in Newport. The [annual Welsh Language report](#) provides a detailed overview of how the council is delivering against its Welsh Language Strategy.

At the start of the year, a Welsh language promotion officer was appointed to work closely with schools to develop material for home learning. Even during lockdown they continued to promote St David's Day and [Diwrnod Shwmae](#) to staff and sponsored and supported [Gwyl Newydd](#), the annual Welsh language festival, which was delivered via digital platforms. We have also commissioned a series of short videos about the culture and history of Welsh language in Newport which are due to be launched in Autumn 2021.

Access to Welsh Education is important for Newport and its residents. In 2020/21 the council commenced work in developing a 10-year Welsh Education Strategic Plan (WESP) which will be approved in 2021/22. In 2020/21 the council progressed in the development of a new Welsh-medium primary school in Caerleon which will be open from September 2021.

2021/22 will be the last year which the council will be delivering against the current Welsh language strategy. Over the next year, there will be work to involve and engage with residents, groups and other stakeholders across Newport to develop the new strategy which will cover the next five years starting in 2022.

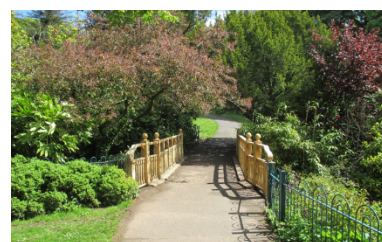
Working with partners Natural Resources Wales and Newport City Homes with funding from Aneurin Bevan University Health Board the east neighbourhood hub trialled a **home food growing initiative** in Ringland, providing kits of small plants, seeds, pots, compost, and a 'how to guide' to local residents. Learning will be used to explore expanding the initiative to other parts of Newport.

A wide range of partners, led by central neighbourhood **hub**, have transformed **Pill allotments** into a community space which will have seen several benefits including food growing.



The council was pleased to have the hard work of managers, staff and volunteers at their parks and green spaces rewarded with [Green Flag Awards](#) for Belle Vue Park (for the fourteenth consecutive year), Beechwood park (third consecutive year) and Gwent Crematorium (seventh consecutive year). With staff diverted to other essential services while the parks were closed, and the usual maintenance couldn't be carried out. achieving the award in 2020 was a real challenge and is a testament to the efforts of the teams involved.

The team pulled together, adjusted to the new normal and thanks to the hard work of the whole parks team we achieved the awards again bringing a great sense of pride and achievement within the team. The Grade 2 listed bridges within Belle Vue Park have been returned to their former glory after funding was secured to restore weathering and acts of vandalism. We have also refurbished the Tennis Courts and the MUGA has benefitted from an environmentally friendly refurbishment too.



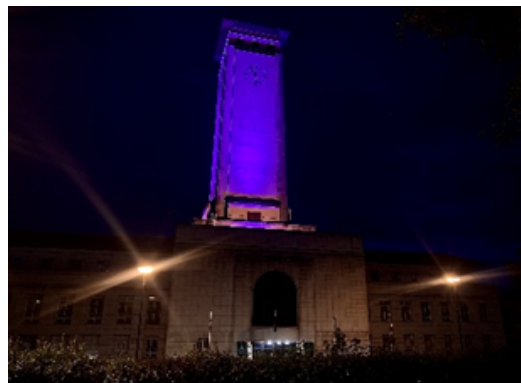


Next year we will be undertaking refurbishments to playground facilities in Somerton Park, Underwood, Allt-yr-Yn, Barrack Hill and Sorrell Drive as these are the areas of greatest concern. The Parks Team has awarded the work to local contractors to undertake in summer 2021. We haven't been able to offer our full services over the year because of the Covid-19 pandemic but we are hopeful for a return to full services in the coming year.

During the initial lockdown period, the council developed a comprehensive COVID-19 [Community Impact Assessment](#) which identified key areas of inequality for some of our most vulnerable and marginalised communities, compounded by the pandemic. Developing the assessment, available data at that point in time was used. It involved people through online forums to identify and understand the impacts that Covid-19 and the restrictions have had on their lives. This has allowed focus on reducing some of these inequalities as part of our Strategic Recovery Aims, as well as working with grassroots community groups to build resilience and strengthen local cohesion. Furthermore, the assessment was used to inform and identify avenues which the participatory budget funding could be directed towards in the City.

The council continued its commitment to addressing all forms of hate as it affected our communities. At the start of the pandemic, there was a significant rise in online hate speech directed at specific communities perceived to be contributing to the spread of the COVID-19 virus. To tackle this, the council provided training on hate crime to around 80 frontline staff and hosted a virtual event for professionals in partnership with Hope not Hate together with the Center for Countering Digital Hate, equipping people with the skills to counter online hate where they see it. During Hate Crime Awareness Week this year, the council also signed up to Victim Support's Hate Crime Charter which sets out the way that victims of hate crime should be treated and are currently developing a Hate Crime Policy to further embed these principles. We have also delivered hate crime training to a range of community groups, as well as our internal staff networks.

Much of our cohesion work this year has focussed on supporting our minority ethnic communities who have experienced significant impacts as a result of the pandemic. In July, we lit up the Civic centre in purple as a mark of solidarity with the BLM movement, and were proud to sign up to Race Council Cymru's Zero Tolerance to Racism policy for Wales.



Throughout 2020/21, the Council supported communities through the Community Cohesion team and Community Connectors to access the information in their home languages, providing information to Mosques, churches and online groups, developing e-bulletins and online communication channels to share important updates, and worked in partnership with ABUHB and Public Health Wales to respond to COVID-19 clusters which have emerged within some of our most vulnerable communities. The Council's Community Connectors supported 302 citizens with 1,030 outcomes and signposting groups to access funding sources to ensure long term sustainability for the communities.

**Czy jesteś obywatelem Unii Europejskiej, Europejskiego Obszaru Gospodarczego lub Szwajcarii i mieszkasz w Newport?**

Wielka Brytania (UK) opuściła Unię Europejską (UE) 31 stycznia 2020 roku i stała się państwem trzecim. Jeśli jesteś obywatelem UE, EHP lub Szwajcarii, musisz zgłosić się do Urzędu imigracji i granic (UKVI) do 30 czerwca 2021 r., aby móc pozostać w UK.

**Czas ucieka**

Złóż wniosek do programu osiedlenia EUSS, aby zachować swoje prawa w Wielkiej Brytanii. Później będziesz musiał wypełnić formularz i czekać na decyzję. Wyślemy Ci wiadomość, gdy będziesz musiał wypełnić formularz.

Użyj bezpłatnej, niezależnej pomocy, aby złóż wniosek - wyślij e-mail na [independent@newport.gov.uk](mailto:independent@newport.gov.uk) lub zadzwoń na infolinię. Wykorzystajmy z sieci specjalistów prawnych i tłumaczy, aby zapewnić Ci pomoc i wsparcie. Wyślemy Ci wiadomość, gdy będziesz musiał wypełnić formularz.

**Upewnij się, że nikt z Twoich europejskich przyjaciół, rodziny, kolegów i sąsiadów nie jest sam.**

**Chcemy, abyście zostali w Walii, gdzie zawsze będziecie mile widziani.**

**Ste občanom EU, EHP alebo švajčiarskeho štátu v Newport?**

Spojené kráľovstvo (UK) opustilo Európsku úniu (EU) 31. januára 2020. Je teraz "treťou stranou". Ak ste občanom EÚ, EHP alebo Švajčiarska, musíte sa do 30. júna 2021 prihlásiť na schému pre občanov EÚ (EUSS), aby ste mohli zostať v Spojenom kráľovstve. Pôjde o rozhodnutie o vašom statuse.

**Čas uteká**

Podajte o Pôsobnosti schému pre občanov EÚ, aby ste si mohli ponechať svoje práva v Spojenom kráľovstve. Pôjde o rozhodnutie o vašom statuse. Pôjde o rozhodnutie o vašom statuse.

Získajte bezplatnú, nezávislú pomoc pri žiadosti - zašlite e-mail na [independent@newport.gov.uk](mailto:independent@newport.gov.uk) alebo zavolať na infolinu. Vykoristíme z siete právnych špecialistov a charitatívnych organizácií, aby sme zabezpečili, že budú mať najlepší možný výsledok. Vyšleme vám informáciu o potrebných dokumentoch.

Uistite sa, že žiadny z vašich európskych priateľov, rodiny, kolegov a susedov nezostane sám. Vyšleme vám informáciu o potrebných dokumentoch.

**Chceme, aby ste zostali vo Waleis, kde budete vždy vítaní.**

**Are you an EU, EEA or Swiss citizen living in Newport?**

The United Kingdom (UK) left the European Union (EU) on 31 January 2020. It is now a "third country". If you are from the EU, EEA or Switzerland, you must apply to the EU Settlement Scheme (EUSS) by the 30 June to stay in the UK.

**Time is running out**

Apply to the EU Settlement Scheme so that you can keep your rights in the UK. You can apply online on the gov.uk website - search "apply EUSS".

Get free, independent support to apply - email [independent@newport.gov.uk](mailto:independent@newport.gov.uk) or call the helpline. We are working with a network of legal specialists and charities to make sure people can access help and advice. You can find out more about the support on offer by searching "EUSS Wales".

Make sure none of your European friends, family, colleagues and neighbours must be alone. We will send you information about the documents you need.

**We want you to stay in Wales, where you will always be welcome.**

As a result of Britain's exit from the European Union, EU nationals that had previously been relying on treaty rights that had guaranteed their right to work and live in the UK now needed to secure these rights by applying to the UK government's EU Settlement Scheme (EUSS). As of March 2021, nearly 8,000 applications had been made to the EUSS by Newport residents. Our teams have been able to work flexibly, setting up community informal groups and identifying key community contacts to both promote awareness of the EUSS and to monitor other Brexit-related tensions. Our EU Citizens Forum continued to meet virtually, bringing together community members and third sector services to effectively address issues affecting EU citizens in Newport. We also continued to co-ordinate a weekly partnership drop-in for EU citizens to access support and advice in a

safe space when restrictions allowed.



In response to the physical changes that were required to the city centre because of the pandemic, we established an Accessibility Stakeholder Group (ASG) to review and consider how projects relating to the use of the city centre and council services impact on accessibility. The group brings together several local stakeholders including members of the public and the third sector and has already shaped our approach to the reopening of the city centre following periods of national lockdown. The group contributes regularly to planning and project work and acts as a critical friend to a range of service areas within the council.

## Performance Analysis 2020/21

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18
Number of additional affordable housing units delivered per 10,000 households	<b>36.31 per 10,000 households</b>	19 units per 10,000 households	18.76 units per 10,000 households	Not Available	31.46 units per 10,000 households
Number of young people (11-19) supported (ACES)	<b>172</b>	<b>100</b>	333	88	No Data
Number of children (0-10) supported (ACES)	<b>758</b>	<b>200</b>	848	2,553	No Data
Number of families supported with interventions	<b>1,326</b>	<b>1,000</b>	313	794	No Data
Number of people approaching authority for housing advice and assistance	<b>1,778</b>	<b>1,800</b>	1,926	1,814	1,999
Number of Welsh Language complaints upheld by Welsh Language Commissioner	<b>0</b>	0	1	No Data	No Data

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18	Explanation
National - Number of additional dwellings created as a result of bringing empty properties back into use.	<b>0</b>	18	21	21	22	Due to the impact of the coronavirus pandemic, none of the projects to assist smaller developers in creating new housing units from empty properties were completed during the financial year.
Percentage of people seeking housing assistance who are determined as statutorily homeless	<b>21.6%</b>	<b>18%</b>	19.2%	30.3%	15.7%	An increase pressure on services and lack of suitable move on accommodation has resulted in an increase in households determined as statutory homeless.
Number of employees trained in Prevent PVE	<b>145</b>	<b>200</b>	81	208	N/A	COVID-19 has significantly impacted the capacity and capability to deliver Prevent training to employees. Awareness raising has continued through informal means and online delivery, and more regular training will resume in 2021/22

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18	Explanation
The percentage of households for whom homelessness was prevented	43.5%	52%	50%	56.9%	55.8%	<p>The Covid-19 pandemic placed restrictions on evictions, extended notice periods and reduced the options for rehousing households. Homelessness prevention cases have reduced by 40% for the full year.</p> <p>The council has been working pro-actively with partners to prevent homelessness where possible. However, the opportunities to 'prevent' homelessness have been reduced during the pandemic because fewer households approached the authority for preventative assistance. Welsh Government's embargo on evictions and the requirement for landlords to give longer notice periods to end tenancies are the main reasons for this. Households who may have faced eviction if this embargo was not in place have been able to remain in their tenancies for an extended period.</p>
Number of employees accessing Welsh language training.	48	75	38	48	141	COVID-19 has significantly impacted the capacity and capability to deliver Welsh language training to staff. This will be addressed through the rollout of mandated online training during 21/22
Percentage Quality Indicators (with targets) achieved by the library service	70.3%	80%	80%	80%	No Data	In response to the COVID-19 pandemic changes were made to the reporting profile for the 2019-20 Welsh Public Library Standards. These adjustments included the removal of Quality Indicator 5 User Training where we have performed well in recent years. The removal of this QI, which we have consistently met, led directly to the lower performance this year.
Average calendar days to deliver a Disabled Facilities Grant (DFG)	321 days	300 days	239 days	218 days	171 days	Performance was hampered as works did not recommence until June due to lockdown and introduction of safe working procedures. Increased number of referrals and complexity has created backlog which is currently being reviewed. Only urgent cases can be progressed as agreed with the Council's Gold team.
National - The percentage of empty private homes brought back into use during the year through direct action by the local authority	0.9%	1%	0.44%	0.41%	1.01%	The covid-19 pandemic restricted much of the activity around returning empty homes to use, both for the owners and council services, through travel restrictions, the suspension of housing market activity, closure of courts for enforcement, difficulty in employing contractors and health concerns.

## Key Deliverables in 2021/22

- Development of the Welsh Language Strategy 2022-27
- Endorsement of the Welsh Education Strategic Plan
- Refurbishment of play facilities at Somerton Park – Underwood – Allt Yr Yn – Barrack Hill – Sorrell Drive
- Work with our RSL partners to continue to deliver affordable housing through the SHG programme

# The Way we Work – Equalities and Workforce

In September 2020, Newport Council endorsed the authority's [Strategic Equality Plan \(SEP\)](#) including the enhanced governance arrangements that support the delivery of the SEP over the next four years.

The SEP has identified six Objectives focused on:

1. Leadership, Governance and Involvement
2. Customer Service
3. Representative Workforce
4. Community Cohesion
5. Learn Well
6. Independent Living

The last financial year has been one of significant progress and challenges for the wider equality's agenda within Newport City Council. The pandemic, death of George Floyd, and the global traction gained by the Black Lives Matter movement brought inequality and injustice into sharp focus over the course of the year. The council has worked hard to ensure it has used its statutory role within the city to promote equitable access to critical services and to promote community cohesion. This year, the Leader of the Council also established a regular roundtable meeting with Black, Asian and Minority Ethnic communities, to allow for honest and open conversations about issues at the heart of persisting racial inequalities.

Internally, during 2020/21, the council launched three staff networks, *In NCC* for our disabled staff or those with impairments / accessibility requirements; *Diversity Staff Network* for our Black Asian and Minority Ethnic staff; and *Pride Network* for our LGBTQ+ staff. Each of these groups play an important role to deliver initiatives that improve inclusivity in the workplace, support new and existing staff and celebrate staff successes both internally and externally in our communities.

The delivery of the Strategic Equality Plan is provided in a detailed report every year ([see link here](#)). Below is an overview of the achievements delivered by the Council in 2020/21 towards delivering its objectives in the Plan.

*Further detail to be provided here in final version of the report from SEP annual report.*

STRATEGIC  
EQUALITY PLAN  
2020-2024



## Workforce Wellbeing

The wellbeing and safety of the workforce has never been greater than in 2020/21 given the effects of the Covid-19 pandemic on the lives of individuals and their families. With such a diverse workforce that has been operating at the front-line collecting waste, providing care and assessments through to staff working from home and juggling work and home schooling, it has been important for staff to be able to access support, advice and guidance when needed.

A variety of tools are available to staff such as Care First, an online or telephone tool to access advice, information and counselling 24 hours a day and Zest, an interactive health management portal to manage and improve physical and mental health. The demands for support in wide reaching areas has increased in line with expected demand during the pandemic. The council contract with Newport-based occupational health provider was renewed and have maximised use of available appointments over the telephone - which has decreased waiting times because of over-running appointments.

The corporate health and safety team have triaged those most in need of occupational health support and those who may benefit from stress assessments conducted in-house by a health and safety business partner. In addition to supporting individual need the HR team has provided regular staff surveys on wellbeing with additional focus for those working from home throughout the crisis.

As a result of some of the feedback, additional training webinars have been sourced to help those working remotely feel connected and productive. The rollout has been popular, and the sessions are fully booked, reflecting the need from across all of our service areas. Additional funding from the training budget has been allocated to delivering an increased number of these webinars due to the take-up. The results from some of these surveys are also being used to inform the long-term future of operational working and have featured in reports to scrutiny and cabinet on what the new operating model could consist of once the Covid-19 pandemic is over.

The Strategic HR team have developed and implemented a workforce planning toolkit to heads of service and service managers. They have invested time in better understanding the workforce pressures, trends and demands in each area to assist heads of service in understanding their objectives around their future workforce need.

Combining key corporate workforce planning objectives from other strategies, for example, aspiring to have a workforce that is representative of our communities as set out in the Strategic Equality Plan, or growing a digitally enabled workforce - as detailed in the Digital Strategy – with the individual priorities identified by our heads of service means that the council's overall workforce plan is holistic in attempting to meet individual service need, but also meets wider strategic objectives that make Newport City Council an employer of choice. When complete, this strategic document will be approved by the Leader - as cabinet member portfolio holder for OD - and the HR business partner team will be working with service areas over the coming year to ensure progress is made against each workforce plan.

## New Ways of Working

Throughout 2020/21, council staff have maintained and delivered frontline services to residents in Newport. For the majority of staff working in social care, city services, schools, community outreach settings and many other frontline staff, as highlighted above, adaptations have been made to ensure social distancing and other covid measures were adhered to minimise the spread of the virus.

For office-based staff, and Elected Members a home based and hybrid approach to working has been adopted and has been in place throughout the year. From the beginning of the pandemic, significant proportion of staff had a laptop / mobile device that enabled them to work from home. Additional equipment has been provided to staff and Elected Members to ensure safe remote working. The benefits that have been shown from working from home and providing flexible approach to service delivery using technology has enabled staff to improve their work/life balance, reduced time commuting and the benefits such as reducing carbon emissions. But it is recognised that there are staff that require mental health support and prefer to have social contact working in an office environment.

Recognising this, in 2021/22 the council will be outlining its approach to developing a [New Normal](#) that will continue the benefits of remote working and have flexibility that will enable staff and Elected Members to adopt a hybrid approach to work and wellbeing, creating an environment that will enable collaborative / public spaces, enable Elected Members host hybrid council meetings, and utilise new technology to improve the delivery of services to the public.



## Key Deliverables in 2021/22

- Implement New Normal approaches across Newport City Council
- Implementation of the Socio-Economic Duty
- Embedding workforce planning
- Focus on employee wellbeing during and post pandemic
- Strategic review of recruitment and selection
- Strategic review of Health and Safety offer to the organisation

# The Way we Work – Corporate Governance

The council is required to produce an **annual governance statement** (*Link to final report to be provided*) which provides an overview on the effectiveness and efficiency of its corporate governance arrangements, internal control, and risk management processes. In 2020/21, the Local Government and Elections Act received Royal Assent and will bring significant changes to the way the local authorities are governed and improve the transparency of local democracy. Much of the changes have already been implemented in 2020/21 with council meetings broadcast online and the Welsh Government elections allowing 16 and 17-year-olds to vote.

From 2022/23 all local authorities will be required to produce an annual self-assessment of their governance and performance in delivering the Corporate Plan and services.

## The Council's External Regulators

The delivery of the council's core functions is subject to external regulatory review from Audit Wales, Care Inspectorate Wales (Social Services) and Estyn (Education). Each of these organisations provide assurances on the delivery of council services to ensure that we are discharging our duties, providing value for money to the taxpayer and ensuring the safeguarding of people in our care. The reports delivered by the three regulators in Newport can be viewed via the links below.

[Audit Wales](#)

[Care Inspectorate Wales](#)

[Estyn](#)

## Corporate Planning, Performance and Risk Management

The council's planning, performance and risk management framework has been in place for two years and work has been continuous to support the organisation to deliver the council's Corporate Plan and Strategic Recovery Aims. As part of the council's continuous improvement drive there has been ongoing engagement with councillors at audit committee, scrutiny and cabinet on the council's performance and management of risk.

This work is contributing towards the council's culture of making informed and evidence-based decisions. In the last year the council's corporate management team has also started to undertake deep dive reviews of corporate performance and risk. The benefits that these reviews have is to take a holistic approach to understand how services are being delivered and how working collaboratively the council can support and improve its performance.

2021/22 will be an important year as the council delivers its final year in the current Corporate Plan; but it is also developing the next Corporate Plan for 2022. The team will also be leading on developing the annual self-assessment integrating it into the new corporate governance arrangements and structure.

## Financial Planning

In response to the ongoing pandemic, the council will accordingly reset its medium-term financial plan in recognition of the impact and the council's strategic objectives as it starts to recover. This will require an understanding of what the 'new normal' will be and will require the council to review and prioritise the services it provides, its delivery models and the outcomes and how these need to change to meet new and emerging priorities.

This reset will include a thorough evaluation of its budget position through scrutiny reviews and business change proposals to determine achievability and alternative mitigating actions because of some priorities being delayed or reprioritised throughout the recovery phase. Any financial reset will be to the backdrop of a new economic reality and limits to what is affordable. Financial planning assumptions will, therefore, be more important than ever to support a fully informed medium term financial plan that ensures financial resilience.

This evaluation will determine service delivery, both through the annual review and medium-term financial plan. Throughout the budget setting process, the council consults with its stakeholders - such as Newport citizens, trade

unions, council members and Newport Fairness Commission to gauge their views and decide on where the funding is allocated.

## **Asset Management**

The council is responsible for the maintenance of many buildings across Newport including schools. In 2020/21 the council continued to make further progress in delivering its priorities in the strategic asset management plan. This included the development of the premises managers handbook to assist those responsible for the management of council assets in line with the corporate landlord policy. Working collaboratively with Newport Norse, one of the council's biggest challenges will be how buildings will be upgraded to support new ways of working across the estate and to adapt buildings to meet the council's climate change goal to be carbon neutral by 2030.

## **Procurement**

In 2020/21 the newly approved contract standing orders were rolled out across the council, which encouraged greater opportunities for local suppliers to be selected to bid for certain contracts, without wider competition where this could be used to support local economic growth. Later in the year the new strategic plan for procurement was approved by the council. This not only built on the support for local contracting but embedded the principles and required outcomes of the Wellbeing of Future Generations Act (Wales) into procurement planning and delivery. This, coupled with the drivers of carbon reduction, sustainability, collaboration, social value and ethical employment, provides a detailed plan of how procurement activity across the council can support these wider strategic aims.

2021/22 will see procurement adopting and rolling out the newly developed Welsh National TOMs which provide a framework and tool kit to embed social value considerations into our procurement activity - supporting the council's wider delivery of social value for our communities. Additionally, a greater focus will need to be adopted with regards to carbon reduction through our supply chains and supporting the wider council agenda to ensure we reduce our carbon footprint and drive towards the target of being a carbon neutral council.

# The Way we Work – Involvement and Engagement

For the services delivered by Newport City Council and highlighted throughout this annual report, it is vital that we involve communities, service users and businesses in the decisions that we make. It is also important that council services receive feedback from those who use them so that the council can improve its delivery and understand the experiences faced when accessing and using our services.

## Involvement and Engagement Activity

The last year has been particularly challenging for the council to actively engage and involve people in person on some of our key policy decisions. However, the last year has also brought about opportunities to engage and involve people using online surveys, workshops and focus groups. As highlighted earlier in the report, the council delivered the participatory budget initiative online - inviting people to the meeting to vote on the projects that they would like to see funding to deliver local projects in their area.

As part of the work to develop the community impact assessment the council in collaboration with Newport Fairness Commission, delivered five online engagement sessions to groups that were most affected by Covid-19 - including older people and carers, Black, Asian and Minority Ethnic communities; migrants, refugees and asylum seekers, LGBTQ+; children and young people; disabled people and carers and Welsh speakers.

The Newport Youth Council meets at least once a month to facilitate the representation of young people and their involvement in decision making. Young people have taken part in Senedd debates, Police and Crime Commissioner events and are represented on the One Newport PSB.

In addition to this work the council delivered, the following surveys were completed in 2020/21.

Date	Subject	Client	Source	Responses
June 2020	Resident's Shopping Survey	RIH	Online SNAP Survey	Ongoing (150 so far)
	Business Survey	RIH	Online SNAP Survey	Ongoing (14 so far)
	Kimberley and Fairoak Nursery proposal	Education	Online SNAP Survey	8
July 2020	School staff survey	Education	Online SNAP Survey	41
	Gaer Primary pupil survey	Education	Online SNAP Survey	16
August 2020	NCC Covid-19 response	People & Business Change	Involve Newport Citizens Panel	228
Sept 2020	Replacement LDP	RIH	Online SNAP Survey	14
	Bassaleg School proposal	Education	Online SNAP Survey	178
	Anti-Bullying survey	People & Business Change	Bus Wi-Fi Survey	1119
October 2020	NCC Covid-19 response	People & Business Change	Bus Wi-Fi Survey	1715
Dec 2020	Empty dwelling management order	RIH	Online SNAP Survey	Ongoing
	City centre leisure & learning consultation	Multiple Services	Online SNAP Survey	1022
Jan 2021	NCC budget survey 2021-22	People & Business Change and Finance	Online SNAP Survey	285
	NCC budget survey 2021-22	People & Business Change and Finance	Bus Wi-Fi Survey	314
	Finance systems	Finance	Online SNAP Survey	58

Date	Subject	Client	Source	Responses
Feb 2021	NYC – life skills in education	People & Business Change	Bus Wi-Fi Survey	311
Mar 2021	Pill PSPO 2021	Law & Regulation	Online SNAP Survey	162
	Market Arcade	RIH	Bus Wi-Fi Survey	Ongoing

## Compliments, Complaints, and Comments

Through the Public Services Ombudsman Act 2019 the council is required to report on the number of compliments, comments and complaints received in the previous year. **An annual report** is published separately by the council every year which provides an overview of all corporate and social services compliments, comments and complaints.

	2018/19	2019/20	2020/21
Stage 1 complaints	271	1,413	1,129
Stage 2 complaints	28	36	31
Complaints to Public Service Ombudsman Wales	38	38	31

In 2021/22, the team will be implementing a new policy which will require monitoring reports to be presented regularly to the council's audit and governance committee and cabinet.

# The Way we Work –

## Council Decisions and Achievements

Throughout the year Newport City Council and its cabinet make many decisions to improve people's lives. We also receive much recognition in the work that council services and staff deliver to communities. Below are some of the most notable decisions and achievements made in 2020/21.

	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020
Tudalen 62	The council distributed over £19 million to businesses in Covid support	Children of armed forces personnel are benefitting from a package of support to help with attainment and development being delivered through a dedicated education support officer.	Test, Trace, Protect begins in Newport following the establishment of the Gwent Contact Tracing service	New active travel route through the former brownfield site of Monkey Island in Lliswerry.	Safe and secure childcare for vulnerable children and children of key workers during the school summer holidays	First multi-agency inspection of its kind in Wales reports on child protection services in Wales highlighting many strengths in council services
		City begins to reopen services following the easing of lockdown restrictions including the establishment of an online booking system at the household waste recycling centre.	Local transport fund award for southeast Wales metro plus schemes including some in Newport.	Work restarts on the Heritage Lottery-funded Market Arcade restoration project	Mobile enforcement vehicle to be used as the next step to tackle illegal parking across the city now the council has responsibility for civil parking enforcement	
		Newport Council and Save the Children collaborate to deliver Early Learning Communities Programme in Bettws.		Community-owned solar energy rooftop project at Geraint Thomas National Velodrome of Wales. Part of NCCs plan to install 6,000 solar panels in 21 council buildings.	Fourteen Locks active travel route resurfaced	
					Refurbishment work at Newport Stadium receives £150,000 grant funding	

October 2020	November 2020	December 2020	January 2021	February 2021	March 2021
More than 80 new public litter bins are installed in locations across the city	The Council alongside 20 other public sector organisations sign the Healthy Travel Charter committing to support and encourage staff to travel to work in a sustainable way. A further 2 organisations have signed up since the launch in November.	Electric vehicle charging points – 18 dual fast and two rapid – have been installed in public car parks	Future of Newport Transporter Bridge secured with £8.75 million National Lottery Heritage grant. It will be used to repair and preserve the famous landmark and create a new visitor centre	Cabinet gives go-ahead for to develop the knowledge quarter including a new leisure centre and campus for Coleg Gwent.	Newport has the first electric refuse collection vehicle in Wales which will be used across the city particularly in areas like Caerleon where reducing emissions to improve air quality is a priority
Beechwood and Belle Vue Parks awarded Green Flag status, along with council-managed Gwent Crematorium, in recognition of high environmental standards and provision of a great green space		Work completed on active travel route in Coed Melyn	Participatory budgeting programme launched	Work starts on two new active travel routes in Tredegar Park and Monkey Island, Lliswerry	20mph speed limits being introduced in residential areas in six city wards
Newport City Dogs Home awarded gold at 2020 RSPCA Cymru Paw Print awards for its work with stray dogs					Further boost for Transporter Bridge project after £1.5 m by Welsh Government
					Work starts on new children's residential home – the third as part of Project Perthyn designed to bring local children and young people back to the city to receive higher standards of care and be closer to their families
					Welsh Government awards £7 million in funding towards the new leisure centre



# Have your Say

We welcome your views on this report, the council's plans for the future and how it did last year. We would also like to know how you; your family and your community have been affected by our work to improve the services that we deliver.

Ways to get in touch:

Newport City Council Website: [www.newport.gov.uk](http://www.newport.gov.uk)



Download the My Newport App to your Smartphone device.  
Available on Apple and Android devices.



Twitter - [@NewportCouncil](https://twitter.com/NewportCouncil)



Facebook – [www.facebook.com/NewportCityCouncil](https://www.facebook.com/NewportCityCouncil)



Email: [info@newportcouncil.gov.uk](mailto:info@newportcouncil.gov.uk)



Telephone – (01633) 656 656 between 8.00am and 6.00pm Monday to Friday



Text – NCC followed by your message to 60777

Minicom – (01633) 656 657



Write to –

Newport City Council  
Civic Centre  
Godfrey Road  
Newport  
NP20 4UR

# **Report of the Director of Social Services 2020/2021**



<b>Introduction</b>	<b>3</b>
<b>Summary of Performance 2020/21</b>	<b>5</b>
- End of Year Performance - Adult and Community Services	5
- End of Year Performance - Children & Young People Services	6
- End of year Performance - Youth Justice Service	9
<b>How Are People Shaping Our Services?</b>	<b>11</b>
- Consultation events in 2020/21	12
- CIW inspections of NCC registered services in 2020/21 - Adults	12
- CIW inspections of NCC registered services in 2020/21 – Children’s	12
- CIW Assurance Check Adults & Children’s 2021	13
- Overview of complaints 2020/21	14
- Service Improvements	16
- Overview of compliments	
<b>Promoting &amp; Improving the Well-being of Those We Help</b>	<b>16</b>
- <b>Quality Standard 1</b> – Working with people to define and co-produce personal well-being outcomes that people wish to achieve	16
- <b>Quality Standard 2</b> – Working with People & partners to protect and promote people’s physical and mental health and emotional well being	20
- <b>Quality Standard 3</b> – Safeguarding People from abuse, harm and neglect	27
- <b>Quality Standard 4</b> – Encouraging & Supporting People to learn develop and participate in society	31
- <b>Quality Standard 5</b> – Supporting people to safely develop and maintain healthy domestic, family and personal relationships	34
- <b>Quality Standard 6</b> – Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.	36
<b>How We Do What We Do</b>	<b>41</b>
- Our workforce and how we support their professional roles	41
- Financial Resources & How We Plan For The Future	43
- Partnership Working, Political and Corporate Leadership, Governance & Accountability	44
<b>Glossary of Terms</b>	<b>46</b>

## **Introduction**

2020/21 was a particularly demanding year characterised by the maintenance of quality and standards of service delivery in the midst of the Coronavirus Pandemic. In April 2020 we had no idea of how long the situation would last or of the impact it would have on services, citizens and staff.

This report will document how services responded and maintained and where we find ourselves at the end of a 12 month period characterised by some unique challenges that will inevitably lead to some permanent changes in the way we support citizens in the future.

The task of embedding the Social Services and Well-Being (Wales) Act 2014 continues to influence the provision of Early Intervention and Preventative services and in the ongoing work to manage demand. The well-being objectives tie closely to the Newport City Council (NCC) Corporate Plan, notably:

- To improve skills, educational outcomes and employment opportunities.
- To enable people to be healthy, independent & resilient.
- To build cohesive & sustainable communities.

In Childrens Services, efforts have continued to address the shortage of placement options with a new 4 bed residential home now in operation with 2 more services planned for 2021/22. The preventative work to minimise the number of children becoming Looked After continues to develop with new and innovative practices such as Baby & Me, Family Group Conferencing and Rapid Response.

Work in Adult and Community Services continues to focus on improving and developing integrated working between health and social care with the Intermediate Care Fund (ICF) and the Transformation Fund being key enablers. The collaborative work to minimise the number of delayed hospital discharges has continued with pathways including Reablement and Home First fully integrated into the new Grange Hospital that opened during this year

The Coronavirus Pandemic brought unprecedented challenge across the range of services and older persons residential homes were impacted early on as Newport experienced high numbers of cases before preventative measures were in place. Although I have referenced the way we responded to the Pandemic throughout the report I thought it would be helpful to summarise here some of the themes of the past year to establish the context.

In April, May and December of 2020 there was a spike in deaths of citizens known to us and people have been fearful of going into hospital and into long-term care. Our domiciliary care providers have worked with us and with GP's District Nurses and Community Psychiatric Nurses to keep people safe in the community and to ensure they have access to the right care

We have adopted new ways of working, as have our partners, utilising technology where possible. We have supported our providers, ensuring PPE is available and working collaboratively with colleagues in Environmental Health, Public Health Wales, ABUHB and Welsh Government to offer practical and financial support.

People receiving some services and their carers had to deal with the fact that their care had to be delivered in a different way e.g. support at home and in the community rather than attending a building. Social Workers continued to undertake urgent assessments and maintained contact with others to ensure appropriate arrangements were in place offering telephone support and arranging welfare visits when necessary. Volunteers did shopping, collected prescriptions and delivered food parcels.

We developed a new outreach service and successfully embedded our hospital discharge processes into the new Grange Hospital that opened in September 2020. The Hospital and Reablement teams have been present at hospital sites throughout.

Considerable and impressive effort was made to house 70 street homeless people in temporary accommodation and to ensure they have ongoing access to specialist substance misuse and mental health support.

In Children's services we have continued to work in partnership with Barnardo's to prevent children coming into care, to work with children with additional needs and to support young carers.

Referral rates for safeguarding have remained high throughout the Pandemic, increasing the pressure on statutory services due to the restrictions on other community based provision. The new Rapid Response service started in October 2020 and aims to help families de-escalate and manage their crisis to prevent children coming into care.

The number of Looked After Children has remained constant (378 at 31<sup>st</sup> March) which indicates the effectiveness of prevention given the high rates of referral. Family Group Conferencing, Baby & Me, Rapid Response and MyST are all proving effective tools in supporting families. We maintained family contact sessions using technology and continued with face-to-face engagement where necessary.

Despite the restrictions, we progressed 26 adoptions, approved 23 new foster households and opened a new 4 bed residential home.

The year end financial position mirrors the operational experience, the adult underspend reflects not only the loss of life as a result of Covid 19 but also the reluctance of citizens to access services. Lockdown and furlough meant that more informal networks were available. We also had access to a significant amount of additional Welsh Government funding the future of which is not yet confirmed.

The Children's services overspend is reflective of the increased pressure on services that was already high but further exacerbated by the Pandemic. The preventions services continue to mitigate rising costs.

Across adults and children's services, we are now experiencing higher than usual levels of complexity and increasing referral numbers. Social care services have not had sufficient time to recover and there are concerning signs of a staffing crisis. We expect ongoing budget constraints but at this stage, we are still in the midst of a crisis and uncertain about how the medium to long-term impact of the Coronavirus Pandemic will affect the community and how we deliver our services.

### **Summary of Performance 2020/21**

A new performance framework was planned for implementation during 2018/19 but it was delayed until April 2020. Unfortunately, the onset of the Coronavirus Pandemic in March 2020 led to a further delay until April 2021

NCC have developed the WCCIS system and new reporting and recording processes are now in place.

The data contained in this report represents the new performance framework but not all of the figures are for the full 12 month period. It is unavoidable that this year has been a period of transition but our systems are now complete and ready to go from April 2021 in accordance with Welsh Government timescales and the draft guidance that is yet to be finalised.

### **End of Year Performance Figures for Adult and Community Services**

**The new performance framework has changed the way we are required to measure the data so comparison with last year is problematic. This new set of metrics and recording processes coupled with the enforced working from home arrangements and the shift in demand as a result of the Pandemic means that it is sensible to treat this period as a baseline set of figures upon which to build future datasets to support evidence of future success, good practice and service pressures.**

For example, last year (2019/20) **the number of people receiving assessments was 4038**, an increase of 891 from 2018/19.

During 20/21 the figure is **1538** that appears to be considerably less but this is because the metric is now restricted to **'new' assessments**

Another example of this is the change in the way the provision of **advice and assistance** is measured. In 2019/20 the figure of **4,588** was recorded but in 20/21 this has **reduced to 1,718** as we have been required to remove the numbers where only information was provided. This must be considered in the context of the **5,597 contacts recorded in 20/21** that demonstrates an overall increased level of activity

Hospital discharge figures have not been provided as they are no longer a statutory reporting requirement. However, In Reach, Reablement and Home First continue to be effective integrated service approaches to manage the flow of patients through the hospital and ensure they return home with the right level of support to maximise and maintain independence.

**NB: No targets have yet been established, a full year of data is required to establish a benchmark for future performance**

Adults Measures	Figure 20/21	Results & Comments
Total No. of Adults Who Have Received Advice & Assistance	1718	5,597 contact in total that includes when information only was provided
No. of New Assessments Completed During the Year	1538	Only represents new people 1 <sup>st</sup> time assessments
Active Offer of Welsh Accepted	0	
No. with a Care & Support Package at 31st March 2021	1861	
No. with Eligible Needs for Care & Support Maintained by Direct Payments at 31st March	93	over 18's only
Total no. of Adult Protection Enquiries Completed in the Year	648	doesn't represent individuals - could be multiple enquiries for same person
No. of Adult Protection Enquiries Completed Within Timescales	636 Within 7 working days	98.1%
Total No. of Packages of Reablement Completed During the Year	584	
Outcome of Reablement - Reduced Package of Care & Support	43	7.4%



Outcome of Reablement - No. of Packages of Reablement That Maintained the Need For Support	95	16.3%
Outcome of Reablement – No further Package of Care & Support	409	70%
Increased package of support	37	6.3%

### **End of Year Performance Figures for Children and Young People's Services**

**The new performance framework has changed the way we are required to measure data so a comparison with last year is problematic. This new set of metrics and recording processes coupled with the enforced working from home arrangements and the shift in demand as a result of the Pandemic means that it is sensible to treat this period as a baseline set of figures upon which to build future datasets to support evidence of future success, good practice and service pressures**

Notwithstanding the above it must be noted that children's services has experienced significant additional demand during 2020/21

The continuing development of **additional residential placements** and the ongoing efforts to **recruit Foster Carers** will improve capacity and enable more children to remain within the City.

Preventions services including **Family Group Conferencing, Baby & Me** and the new **Rapid Response service** are enabling families to stay together and preventing new entrants to the care system.

**NB: No targets have yet been established, a full year of data is required to establish a benchmark for future performance**

<b>Children's Measures</b>	<b>Figure 20/21</b>	<b>Comments</b>
No. of referrals where advice and assistance was provided	5,424	10104 contacts in total that includes where information only was provided

No. Where Physical Punishment was the Only Factor	144	New law coming April 2022 about physical punishment by the parent or care – this is a new measure to start to gather data to measure the impact
Active Offer of Welsh Accepted During Assessment	0	
No. of Children With a Care & Support Plan (CASP) at 31 <sup>st</sup> March 2021	978	This figure includes children with a Special Guardianship Order (SGO) and includes children receiving finance only support
No. of Children who are LAC at 31 <sup>st</sup> March 2021	378	
No. of Children Becoming Looked After During the Year	91	
No. of Children Who Ceased Being Looked After During the Year	92	
No. of LAC Who have had 3 or More Placements	26	* Note this may change once we receive final notification from WG improved figure since 19/20
No. of LAC Returned Home During the Year	36	
No. of Children in Care Proceedings During the Year	44	
No. of Foster Carers Registered with the LA	159	
No. of Childrens Residential Beds as at 31 <sup>st</sup> March 2021	21	
Total Number of Children on Child Protection Register (CPR) as at 31 <sup>st</sup> March	158	
Total No. of Registrations on the CPR During the Year	179	

No. of Children Who Were Removed from the CPR	148	
No. of Reports of Child Exploitation Received During the Year	62	*Note this only covers the 6 month period 01 Oct 2020 to 31 March 2021
No. of Contacts by Young Carers or Professionals During the Year	74	<p>Provided by Barnardo's and relates to new contacts.</p> <p>50 received advice and assistance and progressed to a formal care plan</p> <p>At 31<sup>st</sup> March there were 84 on a formal care plan</p> <p>Reviews are conducted every 6 months</p>

### **Youth Justice Service**

By continuing to shape the service in line with the Welsh Government's **Youth Justice Blueprint for Wales**, we have seen a dramatic increase in our preventative cases, which is promoting positive outcomes for children.

We adopt a "**Child-first**" practice approach and continue to develop community partnerships to improve diversionary opportunities for children. We work with key agencies under an Anti-Social Behaviour umbrella to ensure there is a multi-agency approach to planning.

We have engaged a **Speech and Language Therapist** to aid communication and understanding and ensure each child has a plan that is individual to them.

We have just started a Restorative Justice Clinic that will provide specific restorative justice sessions for the child we are working with. These sessions will include victim empathy work

We are reviewing how we work with **victims** including providing various ways of communicating and using a "cooling-off period" to ensure they can access support at a later date if needed. We are developing a process to help us reach out to the victims of children who have been diverted away from criminal justice to ensure they are not forgotten and have the option to access a service

We have set up an **allocation pathway with the Safeguarding Hub** to ensure that those coming through the Children's Services front door can access the Youth Justice Service without delay.

We are working with the **Preventions Team**, to ensure that where possible, we work with the children and the parent/carers or siblings, so that each has their own personal support plan. This is designed to provide a family-based approach

to prevention support and to ensure any younger children can benefit from the service provided to the older children.

The Youth Justice Service Workers have been trained in **Trauma Informed Practice** which is used throughout assessment and case management.

We have monthly **psychology input** and use that for case formulation sessions where children with complex situations and adverse childhood experiences (ACE's) are considered in a multi-agency forum and a **case formulation document** completed. This document will travel with the child throughout their involvement with children's services and is available to explain their particular needs and vulnerabilities from a psychological perspective,

We continue to work closely with our **specialist services**; CAMHS, Speech and Language Therapy, Education, Probation, Police and Barod (Substance Use) These services are currently under review to ensure they are fit for purpose as the YJS goes through this period of transition. We have introduced monthly performance reporting for specialist service provision.

We have re-organised the structure and recording of **Risk Management Panels**. These have become an integral part of partnership working and are well attended by all key agencies, the outcome being that an accurate and multi-agency risk plan is completed.

Children's Measures	Target	Results & Comments (2020/21)
Number of young people sentenced to custody	25	<p>1 child was sentenced to Custody in November 2020. (0 in 2019/20)</p> <p>The YJS proposed a community order as an alternative to custody in the pre-sentence report</p> <p>5 other local authorities in Wales had more than one child sentenced to custody in 2020/21</p>
Number of first time entrants into the youth justice system	40	<p>37 (Within target but 12 more than last year)</p> <p>YJS identified that the outcomes from Bureau were often a Youth Caution or Conditional Caution resulting in the child becoming a first time entrant.</p> <p>YJS have reviewed processes to deliver more child focussed bureau outcomes and there was a reduction in first time entrants in the latter part of the year</p> <p>Additionally, 9 children were sentenced to a statutory court order because of the nature and seriousness of their offending.</p>

Young people out of court disposals re-offend within 12 months	30%	<p>30% (On target but an increase of 16%)</p> <p><b>NB: This figure is 12 months behind as reoffending rates are tracked over a 12 month period and covers 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020)</b></p> <p>Based on a cohort of 116 young people with 35 re-offending.</p> <p>The numbers of children re-offending have more than doubled.</p> <p>YJS have commissioned an audit to inform future practice.</p>
Young people statutory orders who re-offend within 12 months	50%	<p>27.5% (Strong and Improving performance)</p> <p><b>NB: This figure is 12 months behind as reoffending rates are tracked over a 12 month period and covers 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020)</b></p> <p>Based on a cohort of 29 young people with 8 re-offending.</p> <p>This improvement has been strongly influenced by the information provided to the bench on Trauma Informed Practice and engagement with the Court User Group whose support for diverting young people away from the criminal justice system is resulting in a decrease in the amount of court disposals</p>

### How Are People Shaping Our Services?

Newport City Council is committed to ensuring that people are able to have a say in how they receive support and how services will be developed and delivered in the future.

Some examples of how we do this are:

- Co-production in the assessment process to enable citizens to express their preferences around how support will be delivered.
- Contract monitoring processes where the views of citizens who receive services are sought and providers are contractually required to gather feedback and comments to inform service development.
- Citizen engagement/involvement in the commissioning process
- Complaints and compliments.
- Consultation events and citizen forums
- Provider Forums and engagement processes
- Feedback from inspections.

- Engagement with Care Inspectorate Wales (CIW).
- Active promotion of voice of the child

### **Consultation events in 2020/21**

These included:

- Carers Week – virtual event
- Annual public budget consultation process in December 2020.
- Regular feedback obtained from children and adults living in NCC residential homes at house meetings.
- The Cabinet Member for Social Services is very active at community level

**Welsh Government agreed that Local Authorities were not required to undertake a citizens survey during 2020/21. The statutory reporting requirement is currently under review.**

### **Adult – Residential & Reablement Services**

Due to Covid the Care Inspectorate Wales inspections did not take place as planned. However, 3 monthly visits by the Responsible Individual (RI) were completed.

Common themes identified for improvement by the RI across the residential care homes at Blaen-y-Pant, Spring Gardens and Parklands were as follows:

- Ensure staff receive mandatory training within specified timescales
- Ensure vehicles have sufficient fuel, and journey logs are completed
- Ensure staff are regularly tested for Covid
- Ensure regular supervisions are completed
- Ensure photographs are placed on Mars charts of residents

Reablement were required to provide better information to citizens about what the service could achieve and to prepare them properly for the fact that it is a time limited programme

### **Children's Residential Services**

Common themes identified by the RI across Forest Lodge, Rosedale, Oaklands, Rose Cottage and Brynglas Bungalow were as follows:

- Improve Health and Safety risk assessments
- Improve information provided at shift handover
- Ensure staff are up to date with mandatory training
- Progress outstanding environmental improvements i.e garden/decoration

### **Care Inspectorate Wales Inspections 2020/21**

#### **Brynglas Bungalow unannounced visit - 27<sup>th</sup> October 2020**



- *There is a full staff team but there were high levels of staff absences.*
- *Staff were positive and their comments indicated that they are motivated and committed to the young people and their roles.*
- *Robust referral and admission arrangements are in place with systems in place to ensure only children whose needs can be met live at the home.*
- *Systems for engaging children in seeking their views about the day to day life at the home and their personal goals and outcomes are in place.*
- *The group of young people are well established with feedback from young people, staff and a social worker describing each of the young people making good progress.*
- *Young people are generally satisfied with living at the home*

### **Cambridge House unannounced inspection – 30<sup>th</sup> November 2020**

- *The home is a large detached property and not well suited for such use and although changes have been made in order to meet the needs of the placement the premises are in poor condition.*

**Cambridge House closed in May 2021 as the Council develops new residential services that meet the needs of children and young people. Rose Cottage and Rosedale already provide an additional 8 beds over 2 sites and Windmill Farm is scheduled to open in 21/22**

### **Care Inspectorate Wales (CIW) Assurance Check Newport City Council - May 2021**

**NB Whilst this inspection took place outside of the 2020/21 reporting timeframe the focus of the check was very much on our service delivery during the Pandemic. As the findings are available at the time of writing they have been included to add further depth and context to the period of time covered by this report.**

To determine:

- *How well is the local authority discharging its statutory functions to keep people who need care and support and carers who need support, safe and promote their well-being during the pandemic.*
- *What is the Local Authority doing to prevent the need for children to come into care and are children returning home to their families quickly enough where safe to do so*

***"We considered the safety and well-being of people who use or may need to use services, the safety of services they access and the safety and well-being of people who work in services"***

The findings identified culture of improvement and mutual support and a recognition of positive leadership. It was noted that staff morale was generally good.

***"Partnerships were in the main working well at all levels and delivering an integrated sustainable approach to meeting need and promoting well-being"***

Innovative responses to the Pandemic were noted in adult services and also that there was evidence that carers had been identified as requiring additional support and that efforts had been made to ensure that information and advice was available.

***"Mostly evident at an individual level, we found support was underpinned by a relationship of openness and honesty about the options available for people who need care and support and carers who need support"***

In Children's Services the preventative interventions such as the Rapid Response service, Family Group Conferencing MyST and Baby & Me were identified as being effective at preventing needs escalating and it was noted that parents and carers were positive about the support they received.

***"many staff were exhausted with complex case work and high volume evident. Children's services were experiencing unprecedented demand and increase in referrals. In adult services we found services working under significant pressure"***

### **Areas for improvement - Overview**

- Supervision – need to improve recording to evidence shared thinking and rationale in decision making
- Timeliness needs to be improved in supporting the well-being of the workforce to manage demand and for those waiting for assessments and care and support
- It was acknowledged that the Pandemic had restricted the ability of preventative services to operate thereby creating additional demand.
- Inter-agency responses could be improved with better understanding

A full copy of the report can be found at:

<https://careinspectorate.wales/our-reports/local-authority-inspection-and-review-reports>

### **Overview of complaints 2020/21**

A Stage 1 complaint is for local resolution within 10 working days.

Following Stage 1, if the complainant remains dissatisfied they can request to proceed to Stage 2. This involves a formal investigation conducted by an independent investigator and if a child or vulnerable adult and Independent Person is also appointed, at a cost to the Local Authority.

Following Stage 2, if the complainant remains dissatisfied they are advised to proceed to the Public Services Ombudsman for Wales (PSOW)

During 2020/21, the Complaints Service received **130** Social Services complaints, **11 less than last year**

Adults' Services –

- **52** total complaints received
- **26** were **not progressed** to a complaint
- **22** were **resolved** at stage 1
- **2** were **discontinued** (This is where a resolution has not been mutually met but the complaint does not progress to a stage 2)
- **2** proceeded to **stage 2**
- Stage 2 outcome – **part upheld** and **not upheld**
- 

Children's Services –

- **78** complaints
- **50** were **not progressed** to a complaint
- **20** were **resolved** at stage 1
- **6** were discontinued (This is where a resolution has not been mutually met but the complaint does not progress to a stage 2)
- **2** proceeded to **stage 2**
- Stage 2 outcome – **part upheld** and **upheld**

The decrease in the number of stage 2 complaints has been noted again for this financial year with a total of 4 stage 2 complaints. This continues is a result of the number of complaints being resolved at stage 1.

4 complaints (2 Children Services and 2 Adults Services) were assessed by the Public Services Ombudsman for Wales (PSOW). The outcome of each were as follows:

1 Adults complaint - premature and referred back to the Council to complete their complaints procedure

1 Adults complaint- early settlement, progress complaint to a stage 2

1 Childrens complaints - refused as a matter for the courts

1 Childrens complaint- investigation completed by the Ombudsman – resulting in financial redress and actions to be taken forward

### **Recommendations for service improvement as a consequence of complaints management.**

- Improvements to information provided to customers on viability assessments
- Improvements to information sharing and communication to families of children in their guardianship
- Improvements to recording and transition practices within Children's residential settings

### **Overview of compliments 2020/21**

Adults' Services

**15** - **2 more than last year**

[Occupational Therapy Team](#)

Tudalen 79

*"Everything I wanted and needed you got for him without hesitation and that made his daily life a lot easier and that meant the world to me. I can't thank you enough"*

Children's Services      **4**      -      **4 more than last year**

Children's Team

*"I just wanted to personally thank you for being so supportive and understanding. I'm hopeful with the help you've put in place, and support from everyone at the meeting today we'll get there."*

**Promoting & Improving the Well-being of Those We Help**

**Quality Standard 1 – Working with people to define and co-produce personal well-being outcomes that people wish to achieve**

In order to respond appropriately to the wide range of adult enquiries, our First Contact Service is a multi-disciplinary team with co-located specialist officers who offer on-the-spot information, advice and assistance to citizens in the following areas:

- Safeguarding;
- Occupational Therapy;
- Housing advice (funded by Housing Support Grant)
- Sensory impairment;
- Independent living – Direct Payments;
- Financial advice.
- Community Connectors

There are plans to extend the services available within First Contact to strengthen the preventative focus of IAA by ensuring citizens get the right advice and support at the earliest opportunity. Physiotherapy, Falls and Reablement is scheduled to join the First Contact team.

In 2020/21 **1538 citizens received advice and assistance** from the First Contact Team (this figure does not include those who only received information)

IAA has been successfully extended to the hospital environment and is an integral part of the following 2 components of hospital discharge that contributes to effective patient flow:

- **In Reach** - Targeted engagement with patients and families whilst still on the ward ensures safe discharge arrangements are co-produced to maximise independence.
- **Home First** - The offer of IAA is a critical feature of this regional service, hosted by Newport City Council. It offers IAA to patients within the hospital with the aim of preventing admission.

Where the First Contact Team are unable to meet the needs of adults through the provision of **Information, Advice and Assistance (IAA)** via a proportionate assessment, an integrated assessment is offered that further explores the person's eligible needs and works with the individual on how best to meet them.

***"In adult services, proportionate assessments were undertaken in a timely manner. Although variable, people's voices were mostly heard, their choices respected and people achieve self-identified outcomes"***

***(CIW Assurance Report May 2021)***

Every young person who is involved in the child protection process or who are Looked After has the opportunity to speak with an advocate.

**The National Youth Advocacy Service (NYAS)** provides a regional advocacy service. Every Newport child who is involved in the child protection process or who is Looked After has access to the **statutory active offer** and has the opportunity to speak to an advocate to ensure their voice is heard.

- **139 active offers of advocacy were made in 2020/21**

**Dewis** is commissioned to provide an independent advocacy service to adults. In 2020/21 they supported **135 adults** with a range of issues by adopting new ways of working, blending virtual contact with face to face based on individual risk assessments.

Dewis advocates supported the consultation process in relation to the closure of Brynglas Day Centre and also ensured that the views and wishes of residents and their families were independently represented during 2 care home closure processes that occurred during the year.

This was a challenging time both in terms of the stress of upheaval for the residents and for the multi agency team who had to manage the transfer of clinically vulnerable people in the midst of a Pandemic. All were successfully moved and are now settled in their new homes.

During 20/21 Newport Childrens Services and Barnardos undertook a **Review of families and professional agencies experiences of Child Protection Case Conferences** as part of a commitment to hear the voice of the child and family in child protection processes

- We spoke to **12 family members** and **30 agencies**

- Responses were used to shape the redesign of CP processes and a greater focus on parental collaboration and ensuring the children understand what has been agreed is now at the forefront.
- This work is due to continue in 21/22

**The Community Connector team** offers support to citizens who may be socially isolated to help them gain independence and improve their well-being.

- Newport's team of **six Connectors** provided a service to a total number of **2,136 citizens** during 2020/21 with information, telephone advice and 1:1 support
- **4,427** outcomes were recorded at closure thereby highlighting the complexity of enquiries that resulted in multiple solutions.
- This year saw an increase in those requesting a support service and volunteer shopping due to shielding, isolating or ill-health. Food bank support continued to rise highlighting those in food poverty.
- There was a decline in those asking for social activities and skills or training but a rise in those seeking information and support regarding their health, mental wellbeing and financial assistance.
- The Connectors offer specialist support to BAME communities including work with asylum seekers, refugees and migrants to enable access to social activities, volunteering and learning and employment opportunities.
- **302 BAME citizens were supported during 2020/21** this represents a reduction as engagement is usually centered around community events that did not take place this year
- Information about Covid Support Grants were shared with community groups

The Community Connectors and our Third Sector partners continue to update the **DEWIS** database that contains local and national information. Newport has **509** live resources on the site, a decrease of 20 from last year but still high when viewed in the context of many services and groups being unable to operate throughout the year

There has been an increase in database use during 2020/21 that indicates continued trust in DEWIS as a reliable source of community information

- **Average of 7,144 views per month compared to 4,904 in 2019/20**

**Occupational Therapists (OT)** provide assessments to support people to remain physically independent within the home environment. An OT is based within our First Contact team to ensure appropriate advice is available for citizens at the earliest opportunity.



Over **200** urgent visits were carried out by the OT's during the Pandemic. Citizens on the non-urgent waiting list were contacted and offered advice and assistance to help with daily activities during lockdown

The OT team currently co-ordinate the telecare service that was established in 2019/20 in partnership with Monmouthshire and Caerphilly Local Authorities.

**At 31<sup>st</sup> March 2020 87 Newport citizens were using telecare equipment to help them remain independent at home**

**Ask SARA** - an easy to use online self-help guide providing information about equipment for independent living. The site provides an overview of what is available and how to obtain it and is available throughout Gwent.

## **CARERS**

**The Newport Carers Network** has **540 members** and offers information, advice and support for Newport citizens in a way that suits their individual requirements.

Newsletters and updates are distributed via post and email and available on the NCC website.

### **The Newport Carers Offer – launched in 2020**

Information around what is available to anyone in a caring role living in Newport – all this information is available on the NCC website and is regularly publicised via established communication channels.

- **132** adult carer's assessments were undertaken in 2020/21
- **689** carers received information, advice and assistance from the Connector team.
- **2,241** people accessed digital support information from the Carers Support Webpage and My Newport Online Portal (**1,330 in 2019/20**)

***"We found recognition of the need to support carers during the Pandemic. Information and advice was given to carers and service provided to support their needs"***

***(CIW Assurance Check May 2021)***

The Pandemic presented particular challenges for carers who were not only unable to access their normal support networks such as the established Carers Café, but community based services for the cared for were also unavailable thereby placing additional strain on informal arrangements. NCC recognised this and took the following steps:



- **A revised edition of the Newport City Council Carers Handbook was provided to every known adult carer with an outline of the Newport Carers Offer**
- **Information was shared on social media**
- **A new online request form was added to My Newport Council page in February 2021.**

#### **Carers Week 8 - 12 June 2020**

- **Information campaign launched with support of Public Relations colleagues**
- **Daily emails for network members and social media posts to reach a wider audience**

*"Well done for all your efforts for Carers Week. I think it was really positive. Thank you for all the info, links and resources in the daily emails "*

*"It was helpful to see the post online and to find out that there is so much information and support out there"*

#### **Priorities for 2021/22**

- To further develop the **First Contact** team into an **Information Advice and Assistance (IAA) hub** consisting of co-located Social Care, Health and partner organisations
- **Carers** - to engage and support more adult unpaid carers
- **Telecare** - to continue to expand and improve the service
- To continue to proactively **manage demand and reduce waiting times** as the community starts to recover from the Pandemic
- To **improve digital access** to the information and advice service by developing the website
- To launch an **NCC Young Carers offer** in partnership with Barnardo's
- To develop a **single entry point for adult safeguarding** issues

#### **Quality Standard 2 – Working with people & partners to protect and promote people's physical and mental health and emotional well-being**

Covid has had a significant impact upon our foster carers and residential homes. It has caused issues in placing children with new carers due to the risks of spreading the infection and the young people in our care have experienced isolation from friends, a reduction in family time and less time in education.

The staff have had to cope with homes going into isolation, PPE and children frustrated at being unable to leave. This was overcome by finding new

entertainment and staff organised activities such as baking competitions and karaoke evenings.

A key priority since 2018/19 has been to open new residential services for children in Newport to reduce the number of out of county placements and keep children close to their family and community networks. The Pandemic has caused delays but the current position is as follows:

- **Rose Cottage**, a 4-bedroom residential home opened in January 2019
- **Rosedale**, a 4 bed property opened in January 2021
- **Windmill Cottage** a 4 bed property, joint project with health to support crisis placements on a regional basis is due to open in March 2022

Newport are active partners in the Gwent-wide Children and Families Strategic Partnership and has a positive working relationship South East Wales Regional Adoption Collaborative.

- In 2020/21 permanent and stable futures were secured for **26 children through adoption**. (6 more than last year)

Newport has more children placed with in house foster carers than with foster placements purchased from independent Fostering Agencies and this is an ongoing trend. Fostering offers a family environment and is often preferable to a residential placement. In house provision also means that children can remain close to their networks and NCC are committed to recruiting more foster carers who are based within the local authority area and to offer specialist support to prevent placement breakdown.

- At year end there were **378 Looked After Children in** Newport
- **256** are in fostering arrangements
- **207** are in NCC fostering arrangements
- **159** foster carers were registered with NCC at year end
- **75%** of the independent foster agency (IFA's) carers used by NCC are out of county placements
- **23** new NCC fostering households were approved during 2020/21

**NCC Corporate Plan 2017-2022:**

"We will reduce out of county children's social care placements by 25%."

- **MyST** was launched in 2020/21 (My Support Team). This multi agency approach to the provision of a therapeutic service for children with complex needs will better support foster carers and prevent placement breakdown. The central purpose of MyST is to improve the psychological wellbeing of

children/young people, their relationships with birth family members, their attachments with safe adults, reduce placement disruptions and particularly the risk of out-of-county placement for young people with emotional and behavioral difficulties.

- **When I Am Ready** – a scheme to enable care leavers to stay with their foster carers post 18 and up to the age of 25 – this is now available to looked after children in Newport and will continue to be monitored.
- During 2020/21 Barnardo's **Family Support Service (FSS)** provided support to **580 children (a reduction of 17% from last year)**
- **94%** of FFS cases closed during the year did not escalate or reduced the initial risk status

**NB: the number of referrals reduced at the height of the Pandemic**

It has been a challenge during lockdown to provide support to families using virtual platforms and only conducting visits in the most urgent of cases. Feedback has been positive but a clear preference for face-to-face sessions has been expressed and they have increased as restrictions have eased.

**The Rapid Response Team** is a new early intervention service offered to families in crisis as a result of a referral to the safeguarding hub.

The service commenced in October 2020 and is funded by the **Intermediate Care Fund (ICF)** with 3 workers employed by **Barnardo's** who work closely with the Social Worker using a range of trauma informed approaches. Support is offered for **6 weeks** and the intention is to de escalate risk and **keep families together.**

During the first quarter the team worked with 12 families

- **4** children returned home
- **4** children remained with their family

**The Disabled Children's Team** has been working in collaboration with adult services, commissioning and the education department to:

- Develop 2 transition supported living services & 1 residential service
- Develop a new outreach and day service provision for young people with complex behaviours
- Develop alternative post 16 education options for young people with special educational needs
- Continue to deliver sessional support for children and their cares

**The Young Carers' Service** is delivered by **Barnardo's** to ensure young people who care for family members have an opportunity to engage with their peers, achieve their personal development goals and get appropriate respite from their role as primary carer.

- Barnardo's offer **time out activities for young carers aged 8 - 25** who often face social isolation and low self esteem.
- During the Pandemic the service diversified to offer virtual groups and activities as well as phone calls and video chats with young carers
- **422** young carers were supported in 2020/21 ( 73 new referrals and an increase of 123 since 2019/20)
- **Young Carers ID Card** was launched in Newport to provide young carers with the opportunity and confidence to highlight their caring role to teachers, medical professionals and retailers.
- **Newport Young Carers** ran a virtual awareness raising campaign and held a poster competition **Carers Week**

## Hospital Discharge & Community Based Services

Throughout the Pandemic services have maintained a full presence on the hospital wards and in the community, often working with people who are Covid positive.

**Reablement** operates as a fully integrated health and social care service to support hospital discharge in St Woolos, the Royal Gwent and the Grange

It is a short term focussed support package where people are encouraged and supported to do as much as they can for themselves, which has a positive impact on their physical and mental wellbeing.

During 20/21 at the end of the Reablement programme **70% of people required no ongoing support** (409 out of a total of 584)

**The Dementia Reablement Service.** A regionally funded project that began in October 2020

The Service will provide planned, time limited and goal orientated approaches that support people with memory problems or with dementia to maintain their daily living skills and remain independent for as long as possible.

- **Dementia Reablement Service supported 94 people** between October 2020 and March 2021
- **11 people reduced their package of care** at the end of the programme
- **36 people remained independent** at the end of the programme
- **82 people required no change** to their support at the end of the programme

During the Pandemic people were reluctant to go into hospital due to the risk of becoming infected with the virus. In order to respond to the increased number of community based referrals the Reablement staff worked in partnership with GP's District Nurses and Social Workers to keep people safe at home.

**Dementia Service Development** – the specialist Reablement service is part of a suite of interventions that will offer citizens options to remain in the community for as long as possible.

- **Spring Gardens** offers daily respite for people with dementia and this also supports the carer to have a break.
- **Outreach Service** newly established as a result of the closure of Brynglas Day Centre that offers flexible support to carers both in the home and in the community

**Home First** - Newport City Council host this regional service. The Grange University Hospital opened in December 2020 and Home First is fully operational on that sit in addition to the Royal Gwent and Neville Hall Hospitals. It involves the offer of information, advice and assistance (IAA) through a proportionate assessment for patients within pre-admission wards, regardless of where they live in Gwent.

- **Home First** received **840 referrals** between 01/10/2020 and 31/03/21
- Home First **safely discharged 475 (60%)** people between 01/10/20 and 31/03/21

**NB Home First stats were not formally recorded at the beginning of the year due to the Pandemic and the re-alignment of services to support the regional Covid 19 requirements for hospital discharge**

**Domiciliary Care.** Newport City Council commissions services from approximately 30 independent providers. Despite a relatively stable market, recruitment of staff has been an ongoing problem across the region.

NCC Commissioners negotiate annual fees with providers that reflect the true cost of care to support the retention of a skilled and committed social care workforce but the Pandemic has exacerbated the staffing shortage and the post lockdown increase in the number and complexity of referrals means that care is having to be prioritised in a way that hasn't previously been necessary.

**Staff shortages are affecting all social care services with recruitment processes often failing to identify any suitable candidates. This is a national problem that will require ongoing local, regional and national oversight to manage the risks and find sustainable solutions.**

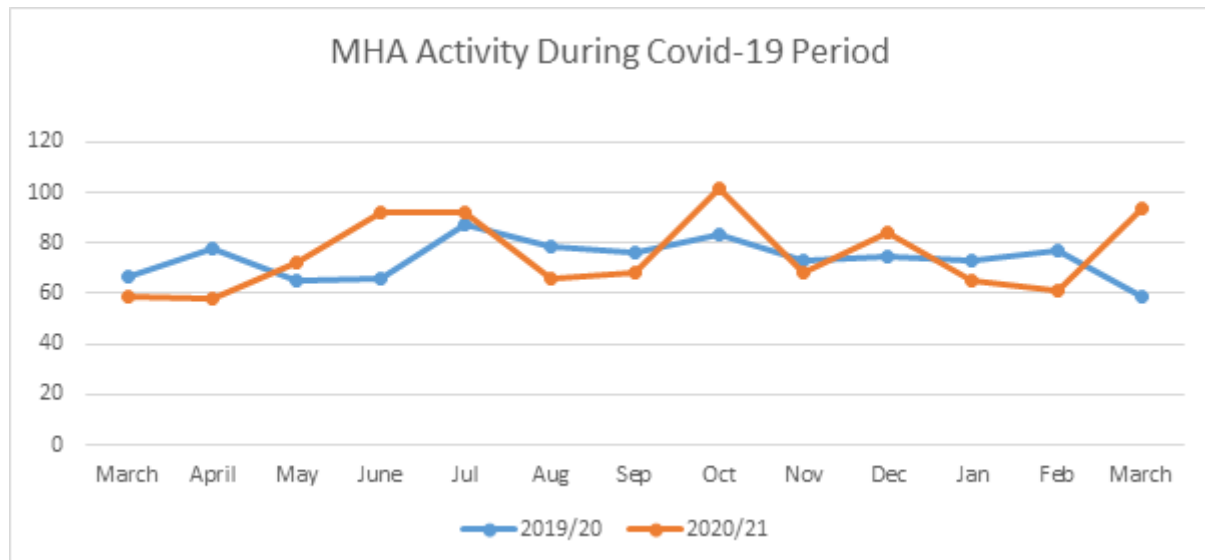
Providers worked tirelessly throughout the lockdowns with carers going into homes that are unregulated environments often knowing that individuals were Covid 19 positive. The number of cases among community based staff remained relatively low as infection control procedures were implemented.

The impact of the Coronavirus Pandemic on services will continue to be monitored throughout 2021.

**Mental Health.** There is increasing pressure on mental health services and the Coronavirus Pandemic has created further immediate demand with an expectation that resources will continue to be challenged

The Pandemic has further highlighted increases in mental ill health and there has been an acknowledgement nationally that citizens and services are under pressure. Newport experienced 30% more referrals than usual during the period and this was replicated across Gwent.

The graph below shows a data comparison of completed assessments for the Gwent area between 20/21 and 19/20



**Deprivation of Liberty Safeguards (DoLS)** - the procedure prescribed in law when it is necessary to deprive a person of their liberty who lacks capacity to consent to the care that is required to keep them safe.

It requires Social Services to undertake a mental capacity and best interest assessment for each person where this applies

- 423 full DoLS assessments were undertaken in 2020/21

Due to Covid restrictions, the majority were completed via video conferences but the more complex cases were completed face to face using the appropriate PPE.

***"We saw examples of best interest and mental capacity assessments with clear decision making; we also found capacity assessment reviewed over time to consider fluctuating capacity and changing circumstances"***

***(CIW Assurance Report May 2021)***

A new model for authorising the Deprivation of Liberty for those receiving care was due to come into effect in 2020 but this has now been delayed until March 2022 – **Liberty Protection Safeguards (LPS)** are included in the Mental Capacity (Amendment) Act 2019 and will place additional responsibilities onto Local Authorities. A **key priority** for NCC is to ensure full implementation of the new **Code of Practice**

NCC commissions a service from **Mind** that offers support to prevent a deterioration in mental health. The service offers practical advice and signposting to other agencies and self management courses to help with stress and anxiety.

During the lockdown Mind have undertaken active monitoring with their service users. Groups have continued to run via Zoom and activity packs and food parcels have been delivered.

**Growing Space** as an NCC commissioned mental health service provider has also kept services running throughout lockdown with zoom calls and outreach visits to monitor well being and offer ongoing practical support.

**NCC are working closely with partners to understand the impact of the Pandemic. Some service initiatives such as virtual groups and zoom calls will continue to be available as they have become established as a valuable alternative method of engagement**

### **Priorities for 2021/22**

- **Reablement** – to further develop the **specialist dementia service** with links to the memory clinic, older persons mental health teams, step down facilities, the dementia respite service and outreach support.
- To establish **Windmill Farm** in accordance with planned timescale
- To continue to increase capacity within the **in-house foster care service**, improve training and support for carers and reduce pressure on external foster and/or residential placements
- To continue to realise the benefits of the **MyST** service to support children with complex needs and their Foster carers and prevent placement breakdown.
- To continue to provide the **Rapid Response** service to families in crisis
- To progress the new **accommodation projects** for disabled children in transition to adulthood
- To develop the **outreach and day service for disabled children** and young people
- To continue to identify and support **young carers** in partnership with Barnardo's
- To ensure our staff are sufficiently trained and prepared for the introduction of the **Mental Capacity (Amendment) Act 2019** by implementing the new **Code of Practice** ready for implementation in April 2022
- To work with our mental health partners in both the statutory and independent sector to establish a clear pathway into preventative services.



### **Quality Standard 3 – Taking Steps to Protect & Safeguard People from Abuse, Neglect or Harm**

A full report on **Corporate Safeguarding** was presented to Scrutiny in June 2021. Safeguarding is intrinsically embedded within the Well Being of Future Generations Act 2015, with the requirement for public bodies to ensure citizens are safe. The Social Services and Well Being Act 2014 strengthens the statutory safeguarding requirements for the Council with regard to the protection of both adults and children. Prevention and early intervention prior to statutory intervention is a key message within the legislation.

Safeguarding children, young people and vulnerable adults is a corporate priority and Newport is an active member of each of the two Regional Safeguarding Boards that have amalgamated under the umbrella of "Gwent Safeguarding".

Newport City Council host the regional **Violence against Women Domestic Abuse and Sexual Violence Partnership, (VAWDASV)** and are active members of the Board. Representatives from both adult and children social services within Newport attend all the subgroups for each Boards work plans.

The VAWDASV Team operate on a regional basis to develop and implement the Welsh Government's legislation across all relevant public services. This ensures that workplace policies are developed; that the **National Training Framework** (NTF) is operational for all staff; and the '**Ask and Act**' Welsh Government mandated training continues to be rolled out to all front line staff so that they can recognise signs of domestic abuse.

All employees complete basic VAWDASV level 1 e-Learning as part of the NCC induction process. The six NTF training levels are required to be completed depending on specific roles within the Council.

Newport City Council host the regional **IDVA (Independent Domestic Abuse Advisor)** team, ensuring resources in Newport are available for our citizens at high risk of domestic abuse. The IDVA regional Manager is employed by Newport City Council (funded by the Police and Crime Commissioner's office) and based within the Regional VAWDASV Team (Violence Against Women, Domestic Abuse and Sexual Violence). The progression and development of the regional IDVA service has required an increase in sustainable funding to ensure citizens with protected characteristics have no barriers accessing the IDVA service. Regional requirements for the service development will be seeking to tender the service for Gwent in 2021.

During 2020 the roll out of the mandatory safeguarding Elearning training was successfully launched and is a part of the recruitment process.

Newport Childrens Services have continued to develop an effective multi-agency response to child exploitation over 20/21 working in partnership and collaboration with colleagues across Health, Police, Education and specialist 3<sup>rd</sup> Sector agencies.

Our work has led to the creation of an **Exploitation Toolkit and Practice Framework** for identifying and responding to risk, which is rooted in research and Welsh Government guidance on keeping children safe within our communities. Our model was trialled across the region in 20/21 and is now adopted regionally as a model of good practice and approved by the Gwent Safeguarding Board. Interest in our approach has also extended to other Local Authorities across the United Kingdom with some now using the approaches pioneered by Newport. An evaluation of the Toolkit and strategy will be a priority for 21/22 with a dedicated Exploitation Social Worker..

During 20/21 the Child Protection teams remained committed to **keeping children with families** where safe to do so. The focus on work to redesign child protection conferences, was completed across children services and the inclusion of additional services such as **Family Group Conferencing** increases the partnership with parents and wider families to ensure the needs of the child are central to all decision making and plans to safeguard the child. Raising the prevention and intervention possibilities for families with social workers, the legal department and the judiciary to align on this objective has resulted in a **reduction in the number of children entering care proceedings in Newport** as well as a reduction in the number of children waiting to be adopted.

Child protection conferences have continued throughout 2020/21, when children are deemed at risk of significant harm. During the Pandemic conferences have been held virtually.

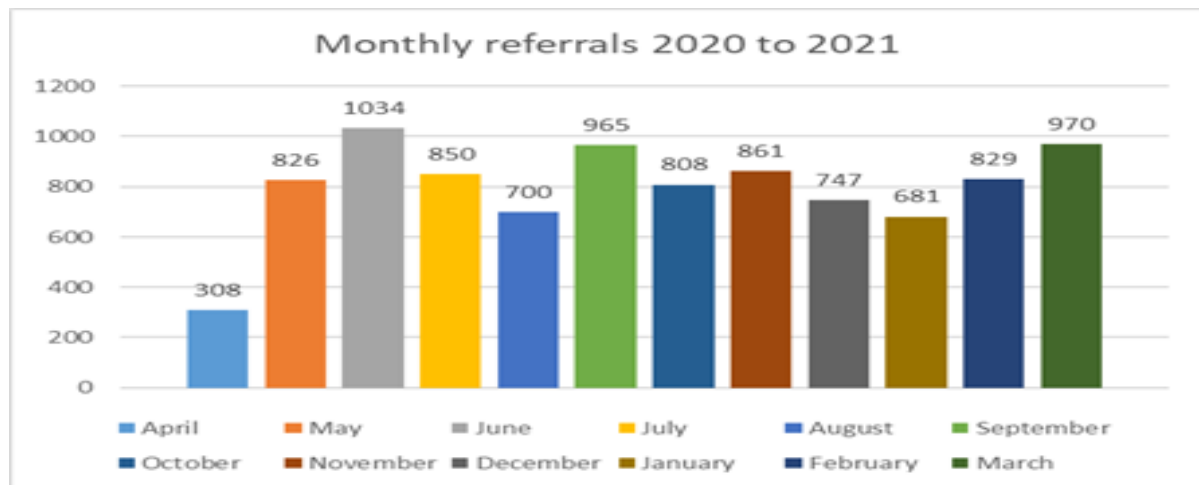
The number of children **Looked After as at 31.3.21 was 376**. The number of children who **ceased to be Looked After** during the course of the year was **92**.

The **Newport Safeguarding hub** and its success has resulted in the model being adopted across the region and the Police have restructured their resources to accommodate this way of working.

The "adult at risk" safeguarding process is still presenting through two referral pathways, the Safeguarding Hub and First Contact Team. This compromises the reliability of the data and leads to inconsistencies in the management of the process. A single pathway is the preferred option but requires further work.

There are safeguarding performance measures captured within the Safeguarding Hub

- Adults at Risk (duty to enquire) as follows:



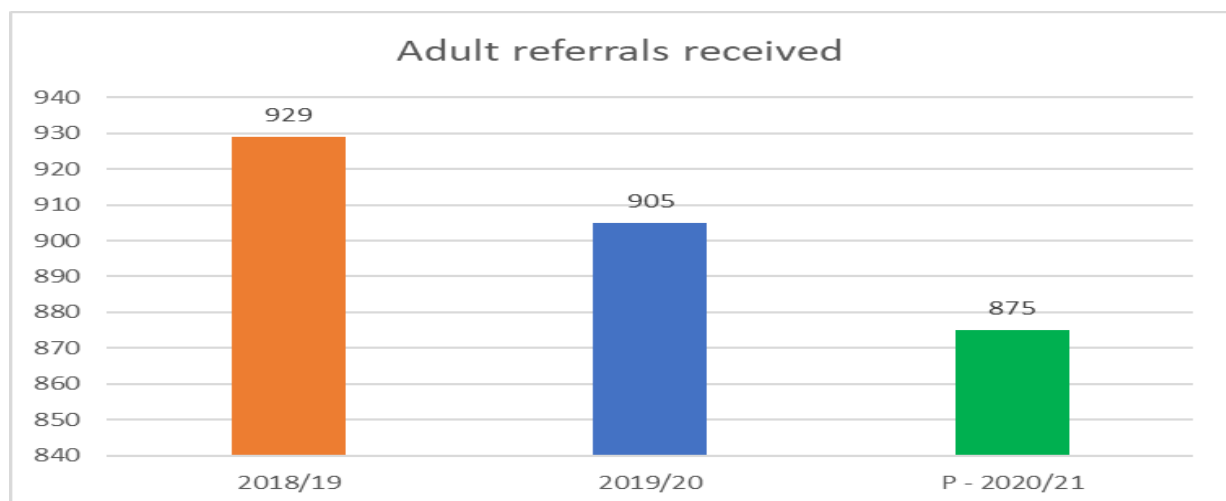
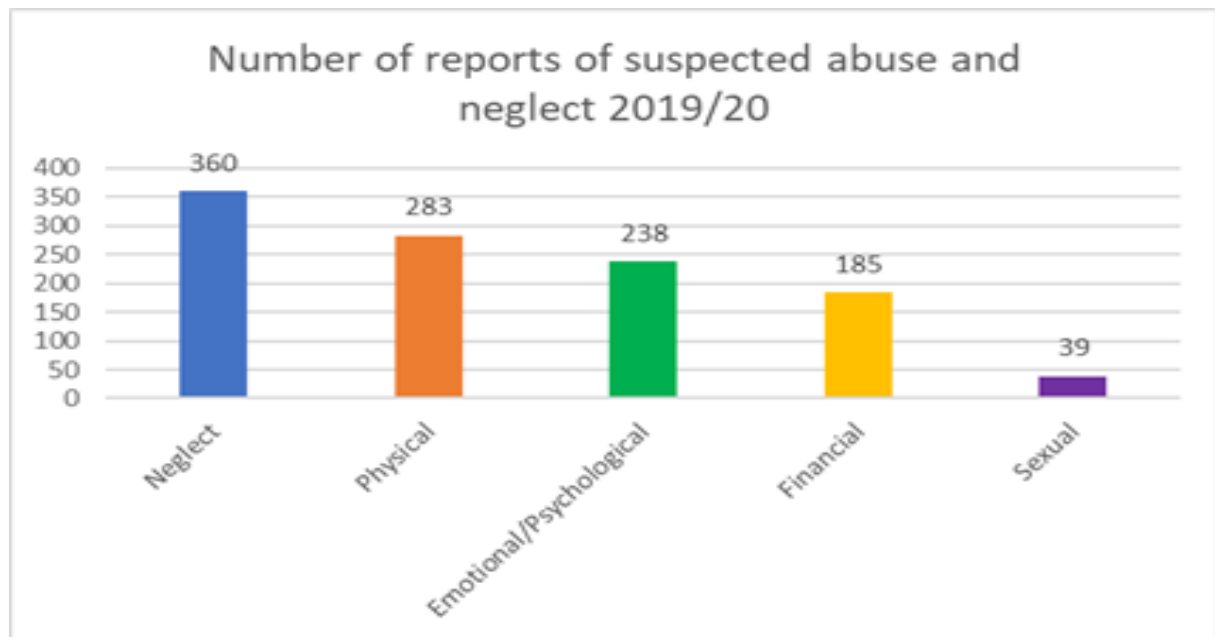
- Children's safeguarding processes (contacts/strategy discussions/initial conferences);

There was a significant downturn in referrals (Children's Services) in April 2020 due to the initial pandemic lockdown, however, since this time the number of referrals that have progressed through the Hub has since accelerated.

- Referrals** to the **Safeguarding Hub (Children's Services)** have overall **increased by 9.1%** compared to 2019/20.
- Abuse or Neglect** continues to be the **most frequent** referral category.
- Referrals** attributed to **Family in Acute Stress** category has **increased 55%** during the pandemic (1248 average to 2262).
- The **prevention service** and children's duty team is the model in place to address the needs of families in acute stress, responding to need and **escalating only** those families where **thresholds are appropriate**.

The data suggests that there are effective controls within the safeguarding HUB, that there is compliancy and effective safeguarding arrangements in terms of children's decision making and the statutory responsibilities for timely decision making.

The total number of reports of an adult suspected of being at risk received in 2019/20 was 905. This represents a drop of 24 referrals and a percentage drop of 3%. The projected figure for this year 2020/21 for the total number of reports of an adult suspected of being at risk is 875 referrals, a further 3% drop.



The Council continues to prepare for the **change in practice** from Deprivation of Liberty Safeguards **to Liberty Protection Safeguards** which will now occur in 2022. More training on the new legislation/ practice to increase knowledge and skill will be on-going and is clearly identified both within the Annual Corporate plan (2021/2022) and in the social services training plans.

### **Achievements 20/21**

- A **self- assessment safeguarding audit tool** was completed across the council.
- **E-learning** safeguarding module for all Members, Officers and volunteers is operational and formal recording is in place on completion.

- The **safeguarding champion's** cohort continued to meet virtually throughout the pandemic restrictions.
- Completion of a **volunteers/chaperones register** is centrally held within People and Organisation service. This assures **training and recruitment** for all volunteers.
- **Safeguarding Hub for children and adults** confirmed and extended across the region.
- A **child exploitation strategy** and toolkit for Newport has been accepted by the regional Safeguarding Board and parts of the UK and is now established practice.

### **Priorities for 2021/22**

- To work with each service on the outcome of **the safeguarding self-assessment audit** for continual development.
- **Single Unified Safeguarding Review (SUSR)** Newport leading on the Policy and Process part of the Welsh Government and Home Office project to align all case reviews for children, adults and domestic homicides under Safeguarding Boards.
- Embed the change in legislation from Deprivation of Liberty to **Liberty Protection Safeguards (Mental Capacity Act)** and ensure a robust process is introduced for Newport citizens where this is applicable.
- Tender of the **regional IDVA service** and develop the service to ensure all citizens with protected characteristics access services.

### **Quality Standard 4 – Encouraging & Supporting People to learn, develop and participate in society**

Supporting children who are looked after and young people leaving care to reach their full potential and achieve positive outcomes is a key priority for Children's Services. Targeted support is provided to children and young people at key stages in their education. In addition, tuition and extra-curricular activities are funded to provide further support.

**The Child Protection service in partnership with Barnardo's** have committed to improving collaboration and participation across Children's Services in 2021/22 by establishing the following:

- **Parent Advocacy and Mentoring Support Programme** to enable parents to receive direct support to meet the needs of their children. The model will also offer peer mentors and advocate training to encourage and facilitate meaningful participation in the development and evaluation of services
- **Young Persons Participation Board** to recruit young people who have experience of children's services and are able to help us shape what we provide in the future

**The Career College Consortium** (previously known as the Gwent Care Academy) is a regional initiative

- The Pandemic has both highlighted and aggravated the issues of staff shortages in social care. Carers have worked tirelessly throughout and better paid jobs in hospitality and retail are an understandably attractive option that will continue to diminish the workforce.

The Consortium is working hard to improve **recruitment and retention** by establishing a

- **Gwent Care Career Pathway**

Partners include:

- Coleg Gwent – ABUHB - Local Authorities - Care Forum Wales
- Regional employability projects - Mirus (as a provider representative)

### **Career College Consortium Main Objectives**

- To create a seamless pathway from college into health and social care by developing relationships with statutory bodies and employers
- Add value to current courses while developing new, innovative courses that meet the future recruitment needs of the sector.
- To create more opportunities for work experience placements/internships across the sector

**NB: The Pandemic has led to a reduction in the numbers of placements offered by employers and the motivation and focus of students has suffered. This is being addressed and priorities for 2021/22 are:**

- To develop new approaches to **apprenticeships**
- To continue to **add value to courses** by working with practitioners and providers to develop 'service insights'
- To develop **data collection processes** to understand the impact of the work of the consortium on the student cohort and the care sector.

The Council has an apprenticeship scheme – but no placements were offered during 2020/21 as a result of the Pandemic.

Newport City Council is committed to ensure that people with **dementia** are not socially excluded.

#### **NCC Corporate Plan 2017-2022:**

"We will use best practice materials from the Alzheimer's Society to create an online training module for staff and businesses"

The Pandemic made it difficult to deliver dementia awareness sessions but in May 2021

- **Newport Transport**, become the first bus company in Wales to be accredited as **Dementia Friendly**. The company has worked with the Regional Partnership Board, Newport City Council and Alzheimer's Society to make all staff dementia aware and highlight how drivers can support people living with dementia and their carers to use transport around the city.

In March 2020 adult services established a contract with **Volunteering Matters** to specifically address the needs of the community for low level support during the Coronavirus Pandemic.

- NCC, in partnership with Volunteering Matters established a range of essential support services such as shopping, medication/prescription collection for those shielding or with caring responsibilities who were unable to access services during the Pandemic.
- **58 volunteers** were recruited and trained and although some were on furlough and have now returned to work it has offered an opportunity build on the service and establish a meaningful volunteer programme to enhance the ongoing low level support needs of the community with funding remaining in place during 2021/22
- NCC provides funding and works in partnership with **Growing Space** who offer accredited training programmes for people recovering from **mental ill health**.

The service is based at Tredegar Park in Newport where they have established a gardening project and a shop selling plants and handcrafted items, offering participants horticultural, organisational and retail experience.

### **Priorities for 2021/22**

- To continue to identify and source **additional educational support** for children who are looked after to improve choices for work experience, training, apprenticeships and wider employment options
- To develop the **Parent Mentoring and Advocacy Programme** and establish the **Young Persons Participation Board**
- To continue to support the health and social care sector through the **Career College Consortium**
- To further develop the **volunteer service** and establish a sustainable model.



### **Quality Standard 5 – Supporting people to safely develop and maintain healthy domestic, family and personal relationships**

NCC supports children to feel they can make decisions for themselves and maintain important relationships. It is recognised that people having fulfilling relationships with those they are close to is important for their well-being. Children who are looked after maintain contact with their families through facilitated sessions.

the **Cwtch centre** who are responsible for facilitating family contact time worked tirelessly throughout the Pandemic using virtual and face to face methods to ensure parents were still able to see their children. This hybrid model successfully addressed the needs of the family and kept staff and participants safe.

- In 2020/21 **36 children returned home from care**

Barnardo's currently deliver an **Integrated Family Support Service** in partnership with NCC.

The partnership has developed innovative approaches to prevent children coming into care:

**Family Group Conferencing Service. (FGC)** encourages families to find their own solutions with appropriate support. The aim is to build resilience, develop problem-solving skills and reduce dependency on statutory provision. Whilst the Pandemic resulted in fewer FGC's the results still remain strong

- During 2020/21 there were **98 Family Group Conferences**
- **30% of families reduced risks** following FGC engagement
- **20% reduction in Looked After numbers** following FGC engagement

The success of this model has resulted in funding being made available by Welsh Government to deliver the **Later Life Links Model**, which uses the Family Group Conference approach for Care Leavers. This will be developed in the NCC Pathway Teams as a priority in 2021/22

**Baby & Me** went live in November 2019 and works with pregnant women whose children are at risk of being removed. The service includes a Social Worker, Midwife and Health Visitor.

- In 2020/21 **12 out of 18 babies** at risk of being removed **went home with their family**

**Family and Friend Team** This team aims to enable kinship Foster Carers to become Special Guardians. A panel has been established to consider **Special Guardianship** plans to ensure the Court is provided with sufficient reassurance of viable and safe alternative arrangements to **reduce the number of care orders** and enable children to remain within their family.

***"We found a positive approach to developing creative services, such as Baby and Me and productive relationships with Families First, Barnardos and youth justice"***

***(CIW Assurance Report May 2021)***

**Respite** offers an important opportunity for family members and the cared for person to have time for themselves. It supports the caring role and ensures the maintenance of healthy relationships. Newport offers **residential respite services for adults and children**.

Residential respite for **adults** with disabilities is available at the **Centrica Lodge** in the Gaer area of the city. Occupancy was reduced during the Pandemic but the service remained open. Discussions are currently underway to improve day time activities for those attending.

**Oaklands** residential **respite centre for disabled children** also remained open throughout the Pandemic offering much needed support for families.

**The Carers Sitting Service** was not available during lockdown but staff continued to offer support over the telephone and with practical issues such as shopping and prescription collection.

**Brynglas Day Centre** – After a long period of closure during the Pandemic it was agreed that it would not re-open and all those who previously used the services were offered alternative provision in full consultation with them, their families and carers.

During the period of closure **Social Work teams maintained regular contact** to ensure appropriate arrangements were in place.

- **Mental health –**
  - **Growing Space** based at Tredegar Park
- **Learning Disability –**
  - new **day service** at Ringland developed by an independent provider
- **Older People –**
  - new **outreach service** developed by NCC
  - new **Dementia Respite Service** developed by NCC based at Spring Gardens Residential Home

**These services are in the early stages of development and some people are not yet confident enough to return. The situation is being monitored and will form part of the ongoing evaluation to determine how the Pandemic will impact in the longer term on service demand and models of delivery.**

**NCC Corporate Plan 2017-2022:**

"We will develop our internal Care Homes and day opportunities to specialise in Dementia care"

**Shared Lives** offers shorter periods of respite to enable carers to have a break in addition to long-term placements. It gives older people, adults with learning disabilities, physical disabilities, and people with mental health support needs including older persons with dementia the opportunity to experience family-based support settings, rather than in residential environments.

The service is managed regionally with Caerphilly County Borough Council as the host. The service experienced reduced numbers during the year but placements did continue to be made in accordance with guidelines and Covid safe practice.

- At the end of 2020/21, there were **41 people** from Newport in long-term placements."
- In the Newport area there are **69 registered shared lives carers** and **68 service beneficiaries**
- In August and September 2020 there were **3 virtual open days** to **promote awareness** of the scheme and **encourage carer recruitment**.

Relationships can also be harmful and as outlined under Quality Standard 3, work is carried out through the Safeguarding Boards and Regional services such as IDVA and VAWDASV to support and protect those who are at risk of harm.

**Priorities for 2021/22**

- To further develop the **preventions work** in Children's Services to support families, placements and develop sustainable alternatives to care
- To develop the **Later Life Links** Model for Care Leavers
- To develop the **domiciliary care service for children with disabilities;**
- To monitor and review the new arrangements for **day services provision** for mental health, learning disabilities and older people to ensure they continue to meet the needs of the community
- To continue to educate and inform people about the dangers of **unsafe relationships** and support those at risk of harm.

**Quality Standard 6 – Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.**

As outlined in Quality Standard 4, Children's Services support children and young people to access education and training and provide individualised additional support where necessary.

In 2020/21 we recorded that **17** Care Leavers had completed **3 consecutive months of employment, education and training** within 12 months of leaving care and **26** within 24 months

**This is a new measure and will continue to be monitored during 2021/22**

In 2020/21 we recorded that **28** care leavers **experienced homelessness** within 12 months of leaving care

**This is a new measure and will continue to be monitored during 2021/22**

**NCC works with Registered Social Landlords (RSLs) and the Housing Department** to ensure we can provide an appropriate response to young people facing homelessness. We have access to supported accommodation and lodgings for young people who need extra help during the transition from care to independent living and are currently working with a private landlord to increase the accommodation and support options available.

- We currently have the use of **10 properties** – 8 private and 2 NCC
- Funding has been sourced from the **Housing Support Grant to employ 2 workers** to help the young people develop independent living skills.

### **3 ICF capital bids approved**

- 2 supported accommodation provisions for 18+ and 1 for 16-18 yr olds for development during 2021/22

### **Unaccompanied Asylum Seeker Children (UASC)**

- The National Transfer Scheme has been developed in order to support the dispersal of unaccompanied minors. Newport and Cardiff Children Services will be acting as the region for Wales and has agreed to accept up to 30 young people per annum.
- Collaboration is ongoing with stakeholders to ensure there is an infrastructure to meet the needs of this vulnerable group of young people.

***"There has been productive working with Cardiff City Council as lead local authorities in Wales for the National Transfer Scheme (NTS) and the safe transfer of unaccompanied asylum seeking children (UASC) from one authority to another"***

***(CIW Assurance Report May 2021)***

**Disabled Facilities Grants** (DFG's) are available to citizens to make their homes safe and enable them to remain independent

Covid 19 has significantly disrupted the service .Suspension of onsite work from March to July.

- **86 DFG's** were completed (135 in 2019/20)- including ramps, stairlifts, and accessible showers to enable people to remain safe and independent. The total spend was £784,307 (£1,092,123 in 2019/20)
- **780 1130 Safety at Home Grants** were allocated (1130 in 2019/20) with a total spend of £242,445 (£374,931 in 2019/20)
- A further £343,425 was unspent but committed so will continue into 2021/22

The service is adapting by introducing new safe onsite working practices and the removal of paper based systems to enable staff to work from home.

**Residential Care** - NCC has **3 residential homes**, offering **94 beds** for older people and those with specialist dementia care needs. Parklands offers 15 specialist beds for those who are ready to be discharged from hospital but who need support to return to independent living.

- At the end of 2019/20 Newport was badly affected by the virus and the impact on care home settings was significant and devastating for residents, families and the staff.
- The ongoing work with care homes includes the continued distribution of PPE and the allocation of additional funding from Welsh Government.
- Close partnerships have been forged between Commissioning Teams, Environmental Health, Public Health Wales and ABUHB in order to provide support and guidance to providers, to ensure service continuity for citizens and to ensure oversight of the regional position.

Care homes have suffered **significant harm** throughout the Pandemic and although the vaccination roll out has reduced the number of infections cases, the relaxing of restrictions means that cases are still being recorded. This, along with the challenges of **staff shortages** is affecting the number of placements that can be made when increasing levels of need are presenting to adult services.

**Regular testing** is in place and close collaboration between ABUHB, Public Health Wales and Environmental Health to monitor the situation and offer support to providers.

Changes to the financial support later in 2021 by the Welsh Government may result in some homes becoming **financially unsustainable**

- During 2020/21 **2 care homes closed** in Newport with the loss of over **60 beds**

The situation will continue to be monitored, we **work closely with providers** and with ABUHB to ensure residential care provision is sufficient for the community both in terms of capacity and quality.

NCC has developed an **Independent Living Strategy** to identify the future accommodation needs for adults with **Learning Disabilities**. Discussions are ongoing with **Housing Strategy** to identify opportunities for the development of

new self-contained accommodation units where people can access support but live more independently.

- During 2020/21 a **new development** in Newport offered **5 adults** with learning disabilities improved opportunities for independent living
- More schemes are planned in 2022/21

### **Housing Support Grant (formerly Supporting People)**

2020/21 has been a challenging year for the supported housing sector but the housing support team together with partners have found new ways of working to continue to support some of our most vulnerable citizens.

- **Hostels, refuges and supported accommodation** settings were fully operational
- **Floating support workers** quickly adapted their working practices using technology where possible to minimise the need for face to face contact.

During 20/21, the Housing Support Team

- received over **2,500 new referrals**, approximately **48 per week**, slightly less than in 2019/20 when 3,000 referrals were recorded.
- Over **5,000 people** were supported during the 12 month reporting period but in a different way. The **new ways of working** enabled more contact with service users

**Homelessness** - A major challenge for the Council was implementing the directive from Welsh Government and Public Health to ensure all homeless people were able to access suitable temporary accommodation during the Pandemic.

In order to respond to the complex needs of this group of people we established a **new floating support service** in partnership with three specialist providers. Working with colleagues in the Housing Needs Unit and the Gwent Drug and Alcohol Service (GDAS)

- Over **70 verified street homeless** were accommodated and supported in a variety of settings in the City.
- **Substance misuse services** were offered on an outreach basis

### **Housing Support Grant - Finance**

- **2020/21 £6.3m** of Housing Support Grant funding was invested in a wide range of accommodation-based and community support services for Newport citizens.
- Welsh Government announced a major uplift in funding for the Housing Support Programme in 21/22 with Newport confirmed as receiving an **additional £2.57m** per annum.

A list of project proposals is currently being developed and presents a unique opportunity to further develop services that prevent crisis, keep people safe,

prevent homelessness and reduce the need for more expensive accommodation options.

Housing Support grant also funds a

- **Financial Inclusion Team** who, in 2020/21 increased income for vulnerable citizens by over **£300,000**, despite the constraints of the Pandemic.

**The Citizens Advice Bureau** is funded to provide financial advice and assistance. This service continued to be available by phone throughout the Pandemic.

**The Appointee Team** – NCC acts as an appointee for those who lack the capacity or capability to look after their own finances. This requires the oversight and management of income, general financial management to ensure bills are paid and that money is available for everyday expenses. Many of these cases are as a result of **safeguarding issues**.

This is a **critical service** and was maintained throughout lockdown by modifying systems to reduce the number of people requiring weekly cash collection. This included new bank account set ups to facilitate electronic transfer and working with providers to agree advance payments for individual allowances.

The team assisted Children's services by providing cash for care leavers utilising their established agreements with a local Post Office.

- At 31<sup>st</sup> March 2021 the Appointee Team were managing **109 cases** providing a service to individuals to protect their finances and maintain financial solvency.
- During 2020/21 the Appointee Team **recovered £57k in care fee arrears**
- During 2020/21 the Appointee Team **recovered £33k in Housing Benefit and Council Tax debt**
- During 2020/21 the Appointee Team **recovered £9k in rent arrears** therefore protecting tenancies and preventing homelessness
- During 2020/21 the Appointee Team **generated revenue of £50k** as service charges.

### **Priorities for 2021/22**

- Continue to work with the RSL's to develop **sustainable accommodation** options for all client groups
- To continue to develop innovative services for people with **dementia**
- To continue to support Newport citizens of all ages to **manage their own tenancies and maintain their independence** through services funded by the Housing Support Grant
- To improve the support available to **care leavers** in order to address homelessness and assist in the transition to education, training and employment;



- Increase the range of accommodation and support options available for **young people leaving care.**

## **How We Do What We Do**

### **Our workforce and how we support their professional roles**

The workforce is a dynamically changing asset that supports service delivery to some of the most vulnerable people in the city. NCC faces many challenges, not least as a result of complex social issues associated with city centre living.

Under Part 9 of the Social Services and Well-being (Wales) Act 2014, regional finance, governance and workforce priorities for action are agreed through the Regional Workforce Development Board and reflect alignment to Social Care Wales' National Priorities in partnership with transformation and health services.

### **The Social Care Wales Workforce development Programme (SCWWDP) Board regionally agreed priorities for 2020/21 are as follows:**

- Support the continued implementation of the Regulation and Inspection of Social Care (Wales) Act.
- Support the training, development and qualification of social care managers.
- Support the ongoing development of approaches to outcome-focused care and support practice.
- Support for both Social Work qualifying training and post qualifying training in Wales.
- Support frontline social care workers to develop their skills overall in relation to social care, and the revised induction framework.
- Enable the workforce to meet regulatory requirements for qualification and/or registration using guidance available in the Qualification Framework.
- Provide learning and development to equip the workforce to work effectively alongside carers.
- key priorities included support for digital solutions for workforce development and the implementation of welsh language standards, and the active offer.

### **Local Key achievements in 2020/21 focussed on immediate and responsive workforce initiatives required as a response to the Coronavirus Pandemic**

- Resources and facilities redesigned to meet increased assessment of risk (eg continuation of personal training in buildings was risk assessed and managed )

- Continuation of face to face essential training to enable the workforce to remain competent within job roles e.g. by providing access to essential generic/ non-qualifying courses of core learning and development opportunities, delivered across the sector. Within this context we still delivered 2485 course places in a variety of formats.
- Implementation of digital formats for training (e- learning platform and licences, use of workbooks and paper-based formats to support learning, use of web -based meeting platforms to deliver training)
- Social Work Qualifying Training –5 trainee SW students from NCC workforce with 2 qualifying .
- Social Work Practice Learning Opportunities adjusted to meet COVID -19 requirements, and extended liaison with university partnerships to establish and implement *adjusted* programmes and PLO assessment requirements for SW students . This is with four universities and 30 teams /placements during the new academic year
- Similar adjustments made for our Post Qualifying Social work programmes with programmes offered via virtual formats with partner universities. 5 NQSW supported in their 1<sup>st</sup> 3 years. 3 Enabling practice learning. 9 CPEL Consolidation.
- Roll out of the new CORE vocational qualification in addition to other vocational qualification routes. The team continued to work with 85 learners across 9 vocational care and management based courses.
- Continued to work with Awarding Organisations at national level (City and Guilds and WJEC), to mitigate COVID -19 impact upon learners and qualifications, and introduce amended assessment arrangements
- Implementation of the new All Wales Induction Framework, support for SCW registration of the sector and delivery of online registration support sessions- with the Regional Transformation Team.
- Emergency training support for the sector/ Covid related resources using our networks, partners, and accessible formats such as Facebook and You Tube videos, to share knowledge and resources to the sector

The approach of workforce development to meet individual learning needs as a responsiveness to the challenges faced by teams, and practitioners managing frontline practice.

Between April 2020 and August 2020 the workforce team also responded with some front facing/care support and back office support functions that sat outside of their immediate roles (e.g. working in residential homes and supporting external sector data collection for Covid -19 data information requests). But even as supportive within these care roles, workforce staff were still completing learning activities such as assessment, observation, competency checks etc. ).

## Financial Resources & How We Plan for the Future

The 2020/21 revenue out-turn produced a net underspend, after core budget contributions to/from reserves, of £14m against the £300.2m budget (4.6% variance). This variance has arisen for several reasons.

At a high level, the following explains the position:

- Receipt of one-off Welsh Government (WG) funds to compensate Council services to support its enhanced service delivery to Newport's communities in response to Covid; and lost income from Covid restrictions; meant these costs were not borne by the Council;
- Funding for the direct costs of, and delivery' of the WG support programs to businesses; meant these costs were not borne by the Council;
- Underspends across all services in relation to (i) costs of general administration and service provision due to changes in working practices and (ii) not undertaking planned/normal services, as they were not required or unable to be carried out due to Covid response work being prioritised;
- Resulting directly and indirectly from all of the above, the Councils budget underspent on its general revenue contingency budget, council tax reduction scheme and council tax income, which they would ordinarily do in a 'normal year'. These are all non-service budget areas.

Across Social Services, the overall outturn was a £2.824m underspend for both areas. £221k overspend in Children services and £3.045m underspend in adult services.

- Adults social care - community care – (£1.5m) underspend
- Adult In-House residential homes – (£500k) underspend
- Adult Staffing – (£290k) underspend
- Children's in-house residential and respite – £752k overspend
- Childrens Emergency Placements - £638k overspend
- Children's out of area placements – (£330k) underspend
- Youth Offending/Child Protection and Family Support Teams – (537k) underspend

The global pandemic, which lasted throughout 2020/21, had an unprecedented financial impact.

Whilst Adult Services was expecting pressures due to increased demand from adults living longer with complex needs, COVID-19 caused a decrease in numbers. Numbers are expected to rise back up to normal levels, however the timeline is uncertain. Welsh Government compensated the additional cost, as a direct result of COVID-19.

However, within Children Services, the pandemic did not affect the numbers of looked after children. Therefore, Children services faced the normal pressures but with the added complication of not being able to carry out as much preventative work. There was also a lack of availability of certain placements/fostering options due to covid-19 restrictions.

The in-house residential services suffered from an unexpected high level of non-covid sickness across all homes. The issues have been addressed and this was hopefully an in year issue only. The alternative residential services project is progressing well which should in time reduce the reliance on external provision. Newport will continue to monitor this in 2021/22.

The council continues to work collaboratively with regional partners to maximise the use of regional resources to develop services within Newport.

The annual budget in 2020/21 for social services was £75.1m. There is a well-developed financial management process in place across service areas that supports the medium term financial plan and enables the identification and management of budget risks.

### **Partnership Working, Political and Corporate Leadership, Governance & Accountability**

The features of partnership working have become more deeply embedded in the activities of both Children's and Adults with Heads of Service, the Strategic Director and Cabinet Member regularly engaged. NCC is a very active participant in the Regional Partnership Board.

Bids have, and will continue to be, made successfully to the WG Transformation Fund and the Integrated Care Fund, both capital and revenue. The former is a key mechanism for prompting and facilitating integrated working. The Newport Integrated Partnership (NIP), incorporating the third sector, ABUHB, Housing Associations and NCC continues to be the group that determines and drives the practical implementation of any regional approach to integration. The NCC Strategic Director is joint Chair of the NIP.

The Cabinet Member, Cllr Cockeram has been the Chair of the Regional Partnership Board since October 2020, he actively engages with numerous service user groups and with the Minister. In addition, Cllr Cockeram provides significant challenge to NCC officers.

The Cabinet Member, along with the Strategic Director and Heads of Service, regularly attend scrutiny. Cllr Cockeram presents reports on social services matters to Cabinet and responds to questions from Cabinet colleagues in addition to his appropriate provision of social services context within Cabinet discussion.

Heads of Service regularly brief the Corporate Management Team (CMT) on social services matters with safeguarding and Domestic Homicide, Child Practice and Adult Practice Reviews standard items on the CMT agenda. Safeguarding is a standard item on the agenda of the Senior Leadership Team (SLT), chaired by the Chief Executive. There are monthly reviews of the service finances involving the Senior Finance Partner with the Heads of Service and again with the Strategic Director. Budget proposals and annual budget determination follow the NCC budget setting process with Heads of Service discussing these in detail with the SLT before the proposals are considered by the Cabinet Member and then by the Cabinet. Complementing the above there are clear lines of decision making and accountability to the Heads of Service and onward to the statutory Director of Social Services, the Strategic Director with the Cabinet Member providing the strategic direction.

August 2021

**Chris Humphrey**

**Director of Social Services**



## Glossary of Terms

<b>ABUHB</b>	Aneurin Bevan University Health Board
<b>AMHP</b>	Approved Mental Health Professional
<b>BAME</b>	Black and Minority Ethnic
<b>CIW</b>	Care Inspectorate Wales
<b>CSE</b>	Child Sexual Exploitation
<b>DFG's</b>	Disabled Facilities Grants
<b>DOLS</b>	Deprivation of Liberty Safeguards
<b>DTOC</b>	Delayed Transfer of Care
<b>IAA</b>	Information, Advice and Assistance Service
<b>IDVA's</b>	Independent Domestic Abuse Advisors
<b>LAC</b>	Looked after Children
<b>NCC</b>	Newport City Council
<b>NFF</b>	National Fostering Framework
<b>NSP</b>	Newport Support Partnership
<b>OT</b>	Occupational Therapy/Therapist
<b>PSOW</b>	Public Services Ombudsman for Wales
<b>RISCA</b>	Regulation and Inspection of Social Care legislation
<b>RSL's</b>	Registered Social Landlords
<b>SCWWDP</b>	Social Care Wales Workforce Development Programme
<b>UASCA</b>	Unaccompanied Asylum Seeker Children
<b>VAWDASV</b>	Violence against women, domestic abuse and violence Team
<b>WCCIS</b>	Welsh Community Care & Information System
<b>WG</b>	Welsh Government
<b>YJS</b>	Youth Justice Service





Mae'r dudalen hon yn wag yn

# Scrutiny Report

## Overview and Scrutiny Management Committee

### Part 1

Date: September 2021

**Subject** Strategic Equalities Annual Report 2020/21

**Author** Connected Communities Manager

The following people have been invited to attend for this item:

Invitee:	Area / Role / Subject	Page Numbers
Rhys Cornwall, Head of People and Business Change	Head of Service	
Heather Powell, Connected Communities Manager	Report Author	

## Section A – Committee Guidance and Recommendations

### 1 Recommendations to the Committee

The Committee is asked to consider:

1. The Council's progress towards achieving the objectives that were defined in the Strategic Equality Plan (SEP) 2020-24.
2. Whether the Strategic Equality Plan Annual Report 2020/21 contains sufficient information to monitor the achievement of the 9 Objectives.
3. Whether it wishes to provide comment and recommendations on the SEP annual report to Cabinet.

### 2 Context

#### Background

- 2.1 Under the Equality Act 2010, public authorities are required to set a number of Equality Objectives every 4 years which assist them in their duty to pay due regard to the need to promote equality of opportunity, foster positive relationships between community groups and eliminate

discrimination. The council's Equality Objectives are set out in our [Strategic Equality Plan 2020-24](#) (the Plan).

- 2.2 Local authorities are also required as part of the Welsh specific duties of the Equality Act 2010 to produce and publish an Annual Report, within 12 months of the end of each financial year. The report highlights the challenges, changes and progress made throughout the year and measures these against Equality Objectives set out in the Strategic Equality Plan. The Annual Report also includes workforce data which is a publishing requirement under the Welsh specific duties.
- 2.3 This Annual Report demonstrates the progress made during the first year of delivery against the council's new Strategic Equality Objectives published in March 2021. The council currently have 6 equality objectives relating to Leadership and Governance, Access and Engagement, Representative Workforce, Community Cohesion, Learning Well and Independent Living.
- 2.4 The Strategic Equalities Group (SEG) considers progress made against the Strategic Equality Objectives throughout the year and is chaired by the Cabinet Member with responsibility for Equalities.

### **Previous Consideration of this item**

The Overview and Scrutiny Management Committee consider the Strategic Equality Plan Annual Report on an annual basis. The Committee also commented on the 2020-2024 draft Plan.

## **3 Information Submitted to the Committee**

- 3.1 Attached at Appendix 1 is the draft Strategic Equality Plan Annual Report

## **4. Suggested Areas of Focus**

### **The role of the Committee in considering the report is to:**

Question the progress towards achieving the Equality Objectives set out in the Strategic Equality Plan 2020-24.

- Look back at how well the Council has performed in 2020/21 against its Equality Objectives in the Strategic Equality Plan
- To assess whether the actions taken to achieving the nine Equality Objectives are being undertaken, to what extent and where the evidence for this is;
- Assess and make comment on:
  - How effectively the Council is performing against the Objectives/Actions;
  - The extent to which any underperformance is being addressed and associated risks are being mitigated;
- Conclusions:
  - What was the overall conclusion on the information contained within the report?
  - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the performance against the SEP?
  - Do any areas require a more in-depth review by the Committee?
  - Do the Committee wish to make any Comments / Recommendations to the Cabinet?

## Suggested Lines of Enquiry

4.1 The Committee may wish to consider:

- The impact that COVID-19 has had on the delivery of strategic equality objectives during 2020/21
- How progress against the Strategic Equality Plan is monitored throughout the year
- How factors such as the BLM Movement and the impact of COVID-19 on minority ethnic communities have affected equality priorities this year
- Whether all stakeholders are effectively engaged in delivering strategic equality objectives
- How the introduction of the Socio-economic Duty in March 2021 has been addressed during this reporting period

## Section B – Supporting Information

### 5 Supporting Information

5.1 [Socio-economic Duty Guidance](#)  
[Public Sector Equality Duty](#)

### 6 Links to Council Policies and Priorities

The [Strategic Equality Plan](#) and its Equality Objectives are deliberately aligned with:

**The Corporate Plan** – our Cohesion and Representative Workforce Objectives

**Wellbeing Objectives** – our Cohesion, Learn Well and Independent Living Objectives

**Modernised Council** – our Representative Workforce Objective

The Plan also takes account of priorities for addressing inequalities set out in the Equality and Human Rights Commission's '[Is Wales Fairer?](#)' 2018 review, and Welsh Government's ongoing Cohesion, Equality and Inclusion, and Nation of Sanctuary work programmes.

### 7 Impact Assessment:

#### 7.1 Summary of impact – Wellbeing of Future Generation (Wales) Act

A full Fairness and Equality Impact Assessment (FEIA) has been undertaken on the Strategic Equality Plan 2020-24 to which this Annual Report relates.

The Plan's Equality Objectives and the actions that underpin them balance short term needs with the delivery of medium to long-term solutions over the course of the 4 year Plan, and were developed in consultation with internal and external stakeholders, including grassroots community groups. This Annual Report sets out a number of ways in which involvement and engagement has continued during this reporting period, including the establishment of a number of staff networks, and external reference groups.

The Plan and its Objectives identify existing issues (such as workforce under-representation) and seek to invest resource into preventing these problems from getting worse, and improving overall outcomes for groups that experience disadvantage. All of the council's Equality Objectives contribute to creating a more equal Wales, improving community cohesion and developing strong, resilient communities.

## **7.2 Summary of impact – Equality Act 2010**

The FEIA undertaken on the Strategic Equality Plan 2020-24 identifies positive impacts for people that share Protected Characteristics of race, age, disability, pregnancy and maternity, marriage and civil partnership, gender reassignment, sexual orientation and sex. The Plan includes explicit reference to those characteristics which each Equality Objective directly benefits. There were no negative impacts identified.

## **7.3 Summary of impact – Socio-economic Duty**

The Strategic Equality Plan's FEIA was carried out prior to the introduction of the Socio-economic Duty, however, specific actions were identified within the Plan to ensure the Duty is embedded across council processes during this period. The Annual Report updates on these. The FEIA also identified the likely positive impact that those areas of Newport with higher minority ethnic populations would experience as a result of the Plan – these areas are also some of the most socio-economically deprived. The Plan's focus on educational and involvement/engagement outcomes is also likely to benefit those experiencing inequalities as a result of socio-economic disadvantage.

## **7.4 Summary of impact – Welsh language**

There were no significant impacts identified for the Welsh language within the Plan's FEIA.

## **8. Background Papers**

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)
- [Socio-economic Duty Guidance](#)
- [Public Sector Equality Duty](#)

Report Completed: 27<sup>th</sup> August 2021

# Strategic Equality Plan 2020-2024

ANNUAL REPORT 2020-21

POWELL, HEATHER (CONNECTED COMMUNITIES MANAGER)

## Foreword – *to be added to final report*

### Introduction

As part of our duties under the Equality Act (2010), Newport City Council is required to produce and publish an Annual Report, outlining the progress that we have made against our Strategic Equality Objectives which are set out in our [Strategic Equality Plan](#) (SEP) 2020-24. This Annual Report sets out a summary of key achievements against our identified Objectives and outcomes, a detailed update on work to meet each Objective and finally, our workforce equality data which is also a publishing requirement under the Equality Act (2010).

This Report relates to the first year of delivery of our 2020-2024 SEP. During the year, progress against our Strategic Equality Objectives is monitored and supported by the council's Strategic Equalities Group (SEG). This group is chaired by our Cabinet Member for Equalities, and membership includes representation from Newport's Fairness Commission, Trade Unions, Elected Member Equality Champions and service area lead officers. This year the SEG has also welcomed Chairs of our Staff Support Networks.



## Summary of Achievements

The table below sets out a summary of key achievements during this reporting period against each of our Equality Objectives and outcomes. Further details on activities can be found in the relevant sections of the report.

Strategic Equality Objective	Outcome	Achievements
Leadership, Governance and Involvement	Newport City Council shows clear and consistent leadership in promoting equality and diversity across the city	<ul style="list-style-type: none"> <li>The council has signed up to Race Council Cymru's Zero Tolerance to Racism Policy for Wales</li> <li>The council has committed to deliver against promises in the Victim Support's Hate Crime Charter</li> <li>The council Leader has established a Black, Asian and Ethnic Minority community roundtable which meets on a quarterly basis</li> <li>Significant dates, including Pride Month, Black History 365, Refugee Week, Holocaust Memorial Day and Hate Crime Awareness Week have been recognised and promoted across the city</li> </ul>
	Newport City Council has a clear governance structure in place to monitor equality performance across the organisation	<ul style="list-style-type: none"> <li>Themed delivery groups have been established to deliver against each Equality Objective</li> <li>The Terms of Reference of the council's Strategic Equalities Group (SEG) has been reviewed and updated and the Group now receive quarterly progress reports</li> <li>SEG is now attended by Staff Network Chairs and Elected Member equality Champions</li> </ul>
	Newport City Council will improve how it understands the impact of changing services by engaging residents and relevant groups in the decision making process	<ul style="list-style-type: none"> <li>Responsibilities under the Socio-economic Duty have been embedded in council processes, including strategic decision-making</li> <li>£100,000 of funding has been distributed to grassroots community projects, overseen by Newport's Fairness Commission and a representative community steering group</li> </ul>
Customer Service and Access	We have a better understanding of the demographics of our service users, and reflect these in service design, removing barriers to access	<ul style="list-style-type: none"> <li>Accessibility Stakeholder Group is established and advising on council projects</li> </ul>

		<ul style="list-style-type: none"> <li>Equality support has been provided to all Test, Trace, Protect staff to ensure COVID-19 response is culturally and linguistically sensitive</li> </ul>
	Complaints relating to discrimination are managed in a way that ensures organisational learning	<ul style="list-style-type: none"> <li>Review of the council's complaints policy is complete, providing clearer guidance on how the council will respond to complaints relating to discrimination</li> </ul>
	Through close partnership working with Newport Live barriers to accessing sports and leisure provision in the city will be reduced	<ul style="list-style-type: none"> <li>Inclusive cycle programme launched by Newport Live to encourage participation of disabled people</li> <li>Partnership programme delivered with Ffilm Cymru to encourage under-represented groups to learn more about careers in the film sector</li> </ul>
Representative Workforce	Staff with protected characteristics are better represented at all levels throughout the organisation	<ul style="list-style-type: none"> <li>The council's Exit Interview form now specifically considers experiences of discrimination</li> <li>Workforce Planning tool launched to allow service areas to assess and understand areas of under-representation</li> <li>Recruitment Working Group established to consider inclusive recruitment strategies</li> </ul>
	Diverse staff have a voice within the organisation, and are listened to	<ul style="list-style-type: none"> <li>Staff networks for disabled, LGBTQ+ and ethnic minority staff have been established</li> </ul>
	The potential for unconscious bias in recruitment processes is recognised, and minimised	<ul style="list-style-type: none"> <li>All personal details have been removed from the council's application forms</li> </ul>
Community Cohesion	Everyone living in Newport feels welcomed, and integration is supported by local communities	<ul style="list-style-type: none"> <li>Significant support provided to EU citizens ensured high levels of EUSS applications received from Newport residents</li> <li>COVID-19 response has been focussed on ensuring minority and marginalised communities are informed, supported and listened to</li> </ul>
	Community tensions are monitored and mitigated effectively	<ul style="list-style-type: none"> <li>Fortnightly community tensions meeting and weekly community dial in established in partnership with Gwent Police</li> </ul>
Learn Well	There is greater parity in attendance and exclusion rates for all pupils in Newport	<ul style="list-style-type: none"> <li>Named Education Welfare Officer allocated to each school</li> <li>Attendance and exclusion data monitored weekly and monthly, including by Protected Characteristic</li> </ul>
	We have a better understanding of the challenges faced by potentially marginalised pupils	<ul style="list-style-type: none"> <li>Welsh Government's new Anti-Bullying Guidance embedded in local processes</li> </ul>

		<ul style="list-style-type: none"> <li>• Youth Council has developed LGBTQ+ schools guidance</li> <li>• Black History and Gypsy Traveller History Month resources developed for schools</li> </ul>
Independent Living	People are empowered to live in their own accommodation for longer	<ul style="list-style-type: none"> <li>• New scheme launched for people with learning disabilities to increase opportunities for independent living</li> </ul>
	People are empowered to play an active role in their local communities	<ul style="list-style-type: none"> <li>• Community Connectors continue to support people to connect with, and be involved with, their local communities</li> </ul>
	The city is responsive to the accommodation needs of victims of domestic abuse	<ul style="list-style-type: none"> <li>• Housing Support Grant continues to fund projects for people escaping domestic abuse, including specific provision for people from an ethnic minority background</li> <li>• 240 women currently supported by DAFS floating support</li> </ul>

# Equality Objective 1: Leadership, Governance and Involvement

*“Newport City Council has strong leadership and clear governance around equality, ensuring robust monitoring processes and regular meaningful stakeholder engagement”*

## Governance

To deliver on the objectives we set out in our Strategic Equality Plan we need to lead from the front, not just talking about equality, but by being a great example of good practice. Since

- ☑ Embedding the Socio-Economic Duty into council governance processes

- ☑ Delivering events and communications throughout the year relating to key dates in the equalities calendar

- ☑ Developing a Delivery Plan for our strategic equality work

publishing our Strategic Equality Plan, we have worked hard to ensure that the objectives we have set are going to be delivered effectively over the lifetime of the Plan. We have established a number of themed delivery groups, including Representative Workforce and Customer Service and Access Groups, which bring key officers together to progress these areas of work.

We have also reviewed the Terms of Reference and membership of our Strategic Equalities Group, which is now attended by our Elected Member Champions for equality, service area representatives from

across the council, and the Chairs of our newly established Staff Support Networks. This provides a platform for staff from under-represented groups to have access to senior decision-makers, influence our workplace and service delivery policy, and ensure that lesser heard voices are truly heard.

Over the past 12 months, we have also worked to understand and embed the principles of the Socio-Economic Duty (SED) and have delivered training to our Elected Members and senior officers on the Duty and its implications for our strategic decision making process. We have worked closely with Welsh Government to develop non-statutory guidance for public bodies, and have appointed a Cabinet Member lead for the Duty. We have also reviewed and updated our Fairness and Equality Impact Assessment process to fully reflect the Duty and provide a more streamlined, integrated assessment tool for decision makers.

## Leadership

This year, we have stood with our minority ethnic communities who experienced the devastating disproportionate impact of the COVID-19 pandemic, and felt the injustice caused by the murder of George Floyd. In July, we lit up the Civic centre in purple as a mark of solidarity with the BLM movement, and were proud to sign up to Race Council Cymru’s [Zero Tolerance to Racism](#) policy for Wales.

The Leader of the Council, Councillor Jane Mudd, established a Community Roundtable meeting, which brings people from an ethnic minority background together to discuss the race equality challenges across the city, and influence our response at the highest level. The Leader has also mandated equality and diversity training for all council staff and Elected Members. This will be rolled out by April 2022, starting with an Inclusive Leadership course for all of senior leaders and managers.

## **Involvement**

We recognised the impact that COVID-19 had on many of our minority, marginalised or isolated communities and developed a comprehensive [Community Impact Assessment](#) (CIA) to inform our response and recovery work. The CIA focusses on the effects experienced by people that share Protected Characteristics, but also on socio-economic factors, like employment and risk of poverty, community cohesion and migration. The CIA was informed by available evidence and research, as well as a series of themed engagement sessions with communities.

The CIA informed both our strategic recovery aims and the development of a Participatory Budgeting programme, delivered in partnership with Public Health Wales and external consultants, Mutual Gain. The programme was overseen by a community steering group which co-ordinated the distribution of over £100,000 to 24 grassroots community projects across the city. A 2-day online event was attended by around 400 Newport residents, who voted for those initiatives most likely to benefit diverse communities. All projects were required to evidence how they would aid recovery from COVID-19 impacts and reduce inequalities relating to key areas including digital exclusion, health and wellbeing and access to information.

To ensure our commitment to equality is visible, we have worked hard this year to raise the profile of our work in this area, and promote key dates and celebrations to staff and communities, including Pride Month, Black History 365, Refugee Week, Holocaust Memorial Day and Hate Crime Awareness Week. To ensure our communications are meaningful, messaging on our internal and external platforms have been supported by staff awareness sessions, the development of information and resource packs, and partnership events.

## **Focus on the future**

Priorities for the next year include:

- Working in partnership with Welsh Government and the WLGA to deliver on recommendations made in the Welsh Government's Race Equality Action Plan recommendations
- Further developing our Fairness and Equality Impact Assessment processes and deliver training to staff on its use
- Deliver bespoke equalities training to all staff across the organisation
- Work to develop our Elected Member champion roles
- Deliver a second round of Participatory Budgeting

## Equality Objective 2: Customer Service and Access

*“Newport City Council’s services are accessible to everyone in Newport, providing services that are both inclusive and considerate of individual need”*

- ☑ Establish a disability access group to support the development of customer service provisions
- ☑ Working with Newport Live to provide accessible opportunities for people to engage in Sports, Leisure, Art and Culture
- ☑ Review and update customer complaints processes

### Access

A focus on accessibility and inclusion is key to ensuring that the council ensures equitable access to services in the future, and despite the challenges that have been presented by COVID-19, we have been able to make progress on a number of the outcomes we identified within this objective.

In response to the physical changes that were required to the city centre because of the pandemic, we established an Accessibility Stakeholder Group

(ASG) to review and consider how projects relating to the use of the city centre and council services impact on accessibility.

The group brings together several local stakeholders including disabled members of the public and third sector organisations and has already shaped our approach to the reopening of the city centre following periods of national lockdown. The group contributes regularly to planning and project work and acts as a critical friend to a range of service areas within the council.

Receiving feedback, practical solutions and ideas for improvement from people that have lived experience of barriers to access has been invaluable. The group has been able to influence changes to active travel routes, pedestrianisation of the city centre and plans for new developments like our city centre leisure provision and Devon Place footbridge.

### Complaints and Customer Service

This year has seen significant changes in the way that we deliver services to the public. Restrictions on face to face contact, and an unprecedented increase in contact centre demand has meant that progress against some of our equality priorities has been limited. However, we have still made positive progress in a number of areas.

We have established a Customer Service and Access Delivery Group to support delivery of this objective, and reviewed and amended our Customer Complaints Policy. This has included improvements to our approach to complaints relating to discrimination.

Many of our customer services staff are seconded to our Test, Trace, Protect (TTP) Team, supporting our COVID-19 response. The TTP team has been supported to ensure that they understand the needs and concerns of minority communities who may be fearful of engagement with the TTP process, and have worked closely with our Community Cohesion Team to respond effectively to the emergence of COVID-19 clusters within specific communities. This has included the development of multi-lingual assets, working alongside

other council staff that speak community languages, and working closely with trusted third sector partners to ensure messages reach the people who need to hear them.

### **Engagement in Sports, Leisure, Art and Culture**

Despite the disruption to and closure of leisure facilities this year, over the course of the lockdown we were also able to maintain our close working relationship with Newport Live. We were able to launch an inclusive cycle programme that is free for Newport residents, and that encourages disabled children and adults to participate in cycling activities. The programme was also able to secure a small fleet of specially adapted bikes, further reducing barriers to participation, and included the installation of adapted toilet and changing facilities on site.

We were also pleased to support a group of young people through a skills development workshop to enhance their work options within the film sector. The programme, delivered in conjunction with Ffilm Cymru and Foot in the Door Productions focussed on offering opportunities to under-represented groups, and has provided the opportunity to consider future, larger-scale projects of a similar nature.

Our *Fusion: Creating Opportunities through Culture* programme continued to work with local partners to increase access to arts and heritage for Newport residents, encouraging communities to explore the history that lies on their doorstep and engage in creative activities. Key projects included the Gypsy Stars Choir in partnership with Operasonic, Maindee Primary and Lliswerry High School working with Roma families, the delivery of online art workshops supported by door-to-door delivery of activity packs to individuals and care homes, heritage walking tours and Twitter Take Over events with young people.

### **Focus on the future**

Priorities for the next year include:

- Delivering equalities training to our TTP and customer service staff
- Improving data collection and demographic monitoring across our customer service and complaints departments
- Consulting with our Accessibility Stakeholders Group on key projects, including the move of our Information Station and development of our new leisure provision
- Embedding Accessibility Standards across our digital platforms



## Equality Objective 3: Representative Workforce

*“Newport City Council has a workforce that represents the city, and is a workplace with an inclusive culture, which recruits, develops, and retains staff”*

- ☑ Removing all identifiable information from our job applications
- ☑ Establishing a staff support network for minority ethnic staff
- ☑ Establish a staff support network for disabled staff

During our public consultation on our Strategic Equality Plan, we received strong feedback that made it clear that developing an empowered and more representative workforce would be key to achieving our vision of a more equal Newport.

The first 12 months of the Plan’s delivery were characterised by huge workforce disruption, unlike anything we have previously experienced. Like so many workplaces across the country, Newport City Council transitioned from a workforce that was mainly office and location based, to one that was largely working from home. However, unlike

other organisations, we were also responsible for many of the essential services that are required to keep society moving during the various lockdowns.

As part of our response to the COVID-19 pandemic, we introduced a staff risk assessment, based on the Welsh Government’s COVID-19 Workforce Risk Assessment, to specifically protect our staff from a Black, Asian or Minority Ethnic background who we knew were more likely to be affected by the virus and associated risk factors.

Despite these unexpected challenges, we were able to make significant progress towards meeting our Strategic Equality Objective, and have established a Representative Workforce Delivery Group to continue progression of work in this area.

### Recruitment

This year we have reviewed our job application processes and have successfully removed information relating to a person’s protected characteristics, and any other details, which may make them identifiable. This means that decisions of selection and shortlisting panels are less likely to be impacted by unconscious bias.

We have introduced additional monitoring categories that allow potential and existing staff to better self-identify, for example expanding our gender options, and delivered training on equality impact assessments for our senior HR staff. This will allow for better consideration of the impact of any restructuring decisions on people that share protected characteristics.

We have also reviewed and updated our exit interview questionnaire for staff leaving the organisation, which now captures any experiences of discrimination or adverse workplace culture that may have impacted on a person’s decision to leave the council.

Our Workforce Planning tool, piloted this year, provides each service area with their workforce demographics and prompts Heads of Service to specifically consider how they can improve any under-representation of people that share protected characteristics.

We have also recently established a Recruitment Working Group to consider how we can develop a more inclusive recruitment strategy, and we will be looking to prioritise this work during the next financial year.

### **Staff Support Networks**

This year we have been delighted to establish two Staff Support Networks. Our Diversity Network is for colleagues from an ethnic minority background, and IN-NCC is a network for disabled staff. Networks are a powerful agent for organisational change, and for ensuring the voices of under-represented groups are heard, listened to, and influence policy and process.

As well as being a safe space for colleagues to share experiences and seek support, our networks are playing a vital role in supporting the delivery of our equality priorities. Our Diversity Network has identified three key priorities – staff training, workplace policy, and increasing representation through recruitment and development. This year, the Chair of our Diversity Network also sat on the interview panel for recruitment of our Chief Executive, a practice that will now be adopted for similar senior officer processes.

In March this year, we also held our first LGBTQ+ Network meeting, which was well attended and highlighted the need for a secure, confidential group where people could express themselves fully and work to raise awareness across the organisation of sexual and gender diversity.

The council have committed to ensuring Networks are supported through time to attend meetings, allocation of funds where needed, and administrative support. Network Chairs now attend our Strategic Equalities Group meetings, as well as our Strategic Equality Plan delivery groups.

### **Workplace Culture**

This year we have worked to increase the amount of content relating to equality and diversity visible to staff on our internal communications platforms. This has included marking significant dates throughout the year, as well as topical updates on issues which including anti-racism and hate crime. During October, we themed our staff newsletter around Black History 365 and we have also offered a range of informal learning events for staff. These have included question and answer sessions with our local Black Lives Matter lead, international rugby star Ashton Hewitt, and an introduction to gender and sexual diversity, delivered by Umbrella Cymru.

### **Focus on the future**

Priorities for the next year include:

- Improving our collection of staff data, increasing completion rates and aligning with census categories to allow effective comparison

- Delivering a workplace culture survey
- Developing a range of entry routes to the organisation and promoting these to under-represented groups
- Rolling out Inclusive Leadership training to all of our managers
- Embedding anti-racism principles within our workplace culture
- Developing Gender Identity and Dignity in the Workplace Policies

## Equality Objective 4: Community Cohesion

*“Newport City Council promotes positive relationships between different communities, supporting integration and effectively identifying emerging community tensions”*

☒ Working in partnership with locally funded services to support EU nationals to apply for the EUSS

☒ Working in partnership with our Youth Council and local LGBTQ+ people to develop a ‘safe space’ for LGBTQ+ people in Newport.

☒ Developing a multi-agency mechanism to effectively monitor community tensions at the earliest stage

☒ Delivering training to community groups that empowers them to challenge and act on hate speech where they encounter it.

As a local authority, community cohesion is a central theme within our equality related work plans, and our priorities in this area are informed by the delivery of the Welsh Government’s community cohesion work plan for local authorities. The ongoing implications of Brexit and the wider global migration crisis meant that this year was always going to be challenging.

However, the events of 2020 presented additional issues, with the pandemic giving rise to a significant increase in community tensions and an urgent need to build resilience within, and provide support to, the diverse communities of Newport. Much of our cohesion work this year has been reactive, supporting communities to access information in their home languages, developing e-bulletins and online communications channels to share important updates, and responding to COVID-19 clusters, which have emerged within some of our most vulnerable communities.

### Hate Crime and Community Tensions

This year we continued our commitment to addressing all forms of hate as it affects our communities. At the start of the year we saw a significant rise in online hate speech directed at specific communities perceived to be contributing to the spread of the COVID-19 virus, and throughout the year, right wing activists have exploited this misinformed belief, as well as the many conspiracy theories that have emerged as a result of the pandemic.

To tackle this, we have provided training on hate crime to around 80 frontline staff, and hosted a virtual event for professionals in partnership with Hope not Hate and the Center for Countering Digital Hate, equipping people with the skills to counter online hate where they see it. During Hate Crime Awareness Week this year, we also signed up to Victim Support’s Hate Crime Charter which sets out the way that victims of hate crime should be treated, and are currently developing a Hate Crime Policy to further embed these principles. We have also delivered hate crime training to a range of community groups, as well as our internal staff networks.

We have now established a fortnightly tensions meeting with our partners in Gwent Police which enables us to effectively monitor and mitigate emerging community tensions,

## **EU Settlement Scheme**

As a result of Britain's exit from the European Union, EU nationals that had previously been relying on treaty rights that had guaranteed their right to work and live in the UK now needed to secure these rights by applying to the UK government's EU Settlement Scheme (EUSS). As of March 2021 nearly 8000 applications had been made to the EUSS by Newport residents.

Our teams have been able to work flexibly, setting up community WhatsApp groups and identifying key community contacts to both promote awareness of the EUSS and to monitor other Brexit-related tensions. Our EU Citizens Forum continued to meet virtually, bringing together community members and third sector services to effectively address issues affecting EU citizens in Newport. We also continued to co-ordinate a weekly partnership drop in for EU citizens to access support and advice in a safe space when restrictions allowed. In March this year we hosted a partnership event for nearly 100 professionals across Newport raising awareness of post-Brexit rights and entitlements of EU citizens, a model which is now being adopted by other areas of Wales.

We have also been working closely with colleagues in the Home Office and Welsh Government on other migration related issues; both to support the new British National (Overseas) Visa scheme for Hong Kong residents and to reduce the pandemic related pressures that have built up within the asylum system.

## **LGBTQ+ Safe Space**

Following consultation with LGBTQ+ young people across Newport in 2019, which highlighted the need for a safe space for people to come together, the council provided funding for a specific LGBTQ+ Youth Group. This group has now met every month since October, offering peer support and opportunities to engage in wider community projects. Face to face meetings will commence again in May at the Tin Shed Theatre, with activities co-designed by young people, including a queer book club, board game night, archery, dungeons and dragons, movie night and cosplay.

Youth groups, community centres and high schools have been encouraged to make referrals into the project and the group are currently working with Caerleon Comprehensive and Llanwern High School. The group has also been signposted to young people supported by Llamau in Newport as well as the Whole School Approach Officer for Changing Minds (Newport Mind). The group has been offered a permanent meeting space by The Riverfront when it reopens fully in September 2021.

## **Focus on the future**

Priorities for the next year include:

- Improving our response to hardship cases which arise as a result of insecure migration status
- Developing a council Hate Crime Policy
- Developing a 'Welcome to Newport' app for newcomers to the city

## Equality Objective 5: Learn Well

*“Newport City Council supports the wellbeing and attainment of the city’s pupils and actively looks to address any disparity in achievement, of vulnerable learners”*

☒ Improving our response to Identity Based Bullying by embedding Welsh Government’s ‘Rights, Respect and Equality’ anti-bullying guidance in our practice

COVID-19 has been hugely disruptive for schools across Newport, creating new challenges including remote learning and threatening to widen inequalities that already exist for vulnerable or disadvantaged learners. Although this has impacted on work towards specific actions within our Strategic Equality Plan, we have worked incredibly hard this year to keep equality and fairness at the heart of our education delivery whilst responding to the needs of learners and families during the pandemic. We were also pleased to extend our Free School Meal offer to families who are experiencing hardship as a result of having no recourse to public funds.

### Attendance

This year, a named Education Welfare Officer was allocated to each school, focussed on providing wellbeing support for pupils and families who were not engaging with schools or blended learning, including regular contact and home visits. Weekly and monthly attendance monitoring has been embedded in our practice, including analysis by school, phase, gender, ethnicity and postcode. Monitoring also includes the use of new, temporary codes to help identify the impact of COVID-19 and remote learning on individual learner attendance.

Our Gwent Education Minority Support Service (GEMS) worked specifically with pupils who have English as an additional language (EAL), assisting parents to support their children with online learning, and ensuring families had access to digital equipment. The team carried out weekly wellbeing calls to families and young people and supported schools with translation of key information for families regarding access to free school meal vouchers and completion of the digital device agreements. The GEMS team also surveyed EAL pupils and families to inform improvements to provision.

### Anti-Bullying and Inclusion

In response to the introduction of Welsh Government’s new Anti-Bullying Guidance, ‘Rights, Respect and Equality’ we have reviewed our approach to capturing information on identity-based bullying across our schools, improving the way that protected characteristics are captured on reporting systems, and adding additional fields for completion, including action and outcomes. Our Youth Council also led on a consultation exercise to inform the development of our new Anti-Bullying Policy.

During Black History Month 365, anti-racism resources were developed specifically for schools, pupils and parents, and during Hate Crime Awareness Week, a series of virtual puppet workshops were delivered by Puppet Soup across our primary schools, exploring and

celebrating unique and shared identities. To further support this work, GEMS has provided £15,000 funding to Show Racism the Red Card to promote anti-racism approaches across schools and provide sessions for staff, pupils, governors and parents.

Estyn's October 2020 thematic review, 'Celebrating diversity and promoting inclusion - Good practice in supporting lesbian, gay, bisexual and transgender (LGBT) learners in schools and colleges' featured the work of Ysgol Gymraeg Casnewydd, Eveswell Primary and Bassaleg School.

### **Focus on the future**

Priorities for the next year include:

- Work focussed on violence reduction in schools
- Streamlining and aligning support mechanisms for schools responding to identity-based bullying
- Work to address community concerns about RSE under the new curriculum
- Rollout of Welsh Government's Hate Crime in Schools Project



## Equality Objective 6: Independent Living

*“Newport City Council contributes to the city being a great place to live, to grow older and live independently, and has in place a range of housing related services, which accommodates people in different situations”*

☒ Delivering Black, Asian and Minority Ethnic specific women’s refuge and associated supported aimed at women fleeing domestic violence

Our housing services have experienced an unprecedented increase in demand during this period as the UK and Welsh Governments sought to restrict the spread of COVID-19 by extending the statutory housing duties of local authorities.

Housing Support Grant and Homelessness Prevention Grant projects including floating support, mediation and housing options staff, continue to support people to maintain their own accommodation and prevent homelessness. The Housing Support Grant also funds 20 units in four refuges, including one specifically for Black, Asian and Minority Ethnic women and 2 as part of a regional scheme for women with complex needs.

In addition, the DAFS floating support, crisis and advice scheme supports a minimum of 240 women in their current temporary or permanent accommodation and includes a dedicated post working with minority ethnic women. 2 additional dispersed units for 5 people have recently been acquired using VAWDASV and Phase 2 homelessness capital funding.

Projects for Gypsy and Traveller communities and EU migrants have been consolidated and remodelled to ensure a continued presence of support for these marginalised groups. Our work with the Gwent Gypsy and Traveller Support Service continues, with a dedicated support worker providing support and advice to communities.

During the year, as part of the implementation of the Independent Living Strategy, five young people with learning disabilities were supported to move into their own self-contained flats in a new complex, increasing their independence and access to the local community. Due to the success of these schemes and the care and support model used, additional schemes are planned over the coming years.

As well as providing accommodation, we also encourage people to play an active role in their local community, through projects that include:

- Adult Services’ Community Connectors
- Floating support workers
- Integrated Wellbeing Networks with ABUHB
- Older Persons Pathway
- Independent Living Strategy
- Tenancy ready programmes

Our Community Connectors for minority ethnic communities offer support to people who may be socially isolated to improve their wellbeing based on what matters to them. During

2020/21 they supported 302 people resulting in 1,030 positive outcomes and connected 82 people to local activities. Information in different languages was shared via digital platforms, with Mosques, churches and online groups.

Connectors continue to work with groups at grassroots level on COVID-19 recovery plans and signposting to funding sources to ensure sustainability. Although the pandemic prevented many groups from meeting face to face, this year the Community Connectors engaged with 317 partners over 19 sessions (online meetings). The Team continue to map community activity provision and engage with groups as we continue working on the city's recovery.

### **Focus on the future**

Priorities for the next year include:

- Using Welsh Government grant funding to provide support to our most vulnerable citizens through the Housing Support Programme
- Developing a new floating support team for people with complex needs
- Providing additional support for refugees and asylum seekers
- Establishing a dedicated service for male-led families with male support workers
- Remodelling one of the city's refuges to cater for women with complex needs fleeing domestic abuse
- Production of the Council's first four-year Housing Support Programme Strategy (2022-2026)

## Equality Monitoring and Capturing Data

Equality data is used by the council to inform our decision-making, help us understand where we have gaps, and support effective impact assessments. This section of the report will consider:

- Collecting data; how we collate information related to protected characteristics
- Evaluating data; how we use this data to inform our practice

### 1. Collecting Data

Collecting accurate information about our employees and the public is key to delivering services which are inclusive, and responsive to individual need. We collect and monitor equality data in a number of ways.

#### A. Systems

The council has a range of systems which collect data, for example, through our Customer Relationship Management (CRM) system, other databases linked to individual services, and through our internal HR system. These allow service areas to build a picture and profile of their customers or staff. Customer data is utilised in developing service area plans and work programmes, and allows service areas to amend existing services and delivery where needed. We use our internal data to assist with workforce planning and inform our representative workforce work.

#### B. Consultations

The council regularly consults and engages with a variety of community groups, citizen panels and the public in general. We develop surveys and consultations based on needs for service changes, improvements or strategies that will affect the community. This year we have consulted on topics such as the the setting of our budget, the new Leisure Centre provision and facilities and residents parking. Consultation methods have included online surveys, sharing of consultation opportunities on our website and socila media platforms and bus wi-fi surveys. Using demographic monitoring for all surveys and consultation exercises means we can now better understand the needs of people in Newport that share protected characteristics, and the differential impact of our proposals.

#### C. Community Well-being profiles

In line with the Well-being of Future Generations Act (2015), the council published our Community Well-being Profiles in 2019. The profiles are available on our website for the public, as well as internally on our intranet system for staff. These profiles provide a source of data across a number of different areas, including data on ethnicity and are often used by the council to inform equality impact assessments.

#### D. National Census

We continually reveiw and update our standard equalities monitoring forms, and are working to ensure that the data we capture aligns with the categories within the recent Census. This will allow us to better understand our resident population, any under or over-representation of communities accessing our services, and inform our workforce representation strategies and planning.

## **2. Evaluating data**

The council uses a range of processes which ensure that we use the data that we collect in a way that informs our planning, decision and policy making.

### **A. Fairness and Equality Impact Assessments**

The completion of Fairness and Equality Impact Assessments at the outset of decision or policy making process, assists the council in evidencing that we are meeting our Equality duties, and, more importantly, using relevant equality data to ensure that any disproportionate impact is mitigated at an early stage, and the best decisions for the public are made. The council has an integrated model of equality impact assessment, combining considerations around Equalities, Welsh Language, Well-being of Future Generations and the parameters of fairness set out by our Fairness Commission within a single process. This will shortly include obligations relating to the Socio-economic Duty. FEIAs should be evidence based, drawing on internal and external data in order to support any findings.

### **B. Service Area Plans**

Annual plans are produced by each of the council's service areas, and act as a key reporting mechanism for the delivery of our Corporate Plan, as well as our Wellbeing Objectives. Each Service area has a number of performance indicators relating to priority actions, as well as areas of risk which are updated on a quarterly basis. Risks are currently identified in relation to non-compliance with the Equality Act 2010.

## Workforce Data

The following workforce data shows information about the protected characteristics of our employees captured between April 2020 and March 2021. The data shows that at the time of reporting there were 5779 staff employed by Newport City Council which is a minor decrease from 5781 in the last reporting period.

It remains challenging to compare workforce data against national statistics due to differences in the way that data is collected by employee systems, compared to standard census data. We also know that census data is now outdated, and unlikely to be a true reflection of the current demographics of Newport.

Some changes have been made to the recording options that we offer potential and existing staff to better align with the census 2021, and as part of our ongoing commitment to continuously improve the way we capture data. Work continues to align all of our systems to ensure comparative data can be analysed effectively, as well as instill confidence that our monitoring is inclusive, and information is being managed securely and respectfully.

This year we have seen an increase in people providing their personal information across several categories, with fewer people opting not to provide information or leaving categories blank. There may be several factors that have influenced this change, including an increased awareness of the importance of monitoring data as a result of the national census campaign, and our efforts to move towards a culture that normalises the capture of demographic information, and is clear about its role and purpose. This year we have reinforced the importance of updating personal information, updated staff on new recording categories available and prompted colleagues to update their information when they log on to our employee self service system.

This year we have also started to capture data relating to gender identity, armed forces connections, care leavers and transgender status both for applicants and existing staff. This data can currently only be reported on in low numbers, however we hope to include further detail in our next Annual Report.

As an indication of applicant data, we can report that out of 6956 applicants:

- 22 applicants disclosed that they have had gender reassignment
- 63 applicants had identified they were eligible for a guaranteed interview under the 'Disability Confident Scheme'
- 55 were eligible for a guaranteed interview under our 'Armed Forces Covenant'
- 20 were eligible for a guaranteed interview under our 'Care Leavers' agreement
- From the 'Gender Identity' question 22.44% identified as female, 11.83% as male, 0.13% selected 'other' and 65.6% of respondents left the question blank

## Data Analysis

At the time of data capture we had 5779 staff employed, 519 leavers and 6956 applicants. Anomalies in data (numerical statistics in 'pay band by sex', 'contract type by sex', 'working pattern by sex', 'ethnicity pay gap' and 'disability pay gap') are due to the time that reports were run/requested, but were analysed from a date correct at 31/03/2021 and the percentages displayed are reflective of the correct data. Intersectional data was analysed from a master spreadsheet that allowed all categories to be filtered and defined simultaneously.

### Key findings

#### Ethnicity

- 93.5% of staff identify their ethnicity as white; this includes White – British, Welsh, English Scottish, Irish, Other European and Other, a decrease of 0.5% from last year
- 1.8% of staff identify their ethnicity as Asian or Asian British - Other, Pakistani, Bangladeshi, Indian
- 0.12% of staff identify their ethnicity as Chinese or Other – Chinese, Chinese or Other Ethnic Group
- 0.85% of staff identify their ethnicity as Black or Black British African, Other, Caribbean, or Mixed Black African
- 1.42% of staff identify their ethnicity as Mixed – Other, Mixed White & Black African, Mixed White & Black Caribbean, Mixed White & Asian
- The removal of the category 'Chinese or other – Gypsy / Traveller' was removed. The ONS National Census had a sub-category of 'White – Gypsy or Irish Traveller'
- 0.54% of staff were 'not stated', 'unknown', or 'Prefer Not To Say (PNTS)'
- 1.85% of staff left their ethnicity blank compared to the previous reporting period of 1.9%
- Black (all categories), Asian (all categories), Chinese (all categories) and Mixed ethnicity (all categories) staff made up 4.15% of leavers, a decrease from 4.8% in the previous period
- 92.68% of staff leaving the organisation were of White (all categories) ethnicity
- 'Arab' is listed in ONS National Census category for ethnicity, but we did not offer this option during the reporting period
- 9.46% of applications were from people who identified as Black (all categories), Asian (all categories), Chinese (all categories) and Mixed ethnicity (all categories), compared to population of 13.2%
- 5.03% applicants were Asian, 1.8% applicants were Black, 0.21% were Chinese and 2.41% were of mixed ethnicity
- 4.19% of our current staff are from a Black, Asian or other minority ethnic background, a very slight increase on last year's figure

- We lose a higher percentage of people who identify as Black (all categories), Asian (all categories), Chinese (all categories) and Mixed ethnicity (all categories) than we do of those identifying as White

### Age

- Of 24 staff aged over 75, 5 left the organisation during this period - an increase on last year as zero staff over 75 left
- 25-34 year olds made up 26.78% of leavers, which was the highest percentage same category as last year
- 66.5% of the workforce is aged 16-49 and over 50s make up 33.5% - the same figures as the previous year
- At 74.58% the majority of our job applicants are under 45 years old
- 4.3% aged 75+ applied to work at NCC whereas the previous report highlighted that 1.7% of applicants were over 60 (with incomparable categories)
- In our last annual report 25.1% of applicants were aged 16-24; this report shows that 22.97% in this age bracket applied for jobs with us, a decrease in younger applicants of 2.13%
- We have an increase in our 16-24 age category of current staff from last year
- 2.53% of applicants preferred not to disclose their age
- 62.39% of the workforce is between 25 – 49 is this significant?

### Sex

- 76.88% of the workforce are female and 23.12% are male, the same as last year
- Across Wales in our previous reporting period, a gender pay gap of 13.5% existed, compared to this period a decrease in Wales to 11.6%
- Newport as a local authority area had a gender pay gap of 20.1% at this reporting period (this is a similar statistic to neighbouring local authorities)
- Newport City Council's gender pay gap was 3.6% (mean) and 0% median

### Marital Status

- Married people (48.07%) and single people (29.49%) make up the majority of the workforce. The number of married staff has increased since last year
- The largest percentage of applicants are single people at 39.69%
- 0.81% of the current workforce are widowed, compared to 1.54% leaving the organisation
- 0.19% of the current workforce are in a civil partnership
- The highest proportion of leavers are married people at 42.58%
- The lowest proportion of leavers are those in civil partnerships, or who would prefer not to say



## Disability

- 2.11% of the workforce are disabled, an increase of 0.28% from last year
- The approximate global (and local) percentage of disabled people is 15%
- 2.5% of the leavers were disabled, a decrease from 2.7% last year
- 'Not known' or left 'blank' accounts for 3.53% of staff, 2.7% of leavers, and 9.96% of applicants
- The number of disabled applicants has increased from 4.3% to 4.64%
- 11.2% of the disabled workforce, last year left the organisation, based on 116 staff declaring a disability from 2019-2020
- Applicants selecting 'not disabled' has decreased from 90.5% last year to 85.39%

## Sexual Orientation

- 1.33% of the workforce identified as lesbian (or gay woman), bisexual or homosexual (or gay man), an increase from last year of 0.23%
- 4.83% declined to specify their current sexual orientation
- The number of people choosing to leave this question blank has decreased from 55.84% last year to 49.07%
- We have had an increase in applicants who identify as lesbian, bisexual and gay rising from 4.25% to 5.17%
- One third of leavers left this question blank, compared to half of all staff and only 7.06% of applicants
- 2.12% of leavers are lesbian, bisexual or gay
- We are losing more lesbian, bisexual and gay people than we are employing in each recorded category, though at a lesser rate than the previous year
- Applicants who identified as Heterosexual decreased from 88% during the last reporting period to 83.05%

## Religion or Belief

- Those identifying as Buddhist, Jewish or Taoist has increased from 0.13%, to 0.53%
- 3 staff identify their religion/belief as Confucianism
- Just over half of our staff chose to leave this blank
- 'Not specified' and Christian were the largest groups, with 11.09% and 11.07% respectively, following 'blank'
- 1.06% are Muslim (Sunni and Shiite) compared to data from our (2011) Wellbeing Profiles which suggests that 4.7% (minimum) are Muslim
- 1.4% of leavers in 2019-2020 were Muslim and has increased to 1.54% in this reporting period
- The largest group identity specified for applicants was Atheist with 20.7%
- 589 applicants stated their religion or belief as 'other'

## Intersectional and additional data of interest

- All the gay/homosexual men are white and under 54
- Less than 1% of staff have identified as having had gender reassignment, although this category was introduced part way through the year so is not a complete picture
- 2 people who are Muslim are white
- Of those identifying as lesbian, gay or bi; 6 are disabled and all of this group are white
- All 13 staff who are members of the Armed Forces community are between 35-64 years old
- The younger our staff, the more likely they are to have identified as following a religion or belief, with 50% being aged 16-24 years old
- 0.01% of people over 55 are bisexual, 31% over 55 are heterosexual/straight and almost 70% left this question blank or preferred not to say
- Of our ethnic minority staff, 3.2% are female and 1.07% are male

## Focus on the future

Considering our data findings, we will be focussing on the following areas of work next year:

- Delivering targeted recruitment campaigns that increase our engagement and reach with under-represented groups
- Developing our understanding of ethnicity and disability pay gaps across the organisation
- Focussing on increasing reporting for those categories that still have a low completion rate, for example, religion
- Promoting our staff networks to all potential and current staff to encourage confidence in our workplace culture and help people to bring their whole selves to work
- Reviewing our recruitment strategy and process, along with our recruitment landing pages to ensure these are welcoming and inclusive to all

Captured at 31<sup>st</sup> March 2021

#### Pay band by sex

	2019/20				2020/21			
Pay Band (£)	Female	%	Male	%	Female	%	Male	%
10,000-14,999	23	0.5	10	0.7	20	0.4	10	0.7
15,000-19,999	1927	39.2	450	31.7	1919	39.3	450	31.7
20,000-24,999	956	19.5	288	20.3	944	19.3	288	20.3
25,000-29,999	389	7.9	128	9.0	384	7.9	129	9.1
30,000-34,999	279	5.7	121	8.5	280	5.7	121	8.5
35,000-39,999	390	7.9	109	7.7	389	8.0	110	7.7
40,000-44,999	695	14.1	191	13.5	696	14.2	191	13.4
45,000-49,999	43	0.9	16	1.1	38	0.8	14	1.0
50,000-54,999	46	0.9	17	1.2	51	1.0	18	1.3
55,000-59,999	27	0.5	8	0.6	27	0.6	9	0.6
60,000-64,999	16	0.3	9	0.6	16	0.3	9	0.6
65,000-69,999	14	0.3	6	0.4	14	0.3	6	0.4
70,000+	33	0.7	17	1.2	33	0.7	17	1.2
Not known	74	1.5	49	3.5	75	1.5	49	3.4
Total	4912	100	1419	100	4886	100	1421	100

#### Contract type by sex

	2019/20				2020/21			
Contract Type	Female	%	Male	%	Female	%	Male	%
Permanent	3499	71.2	1028	72.4	3485	71.3	1027	72.3
Acting Up	31	0.6	6	0.4	30	0.6	6	0.4
Casual	368	7.5	145	10.2	356	7.3	146	10.3
Fixed Term	921	18.8	193	13.6	921	18.8	195	13.7
LTS cover	2	0	1	0.1	2	0	1	0.1
Mat Cover	4	0.1	0	0	4	0.1	0	0
Seasonal	29	0.6	5	0.4	29	0.6	5	0.4
Secondment	5	0.1	1	0.1	5	0.1	1	0.1
Sessional	53	1.1	40	2.8	53	1.1	40	2.8
Supply	0	0	0	0	0	0	0	0
Temporary	0	0	0	0	1	0	0	0
Total	4912	100	1419	100	4886	100	1421	100

#### Working pattern by sex

	2019/20				2020/21			
Working Pattern	Female	%	Male	%	Female	%	Male	%
Full time	1619	33.0	946	66.7	1619	33.1	949	66.8
Job share	3232	65.8	468	33.0	62	1.3	5	0.4
Part time	61	1.2	5	0.4	3205	65.6	467	32.9
Grand Total	4912	100	1419	100	4886	100	1421	100

Age profile

	All Staff					
Age Group	Employees (as of 31 <sup>st</sup> March)	%	Left the Authority	%	Job Applicants	%
16-24	235	4.07	31	5.97	1598	22.97
25-34	1244	21.53	139	26.78	2173	31.24
35-44	1566	27.10	125	24.08	1417	20.37
45-49	795	13.76	49	9.44	506	7.27
50-54	782	13.53	41	7.90	411	5.91
55-59	616	10.66	59	11.37	251	3.61
60-64	371	6.42	41	7.90	111	1.60
65-69	105	1.82	25	4.82	10	0.14
70-74	41	0.71	4	0.77	4	0.06
75+	24	0.42	5	0.96	299	4.30
Prefer not to say	0	0.00	0	0.00	176	2.53
Total	5779	100.00	519	100.00	6956	100.00

Sex profile (biological sex assigned at birth, not gender identity)

	All Staff					
Sex	Employees (as of 31 <sup>st</sup> March)	%	Leavers	%	Job Applicants	%
Female	4443	76.88	391	75.34	4947	71.12
Male	1336	23.12	128	24.66	1882	27.06
Unknown	0	0.00	0	0.00	127	1.83
Total	5779	100.00	519	100.00	6956	100.00

## Marital status

Marital Status	All Staff					
	Employees (as of 31st March)	%	Leavers	%	Job Applicants	%
Civil Partnership	11	0.19	2	0.39	54	0.78
Divorced	270	4.67	28	5.39	277	3.98
Living with Partner	547	9.47	74	14.26	1207	17.35
Married	2778	48.07	221	42.58	2046	29.41
Separated	93	1.61	8	1.54	104	1.50
Single	1704	29.49	166	31.98	2761	39.69
Widowed	47	0.81	8	1.54	20	0.29
Would prefer not to specify	43	0.74	2	0.39	81	1.16
(blank)	286	4.95	10	1.93	406	5.84
Total	5779	100.00	519	100.00	6956	100.00

## Disability

Disability	All Staff					
	Employees (as of 31st March)	%	Leavers	%	Job Applicants	%
Disabled	122	2.11	13	2.50	323	4.64
Not disabled	5453	94.36	492	94.80	5940	85.39
Not known	50	0.87	7	1.35	144	2.07
(blank)	154	2.66	7	1.35	549	7.89
Total	5779	100.00	519	100.00	6956	100.00

## Sexual orientation

Sexual Orientation	All Staff					
	Employees (as of 31st March)	%	Leavers	%	Job Applicants	%
Heterosexual	2587	44.77	300	57.80	5777	83.05
Homosexual	36	0.62	4	0.77	126	1.81
Bisexual	15	0.26	2	0.39	160	2.30
Lesbian	26	0.45	5	0.96	74	1.06
Declined to specify	279	4.83	39	7.51	328	4.72
(blank)	2836	49.07	169	32.56	491	7.06
Total	5779	100.00	519	100.00	6956	100.00

## Religion or belief

Religion	All Staff					
	Employees (as of 31st March)	%	Leavers	%	Job Applicants	%
Agnostic	243	4.20	29	5.59	668	9.60
Atheist	430	7.44	67	12.91	1440	20.70
Buddhist - Hinayana	2	0.03	0	0.00	22	0.32
Buddhist - Mahayana	4	0.07	0	0.00	13	0.19
Christian - Orthodox	262	4.53	20	3.85	436	6.27
Christian - Protestant	640	11.07	73	14.07	1055	15.17
Christian - Roman Catholic	332	5.74	37	7.13	705	10.14
Confucianism	3	0.05	0	0.00	0	0.00
Hinduism	4	0.07	1	0.19	42	0.60
Islam - Shiite	61	1.06	1	0.19	28	0.40
Islam - Sunni	0	0.00	7	1.35	221	3.18
Judaism - Orthodox	0	0.00	0	0.00	1	0.01
Judaism - Reformed	0	0.00	0	0.00	0	0.00
Not Specified	641	11.09	78	15.03	1069	15.37

Other	226	3.91	28	5.39	589	8.47
Sikhism	1	0.02	0	0.00	18	0.26
Taoism	1	0.02	0	0.00	1	0.01
(blank)	2929	50.68	178	34.30	648	9.32
Total	5779	100.00	519	100.00	6956	100.00

## Ethnicity

Ethnic Origin	All Staff				Job Applicants	
	Employees (as of 31st March)	%	Leavers	%	Job Applicants	%
Asian or Asian British - Bangladeshi	25	0.43	3	0.58	55	0.79
Asian or Asian British - Indian	15	0.26	1	0.19	72	1.04
Asian or Asian British - Other	27	0.47	2	0.39	81	1.16
Asian or Asian British - Pakistani	35	0.61	4	0.77	142	2.04
Black or Black British - African	23	0.40	3	0.58	80	1.15
Black or Black British - Caribbean	19	0.33	2	0.39	27	0.39
Black or Black British - Other	7	0.12	1	0.19	18	0.26
Chinese or Other - Chinese	4	0.07	0	0.00	10	0.14
Chinese or Other - Other Ethnic Group	3	0.05	1	0.19	5	0.07
Mixed - Black African	2	0.03	2	0.39	6	0.09
Mixed - Other	27	0.47	1	0.19	59	0.85
Mixed - White & Asian	16	0.28	1	0.19	33	0.47
Mixed - White & Black African	11	0.19	3	0.58	21	0.30
Mixed - White & Black Caribbean	26	0.45	4	0.77	49	0.70
White - British	3817	66.07	314	60.50	3446	49.54
White - English	108	1.87	10	1.93	226	3.25
White - Irish	39	0.68	7	1.35	37	0.53
White - Other	96	1.66	8	1.54	104	1.50
White - Other European	34	0.59	6	1.16	160	2.30

White - Scottish	10	0.17	1	0.19	16	0.23
White - Welsh	1297	22.45	135	26.01	1872	26.91
Not Stated	15	0.26	1	0.19	31	0.45
Prefer not to say	14	0.24	3	0.58	21	0.30
(blank)	107	1.85	6	1.16	385	5.53
Total	5777	100.00	519	100.00	6956	100.00

#### Ethnicity in Newport and Wales (from Wellbeing Profiles)

	Newport	%	Wales	%
White; English/Welsh/Scottish/Northern Irish/British	126,756	87.0	2,855,450	93.2
White; Irish	769	0.5	14,086	0.5
White; Gypsy or Irish Traveller	84	0.1	2,785	0.1
White; Other White	3,416	2.3	55,932	1.8
Mixed	2,752	1.9	31,521	1.0
Indian	1,218	0.8	17,256	0.6
Pakistani	3,127	2.1	12,229	0.4
Bangladeshi	1,749	1.2	10,687	0.3
Chinese	600	0.4	13,638	0.4
Other Asian	1,292	0.9	16,318	0.5
Black African	1,499	1.0	11,887	0.4
Black Caribbean	782	0.5	3,809	0.1
Other Black	254	0.2	2,580	0.1
Arab	926	0.6	9,615	0.3



## Supporting Documents

*Newport City Council: Strategic Equality Plan and Equality Objectives 2020-2024 (2020)*. Available at: <https://www.newport.gov.uk/documents/Council-and-Democracy/Equalities-and-Welsh-language-/Strategic-Equality-Plan-2020-2024.pdf>

*Newport City Council Strategic Equality Plan: Annual Report 2019-2020 (2021)*. Available at: <https://www.newport.gov.uk/documents/Council-and-Democracy/Equalities-and-Welsh-language-/Strategic-Equality-Plan-2019-20.pdf>

*Newport City Council Strategic Equality Plan: Annual Report 2017-18 (2018)*. Available at: <http://newport.gov.uk/documents/Council-and-Democracy/Equalities-and-Welsh-language-/Equality-Plan-Annual-Report-2017-2018.pdf>

*Fairness Commission* <http://www.newport.gov.uk/fairnessCommission/en/Full-Report/Full-Report.aspx>

*Stats Wales* <https://statswales.gov.wales/Catalogue/Business-Economy-and-Labour-Market/People-and-Work/Earnings/genderpaydifferenceinwales-by-year>

*Newport's Well-being Plan 2018-2023* [Local Well-being Plan 2018-23 \(English Final\)](https://newport.gov.uk/Local-Well-being-Plan-2018-23-English-Final) ([newport.gov.uk](https://newport.gov.uk))

*Chwarae Teg; State of the Nation Report* <https://chwaraeteg.com/wp-content/uploads/2021/02/State-of-the-Nation-2021.pdf>

*Annual Survey of Hours and Earnings (ASHE)*  
[https://www.ons.gov.uk/searchdata?q=Annual%20Survey%20of%20Hours%20and%20Earnings&size=50&sortBy=release\\_date](https://www.ons.gov.uk/searchdata?q=Annual%20Survey%20of%20Hours%20and%20Earnings&size=50&sortBy=release_date)

*Senedd Equal Pay Audit* <https://senedd.wales/media/hg4fwhe1/equal-pay-audit-2020-english.pdf>

*ONS Data* <https://www.ons.gov.uk/peoplepopulationandcommunity>



# Scrutiny Report

## Overview and Scrutiny Management Committee

### Part 1

Date: 10 September 2021

### Subject Scrutiny Adviser Report

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Role
Connor Hall (Scrutiny Adviser)	Present the Committee with the Scrutiny Adviser Report for discussion and update the Committee on any changes.

## Section A – Committee Guidance and Recommendations

### Recommendations to the Committee

The Committee is asked to:

#### 1. Committee's Work Programme:

Consider the Committee's Forward Work Programme Update (**Appendix 1**):

- Are there any amendments to the topics scheduled to be considered at the next Committee meeting?
- Are there any additional invitees that the Committee requires to fully consider the topics?
- Is there any additional information that the Committee would like to request?

## 2 Context

### Background

- 2.1 The purpose of a forward work programme is to help ensure Councillors achieve organisation and focus in the undertaking of enquiries through the Overview and Scrutiny function. Effective work programming is essential to ensure that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services.
- 2.2 Further information about the work programming process, including the procedures for referring new business to the programme, can be found in our Scrutiny Handbook on the Council's Scrutiny webpages ([www.newport.gov.uk/scrutiny](http://www.newport.gov.uk/scrutiny)).

- 2.3 The Centre for Public Scrutiny's Good Scrutiny Guide recognises the importance of the forward work programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be co-ordinated and integrated into corporate processes, to ensure that it contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.

#### **Forward Work Programme Update**

- 2.4 The Committee's work programme was set in April 2021, including estimated timescales for when the reports will be considered by the Committee. This programme is then managed and implemented by the designated Scrutiny Adviser for this Committee under the direction of the Committee Chairperson.
- 2.5 Attached as **Appendix 1** is the Committee's Forward Work Programme Update. The Committee is asked to consider:
- *Any amendments to the topics scheduled to be considered at the next Committee meeting?*
  - *Are there any additional invitees that the Committee requires to fully consider the topics?*
  - *Is there any additional information that the Committee would like to request?*

The Committee agreed to keep a degree of flexibility within its work programme to enable the Committee to respond to urgent / emerging issues. This item is an opportunity for the Committee members to raise any suggested amendments to the Work Programme.

### **3 Information Submitted to the Committee**

- 3.1 The following information is attached:

**Appendix 1:** The Committee's Forward Work Programme Update;

### **4. Suggested Areas of Focus**

#### **Role of the Committee**

**The role of the Committee in considering the report is to:**

- **Forward Work Programme Update - Appendix 1**  
Consider:
  - Are there any amendments to the topics scheduled to be considered at the next Committee meeting?
  - Are there any additional invitees that the Committee requires to fully consider the topics?
  - Is there any additional information that the Committee would like to request?

## **Section B – Supporting Information**

### **5 Supporting Information**

- 5.1 The Corporate Assessment, and the subsequent [follow up assessment](#) provide background information on the importance of good work programming. Specific reference is made to the need to align the Cabinet and Scrutiny work programmes to ensure the value of the Scrutiny Function is maximised.
- 5.2 The latest Cabinet work programme was approved by the Cabinet on a monthly basis for the next 12 months and includes the list of reports scheduled for consideration. Effective forward planning by both Cabinet and Scrutiny needs to be coordinated and integrated in relation to certain reports to ensure proper consultation takes place before a decision is taken. A link to the Cabinet work programme is provided [here](#) to the Committee as part of this report, to enable the Committee to ensure that the work programmes continue to reflect key decisions being made by the Cabinet.

## 6. Links to Council Policies and Priorities

- 6.1 Having proper work programming procedures in place ensures that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services, contributes to the delivery of corporate objectives, and ensures that work can be undertaken in a timely and well-planned manner.
- 6.2 This report relates to the Committee's Work Programme, Actions from Committee's and Information Reports that support the achievement of the Scrutiny Committee, in accordance with the Law and Regulation Service Plan, Objectives, Actions and Measures and the Wellbeing objectives:

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
Corporate Plan Commitments	Thriving City	Aspirational People		Resilient Communities
Supporting Function	Modernised Council			

## 7 Wellbeing of Future Generation (Wales) Act

- 7.1 The Wellbeing of Future Generations Act 2015 which came into force in April 2016 sets the context for the move towards long term planning of services.
- 7.2 **General questions**
- How is this area / policy affected by the new legislation?
  - How will this decision / policy / proposal impact upon future generations? What is the long term impact?
  - What evidence is provided to demonstrate WFGA has been / is being considered?
  - Evidence from Community Profiles / other data?
  - Evidence of links to Wellbeing Assessment / Objectives / Plan?
- 7.3 **Wellbeing Goals**
- How are the Wellbeing goals reflected in the policy / proposal / action?
    - *A prosperous Wales*
    - *A resilient Wales*
    - *A healthier Wales*

- *A more equal Wales*
- *A Wales of cohesive communities*
- *A Wales of vibrant culture and thriving Welsh language*
- *A globally responsible Wales*

#### 7.4 Sustainable Development Principles

- Does the report / proposal demonstrate how as an authority we are working in accordance with the sustainable development principles from the act when planning services?
  - **Long Term**  
*The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs*
  - **Prevention**  
*How acting to prevent problems occurring or getting worse may help public bodies meet their objectives*
  - **Integration**  
*Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies*
  - **Collaboration**  
*Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives*
  - **Involvement**  
*The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.*

## 8 Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017 - 2022](#)
- The Corporate Assessment and [follow up assessment](#).

Report Completed: 2 September 2021

Appendix 1) Forward Work Programme

**Thursday, 23 September 2021 at 4pm**

<b>Topic</b>	<b>Information Required / Committee's Role</b>
<b>City Centre PSPO</b>	<p>To consider how effectively the recommendations made in relation to the Pill PSPO have been implemented.</p> <p>Update from the Service area on the implementation of the recommendations.</p> <p>Summary of the background to the item and a list of the recommendations as approved and implemented by the Council.</p> <p>.</p>

**Friday, 29 October 2021 at 10am**

<b>Topic</b>	<b>Information Required / Committee's Role</b>
<b>Climate Change</b>	Waiting for information from service area.

Mae'r dudalen hon yn wag yn