

Agenda

Cabinet

Dyddiad: Dydd Mercher, 16 Tachwedd 2022

Amser: 4.00 pm

Lleoliad: Ystafell Bwyllgora 1 - Canolfan Ddinesig

At: Cynghorwyr: J Mudd (Cadeirydd), D Batrouni, J Clarke, D Davies, Y Forsey, D Harvey, J Hughes, L Lacey and S Marshall

Eitem		Wardiau Dan Sylw
1	<u>Ymddiheuriadau dros Absenoldeb</u>	
2	<u>Datganiadau o ddiddordeb</u>	
3	<u>Cofnodion y Cyfarfod Diweddaf</u> (Tudalennau 3 - 16)	
4	<u>Pwysau Allanol NCC - Costau Byw</u> (Tudalennau 17 - 22)	All Wards
5	<u>Canmoliaeth, Sylwadau a Chwynion Blynyddol</u> (Tudalennau 23 - 48)	All Wards
6	<u>Adroddiad Diogelu Blynyddol</u> (Tudalennau 49 - 88)	All Wards
7	<u>Adroddiad Blynyddol Cynllun Corfforaethol 2021/22</u> (Tudalennau 89 - 162)	All Wards
8	<u>Adroddiad Terfynol Cynllun Corfforaethol 2022/2027</u> (Tudalennau 163 - 210)	All Wards
9	<u>Cytundeb Rhannu Costau gyda Choleg Gwent</u> (Tudalennau 211 - 218)	All Wards
10	<u>Rhaglen Waith</u> (Tudalennau 219 - 226)	

Mae'r dudalen hon yn wag yn



Minutes

Cabinet

Date: 12 October 2022

Time: 4.00 pm

Present: Councillors J Mudd (Chair), D Batrouni, J Clarke, Y Forsey, D Harvey, J Hughes, L Lacey and S Marshall

1 Apologies for Absence

Deputy Leader, Councillor D Davies.

2 Declarations of Interest

None received.

3 Minutes of the Last Meeting

The Leader reminded colleagues that September's Cabinet meeting was cancelled out of respect of the sad loss of Queen Elizabeth II. The Minutes of previous meeting, on 13 July 2022 were therefore confirmed as a true record.

4 July Revenue Budget Monitor

The Leader presented the report to Cabinet colleagues. This was the first revenue monitor presented to Cabinet this financial year, and explained the current forecast position of the Authority as at July 2022.

Against a net budget of £343million, the July revenue position currently forecasted an overspend of £3.1million, which represented around 1% variance against budget. This overspend was after the use of all revenue budget contingencies of £4.9 million included in the 2022/23 revenue budget, as agreed by Cabinet in February 2022.

As reflected in the 2022/23 budget report, and 2021/22 outturn report, this financial year presented the potential for more stability, relative to the last two years, with the effects of the COVID-19 pandemic potentially set to ease. It was known however, that the Welsh Government Hardship Fund would end, therefore, any costs associated with recovery, and challenges experienced in achieving historical income levels would fall upon the Council.

Despite having established sizeable budget contingencies for the 2022/23 year to deal with legacy impacts relating to Covid, crucially, two new issues emerged since the budget was agreed:

- The provisional NJC and Teacher's pay offer for 2022/23 was higher than the provision allowed for (average +4% higher for NJC and +1% higher for Teachers)

- Inflationary increases over the last six months, which continued to increase, impacted on the Council's budget, for example fuel, and major external contracts such as school transport. Officers continued to manage these within existing resources, as best as practically possible.

As shown in the report and its appendices, coupled with the pay award impact, the current position was explained in the following way:

- There was significant overspending in some key demand areas and other emerging risks within service areas
- These were partially offset by savings against (i) revenue budget contingencies, made available to the Council (ii) the Council tax reduction scheme and (iii) other non-service budgets.

Some areas throughout the Authority were reporting significant overspends against specific activities. These overspends related to demand-led activity areas, such as Social Services, therefore there was an inherent risk of change should demand levels change from current forecasts during the remainder of the year.

The key areas contributing to the £3.1million forecast position included:

- (i) Increased demand across key social care areas including children's out of area and emergency placements. These two areas alone contributed an overspend of almost £2.9million to the overall service position.
- (ii) The National Employers agreed to a one-year final offer to the trade unions representing the NJC workforce. The average increase for Council staff was in the region of 8% compared to only 4% provision in the budget. Whilst this was yet to be agreed, it represented a forecast overspend of £2.4million for non-school based staff.
- (iii) Significant pressures were evident within Housing and Communities, in relation to homelessness. An overspend of £2.9million was forecast. The main issues were temporary and lack of suitable accommodation resulting in significant use of hotel and B&B options and the cap on Housing Benefit subsidy resulting in only a proportion of these costs being covered by the Department for Work and Pension (DWP).
- (iv) Education SEN transport was forecasting a £200k overspend due to higher operator costs due to inflation and £255k car parking income shortfall. The anticipated overspend in these areas of emerging risk was expected to be around £500k by the end of the financial year.
- (v) An anticipated shortfall against the delivery of 2021/22 and prior year savings of over £600k, largely due to delays in progressing the necessary actions, some of which was a result of the pandemic. Whilst the level of unachieved savings in relation to the current financial year was lower than in previous years, there remained a need to ensure that all savings were delivered, in full, as soon as possible and officers continued to take action to ensure these were delivered from the earliest opportunity.
- (vi) Underspending against both the core revenue contingency budget and the other temporary contingencies provided mitigation against service area overspending. The forecast underspend of £4.7million was shown against non-service budgets. In addition, there was a forecast underspend of £1.2million against the council tax reduction scheme budget.

The report highlighted that, overall, schools were anticipating a net overspend of £6.1million. As well as the impact of a higher pay offer compared to the budget increase provided,

schools were drawing down on reserves built up over the previous two years as they move to catch up and strengthen provision after the impacts of Covid.

In comparison to previous years, whilst no schools set a deficit budget, a number of schools were at risk of entering a deficit position once the impact of the pay awards was reflected in individual school forecasts.

Overall, the current position on school balances represented a significant change from the concerns evident in previous financial years. The overall surplus position was projected to total £9.7million and appeared set to continue for at least the next financial year. It was, important, however, that there remained a focus on school budgets, to ensure that, as much as possible, a return to the previous position was avoided. This must be balanced with trying to avoid a situation whereby balances could be considered excessive and would, therefore be a key consideration when setting future revenue budgets and reviewing the medium-term financial plan.

As the first reported revenue monitor of the year, it was clearly subject to change as the year progressed and new issues and opportunities emerge. At this point, the issues that gave rise to individual significant overspending were known with certainty and the values attributed were realistic.

Clearly the position currently being reported was concerning and it was important that every effort was made to bring the position back towards a balanced position by the end of the year.

In an effort to achieve this, services would continue to robustly review their forecasts and identify ways to mitigate the overspends, such as by identifying in-year savings and managing any new pressures within existing resources as much as is practically possible.

As well as having a focus on the in-year position, it would be important for services to understand any longer-term impacts of the challenges being faced and identify strategies for minimising those impacts. This was because there was already a challenging outlook for the medium term and any further financial issues would only add to that challenge.

Comments of Cabinet Members:

- Councillor Marshall mentioned that social services figures were facing challenges. There was a long term project opening at Windmill Farm, which was recently visited by the Leader with the Minister that would assist in placement allocation. The Cabinet Member for Social Services also praised the work of staff at the Rosedale properties, again considering the challenges faced by the team.
- Councillor Batrouni as a new member praised work undertaken by the previous Cabinet prior to the local elections in May as well as helping the schools of Newport in coping with the pressures, with forward thinking. The employee pay deal was a significant cost to the council should it go ahead and the council recognised that the staff were also suffering under the cost of living crisis. Councillor Batrouni also voiced his concern with the homelessness situation. The Leader thanked the Cabinet Member for Organisational Transformation for his comments and added that the council wrote to the previous Prime Member for support with the cost of living crisis.
- Councillor Clarke support the Leader's presentation and agreed with Councillor Batrouni's comments, there were many challenges ahead for residents of Newport.
- Councillor Forsey voiced concern about the cuts being faced, which was a serious situation.

- Councillor Harvey agreed with the comments of Cabinet colleagues and referred to increased costs.
- Councillor Lacey also agreed with comments and wanted to highlight that the council was doing it's best to look after all residents within Newport.

Decision:

- That Cabinet -
- Noted the overall budget forecast position resulting from the issues included in this report and the potential for an overspend position to exist at the end of the financial year.
- Agreed that the Chief Executive and the Executive Board instigate specific measures to manage the overall forecasts within the core revenue budget, including revenue budget contingencies.
- Noted the risks identified throughout the report and in the Head of Finance comments, particularly in relation to the Teachers and NJC pay awards for 2022/23, homelessness and the lasting impacts of the pandemic.
- Noted the forecast movements in reserves.
- Noted the overall position in relation to schools, when compared to previous years, but also noted the risk that deficit positions could emerge in the future if good financial planning and management is not undertaken.

5 Capital Programme Monitoring Quarter 1 - 2022/23

The Leader presented the report, which provided an overview of the updated capital budgets for this financial year and the remainder of the capital programme window, alongside the projected outturn position as at July of this year.

This represented the first capital monitoring report of the 2022/23 financial year.

The last report received by Cabinet for the Capital Budget was the 2021/22 outturn report, which identified the total capital budget heading into 2022/23. At that point in time, the total budget for this year was £117.4m, which represented a significant increase in levels of spend compared with previous years.

An exercise to review the anticipated profile of spend for each scheme was undertaken by officers over the summer, with the aim of ensuring that a more realistic starting budget was reported against during the year.

The culmination of this exercise was that a total of £51.8m was reprofiled into future years.

It was hoped that by undertaking this exercise, and reducing the 2022/23 budget, the levels of slippage reported throughout the year would be reduced, in comparison to previous years.

In addition to the reprofiling exercise, there were a number of additions and amendments made to the programme, most of which related to the addition of specific grant-funded schemes. These total £25.550m, detailed in Appendix A, impacted across multiple financial years, with £15.8m added to 2022/23 alone. Cabinet was asked to approve these additions to the programme.

The total net impact of these additions and revisions were to reduce the total budget for 2022/23 to £81.4m.

In a change to previous years, Cabinet were not being asked to approve slippage at this stage of the year. Instead, slippage would be identified in each monitoring report and only in the final report of the year would we be asked to approve a total amount to be transferred to

future years. The intention was to give greater clarity and accountability, as reports would be against a fixed budget, rather than one that moved on a quarterly basis.

Against the revised budget of £81.4m in 2022/23, the outturn expenditure totalling £80.9m was projected.

This variance was comprised of £433k of slippage and £106k of “true” net underspends and overspends.

This level of slippage being reported was considerably lower than in previous years, because of the reprofiling exercise described earlier.

There were no major items of slippage to outline at this stage, however a number of schemes requiring close monitoring were highlighted for our information. These included the Transporter Bridge and Leisure Centre, where the risk of further delays could result in slippage being identified later in the year.

The report also outlines the current position in relation to the available capital headroom.

Having been updated for a recent new commitment and an equivalent increase in resources, the total headroom still stood at £2.354m and comprised of the following:

- £57k borrowing headroom.
- £258k uncommitted capital expenditure reserve
- £2.039m of uncommitted capital receipts

The balance of headroom available took account of commitments already reflected within the Capital Programme, as well as two provisional commitments in relation to the Council’s share of the demolition costs for Newport Centre and additional funding to take the overall Band B funding envelope to £90m, the latter being detailed within the report.

This overall amount of headroom, which steadily reduced over recent years, would need to be carefully managed and monitored to ensure that it could be utilised when needed for the most critical issues prior to the new capital programme coming into existence in 2023/24.

This need for careful monitoring and prioritisation of resources was heightened considering the challenges currently being faced in relation to rising construction industry costs and the competing priorities for capital resources.

Comments of Cabinet Members:

- Councillor Batrouni considered that it was important to recognise what the Council was still investing money on areas such as £37M on education and £15M on regeneration and was therefore still considering capital projects that delivered better services to residents. The Leader agreed with Councillor Batrouni’s comments.
- The Leader reiterated that under both the financial items discussed, there were teams of officers working very hard to maintain prudent financial management across the whole of the authority as well as doing their best to work under extreme external pressures. With this in mind, the Leader wanted to thank officers for their contribution. The Leader also mentioned to the Chief Executive that the Cabinet valued the contribution that officers made.

Decision:

That Cabinet -

1. Approved the additions to the Capital Programme requested in the report (Appendix A).

2. Noted the predicated capital expenditure outturn position for 2022/23.
3. Note the available remaining capital resources ('headroom') and the earmarked usage of that resourcing.

6 **Corporate Risk Register Update (Quarter 1)**

The next item the Leader presented was an update of the Council's Corporate Risk Register for the end of Quarter one (1 April 2022 to 30 June 2022).

Cabinet members were asked to consider the contents of this report and continued the monitoring of these risks and the actions being taken to address the risks identified.

The Council's Risk Management Policy and Corporate Risk Register enabled this administration and officers to effectively identify, manage and monitor those risks which could prevent us from achieving our strategic priorities and to undertake our statutory duties as a local authority.

The Quarter One Risk Report would also be presented to the Council's Governance and Audit Committee at the end of September 2022 to review the Council's risk management process and governance arrangements.

At the end of quarter one the Council had 44 risks recorded across the Council's eight service areas.

Those risks that were deemed to pose the most significant risk in the delivery of the Council's Corporate Plan and services were escalated to the Council's Corporate Risk Register for monitoring.

At the end of quarter three 16 risks were recorded in the Corporate Risk Register.

- Eight Severe Risks (15 to 25);
- Eight Major Risks (seven to 14);

In comparison to quarter four, there were no new and/or escalated risks and no risks were closed.

Fourteen risks remained at the same score as quarter 4 2021/22.

One risk score increased and one risk score decreased in the Corporate Risk Register.

There was a change in Direction of Risk Score.

Balancing the Council's Medium-Term Budget (Risk score increased from nine to 12) - The Medium-Term Financial Plan was recently updated for the first time since the 2022/23 revenue budget was set.

Due to the current inflationary crisis, it was evident that cost pressures would increase substantially in comparison with the original assumptions.

Costs such as pay, energy and commissioned services were all forecasted to increase in price significantly. In addition, services identified pressures in a number of areas, especially those connected with demand and capacity within services.

The funding assumptions remained largely unchanged and, therefore, there was the potential for a significant budget gap.

This budget gap would be very challenging to address, especially in light of the level of

savings that have already been identified and achieved in previous years.

Covid-19 Pandemic (Risk score decreased from 16 to 12) - While Covid was still a risk and monitored through the Council's strategic GOLD group, the overall impact on services had reduced.

At the end of Quarter 1 the risk reduced to reflect this however, the impact on staff absences was still monitored.

Comments of Cabinet Members:

Councillor Batrouni referred to the cyber security risk as outlined in the report as red. This was a UK concern and the Council was therefore trying to mitigate the risks. There was an external review being undertaken by Audit Wales an internal procedures were being addressed, working closely with the IT Shared Resource Services (SRS). The Leader agreed with these comments and was assured that the officers were doing everything to mitigate these risks.

Decision:

Cabinet considered the contents of the quarter one update of the Corporate Risk Register.

7 Corporate Plan

The Leader presented the report on the development of the Council's Corporate Plan 2022-27.

The Well-being of Future Generations Act required Newport Council to publish a Corporate Plan which set out how the Council would carry out sustainable development to improve Wales' economic, social, environment and cultural well-being and its seven Well-being Goals.

The previous Corporate Plan 2017-22 set out the Council's commitment to build on success and build a better Newport. The last two and half years of this Plan's delivery had taken place against the backdrop of two major global events, the Covid pandemic and more recently the cost of living crisis.

Despite these challenges, Newport Council, and its partners continued to deliver change and deliver service improvements. Further details would be presented to this Cabinet next month as part of the Council's annual report.

Over the next five to 20 years, Newport was expected to see significant change and we must consider the opportunities that would improve the well-being of the city, provide economic growth and support cohesive and safe communities.

There would also be many challenges and changes that Newport would have to prepare for and adapt to such as climate change, sustainability of services, technological change and the ongoing need to provide necessary services for our most vulnerable and disadvantaged communities.

In the development of this Plan, Newport Council considered priorities at National (Welsh Government), Regional (Cardiff Capital Region) and local levels (our Cabinet Manifesto Aims).

Over the next five years Newport Council's four Well-being Objectives would focus on the following:

1. *Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.*
2. *A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.*
3. *Newport is a supportive city where communities and care are at the heart of what we do.*
4. *Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.*

In September the Council's Overview and Scrutiny Management Committee scrutinised these draft Well-being Objectives.

This Cabinet welcomed the positive feedback from the Committee on the objectives and would consider their recommendations before the final version of the Plan was presented at Cabinet and Council in November.

Residents were also asked their views on the Corporate Plan Well-being Objectives and their importance in the delivery of services. The results have shown over 70% of residents considered the four objectives to be either very important or important to Newport.

A final version of the Corporate Plan would be presented to Cabinet and Council in November before being published in Welsh and English to residents.

Comments of Cabinet Members:

- Councillor Lacey considered that this was a progressive and well thought out document and wanted to assure residents that this was not just a tick box exercise. These were the objectives that the Council lived by. The Cabinet Member for Infrastructure and Assets who was also the LGBTQ+ Champion referred to wellbeing objective number three, where Newport was a supportive city and community and care was at its heart. This was evident over the past two years. In the last year there was the Afghan resettlement scheme, as well opening the doors to Ukrainian refugees. Councillor Lacey was also personally involved in the recent Pride in the 'Port event which was a huge success and therefore supported the document.
- Councillor Batrouni thanked the Leader for the co productive plan with the Cabinet meeting regularly to have honest and frank discussion. The Council was meeting the four objectives which were outlined in the report and was aware the challenges that Newport residents faced. There was a Strategic Equality group meeting earlier that day where the officer engagement was amazing and this was emphasized by the Connected Communities Manager who gave a detailed brief to the group.
- Councillor Clarke added that this was a fair inclusive and listening Council as mentioned within the report and was therefore fully behind this report and fully supported it.
- Councillor Harvey agreed with colleagues and felt that Newport's values was the most important point within the report. Everyone that worked for Newport City Council put their citizens first, highlighting the invaluable work carried out over the past two years. The Cabinet Member for Community Wellbeing praised all Council staff add that everyone did their bit no matter how small. Councillor Harvey also thanked the former Deputy Leader, Roger Jeavons and The Leader, Councillor Jane Mudd for their work during lockdown.

Decision:

Cabinet agreed to the key principles of the draft Corporate Plan and its ongoing development in preparation for consideration by Cabinet and Council in November.

The Leader presented the report to Cabinet. This was the Council's Annual Report on the progress against its Strategic Equality Plan 2020-24.

Under the Equality Act (2010) the Council was required to report annually on the progress it made against the strategic equality objectives contained within its Strategic Equality Plan.

Newport Council's Equality Objectives were developed in partnership with key internal and external stakeholders and were subject to extensive community engagement. The involvement of grassroots communities ensured that whilst our Plan delivered a strategic vision for equality in Newport, it also ensured tangible outcomes for communities on the ground.

The Strategic Equalities Plan Annual Report 21/22 was reviewed by the Council's Overview and Scrutiny Management Committee in September and their comments were included in the Cabinet Report.

The impact of the pandemic continued to present challenges in delivering against some areas of work in 2021/22, however Newport's equalities work continued to be flexible, responding to emerging challenges, particularly around access to information, education and addressing hate crime week.

The Leader thanked the Police for their fantastic support in relation to Hate Crime.

The Leader was appointed as WLGA Spokesperson for Equalities, Migration and Anti-Poverty.

Significant dates, including LGBT+ History Month, Ramadan, Holocaust Memorial Day, Pride Month, Refugee Week, Windrush Day, Gypsy Roma Traveller History Month, Black History Month and Hate Crime Awareness Week, were recognised and promoted across the city. As well as lighting the Civic Tower to celebrate this.

Fairness and Equality Impact Assessments including the Socio-economic Duty against policy/decision making were ongoing and this was demonstrated against a range of decisions. Our good practice here was recently cited in a national Audit Wales report.

£415,000 of funding was distributed to 79 community projects, overseen by a representative community steering group, working closely with Newport's Fairness Commission.

Staff networks for disabled, LGBTQ+ and ethnic minority staff continued to provide a platform for staff from under-represented groups to influence our workplace policy, service delivery and strategic decision making

Significant support provided to EU citizens in Newport ensured eligible residents could submit late applications to the EU Settlement Scheme post deadline.

Equality, Hate Crime and EUSS awareness sessions delivered to senior customer service staff.

During the year over 2,665 people were supported by all floating support schemes to access and maintain their accommodation, including adults with learning disabilities and refugees

In terms of workforce data, the council's ethnic minority representation remained similar this year despite a slight increase in staff numbers, and our gender pay gap reduced for this period.

The council still had work to do to improve the representation of minority ethnic staff at all levels of the organisation, and this will be a focus for our work during 2022/23.

Pride in the Port was an inclusive occasion.

The Leader paid former thank to former Cabinet Member Mark Whitcutt and Malpas Ward colleague Councillor David Mayer for their tremendous efforts.

The Leader invited the Cabinet Member for Organisational Transformation to comment.

Councillor Batrouni added that this report was a summary of the work that was undertaken during the second year of our Strategic Equality Plan. It set out the Council's commitment to a workplace culture and approach to service delivery that valued inclusion and diversity.

We would continue to progress this work over the next 12 months. The Annual Report set clear priorities for the next period based on a review of our workforce data and progress against our Equality Objectives.

The Council's Strategic Equalities member and officer Group would continue to support the delivery of our Strategic Equality Plan and ensured that we are innovative in our approach and effectively involve key stakeholders.

The Scrutiny Committee comments were noted around the collection of data and in-depth information and the Committee was praised on their hard work in relation to this report.

Councillor Batrouni referred to Complaints, Compliments and Comments where captured data would be improved going forward.

The Leader thanked Councillor Batrouni for the work undertaken in his role as Cabinet Member.

Comments of Cabinet Members:

- Councillor Forsey highlighted objective four; everyone in Newport was made to feel welcome and integration supported by local communities. Hate speech was on the rise and this was tackled by providing training on hate crime to ensure that people were aware of the consequences of their comments.
- Councillor Hughes there was a strong commitment to the Equality Act which united the city and made it a safer place for all residents and not just some of the residents. This crossed the whole spectrum and the Cabinet for Social Services was proud that we were working with community and officers. Cabinet was wholly committed to supporting this and the hard work was reflected in community groups. Councillor Hughes shared his thanks with Councillor Lacey and referred to her contribution at the Pride in the 'Port event, which provided a safe environment.
- Councillor Harvey had attended the Strategic Equality Group earlier today, which was really refreshing. Councillor Harvey praised the work of Dan Harvey, the Connected Communities Manager.
- Cllr Lacey welcomed the thanks of colleagues and wanted to pass on her thanks to the Pride in the 'Port Group as well as those officers taking in refugees and volunteering at vaccine centres.

Decision:

Cabinet approved the attached final monitoring report and published it on the Council's website, in accordance with statutory deadlines

9 **Climate Change Plan Annual Report**

The Leader was very pleased to present the introductory annual report for our Climate Change Plan.

As a globally responsible organisation, we declared an ecological and climate emergency last November and stated we would develop a clear Climate Change Organisational plan, in consultation with our citizens, for the next five years that would set out the actions we need to take to achieve this.

In March, of this year we as a Cabinet agreed our Climate Change Plan for the next five years. This plan set out how we as an organisation would reduce council carbon emissions to net zero carbon by 2030 and review the services the council provided to ensure they support the city's journey to both net zero carbon and adapting to the impacts of climate change.

The plan would from 2022-27, and this introductory report set out where we were at the start of the plan and also detailed some of the important projects that were already taking place.

The plan was a key document for the Council and was now guiding our direction of travel as an organisation in tackling the climate and nature emergency and their impacts.

The Leader welcomed the positive report and I looked forward to seeing how this work progressed in the future.

The Leader may wish to ask the Cabinet Member for Climate Change & Biodiversity to comment.

Councillor Forsey added, that a substantial reduction was already made in our carbon emissions, exceeding targets set out in our Carbon Management Plan. Councillor Forsey looked forward to further reductions as we continue to retrofit our council buildings, and further increase our electric fleet vehicles.

There was however still much more that needed to be done as an organisation to mitigate and adapt to the nature and climate emergency and our Climate Change Plan set us on the right path for this journey to ensure we act on behalf of current and future generations. As Cabinet Member with responsibility for climate change and biodiversity Councillor Forsey was pleased to see this positive introductory report and would be monitoring progress of the plan closely and requesting regular progress updates to ensure that we continued to proceed at the pace that would be required.

Comments of Cabinet Members:

Councillor Hughes mentioned that Newport had made an obligation to climate change for future generations. Councillor Hughes went on to thank Councillor Forsey and staff for their hard effort.

Decision:

Cabinet reviewed progress and approved the attached Introductory Annual Report.

10 **Gwent Regional Partnership Board - Market Stability Report**

The Leader presented the report on the Market Stability, which was a statutory document that Welsh Government required each statutory partner to produce on a three yearly cyclical basis. A regional overview report must also be published on the same timescale. Local

authorities were required under the Social Services and Wellbeing (Wales) Act 2014 to work in partnership with health boards to produce a regional MSR.

The MSR sets out the extent to which the commissioned services are stable within the region based on local footprints to support people in need of care and support.

The six commissioning organisations in Gwent currently commission 106 care homes and 109 domiciliary care providers for older adults across the region.

Care Homes

Prior to the COVID-19 pandemic, there were few concerns with regards to care home vacancies and the financial viability of providers. Most providers required at least 90% occupancy to remain financially viable. Care home bed vacancies were monitored on a weekly basis at local and regional levels. However, the COVID-19 pandemic had a significant impact on the provision of care and support in Gwent.

Domiciliary Care

Due to the COVID-19 pandemic and staffing shortages, domiciliary care services were currently at critical levels and at times unable to fully meet demand. Staff continued to leave the sector due to poor pay, terms and conditions and costs of employment (such as driving and registration). In recent months this situation was further exacerbated by the cost-of-living crisis and particularly the rising cost of fuel. Staff shortages increased delayed transfers of care from local hospitals, creating bottlenecks across the wider system.

There was currently an increase in individuals requiring care at home and there was a concern this would continue following the COVID-19 pandemic. Also of concern was the number of packages of care that were returned to commissioners, over 70 providers returning more than 950 weekly hours per week. This caused commissioners to prioritise the most vulnerable citizens with complex needs.

The Partnership approach with care homes and domiciliary care agencies that was established during the pandemic helped build a positive working relationship with providers to support them to continue to deliver good quality, responsive services during a critical time. It also provided a useful platform to engage providers in messages about infection prevention and control measures and to consider business continuity issues. Seminars continued to be held monthly and were much valued by LA's, ABUHB and service providers alike.

Children's Services

Children's services were currently insufficient to meet the needs of the region in terms of residential services and foster placements. Demand for foster services currently outstripped supply and it was often difficult to source the right type of placement. The lack of appropriate residential services resulted in children being placed out of county and Gwent LA's were now focussing on increasing capacity through in-house and external developments and investing in preventative services.

A careful balance would need to be struck between ensuring that the right level of services for looked after children were commissioned close to home and to reduce reliance on high profit organisations often far away from people's homes.

Mental health and learning disability services

There was a renewed opportunity for the regional team and commissioning organisations to work closely to develop a framework for action and to take forward several key commissioning related activities to further support people at local and regional levels.

The areas summarised above would be picked up and considered as part of the area planning process and where at all possible mitigating measures would be taken to minimise any associated risks.

The MSR was developed alongside our local and regional Population Needs Assessment to ensure targeted action plans.

The report would be discussed across all Members of the Regional Partnership Board and once agreed a priority action plan would be developed.

Comments of Cabinet Members:

- Councillor Hughes mentioned that as a former social worker, the challenges faced were unprecedented and the impact on staff should not be underestimated by the Council or Cabinet. The Cabinet Member for Social Services that said that he proud of social care staff and their positive impact and contribution to the residents of Newport. Councillor Hughes listened to a gathering of Newport City Council social workers earlier that day where they discussed their successes in the prevention inclusion teams, youth justice teams to name a few and the strong partnerships with other agencies. Reassurances therefore from staff was that they would respond as they always had done in the past when faced with challenges.
- The Leader agreed with Councillor Hughes' comments highlighting the work of officers going above and beyond in their duty.
- Councillor Batrouni made reference to Newport's population change, which was the fastest growing area in Wales. It was double that of Cardiff and growth of over 90s highlighted that Newport was an ageing city. Consideration should therefore be given on how to structure the services going forward.

Decision:

That Cabinet -

- As required under the Social Services and Wellbeing (Wales) Act 2014 (SSWBA) accepted and agreed the Market Stability Report for the local authority area.
- Newport City Council continued to engage with Regional Partnership Board (RPB) and support the development of the regional Area Plan, where actions would be identified setting out how priorities would be addressed.

11 NCC External Pressures Report

The Leader presented the report to colleagues which was a standing item. Over the last two years, there was several global economic impacts resulting from the Covid pandemic, and the ongoing Ukrainian conflict which affected global supply of food, energy (gas and electric) and fuel.

The rise in the cost of living was not only impacting households but also impacting businesses in Newport who were facing difficult decisions to meet these costs.

It was important for those who were struggling to contact the Council who could provide advice and support individuals with their bills.

Recently, the Council established a task and finish group to deliver a co-ordinated response to the cost of living crisis in Newport, and develop long term solutions in partnership with third sector organisations to support vulnerable and disadvantaged communities.

Newport Council was supporting the Welsh Government's initiatives in the administration of a Council Tax Relief to households in bands A to D.

In addition to the funds made available to properties, Newport City Council would receive a further £1,249,653 which was to be distributed to residents by way of a discretionary scheme.

In the bid to tackle food poverty and alleviate financial pressures placed upon families during these uncertain times, Newport City Council were offering Free School Meals to all pupils in Reception, Year 1 and Year 2 who were in local authority maintained schools from September 2022.

The Council was also offering the Pupil Development Grant to help towards the cost of school uniforms and equipment.

Working in partnership with GAVO, Newport City Council launched the Community Food Organisation Grant of £100k. Organisations could claim up to £5k to support ongoing costs associated with the rise in demand on their services.

This report also highlighted how the cost of living crisis was impacting the Council's finances.

Newport City Council continued to welcome Ukrainian families into the city who were displaced by the ongoing Ukrainian conflict, supporting them in finding safe and secure refuge.

Newport welcomed many Ukrainian families into Newport and helped them to settle into the city providing access to schools, healthcare and other services.

Due to the increase in people seeking asylum as a result of global issues, the Home Office announced a 'Full Dispersal' approach which required all Local Authorities to become asylum dispersal areas.

Newport City Council would work alongside the Strategic Migration Partnership to consider the impact of these plans on Newport.

In addition to this scheme, changes were imposed upon the National Transfer Scheme for Unaccompanied Asylum-Seeking Children (UASC). In August the Home Office announced the expansion of the scheme for all Local Authorities, which resulted in further pressure on placements for children across Newport.

The Council's Teams and Services continued to work above and beyond to collaborate and work together to ensure individuals and families were fully supported and advice is readily available.

Decision:

Cabinet considered the contents of the report on the Council's activity to respond to the external factors on Newport's communities, businesses and council services.

12 OneNewport - Summary of Business

Cabinet noted the summary of business.

13 Work Programme

This was the regular monthly report on the work programme.

Decision:

Cabinet agreed the Work Programme.



Report

Cabinet

Part 1

Date: 16 November 2022

Subject Newport City Council response to external pressures impacting Council services

Purpose To present an update to Cabinet on Newport City Council's response to external factors impacting on delivery of Council services.

Author Policy and Partnership Manager
Performance and Research Business Partner

Ward All

Summary Since the last Cabinet report in September, the cost of living crisis has continued to impact households and businesses across Wales and Newport. With inflation expected to rise to over 10% by the end of the calendar year. Additionally, interest rates are also expected to increase to over 6% to mitigate the inflationary pressures and stabilise the UK financial markets. These pressures are also having an impact on the Council and the services it delivers, similar to other Councils in Wales.

In response, Newport Council has established a task and finish group to examine how the Council can utilise its resources and work with our key partners to support the city's most vulnerable and disadvantaged households and businesses. To date the Council has helped households, businesses and organisations such as Community Food Organisations. The Council is also hosting several events to provide support, advice and guidance to residents.

Proposal Cabinet to consider the contents of the report on the Council's activity to respond to the external factors on Newport's communities, businesses and council services.

Action by Executive Board and Corporate Management Team

Timetable Immediate

This report was prepared after consultation with:

- Executive Board
- Corporate Management Team

Signed

Background

Over the last 18 months, communities across Newport are facing unprecedented financial pressures resulting from inflationary increases of energy, food, mortgage and rent, and other household costs. In addition to this, public sector including Newport City Council, businesses, charities and not for profit organisations are also experiencing increasing costs and are having to make difficult decisions in relation to the services provided and passing on these costs to the customer. It is anticipated that the coming winter could see further challenges and impacts on communities and businesses which could further exacerbate existing issues. This report provides an overview of the current wider economic impact at UK and Welsh levels since the last report presented at Cabinet in October 2022.

With the increasing demand on services and inflationary impacts on costs, the Council is anticipating further pressures on budgets and resources over 2022/23. The inflationary impacts are also impacting on the Council's capital programme and projects. These were recently reported to Cabinet, with a current forecast revenue budget overspend reported and slippage and funding shortfalls on capital projects. The inflationary pressures are also coming through into the Council's Medium Term Financial Plan and the 2023/24 budget in particular, similar to other Councils. Work is currently underway to plan how the most important services will be delivered with Newport City Council facing a budget gap of £33m. Further information on the Council's finance position will be published separately and a more detailed report on the Council's revenue and capital position will be reported separately to Cabinet in December.

As highlighted in the report, Council Tax and Business Rate relief is being provided to help with the cost of living. However, it is anticipated by the Council's Revenue team that the Council will see households and businesses struggle to pay their bills due to other financial pressures such as mortgages, rent, energy and other everyday costs. The Council is encouraging people to contact the Council who can provide help and support for people to pay their bills and try to prevent them from getting into any financial difficulty.

Cost of Living Impacts in Wales and the UK

As the UK emerged into the post pandemic situation, a series of global and UK events have impacted on the supply and demand of commodities, energy, fuel and food. At the end of September 2022, the inflation rate was at 10.1% ([ONS 2022](#)) and the Gross Domestic Product to June 2022 was at 0.2%. The inflationary rate has been largely caused by the increasing costs of gas and electric due to increased demand to use alternative global gas supplies from Russian sources. Additionally, this is impacting manufacturing processes and increasing the costs to produce goods and deliver services. In response to the increase in costs, the UK Government announced in September an energy price guarantee for two years and non-domestic customers for the next six months (subject to further review). In addition to this, the households will receive £400 off their bills and there is additional support for customers eligible for Winter Fuel Payments (further information below).

In the last two months, the Bank of England (BOE) has been increasing the bank base rate which currently stands at 2.25% (October 2022). At the time of this report, the financial stability of the UK economy was at a difficult position and it was being predicted that interest rates will have to increase faster than anticipated (up to 6%) and monetary interventions to stabilise the economic markets. For households with a mortgage, this saw many mortgage products being removed and new products at higher rates and those not on fixed rates or variable rates are seeing their mortgage payments significantly increase.

Welsh Government, Newport City Council and Partners Response.

A task and finish group has been established by the Council to deliver a co-ordinated response to the cost of living crisis in Newport and to develop long term solutions in partnership with third sector organisations to support the most vulnerable and disadvantaged communities.

The Welsh Government has a dedicated link for households to see if they are entitled to additional financial help, see link [here](#). The Welsh Government has launched the '[Claim what's yours](#)' initiative where people may be unaware they may be entitled to benefits to provide additional support they need.

Earlier this year, Welsh Government announced a £150 cost of living payment on [Council Tax](#) costs for households living in bands A to D which ended in September 2022. For businesses, the council is using its [discretionary powers](#) to support businesses in the city centre in addition to the rate relief from [Welsh Government](#).

In addition to the funds made available to residents of properties in council tax A to D, Welsh Government has made a further £1,249,653 available to Newport City Council which is to be distributed to residents by way of a discretionary scheme, along with £253,210 to cover administration of both schemes. The Council is free to distribute the discretionary fund in any way that it feels is appropriate under the broad remit of alleviating the impact of the increase in the cost of living. Further information is provided in a [separate report](#).

Applications for the 22/23 Winter Fuel Support Scheme are now open. We are automatically issuing a post office voucher to the value of £200 which can be exchanged for a cash payment to everyone in receipt of Council Tax Reduction. Applications can be made by those in receipt of a qualifying benefit who we are unable to identify as being eligible, and we have an online form with paper forms available on request.

In October and November, Newport Council alongside other public sector organisations such as DWP, Registered Social Landlords, not for profit organisations, charities and other organisations are hosting several events to residents providing cost of living advice and support.

In October, GAVO delivered a Development Day with Community Food Organisations in Newport. The event provided advice, guidance and support to organisations on how to be more sustainable to support their communities. This event was held on the back of the launch of the Newport Council's and GAVO's Community Food Organisation grant scheme to help with ongoing costs and increased demands on their services.

In October, an event was held at Pill Mill where 13 partners offered advice, support and guidance to 112 customers including energy costs, council tax, debt management, budgeting, mental health support. A second [cost of living event](#) was held on 3rd November at Newport Riverfront theatre with over 200 people attending. Although led by NCC, this was supported by several partners supporting residents with advice, support and guidance. A Cost of Living Summit was also held by the Leader at the start of November, with community and organisation leaders invited to share their knowledge and experiences. Collaborating together, further action is going to be taken by the Council and partners to support communities over the winter period.

Newport City Council is also collaborating on many other projects, activities and support for communities including:

- Period dignity and period poverty by making free menstrual products to all girls and women. This includes distribution across community centres, food banks and third sector partners.
- Flying Start expansion into additional geographical areas high in deprivation including Well-being camps over half term, youth services and healthy eating initiatives.
- Free school meals to all pupils in reception, year 1 and 2, and school uniform cost support for families.
- Developing arrangements to provide Warm Places for residents in Newport during the winter period.
- Economic Development projects including New Skills, DWP Restart Programme and Newport Youth Academy supporting residents with training, skills and employment.
- Families First collaborating with Citizens Advice Bureau to support families with disabilities to access benefits, reducing impacts of poverty.
- Schools offering breakfast clubs and free music sessions to children through Gwent Music.

Ukrainian Refugee Support

The ongoing conflict in Ukraine has caused displacement of many tens of thousands of Ukrainian people from their homes. The UK Government continues to encourage Ukrainian nationals to utilise the Family for Ukraine Scheme which encourages individuals to safely join and reunite with family members or extend their stay in the UK. Newport has seen a rise in a number of families arriving in the city through this scheme.

Under the UK Government Homes for Ukraine scheme, the Welsh Government (WG) is a Home for Ukraine super sponsor. As a super sponsor, WG can provide accommodation, support and care in Wales and removes the need for applicants to be matched to a named person before they are cleared to travel to the UK. From 10th June, WG paused new visa applications to allow time to refine arrangements in place to support people and ensure all public services (especially local authorities) can continue to deliver high standard support.

To date through the Homes for Ukraine Scheme, 10,627 applications have been submitted with a sponsor in Wales of which 6,039 are via the Welsh Government as a super sponsor. Additionally, 9,282 visas have also been issued where Welsh Government is the super sponsor. In total 4,721 people with sponsors in Wales have arrived in the UK. Through the Homes for Ukraine Scheme, Newport currently has 121 approved applicants of which 90 are in active placements across 46 sponsors.

Newport City council has also become the first Local Authority in Wales to be registered with the Office of Immigration Services Commissioner (OISC) to provide legal immigration advice. The access to this opportunity of free legal immigration advice is based upon eligibility criteria, and all other requests for advice and representation will be considered on a case-by-case basis. The Council's established Operational Response Group who meet on a fortnightly basis co-ordinate Newport Council's approach to welcoming and supporting people arriving in Newport. This group is currently mapping capacity and potential demand across a range of key areas including social care, housing, education and integration support. The Council continues to work closely with partners and other Gwent authorities to ensure a joined up, cohesive approach to Ukrainian resettlement, taking a regional approach wherever possible to maximise efficiency.

Asylum Dispersal

Until recently, Newport was one of only four Local Authority asylum dispersal areas in Wales for people seeking asylum established by the Home Office in 2001. Numbers and profile of people seeking asylum fluctuate, largely due to the nature of global issues and the speed at which the Home Office processes asylum claims. This year, the Home Office announced the 'Full Dispersal' approach, this will require all Local Authorities to become asylum dispersal areas to spread the burden of people needing to move from hotel accommodation to dispersal accommodation, following the increased arrival of people applying for asylum protection. Newport City Council will work with the regional Strategic Migration Partnership to consider the impact of these plans on the area, as this will result in a change in the population base for Newport as calculations are moved to the 2021 population census as a base.

While asylum dispersal to all Local Authorities in England, Scotland and Wales is likely to more fairly distribute pressure across Local Authorities, it will continue to have a significant impact on Newport City Council and all locally involved service providers and the wellbeing of people seeking asylum with logistical challenges in relation to the significant change in geographical spread and the possible risk of inequity in service provision and access. Despite these challenges moving to an all Authority approach which uses a population base for allocations is favourable to Newport and fairer for our services and communities.

We are also monitoring potential impacts as a result of issues with asylum assessment and contingency accommodation within South East England, which will have potential impacts across current dispersal areas.

We are aware of people in Newport who have No Recourse to Public Funds (NRPF), these include people seeking asylum, failed asylum seekers and people with discretionary leave to remain in the UK with certain restrictions. Most people with NRPF have the right to work, but are not entitled to claim income related benefits and other support arrangements. Further details can be found on the link [here](#).

The Council is supportive of UK and Welsh Government initiatives to provide sanctuary to refugees that have been displaced as a result of conflict, and the important support for children, however we must also recognise that this places an additional demand on Council services and particularly our private housing stock and social care services.

Risks

Newport Council will be reviewing the Council's Corporate and service area risks as part of the new Corporate Plan.

Risk Title / Description	Risk Impact score of Risk if it occurs* (1-5)	Risk Probability of risk occurring (1-5)	Risk Mitigation Action(s) What is the Council doing or what has it done to avoid the risk or reduce its effect?	Risk Owner Officer(s) responsible for dealing with the risk?
Cost of Living impact on Council services	4	4	See report on the Council's response to the cost-of-living crisis.	Corporate Management Team
Supporting refugees to settle in Newport.	4	2	See this Report on the Council's response to re-settlement programmes.	Corporate Management Team, Head of Housing and Communities, Director of Social Services
Balancing the Council's Medium Term Finance Plan	4	4	See this report on the MTFP work and statement. Also Council's Finance updates and Corporate Risk Register.	Corporate Management Team / Finance

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Corporate Plan

Options Available and considered

1. To consider and note the contents of the report on the Council's response.
2. To request further information or reject the contents of the report

Preferred Option and Why

1. To consider and note the contents of the report on the Council's response.

Comments of Chief Financial Officer

As commented in previous reports, the lasting financial impact of Brexit and the Covid pandemic is still uncertain, however, there are emerging issues, as referenced in this report, which have the potential to impact upon both capital and revenue budgets. We are beginning to see the impact of rising fuel and material prices whilst increased costs and delays to schemes have been identified as part of the Capital Programme, which are partly due to increased costs of materials and challenges with the availability of labour. Between now and the end of the financial year, any impacts, on the in-year revenue budget, will

need to be managed from within existing resources, budget contingency where available and appropriate and the use of any grants made available to the Council.

In addition to in-year financial management challenges noted above, there will be impacts on the Council's Medium Term Financial Plan (MTFP) and the work on this is in progress as part of the usual budget timetable.

Budget managers and Heads of Service will be expected to continue to monitor the impact of the external factors included in this report and work with Finance colleagues to escalate any material financial implications and report them where relevant. This will need to also include plans to mitigate any issues, as far as is possible.

Comments of Monitoring Officer

There are no legal issues arising from the report. Any specific legal implications will be addressed as part of the Council's operational responses to the key issues identified in the report.

Comments of Head of People, Policy and Transformation

The Council is supporting the Welsh Government's initiatives using existing resources to support families through the cost-of-living crisis is also impacting communities and households as well as Council services. Through the Council's partnership networks such as One Newport, we are working collaboratively to provide support to organisations that have been impacted and to ensure that they are sustainable for the medium to long term. There are HR implications on resources to meet this additional demand on services and the Council is considering these on existing services and resources.

Scrutiny Committees

Not applicable as this an information only report and no decision is required from the Council.

Fairness and Equality Impact Assessment:

Not applicable as this is an information only report and no decision is required from the Council.

Wellbeing of Future Generations

Long Term – The short term actions the Council is taking now is considering the longer-term impacts which the cost of living is having on communities and businesses in Newport. Newport Council alongside partners are providing financial and non-financial support to help households and businesses.

Collaborative – Newport Council is working collaboratively across the organisation and also our external partners from Aneurin Bevan University Health Board, schools, Welsh Government and other local partners to support cost of living support.

Integration – The actions that the Council and is taking supports the Council's organisational priorities for community cohesion, early intervention and prevention. This also supports the Welsh Government's priority for Wales being a nation of sanctuary.

Involvement – We are involving communities and residents who are providing vital front-line support and helping vulnerable / disadvantage households, and refugees. The Council is also providing regular updates and communications to those impacted by the cost-of-living crisis.

Prevention - The short term actions the Council is taking now is considering the longer-term impacts which the cost of living is having on communities and businesses in Newport. Newport Council alongside partners are providing financial and non-financial support to help households and businesses.

Consultation

Not Applicable

Background Papers

Not applicable

Dated: 10 November 2022



Report

Cabinet

Part 1

Date: 16 November 2022

Subject Annual Report on Compliments, Comments and Complaints Management 2021-2022

Purpose To provide Cabinet with an overview of all Corporate and Social Services compliments, comments and complaints received during 2021/2022 and to make any recommendations for improvement to the report.

Author Head of People, Policy and Transformation

Ward All

Summary In May 2021 the Council's Cabinet agreed the new Compliments, Comments and Complaints policy for the Council. This report provides an overview of how the Council manages compliments, comments and complaints and the Council's performance in 2021/22. Complaints about schools are reported separately as they are subject to a distinct statutory framework, however, complaints about Education services such as administrative processes are included.

This report provides an overview for the year 2021/2022, broken down by service area and complaint types. The report highlights key trends and themes drawn from the data for consideration. In 2021/22 the Council received 208 compliments, 4267 comments and 321 complaints. 96% of complaints were resolved through the council's complaints process. The Public Service Ombudsman for Wales (PSOW) intervened with 4%. The PSOW expresses that the focus is not on keeping complaints to a minimum but giving customers various platforms in which to raise their concerns.

The report also reflects on lessons learned for the council to improve and actions to deliver these improvements. These include more engagement with service areas to develop an understanding of the work of the Ombudsman and also the importance of more structured training which would be beneficial at both employee induction and on-going annual refresher training.

Proposal Cabinet is asked to consider the contents of the report regarding the process and performance of the Council's corporate compliments, comments and complaints annual report 2021/22 and make any recommendations for improvement to the annual report.

Action by Complaints Resolution Manager

Timetable Immediate

This report was prepared after consultation with:

- Governance & Audit Committee
- Chief Financial Officer
- Monitoring Officer
- Head of People, Policy and Transformation

Signed

Background

In May 2021, the Governance and Audit Committee agreed new terms of reference to align with the Local Government and Elections (Wales) Act 2021. One of the new requirements of the Committee is to: *Make reports and recommendations in relation to the authority's ability to handle complaints effectively.* This is the second report provided to the Committee and gives an overview of how the Council manages Compliments, Comments and Complaints and the annual report on the Council's performance in 2021/22. All annual statistics and corporate actions for improvement are included in the Annual Governance Statement and Annual Corporate Well-being and Self-Assessment Report.

The policies and procedures in place for Compliments, Comments and Complaints comply with the legislative requirements of the Welsh Language (Wales) Measure 2011 and associated standards, specifically ensuring that the Council promote the 'Active Offer'. Social Services statutory requirements remain in operation alongside the Corporate Policy to ensure they are aligning with; Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014, ("the Regulations").

In May 2021, the [Council's Cabinet](#) approved the Compliments, Comments and Complaints Policy which is aligned based to the guidance issued by the Public Services Ombudsman for Wales. Work is continuing with our on-line forms and improvements on the way we collate complaints data.

The Ombudsman's Principles of Good Administration and Good Records Management focus on six principles:

- Getting it right: In accordance with the law and authority's policy and guidance. Providing appropriately trained and competent staff.
- Being customer focused: ensuring people can access services easily. Informing customers what they can expect. Responding to customers' needs flexibly, including, where appropriate, co-ordinating a response from other service areas.
- Being open and accountable: Be clear about policies and procedures, provide clear and accurate advice. Taking responsibility.
- Acting fairly and proportionately: Treat people with respect and courtesy without unlawful discrimination, ensuring no conflict of interests.
- Putting things right: Acknowledge mistakes and apologise. Put things right quickly and effectively with information on how to appeal.
- Seeking continuous improvement: Review policies and procedures regularly to ensure they remain effective. Asking and utilising feedback to improve services and improvement
- Creating good quality records: Keeping records accurate and up to date.

The new powers created under the Public Services Ombudsman (Wales) Act 2019 include.

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

The Ombudsman's annual letter is appended to this report.

Compliments, Comments and Complaints Annual Report 2021/22

Introduction

The purpose of this report is to provide an overview of the Compliments, Comments and Complaints for Newport City Council for the year 2021/2022. Complaints data recording is captured through My Council Services. Data is separated to provide detail for Corporate and Social Services Compliments, Comments and Complaints.

The report contains Public Services Ombudsman of Wales (PSOW) statistics and details where action is required by the council to address weaknesses and make improvements. Service development information outlining progress made in 2021/22 is provided and Actions for Improvement are set out for 2022/23.

Compliments, Comments and Complaints are submitted through various channels, customers can log these via the Newport City Council My Council Services App, via email or through our Contact Centre. These are acknowledged via My Council Services by the Complaints Resolution Officers and all correspondence is stored securely in one place. The Complaints Resolution Team collaborate with and provide support to all service areas to enable them to appropriately when administering responses to customers. We ensure that timescales are adhered too and work with service areas to implement lessons learned.

The Council accepts complaints providing they are submitted within 12 months. This is because it is better to look into concerns while the issues are still fresh in everyone's mind. We may, in exceptional circumstances, look at concerns which are brought to our attention later than this. However, we would ask for evidence as to why this wasn't brought to our attention earlier. In any event, regardless of the circumstances, we will not consider any concerns about matters that took place more than three years ago.

The Complaints Resolution Team provide a comprehensive service for Corporate and Social Services Complaints. In the final quarter of 2022, The Complaints Resolution Team moved service area from City Services to People, Policy and Transformation in the corporate centre. In 2022/23 The Complaints Team will be evaluating and reviewing our processes to streamline them, whilst ensuring equity of support across service areas and maintaining a consistent quality of service.

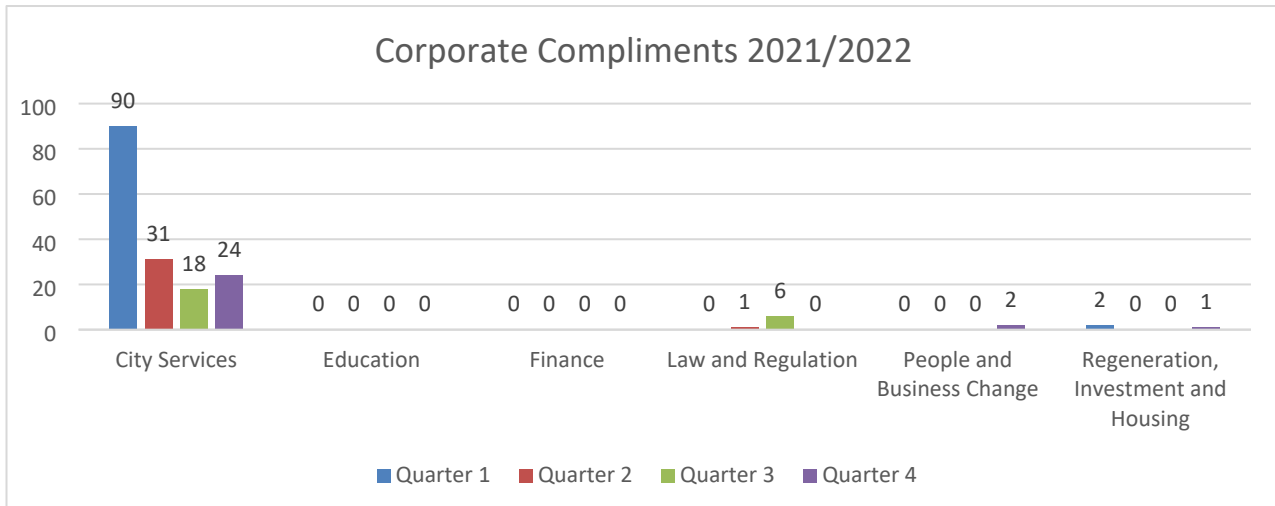
COMPLIMENTS

Compliments Corporate

A total of 175 Corporate Compliments were recorded in 2021/2022, 0.5 % increase since 2020/21. The opportunity to provide positive feedback is accessible to residents using improved webforms, the Council app or directly through customer accounts.

City Services received most of these compliments which is largely due to the high visibility of these services to the public and high number of interactions with residents.

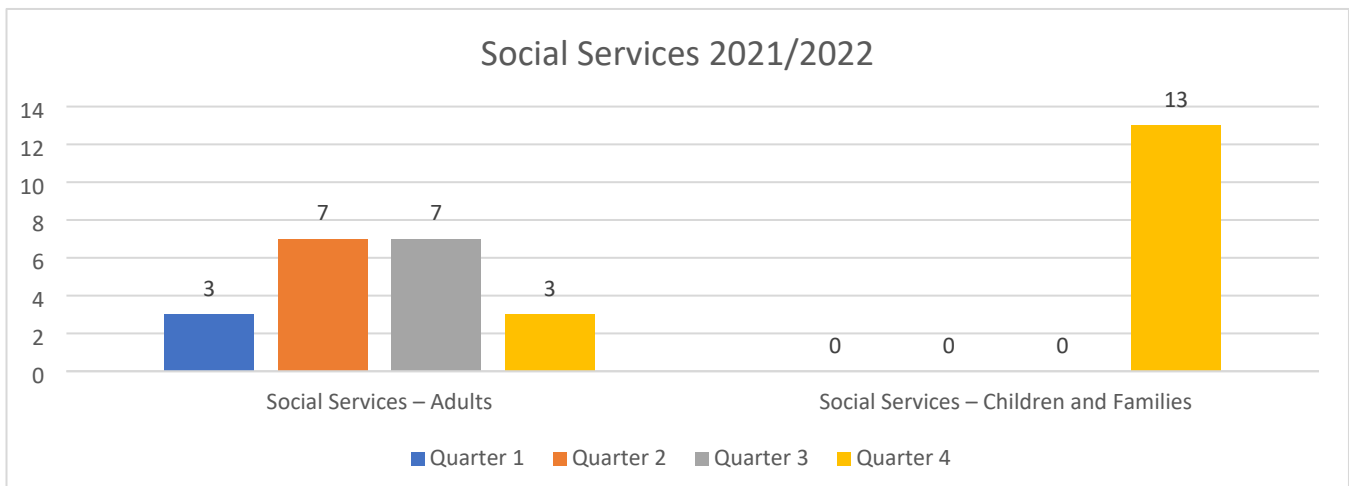
The graph below represents the number of compliments received by each corporate service area.



Compliments Social Services

A total of 33 compliments were received for Adult Social Services during 2021/22. 61% for Adult Services and 39% compliments for Children’s Services were received during this timeframe.

The graph below shows the breakdown:

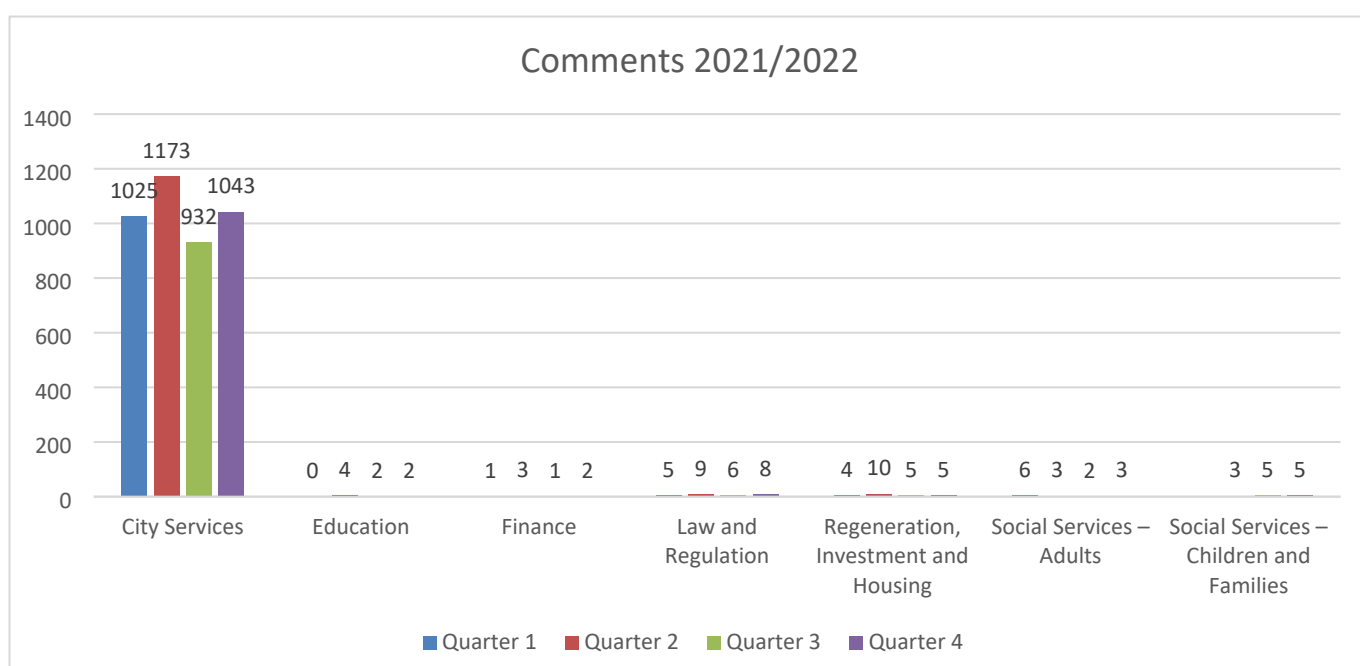


COMMENTS

4,267 comments were recorded during 2021/22. Comments are recorded where a resident is dissatisfied with a policy or decision made by the Council that has been implemented or applied correctly. For example, residents may be unhappy with the scheduled number of grass cuts in the city. In line with the Ombudsman's guidance this feedback is recorded and if appropriate, responded to, but is not recorded as a complaint.

This record is the highest we have seen and it's an increase of 37% since 2020/21. In July 2022 changes were made on My Council Services to allow Complaints Resolution Officers to update the category items are logged under, as this can be done by the customer themselves or by colleagues within the contact centre. We identified there were complaints and requests for service that were logged under comments. Measures are now in place so that we can ensure we capture and evidence information correctly.

Similarly, to Compliments, the highest number of Comments recorded are for City Services in line with the visibility of the services they provide, which is shown below.



COMPLAINTS – Corporate Summary

Year	Stage 1 Complaint	Stage 2 Complaint	Stage 2 Complaint %	Ombudsman Complaint	Ombudsman Complaint %
2017/2018	284	24	7.79%	37	13%
2018/2019	271	28	9.36%	38	14%
2019/2020	354	33	8.53%	31	8.76%
2020/2021	261	39	9.50%	14	7.73%
2021/2022	271	31	11.44%	24	8.85%

Corporate Complaints Stage 1

Quarter	Q1		Q2		Q3		Q4		
Stage of Complaints	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2	Total
Refuse & Waste	35	1	35	0	21	0	22	0	114
Contact Centre	8	0	6	1	5	0	5	1	26
Highways	5	1	4	0	5	1	6	1	23
Housing, Planning & Regeneration	6	0	4	3	2	3	4	0	22
Council Tax	4	0	1	0	6	1	4	0	16
Grounds	6	0	3	0	1	0	3	0	13
Parks & Cemeteries	1	1	1	3	1	0	2	2	11
Transport & Roads	2	0	4	0	2	1	1	0	10
Recycling Services	2	0	3	0	1	0	4	0	10
Public Protection	2	1	4	0	2	0	0	0	9
Planning & Building Control	0	3	0	3	2	0	0	0	8
Household Waste Recycling	2	0	3	0	1	0	0	0	6
Street Cleaning	3	0	1	0	0	0	2	0	6
Education - Schools	2	0	2	0	1	0	1	0	6
School Transport	1	0	0	0	2	1	0	0	4
Website	3	0	0	0	0	0	0	0	3
Licencing	1	1	1	0	0	0	0	0	3
Benefits	1	0	0	0	0	0	1	0	2
School Admissions	0	0	0	1	0	1	0	0	2
Special Education Needs	0	0	0	0	0	0	2	0	2
Street Lighting	0	0	0	0	1	0	1	0	2
Registration Services	1	0	0	0	0	0	0	0	1
Museums and Libraries	1	0	0	0	0	0	0	0	1
Democratic Services	1	0	0	0	0	0	0	0	1
Complaints	0	0	0	0	0	0	1	0	1
Landfill	0	0	0	0	0	0	0	0	0
Information Station	0	0	0	0	0	0	0	0	0
Coroners	0	0	0	0	0	0	0	0	0
Flying Start	0	0	0	0	0	0	0	0	0
Communications & Public Relations	0	0	0	0	0	0	0	0	0

Figures overall are in general higher in the first quarter. In line with other Local Authorities, we have seen an increase since the relaxation of Covid restrictions.

For Waste and City services most complaints for waste and city services involved failure to provide service and delays in providing service. Newport City Council are supporting Wastesavers to update their technology to improve service delivery introducing in-cab technology, this will assist teams to locate properties and waste improving efficiency.

Ground maintenance experienced an increase during quarter 1, complaints centred around No-Mow May, with residents raising concerns over grass cutting.

Transport and roads complaints experienced an increase during quarter 2, this is a seasonal trend where complaints about walking routes, taxi and school transport are higher during this time of year.

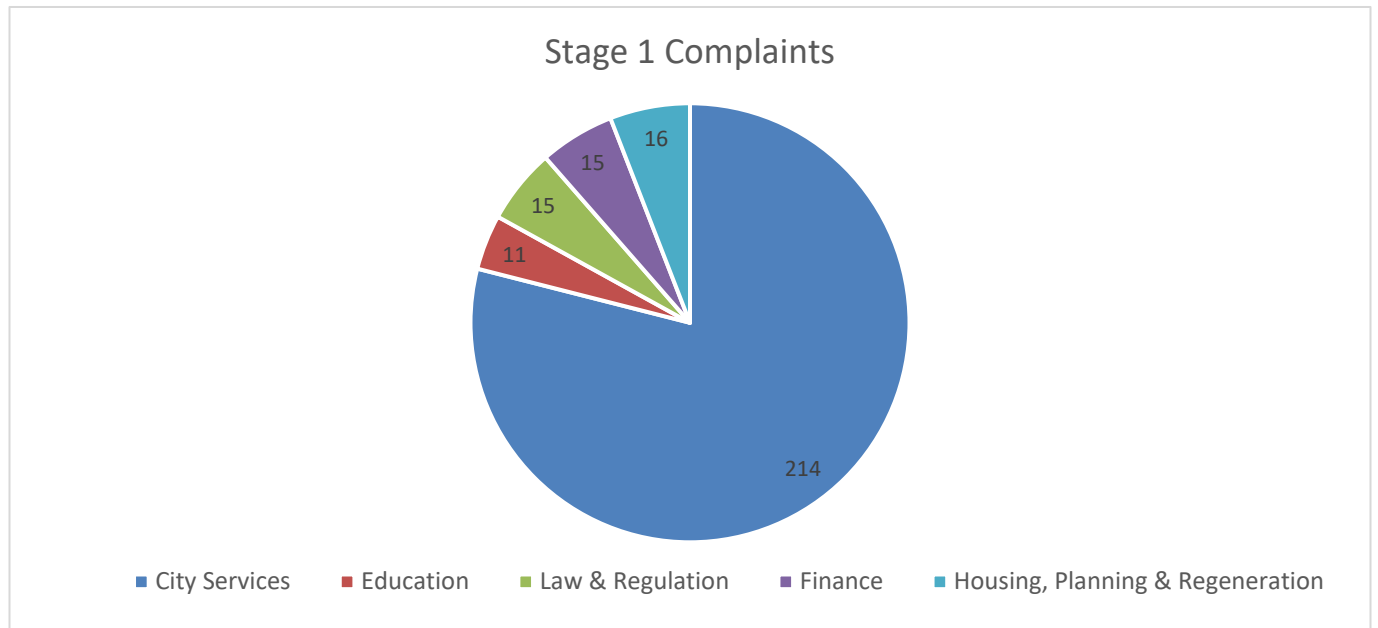
Contact centre complaints during the period 2021/2022 were influenced by a number of factors. Customer Services had a higher than average attrition rate during this time, with extremely knowledgeable and experienced Customer Service Officers taking positions within other council departments. This led to fewer Customer Service Officers taking calls whilst recruitment and training took place, along with calls taking longer due to less experienced officers assisting callers with their queries.

Correspondence from the Council Tax Department sent to those residents in arrears saw a significant increase in calls on the Council Tax line, this line is manned by 2 Contact Centre Officers at any one time. Correspondence includes the initial Council Tax bill, sent at the beginning of March to every household in Newport. If payments aren't received reminders, final reminders and final notices are sent to households. During these times, call wait times would often exceed 60 minutes, leading to complaints. In addition to this, call volumes increased due to additional financial assistance the Council was providing to residents and businesses due to the pandemic, leading again to longer call wait times.

Contact Centre Staff began working from home in March 2020 and they reported experiencing a number of telephony issues which their service providers are still working to resolve. Issues include calls being prematurely terminated by the system whilst in the queue to be answered and either the caller or the Customer Service Officer not being able to hear the other person. The service provider will be carrying out a system upgrade shortly which should resolve a lot of the existing issues that has caused frustration for the residents of Newport.

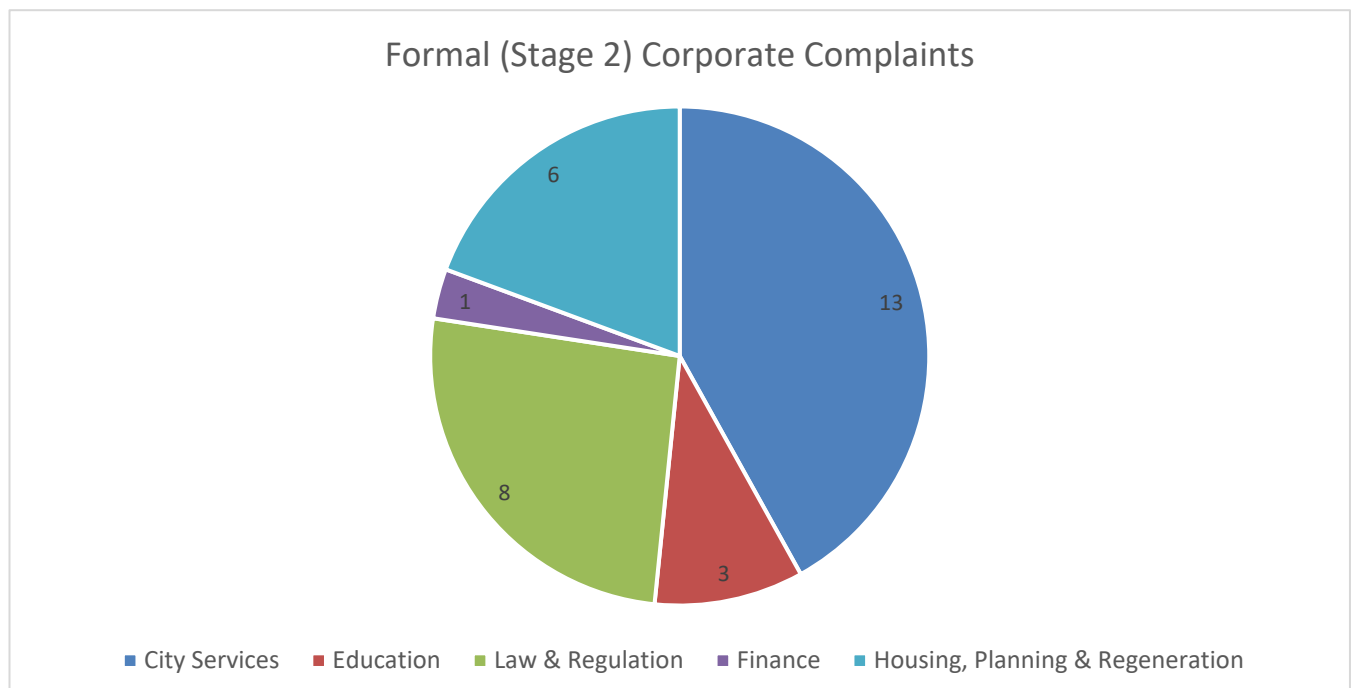
Informal (STAGE 1) - Corporate Complaints 2021/22

The breakdown below represents a total of 271 stage one complaints by service area for 2021/22, a 3.6% increase since 2020/21.



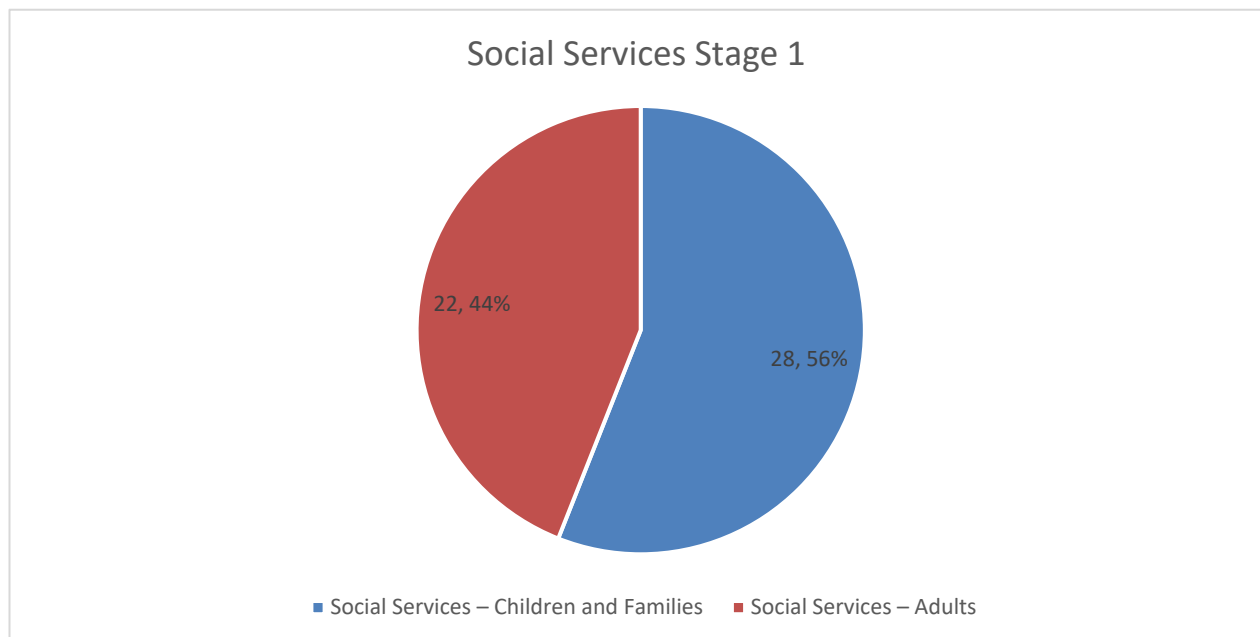
Formal (STAGE 2) Corporate Complaints 2021/22

The breakdown below represents a total of 31 stage 2 complaints received by service area for 2021/2022 compared with 2020/21 this demonstrates a 20% reduction in complaints received.



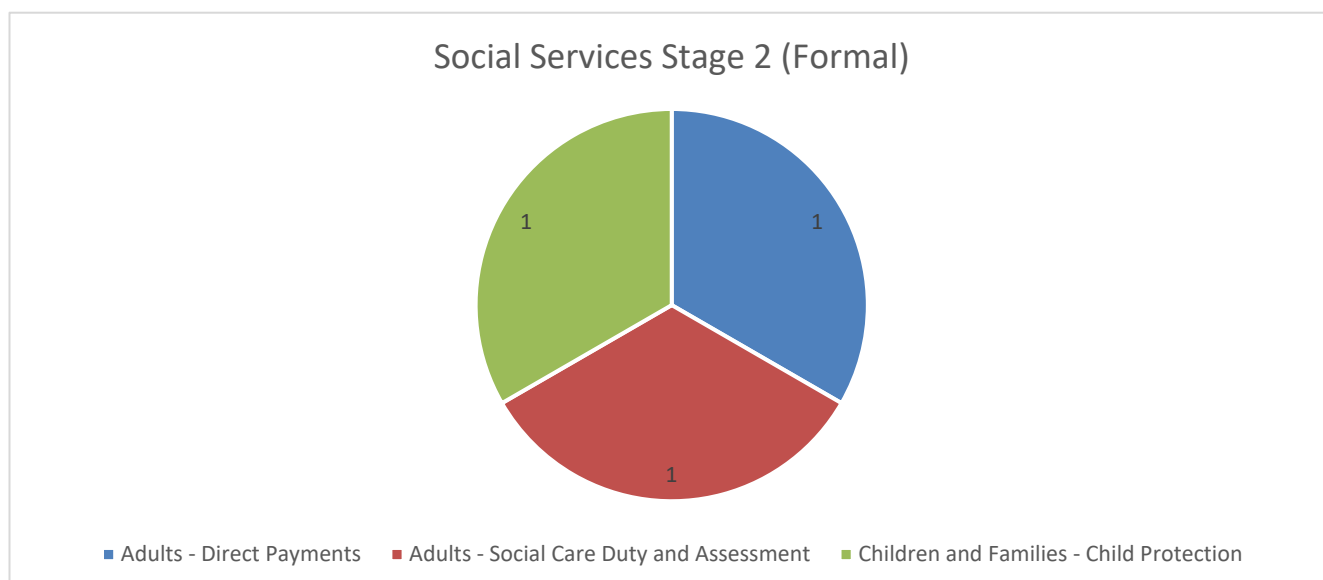
Social Services Complaints

The chart below represents a total of 50 informal stage 1 complaints received in 2021/2022, this is an increase of 36% since 2020/21. The highest number of complaints received involved Social Care Duty and Assessment.



Social Services Stage 2 Investigation

There was a total of 3 formal stage 2 Social Services complaints received in 2021/2022, this a significant decrease of 50% since 2020/21.



Ombudsman Corporate Complaints

During 2021/2022 the Ombudsman reviewed 5 corporate complaints. This number does not include the total number of complainants whose complaints the Ombudsman declined to investigate. To follow is a summary of the outcome of those investigations:

Detailed below are areas where Newport Council needed to act:

Planning Early Settlement was following a customer's dissatisfaction around poor communication. As a result, there were delays that meant that there was a missed opportunity to appeal a decision. As part of the early settlement, Newport City Council agreed to waive any fees for the resubmission of a planning application.

The complaint regarding Trading Standards was that Newport Council had ceased an investigation into which there was evidence that had not been considered. Trading Standards were asked to examine this evidence and resume its investigation.

As a result of another Ombudsman investigation, it was identified that possible improvements could be made with regards how post is received, distributed, and recorded within the Civic Centre. To reach an early resolution for this case a full review was undertaken reviewing mailroom processes.

There were 2 cases where additional training needs were identified, and apologies issued to residents.

Ombudsman Social Services Complaints

During 2021/2022 there were no Ombudsman Social Services complaints made.

Complaints to the Public Services Ombudsman for Wales (PSOW)

The Annual letter for 2021/2022 (attached) acknowledges the number of complaints referred to them regarding Local Authorities increased by 47% (compared to 20/21 figures) and are now well above pre-pandemic levels. It is likely that complaints to the Ombudsman, and public services in general, were suppressed during the pandemic, and we are now starting to see the expected 'rebound' effect.

Each quarter all local authorities in Wales report to the Ombudsman. The table below represents the last 5 years key information that has been reported back via the Ombudsman's Annual Letter.

Despite the increase in new complaints received for 2021/22, PSOW intervention has decreased by 6% compared with 2020/21.

Year	New Complaints Received by NCC	Received per 1000 Residents	Cases with PSOW Intervention	% of Interventions	Code of Conduct Complaints	Community Council Code of Complaints
2017/18	37		8	24%	3 (closed)	3 (closed)
2018/19	38		7	16%	3 (closed)	0
2019/20	39	0.25	4	11%	5 (closed)	1 (closed)
2020/21	31	0.20	5	17%	2 (no evidence of breach)	1 (no evidence of breach)
2021/22	40	0.26	4	11%	4 (2 no evidence of breach, 1 discontinued, 1 referral to Standards Committee)	9 (3 discontinued, 3 no evidence of breach, 3 no action necessary)

The Complaints Standards Authority have published data to the PSOW website for the first time and this may be something as an Authority we would want to replicate.

Although the Ombudsman are continuing to offer free training to all Officers, there are currently no available dates due to rolling out training to the NHS. The Complaints team have designed an online training package which has 6 e-learning modules. Following the easing of COVID restrictions the team intend to combine e-learning and face to face delivery, we will be prioritising delivery toward the Autumn 2022. The team will also be involved in all induction training into the Authority to explain the importance of complaint handling, identifying missed opportunities and learning from these and the role that the Ombudsman plays.

PSOW continue to express that Authorities and other organisations should not view complaints as a negative thing. If complaints are too low questions may be asked around whether our processes are clear enough and whether customers are given enough opportunities and access points to raise these concerns. Therefore, the Ombudsman do not provide benchmarking.

A new Public Service Ombudsman was appointed in Spring 2022 and it was noted in their annual letter that the number of complaints referred to them regarding all Local Authorities increased by 47% (compared to 20/21 figures) and are now well above pre-pandemic levels.

We will continue to engage with the PSOW Complaints Standards work, accessing training for our staff, fully implementing the model policy, and providing complaints data.

Service Development

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

Progress made in 2021/2022:-

- Transition to a new service area, moving from City Services to People Policy and Transformation in the corporate centre.
- Recruitment of cover for the Complaints Resolution Manager in June 2022.
- Developed training modules concerning complaint management and customer service that all officers can access. Due to significant staff shortages and the reallocation of staff to support core front line services, much of this work is being carried forward into 2022/23.
- Introduce a continuous improvement approach so that the feedback and lessons learnt from complaints can be tracked through to service improvements. Further work collaborating with the Digital Projects Manager to review our digital processes will take place in Autumn 2022.
- We remain part of the officer and member Strategic Equalities Group and work will continue throughout 2022/23.

During 2022/2023 we will continue to work with service areas and review our processes with the customer services My Newport team. We recognise there are too many options available when closing complaints and this may be impacting on the quality of data being extracted. To remedy this, we have recently introduced a priority capture icon which supports the Complaints Officers to identify, categorise and prioritise work.

The team will certainly benefit from our recent transition to the Digital Services section. Plans are in place to review our data capture and demonstrate our impact ensuring we capture the service user journey as effectively as possible.

We are currently reviewing our customer journey pathway with a view to making a few adjustments which will benefit customers and colleagues when they are engaging with us.

The Unacceptable Actions by Customer Policy supports staff to deal with all customers in ways which are demonstrably consistent, fair and reasonable. The Policy sets out how we will decide which customers will be treated as abusive, unreasonably persistent, and what we will do in those circumstances. This policy will be reviewed in 2022/23 to reflect changes due to the move of service area.

Lessons Learned

- Support service areas to increase confidence in responding to complaints and following processes in line with our Service Level Agreement.
- More service area engagement to increase level of understanding in terms of the Ombudsman’s powers and what they are looking to achieve.
- More supplier engagement to increase level of understanding of the Ombudsman. This is a significant piece of work that will be rolling year on year.

Actions for Improvement

The table below outlines the actions that the team is undertaking in 2022/23 to improve the delivery of the service.

Action	Anticipated Completion date
Roll out hybrid training to officers using Teams and e-learning to support effective complaint handling. Also contribute with induction training for new starters including reviewing onboarding and offboarding processes for talent and succession planning.	December 2022
Review My Council Services reporting functions and streamline recording including supporting colleagues in the Contact Centre to capture effective data.	September 2022 - rolling
Collaborate with relevant Council teams to analyse complaint demographics to seek further opportunities for improvement.	October 2022
Increase consistency and standardise digital complaints processes in collaboration with Digital Services adopting a multidisciplinary approach.	July 2022 - ongoing
Support and develop service areas to respond to complaints and follow processes in line with our Compliments, Comments and Complaints Policy.	July 2022 – ongoing
Review and update the Unacceptable Actions Policy	November 2022
Improving accessibility for disadvantaged and vulnerable customers particularly those who are digitally excluded or have accessibility issues	January 2023 - ongoing

Financial Summary

There are no financial implications associated with this report

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Failure to comply with the requirements of the Public Services Ombudsman for Wales in dealing with complaints	H	L	The Council has. <ul style="list-style-type: none"> All policies have been reviewed in line with Public Services Ombudsman (Wales) Act 2019 	Complaints Resolution Manager Digital Services Manager
Failure to meet the public's expectation for dealing with complaints	H	L	The Council has. <ul style="list-style-type: none"> Consulted with the public to find out what is important to them relating to complaints and complaint handling Consulted with Officers to find out what support is needed to help them respond to complaints effectively 	Complaints Resolution Manager Digital Services Manager

Links to Council Policies and Priorities

[NCC Compliments, Comments and Complaints Policy](#)

Options Available and considered

- To consider the contents of this report for the Authority, providing any additional comments and/or recommendations for future reports.
- To request further information or reject the contents of this report.

Preferred Option and Why

- Option 1 is the preferred option to provide any additional comments and/or recommendations for future reports

Comments of Chief Financial Officer

There will be no financial impact as a result of this report. Any recommendations for improvements will need to be considered using existing budget provision.

Comments of Monitoring Officer

There are no specific legal issues arising from the report. The Local Government & Elections (Wales) Act 2021 changed the statutory terms of reference of the Governance and Audit Committee to include responsibility for reviewing and assessing the Council's ability to handle complaints effectively and to make reports and recommendations in relation to effective complaints handling. This report provides an overview of the comments, compliments and complaints received by the Council during 2021/22 and how they were dealt with and also includes the Ombudsman's annual performance letter.

The Council's Corporate Compliments, Comments and Complaints Policy complies with the guidance issued by the Ombudsman in relation to the handling of complaints, while the statutory social services complaints procedures are in accordance with the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014.

Governance and Audit Committee are asked to consider the effectiveness of the Council's complaints-handling procedures and to make any recommendations to Cabinet for improvement. Any individual actions arising from the complaints are matters for the relevant officers and Cabinet Members

Comments of Head of People, Policy and Transformation

The Council has a responsibility for ensuring that services are provided to a satisfactory level to its users and that we ensure continuous improvement where issues have been raised. This report provides an overview of how we have performed in 2021/22 and where we need to improve on how we manage compliments, comments and complaints in the organisation. The Council actively promotes citizen engagement within its operations to act in a more preventative way and promote citizens involvement in its services.

There are no HR implications relating directly to this report. The action plan for 2022/23 outlines how we will ensure improvements are made to managing complaints and customer service.

Comments of Cabinet Member

The overall issues raised by Committee Members are noted and in general, all the data obtained would link in with the Newport Intelligence Hub to understand further what complainants are telling us about the services which is key to understanding trends. It is important to treat complaints as a resource and provide detailed feedback to residents. Compliments also need to be addressed and included in the complaints, once the data was complete this could be linked into Equalities which was also raised.

Local issues

This report is relevant to all wards.

Governance and Audit Committee

The Governance and Audit Committee considered the contents of the Council's Compliments, Comments and Complaints Annual Report 2021/22 including processes and performance. Members made recommendations for improvement to the annual report which were noted in the minutes.

The feedback from Governance and Audit Committee included a request to provide an update to this Committee in six months on the action plan included in the report. It also suggested that further insight from the complaints data should be sought and included in future reports. It requested that the Annual Letter from the Public Services Ombudsman for Wales is attached to the annual report for future updates.

Equalities Impact Assessment and the Equalities Act 2010

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

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

Wellbeing of Future Generations (Wales) Act 2015

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

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

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

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

Background Papers

Compliments, Comments and Complaints Policy


Governance and Audit Committee minutes

Annual Report on Compliments, Comments and Complaints Management 2020-2021


Ombudsman's annual letter (attached)

Dated: 4th November 2022

Ask for: Communications

 01656 641150

Date: August 2022

 communications@ombudsman.wales

Cllr. Jane Mudd
Newport City Council
By Email only: jane.mudd@newport.gov.uk

Annual Letter 2021/22

Dear Councillor Mudd

I am pleased to provide you with the Annual letter (2021/22) for Newport City Council which deals with complaints relating to maladministration and service failure, complaints relating to alleged breaches of the Code of Conduct for Councillors and the actions being taken to improve public services

This is my first annual letter since taking up the role of Public Services Ombudsman in April 2022, and I appreciate that the effects of the pandemic are still being felt by all public bodies in Wales. Our office has not been immune from this, with records numbers of cases being referred to us over the last two years. The strong working relationships between my Office and local authorities continues to deliver improvements in how we are dealing with complaints and ensuring that, when things go wrong, we are learning from that and building stronger public services.

Complaints relating to Maladministration & Service Failure

Last year the number of complaints referred to us regarding Local Authorities increased by 47% (compared to 20/21 figures) and are now well above pre-pandemic levels. It is likely that complaints to my office, and public services in general, were suppressed during the pandemic, and we are now starting to see the expected 'rebound' effect.

During this period, we intervened in (upheld, settled or resolved at an early stage) a similar proportion of complaints about public bodies, 18%, when compared with recent years. Intervention rates (where we have investigated complaints) for Local Authorities also remained at a similar level – 14% compared to 13% in recent years.

Complaints relating to the Code of Conduct for Councillors

We also received a high number of Code of Conduct complaints last year, relating to both Principal Councils and Town and Community Councils. A record number (20) were referred to either the Adjudication Panel for Wales or local standards committees, due to evidence of a breach of the Code.

Supporting improvement of public services

In addition to managing record levels of complaints, we also continued our work using our proactive powers in the Public Services Ombudsman (Wales) Act 2019. Specifically undertaking our first Own Initiative Investigation and continuing our work on the Complaints Standards Authority.

October 2021 saw the publication of the first own initiative investigation in Wales: [Homelessness Reviewed](#). The investigation featured three Local Authorities and sought to scrutinise the way Homelessness assessments were conducted. The report made specific recommendations to the investigated authorities, as well as suggestions to all other Local Authorities in Wales and Welsh Government. Some of these recommendations will bring about immediate change – updating factsheets and letter and assessment templates to ensure that key equality and human rights considerations are routinely embedded into processes for example – all the recommendations were designed to bring about tangible change to people using homelessness services in Wales.

The Complaints Standards Authority (CSA) continued its work with public bodies in Wales last year. The model complaints policy has already been adopted by local authorities and health boards in Wales, we have now extended this to an initial tranche of Housing Associations and Natural Resources Wales. The aim being to implement this work across the Welsh public sector.

In addition to this, the CSA published information on complaints handled by local authorities for the [first time](#) – a key achievement for this work. The data for 21/22 showed:

- Over 15,000 complaints were recorded by Local Authorities
- 4.88 for every 1000 residents.
- Nearly half (46%) of those complaints were upheld.
- About 75% were investigated within 20 working days.
- About 8% of all complaints closed ended up being referred to PSOW.

The CSA has now implemented a model complaints policy with nearly 50 public bodies, and delivered 140 training sessions, completely free of charge, during the last financial year. The feedback has been excellent, and the training has been very popular - so I would encourage Newport City Council to engage as fully as possible.

Complaints made to the Ombudsman

A summary of the complaints of maladministration/service failure received relating to your Council is attached, along with a summary of the Code of Conduct complaints relating to members of the Council and the Town & Community Councils in your area.

In light of the new duties on political leaders and standards committees to promote and maintain high standards of conduct of their members, we look forward to working with you, your Monitoring Officer and standards committees to share any learning from the complaints we receive and to support your authority's work.

I would also welcome feedback on your Governance & Audit Committee's review of your authority's ability to handle complaints effectively so that we can take this into account in our work and support its work on the handling of complaints.

Finally, can I thank you and your officials for the positive way that local authorities have engaged with my Office to enable us to deliver these achievements during what has been a challenging year for everyone. I very much look forward to continuing this work and collaboration to ensure we further improve public services across Wales.

Further to this letter can I ask that your Council takes the following actions:

- Present my Annual Letter to the Cabinet and to the Governance & Audit Committee to assist members in their scrutiny of the Council's performance and share any feedback from the Cabinet and the Governance & Audit Committee with my office.
- Continue to engage with our Complaints Standards work, accessing training for your staff, fully implementing the model policy, and providing complaints data.
- Inform me of the outcome of the Council's considerations and proposed actions on the above matters by 30 September.

This correspondence is copied to the Chief Executive of your Council and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely,



Michelle Morris

Public Services Ombudsman

cc. Beverley Owen, Chief Executive, Newport City Council.

By Email only: beverley.owen@newport.gov.uk

Factsheet

Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1000 residents
Blaenau Gwent County Borough Council	14	0.20
Bridgend County Borough Council	55	0.37
Caerphilly County Borough Council	60	0.33
Cardiff Council*	182	0.50
Carmarthenshire County Council	54	0.29
Ceredigion County Council	52	0.72
Conwy County Borough Council	27	0.23
Denbighshire County Council	34	0.36
Flintshire County Council	99	0.63
Gwynedd Council	39	0.31
Isle of Anglesey County Council	29	0.41
Merthyr Tydfil County Borough Council	27	0.45
Monmouthshire County Council	20	0.21
Neath Port Talbot Council	45	0.31
Newport City Council	40	0.26
Pembrokeshire County Council	39	0.31
Powys County Council	55	0.42
Rhondda Cynon Taf County Borough Council	51	0.21
Swansea Council	71	0.29
Torfaen County Borough Council	18	0.19
Vale of Glamorgan Council	61	0.46
Wrexham County Borough Council	71	0.52
Total	1143	0.36

* inc 17 Rent Smart Wales

Appendix B - Received by Subject

Newport City Council	Complaints Received	% Share
Adult Social Services	2	5%
Benefits Administration	0	0%
Children's Social Services	7	18%
Community Facilities, Recreation and Leisure	1	3%
Complaints Handling	8	20%
Covid19	2	5%
Education	2	5%
Environment and Environmental Health	1	3%
Finance and Taxation	1	3%
Housing	1	3%
Licensing	1	3%
Planning and Building Control	5	13%
Roads and Transport	7	18%
Various Other	2	5%
Total	40	

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Appendix C - Complaint Outcomes (* denotes intervention)

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/ voluntary settlement*	Discontinued	Other Reports- Not Upheld	Other Reports Upheld*	Public Interest Report*	Total
Newport City Council	12	9	11	4	0	0	0	0	36
% Share	33%	25%	31%	11%	0%	0%	0%	0%	

Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	0	13	0%
Bridgend County Borough Council	7	54	13%
Caerphilly County Borough Council	7	58	12%
Cardiff Council	45	159	28%
Cardiff Council - Rent Smart Wales	1	16	6%
Carmarthenshire County Council	7	49	14%
Ceredigion County Council	13	46	28%
Conwy County Borough Council	2	24	8%
Denbighshire County Council	4	33	12%
Flintshire County Council	15	94	16%
Gwynedd Council	6	41	15%
Isle of Anglesey County Council	3	28	11%
Merthyr Tydfil County Borough Council	2	26	8%
Monmouthshire County Council	2	21	10%
Neath Port Talbot Council	5	45	11%
Newport City Council	4	36	11%
Pembrokeshire County Council	2	40	5%
Powys County Council	7	55	13%
Rhondda Cynon Taf County Borough Council	3	45	7%
Swansea Council	10	76	13%
Torfaen County Borough Council	2	20	10%
Vale of Glamorgan Council	9	62	15%
Wrexham County Borough Council	4	67	6%
Total	160	1108	14%

Appendix E - Code of Conduct Complaints

County/County Borough Councils	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Newport City Council	1	2	0	0	1	0	4

Appendix F - Town/Community Council Code of Complaints

Town/Community Council	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Bishton Community Council	1	1	3	0	0	0	5
Langstone Community Council	2	1	0	0	0	0	3
Llanvaches Community Council	0	1	0	0	0	0	1

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2021/2022. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Local Authority.

Appendix C shows outcomes of the complaints which PSOW closed for the Local Authority in 2021/2022. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix D shows Intervention Rates for all Local Authorities in 2021/2022. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix E shows the outcomes of Code Of Conduct complaints closed by PSOW related to Local Authority in 2021/2022. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix F shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area. This table shows both the volume, and the proportion that each outcome represents for each Town or Community Council.

Mae'r dudalen hon yn wag yn

Report

Cabinet

Part 1

Date: 16 November 2022

Subject Annual Safeguarding Report (Interim) of the Head of Corporate Safeguarding

Purpose To present the Annual Safeguarding Report (interim) to Cabinet

Author Head of Corporate Safeguarding

Ward City Wide

Summary This report is the Head of Corporate Safeguarding's evaluation of 2020/21 performance for the Local Authority. This Corporate Safeguarding Policy provides a framework for every Service within the Council setting out responsibilities in relation to safeguarding and protecting children and adults at risk. It lays out the methods by which the Council will be assured that it is fulfilling its duties and that effective practices are in place to support individuals to live their life free from harm, abuse and neglect.

Proposal To receive the Annual Safeguarding Report (interim) by the Head of Corporate Safeguarding

Action by Head of Corporate Safeguarding

Timetable Immediate

This report was prepared after consultation with:

- Social Services staff
- Cabinet Member for Social Services
- Monitoring Officer
- Head of Finance
- Head of People and Business Change

Signed

Background

This is the fifth review of the Annual Corporate Safeguarding Report. Further revisions to the format and data presented within this annual report have been made and it is anticipated that due to further work with partner agencies such as the Gwent Safeguarding Board. There is a new Head of Corporate Safeguarding. This role falls under the management of the Director of Social Services.

The Annual Safeguarding report demonstrates how Newport City Council will meet its obligations towards the safeguarding of children and adults at risk. It also gives assurances to the public, councillors, employees, volunteers and people carrying out work on behalf of the Council that there are sound arrangements in place to safeguard children and adults at risk.

Head of Corporate Safeguarding's Summary of Performance

- The report is an interim report of the Annual Corp SG report, previously presented to Scrutiny. The reporting cycle for this report has been postponed due to changing scrutiny cycles and the recruitment of a new Head of Corporate Safeguarding. Respecting the wishes of the committee to provide only streamlined and targeted information, revisions to the format and data presented have been made to this interim report and it is anticipated that due to further work with partner agencies such as the Gwent Safeguarding Board and advice from Welsh Government, a final version of the report model presented for Scrutiny will be agreed within the next two years.
- Overall, the Local Authority is compliant and meeting its duties regarding Safeguarding practices for children and adults. It is acknowledged that services are still feeling the effects post-pandemic and referrals into HUB and First Contact Team remain high (with a 13.9% increase to the children's HUB in the last year alone), however, despite these increases we have been generally effective in implementing the right decision or "right service" at the right time for both children and adults via preventative service or early intervention pathways at the 'front door' where ever possible through these new models and ways of working when Newport were the Pilot for such practices. Regionally, these models of practice (Multi agency Hubs/ Prevention step-up down processes/ Education collaborations) are now being adopted and implemented.
- It is acknowledged that the authority as a whole still has some way to go to improve in terms of mandatory training compliance targets, particularly when benchmarking to other LA's and partner agencies specifically for VAWDASV compliance, which carries Welsh Government non-compliance fines. The continued low compliance for mandatory safeguarding training courses by employees (including volunteers and elected members) is a matter which must be urgently addressed to ensure that completion of courses is undertaken and failure to do so is met with necessary employee conduct action to prevent Council compliance notices or fines being issued. It is of course accepted that face to face training has been unavailable due to the Covid pandemic for a long period of time which has significantly contributed to uptake of some courses however, this should no longer be causing barrier/ delay issues from this point moving forward in the 2022/2023 action plan.
- We are asking members to be aware that the RAG status for the Volunteer Policy and F2F training commencing September 2022 are not accurate but are due imminently. We are asking that the actions for future work are endorsed and those outstanding are rolled over with the appropriate prioritisation given to the work around mandatory training compliance; governance and recording of safeguarding data for more effective benchmarking and reporting (including developing a more robust self-assessment tool which is regionally aligned; WCCIS reporting of service area referrals from DSP's); Safeguarding Training Framework development project to be relaunched; and a newly devised "Safeguarding, Young People Web Information Project" beyond the current safeguarding webpage to be considered by CSMT beyond the action plan of annual Corporate Safeguarding.
- Align this work with the new Corporate plan for (2022-2027) This will dovetail the principles of the Corporate plan with the Corporate Safeguarding responsibilities outlined and ensure that Safeguarding is everyone's business

Recommendations to the Cabinet

The Cabinet is asked to:

1. Consider the Annual Corporate Safeguarding Executive Summary report, to scrutinise and review the progress of the key priority work plans for both corporate safeguarding arrangements and the safeguarding self- assessment findings for the whole Council.
2. Determine if it wishes to make any comment / recommendations to Cabinet regarding the report and the how the Council is managing corporate safeguarding Board and advice from Welsh Government, a final version of the report model presented for Scrutiny will be agreed within the next two years.
3. In order for the authority to comply with the Social Services and Wellbeing (Wales) Act 2014, change to culture and practice has been required. This has seen a move toward social care that 'promotes the wellbeing of people and carers who need care and/or support'.

Whilst the Social Services Directorate lead on dealing with enquires regarding concerns that individuals may be at risk of harm, everyone has a responsibility to safeguard the well-being of adults and children who may be at risk whatever their role. The Corporate Safeguarding policy covers all functions and services of the Council and applies to all Council employees, elected members, foster carers, individuals undertaking work placements, volunteers and anyone carrying out work on behalf of the Council, including independent contractors.

The Council also has a duty to ensure that other organisations commissioned to provide services on their behalf have regard to the need to safeguard and promote the well-being of adults and children.

The Council will work to safeguard children and adults at risk in line with the Social Services and Wellbeing (Wales) Act 2014 which defines:

A child at risk is a child who is experiencing or at risk of abuse, neglect or other kinds of harm and;

- Has needs for care and support whether or not the authority is meeting any of those needs.
- An adult at risk is an adult who is experiencing or is at risk of abuse or neglect and;
- Has needs for care and support whether or not the authority is meeting any of those needs and;
- As a result of those needs is unable to protect him or herself against the abuse or neglect or risk of it.

Related legislation, policy and guidance

Legislation which is contained within the various Acts and guidance that are identified below enshrine the right to protection from abuse. The legal starting point in achieving this objective is professionals' duty to report allegations of abuse and neglect.

The law also identifies the Local Authority as the lead organisation in making enquiries to identify whether an individual is at risk and in coordinating the response to protect. In practice this is never achieved in isolation or without clear leadership and accountability for the work which is equally set out in law, along with the duty to cooperate and collaborate with others.

The Council recognises that good practice in safeguarding brings together all activity aimed at promoting safe practice with vulnerable groups and preventing abuse and neglect. For this reason, and because the law, policy, guidance and regulations change from time to time, it is impossible to provide an exhaustive list of relevant documents but the most significant items are below:

- Social Services and Wellbeing (Wales) Act 2014
- Education Act 2002 – plus "Keeping Learners Safe 201" – The role of local authorities, governing bodies and proprietors of independent schools under the Education Act 2002
- Children Act 1989 and 2004
- Section 17 of the Crime and Disorder Act 1998
- Mental Capacity Act 2005

- Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Housing Act 2004
- Licensing Act 2003
- Human Rights Act 1998

The Council will ensure that practice is compliant with the following policies and procedures:

- Wales Safeguarding Procedures
- Social Services and Wellbeing (Wales) Act 2014 - codes of practice and guidance
- Newport City Council’s Whistleblowing Policy
- Newport City Council’s Recruitment Policies, which includes Safe Recruitment Policies and Safeguarding in Employment Guidance
- Employees, and councillors should also act in accordance with the relevant professional Code of Conduct.

The intention is that this Corporate Safeguarding Policy will supplement and not replace any responsibilities already set out in legislation, policy or guidance set out above.

Strategic context

At a strategic level, this approach to safeguarding supports the delivery of the Council’s three wellbeing objectives as set out within the Corporate Plan 2019-2022

At an All-Wales level, keeping people safe contributes to the Wellbeing goals set out in the Wellbeing of Future Generations Act to improve the economic, social, environmental and cultural wellbeing of Wales.

Governance

The Council will discharge its strategic statutory safeguarding responsibilities through Designated Safeguarding Leads (DSL) and Safeguarding Champions in each Council Directorate. These identified individuals will represent their Directorate at the Corporate Safeguarding Champions biannual meeting and act as a conduit for the dissemination of safeguarding information from the Head or Corporate Safeguarding.

In this section you must set out all necessary information to allow Councillors to take an informed decision. You will need to put forward the case to support your proposals.

Financial Summary (Capital and Revenue)

There are no financial considerations for this workstream

- The costs and financial implications:

	Year 1 (Current) £	Year 2 £	Year 3 £	Ongoing £	Notes including budgets heads affected
Costs (Income)					
Net Costs (Savings)					
Net Impact on Budget					

Risks

It is important to identify and manage any project or scheme’s exposure to risk and have in place controls to deal with those risks.

Risk Title / Description	Risk Impact score of Risk if it occurs* (H/M/L)	Risk Probability of risk occurring (H/M/L)	Risk Mitigation Action(s) What is the Council doing or what has it done to avoid the risk or reduce its effect?	Risk Owner Officer(s) responsible for dealing with the risk?
Pressure on the Delivery of Children Services	H	M	Ongoing efficiency management Ongoing recruitment	Head of Children's Services
Pressure on Adult & Community Services	H	M	Ongoing efficiency management Ongoing recruitment	Head of Adult's Services
Safeguarding – inherent risk	M	M	Training and awareness raising to all staff	Head of Corporate Safeguarding

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Newport City Council's Corporate Plan 2022 -27

Options Available and considered

Option 1 - Cabinet endorses the Interim Report of the Head of Corporate Safeguarding 2021/22

Option 2 – Cabinet does not endorse Interim Report of the Head of Corporate Safeguarding 2021/22 and sets out specific reasons and recommendations for action.

Preferred Option and Why

Option 1 as the Annual Safeguarding Report of the Head of Corporate Safeguarding is a statutory requirement whereby the Head of Corporate Safeguarding provides their assessment of performance to the Council.

Comments of Chief Financial Officer

The Cabinet and Safeguarding report confirms there are no cost implications as the identified action plans will be implemented from existing resources.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report, which simply provides an interim update for Cabinet on the progress made in implementing the arrangements for corporate safeguarding in relation to children and vulnerable adults in accordance with the annual Corporate Safeguarding Plan. The Report confirms that the Council is compliant and is meeting its statutory safeguarding duties under the Social Services and Wellbeing (Wales) Act 2014. However, the interim report identifies those areas which are still in need of further improvement, including the need for further mandatory VAWDASV training.

Comments of Head People Policy and Transformation

Effective safeguarding arrangements are a vital part of ensuring the safety and wellbeing of local people in the course of the Council's business. A corporate approach to safeguarding ensures clear and consistent procedures are in place so that council employees can recognise signs and dangers and will then act appropriately. The Corporate Safeguarding Report presented to Scrutiny in September provides for openness and accountability and allows Scrutiny to have an overview role of the Council's safeguarding arrangements and activities.

There are no direct human resources implications to this report other than to note the rollout of the mandatory training on safeguarding and VAWDASV and that non-compliance remains an issue to be addressed.

Scrutiny Committees

Scrutiny committee on the 30th September noted the following recommendations

- The Committee welcomed the report and thanked Officers for their hard work. Members wanted it recognised that they appreciate that this specific area of work is extremely difficult.
- The Committee were pleased to note that the Service Area listened to the comments and recommendations that were made in last year's meeting and made the appropriate amendments.
- The Committee felt that more specific data was needed throughout the report to contextualise information given, such as percentages so Members can have a clearer picture of comparison. Members also queried if it could be possible to find out in the percentages of how many children in the figures are the same child being safeguarded, and how many are single incident children.
- The Committee asked that the area of focus regarding whether "the structure for the Newport Safeguarding Unit Structure and Individual Teams Key Priority Plans is appropriate to meet the Council's responsibilities for safeguarding matters" be removed as it was outside of the Committee's expertise. (This is more so an action for Scrutiny to not include in future cover reports but wanted to make you aware that the Committee wanted it noted).
- The Committee asked for an update regarding training progress be given to committee including more specific data to contextualise any information given, such as percentages to how many staff members have completed the training. Members also queried if it would be possible to have update on figures such as training and referrals received, on a half yearly basis,

Fairness and Equality Impact Assessment:

Wellbeing of Future Generation (Wales) Act

- The importance of having a workforce up to date with all mandatory training courses and understanding the role and influence their services have in the ongoing work to ensure the community is strong and resilient.
- The Social Services and Well-Being Act (2014) ensures that the prevention element that is required within the legislation supports communities to access early intervention for support that offers advice and assistance to maintain independence, improve well being and prevent unnecessary escalation to statutory services. To ensure that professionals know their statutory duty to identify and report concerns is central to this.
- Integration: The ongoing work to in an integrated way with partners to ensure that we are all meeting our collective safeguarding responsibilities.
- Collaboration: The ongoing work with partners, specialist providers, independent, third sector and nationals who have rallied together throughout the Pandemic to ensure support continues to be available. Supported by the Local Authority in terms of co-ordination of services and distribution of Welsh Government funding to ensure they remain sustainable and responsive to changing needs.
- Involvement: The importance of involving people with an interest in achieving the wellbeing goals, and ensuring that those people reflect the diversity of the City we serve.

Equality Act 2010 and Socio-economic Duty

This report does not reflect a policy change or decision which would impact disproportionately on staff or communities because of protected characteristics or inequalities arising as a result of socio-economic disadvantage. Therefore, a formal Fairness and Equality Impact Assessment is not required. However, fairness and equality are considered in service delivery.

Welsh Language (Wales) Measure 2011

The service area is mandated by Welsh Government to collect data around this measure to illustrate and monitor need. Information is contained within the report.

Consultation

There have been two bespoke online safeguarding sessions delivered to elected members in 2022 in addition to the mandatory safeguarding training that all staff must attend.

Background Papers

Interim Corporate Safeguarding Report 2022

Dated: 9 November 202

Mae'r dudalen hon yn wag yn

Corporate Safeguarding Annual Report (Interim)

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2.	Safeguarding Training Data and Outcomes
3.	Developments this year (review of work plan)
4.	Reviewed Annual Corporate Safeguarding Work Plan 2019/2020
5.	Key Data for Safeguarding
6.	Annual Review of Newport City Council Corporate Safeguarding Self -Assessment Audit
7.	Future Work, Areas of Stress/ Risk, and Recommendations
8.	Corporate Safeguarding Work Plan (2022/2023)
9.	Resource Implications (Employment and Financial)



1.

1.1 Legislation

The implementation of the Social Services and Well-Being (Wales) Act 2014 there has been both a cultural and practice change required from Adult and Children's Services in order for the local authority to be compliant with the new legislation, moving away from the traditional models of providing social care services to one which 'promotes the wellbeing of people and carers who need care and/or support'. The Act provides opportunity for innovation and positive change and certainly focusses on the "Well-being" of our citizens.

One of the most significant changes from a safeguarding perspective is the definition of an "adult at risk" and the legal duty to report where there are concerns identified for either a child or adult. This legal duty to report is of significance and clearly illustrates how safeguarding is everybody's business, hence the establishment of a corporate safeguarding report of this nature to assure members of the pro-active arrangements which the local authority are under taking in safeguarding provisions and service planning. The data within the report continues to evidence a rise in referrals to all front door pathways. The rise relates to better communication with and reporting from health partners, provider agencies and our own social work teams, therefore, the rise in referrals is suggestive of a more robust system which protects our citizens and again is a positive improvement in respect of safeguarding practices within Newport.

Newport City Council remains an active member of the "Gwent Safeguarding Board", which is an amalgamation of the two former specific regional boards. Newport continue to host the regional Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) team and work closely with the regional Partnership Board (VAWDASVB).

Newport officers are involved at all levels of the work of the boards. Heads of Children and Adult services are members at both Board's, the Head of Corporate Safeguarding for Newport chairs the Business Planning meeting for both boards and also chairs the local safeguarding network meetings in Newport. The local safeguarding practitioner network meet in Newport bi monthly and is attended by all partner agencies working across Newport for Adults, Children and specialist services. The local safeguarding network also arranges 2 practitioner events per year, which is open to all practitioners in Newport. The events update practitioners on all local and regional developments such as learning/messages from Child/Adult practice reviews, new services and local developments, as well as introducing updated policies and/or procedures. There is a National Independent Safeguarding Board which will work alongside the regional boards to secure improvements in safeguarding policy and practice throughout Wales. All regional boards have duties and responsibilities to submit information to the National Independent Safeguarding Board.

Members were advised in the previous report of the Children Wales Act (2020). The Act is to help protect children's rights by prohibiting the physical punishment of children by parents and those acting in loco parentis within Wales, including visitors to Wales. In doing so, children in Wales now have the same legal protection from physical punishment as adults. In practice this might typically involve a smack given as a telling-off to a child (whether on the child's bottom, legs or other part of the body). The definition is not limited to smacking. A case where a parent shook a child, or poked a child in the chest or pulled their hair, as a punishment for perceived wrong-doing, for instance, will also be caught. The change brought clear duties on local authorities to ensure that not only practice is in place to manage and support citizens in relation to these changes but also in relation to our recording/ reporting duties being in place in advance (safeguarding specific quality performance indicators). The NCC performance team ensured that the new reporting requirements are built into the WCCIS system to capture the required data in relation to this required data; eg:

CH/ 005a Of those contacts received during the year: The number where physical punishment by a parent or care was a factor
CH/ 005b The number where physical punishment by a parent or carer was the only factor

1.2 Scrutiny Recommendations (2020/2021)

Scrutiny requested that some Freedom Of Information requests are put onto the website so that the team do not have to do the work twice when receiving similar queries from journalists and the public. This recommendation has been duly noted and will form a wider workstream around the Digital Strategy Process. This is will be a priority area of work with a devised programme of implementation to evidence transparency and to make the best use of the digital technology offer Newport has available.

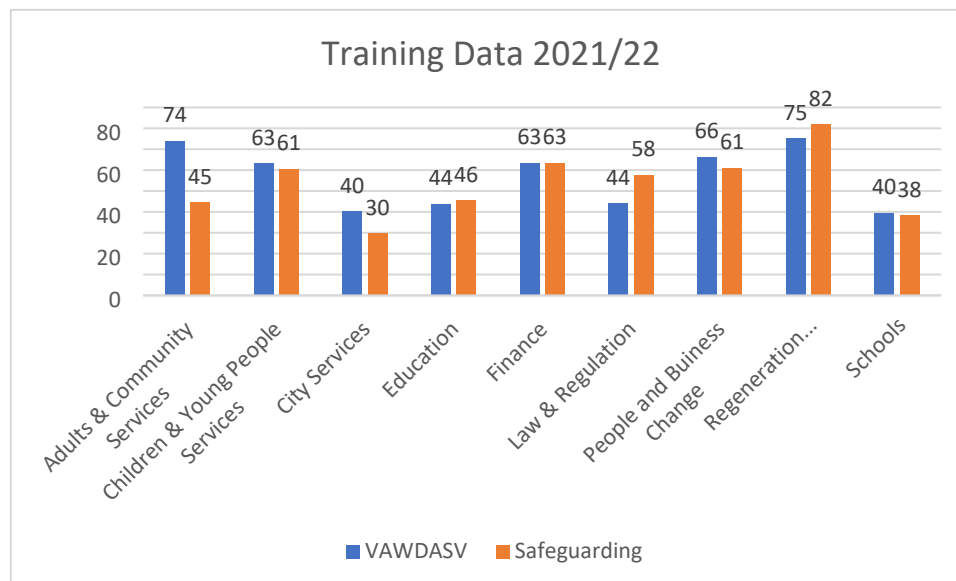
Scrutiny requested more clarity in signposting for the Transparency page, and that the Transparency page is more consistently updated with information. This action is covered above. There will be a program devised to look at how digital technology can reflect the work.

Members of Committee expressed a desire to review the design and usage of the website at some point. This recommendation is a priority and will be part of an implementation plan linked to the revised website from September 2022

2. Safeguarding Training Data and Outcomes

- 2.1** Compliance rates with Mandatory Safeguarding Training for ALL employees, as well as elected members and volunteers, remains low this year. There are 3 specific mandatory courses with associated regulatory requirements for council employees to complete, these are the General Data Protection Regulations Training (GDPR); Violence against Women, Domestic Abuse and Sexual Violence and “Safeguarding Involves Us All- Awareness Training”.
- 2.2** It is important to continue to stress that there are mitigating factors for training figures being low in this period which must be taken into account. These factors have also been given due regard by regulatory bodies as they have not issued fines/ regulatory actions during this period, however, this continued acceptance will rightly not be continually extended. The Covid-19 pandemic has impacted on many of the workforce itself being affected in some way (directly with caring responsibilities; in shielding; family losses; illness and so on) resulting in their work patterns changing and reducing the number of staff physically working over the period. The pandemic has prevented the opportunity to provide face to face learning resulting with a number of service areas being unable to access the mandatory training as they have limited/ no e-learning opportunity. It is to be noted that the circumstances have prompted positive consideration to training delivery and how these can be more accessible and flexible.
- 2.3** The “Safeguarding Involves Us All- Awareness Training” e-learning module was launched in May 2020. Face to face sessions have not been deliverable to date due to the pandemic but creation of a training schedule will commence from September 2022. National Safeguarding weeks in November 2020 and 2021 were used to promote the mandatory requirement by a campaign utilising staff communications such as newsletters, bulletins and announcements. The Safeguarding Champions have continued to provide targeted communications to their service area, including informing team managers of those who cannot access staff intranet facilities e.g. some school staff.

2.4

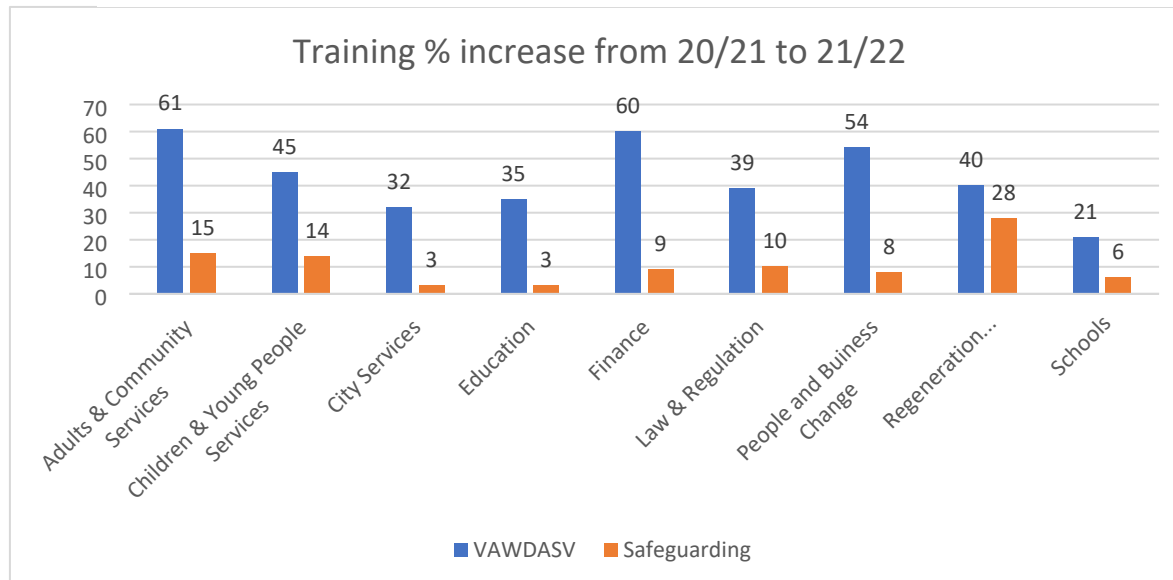


The data table at 2.4 shows the completion of the two of the mandatory courses for e-learning only as a % for the service area workforce. 20/21 data demonstrated that the campaign for the Safeguarding course had a significant impact on the uptake of course completion. There has been an 8% completion increase over the course of the following year which is below desired completion. Following the review of this annual data capture, an action is to evaluate how to target those services areas with lowest completion rates, with quarterly reviews while continuing to seek the ambitious 90% completion rate across all services with campaigns.

**2021/2022 E-Learning Information Security Training
(Via Teams) by staff number**

Adult and Children Services (combined) 167
 City Services 26
 Education 76
 Finance 18
 Law & Regulation 60
 People & Business Change 23
 Regeneration Investment & Housing 67
Total = 437

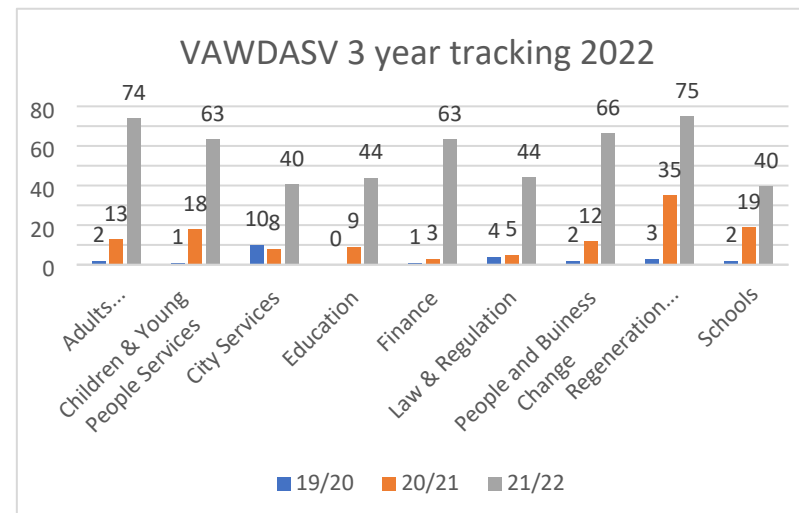
The Information Management Training completion reflects the positive impact the launch made in 2020/21 and demonstrates a lower completion rate for 2021/22 across service areas. The team however deliver the training via several methods, have increased their face to face and teams training programme and participant numbers. This provides flexibility and availability for staff to complete their training. Information Management also recommends as part of policy that if a data breach is made, the staff members involved attend a Teams or face to face session within the next quarter, as part of constructive action.



Overall compliance for the entire workforce for both courses is at 46%. It is to be noted that there has been a large percentage increase in relation to the VAWDASV e-learning module completion across all service areas. This evidences that the campaign during National Safeguarding week, prompting VAWDASV and bulletin to Safeguarding Champions had impact. VAWDASV was specifically emphasised, due to Newport Local Authority returning the lowest rates across Gwent Local Authorities, Aneurin Bevan Health Board and emergency services in the previous years.

From the Safeguarding Champion's work, the Safeguarding team are aware of which service areas require in-person training and these sessions will be launched as part of the September schedule. In lieu of the training, those team managers have been asked to remind their remote workers of their corporate responsibilities for safeguarding, where the safeguarding policies can be accessed and the name of their Safeguarding Champion if they have any questions. City Services have highlighted to the Safeguarding team that they require in person sessions to reach all remote workers and staff with limited access to IT equipment during their working day, this is an area addressed through the self-assessment audit feedback and work plan (2021/2022).

2.5 The data at 2.5 shows the participation rates across the last 3 years for the e-learning module only. The current requirement for the VAWDASV training is to complete the course once. The training is delivered via in person sessions but is not reflected here. The data reflects that the campaign in 2021 did influence the uptake/ completion of the VAWDASV training in all service areas across the council significantly, however, the compliancy rate for the course is still below the 90% expectation.



The VAWDASV team have stated that their specialist additional training has had a low update across 2021/22 period however there was attendance by Newport employees to all courses offered, with 26 people completing the Ask and Act Group 2 sessions.

Specialist Syllabus Training

Understanding Domestic Abuse and Coercive Control – 3
Risk and MARAC – 7
Domestic abuse and the Affect on Children and Young People – 8
Understanding Sexual Violence – 6
Understanding Perpetrators – 5
Understanding HBA, FM and FGM – 4
Understanding and Working With Male Victims – 2
Vicarious Trauma and Wellbeing – 4
Perpetrators in the Workplace – 1
Trauma bonding – 1
Sexuality and Gender Diversity Awareness – 1
Neurodiversity and Trauma – 2

National Training Framework

Ask and Act Group 2 – 26
Ask and Act Group 3 – 3

- 2.6** This continued trend in the low uptake in mandatory training across the workforce requires collective oversight by the council. Regulatory bodies have accepted mitigating factors to date and there have been improvements seen across the service areas for some courses, however, the council requires a corporate steer from People and Business Change to ensure that “Mandatory Safeguarding Training” is completed for all new starters and current employees which is formally tracked and appropriate review/ action taken when not complied with. Colleagues from within People and Business Change are able to reassure that the ‘on boarding’ process of completing all mandatory training for every new starter, including volunteers is now in place.
- 2.7** As part of the training schedule under construction for a September 2022 launch, a review of the Safeguarding Involves Us All e-learning module will be made. This will include creating a revised version to prevent duplication with the Welsh Government module within the All Wales Basic Safeguarding Training pack, which is a single consistent safeguarding training module launched for public and voluntary sector staff across Wales in November 2021. Newport City Council’s module will continue to include the specific policies and supporting documents to ensure employees are not only aware of their duty to be vigilant for the signs of abuse but their corporate responsibilities including duty to report and the safeguarding expectations upon them when working for the council.
- 2.8** It is therefore a strong recommendation to Members that Cabinet endorse the work plan action (2022/2023) for People and Business Change to adopt new ways of working into their priority planning for both new starters to the authority and current employees (including volunteers and members) in completing mandatory Safeguarding training in order to improve compliance rates; meet the objectives of the Council’s commitment to ensuring “Safeguarding Involves Us All”; and in ensuring fines or regulatory action are not taken by governing bodies against Newport City Council.

3 Developments this year

3.1 Volunteers/ Chaperones Register for Newport City Council

Members are advised that a mapping exercise across all Council service areas has been undertaken and a project group between the Safeguarding Unit and People and Business Change is in place to effectively manage and implement a central register of volunteers/ chaperones used across the organisation as per Welsh Audit Office recommendations (2019 inspection). The project has identified where volunteers (paid/ unpaid) and chaperones are used currently/ or potentially could be used. The current “Volunteer Policy” will then be reviewed within the next quarter and updated following the agreements relating to procedural changes made linked to the recruitment/ training/ updating of volunteers details with central HR.

3.2 Newport Safeguarding Hub update

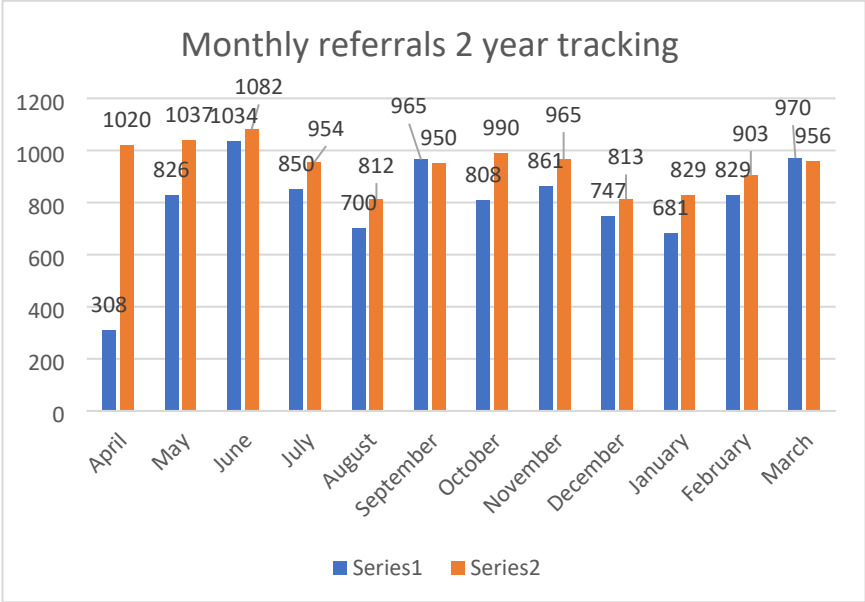
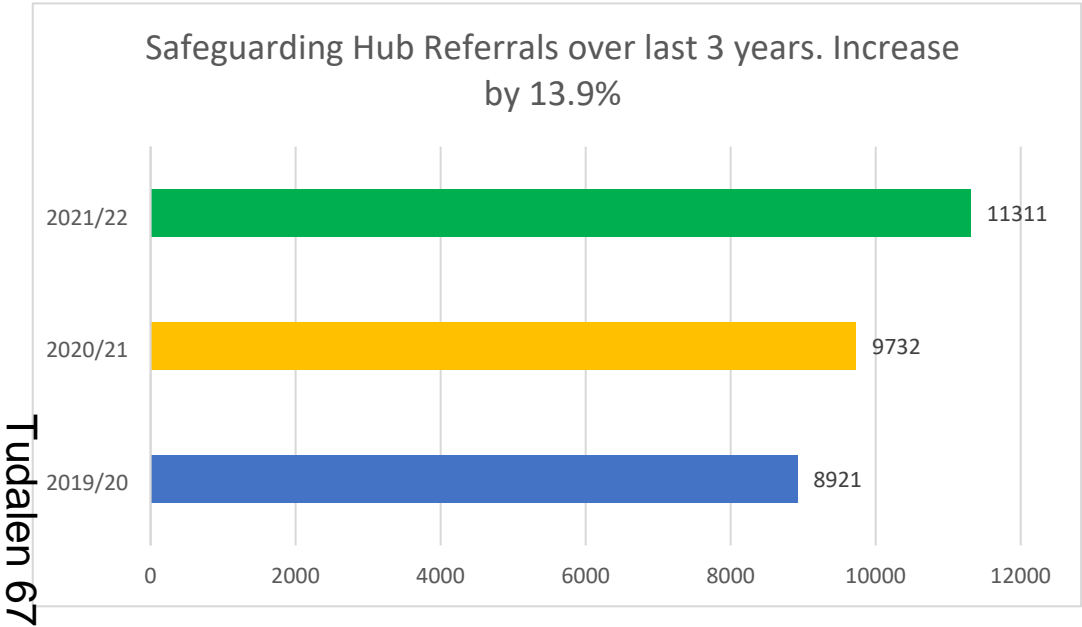
The Newport Safeguarding Hub is the authority's 'front door' process with the co-location of Police and Social Services personnel enabling sharing of immediate information and improved and timelier decision making for safeguarding children and adults. It remains clear that the safeguarding Hub, would be further enhanced with an improved interface between Health and Education representatives which goes beyond single points of contact (SPOC). There has been a particular challenge in resourcing a greater presence. Wider partnership co-location in the hub such as the Early Intervention Team responding to PPN's (police notifications) and joint agency decision making remains effective.

The Newport Safeguarding hub model and its successes has resulted in the model being adopted regionally. There are now 2 Safeguarding Hubs in Gwent split East and West, with the East covering Newport and Monmouthshire while the West covers Caerphilly, Torfaen and Blaenau Gwent. Although the two areas have slight differences in terms of structure, the vision of the Safeguarding Hub is the same, and that is to have Police and Children's Services co-located at the Front door to allow for timely decision making, improved quality of referrals and improved early intervention.

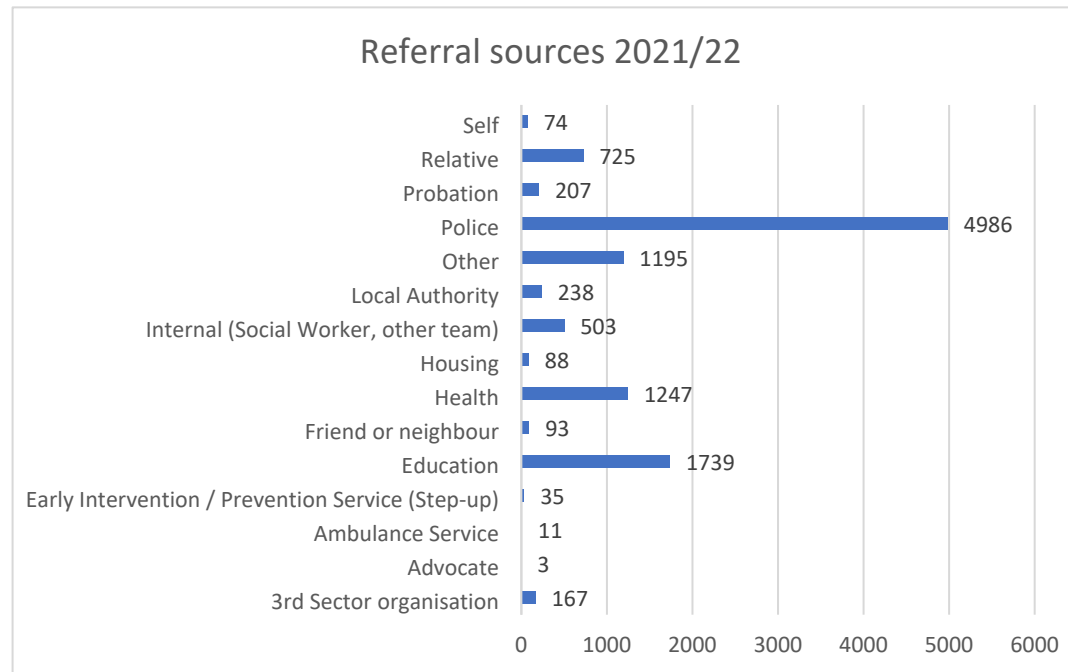
The "adult at risk" safeguarding pathway process is still presenting through two referral pathways through both the Safeguarding Hub and First Contact Team. The single pathway for all adults at risk (duty to enquire referrals) to be managed through one point of access and determine the initial action requires further work and remains an outstanding area of stress/ risk. This means the reliability of data still comes from two referral points and from a practice perspective the management of the process when responding to the regulatory timescales/ requirements on which team will undertake the process may be compromised. Having one streamlined process would alleviate any discrepancies. This is work in progress and an updated service proposal will be available in September.

The quality measures (performance indicators) for the Newport Safeguarding Hub are now clearly the reporting responsibility of the Annual Director's Report for Social Services. However, as discussed there are safeguarding performance measures captured at The Safeguarding Hub which will be presented for Member's awareness to assure them of the authority's performance in terms of statutory responsibilities; Children's safeguarding processes (contacts/strategy discussions/ initial conferences); Adults at Risk (duty to enquire); which will be presented here. Members are also directed to Section 5 for additional Key Data for Safeguarding.

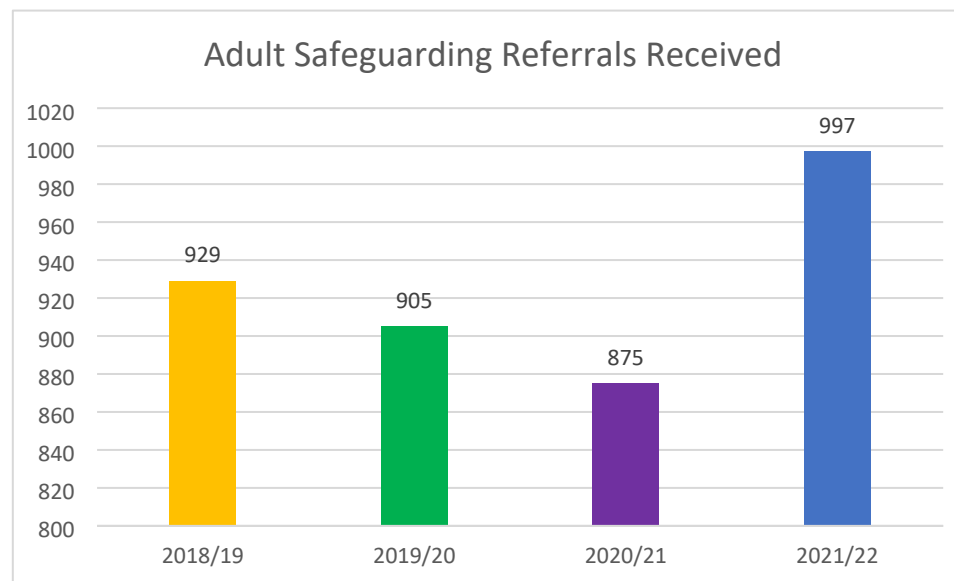
There was a significant downturn in referrals (Children’s Services) in April 2020 due to the initial pandemic lockdown, this would be expected. However, since then the number of referrals that have progressed through the Hub has accelerated and with continued acceleration across 2021/22.



Referrals to the Safeguarding Hub (Children’s Services) have overall increased by 13.9% compared to 2020/21. Police referrals are the most frequent referral source. The current resource provision of early intervention support with a step up- step down model via the prevention service and children’s duty team is the correct practice 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.



Total Adult Duty to Reports received	997
Total No. of Adults at risk	753
From which Adult suspected of being at risk (of the 997 DTR's 783 required enquires to be made)	783
Breakdown of non-criminal investigations	73
Breakdown of criminal investigations	67
Breakdown of ABUHB Adult Safeguarding cases **DTR cases owned by Health DLM	44



The total number of reports of an adult suspected of being at risk received in 2019/20 was 905. The trend of a 3% drop per year did not continue and 92 more referrals were received, increasing by 9.2%. It is to be noted that 753 Adults were the "victims" reported via the 997 DTR's, hence some Adults reported more than once. Health professionals and care providers accounted for 54% of the referrals, evidencing strong multiagency working.

3.3 National Referral Mechanism pilot for young people. Newport are piloting devolved decision making around the NRM referral process on behalf of The Home Office. Newport are leading on this for the Gwent region. This enables us to dovetail cases of modern slavery/trafficking/exploitation with safeguarding at a local level. This is one of ten UK pilots that will run until March 2023. It is highly likely that this devolved decision making will be a duty for all Local Authorities in the future as local responses to presenting local issues better safeguard children and young people.

4 Reviewed Annual Corporate Safeguarding Work Plan 2020/2021

What outcomes do we want to achieve? (objectives to achieve)	How will we make this happen?	When will we achieve this?	How will we know it's making a difference? (performance measures)	RAG status	Reviewed Status
<p>1. Mandatory safeguarding training compliance to be corporately addressed by People and Business Change urgently via new ways of working for both new starters to the authority (via on-boarding process) and for current employees (via I-Trent tracking and employee check ins and if necessary, capability procedures for non completion) in order to avoid fines/ regulatory action for continued non-compliance.</p>	<p>People and Business Change to ensure that Mandatory Safeguarding Training is addressed as part of their priority planning for 2021/2022.</p> <p>New starters- via on-boarding process: Project currently being reviewed by Jane Westwood (PBC April 2021)</p> <p>Current Employees- via I-trent/ employee check-ins. Proposed by Rachael Davies (PBC April 2021)</p>	<p>Proposed for PBC to progress as a matter of urgency</p>	<p>Compliance rates for mandatory safeguarding training will improve across all service areas and the council will not receive fines or regulatory action.</p> <p>The council will be able to easily track compliance with mandatory training and address with service areas where there are issues with low up take and identify if barriers exist and address these swiftly.</p> <p>Completion of mandatory safeguarding training for all employees will result in a work force that is aware of its duties and responsibilities.</p>	<p>RED</p>	<p>AMBER</p> <p>People and Business Change had Mandatory Safeguarding Training as part of their priority planning for 2021/2022. PBC are finalising the mandatory training booklet including safeguarding (to replace the employee version via NHS portal due to challenges of access/IT skills).</p> <p>The onboarding process is in place where the mandatory training is to be completed. Further structures need to be in place to review impact of onboarding process and regular re-training schedule monitoring.</p> <p>Work within I-Trent ongoing.</p>
<p>2. Re- Launch e-learning basic safeguarding training for ALL employees and</p>	<p>- E-learning side of module successfully launched; implementation of face to face (F2F) facilitation to be established</p>	<p>- F2F training date tbd in relation to endemic situation</p>	<p>All new employees will have completed basic safeguarding awareness training and know their council duties and</p>	<p>AMBER for Face to Face learning</p>	<p>AMBER</p> <p>Face to face learning schedule to launch September 2022.</p>

<p>members- ensure compliancy across all service areas within the first year for course completion is as close to target 90%</p>	<p>as soon as endemic relaxation will allow.</p>	<p>- On boarding process tbc by PBC by July 2021</p>	<p>responsibilities prior to commencing their position.</p> <p>Target completion rate of existing employees and members will be met and be up to date with basic safeguarding awareness and their council duties and responsibilities.</p> <p>This can be scrutinised and tracked through the data within the annual figures within Corporate SG report and where non-compliance is identified the service area can be challenged.</p>	<p>and on-boarding process for new starters</p>	<p>Onboarding process for new starters in place as for July 2022.</p> <p>Overall completion rate since launch is 46%.</p> <p>Revisions of the package required to reflect All Wales Basic Safeguarding Training pack from Welsh Government</p>
<p>3. Develop a corporate register of volunteers/ chaperones/ mentors (paid/ unpaid) for all Council Service areas</p>	<p>Creation of a register where Volunteers, etc. may be used within service areas and what training/ checks would be required for their role- this requires to be linked to the Volunteers Policy and then publicised; cascaded to staff through varying forums. (to be completed in collaboration with POD & training).</p>	<p>- PBC to collate the details of the current list of volunteers/ chaperones across the organisation (May 2021)</p> <p>- PBC (with support of SG Unit) to update Volunteers Policy to ensure new</p>	<p>There will be a centrally located register held by POD of all volunteers used across all council service areas. Should information be required about a volunteer (ie. their training/ safeguarding check status) then this information can be quickly accessed.</p>	<p>AMBER</p>	<p>GREEN</p> <p>The 'central register' has been set up in I-Trent (and we have populated volunteer details where they have been provided by service areas)</p> <p>Combined application form/on-boarding to capture details of any agreed volunteer (which will include sign-off that they've read and understood the mandatory training) in final stage. The</p>

Tudalen 5

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 72</p>		<p>processes reflect requirements and Corporate SG requirements regarding mandatory training (July 2021)</p> <p>- Campaign/ dissemination/ SG champ forum of revamped Volunteers Policy in August 2022</p>			<p>volunteer will be issued with a 'contract' setting out principles/expectations of volunteering for NCC</p> <p>Update the final version of the Policy/Guidance for Volunteers to be completed July 2022, with a planned campaign of promotion across Council to ensure managers are signposting their volunteers to complete all our processes</p> <p>An item on the council jobs page to ask any speculative enquiry about volunteering for NCC so PBC can review and send to relevant service area for consideration</p>
<p>4. Develop a tiered safeguarding training framework for all roles across the organisation (including volunteers) to be clear on the level of safeguarding training and safeguarding check they must have in order to undertake their role</p>	<p>Early stages of the project with Social Services training department, identifying roles within services areas. Collaboration with POD is being arranged to develop this project.</p>	<p>Arrange project meeting with Safeguarding Unit; Training Department and PBC- lead officers Claire Broome (SS Training) and Lynsey Thomas (Safeguarding</p>	<p>There will be a clear safeguarding training framework which staff/ managers from all council service areas can access to identify what level of safeguarding training is required for their employment role (including volunteers) to ensure compliancy in terms of safeguarding training.</p>	<p>AMBER due to roll over from previous work plan task</p>	<p>AMBER</p> <p>Initial project meetings held with Safeguarding Unit; Training Department and PBC- lead officers Claire Broome (SS Training) and Lynsey Thomas (Safeguarding Unit) in July and August 2021. Due staff changes and circumstance this project had been paused.</p>

		Unit) – July 2021	This tiered training framework could also be developed as a future project to be linked to the clear review and personal development plans of employees.		Within July and August 2022, this wider project will be discussed when creating a face to face training schedule for Safeguarding training.
<p>5. Improve how “safeguarding” information is communicated externally to the citizens of Newport in order to ensure that our citizens know who to contact if they need information, advice or assistance and to promote the Council’s commitment to safeguarding by communicating essential information and highlighting where changes have or will be made (ie. legislation/ policy/ council procedures).</p> <p>“Communicating Information to Citizens about the Children-Abolition of Defence of Reasonable Punishment Law” in 2022 is</p>	Review the current Newport.gov webpages to ensure that the information is up to date/ useful/ engaging	<p>1) Content development of pages and ratification of content by CSMT by August 2021</p> <p>2) Dissemination strategy to be agreed with Comms & Marketing department upon agreement of information content IT web page content development and launch by September 2021)</p>	Citizens of Newport report that they can access information, advice and assistance and feel that the information is communicated to them clearly.	AMBER	<p>AMBER</p> <p>Content development undertaken however due to additional streamlined resources developed by the Welsh Government, how want a cross Wales approach, additional work has begun to reflect this requirement. Proposed pages will be submitted to CSMT by end of September 2022 with proposed launch of November 2022 to coincide with National Safeguarding week.</p> <p>Meetings with Comms and Marketing team to be arranged for August 2022.</p>

<p>promoted on Newport.gov website.</p>					
<p>6. Child Protection Conference Process quality assurance review and audit</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 74</p>	<p>Audit and evaluation of the process changes and feedback from practitioners/ partners/ service users.</p>	<p>1) Virtual conference change occurring early summer (June/ July 2021), therefore, 1st audit review within 3 months approx. October 2021</p> <p>2) Case file audit of WCCIS form development for Child Protection Conference to assure quality to coincide with virtual conference changes at 1.</p> <p>3) Practitioner/ child/ agency feedback on process changes to inform review</p>	<p>Child Protection Conferences in Newport are a collaborative process which engage all of those participants involved, promoting the voice of the child and central to the process.</p>	<p>Green</p>	<p>1) Blended Case Conferences working well with 90% parents attending the meetings face to face. Blended meeting have also helped with meeting attendance and quoracy.</p> <p>2) This is ongoing. Case Conference forms were simplified. This has led to them being completed more fully. Parents understand the form.</p> <p>3) Positive feedback on the form</p>

		and audit-findings to CSMT December 2021			
7. Campaign Promoting the role of the “Designated Safeguarding Lead/Officer” (ie. person responsible for making child/ adult at risk referrals) and the differences with the “Safeguarding Champion” for the Service Area (ie. person who disseminates information about Safeguarding and takes a corporate lead for information sharing)- it is vital employees know who to report their concerns to and that those with DSL/O responsibilities and duties have the adequate training/ resources/support to fulfil these obligations.	A clear need for a new campaign on identifying who the DSL/O is for every team in every service area is needed and ensuring that those people are adequately trained for the role/ supported and that they are known and promoted to their teams/ service areas as the person responsible for making child/adult at risk referrals.	<ul style="list-style-type: none"> - Individual service area feedback from self evaluations commencing June 2021 - SG Champions forum highlighting information (September 2021) - DSL/O Campaign September 2021 	<p>Within the 2022 annual corporate safeguarding self assessments there will be a more informed knowledge base and response across the entire service area that it is the role of the “DSL/O” as the person who makes child/ adult at risk referrals.</p> <p>Improved knowledge across all service areas in safeguarding terminology/ language.</p> <p>Every employee knows who to report their concerns to if they have concerns for a child or adult at risk and the names of designated safeguarding leads/ officers are known/ displayed amongst teams/ departments.</p>	GREEN	<p>GREEN</p> <p>Safeguarding Champions to be addressed by directorates due to staffing changes</p>
8. Liberty Protection Safeguard training across Newport adult and children services		Regional consortium training calendar tbc	Adequately skilled workforce who have received the specialised regional training who are able to adapt to the	GREEN	<p>GREEN</p> <p>Completed within Adult Services, with new starters</p>

prior to regulation changes in 2022			transition from DoLs to LPS when it is applied in 2022. (No date set for implementation yet due to consultation of the new Code of Practice to be completed across the UK, possibly 2023)		receiving the support for adaption from DoLs to LPS.
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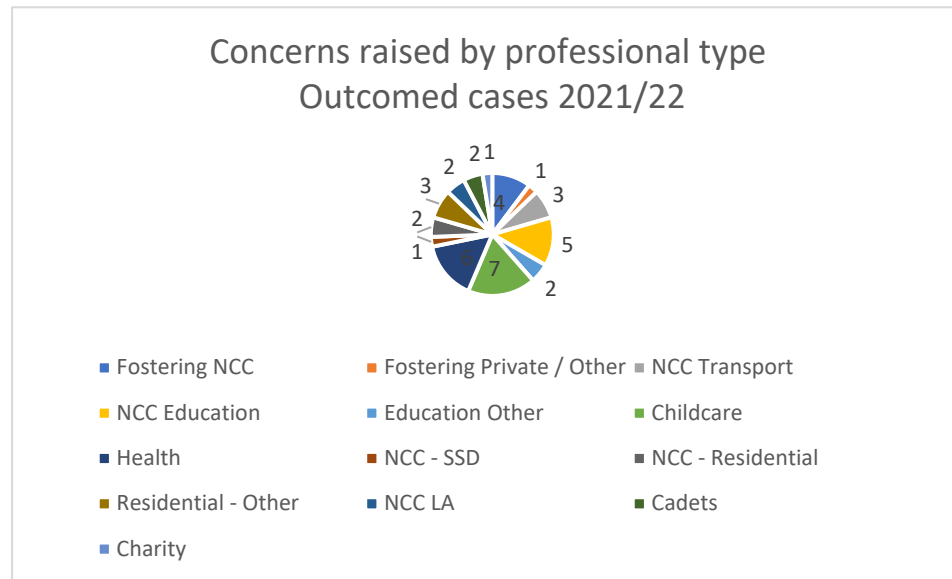
5 Key Data for Safeguarding

5.1 This section comprises the data required. Thus Members will be routinely provided with the performance data regarding referrals to the Local Authority Designated Officer (DOS/LADO); the performance figures provided to Welsh Government relating to the number of children named on Newport’s Child Protection Register as at 31st March each year; the number of children “looked after” as at 31st March and the number of children accommodated during the course of the year. The adults at risk (duty to enquire) statistics and reporting in relation to child assessment through to child protection processes will also be routinely provided.

5.2 Professional concerns

	Total PSM (Cases)	Substantiated	Un-substantiated	Unfounded	Deliberately invented or malicious	Threshold not met / Awaiting outcome
2019	93	33	22	5	0	40
2020	90	22	17	10	0	51
2021	81	31	11	5	1	52

	Total PSM (Cases)	Substantiated	Un-substantiated	Unfounded	Deliberately invented or malicious	Threshold not met / Awaiting outcome
2019	93	33	22	5	0	40
2020	90	22	17	10	0	51
2021	81	31	11	5	1	52



The table and graph at 5.2 provide data on the number of professional strategy meetings convened by the LADO, their outcomes, and the referral sources over the past 3 years. Members are advised that there has been a change in the outcome category introduced by the Wales

Safeguarding Procedures. Thus malicious and demonstrably false are no longer used and a new category, “deliberately invented or malicious”, has been introduced from 2020.

There has been no significant trend or concern identified within the professional strategy meetings (professional concerns) occurring within this period. Processes are in place and are well controlled.

5.3 The number of children named on Newport’s Child Protection Register as at 5.7.22 was 143.

Members are advised this is a low/medium average with other Gwent Local Authorities. There is a continued commitment to collaborative working with families and risk reduction.

5.4 The number of children “looked after” as at 5.7.22 was 341, a reduction from 376 previously.

The number of children who ceased to be “looked after” rose by 28 during the course of the year from 92 to 120. Members are reminded that ceasing “Child Looked After” status can be favourable for a number of reasons including “Turned 18 years old and continuing to live with foster parent/s in a ‘When I Am Ready arrangement’; Adoption; returned home to live with parents, relatives, or other person with parental responsibility (not under a residence order or special guardianship order); Special guardianship order made to former foster carers; Transferred To Care Of Adult Social Services).

Comparatively to last year’s Child Looked After figures there has been a reduction. The per 10,000 rate of children who are looked after continues to be the lowest in Gwent and below the Wales average. The number of Unaccompanied Asylum Seeking Children has increased by 66% and this continues to distort the number of children who are looked after in Newport. Significant work with our early intervention and prevention services to support families to stay together anticipates a further drive in safely reducing the child looked after population and returning “out of authority” placements to in-house provisions. Newport continues to develop our in house residential services working on at a Gwent level to increase emergency provision. Newport has a short breaks home for children with disabilities, 3 x four bed children’s home which also have 1 emergency bed available for up to 6 weeks. There is also a smaller home which accommodates one young person. Newport is developing, in partnership with health, a 4 bed regional children’s home which is short term provision to step down or prevention escalation for those children with high level emotional/behavioural needs. Newport is also developing regional emergency accommodation, 4 annexes that can accommodate 1 or 2 children depending on need. Newport has approximately 130 foster carers. Newport’s children placed with private fostering numbers continue to decrease as the teams work hard to return children to Newport or prevent them from leaving by providing

alternative care. The Programme for Government elimination of profit agenda has had a significant impact on external private providers and will mean that Newport will need to continue to build in house provision and plan to return children from private provision.

6 Annual Review of Newport City Council Corporate Safeguarding Self -Assessment Audit

6.1 Review period

We are reviewing the self assessment tool following the issuing of the Welsh Government guidance on Corporate Safeguarding. We are working Gwent wide with Safeguarding Service Manager counterparts to merge existing forms to reflect the shared issues. This will enable benchmarking and commonality of approach. We are including the audit recommendations into this work. We have met collectively and have another date to further look at this in September. In Newport, we are keen to establish a reporting cycle for corporate Safeguarding to ensure that all colleagues are aware of the timescales for Case file audits, Safeguarding Self Assessments and the annual report. This was significantly impacted by the Covid-19 pandemic.

6.2 Quality of returns

Service areas have returned self assessments with various approaches. It has been useful to capture positive practices that are already fully embedded across the council. The process has highlighted to managers areas of improvement to refine safeguarding practices for their staff and the citizen who use their services. The method of completion was varied and resulted in different quality returns. Corporate Safeguarding will need to provide tailored support and guidance for the next completion of returns, to ensure there is deep level of scrutiny across all teams, to gain accurate insight and to help improve practices. Individual feedback with specific goals for each service area will be provided by September 2022. Corporate Safeguarding have plans to work in partnership with the Gwent Safeguarding Board and neighbouring local authorities to create a South East Wales regional self-assessment tool for safeguarding. This will enable common themes and gaps to be identified and tackled across the region as well as sharing good practice.

6.3 Themes per Standard

Standard 1 Policy & Practice (Robust) How robust are your safeguarding practices in your service area?

Strengths

All service areas report they utilise the suite of corporate safeguarding policies, including the Safer Recruitment process and recognise the responsibility for the associated training for all employees to be completed. Services were able to reference specific service area policies that relate to safeguarding, which further evidence a commitment to embedding these within their

processes. Service areas were able to clearly respond to questions regarding checks and volunteers, demonstrating an understanding of each topic.

Actions

Training – All areas are aware of the mandatory requirement of the training packages for all employees. Service areas confirmed that the onboarding process for new starters ensured applicable staff completed the courses in the first stages of employment. Tracking training and refresher completion of existing colleagues is an improvement most service areas identify. Managers are keen to address training gaps during team meetings or supervisions, to ensure safeguarding is prioritised and monitored regularly. Suggestions included regular reports for each service area to be issued by the training host or integrating training records and reminders with iTrent.

Actions: Delivery of in person training to be arranged as a priority for employee's who have limited access to e-learning packages. Training tracking to be discussed with HR partners and implemented.

DBS Checks – Service areas reported DBS checks are completed for roles where regulated activity occurs.

Action – refresher training for managers to ensure all are aware of what constitutes regulated activity and how frequency of activity requires different levels of checks.

Designated Safeguarding Lead/Designated Safeguarding Officer (DSL/DSO) – Although individuals are made aware of their Duty to Report, most service areas were unsure who their DSL/DSOs were. This lack of clarity needs to be addressed as a priority to ensure the Duty to Report process is clear, to prevent any referrals being missed or delayed.

Actions: A regularly updated list of DSL/DSO's needs to be accessible with each service areas shared spaces including electronic and physical locations.

The DSL/DSO needs to be displayed in spaces where the public attend and have sight.

Safeguarding Champions role – All areas were aware of the Safeguarding Champions, with some commenting on usefulness of cascaded information. Within some areas, the Champions role was confused with the DSL/DSO role. However, other areas were very keen to increase the number of Champions per area to ensure Safeguarding remained a priority within team meetings.

Actions: Relaunch Champion role with clear comparison between the DSL/DSO role made and recruit active, motivated participants.

Volunteers – Areas were able to identify if they work with volunteers and in which sectors of their service area. All were unable to confirm if a register is kept and how this is monitored across the service.

Actions: Link in with People and Business Change to promote their work on the new centrally held Volunteers Register and remind all it is part of a commitment to safeguarding by following the associated policy and procedures.

Professional Concern referrals – No area holds data on how many referrals are made from that service area, in relation to concerns about professionals who work with children or adults at risk. This links in with lack of clarity across the council of who the DSL/DSOs are.

Actions: Corporate Safeguarding to work with WCCIS team to collate that data and share with service areas annually. This will evidence that the policies in place are effective and employee's are following the duty to report process.

Audits – Adult Services and Children and Young People Services were the only teams who could identify audits where safeguarding had been a focus.

Actions: Work with Safeguarding Champions to identify areas within audits where safeguarding can be focussed on to ensure practices and procedures are regularly assessed for their robustness in terms of Safeguarding.

Standard 2 Environment (Safe)- How safe does your service area feel to citizens that access your services, and to your staff working in your service area?

Strengths

Service areas are confident that citizens and staff feel safe and informed when at sites and accessing services. Security measures are complied with in terms of those on premises as well as risk assessments. Staff who work directly with the public have additional and specific safeguarding training suitable to their role. Services areas were able to provide examples of how they have managed any concerns received by other citizens or professionals. Service areas were reflective of procedures in relation to contractors attending properties and identified areas of improvement.

Actions

Citizens awareness of safeguarding – Although areas can example that safeguarding concerns are raised by staff and citizens, without clarity on DSL/DSO within service areas, the robustness of these procedures need to be improved.

Actions: DSL/DSO's identified and widely communicated, with timely reviews as a priority. The quality of public displays of across sites and online sources needs scrutiny to ensure best practice is established.

Other premises risk assessments – Service areas where staff visit other premises utilise logging and communication processes. However, the pandemic changed some practices with physical logbooks to digital or phone calls made post visit, ensuring new agreed practice is in place.

Actions: Champions to highlight the need for these new practices to be reviewed in a timely manner as the working practices continue to evolve due to blended working.

Standard 3 Culture (Effective) - How Effective is your service area approach to safeguarding?

Strengths

All areas stated that their strategic planning takes into account the need to safeguard citizens and to promote their welfare. Some were able to reflect on what has gone well and areas for improvement. Most areas were able to demonstrate that new learning is embedded into practice and planning in relation to consent to share and safeguarding children and adults at risk. Gaps in service area approach to safeguarding were mainly identified, showing willingness to accept change will be required to improve and uphold safeguarding standards.

Actions

Training – All areas again commented on the need for better monitoring of training and will undertake snap audits to test the effectiveness.

Actions: Utilise Champions to provide prompts for regular training and testing of safeguarding understanding.

Commissioned services – Some areas stated that they have dispensed with services due to standards issues but this is not captured/recorded regularly. Consideration to link in with LADO if appropriate.

Actions: Further discussion and quality checks required with Service Areas to ascertain if a comparison tool for those assessing a commissioned service safeguarding practices is in line with Newport City Council's.

7 Future Work, Areas of stress/ risk, and Recommendations

7.1 The impact of Covid-19 pandemic this has resulted in further delays in actions from the previous year's work plan targets either being met or commenced for some work streams. The outstanding work has therefore been rolled over into this year's work plan (2022- 2023) and new target dates have been set. Members are respectfully asked to remember that given the ever-changing climate that we remain in that the service will always need to remain adaptable and reflexive, and the proposals stated will need to have a degree of flexibility to their completion.

7.2 The Safeguarding Unit, collaboratively with the Social Services Training Department and People and Business Change Department, will continue to progress on the secondary phase of "skill-scanning" of all job descriptions within the council

(including volunteers) to ensure that every post is reviewed to ensure that the correct level of safeguarding training and checks required for that role is “assigned” and then can be reviewed by the responsible line manager at the correct intervals. This work is identified on the Work Plan (2022/ 2023).

7.3 As highlighted to Members, there is an area of risk to the Council in relation to poor performance for mandatory training where fines/ regulatory action may be taken regarding safeguarding training. Although there have been mitigating factors affecting performance (including the pandemic; access issues for specific service areas) which have been acknowledged by both the Senior Children/ Adult Management Team and Welsh Government to prevent action being taken currently, this on-going low performance and non-compliance requires to be formally addressed. It is therefore a strong recommendation to Members that Cabinet continues to endorse the work plan action at 1. for People and Business Change to adopt new ways of working into their priority planning for current employees in completing mandatory Safeguarding training in order to improve compliance rates; meet the objectives of the Council’s commitment to ensuring “Safeguarding Involves Us All”; and in ensuring fines or regulatory action are not taken by governing bodies against Newport City Council.

7.4 Safeguarding Champions. We will refresh this role and look at a role profile for the champions to ensure that they are clear about this position. We plan to reinstate the regular meetings with the champions and look at how they are integral to the corporate Safeguarding plan for information exchange.

7.5 Audit cycle for children services. We are going to implement a case audit cycle in Children’s Services from 1st September and have devised a process for all managers, Team Manager and above to audit a case bi monthly. This will be managed by the Quality Assurance team. From this we will gain oversight into case themes and subsequent strengths as well as improvements.

8 Corporate Safeguarding Work Plan (2022/ 2023)

What outcomes do we want to achieve? (objectives to achieve)	How will we make this happen?	When will we achieve this?	How will we know it’s making a difference? (performance measures)	RAG status
1. Mandatory safeguarding training compliance to be corporately addressed by People and Business Change	People and Business Change to ensure that Mandatory Safeguarding Training is	Proposed for PBC to progress as a matter of urgency	Compliance rates for mandatory safeguarding training will improve across all service areas and the	AMBER Processes in place for new

<p>urgently via new ways of working for current employees (via I-Trent tracking and employee check ins and if necessary, capability procedures for non completion) in order to avoid fines/ regulatory action for continued non-compliance.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 84</p>	<p>addressed as part of their priority planning for 2022/2023.</p> <p>Current Employees- via I-Trent/ employee check-ins.</p>		<p>council will not receive fines or regulatory action.</p> <p>The council will be able to easily track compliance with mandatory training and address with service areas where there are issues with low up take and identify if barriers exist and address these swiftly.</p> <p>Completion of mandatory safeguarding training for all employees will result in a work force that is aware of its duties and responsibilities.</p>	<p>starters and volunteers. Current employees have access to all the training and Safeguarding Champions and campaigns promote these.</p> <p>F2F sessions are being schedule to capture those without IT access.</p>
<p>4 Develop a tiered safeguarding training framework for all roles across the organisation (including volunteers) to be clear on the level of safeguarding training and safeguarding check they must have in order to undertake their role</p>	<p>Early stages of the project with Social Services training department, identifying roles within services areas. Collaboration with POD is being arranged to develop this project.</p>	<p>Arrange further project meeting with Safeguarding Unit; Training Department and PBC- lead officers</p>	<p>There will be a clear safeguarding training framework which staff/ managers from all council service areas can access to identify what level of safeguarding training is required for their employment role (including volunteers) to ensure compliancy in terms of safeguarding training.</p> <p>This tiered training framework could also be developed as a future project to be linked to the clear review and personal development plans of employees.</p>	<p>AMBER due to roll over from previous work plan task (20/21)</p>

<p>5. Improve how “safeguarding” information is communicated externally to the citizens of Newport in order to ensure that our citizens know who to contact if they need information, advice or assistance and to promote the Council’s commitment to safeguarding by communicating essential information and highlighting where changes have or will be made (ie. legislation/ policy/ council procedures).</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 85</p>	<p>Review the current Newport.gov webpages to ensure that the information is up to date/ useful/ engaging</p>	<p>1) Content ratification of content by CSMT by August 2022</p> <p>2) Dissemination strategy to be agreed with Comms & Marketing department upon agreement of information content IT web page content development and launch by November 2022)</p>	<p>Citizens of Newport report that they can access information, advice and assistance and feel that the information is communicated to them clearly.</p>	<p>AMBER due to roll over from previous work plan task (20/21)</p> <p>Proposed development pages being finalised</p> <p>Communicating Information to Citizens about the Children-Abolition of Defence of Reasonable Punishment Law was prompted by the council social media channels</p>
<p>6. Self assessment tool – regional work</p>	<p>Ongoing meetings with Gwent counterparts. Managed by Safeguarding Service Managers with help from the Safeguarding Board Business Unit</p>	<p>Spring 2023 for the new reporting cycle</p>	<p>More robust self assessment will mitigate N/A answers as well as allow for benchmarking against WAO recommendations and regionally agreed performance indicators.</p>	
<p>7. Audit Cycles</p>	<p>Process is devised and ready to implement</p>	<p>Sept 2022</p>	<p>Case themes, strengths and improvements</p>	

9 Resource implications (employment and financial)

There are no resource implications currently other than corporate Safeguarding being a part of everyone's role. This is being managed without a budget.

Appendix 1 – Glossary of terms

Acronym	Term
ABUHB	Aneurin Bevan University Health Board
CSMT	Children Services Management Team
DoL	Deprivation of Liberty
DSL/O	Designated Safeguarding Lead / Officer
DTR	Duty to refer
F2F	Face to face
FGM	Female Genital Mutilation
FM	Forced Marriage
GDPR	General Data Protection Regulations
HBA	Honour Based Abuse
LAC / CLA	Looked After Child / Child Looked After
LADO	Local Authority Designated Officer
LPS	Liberty Protection Safeguards
MARAC	Multi-Agency Risk Assessment Conferences

NCC	Newport City Council
PBC	People and Business Change
PPN	Police Protection Notification
PSM	Professional Strategy Meeting
SG	Safeguarding
SPOC	Single points of contact
VAWDASV	Violence against Women, Domestic Abuse and Sexual Violence
WCCIS	Welsh Community Care Information System

Appendix 2 – Welsh Government Corporate Safeguarding Good Practice Guidance



WG Corp
Safeguarding Policy



Report

Cabinet

Part 1

Date: 16 November 2022

Subject Annual Corporate Well-being Self-Assessment Report 2021/22

Purpose To present to Cabinet the Corporate Annual Report 2021/22 on the progress of delivery against the Corporate Plan 2017-22

Author Executive Board
Head of People, Policy and Transformation

Ward All

Summary This is the fifth annual Corporate Well-being Self-Assessment Report for 2021/22. This report reflects back on the achievements Newport City Council has made against the delivery of its four Well-being Objectives contributing towards Wales's seven Well-being Goals. As part of the Local Government and Elections (Wales) Act 2021, this report also incorporates a Self-Assessment against its governance and performance arrangements to deliver the Corporate Plan and statutory services at Newport Council. The report has concluded on where the arrangements are effective, efficient and self-reflect on the challenges and lessons learned. Where improvements need to be made, we have an action plan which will be monitored through the Council's performance process.

The Annual Report has been presented to the Council's Overview Scrutiny Management Committee and Governance and Audit Committee in October. The recommendations and comments from these committees have been included in the report.

Following the endorsement of the Annual Report by Cabinet, the report will be published in Welsh and English online; submitted to Welsh Government and the three regulatory bodies (Audit Wales, Care Inspectorate Wales, and Estyn).

Proposal Cabinet is asked to endorse the Annual Report 2021/22 for publication and to be submitted to Welsh Government and the three regulatory bodies.

Action by Executive Board
Corporate Management Team

Timetable Immediate

Signed

Background

The Council's Corporate Annual Report 2021-22 outlines the progress Newport City Council is making towards delivering its Well-being Objectives set out in the Corporate Plan 2022-27. This year's Annual Report reflects back on achievements we have made in the year, challenges that we have faced and the lessons that have been learned. Additionally, the report looks forward to what will be delivered in the Council's new Corporate Plan 2022-27 (reported separately).

The Local Government and Elections (Wales) Act requires local authorities to undertake an annual Self-Assessment of its governance and performance arrangements to support the delivery of the Corporate Plan and its services. This year's report integrates the Self-Assessment requirement into the report which provides a comprehensive overview on the effectiveness and efficiency of the Council's arrangements. The report was presented to the Council's Overview Scrutiny Management Committee and Governance and Audit Committee for comment and recommendations on the report. These are included in the report below.

The Well-being of Future Generations (Wales) Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act has seven Well-being goals for public bodies in Wales to work towards and sets out a 'sustainable development principle' made up of 5 ways of working that public bodies should consider in their decision making: Long Term, Prevention, Integration, Collaboration and Involvement.

This is the fifth Annual Report on the delivery of the Corporate Plan as required by the Well-being Act. The 2021/22 report looks back at the Council's performance against its finances, performance measures and Well-being Objectives. The report also reflects on other areas such as: corporate/ service planning, procurement, workforce well-being, equalities, Welsh language and engagement. Highlighted in the report is the Council's action plan for improvement to meet the demands and expectations of residents and service users in Newport. As we are faced with new challenges such as the cost-of-living crisis and additional demand faced by services across the Council, the action plan for improvement will outline recommendations for the Council to continuously improve its governance and performance in 2022/23.

This Report for the 2021/22 financial year highlights that although we saw a steady recovery from the effects of the pandemic, there were still large parts of the year where services were not able to operate in the traditional manner. At the end of March 2022, the Council reported a net revenue underspend of £18.4m against the £315.9m budget. The underspend was due to a range of factors including:

- Receipt of one-off WG grant funding to assist in its response to Covid-19 and deliver Welsh Governments priorities.
- Staffing savings due to recruitment challenges
- Not undertaking normal services due to the impact of Covid-19
- General contingency budget not being required
- Underspend against Council Tax Reduction scheme

The report also highlights where the council is performing well against the Corporate Plan (2022-27) 20 commitments by 2022. The Council strives continuously to monitor these areas and make improvements where necessary. In this year's Annual Report, the following has been successfully delivered by Newport City Council:

Well-being Objective 1- Education, Skills and Employment:

- The Council's Cabinet approved the Welsh in Education Strategic Plan (WESP) 2022-23 and was formally agreed by Welsh Government in July 2022.
- The Council opened Ysgol Gymraeg Nant Gwenlli, Newport's forth Welsh-medium primary school in September 2021 as part of the WESP Sustainable Communities or Learning Programme.
- Remote learning was a challenge during periods of school closures. Using funding from Welsh Government EdTech fund, 6,587 Chromebooks, 1,146 laptops, 766 Apple devices and 146 charging

trolleys were delivered to schools to support pupils. The funding was also used to support pupils to access internet with 504 MiFi devices up to 31st July 2021.

- The Council's Neighbourhood Hubs and Community Centres have been supporting communities to access digital services and adult learning jobs in the city.
- In collaboration with the Department for Work and Pensions (DWP), the Council's Regeneration teams have been supporting local businesses and sectors to attract new employment opportunities for residents.

Well-being Objective 2- Economic Growth Whilst Protecting the Environment

- In September 2021, the Council's Cabinet launched the City of Newport business fund of £300k with small grants to help businesses grow. The scheme was a great success with 38 grants awarded.
- The Council has continued to be a key partner in the Cardiff Capital Region, Burns Delivery Unit and Western Gateway partnerships throughout 21/22. These partnerships enable Newport and the larger region to provide new opportunities to the residents of Newport such as attracting technology industries such as Microsoft, IQE and Vantage.
- In March 2022, the multi-million-pound regeneration scheme Newport Market was completed and opened to the public. The large and vibrant indoor market has a host of new traders, a food court and event spaces.
- Newport City Council declared an Ecological and Climate Emergency. Climate Change is one of the biggest challenges of our generation and there is an urgent need for us to act and limit global temperature rise. As an organisation the Council has taken positive steps to reduce our carbon emissions in line with the Carbon Management Plan.
- In 2021, the Council was the first local authority to invest in a fully electric refuse collection vehicle (RCV).
- In partnership with Keep Wales Tidy the Council has embarked on a pilot project to improve the local environment and quality of the city through the use of street art.

Well-being Objective 3- Health and Well-being of citizens

- Throughout 21/22 the Council's social services (Adults and Childrens) have been dominated by their response to the pandemic ensuring our most vulnerable citizens are looked after and have care packages in place.
- Children Services have been involved in a number of key projects throughout 21/22. Newport Council has been a strong supporter for Maethu Cymru/Foster Wales work to promote and encourage people to become Foster Carers in Newport.
- Adult services have been delivering Newport's Independent Living Strategy which meets the accommodation needs of people with learning disability. The strategy has been well received by partners. Across the adult care sector, the staff shortages across the social care sector have made it challenging to find people with the right accommodation.
- Newport City Council is committed to improving the city's transportation network to make walking and cycling a more appealing and safe option for people. Over the past year, the Council has been delivering various schemes across Newport such as Monkey Island Active Travel, new links through Tredegar Park and the new Devon Place Footbridge.
- The Council's Public Protection Teams have been working hard to support local businesses through a series of inspections which have been vital in helping the city centre and other areas to re-open safely through the pandemic.

Well-being Objective 4- Cohesive and Sustainable Communities

- Newport Council alongside Registered Social Landlords (RSL's) have been collaborating to address the pressures in the city. Utilising the Social Housing Grant Programme, £16.5m was spent on housing developments across the city in Trebath, Tredegar Court, Coverack Road, Emlyn Street and Hubert Road.

- The Youth Justice Service (YJS) took collective steps during the pandemic to maintain positive links with children and families to ensure public protection remained top of the agenda, informing decision making every step of the way.
- Licencing and Trading Standards have been actively working to reduce alcohol related ASB.
- The Welsh Language standards continues to drive the Council to continually improve the delivery of bilingual public services to businesses. In September 2022, the Welsh in Education Strategic Plan (WESP) will set out the Council's ten-year ambitious plan.
- Throughout 2021/22 the Policy, Partnership and Involvement Team led on the 'Our Voice, Our Choice, Our Port' Participatory Budgeting project. Around £415k was allocated in 6 voting events, the largest of its kind in Wales.
- The Council's Connected Communities Team met and engaged regularly

Overall, the Annual Report concluded:

The Council has made good progress in the last financial year against the four Well-being Objectives in the Corporate Plan 2017-22. There are notable highlights with major projects being delivered in the city centre, community working and supporting most vulnerable and disadvantaged communities. However, there remain areas that the Council needs to improve upon to meet the demands of residents, businesses and visitors. The new Corporate Plan will provide the opportunities to continue delivery against these areas but also make improvements. We know that there will also be new challenges and opportunities through costs of living and inflationary cost increases and new legislative requirements requiring the Council to prioritise the services that residents and service users need.

To ensure that Newport City Council is best placed to meet these demands and requirements, we need to enhance how we report our progress against our plans and have effective governance arrangements to make timely and evidence-based decisions. We have welcomed the feedback of our Scrutiny and Governance and Audit Committees on the presentation of this annual report and reflected their feedback in the final version of this report. Where we are unable to implement the recommendations raised, these are included in the below action plan to improve the reporting of next year's Self-Assessment report.

To support continuous improvement of the Council's governance and performance arrangements, 14 actions have been identified for implementation by the Council. These will be reported through the Council's performance arrangements.

Following approval by the Council's Cabinet, a copy of the report will be published on the Council's website in Welsh and English. As per the Local Government and Elections Act the Council will also send a copy of the report to the Welsh Government and the three regulatory bodies.

Attached at Appendix 1 of this report is a copy of the Annual Report.

Financial Summary (Capital and Revenue)

Financial Summary of the Council's capital and revenue position in 2021/22 is reported in the Annual Report.

Risks

Risk Title / Description	Risk Impact score of Risk if it occurs* (1-5)	Risk Probability of risk occurring (1-5)	Risk Mitigation Action(s) What is the Council doing or what has it done to avoid the risk or reduce its effect?	Risk Owner Officer(s) responsible for dealing with the risk?
The Annual Report 21/22 is not published in accordance with Well-being of Future	2	2	The Council will be finalising the report with the communication's team and	Head of People, Policy & Transformation

Generations Act 2015 and Local Government and Elections Act.			publishing the report on the Council's website.	
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* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

- Well-being of Future Generations Act 2015
- NCC Corporate Plan 2017-22
- NCC Corporate Plan 2022-2027

Options Available and considered

1. Cabinet to endorse the Annual Report and for officers to publish the report in accordance with the Wellbeing of Future Generations Act and Local Government Act 2021.
2. To request further information or reject the contents of the report

Preferred Option and Why

1. **Option 1** is the preferred option for Cabinet to endorse the Annual Report 2022/22 to enable publication in accordance with the Well-being of Future Generations Act and Local Government Act.

Comments of Chief Financial Officer

There are no direct financial implications arising as a result of this report. The report highlights the impact of COVID and cost of living crisis through 2021/22 and the ongoing financial pressures that had been managed through the Welsh Government Hardship Fund and other specific WG grant funding. The report also highlights the financial aspects of other actions delivered throughout the year.

The Council's Corporate Plan and the delivery of the four Well-being Objectives in 21/22 were reflected in the Medium Term Financial Plan. The report also acknowledges where recovery was supported by Welsh Government grant funding, including the Hardship Fund. The link between the Corporate Plan and Medium Term Financial Plan (MTFP) will continue to be monitored and updated as the Corporate Plan progresses. Any necessary changes to the MTFP will be identified and implemented if required. These are reflected in the Council's Statement of Accounts and Annual Governance Statement.

As the report highlights, moving forward the delivery of the new Corporate Plan will have to consider new challenges around the cost of living and inflationary pressures and opportunities to improve our services. These will be reflected in the future budget, MTFP and Capital programme.

Comments of Monitoring Officer

There are no specific legal issues arising from the report. The Local Government & Elections (Wales) Act 2021 has removed the previous statutory duty under the Local Government (Wales) Measure 2009 for councils to secure continuous improvement in the delivery of services. The continuous improvement duty has been replaced by a more flexible performance self-assessment process which requires the Council to keep under review the extent to which it is exercising its functions effectively, using its resources economically, efficiently and effectively and has in place effective governance arrangements to secure these performance requirements. As part of that self-assessment process, the Council is required to produce an annual self-assessment report, setting out its conclusions on the extent to which it has met these performance requirements and any actions it intends to take, or has already taken, to increase performance. How the Council develops and publishes the annual self-assessment performance report is a matter for the Council to determine. The approach previously agreed by Cabinet is to combine the performance self-assessment with the Council's existing annual Well-being report and to integrate the findings of other annual performance reports. Therefore, this annual self-assessment report has been prepared on that basis. The Annual Report has been considered by Governance & Audit

Committee in accordance with their new statutory role under the 2021 Act to review, assess and make reports about the effectiveness of the arrangements the Council has put in place for the performance assessments to meet the requirements of the legislation and their comments are set out in the cover report. Overview & Scrutiny Management Committee have considered the performance assessment in relation the well-being and strategic objectives set out in the previous Corporate Plan and their comments are also set out in the cover report. Therefore, Cabinet are now being asked to formally approve the Annual Corporate Well-being and Self-Assessment Report 21/22 and agree to its publication and submission to Welsh Government and the external regulators.

Comments of Head of People, Policy and Transformation

The Wellbeing of Future Generations Act requires the Council to publish its Annual Report on progress of delivery against the Corporate Plan 2017-22. Additionally, with the Local Government Act this report provides an opportunity to combine its self-assessment to provide a holistic overview of the Council's governance performance arrangements. As the Annual Report highlights, the Council is continuing to make good progress in the delivery of its strategic priorities and continues to improve its governance arrangements. The launch of the new Corporate Plan later this year will build on the Council's lessons learned and strengthen its arrangements. The Council recognises the importance of continuous improvement and will consider the recommendations of both the GAC and Scrutiny before its final publication.

Scrutiny Committees

The Annual Report was presented to the Council's Overview and Scrutiny Committee on 25th October 2022. The comments and recommendations from the Committee are outlined below and will be considered prior to the final publication of the report.

- The committee acknowledged the challenges faced previously and those going forward and appreciated the hard work of staff.
- The committee felt that more information regarding partnership work could be included within the report to emphasise the benefits these partnerships bring to Newport City Council.
- The committee felt that more information was required throughout the report, specifically data to contextualise any percentages given.
- The committee felt that more clarity was needed within the report relating to the national performance measure regarding the number of additional dwellings created as a result of bringing empty homes back into use.
- The committee felt that references to the Heritage Discovery Site could be clarified.
- The committee asked for further information to be circulated to committee on the following:
 - The most up to date Annual Air Quality Monitoring Report
 - Local action groups involved with schools
 - The 38 local businesses who received grant funding and their performance.
 - The money reserved for regeneration projects.

The Welsh Government Guidance states that the Council must make a draft of the Self-Assessment report available to its Governance and Audit Committee. The Committee must review and may make recommendations for changes to the conclusions or action the council intends to take.

The Annual Report was presented to the Council's Governance and Audit Committee on 27th October 2022. The Committee has raised five recommendations for the Council to consider. Any recommendations not implemented prior to the final self-assessment report being report, the recommendation(s) and the reasons why the changes weren't made are set out in the final report.

1. Committee recommends a review of the format of the report.
The Council will review the report format as part of the 2022/23 Self-Assessment Report. The development of the new Corporate Plan in 2022 supports this development in future reports and this action is included in the final Annual Report (attached).
2. The report lacks detailed analysis and self-evaluation. Where possible this should be rectified before finalisation. If not, it should be included within the next iteration of this report

The Council has updated the final report to strengthen its self-assessment of progress against its Well-being Objectives and overall governance and performance arrangements.

3. Actions should be developed further. Many are statements not measurable actions

We will look to develop this further in next year's Self-Assessment to provide more self-evaluation and impact analysis.

4. Conclusions need to be based on an assessment of what hasn't worked as well as what has worked. There needs to be a balance to the evaluative aspects of the report.

Final report updated to provide a more self-assessment against the progress of each Well-being objective and overall conclusion.

5. There needs to be a clear link between the Corporate Plan and Well-being Objectives and the outcomes being achieved.

The Report has been strengthened to link back to the Well-being Objectives. However, we recognise that further development is needed and have an action in the report to develop Self-Assessment arrangements.

Fairness and Equality Assessment:

- **Wellbeing of Future Generation (Wales) Act**

The Well-being of Future Generations Act is considered and reported throughout the Annual Report attached to this report.

- **Equality Act 2010 and Socio-Economic Duty**

The Annual Report reflects on the Council's progress against its Strategic Equality Plan 2020-24 which was also reported separately earlier in the financial year.

- **Welsh Language (Wales) Measure 2011**

The Annual Report considers the findings identified in the Council's Welsh Language Annual Report which was reported earlier this financial year. The Annual Report will be published in Welsh and English as per the Well-being of Future Generations Act and Local Government Act requirements.

Background Papers

Corporate Plan 2022-27

Well-being of Future Generations Act 2015

PSB Well-being Plan 2018-23

Dated: 10 November 2022

Mae'r dudalen hon yn wag yn

DRAFT - Annual Corporate Well-being Self- Assessment Report 2021/22



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

Improve skills, education, and employment opportunities

Promote economic growth and regeneration whilst protecting the environment

Enable people to be healthy, independent, and resilient

Tudalen 97
Build cohesive and sustainable communities

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Purpose of the Annual Report

Welcome to the 2021/22 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 is a self-assessment and reflection back 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.

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 impact that these decisions will have on the communities, businesses and those that use the Council's services must be considered and that, in meeting their present needs, this does not compromise the longer-term needs of future generations.

In 2021/22, Newport Council's mission continued to be to *'Improve People's Lives'* and to achieve the four Well-being Objectives set in the Corporate Plan at that time. These were:

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.

The delivery of the Corporate Plan also supports the administration's manifesto (2017-22). The aims of which were a working Newport, a learning Newport, a fairer Newport, a safer Newport, a more sustainable Newport, a vibrant Newport, and the future of Newport.

For most of 2021/22, Covid restrictions remained in place for communities and businesses in Newport. It was recognised that these restrictions impacted on the delivery of services. Delivery against the four Strategic Recovery Aims were reported to the Council's Cabinet throughout 2021/22 as services moved back into more business-as-usual routines. However, this did not mean all services went back to pre-pandemic arrangements and where changes were found to be beneficial to service users these have remained in place. The four Strategic Recovery Aims were:

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.

About Newport

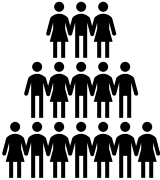






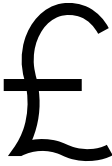

Newport is a city with a rich and a clear vision for growth and development. Situated on the River Usk that has served as a port since medieval times when the first Newport Castle was built by the Normans. Since the industrial revolution, Newport was built on the coal and steel industries which saw the city becoming one of the key ports in the export of coal and steel across the world. Its rich cultural heritage can be seen across the city with sites such as Tredegar House, Transporter Bridge, Medieval Ship, Belle Vue Park, International Conference Centre, Rodney Parade, Civic Centre, and Chartist Tower. Newport has welcomed people from across world that have called this City as their home and has seen many big events take place such as the Ryder Cup in 2010, 2014 NATO summit and the Welsh Marathon. Further information on Newport can be found [here](#).

In 2021/22, the Local Government and Elections (Wales) Act 2021 was passed and now requires a [Self-Assessment](#) of its governance, and performance for its previous reporting year. To meet this requirement, this year's report will now incorporate the self-assessment requirements and will include an action plan at the end of the report that will support how the Council will improve its governance and performance arrangements. The action plan will integrate the findings and recommendations from other annual performance and governance reports. This will also consider any recommendations from the Council's Governance and Audit Committee and Overview Scrutiny Management Committee.

This report will provide an overview of the key performance measures that are assessed against each Well-being Objective (these can also be found in the Council's [service areas plans for 2021/22](#)). Where measures are reporting amber or red against their target, an explanation will be provided of the reason(s) why and actions being taken to improve performance.

Following the introduction of the Local Government Act 2021 and with the ongoing Covid restrictions in 2021/22 the Welsh Local Government Association and Data Cymru did not undertake any formal benchmark reporting of performance across local authorities in 2021/22. In addition, Public Accountability Measures that were used to benchmark local authority performance have also been removed. In 2022/23, Newport Council will be considering the reintroduction of benchmarking to support the delivery of the new Corporate Plan, subject to information from Data Cymru. Further information will be provided through the Council's Planning and Performance Policy.

Newport Statistics

 <p>159,600</p>	 <p>£3.78bn</p>	 <p>75.7% (72,700) / Wales 76.5%</p>
<p>Population (Census Population, ONS 2021)</p>	<p>Gross Value Added (GVA) (2020) (Office for National Statistics)</p>	<p>Economically Active (NOMIS, ONS March 2022)</p>
 <p>4.9% (3,500) / Wales 3.8%</p>	 <p>117 per 1,000 population</p>	 <p>24.3% / 23.5%</p>
<p>Unemployed (NOMIS, ONS March 2022)</p>	<p>Police Crime Recorded March 2022 (Recorded Crime Data, ONS July 2022)</p>	<p>Economic Inactivity (NOMIS, ONS March 2022)</p>
 <p>5.4% (5,290) / Wales 3.8%</p>	 <p>£573.2 / Wales £570.6</p>	 <p>39.8% (36,900) / Wales 38.6%</p>
<p>Claimant Count March 2022 (NOMIS, ONS March 2022)</p>	<p>Gross Weekly Pay 2021 (NOMIS, ONS March 2022)</p>	<p>Qualifications NVQ4 and Above (NOMIS, ONS Dec 2021)</p>

Newport City Council Delivering for Newport, Gwent, and Wales

Newport City Council is a single tier unitary authority, responsible for the discharge of all local government functions and the delivery of all local authority services within the City of Newport. In 2021/22 there were 50 **Councillors** (31 – Labour, 12 – Conservatives, 4 – Newport Independent Party, 2 – Liberal Democrats and 1 – Independent). In Newport, the Labour Party is the majority political group on the Council and forms the Council's Cabinet which acts as the Council's executive decision-making body. The non-executive members of the Council participate in decision-making at full Council and on Regulatory Committees (such as Planning and Licensing) where the decisions are not the responsibility of the Cabinet or Cabinet Members. In addition, the non-executive Councillors are responsible for holding the Cabinet and Cabinet Members to account, providing scrutiny and regulatory reviews to ensure that decisions, operations and processes comply with the **Council's Constitution** and deliver the intended outcomes. The Council's decision-making processes and the roles and responsibilities of elected members and officers are set out in the Council's written Constitution, which ensures that the Council's governance arrangements and performance are efficient, transparent, and accountable to local people.

Local Elections May 2022

On 5th May 2022, local authorities across Wales held Local Elections to determine who will represent the wards across their boundaries. In Newport, the number of wards increased from 50 to 51. The results of the elections in Newport were: 35 – Labour, 7 – Conservative, 3 - Newport Independents Party, 4 Independent, 1 – Liberal Democrat, and 1 – Green Party. Full details of the new Council can be found through the Annual General Meeting (AGM) [here](#).

Corporate Plan 2022-27

Following the Local Elections in May 2022, the Council will launch a new five-year Corporate Plan in the Autumn 2022. In developing the Corporate Plan and its Well-being Objectives, the Council will determine its future priorities will be that will contribute to Wales' Well-being Goals, support the commitments of the new administration, and deliver transformational change. The outcomes from this report will also contribute towards developing Newport Council's strategic priorities in the next Corporate Plan.

Newport Council Restructure

In 2021/22, the Council's Chief Executive received endorsement from [Full Council](#) to restructure the organisation to support the additional legislative requirements and to deliver the necessary transformational change in the next Corporate Plan. Following an extensive recruitment process, the Council has appointed three new Directors alongside the Chief Executive that will oversee Environment and Community; Social Services; and Transformation and Corporate. The number of service areas also increased from eight to 11, reporting to the Directors.

Regional and Partnership Working

Gwent Regional Public Services Board (PSB)

In 2021/22, the five Gwent PSB members (Blaenau Gwent, Caerphilly, Monmouthshire, Newport, and Torfaen) alongside statutory partners Aneurin Bevan University Health Board, South Wales Fire & Fire and Gwent Police agreed to form a single regional PSB. A new Well-Being Plan will be in place from 2023 following the completion of the One Newport Well-being Plan 2018-2023.



The [One Newport partnership](#) 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](#) 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.

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 is reported through the RPB Annual Report which can be found through the link [here](#).



[Cardiff Capital Region](#) (CCR) consists of the 10 local authorities (including NCC) in South East Wales delivering a large-scale regional investment in skills, digital, sites and property and innovation. In 2021/22 as part of the new Local Government Act, CCR will obtain new powers in 2022/23 to become a Corporate Joint Committee (CJC). Further information on the Governance arrangements for CCR can be found [here](#). The Council has Cabinet Member(s) and officer representation at key strategic board meetings enabling key investments into Newport.

CCR delivers large scale regional projects and investments including as an example the City Deal including the South Wales Metro, Regional Skills Development programme and from 2022/23 the UK Government Shared Prosperity Fund.



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.

Well-being Objective 1 - Education, Skills, and Employment

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 upskill and strengthen their prospects and maximise their potential and support Newport's economy.

Improving educational and employment opportunities has been shown to have a significant impact on the health and wellbeing of individuals. This also contributes towards breaking the structural inequalities experienced by protected characteristic groups, improves prosperity of individuals and communities to move out of poverty and overall improve the socio-economic position of the city.

The last two years have had a significant impact on young people due to the disruption to continuity of education and school life with the COVID restrictions. Despite this schools and families have demonstrated great resilience and adaptability to manage the situation. But it has also had an impact on the health and mental well-being of young learners and the inequalities faced by many families to access digital and home learning support.

As the economy has been recovering, new opportunities are emerging for people to access flexible and sustainable employment. But this also means providing people with the necessary skills and training to be able to gain the necessary qualifications and re-enter the job market. The role of the Council's Hubs and online support is a key mechanism to people to access training and gain confidence to improve their lives.

This section provides a summary of the work the Council, schools and partners have undertaken in 2021/22 and how the as part of the Council's Well-being Objective and Strategic Recovery Aim, the Council has supported education services to recover and thrive. The key Steps in this area were:



A Prosperous Wales



A More Equals Wales



A Globally Responsible Wales

Well-being Objective One – To improve skills, education, and employment opportunities		Strategic Recovery Aim one – Support education and employment.	
Steps		Steps	
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.		

The Covid pandemic continued to impact on the delivery of Education services to our young learners in schools and also to people in our communities. Despite these challenges, schools and community services continued to put the well-being of pupils, staff, and their families at the centre of its delivery. A collaborative approach between the schools, Council, Public Health Wales, Estyn, Education Achievement Service (EAS), pupils and families ensured schools remained safe and inclusive teaching environments.

In February 2022, Education Services reported to the [Council's Cabinet](#) that Welsh Government had suspended the calculation and publication of Key Stage 4 and 5 and legacy sixth form performance measures for 2020/21 and 2021/22 academic years. Furthermore, Welsh Government confirmed that qualification awards data will be used to report on attainment outcomes at a school, local authority or regional consortium level and must not be used to hold schools to account for their learners' outcomes. Looking forward, Welsh Government are proposing through the new national Curriculum for Wales and School Improvement Guidance (non-statutory) that schools and education services operate a framework for evaluation, improvement and accountability which draws on a broad range of evidence to assess learner performance.

In January 2022, the [Council's Cabinet](#) approved the Welsh in Education Strategic Plan (WESP) 2022-2032 and was formally agreed by Welsh Government in July 2022. The Plan supports the Council's commitment to improve the provision of Welsh-medium education and supports the Welsh Government's 'Cymraeg 2050' goal to ensure that there are 1 million Welsh speakers across Wales by 2050. The development of the Plan engaged stakeholders from across our communities and from September 2022 we will start delivering against these priorities.

As part of the WESP and Sustainable Communities for Learning Programme (formally 21st Century schools programme), the Council opened Ysgol Gymraeg Nant Gwenlli, Newport's fourth Welsh-medium primary school, in September 2021. Other notable developments in the programme included the commencement of the £31m Bassaleg School redevelopment project which will increase the pupil capacity by 300 places and provide long term sustainable facilities.

The capacity of Ysgol Bryn Derw was also increased from 68 to 96 places to ensure additional dedicated provision for Foundation Phase pupils with a diagnosis of ASD. A new federation between Gaer Primary School and Maesglas Primary School also took effect from January 2022, and as a result a single consolidated governing body has been established to oversee both schools.

There is a need to ensure young learners are able to have access to and use digital technology to support their learning. Digital inequality means that low-income families are unable to access internet services or have suitable devices for learners to complete their work. In collaboration with Welsh Government and the Council's Shared Resource Service, the EdTech grant fund over the last two years has enabled schools to increase their digital devices to support pupils with:

- 6,587 Chromebooks
- 1,146 laptops
- 329 Personal Computers
- 766 Apple devices
- 106 digital projectors
- 105 interactive screens
- 146 charging trolleys

The funding was also used to support pupils to access the internet with 504 MiFi devices up to 31st July 2021. 152 parents with existing mobile contracts were supported to apply for mobile data uplifts via their school and Council. To ensure this programme is able to provide sustainable and long-term support, the Council has established a sustainability funding to support infrastructure updates across all schools.

There are several challenges faced by schools and the Council's Education service to support pupils back into school routines. School attendance across primary (91.4%) and secondary schools (88.2%) has fallen since pre-COVID levels. This has been particularly challenging as COVID outbreaks have forced many pupils to



miss school as well as impacting pupil's mental health. Education Welfare Officers (EWOs) have been working closely with schools, pupils, and their families to prevent long-term absenteeism. EWOs have supported pupils and their families to improve attendances and promote the benefits of education. The Council has also seen an increase in the number of Elective Home Education (EHE). As of 31st March 2022, 199 children were known to be EHE. Welsh Government funding has been used to introduce a Family Liaison Officer to provide extra capacity to support parents with engagement activities as well as a regular newsletter with the latest updates, information and signposting for additional support.

The implementation of the Additional Learning Needs (ALN) Act across schools and Education services has been a significant challenge for the Council. To support its implementation the training and support has been provided and an additional six Inclusion officers and two Statementing Officers have been appointed to support the schools. For Children looked after by the Council, enhanced support has been provided across the school clusters. In Bassaleg well-being support has been provided through a range of activities including bespoke intervention training for Llisbury, creating ACE ambassadors. In John Frost, reading schemes have supported learners to achieve reading ages closer to or exceeding their chronological ages.

The Council is committed to ensure young learners requiring specialist support have access to provisions in the City. Commissioning of Social, Emotional, Behavioural Difficulties (SEBD) independent provision in Newport has improved pupil satisfaction, reduced costs and travel time. Moving forward, steps are being made to expand the capacity of the provision already provided by Catch 22 and Newport Live in 2022/23. The expansion of Ysgol Bryn Derw has also enabled the reduction of pupils with Autism being placed outside of Newport and complex cases being maintained at a local authority provision.

Throughout the last year, the Council's Neighbourhood Hubs and Community Centres have been supporting communities to access digital services, adult learning and jobs in the City. For families that do not have access to digital equipment or the internet, the Council's Flying Start, Families First and health visitors provided tablets and Wi-Fi packs which enabled them to access public services.

In collaboration with Save the Children UK, Emergency Response Grants for Parents and Children at Home were provided to ensure continuity of children's early learning and minimise inequalities in the home learning environment since the start of the Pandemic. These grants provided families living in poverty with essential items and an Early Learning Pack.


In 2021/22, the UK Government launched the pilot Community Renewal Fund for local authorities across the UK to competitively bid for funding and deliver community, education, training, and recruitment projects. Newport Council received applications from a range of private, not for profit, education, and public organisations. Seven organisations successfully received over £2.7m of funding to support their projects.

One of the successful projects was Ffilm Cymru and their '*Foot in the Door*' project aimed at providing opportunities for young people and those from disadvantaged backgrounds to work in the film and creative industry. In collaboration with our Community Regeneration team, the project was able to use our facilities to help promote and hold workshops across Newport.



Newport Council's Community Regeneration teams have been supporting local businesses and sectors to attract new employment opportunities for residents. In collaboration with the Department for Work and Pensions (DWP), the Kickstart programme supported employers to provide six months work for young people (16-24 year olds) who were at risk of long term unemployment. 28 placements were offered, and four participants were able to gain valuable experience and skills. The placements were successful in securing permanent job opportunities at the end of the programme. In addition to this the DWP Restart Programme also provided opportunities for residents in receipt of Universal Credit and had been out of work for at least 12 months with complex barriers from finding work. Between August and March, the programme received 191

referrals and 28 participants were successful in moving into employment with a further 37 outcomes also achieved.



Communities for Work - Emmad's Story

Emmad is a highly qualified teacher from Syria with experience working with high school children and children with special education needs. Emmad was studying ESOL Level 2 at college and needed spend more time with other English speakers.

Emmad was referred to an Adult Learning Wales project called "Steps to Integration Success" and was able to meet other EU nationals where English was their second language. In addition to this we also supported Emmad develop his CV to apply for restaurant work. Emmad successfully obtained Food Safety certificate and found work at a local restaurant.

Emmad is also seeking a voluntary position with education to use his skills to support young people. Further information on how NCC can support residents with learning new skills and training can be found on our website at [NCC Community Learning](#).

The Council's Adult Community Learning Programme also recommenced from September 2021 and the Council hosted several job fairs during the year supporting key sectors impacted by the Pandemic. This included supporting Celtic Manor, Mercure Hotel (Chartist Tower) hospitality sector and the Care Sector. The Mercure Recruitment events were a great success and held across the four Neighbourhood Hubs. Mercure's feedback to the Council:

We had over 100 candidates attend over the course of the four days and have been able to offer several jobs. The quality and standard of candidates was very high which made our decision making difficult when selecting the candidates who were successful. I could not offer everyone I met a job however I now have a talent bank of people who I may have opportunities for in the future. It was a great experience and wonderful to meet people from the local community who would love to be part the Mercure Hotel, Newport.

In January the Council's Work & Skills team partnered with Acorn Recruitment Agency and held recruitment sessions in each Hub with 62 people signing up with Acorn. Linking in with the Council's Youth Academy, opportunities were provided for young people to obtain necessary food safety and customer service qualifications to enable them to work for hospitality sector.

Performance Analysis 2021/22

In 2021/22, due to the COVID pandemic and restrictions, the benchmarking and reporting continued to be suspended by Welsh Government.

Performance Measure (NCC Measure unless stated)	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18
% Young people Not in Education, Employment and Training (NEET) year 11	1.3%	1.8%	1.4%	0.9%	1.1%	1.3%
% of young people NEET year 13.	1.09%	2.6%	1.1%	1.8%	1.7%	1.5%

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
% of 16-18 year olds not in education employment or training.	2.6%	1.7%	2.6%	2.6%	2.6%	2.75%	Despite the range of interventions implemented during the year, the number of 16-18 years old who were not in education, employment or training (NEET) on 31 st October 2021 was higher than the local authority's aspirational target with total of 94 of over

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
							3,400 school leavers without a confirmed destination (56 x 16 year olds; 8 x 17 year olds; 30 x 18 year olds.) However, the overall number of 16-18 year olds who were recorded as NEET remains in line with performance over the last 3 years.
% young people recorded as unknown following compulsory education	1.1%	0.5%	2.1%	No Data	1.2%	0.7%	Due to Covid many young people have suffered from Mental Health concerns and this has prevented their transitions as they have felt safer to stay at home rather than progress. A range of support from partners have been introduced in order to encourage the young people recorded as unknown following compulsory education to assist and identify those as vulnerable with their wellbeing as part of the post Covid-19 recovery. Although the % was higher than predicted by the authority at an increase of 0.6% it has reduced by 1% on the previous year.
No. of people improving skills & qualifications	293	350	239	994	487	Not Available	Covid related restrictions during 21/22 hindered the delivery of classroom-based training courses and therefore the target for this year was not met.
Number of people supported into employment	348	350	221	451	434	Not Available	Due to Covid restrictions around open access we have been unable to support participants in the usual way with face-to-face services and this has impacted the number of people supported.

Self-Assessment of Progress against Well-being Objective 1

In 2021/22, Newport Council's progress against this objective continued to be impacted by the Covid pandemic and restrictions disrupting normal education and skills provision across the City. The suspension of local and regional performance measures by Welsh Government to assess learner performance has impacted the Council's ability to demonstrate whether Newport's school communities have made the necessary progress to improve school attainment and reduce inequalities in education for vulnerable and disadvantaged learners.

School attendance is an area which requires improvement across our school community and there has been increased support provided through Education Welfare Officers to support families, learners and schools. We are continuing to improve the opportunities for learners from disadvantaged backgrounds or those with additional learning needs to achieve their potential. But we recognise more will need to be done and the new curriculum and will provide these opportunities

Despite these challenges, the Council has continued to make good progress to improve the school buildings through the 21st Century schools programme and the success of the EdTech programme has improved the

digital access to young learners. We are also pleased to have delivered our Welsh Education Strategic Plan which will strengthen our Welsh learning opportunities for young people and our communities over the next 10 years.

The Council's post 16 and adult learning, skills, training work has been strengthened through the collaborative working between the Council, DWP and other third sector training providers. This work will continue over the next 5 years and it will be important to ensure these programmes enable our residents to support the City's economy.

Looking forward to the new Corporate Plan, the Council's focus will be aligning more closely the regeneration and economic work with our education, training and skills programme.

This will support the Council's Well-being objective to have a thriving and growing city that offers excellent education and aspires to provide opportunities for all. To achieve this the Council's Regeneration and Economic Development service area and Education Service area will be focusing on the following strategic priorities:

Well-being Objective 1 – Economy, Education and Skills

- Develop education facilities that support future generations to achieve their potential and positively contribute to their communities.
- Work towards eliminating education inequality faced by young learners that are from disadvantaged, Black, Asian, and Minority Ethnic backgrounds, low-income households, and/or have additional learning needs.
- Increase the number of Welsh speakers in Newport by improving access to Welsh education, supporting businesses, and promoting the Welsh language.
- Become a living wage city helping people out of poverty and provide opportunities to retrain, learn new skills and find long-term work.

Well-being Objective 2 – Economic Growth Whilst Protecting the Environment

Newport is Wales’ fastest growing city which 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 Council wants the city to sustainably grow providing opportunities to attract major external investment into the city such as Microsoft, Vantage Data Centres and IQE Ltd alongside more inward and homegrown businesses such as Tiny Rebel, Wales & West Utilities, Celtic Manor.

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.

We want Newport to be a destination for residents and visitors to benefit from, enabling our communities to make Newport a great place to live, work and enjoy. But to continue this in the long term for future generations to use, we must also protect environment and the biodiversity of our urban and rural places. We are fortunate to have the Gwent Levels which is home to some unique habitats and wildlife while the city has some amazing green and woodland areas for people to enjoy and improve their well-being.

The COVID pandemic and wider global events are also having a significant impact on our economy. We must be ready for the new digital innovations that will change the way we live and work. It is for these reasons why Newport Council wants to ensure the city has the resilience to respond to these pressures but also provide equitable opportunities across public, private, third sector and communities.



A Prosperous Wales



A Resilient Wales



A Globally Responsible Wales



A Wales of Vibrant Culture and Thriving Welsh Language

Wellbeing objective two – To promote economic growth and regeneration while protecting the environment		Strategic recovery aim two – support the environment and the economy
Steps		Steps
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 to 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	
8	Improve school attendance, reduce exclusions, and improve safeguarding and well-being. (See WB Objective 1)	
9	Maximise environmental opportunities	

Wellbeing objective two – To promote economic growth and regeneration while protecting the environment		Strategic recovery aim two – support the environment and the economy
Steps		Steps
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.	

The last year has seen ongoing opportunities and challenges for Newport’s economy as businesses re-opened back to businesses-as-usual but at the same time having to respond to the global inflation on the price of goods, materials and services, the impact of Post EU trade and the Ukrainian conflict. The Council’s services in the Regeneration service area, Finance and other partners have continued to support Newport’s economy and local businesses.

The Council’s Business Support Team supported businesses providing advice and financial support through the Welsh Government discretionary grant fund at a time when most businesses were struggling to keep afloat. In September 2021, the Council’s Cabinet launched the City of Newport business fund of £300k with small grants to help the set-up of small business ventures and existing ventures to grow. The scheme was deemed a great success with over 38 grants awarded.. In addition to the Council’s support, in March 2022 the Council announced a new business rate relief scheme to help the city centre’s retail, leisure and hospitality sectors. This support enabled eligible businesses to receive a 25% reduction on their rates bill on top of the Welsh Government’s rate relief for 22/23 with the Council’s own scheme extended into the 23/24 financial year. Overall, this package enables some businesses to have their overall bills reduced by 75%.

Newport Council has continued to be key partner in the Cardiff Capital Region, Burns Delivery Unit and Western Gateway partnerships throughout 2021/22. These regional partnerships enable Newport and the wider region to attract large scale investment and provide new opportunities for residents in Newport. A lot of this work is looking at medium to long term investment opportunities in Newport and over the next 5 years the Council will announce alongside partner organisations any key developments. Throughout the last five years, Newport Council has enabled the city to attract technology industries such as Microsoft, IQE and Vantage. In February, [SPTS Technologies](#) announced that it will relocate its headquarters to Celtic Way creating an additional 290 jobs in the city.

The maintenance of our roads, and pavements is one of our biggest risks in the Council due to the declining condition of the carriageways and significant highway structures such as Bassaleg Bridge. The Council is making every effort to maximise the benefits of available capital maintenance funding, but it is becoming increasingly difficult to maintain the condition for long term use. In the last year, through the Active Travel programme (see also Wellbeing Objective 3), Burns Delivery Unit and other capital investment, we are looking at several options to improve the City’s highways assets. Some of this work includes the proposed improvements to the Old Green Roundabout, Newport to Cardiff (A48) active travel and bus corridor route.

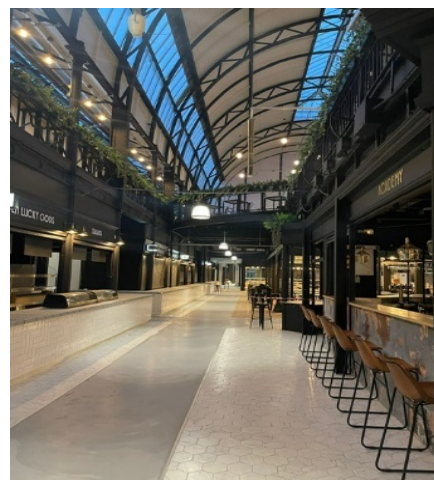
In May 2021, the Council made the decision to commence work on the replacement Local Development Plan (LDP) which was also approved by Welsh Government. The replacement LDP will take three and half years to complete as we involve residents, businesses, and other key stakeholders to ensure we take Newport forward in a resilient, robust and sustainable way to protect and enhance our environment but also to support sustainable growth across our communities.

Newport Council recognises the vital role that digital and technology firms have in supporting Newport’s economy and attracting new investment. As reported in Well-being Objective 1, the Council is also aware of the digital divide which exists across our communities and the need to remove the inequality across low-income households. To continue this long-term investment, throughout 2021/22, the Council has been engaging with communities, businesses, and its Information Technology partner Shared Resource Service to understand and develop a new long term Digital Strategy that will support the ongoing development of the Council’s digital services, improve digital access and education across Newport’s communities but also support digital investment

in Newport's economy. In March Newport Council was granted [Digital Inclusion Charter Accreditation](#) by Digital Communities Wales in recognition of our work promoting basic digital skills and helping people get online.

Over the last year, Newport has continued to see major developments take shape across the city centre. Despite the disruption of the pandemic many projects have been able to bounce back and continue with the development of work across major sites in the city. The project to repair the Transporter Bridge and build a new Visitor Centre suffered a set-back during 2021/22 as factors outside of the Council's control such as the worsening market conditions for materials and the main contractors going into administration meant we had to retender the main contracts resulting in increasing costs. With the support of the National Heritage Fund and capital commitment from the Council, Newport Council remains committed to seeing the long-term restoration of the bridge and a visitor centre that will not only benefit local residents but attract UK and global visitors to the City.

In March 2022 the multi-million-pound regeneration scheme [Newport Market](#) was completed and opened to the public. The vibrant indoor market has a host of new traders, a food court with diverse offering alongside business and event spaces. As well as giving the market a brighter and more sustainable future, the scheme will complement the existing offer in the High Street area, as well as the wider city centre, and act as a catalyst for further regeneration.



The new Mercure Hotel within Chartist Tower opened in February 2022. The hubs work and skills team led a recruitment campaign to fill 50 vacancies of both fixed and zero-hour contracts. The refurbishment of the building is a pivotal development in the next phase of sustainable investment and regeneration for Newport.



[Market Arcade Project](#)

Market Arcade in the city centre is a Victorian grade II listed structure. The arcade is enriched in history however, over the years it has become dilapidated. The Market is Newport's oldest surviving arcade and second oldest in Wales.

In 2018, Newport City Council secured funding from the National Lottery Heritage Fund to restore and regenerate the Market Arcade. In 2021, following extensive work to refurbish the space including a new glass roof, chimneys, and communal staircase replacement the vibrant Victorian Market is open to the public.

The regeneration of the city centre remains a key focus for Newport City Council working with a range of stakeholders to explore

In November 2021 Newport City Council declared an [Ecological and Climate Emergency](#). Climate Change is one of the biggest challenges of our generation and there is an urgent need for the world to decarbonise, to limit global temperature rise and avert the worst impacts of our climate change. As an organisation we taken positive steps to reduce our carbon emissions in line with targets set out in our Carbon Management Plan, which has resulted in a 29% reduction of scope 1 and scope 2 emissions. As a responsible organisation and in support of the Welsh Government's target, the council is committed to reaching net zero carbon by 2030 and ensuring our services support the city's journey to both net zero and adapting the impacts of climate change.

To achieve this target, the [Climate Change Plan 22-27](#) sets out six key themes, priorities, actions and milestones that we need to take as a council over the next five years.

Throughout the last year, the Council has taken a variety of approaches to reduce carbon emissions across the organisation and the City of Newport. The introduction of electric vehicles, which were first used to deliver council services in 2018 has increased significantly, with the council aiming to have replaced all cars and light vans with electric alternatives by April 2022. Multiple electric vehicle charges have been installed across multiple council sites to support the transition away from fossil fuelled vehicles by 2030. In 2021, the council was the first Welsh Local Authority to invest in a fully electric refuse collection vehicle (RCV). Six refuse vehicles will be electric by April 2022, and the entire fleet of RVC's will be electric by the end of the decade.



A pilot project to develop a long term, city-wide energy plan for Newport is also underway. The Local Area Energy Plan pilot is a Welsh Government initiative which asks local authorities to develop a plan of how their area can meet energy needs through renewable and non-carbon sources. The plan will assess current energy systems, and detail both practical actions and a long-term vision towards creating a zero-carbon energy system for the city by 2050. The plan is currently under development and should be published in June 2022.

Alongside the Climate Change Plan, the Council is continuing its work to achieve zero waste by 2050 as part of the Welsh Government's policy. Once again, Newport Council (including its partner Wastesavers) surpassed its target for municipal waste reused, recycled and composted achieving 67.1%. The Council is continuing its project to find a suitable location for the second household waste facility site in Newport and will continue this in the next Corporate Plan.

Included in the Climate Change Plan is our commitment to protect and enhance the biodiversity of our urban and rural areas across Newport. In partnership with **Keep Wales Tidy** Newport City Council has embarked on a pilot project starting in 20/21, to improve the local environment and quality of the city through the use of street art. The project is funded through the [KWT Caru Cymru](#) grant and hopes to see reductions in fly-tipping, littering and illegal graffiti as a result on increasing pride and connection with the area.



This project continues into the 22/23 financial year with more sites in the finalisation stage. The hope is to create an outdoor arts trail where visitors can access a downloadable map of all artwork across the city. Additionally, the council has been in collaboration with utility companies such as BT, Western Power and Virgin Media to ensure their own street furniture is maintained correctly and to pilot the community displaying authorised artwork.



Our new **'Road to Nature'** formally known as LG Access Road, is located off the A48 Coedkernew and runs off Church Lane Coedkernew. Built many years ago, this road had never been fully developed into an operational highway, however it is still classified as an adopted highway. Over the years the lane had become a target for large scale commercial fly-tipping and used for illegal encampments.

A very successful covert surveillance operation was carried out by the council during 2021, leading to a number of fixed notices being issued, 5 prosecutions and seizure of two vehicles. Since the installation of CCTV in the access and main sections of the road no further fly tipping has occurred in the area.



In October 2021, Newport City Council also carried out large scale works to remove all fly tipped waste. Works lasted 10 days, with 650 tonnes of waste removed from the site including over 1,800 tyres. All waste was sorted into different elements to maximise recovery, achieving a recycling rate of 85%. Over 100 volunteers, NCC staff, representatives of partner organisations such as Flytipping Action Wales and Keep Wales Tidy, alongside political representatives attended the event. This marked the start of the new phase based on improving the area and promoting its use.

In May 2021, Newport City Council took part in the **'No Mow May'** a campaign which encourages individuals, councils and stakeholders to help bees, butterflies and other wildlife by letting wildflowers grow on lawns and green spaces throughout May instead of mowing them. The council became aware of this campaign during 20/21 and undertook a series of successful trials of different measures of grass management and wildflower seed mixes in our designated 'leave to grow' sites.



This initiative supports Newport City Council's accreditation as a **Bee Friendly City** and our duty to enhance nature and take actions that help counter the impact of climate change. Newport has over 25 acres managed as pollinator sites to attract bees, butterflies, beetles, and other insects. Working with the [Living Levels Project and Bumblebee Conservation Trust](#), areas of grassland at Percoed Reen and the Household Waste Recycling Centre are being managed for bumblebees. To find out more visit the [biodiversity](#) section on the council's website.

The work completed by Trading Standards regarding EPC compliance has maximised the council's environmental opportunities and resulted in a reduction of annual carbon emissions. Where property owners market properties for rent (or sale) there is a need to comply with Energy Performance Rules. These rules state that properties must have an Energy Performance Certificate and the properties efficiency should be rated at or between levels A to E, whilst ratings of F and G are banned. To support work in this area a government grant was obtained.

The result of work carried out includes an extensive intelligence gathering exercise, 113 landlords suspected of renting illegal and inefficient properties were contacted, 23 demonstrated they were compliant and 29 brought themselves into compliance due to the service interaction. 27 Compliance Notices were sent to those not returning contact, whilst compliance work continues. The impact of this work shows a reduction in an annual carbon emission of 198.5 tonnes, a reduction in annual energy of 178, 329 kWh and a reduction in fuel bills (April 2022 prices) of £58,217.

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Performance Analysis 2021/22

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18
% of waste reused, recycled or composted	67.1%	64%	67.2%	66.4%	59.9%	59.8%
Kilograms of residual waste generated per person	155.54 kg/person	175 kg/person	153.24	163.79	196.95	No Data
% of municipal waste recycled at the waste recycling centre	82.4%	65%	93.7%	65.4%	61.1%	59.8%
% of streets that are clean.	98.7%	97%	99.2%	97.5%	94.6%	95.8%
Average number of days taken to clear fly tipping incidents	1.23 days	2 days	1.53 days	1.49 days	1.73 days	Not Available
% of principal A / B / C roads in overall poor condition.	A Roads – 2.1% B Roads – 3.1% C Roads – 5.9%	A Roads – 2.5% B Roads – 4.9% C Roads – 7%	A Roads – 2.3% B Roads – 4.4% C Roads – 6.4%	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 with advice and guidance	3,922	400	4,114	144	113	116
% of all planning appeals dismissed	76.9%	70%	74.1%	62.2%	75.7%	88.9%

Performance Measure	2021/22 Actual Performance	2020/21 Target	2020/21	2019/20	2018/19	2017/18	Explanation
% of all planning applications determined in time	62.4%	80%	67.1%	77.8%	87.5%	88.6%	Performance has been significantly impacted due to staffing and recruitment issues. There have been a number of vacancies within the Team as a result of less people entering the profession. This is an issue for all Local Authorities at the present time and we are considering alternative ways of supporting graduates into the profession.
Number of new business start-ups supported through the business development fund.	15	50	4	27	38	88	The launch of the City of Newport Business Grant was deferred until the Covid-19 discretionary business support funding was defrayed. A total of 15 grants were awarded prior to the end of financial year; however, a further already 39 have been awarded in 22/23, based on applications submitted in 21/22 - which indicates the target would have been met if further restrictions to funding had not been introduced.

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Self-Assessment of Progress against Well-being Objective 2

The economic position of the UK has made it another challenging year for our regeneration projects and economic development opportunities in Newport. The increasing costs and resilience of key supply chains impacted some of our key regeneration projects such as the Transporter Bridge and Heritage Centre. This will continue to be a challenge as much of our work is supported through our collaboration with private sector organisations and wider supply chain / economic factors.

Despite these challenges, we were able to successfully deliver key city centre projects such as the Indoor Market, Market Arcade and Chartist Tower. These projects were impacted by the pandemic, but the collaborative working demonstrated the Council's and the lead partners organisations desire to improve the City Centre.

The maintenance, renewal and development of the City's infrastructure continues to be a challenge for Newport Council as it requires significant capital investment which cannot be funded by Newport Council alone as we have to prioritise this with other important priorities for residents and businesses. The Collaborative working through Cardiff Capital Region, Burns Delivery Unit and the Western Gateway, will provide new opportunities to provide more alternative transport options to encourage people to travel in and around the city. As the city grows over the next 10 years it will be important to future proof our network to meet the demands of our residents and economy which is why active travel (Well-being objective 3) will also be important to meet these demands.

Our performance in 2021/22 has continued to demonstrate good progress and maintaining key services at a high level. This will be challenging in 2022/23 and beyond as we make key decisions on how we prioritise our services and improve those measures which are underperforming. Furthermore, we will need to include new measure(s) that will support our Climate Change Plan and demonstrate the Council's progress against its regeneration and infrastructure maintenance.

Learning over the last 5 years we recognised that this objective was very broad in what it was trying to deliver and over the next 5 years we will need to be more focused on our regeneration, infrastructure and environment. Impact on the city's environment and reduction on our carbon emissions will be one of our central requirements which Newport Council will consider through all of the Well-being Objectives in the new Corporate Plan. To achieve this we will have two Well-being Objectives focused on the economy, education and skills and also on Newport's Environment and Infrastructure. Service areas such as Regeneration and Economic Development, City Services, Environment and Public Protection and People, Policy and Transformation will be focusing on:

Well-being Objective 1 – Economy, Education and Skills

- Newport will have a robust economic strategy and replacement Local Development Plan to support sustainable economic growth and strong placemaking across Newport's communities.
- Lead and collaborate to attract major investment into the city and support our local entrepreneurs to thrive and bring prosperity to Newport's communities.
- Re-vitalise its city centre and wider communities to benefit families, businesses, and visitors.
- Become a destination that celebrates cultural diversity, heritage and delivers elite sporting events.
- Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan.

Well-being Objective 2 – Newport's Environment and Infrastructure

- Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan.
- Collaborate and involve developers, communities, and businesses to create buildings for working and living in that are sustainable, affordable and enhance the environment.
- Continue our progress as a world-leader for recycling contributing towards Wales's net zero waste goal.
- To protect and enhance the biodiversity and environment of Newport's urban and rural communities, improving well-being and health.
- Transform Newport's highways and transport system to improve air quality and safety. Promote active travel across the city and south east Wales region.
- Collaborate and support investment into a digital infrastructure which will provide equitable access for residents and businesses across Newport.

- Support and champion reputable businesses that comply with environmental and regulatory requirements and take action against organisations that do not.

Well-being Objective 3 – Health and Well-being of citizens

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 important for people across our communities to remain active and not to rely on traditional 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.

For a significant part of 2021/22, the pandemic and subsequent restrictions have remained in place which impacted the delivery of social care services to adults and children across the city. The full extent of these impacts are beginning to emerge and it is anticipated in the longer term that this will continue to impact on our services as people will require support for complex needs. 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

Wellbeing objective three – To enable people to be healthy, independent, and resilient	Strategic recovery aim three – supporting health and wellbeing of citizens
Steps	Steps
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	

For the Council's social services (Adults and Children Services) it has been dominated by their response to the pandemic and ensuring our most vulnerable citizens have the necessary care and support packages in place. For the Council's Children Service, their priority has been focused on supporting our most vulnerable children, young people, and their families. Staff across the service and our partners have continued to respond positively to the challenges of hybrid working but first and foremost ensuring in-person contact is maintained.

In the last year, Children's Services has continued to see an increase in the number and complexity of referrals, but despite these increases the number of children looked after by the Council has remained stable and there has not been any significant rise in the number of children on the child protection register. This is a reflection on how through multi-agency working we are taking a whole system approach to ensure children remain safely at home with their families. This was also reflected by the positive feedback received from Care Inspectorate Wales in May 2021 where they stated *"In Children Services we found an early intervention model through which children can access a range of services supported by the Space Well-being Panel which comprised a wide range of statutory and third sector organisations. Staff have a shared commitment to work effectively with families within the constraints of the pandemic. We (Care Inspectorate Wales) received positive feedback from care leavers who were highly complementary about personal advisors. They said it was important to be listened to and their voices heard."*

Throughout 2021/22, Children Services has been involved in several key projects and initiatives. Every year, Newport Council has been a strong supporter for [Maethu Cymru / Foster Wales](#) work to promote and encourage people to become Foster Carers in Newport. Foster Carers are important for building better futures of our children who cannot live with their families. This link [here](#) is a case study from Neil and Val who are Foster Carers living in Newport and the contribution they have made to providing safe and secure home for two children.

Over the last five years, Newport Council has been making significant steps in increasing the residential care provision in Newport. This started off with Rosedale Cottage which is now in its third year of operating and has demonstrated how by looking after children in secure and safe environment has improved their opportunities to lead fulfilled lives. We are now redeveloping annexe buildings on the Rosedale site to provide additional provision. Our second project at Windmill Farm will be completed in September 2022 and we received planning approval for the development of annexes on the site. Once completed, both the Rosedale and Windmill Farm sites will provide short term support up to 8 children and young people from across Gwent.

One of the biggest challenges faced by Children Services and other supporting services in the Council such as Education, Preventative Services has been the increase of Unaccompanied Asylum Seeker Children and in the last six months the Ukrainian Refugee crisis. Newport Council's Children Services has been leading on the regional approach to this support and have assisted other Gwent local authorities in building an infrastructure to meet the need of unaccompanied children arriving through the mandated National Transfer scheme. Using our experience, we have adapted services to manage and support families from Ukraine to be settled in safe accommodation and with families. We have worked collaboratively across Council services such as Housing, Education, Regulatory Services, Community Cohesion, and Civil Contingencies as well as our Health providers in order to support over 40 families to settle in Newport.

Case Study- Unaccompanied Asylum Seeker Children, Shazad's, Arkan's and Armanj's story

A couple of years ago Armanj arrived and settled in Newport as an unaccompanied asylum seeker child from Iran and was being supported as a care leaver.

In May 2021, Shazad fled Iran with his boyfriend Arkan as they were both at risk of persecution or death because of their sexuality. At the time Shazad was 16 while Arkan was over 18. Both of them travelled through Europe before arriving in France and getting in a boat on the French coast.

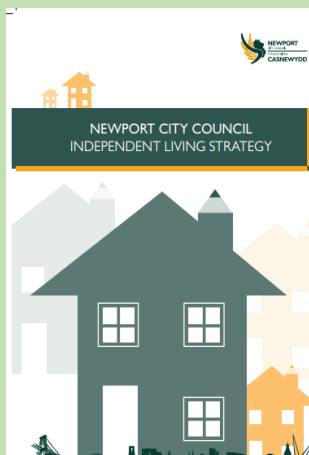
As a 16 year old, Shazad relocated to Newport via the UK Government's National Transfer Scheme and Newport Council supported him to settle in Newport. Arkan had to remain in London as the Home Office felt he was older from the initial arrival interview. When Arkan travelled to Newport to meet Shazad he presented as a young person, and Newport Children services supported him to obtain an advocate and legal advice, taking an age assessment which confirmed him as a young person. Newport Council continues to support the three men with their asylum claims and now reside together in Newport.

For people with learning disabilities transitioning into Adult services can be a challenging period for themselves and their families. Working together with Adult services and other care providers we have been delivering the **Newport's Independent Living Strategy** provides a blueprint for organisations to collaborate in meeting the accommodation needs of people with a learning disability. The views of people with a learning disability and their hopes for the future are at the heart of the strategy. The process for partnership working amongst key stakeholders such as adults with learning disabilities, carers, strategic housing, social services, and registered social landlords is set out in the strategy. The Independent Living Strategy has been well received by partners and has supported the creation of innovative approaches that promote independence whilst being mindful of budgetary constraints. One of the most recent of these is the development of supported accommodation for adults with a learning disability in the St. Julian's area of the city.



Bank House is a redevelopment by the Pobl Group of a disused brownfield site alongside the River Usk. When complete the site will provide over 200 homes that are a mix of sizes and tenure. The development includes a tree lined river walk that connects to a nearby park and is well connected to local amenities. Through the joint working arrangements established by the Independent Living Strategy officers from the Strategic Housing and Social Services Commissioning teams identified this as a site where accommodation for adults with a learning disability would be appropriate.

Case Study- Supporting Individuals to Live Independently in Newport



In the last year the council, working in partnership with the Pobl Group supported an individual with a move to Bank House, where they would be living independently in a flat alongside other adults with learning disabilities. The preparatory work considered the specific needs of the individual and the challenges a move would present to them.

Previously, the individual was sadly living an isolated life. Following the move to Bank House the individual is noticeably happier and has begun to interact with other residents displaying fewer challenging behaviours. This life changing move has reduced the cost of their 24-hour care package and is anticipated to reduce further as they settle into their happy new home.

This is a positive example of how a strategy delivered through partnership working can deliver significant and lasting change. The commissioning and strategic housing team are currently working with the Pobl Group, to provide similar accommodation at another new development in Newport following the same process set out in the Independent Living Strategy.

In Newport, the number of adults that require additional care and support from the Council has been increasing over the last 5 years. At the end of 2021/22 the number of people with a care and support plan was 1,940 which is up from 1,861 people in 2020/21. Across the adult care sector, the increasing demand has been compounded by the pressures of Covid and staff shortages across the social care sector which have made it a very challenging time to find people with the right accommodation and care packages in a timely manner.

Despite these challenges, Adult services have continued to deliver key initiatives to prevent some of these long term issues. Throughout the year, our in-house outreach service provided support for 67 sets of carers and cared for in the community. The team were able to provide a range of activities for the cared for person, enabling the carer to have time to themselves. These activities take place in the cared for person's home or local community – as requested by the individual. Plans have been put in place for a new Short Break service which will offer more flexibility by combining a facility base with the outreach service. The facility base is scheduled to open at Spring Gardens in the second quarter of 2022/23.

Planning has been undertaken to establish an enhanced mental health care service for people who would benefit from a focussed reablement programme either following a stay in hospital or to prevent a hospital stay. The

service will combine the Frailty, Spring Gardens and Short Break service to provide reablement support for an agreed number of weeks. A 12-month pilot study is planned and will commence subject to the outcome of funding bid.

Home First continued to develop and to contribute to the integrated hospital discharge pathway. The success of this regional service has led to further plans for expansion, working with the Ambulance service (WAST) to prevent the need for people to go to the hospital, by offering the right support

Some really good work in relation to carers as demonstrated by the increase in the number of carers assessments offered. Unpaid carers can be a hard-to-reach group, but the carers network has been effective in communicating the Newport offer to those who need it. There are grants and funding available for carers, an example of this is the provision of money from Welsh Government to assist with driving lessons. The young carers offer was launched in January 2022 in partnership with Barnardo's.

The availability and use of assistive technology continues to improve and expand. We are working with partner agencies such as Mind and Pobl to publicise availability, and equipment is being made available to support independence and keep people safe in the community.

Looking forward, the main issues of concern are workforce deficiencies and service cost. Welsh Government hardship funding and pandemic related additional payments for providers have ceased and we are reliant upon our negotiated fee levels to sustain our delivery partners. The fee negotiations this year resulted in higher than usual percentage increases in recognition of the need to protect financial sustainability. However, the ongoing impact of inflation and the high price of energy, fuel and other essential commodities will continue to stress the system and we continue to work closely with providers and with our regional commissioning partners to identify and manage the risks.

The dedication, professionalism, and commitment of the staff across adult services and external social care provision must be acknowledged as the gaps in the workforce continue to create pressure in the system. Despite this, critical services have remained in place, people have been kept safe and new provision continues to be developed to meet changing needs.

The long-term health and well-being of our communities is impacted by the place and environment which they live in. We need to ensure people are able to live in safe housing and that people have access to coastal, rural, and urban green and open spaces. It is also important to ensure communities have the options to travel across the city using alternative transport to cars such as public transport, cycling, and walking which not only improve their health but also improve the air quality of the city.

To support the Council's commitment to becoming net zero carbon by 2030, we have integrated our existing responsibilities to improve air quality and to provide more active travel routes throughout Newport. There are 11 [Air Quality Management Areas](#) managed by Newport Council. Every year we report on our progress against our Air Quality Action Plan (AQAP). The latest AQAP can be found [here](#) and the latest report will be published in Autumn 2022 following Welsh Government assessment. The council has purchased 4 real time continuous air quality monitoring systems resulting in hotspot coverage for 6 of our Air Quality Management Areas. This allows the council to gain a better understanding of the time and pollution event relationships in different parts of Newport where Air Quality Management Areas have been declared, and in turn will help to identify the most appropriate interventions to reduce pollution levels.

Newport City Council's Air Quality Action Plan is on track for completion in 2022 subject to funding and will provide air quality improvement measure options for Air Quality Management Areas which can be pursued with a view to reducing further pollution levels and expedite compliance with air quality objectives in respect of nitrogen dioxide. Additionally, real-time air pollutant monitors are in the process of being deployed across the city following the council's success in obtaining Welsh Government funding.



The council is also working closely with Education Services and schools in terms of transformation, air quality mitigation and facilitating air quality interventions in schools. Each year the council's Senior Scientific Officer organises an event each year in association with the national Clean Air Day initiative promoted by Global Action Planning.

This year schoolchildren were invited to take part in a guided environmental walk, which focused on air quality, environmental noise and biodiversity. The children were provided with monitoring equipment and paper materials to enable them to investigate their local environment in its roadside setting and open space setting via a new stretch of active travel route.

Manufacturers of monitoring instruments and council EVs were also showcased at the event start coupled with the Council Leader endorsing the event and a valuable contribution also being made by Welsh Governments Clean Air Champion Professor Paul Lewis. Clean Air Day is part of a wider range of work that our Senior Scientific Officer delivers throughout the year which includes annual reporting on air quality monitoring and action planning.



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 a more appealing and safe option for people. As highlighted in Well-being Objective 2, Newport Council has been involved in many regional and national initiatives such as Cardiff Capital Region and Burns Delivery Unit to improve the transport networks. Newport has benefited from almost £10m of Welsh Government funding to improve a number of active travel routes across the city. In 2021/22 the Council has been delivering various schemes across Newport including:

The new **Devon Place Footbridge** provides much improved connectivity for both pedestrians and cyclist moving between the North and South of Newport. The connecting route between the two destinations is currently served by an underpass which is unfit for purpose. This bridge will connect the Gold Tops and Queenshill area to the City Centre without the need to use the underpass.



Providing a link through **Tredegar Park** into the **Tredegar Park old golf course** leading out onto the A48 near to the Junction 28 roundabout. This exciting project will further enhance this popular destination and provide cyclists and pedestrians with alternative means of transport. The path complies with both the Active Travel (Wales) Act 2013 and the Equalities Act 2010, making it suitable for users of all abilities. This route is lit with low level bat friendly lighting that has been very popular at the Coed Melyn Active Travel route.

Monkey Island Active Travel route has now been opened after the completion of works to ensure the path is fully accessible. The new route provides a safe crossing link under the Southern Distributor Road for pedestrians and cyclists. A new accessible ramp connects the pedestrian and cycle path on the northern side of the SDR bridge with a new path under the bridge. This path leads off into the Lysaght Village housing estate, and from there to other commercial and residential links in Lliswerry. The new route means that cyclists and pedestrians no longer need to use multiple road crossings to get from one side of the SDR to the other.

A new link from **Tredegar Park** to the front of **St. David's School**, providing parents and children a safer route to and from the school.

Surface improvement taking place at **Malpas & Bettws Canal** to bring this route up to active travel standard along the section of the canal between Gwastad Gate and the boundary with Torfaen.

After several rounds of public consultation, the [Active Travel Network maps](#) review has been completed and the updated map of active travel routes (both existing and proposed routes) including the final report has been approved by Welsh Government. The map routes within it will be used to plan future active travel developments over the next 5 years.

The councils Public Protection Teams have been working hard to support local businesses providing advice and guidance through a series of inspections which have been vital in helping the city centre and other areas to safely re-open following the pandemic. Officers had successfully led around 40 visits across Newport and seized 1,175,023 cigarettes and 143.6kg of tobacco worth an estimated £700,000. Additionally, 13 shops have been closed using ASB Closure Orders representing a disruption of at least £440,000 to the organised crim groups running the enterprise. There are currently 8 criminal investigations underway moving through the legal process.

Performance Analysis 2021/22

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18
Number of Active Travel Journeys	393,952	260,000	280,145	224,924	200,927	139,680

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
Average calendar days to deliver a Disabled Facilities Grant (DFG)	381 days	350 days	321 days	239 days	218 days	171 days	Increased rate of referrals continue to be seen and current backlog has meant the target KPI was not achieved. External capital investment has been received for 22/23 to assist with reducing the current backlog and improve KPI.

Social Services Performance Framework

Welsh Government introduced a new performance framework for Adults and Children Social Services. The framework has changed how measures are collated and reported. As a result of this and the impacts of the Pandemic on demand for social care, 2020/21 has been set as a baseline set of figures upon which to build future datasets to assess and compare the Council's performance in future years.

Adult Services Measure	2021/22 Actual Performance	2020/21 Actual Performance
The number of contacts received by Adult Services where advice and assistance was provided during the year	1,725	1,718
The number of new assessments completed for adults during the year	1,444	1,538
The active offer of Welsh was accepted	1	0
The total number of packages of reablement completed during the year	601	583
The number packages of reablement completed during the year that reduced the need for support	24	43
The number of packages of reablement completed during the year that maintained the need for the same level of support.	62	95
The number of packages of reablement completed during the year that mitigated the need for support.	484	409
The number of packages of reablement completed during the year that increased the need for support	31	43
The number of adults with a care and support plan as at 31 st March.	1,940	1,861
The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March	94	93
The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	783	648
The Number of adult protection enquiries completed within 7 days from the receipt of the reported alleged abuse.	745	636
Children Services Measure	2021/22 Actual Performance	2020/21 Actual Performance
The number of contacts for children received by statutory Social Services during the year.	11,311	10,104
The number where physical punishment by a parent or carer was the only factor	85	144
The total number of children with a care and support plan at 31 st March	945	978
The total number of children removed (de-registered) from the child protection register in the last 12 months	207	148
The total number of children on the child protection register at 31 st March.	127	158
The total number of reports of child exploitation received during the year	122	62
The number of children becoming looked after during the year.	116	91
The number of children who ceased being looked after during the year.	120	92
The total number of children looked after at 31 st March who have experienced three or more placements during the year.	46	26
The total number of children who returned home during the year	33	36
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	127	74
Number of Foster Carers registered with the Local Authority (Inc Kinship, Supported Lodgings General and Respite)	161	159
Number of Childrens Residential Fostering Beds	22	20
Number of Children in care proceedings during the year	56	44
The number of children looked after at 31 st March.	372	378

Self-Assessment of Progress against Well-being Objective 3

The pandemic has exacerbated many of the existing risks and issues that local authorities are facing with increasing older population, people with more long term, complex needs, additional legislative requirements and extra support to safeguard the City's most vulnerable children and young people. The sustainability of social care provision is an area that requires national and regional and local intervention working collaboratively with health, social care providers and third sector organisations. Despite these challenges, the above assessment has provided good examples of how the Council's social services are providing early intervention and prevention but also taking evidence based decisions to intervene when it needs to safeguard the interests of the service user and carers.

In the last two years, Welsh Government changed the Social Services Performance Framework and how local authorities measure key performance areas. As the Council's social services are demand led by the population which requires Council intervention and/or support, targets cannot be set and instead we compare our performance to previous years to determine whether services are improving or getting worse. This will be an area that the Council will be examining to determine effectiveness of its services. Disabled Facilities Grant work has been impacted by the pandemic restrictions which caused a backlog in grant work but has also seen an

increase in demand which is impacted by the health backlog for operations and residents requiring long term support. Additional resource was provided but this will be challenge over the next 5 years to improve performance and will be monitored closely by the Council's senior officers.

Looking ahead over the next 5 years, there is going to be needed more strategic focus on the Council's early intervention and prevention work but also to work more collaboratively with social care providers, housing and homelessness services and regulatory bodies. There will also be a greater need to work collaboratively across the region and nationally to address the many issues faced by social services, housing and other preventative services. The new Corporate Plan will have a Well-being Objective that is focused on providing Quality Social Care and Community Services. This will combine the social care, preventative and community services, housing and regulatory services work focusing on the following strategic priorities:

Well-being Objective 3 – Quality Social Care and Community Services

- Create sustainable adult, children's and prevention services through a co-production model with providers, service users, and carers to meet our statutory duties, future demands, and eliminate profit from children's social care.
- Safeguarding our children, young people, vulnerable adults and families so that future generations can maximise their potential and have control over their lives.
- We will support individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.
- Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives
- Reduce the number of people that are and/or at risk of becoming homeless through the provision of a holistic housing and preventative multi-agency support services.
- Newport will be a City of Sanctuary which supports Asylum Seekers, refugees and our global community to settle and become part of our community.
- Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime.

Well-being Objective 4 – Cohesive and Sustainable Communities

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 City 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 last two years have exacerbated many of the existing challenges that our most vulnerable and disadvantaged communities face with structural and social inequalities. But they have also shown how by empowering and supporting communities and groups, they can come together to improve their community and improve the lives of those living in those communities. 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

Wellbeing objective four – To build cohesive and sustainable communities		Strategic recovery aim four – Supporting citizens post Covid-19	
Steps		Steps	
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		

Tudalen 125

In 2021/22, the Council and its partners such as Registered Social Landlords (RSLs) continued to see increasing demands to provide secure and affordable short term and long-term housing. Over the last two years the pandemic brought unprecedented demands on housing and homelessness services. This demand is also being driven with the cost-of-living crisis impacting households ability to pay their household bills and the recent migrant / Ukrainian refugee crisis. The extra demand for affordable housing is also supported by the recent Census data showing Newport is the fastest growing authority in Wales. Newport Council does not own any of its own social housing, but our housing teams provide a vital service to those who are at risk and/or are homeless. More information can be found [here](#).

Throughout 2021/22, Newport Council alongside the RSLs in Newport have been collaborating to address the pressures in the city and identifying developments that could be brought forward quickly to meet this need. Utilising the Social Housing Grant Programme, we spent £16.5m on new housing developments across city in Coverack Road, Trebath, Emllyn Street, Tredegar Court and Hubert Road.

The Ty Pill development of 8 flats in Pillgwenlly, including a wheelchair accessible property, was delivered in collaboration between Melin Homes and Newport City Council. Rather than the properties being allocated through the common housing register where any eligible household can bid on the properties, the properties were allocated through applications from those in temporary or supported accommodation. The panel including representatives from the Council, Melin Homes, Gwent Police, and support providers assessed the applications and those successful applicants were able to move into their new homes. By enabling people to make successful transitions from temporary and supported accommodation, Ty Pill has contributed to the turnover of this form of accommodation allowing places to become available for other households that need them.



The last five years we have seen the global displacement of millions of people due to war, famine, economic adversity, and discrimination. Those seeking refuge in the United Kingdom often face difficult and treacherous journeys before arriving in Newport. Newport has and will always welcome people to settle no matter their race, religion, sexuality. As a Home Office dispersal area, we want to ensure that they find safe and secure places to live as well as being able to contribute towards the communities they live in. Newport Council works collaboratively across Social Services, Housing, Education and schools, Connected Communities and third sector organisations in Newport.

Towards the end of 2021/22, Welsh Government and UK Government announced that they will support Ukrainian families seeking refuge in the UK as a result of the Ukrainian conflict. In response local authorities have been required to undertake checks on households wishing to support families to settle in Newport and to support the Ukrainian families to settle in Newport. Once again, Council staff have shown great resilience and dedication to set up new processes enabled over 40 Sponsors with active placements to home refugees in Newport.

Maintaining and building on the strengths of our communities is not a service that Newport Council can undertake alone. It requires the collaboration and involvement of all of our public services in Newport such as Gwent Police, South Wales Fire and Rescue, Aneurin Bevan University Health Board; our local not for profit, charity and community groups e.g. Newport City Homes, GAVO, Newport Live, Pobl; and residents, and business owners. The last two years have been very challenging for our partnership groups and front-line staff to undertake the activities that we would have normally done pre-pandemic and we have had to find innovative and new ways to engage, respond and deliver preventative activities in Newport.

The Youth Justice Service (YJS) took collective steps during the pandemic to maintain positive links with children and families to ensure children and public protection remained at the top of the agenda, informing decision making every step of the way. Creativity was encouraged within the team to ensure restorative interventions are considered and delivered in the best way possible. Some intervention examples include:

- **Operation Ashton:** Officers to consider young people who have been identified as at risk of drifting towards criminality towards within the city centre to attend a Panel. The purpose of the panel is to identify diversion activities in the form of a plan consented to by the child and parent who both attend the panel. This intervention continues to be a positive support to children, their families, and the community.

- **Positive Patrols:** Officers recruit volunteers and support workers who will patrol Newport city centre to identify young people who may be at risk or active in Anti-Social Behaviour (ASB) and engage with them, suggesting alternative activities and otherwise offering safeguarding support.

Young People Positive Activities and Experiences: To identify activities that ensure the city centre offers young people valuable and positive experiences and refer them to the Youth Justice Service.

Licensing and Trading Standards have also been actively working to reduce alcohol related ASB. Licencing Officers have been improving the practices of businesses that facilitate drunken misbehaviour in communities and the city centre. At the start of the year, the under-age sales test purchasing took place with Gwent Police where 14 premises were tested. The results of the test purchasing concluded with one illegal sale and a shop with in the Pillgwenlly ward responsible for selling a knife to the volunteer. Additionally, Officers participated in Operation Bang and investigated allegations of illegal fireworks for sale.

The [Safety and Anti-social Behaviour data dashboard](#) was created in collaboration with several partnerships including Newport City Council, Gwent Police, South Wales Fire and Rescue, Natural Resources Wales, and Fly Tipping Action Wales. The dashboard aims to understand the levels of ASB in an area and implement more preventative measures to reduce occurrence rates of ASB and creating more attractive and safe areas. The council understood it is important to involve local people for their invaluable community insight and finding out which issues are important to them to resolve. The aim is to work with and involve local people and community groups as it is key to generate pride in the area, encourage responsible use of green space and reduce the likelihood of ASB.

The Welsh Language standards drives the council to continually improve the delivery of bilingual public services to businesses, residents, and visitors in Newport. A detailed overview of how Newport City Council is delivering against its Welsh Language Strategy can be found in the [Welsh Annual Report](#) and covered in the 'Way we work' section below.

One of the most significant challenges placed on the council over the past year has been the restrictions placed on face-to-face engagement, particularly during a time where there has been a strong focus on promoting the Welsh language across our communities. As part of the ['Cymraeg 2050'](#) initiative, Welsh Government aim to have one million Welsh Speakers in Wales by 2050. To ensure Wales' meets this target, the council are working hard to increase the number of pupils who learn through the medium of Welsh.

Throughout the year, our Welsh Language Promotion officer has worked closely with schools and community stakeholders to support the promotion and outcomes of the Welsh in Education Strategic Plan and general education targets. The officer has also assisted four Welsh medium school Headteachers along with a project manager to develop a number of workshops and resources to be uploaded to HWB. This has helped pupils develop their skills following the education they have missed during lockdown. Additionally, the appointed officer has helped internally through supporting promotional activities for staff, including a bilingual St David's Day Newsletter and supported the delivery of Welsh Language Awareness sessions.

In September 2022, the **Welsh in Education Strategic Plan (WESP)** will set out the council's ten-year ambitious plan that will demonstrate Newport's commitment to expanding and embedding use of the Welsh language across the city. In development of this strategic plan, opportunities were made for Newport's Welsh Education Forum (WEF) members to contribute towards the council's continuous commitment to developing Welsh-medium education across Newport, and fulfilling targets set out in Cymraeg 2050. The WEF is vital in ensuring targets outlined in this plan can be achieved, and there is shared ownership amongst Local Authority and partners around delivery of this strategic plan. As Newport is a Welsh city, with a Welsh identity including a diverse range of multi-cultural and multilingual communities, it is important to increase the awareness that the Welsh language is one of Wales' many treasures.

The 5 Year Promotional Strategy sets out the council's vision for the Welsh language: **"See, Hear, Learn, Use Love"**. The aim is for everyone in Newport to use, see and hear Welsh as a living language in all parts of life across the city and amongst our diverse communities. During 2021, the council launched a number of community surveys to identify what the residents of Newport thought about the Welsh language and inform the focus of our strategic themes. Out of the 600 responses received, the strategy was structured around 3 strategic themes to deliver our vision, deliver our consultation findings, linguistic profile of the city and our aspirations for Welsh language growth.

During 2021-22 the Library Service maintained frontline delivery in line with all Welsh Government guidance relating to the Covid pandemic. The primary focus was on ensuring that libraries could remain open to the public wherever possible, whilst ensuring that they operated safely for both staff and residents. As the year progressed and guidance changes library's re-introduced service elements on a stepped approach, which included re-

opening of the Local Studies area of Central Library, open access and extended opening hours and PC access reinstated at all sites.

The service has continued to invest in the Welsh e-books and e-audio offer and has benefited greatly from additional funding provided by the Welsh Government for this service during the pandemic. Digital loans doubled during the first year of the pandemic and remained at a similar level during 2021-22 at 53,846 loans. This signifies a change in how residents are engaging with the service which will need to be monitored closely over the next year to inform service delivery change.

Have your say on who gets funds from our participatory budgeting programme.

Sunday 27 February
Saturday 5 March
Sunday 6 March

NEWPORT CITY COUNCIL
 CYNGOR DINAS CASNEWYD

Throughout 2021/22, the Policy, Partnership and Involvement Team led on the 'Our Voice, Our Choice, Our Port' Participatory Budgeting Project. The project focused on enabling community groups to access funding that would help develop community based Covid recovery projects. Around £415k of public funding was allocated in 6 voting events, the largest of its kind in Wales with over 450 people participating. A total of 113 projects were presented to voters with 80 community organisations securing funding, covering a diverse range of activities and audiences.

Additionally, the council's Connected Communities Team met and engaged regularly with minority and marginalised communities across the city, to ensure they were able to access and engage regularly with the Participatory Budgeting Programme and its funding opportunities. The high standard of projects was noted by voters and the feedback received was overwhelmingly positive from voters and the organisations seeking funding. This programme was in collaboration with Aneurin Bevan university Health Board (ABUHB), Public Health Wales, Newport City Homes, GAVO, Newport Fairness Commission

and other partners.

Performance Analysis 2021/22

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18
Percentage of all planning appeals dismissed	76.9%	70%	74.1%	62.2%	75.7%	88.9%
The percentage of empty private properties brought back into use	2.02%	1.52%	0.9%	0.53%	0.6%	1.3%
Number of families supported with interventions*1	3,862	2000	1,326	313	794	No Available
Number of people approaching authority for housing advice and assistance	1,849	2,000	1,778	1,926	1,814	1,999
Percentage of people seeking housing assistance who are determined as statutorily homeless Note: Target subject to Welsh Government review of Local Authority Statutory Duty.	17.6%	30%	21.6%	19.2%	30.3%	15.7%
% of young people in suitable accommodation at the end of a statutory order.	96.6%	95%	89.6%	91.7%	95.8%	86.5%
Average 'Post 16' Hours at End of Intervention	15 hours	15 hours	15.8 hours	14.4 hours	16.4 hours	No Data

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18
Average number of hours 'School Age' children attend at the end of an Intervention.	19.6 hours	17 hours	15 hours	16.7 hours	16.8 hours	16.5 hours
Total Number of first Time Entrants	13	20	38	25	12	No Data
% of All cases that are community resolutions and preventative outcome.	88.9%	70%	52.6%	62.6%	76.5%	No Data

*1 (Interventions) - Cover several community and preventative activities across the Council's Youth, Flying Start, Families First and Play services. The figure represents the overall intervention work across these services undertaken in the last financial year.

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
National - Percentage of all planning applications determined in time	62.4%	80%	67.1%	77.8%	87.5%	88.6%	Performance has been significantly impacted due to staffing and recruitment issues. There have been a number of vacancies within the Team as a result of less people entering the profession. This is an issue for all Local Authorities at the present time and we are considering alternative ways of supporting graduates into the profession.
Number of additional dwellings created as a result of bringing empty properties back into use.	3	9	0	21	39	38	The rising costs of materials and availability of contractors has caused delays to projects which would in-turn bring empty properties back into use.
Number of additional affordable housing units delivered per 10,000 households	11.42 per 10,000 households	33.54 per 10,000 households	47.11 units per 10,000 households	31.46 unites per 10,000 households	18.76 units per 10,000 households	Not Available	The authority was able to fully spend its Social Housing Grant allocation for 21/22. However, the numbers of units delivered were less than anticipated because a number of larger schemes slipped into the 22/23 grant programme due to the rising costs and availability of materials and labour, as well as sub-contractors going into administration.
Number of young people (11-25) supported (ACES)	331	600	579	333	88	Not Available	Again, Covid has affected the way services have been delivered but referrals have continued to be received from Space, Schools, learning providers, education etc and young people have been supported through a variety of

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Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
							engagement methods such as: - <ul style="list-style-type: none"> • Open access youth clubs • Job clubs • Information, advice, and guidance sessions Signposted for specialist support.
Local - Number of children (0-10) supported (ACES)	817	900	758	848	2,553	Not Available	Engagement during Covid restrictions has been challenging but children 0-10 have continued to be supported by a range of interventions, these include: - <ul style="list-style-type: none"> • Play • Flying Start • Family Intervention
Percentage Quality Indicators (with targets) achieved by the library service	60%	75%	70.3%	80%	80%	Not Applicable	The Welsh Public Library Standards contain 10 quality indicators with targets which are used to calculate the percentage score. Due to Covid the Welsh Government reduced the QIs within the 20/21 return from 10 to 4. Newport operates a lean staffing model and an efficient service with lower revenue costs compared to other Authorities. As 2 of the revised QI's were dependent upon amount of revenue used to operate the service, this resulted in a lower percentage score overall. This is not reflective of the quality and efficiency of the service being delivered.
The percentage of households for whom homelessness was prevented	40.1%	50%	43.5%	50%	47.2%	55.8%	The pandemic resulted in a cohort of 'hidden homeless' accessing services. A lack of available, affordable accommodation and measures to prevent evictions have resulted in reduced prevention rates.

Good progress has been made against the strategic priorities (Steps) in this objective during 2021/22. The Welsh Government's Strategy for ending Homelessness provides an opportunity for the Council and its partners to continue the collaborative work to support vulnerable people with holistic support, accommodation and opportunities. Last year the housing grant to develop new accommodation and housing demonstrates some of the work being undertaken. The Council recognises its performance needs to improve to prevent homelessness, increase affordable and secure accommodation and prevent residents from becoming homeless. This will also continue to be a challenging area where we need to encourage private owners to bring empty properties back into use and its planning performance. With increasing demand this will remain a challenging area to improve.

Community safety, cohesion and work to tackle anti-social behaviour across the city remains a priority. As the report highlights there has continued to be good and positive community work between the Council, Police and Community leaders to improve the areas most impacted.

The work completed by the Council and partners through Participatory Budgeting, community activities and other partnerships has provided opportunities to improve engagement with the Council. We recognise that we need to continue to improve how we can involve and engage our key stakeholders in the decisions we make.

Well-being Objective 4 in the new Corporate Plan will be more focused on how Newport Council itself can become an inclusive, Fair and Sustainable Council for residents and businesses. This means how we can provide opportunities to improve the assets we use, involve people more in Council decisions and improve access to our services:

Well-being Objective 4 – An Inclusive, Fair and Sustainable Council

- Become an inclusive organisation that represents the citizens of Newport, providing equitable opportunity for people to succeed and places the citizen at the centre of decision making.
- Transform our neighbourhood and community services to enable communities to make best use of land and property through community asset transfer.
- Deliver our organisational Climate Change Plan to become a net zero organisation by 2030.
- Provide fair access to the council's in-person and digital services, including digital skills training and support.
- Promote and improve the way in which residents and businesses can interact with the council's democratic process and decision making.
- Rationalise, protect, and enhance our buildings and assets enabling co-productive working environments with our strategic partners, public sector bodies and other organisations.
- Generate opportunities to build wealth across Newport's communities through progressive procurement of goods and services and other initiatives such as participatory budgeting

Corporate Plan: 20 Commitments by 2022

The Corporate Plan (2017-22) set out 20 commitments to achieve by 2022. At the time these were ambitious aims to change the way we deliver our services across Newport. The last two years have also significantly changed our thinking and approach with some of our commitments due to the Covid Pandemic, leaving the EU, and introduction of new legislation. This section provides a summary of what we have achieved and its impact on services / service users, the Commitments still in progress and the Commitments which have changed emphasis in their delivery.

Corporate Theme	Commitment	Status (March 2022)	Overview
Resilient Communities	Community resilience, community based care and support is strengthened by introducing Newport Cares – a programme which enables peer support and provides holistic approach to care.	Complete	<p>The Covid pandemic had a significant impact on the Council's social care provision and our ability to deliver key projects across Newport's communities.</p> <p>Despite these challenges we have been able to improve our services and proved to be vital throughout and after the pandemic.</p> <p>Our integrated Information, Advice and Assistance service has brought together our Community Connectors, First Contact and Occupational Therapy teams which have provided vital early intervention and signposting for service users and carers to access.</p> <p>Throughout the last 5 years we have been collaboratively working with other Council's, Pobl and Mind to use assistive technology and telecare services to support independent living in the community.</p> <p>Home First has continued to be expanded across Gwent to improve the efficiency of hospital discharges. The programme has alleviated some of the pressures faced by the health service and further work will be undertaken to expand the provision to the Ambulance service.</p> <p>Despite these developments, the pandemic has increased demand on health and social care services in Newport and Gwent. Further resources and work over the next 5 years will be needed to continue early intervention and to support those requiring long term and complex care.</p>
	Prototype work to establish Community Investment Zones which transform the service offer in Newport's five most deprived areas is underway.	Complete	<p>The original concept of the Community Investment Zones was initially implemented as part of the Council's Neighbourhood Hub model which created four hubs in our most deprived areas in Newport, Pillgwenlly, Bettws, Ringland and Maesglas.</p> <p>As the pandemic impacted on our frontline services much of our work had to be paused to ensure our most disadvantaged and vulnerable communities were supported.</p> <p>During the last three years, our Flying Start, adult learning and community services have continued to support and provide opportunities for people to find long term employment, training and start up their own</p>

Corporate Theme	Commitment	Status (March 2022)	Overview
			<p>businesses. Additionally, through the partnership working with Anneurin Bevan Health Board we have delivered several Participatory Budget programmes enabling local communities to decide funding for local community groups which help improve their well-being and opportunities.</p> <p>As we have started to move forward from the pandemic, we are now reviewing the impact which the model has had on our communities and to understand what our communities need and expect from our services to help improve their communities in the long term.</p>
	<p>A default presumption in favour of community asset transfer is fully embedded – meaning that citizens can develop a vision for building on their own community assets</p>	<p>In Progress</p>	<p>The Council's Asset Management Strategy set out the Council's commitment to enable community asset transfer in Newport.</p> <p>Over the last five years, we have seen examples where community groups have taken on some of our assets to improve the communities where they live. Maindee Unlimited have demonstrated through the library and now the public toilets on Maindee Triangle being converted into a café, how assets can be converted to enhance the community and provide opportunities for local residents.</p> <p>This work is going to continue in the next Corporate Plan and will become more important for the Council as we rationalise our estate, provide opportunities for communities to improve spaces and assets for people, businesses, and groups to use.</p>
	<p>NCC makes the city's dementia-friendly status real by introducing dementia friendly work practices across the council and creating dementia friendly toolkits for local businesses to use.</p>	<p>Complete</p>	<p>Following our Dementia City Status in 2015, throughout the last 5 years we have continued to support and enable organisations across the city join us to support those suffering with dementia and their carers.</p> <p>As part of our Dementia Friends network, we have delivered sessions to over 700 people across Newport and the Council to help support their family members, neighbours and friends.</p> <p>In April 2022, we supported our partners Newport Live alongside Newport County at the Newport walk for dementia raising money for Alzheimer's Society Cymru.</p> <p>This work is now business as usual for the Council and we will continue to support those suffering with dementia and their carers.</p>
	<p>The Newport Children's Charter sets out our commitment to children and families including headlines commitments to children in care and care leavers.</p>	<p>Complete</p>	<p>The Council's commitment was ambitious and challenging to see significant reductions on the number of children on the Child Protection Register, reducing the number of children accessing 3 or more placements and supporting care leavers enter employment, education, and training. Over the last five years Children services have seen increases in demand and complexity of cases which have been exacerbated by the Covid pandemic.</p>

Corporate Theme	Commitment	Status (March 2022)	Overview
			<p>As highlighted in Well-being Objective 3 of the report, the number of children placed on the Child Protection Register has increased and work is ongoing to improve placement stability and supporting children into employment, education, and training.</p> <p>The new Corporate Plan will continue the Council's commitment to support children and young people in our care to have the best opportunities to thrive and provide long term stability as they enter into adulthood.</p> <p>Education out of county places for children with complex and specialist needs will always be required by Education, although the council aims to find these specialist provisions as close to Newport as possible or develop its own provision within the city. There are circa 26,000 pupils educated in Newport. In the academic year 2016-17 there were 173 pupils educated Out of County. This has reduced to 104 in 2022 mainly due to the successful establishment of a specialist ASD school for 5-19 year olds within the city.</p>
Aspirational People	The City has modern, increased tertiary education capacity that meets the needs of Newport's future economic and social changes.	In Progress	<p>The proposed relocation of Coleg Gwent into the City Centre is progressing. Planning permission has been granted to build a new leisure and well-being centre on land adjacent to USW which releases the Newport centre site for redevelopment. Pre-application consultation for Newport Centre site commenced on 11 July 2022.</p> <p>In June 2022 Cabinet also agreed to support the submission of a Round 2 Levelling Up Fund bid for the National Technology Institute in the city centre. Bid deadline is 2nd August 2022</p>
	Three new state of the art schools will be built, tangibly improving student choice and the educational offer in the city.	Complete	In the last 5 years using Welsh Government Band B Capital funding and Section 106 funding, three school builds have been successfully completed and opened including Glan Lyn Primary School, Jubilee Park Primary School and Ysgol Bryn Derw Special school.
	The annual Newport Work Discovery week is established bringing together residents, employers, and the public sector together to connect and raise aspirations. The Council commits to 15 apprenticeships per year as part of this city-wide drive.	Complete	<p>Throughout the last five years, Newport Council has collaborated with local and regional employers, employment organisations and charities; the Welsh Government and the Department for Work and Pensions to provide opportunities for residents to improve their skills and find long term employment.</p> <p>In addition to the ongoing employment fairs, skills and job programmes led by the Council, we have delivered three careers and employment discovery weeks to school and college children. These Discovery weeks focused on the key sectors in Newport such as digital, green/environmental sector, health, social care, and childcare sectors.</p> <p>More recently, in collaboration with Ffilm Cymru masterclasses have been held online</p>

Corporate Theme	Commitment	Status (March 2022)	Overview
			<p>and in person to people interested in joining the TV and film industry in South Wales.</p> <p>Finally, in the last five years our apprenticeship scheme in the Council has provided opportunities to at least 20 apprentices per year in the last 3 years as well as providing work experience and opportunities for care leavers in Newport.</p>
	<p>Increasing educational and social care capacity so that fewer than ten children are educated out of the city and the number of out county social care placements is reduced by 25%.</p>	<p>In Progress</p>	<p>Out of County Places for children with complex and specialist needs will always be required by Education, although the council aims to find these specialist provisions as close to Newport as possible or develop its own provision within the city. There are circa 26,000 pupils educated in Newport. In the academic year 2016-17 there were 173 pupils educated Out of County. This has reduced to 104 in 2022 mainly due to the successful establishment of a specialist ASD school for 5-19 year olds within the city.</p>
	<p>Newport will improve the number of students that achieve at least 5 GCSE A* to C including English Maths in line with the Welsh average.</p>	<p>Complete</p>	<p>In 2018 Welsh Government suspended accountability measures related to Key Stage 4 performance, as a result information is no longer available or relevant.</p> <p>Newport City Council continues to work in collaboration with its schools to ensure robust and effective self-evaluation practices are in place, which in turn aims to improve the quality of School Development Planning and key priorities such as the quality of teaching and learning.</p> <p>Cluster collaboration is now embedded into Newport School ethos and practices. This is evident in cluster work linked to the Curriculum for Wales, Additional Learning Needs Transformation, Attendance Policies and Transition Planning.</p>
<p>Thriving City</p>	<p>A Newport Festival of Democracy and redeveloped Heritage Discovery Centre represent the city's increasingly vibrant cultural offer with an increase in visitor numbers recorded.</p>	<p>In Progress</p>	<p>A Newport Festival of Democracy was delivered through a conference style event in the Riverfront Theatre, and also through the Chartist community stakeholder event; Newport Rising.</p> <p>An Art on the Hill Tourist trail was created as a part of this linking Chartist history and Art of Newport.</p> <p>Major sporting events such as the Tour of Britain, ABP Newport Wales Marathon, and many more have been delivered including this year's Queens Platinum Jubilee celebrations. The Food Festival and Big Splash have also returned.</p> <p>Visitor numbers rose to 4.7 Million per annum in 2019 prior to COVID restrictions.</p> <p>In 2021/22 we also commenced work to build a new Heritage Centre at the Transporter Bridge and improve the Transporter Bridge structure. This will continue into the new Corporate Plan.</p>
	<p>Newport's future business offer is driven by the Newport Business Collaborative: a transformed business innovation group which</p>	<p>Complete</p>	<p>The City of Newport Business Grant has supported 98 business to date. £6,430,500 Covid Discretionary Funding was allocated to 3,373 businesses across the City. Support</p>

Corporate Theme	Commitment	Status (March 2022)	Overview
	builds on today's informal grouping and helps to increase the proportion of successful SMEs in the city.		was also provided to Newport BID and Alacrity using Transforming Towns Funding to deliver digital training and support City Centre Businesses. We have continued to work with partner organisations and tech hubs to develop opportunities for start-ups and SME development
	Real progress on transforming Newport City Centre through redeveloping sites like the Westgate, Chartist Tower and the Market and creative use of existing cultural and commercial assets.	Complete	Both the Indoor Market and Chartist Tower have been delivered and are open. Both schemes have been transformational in improving the leisure, dining and visitor offer in Newport.
	Illegal city centre parking dramatically reduced through a step change in behaviour and enforcement.	Complete	In 2019 we successfully took over the enforcement of on-street parking from Gwent Police. Throughout the last three years we have seen significant improvements throughout the city and have changed people's behaviour to how they park. This has also seen improvements to the environment and use of spaces across the city.
	A new household waste recycling facility is built as part of a new Love Newport deal with residents on waste, recycling, and community pride.	In Progress	Progress on this project was halted during the pandemic due to both prioritisation of delivery of essential services, and difficulties to go ahead with site searches and assessments. The main purpose of this project was to help meet the recycling targets. During the same period, changes were implemented to the existing recycling centre, which resulted in a safer space for residents and increased recycling and reuse activity. Interventions to increase and support Newport's reuse and repair network have also taken place, with enhanced interaction with local organisations and community groups to create areas to increase resilience and reduce waste. Despite the outcomes being partially met, this facility is critical for Newport to achieve the next phase of recycling targets, so this project remains a priority in the short term.
Modernised Council	We will create a Digital Ecosystem for Newport that rapidly intensifies the growth of the digital economy sector and provides a platform for businesses to connect innovate and grow and communities to participate interact and self-support.	In Progress	A range of digital work through the Digital Strategy, which will be refreshed in 2022. Includes: Public Wi-Fi-provision in over 50 community buildings; Gigabit Voucher Scheme for Residents and Businesses; Footfall Sensors; Digital Transformation Pilot – Welsh Government; Community Safety Network; Covid Recovery Business Grants for Digital Solutions; Digital Inclusion Alliance Wales; City of Newport Business Grant supported digital infrastructure, hardware, software, training, and website development; UK Steel Enterprise Grant support for start-up businesses including, hardware, software, website development and related training; Promotion of Superfast Business Wales service and delivery of joint events/workshops; Developing links with Cyber and Software Academies, also USW and Cardiff University – support for spin-out enterprises Regeneration projects, such as Mill Street, Innovation Station and Newport Market to provide space and support for growing digital economy

Corporate Theme	Commitment	Status (March 2022)	Overview
			<p>Current and developing programmes include: Transforming Towns funded Digital project - partnership with Newport Now and Alacrity to deliver digital training to city centre businesses; UK Steel Enterprise Grant support for start-up businesses including, hardware, software, website development and related training; Ongoing promotion of Superfast Business Wales service; Digital Strategy Refresh and a range of developments such as Parking Sensors, Road and Air Sensors, Business Grants supporting digital infrastructure, hardware, software, training, and website development.</p>
	<p>Develop the Newport Intelligence Hub to create a one stop shop for spatial and geographic data, data analytics, infographics and open access data to support the drive for evidence-based working.</p>	<p>Complete</p>	<p>The Newport Intelligence Hub (NIH) has seen the council transition to a unified centralised team comprising Geospatial Data and Systems Development, Business Intelligence and Education and Schools Management Information Systems.</p> <p>The team have developed the internal and external (My Newport) web mapping information portal(s) and produce geospatial data analytics to support the Council and partnership working. The Intelligence Hub also worked closely in supporting the national response to the global pandemic.</p> <p>The Intelligence Hub encompasses a significant number of cross-organisational services and systems including:</p> <ul style="list-style-type: none"> • Transactional HR & Payroll and digital workforce transformation • Public Protection, Environmental Health, Trading Standards, Licensing, Housing Renovation Grants, Planning, Enforcements and Building Control • Management Information (MI) Hub incorporating Corporate and Service Plan reporting and monitoring, performance, and risk management. <p>The service also provides services to Monmouth Council and has been the subject of Audit Wales review.</p>
	<p>Four multi-agency Neighbourhood Service Hubs will be created which bring together a range of different services to support better outcomes and manage demand in areas of Newport with the highest need as evidenced in our well-being profile.</p>	<p>Complete</p>	<p>As already highlighted, under Community Investment Zones, four Neighbourhood Hubs were created and have delivered a broad range of services to communities across Newport.</p> <p>All of these Hubs were vital for communities during the pandemic providing access and distributing food parcels to residents, providing childcare support through Flying Start provision for key workers and providing online library / digital services.</p> <p>As we have started to move forward from the pandemic, we are now reviewing the impact which the model has had on our communities and to understand what our communities need and expect from our services to help improve their communities in the long term.</p>
	<p>We will create an inviting and inspiring work environment, freeing up 50% of our estate (including 20% of our Civic</p>	<p>In progress</p>	<p>The Covid pandemic brought about significant change to how Council staff work and how we need to use our assets across the estate. Throughout the last three years, staff have</p>

Corporate Theme	Commitment	Status (March 2022)	Overview
	Centre) to save money and create space for commercial and social innovation.		<p>been working hybrid from home and in the office (front-line and key support services) to ensure the Council continued to deliver its services.</p> <p>As part of our New Normal project, we are now undertaking significant work to re-shape how we use key assets such as the Civic Centre for staff but also enable new uses of our assets for residents, businesses and other organisations to use. This project is going to be major piece of work in the next Corporate Plan.</p>
	Each citizen in Newport has access to a MyAccount – an individual online portal which allows them to do business with the Council and online.	Complete	<p>Since the inception of My Account, the Council has 117,378 registered users. The Covid pandemic increased the use of My Account to support services such as the household and waste recycling site. The Council continues to see users register to the app and further expansion of services provided using the app will be made in future.</p>

The Way we Work – Corporate Governance & Statutory Duties

It is important for Newport Council to have effective systems and processes in place to enable it to carry out its duties for the residents, businesses, and other organisations in Newport. The [Council's Constitution](#) sets out these roles and responsibilities for the Elected Members that have been voted by citizens to represent their communities, and officers that are responsible for carrying out the Council's statutory functions.

Responsibility and accountability for decision making rests with the Full Council, the Cabinet, individual Cabinet Members, Regulatory Committees (Planning and Licensing Committees) and Chief Officers, depending on the decision taken. The Council's scheme of delegation sets out how the Council's Executive (Cabinet) and Chief Officers (Chief Executive and three Directors and eleven Heads of Service) take decisions.

It is important that the Council self-assesses the way it works, promotes where it is succeeding and learns the lessons of where it can improve the delivery of its services. This section of the report examines the performance of its statutory duties and integrates the recommendations of where the Council can improve. These will be recorded in the Recommendations and actions for improvement at the end of the report.

Newport Council's Annual Governance Statement

The [Annual Governance Statement \(AGS\)](#) is a requirement of the Accounts and Audit (Wales) Regulations 2014. The AGS describes the governance framework in place within the Council, how the effectiveness of the governance arrangements has been monitored and evaluated during the year with evidence and examples setting out any changes planned for 2022/23. The AGS is incorporated into the Council's Statement of Accounts 2021/22.

The AGS also includes an Action Plan for the Council to implement and improve its governance arrangements. Key actions have been raised for the Council to implement and these are included in the Recommendations and actions for improvement.

Internal Audit Annual Report 2021/22

In line with the Public Sector Internal Audit Standards, the Chief Internal Auditor of Newport Council is required to provide an opinion on the overall adequacy and effectiveness of the Council's internal control environment; a summary of work completed and the performance of the Internal Audit team. The report and further detail of the Internal Audit team's work completed in 21/22 can be found through the link [here](#). For 2021/22, the level of assurance determined by the Chief Internal Auditor was deemed to be "**Reasonable**". A summary of the assessment can be found in the table below:

Internal Audit Rating	2018/19	%	2019/20	%	2020/21	%	2021/22	%
Good	10	22	7	22	5	17	10	29
Reasonable	27	57	19	60	23	80	23	66
Unsatisfactory	10	19	6	18	1	3	2	5
Unsound	1	2	0	0	0	0	0	0
Total	48	100	32	100	29	100	35	100
Overall Opinion	Reasonable		Reasonable		Reasonable		Reasonable	

External Regulatory Reviews – Audit Wales, Care Inspectorate Wales and Estyn

As a public body, Newport Council is subject to external regulatory review by Audit Wales, Care Inspectorate Wales, and Estyn. Every six months, the Council's Governance and Audit Committee is provided with a summary of the regulatory reviews completed on services delivered by Newport Council and also national (Thematic Reviews). In 2021/22, two reports were provided to the Audit Committee in [November 2021](#) and also

[July 2022](#) with a summary of the reports completed and the Council's response to any recommendations / actions raised.

Performance Management

Newport Council's [Planning, Performance and Risk Management Framework](#) provides an overview of how Newport Council has had monitored and reported the performance of the Council and its service areas in the delivery of its services, Corporate Plan and statutory duties. To support the Framework, the [Planning and Performance Policy](#) outlines the reporting mechanisms of the Council.

The performance of the Council's [service areas plans for 2021/22](#) was examined by the Performance Scrutiny Committees through Mid-year and End of Year performance reviews. 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)

Mid-Year Performance Reviews - [15/11/21](#) and [29/11/21](#)

End of Year Performance Reviews – [11/07/22](#) and [25/07/22](#)

People Performance Scrutiny Committee (Adult & Community Services / Children Services / Education):

Mid-Year Performance Reviews – [16/11/21](#) and [30/11/21](#)

End of Year Performance Reviews – [12/07/22](#) and [26/11/22](#)

Following the implementation of the Local Government & Elections (Wales) Act 2021, and the restructure of the organisation, the Framework and its supporting policies will need to be updated to reflect these changes. Additionally, from 2022/23, the Council will be strengthening its performance monitoring and reporting to support the new Corporate Plan and improve the accountability of the Council in the delivery of its services. A recommendation and action will be included in the 2022/23 action plan.

Risk Management

Risk Management is at the centre of all decisions and actions taken by Newport Council in the delivery of its services. The [Risk Management Policy](#) outlines the Council's approach to Risk Management and includes a Risk Appetite statement on how the Council manages the opportunities and risks in the delivery of its services and meeting statutory duties. Risk is reported every quarter to the Council's Governance and Audit Committee and Cabinet. To support the new Local Government and Elections (Wales) Act and delivery of the new Corporate Plan, the Risk Management Policy will need to be updated to reflect these changes and support the overall Framework of the Council.

Asset Management

The Council's asset portfolio includes 955 buildings and land across Newport including the Civic Centre, schools, and other Council buildings. The management and maintenance of our assets has been delivered in partnership with Newport Norse since 2016. The ongoing maintenance of our buildings is one of most significant risks in Newport Council which is also reported as part of the Council's Corporate Risk Register. Over a period of time the Council has been seeing an increase in the backlog of work required to maintain and to ensure that they meet necessary building regulations and other legislative duties and the Equality Act. Furthermore, the Council is also now committed to becoming net zero carbon by 2030 and following the Pandemic we are now adapting to the new normal with hybrid working becoming the preferred choice to undertake Council duties. This is changing the way we use our existing buildings and how we design new buildings across the Council to ensure that they are more sustainable for long term use.

In 2021/22, Audit Wales undertook a review of our Asset Management as part of their Springing Forward review. The report found that Newport Council strategically plans and manages its property assets well, needs to put the sustainable development principle at the heart of how it considers building on the experience of the pandemic. The report made two recommendations to develop longer term planning and to further develop partnership working. Both recommendations have been included in the action plan of this report.

The Council embarked on a programme of estate rationalisation looking to identify assets in its estate that could be more effectively and efficiently used to meet the overall priorities of the Council and citizens of Newport.

Local Development Plan Annual Review

The Newport Local Development Plan (LDP) 2011-2026 was adopted in January 2015 and sets out the land use policies which form the basis on which planning decisions about future development in Newport are based. As already highlighted in Well-being Objective 2, in 2021/22, Newport Council agreed to commence the development of the next LDP. As part of the statutory development plan process, the Council is required to prepare an [Annual Monitoring Report \(AMR\)](#). The last report was published in October 2021 and was the sixth AMR since the adoption of the LDP. The report monitors the effectiveness of its policies and the performance of the LDP in 2020/21 identifying whether any changes are necessary. Overall, the report concluded that the LDP was performing well and enabling growth in sustainable locations. The report identified six recommendations for improvement and will form a key part of the evidence base for the replacement LDP.

Annual Safeguarding Report 2021/22

In September 2022, the Council's [Annual Safeguarding report 2021/22](#) was reported to Cabinet. The purpose of this report is to provide an overview of the Council's safeguarding arrangements across the organisation. The report provides assurance that departments across the Council had clear standards in place to address safeguarding and improvements had been made across the organisation. The Report includes the Corporate Safeguarding workplan (22/23) and is included in the recommendations and actions table.

Annual Digital Report 2021/22 including Freedom of Information and Subject Access Requests

Newport Council is responsible the information and data which it obtains from its citizens. The Data Protection Act 2018 requires the Council to use people's data fairly and responsibly ensuring that we collect data that is for the purposes of delivering our services and enable us to make decisions. The Council's annual [Digital Report 2021/22](#) and [Annual Information Risk Report](#) provide an overview of how the Council and its partner Shared Resource Service (SRS) has performed in 2021/22.

The annual Digital Report provides an overview of the effectiveness of the SRS Boards and the performance of the service. In 2021/22 of the four performance measures reported as part of their agreement, SRS was green on three and amber one performance measure. An overview is provided below:

Measure	Actual Performance 2021/22	Target 2021/22	Actual Performance 2020/21	Actual Performance 2019/20
% of Calls resolved against Service Level Agreement (SLA)	94.9%	85%	91.8%	93%
Customer Satisfaction	78%	70%	64.7%	76%
Calls resolved at first point of contact	78.8%	70%	58.8%	60.5%
Average Call Response time	6 minutes 40 seconds	1 minute 30 seconds	5 minutes 27 seconds	5 minutes 31 seconds

The Freedom of Information Act 2000 requires public bodies including local authorities to give people access to official information where decisions are made, and data is held. In addition to this the Data Protection Act requires organisations to allow people to access the data held about them. These requests are called Subject Access Requests. The Council reports as part of the Information Risk Report and the People and Business Change service plan the performance of the Council meeting these requirements:

Measure	Actual Performance 2021/22	Target 2021/22	Actual Performance 2020/21	Actual Performance 2019/20
% of Freedom of Information responses completed in time	89.5%	88%	90.8%	91.4%
% of Subject Access Requests completed in time	71.1%	75%	60%	72%

Where recommendations and actions have been identified to improve corporate performance, these have been included in the action table.

Procurement and progress against the Strategy

Newport Council is in its second year delivering its [Procurement Strategy](#). In January 2022, the Council's Cabinet ([Cabinet Report](#)) agreed the adoption of the Welsh National TOMs (Themes, Outcomes and Measures) Framework for measuring social value in the procurement for large contracts over £75k in value. The new Framework will be applied to new contracts and tenders from 2022/23 and will support future social value strategies for the Council. The new Framework will also support the Council's new Climate Change Plan to ensure tenders and contracts support the Council's objective of becoming net carbon zero by 2030.

Health, Safety and Well-being

Health, safety and well-being are central to the Council's work. Newport City Council has a statutory duty to ensure that all employees undertake the necessary training to ensure the health and safety of all those involved is not put at risk. This also includes the staff and members of the public that use our facilities and equipment such as Council buildings, schools, playgrounds, community centres etc.

The Council's Health and Safety team is responsible for supporting the Council's service areas and teams to comply with the Health and Safety legislation. Over the last two years, the team has been supporting the Council to comply with the necessary Covid legislation and regulation. In 2021/22, much of this legislation remained in place and as restrictions have been removed, the team has been going back to its pre-covid support. Throughout the year, employees of the Council (new and existing) are required to undertake necessary health and safety training, checks and awareness sessions to ensure with comply with necessary health and safety legislation and requirements.

The table below provides an overview of the number of accidents, incidents and violence at work reports that have been raised and investigated. This also includes the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

	2021/22	2020/21	2019/20	2018/19
Total number of Accidents / Incidents / Violence at Work Reported	545	308	517	713
Total Number of RIDDOR Reports	6	15	31	22

The Way we Work: Newport City Council's Finances

The 2021/22 financial year continued to be an unconventional one for Newport City Council, as it has been for all other Welsh Councils. Whilst 2021/22 saw a steady recovery from the effects of the pandemic, there were still large parts of the year where services were not able to operate in the traditional manner. A significant reliance upon financial support via the Welsh Government's Hardship Fund, to cover the additional costs incurred and income lost due to Covid 19, continued to be a prominent feature throughout the year. In addition, a range of specific Welsh Government grants were issued during the year, especially in the last quarter, having a significant impact upon the Council's year-end financial position.

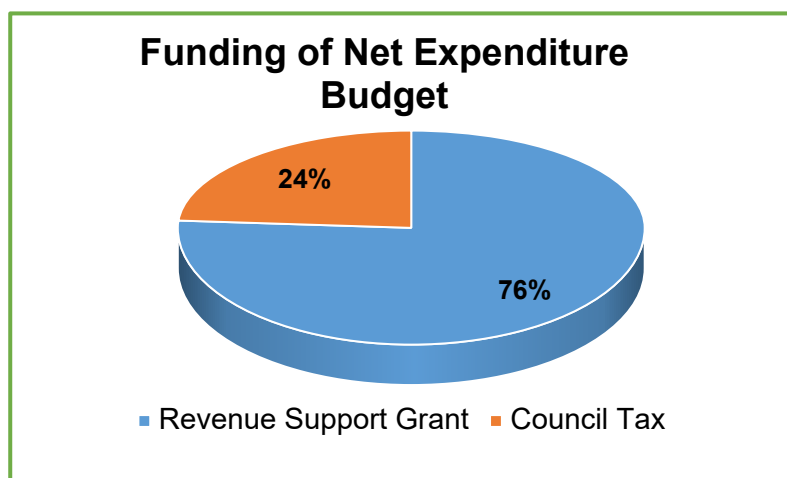
Every year the Council is required to produce a [Statement of Accounts](#) which provides a detailed overview of where and how it has spent its money.

Newport Council Budget 2021/22

The 2021/22 net budget for Newport Council was £315.9m. This was funded from the Welsh Government (WG) revenue support grant (76%) and from local council tax (24%).

Newport council received an uplift of £12.719m from the Welsh Government. Council tax was increased by 3.7% for the year.

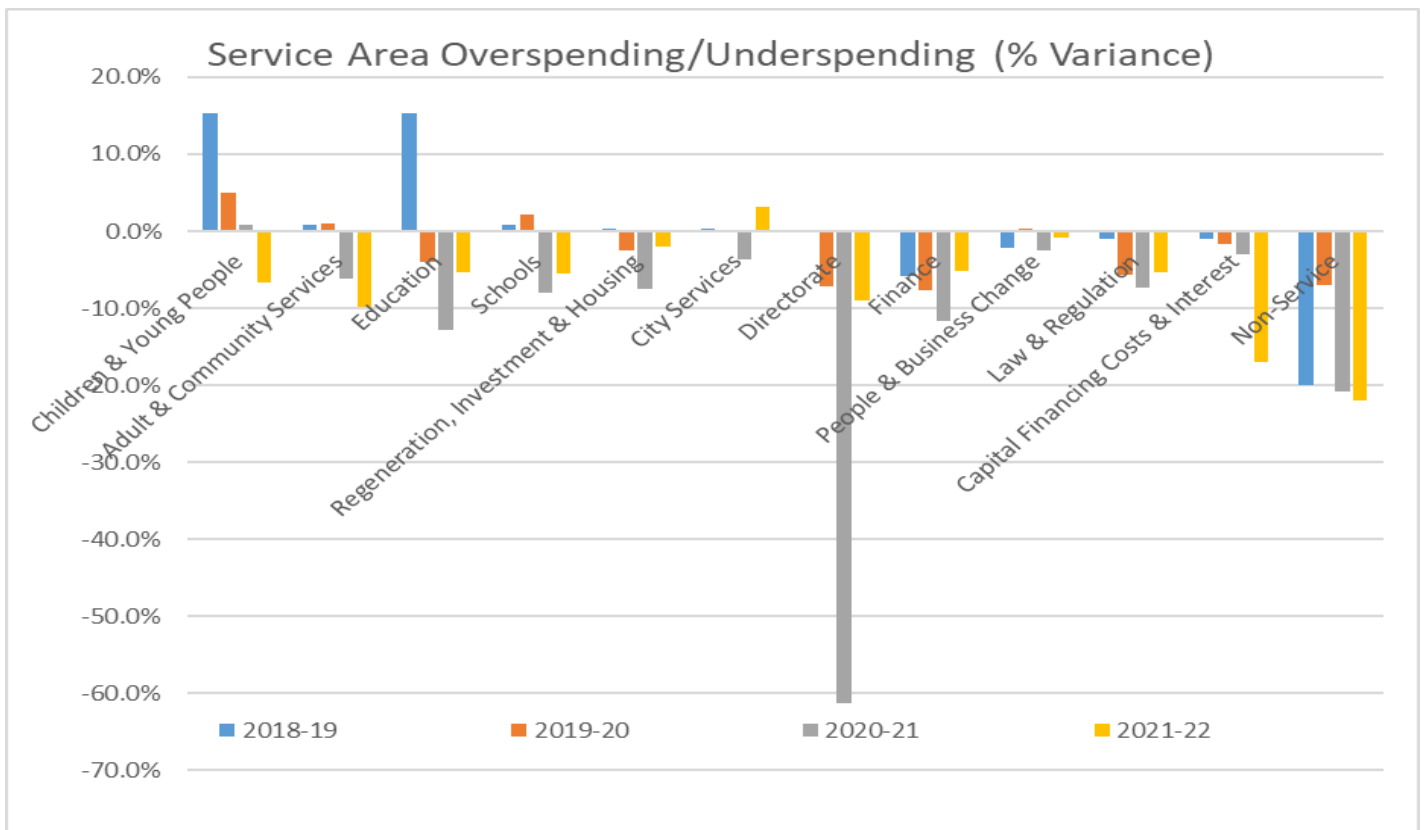
In comparison to other [local authorities in Wales](#), council tax rates in Newport remain the third lowest in Wales.



2020/21 Revenue Financial Performance

At the end of the financial year (March 2022) the Council reported a net underspend of £18.4m against the £315.9m budget. The underspend was due to:

- Receipt of one-off WG grant funding to assist in its response to Covid 19 and deliver Welsh Government priorities.
- Underspends across all services in relation to costs of general administration and service provision; staffing savings due to recruitment challenges; not undertaking planned / normal services as they were either not required or unable to be carried out due to Covid 19.
- General contingency budget not being required, an underspend against Council Tax Reduction scheme, an overachievement against budgeted Council Tax income and a significant underspend against the Capital Financing budget.



*Non-Service - is expenditure which is not a service requirement, but we still account for it, such items as levies and provisions.

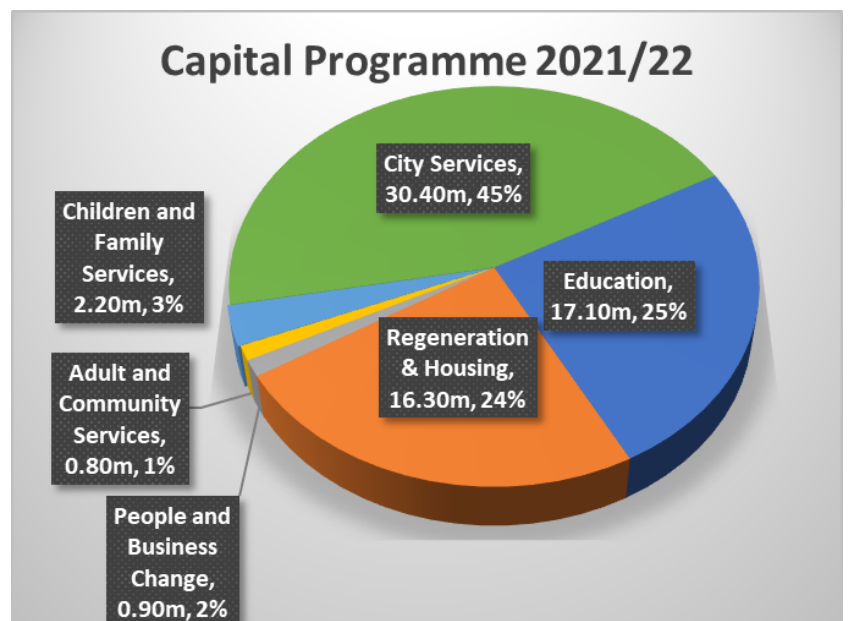
** Capital Financing Costs & Interest - is the cost to us to finance capital, the MRP charge, and interest is the interest we pay and receive.

2021/22 Capital Programme

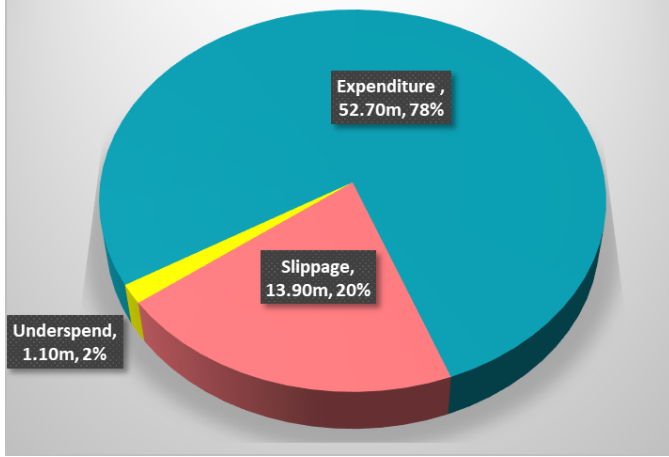
The capital programme is about the large-scale investments that the council makes towards its assets and infrastructure, such as schools, roads, regeneration projects and the wider investment into the Cardiff City Region City Deal.

The council has a five-year capital programme (plus two additional years) which started in 2018/19 totalling £298m. In 2021/22 the capital programme included:

- £17m investment in schools
- £30m road, transport and infrastructure works
- £3m for social care projects
- £16m investment in regeneration and housing
- A range of energy efficiency schemes
- Commitment to invest in the Transporter Bridge
- Various active travel scheme.
- assets to maintain and improve service delivery and to support regeneration initiatives.



Capital Activity 2021/22



The Council spent £45.2m of the £52.7m was funded from grant funding and £5.5m from borrowing.

The remaining amount (£2.0m) was from capital receipts, contributions & S106 and other Council resources.

£13.9m was moved into future years of the programme (slippage) and there was a net underspend of £1.1m.

Council Revenue and Capital Budget 2022/23

The Council's base budget for 2022/23 is £343.012m which includes £265.612m of core funding from Welsh Government. The balance of core funding comes from Council Tax, which was increased by 2.4% for 2022/23. The budget was approved by a [Full Council meeting](#) on 1st March 2022. The 2022/23 capital budget, as per the 2022/23 Capital & Treasury Strategy, is £103m and reflects the Council's continued ambitious programme for investing in its assets.

The Way we Work – NCC Workforce, Equalities and Welsh Language

Newport City Council's Workforce and Well-being

5,756
Headcount

4,429
Female
Headcount

1,327
Male Headcount

2,548
Full-Time
Headcount

3,431
Part-Time
Headcount

*Figures taken at 31st March 2022

Newport City Council has 5,756 (as at 31st March 2022) staff. The staff of Newport Council is its biggest asset and over the last two years have demonstrated how selflessly they put themselves forward to support our most vulnerable residents in the City, adapt to the changing work environment, and also innovate to deliver our services to improve the lives of citizens. Since the pandemic new opportunities and challenges for the Council's workforce have also emerged such as hybrid / home working, improving the diversity of the Council, health and well-being of staff, and increased competition from other public, private, and not for profit organisations affecting recruitment and retention of staff.

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
NCC Sickness days lost.	10.06 days	9.23 days	7.3 days	11.5 days	10.1 days	10.1 days	Comparing sickness data through the pandemic is a challenge due to a range of factors. COVID absences will have impacted on this outcome. In January 22, the Council has adopted a new Wellness at work approach which is aimed at supporting employees to stay in the workplace. Measuring the success of this new approach will be included in 22/23.
% of managers undertaking regular check-ins.	23.9%	80.00%	No Data	53.06%	Not available	Not available	Through the COVID pandemic and working from home the requirement to record monthly check-ins in this way was relaxed. Monthly check-ins have now been reintroduced and the Corporate Management Team (CMT) have received a report on the stats for 21/22 and agreed actions to improve during the first six months of 22/23 whilst also reviewing the whole Check-in approach.
National – Number of Apprentices per 1,000 employees.	20 per 1,000 employees	20 per 1,000 employees	29 per 1,000 employees	6 per 1,000 employees	36 per 1,000 employees	No Data	The COVID pandemic resulted in some delays to our apprentice scheme, however additional appointments were made early in 22/23.

Tudalen 146

The Strategic HR team have developed and implemented a workforce planning toolkit to heads of service and service managers. Each of our service areas have adopted workforce planning actions during 21/22 and continue to work towards these longer-term aspirations for the workforce. Monitoring of these workforce plans sits within the service area planning process with regular check ins on progress whilst also reviewing workforce pressures and demands.

In January 22, our traditional way of managing absence changed and we launched our new Wellness at Work Policy following agreement with the senior team, Cabinet Member and our Trade Unions colleagues. The aim of this policy is to promote and support employee well-being to ensure a positive work environment that enables our employees to flourish and reach their full potential. This new approach aims to support employees to remain well and productive whilst at work or to assist an employee's return to work if they have been unable to attend due to sickness. This approach sits within the Council's well-being framework which embraces a wider range of policies and provisions aiming to support physical and mental well-being. During 22/23 we will be able to review the policy impact.

To support our employee's wellness at work a variety of tools are available to staff such as Care First, an impartial 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. Our Trade Unions also provide support to the workforce on Wellness at work through the provision of the trade union networks. The council continues to provide a professional occupational health service and has maximised use of available appointments with over the telephone appointments during the pandemic – which has decreased waiting times. Our Occupational Health provision will be reviewed during 22/23 harnessing the positives from the service and enhancing areas that need focus.

Feeling connected and productive is one of the areas we have focused on during the pandemic, particularly with people working from home. As a result of feedback, additional training webinars have been sourced to help those working remotely feel connected and productive. The rollout has been popular, and the sessions have been 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 these surveys have also been 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 pandemic is over. Our workforce policies on New Normal will be rolled out in 22/23 following feedback and agreement.

Our People & Culture Strategy has been in its last year during 21/22. Our strategy aligns directly with a number of other strategies for us, for example, aspiring to have a workforce that is representative of our communities, as set out in the Strategic Equality Plan and People & Culture Strategy, or growing a digitally enabled workforce, as detailed in the Digital Strategy. The inclusion of service area workforce planning actions within service area overall plans, means Heads of Service are aligned to the council's overall workforce aspirations in a holistic approach, attempting to meet individual service need, but also meeting wider strategic objectives that make Newport City Council an employer of choice.

Engagement with Trade Unions

Working in partnership with our Trade Unions is critical to the successful delivery of a number of our workforce strategies. The Cabinet Member with responsibility for Human Resources continues to chair our Employee Partnership Forum (EPF) on a quarterly basis for strategic matters. EPF brings together all our Trade Unions colleagues in a consultative forum with officers from HR to engage in and help steer direction for workforce matters. Alongside EPF, some of our service areas, supported by HR, hold joint consultative committees (JCW's) to discuss strategic issues affecting their areas. The Chief Executive consulted the Trade Unions on a significant restructuring process that affected all our service areas during 2021/22 and many of our Heads of Service and Directors also continue to engage with our Trade Unions.

At an operational level regular dialogue continues with our internal and regional Trade Union representatives on employee relations issues, such as individual concerns around wellbeing and conduct. Our Trade Union colleagues continue to support their members through transformation across the Council.

Partnership working with our Trade Unions is important to the Council. Trade Union colleagues bring our staff voice to discussions and supplement our staff forums and challenge the Council to do more for our staff, which in turn provides a more productive and engaged workforce. **Tudalen 147** build employee relations.

Examples of our staff and Trade Union engagement is outlined below:

New Normal information	Flexible Working Policy
Travel & Subsistence Policy	Working from Home
Flexi Time Scheme	Pension Discretions Policy
Disciplinary Policy	Wellness at Work
Exit Interview review	Recruitment & Retention Focus Groups
Chief Executive Focus Groups	Senior Recruitment
Employee Partnership Forum	Whistleblowing Training
Carers Survey	Performance Management Focus Groups
Quarterly EPF meeting on matters	

Newport Council Workforce Representation / Strategic Equalities Plan

	2017/18	2018/19	2019/20	2020/21	2021/22
Female	77.1%	76.9%	76.9%	76.9%	76.7%
Male	22.9%	23.1	23.1%	23.1%	23.3%
Disabled	1.7%	1.8%	2%	2.1%	2.5%
LGABTQ+	1%	1.1%	2.5%	1.3%	1.8%
Black, Asian and Minority Ethnic	4.1%	3.9%	4.1%	4.2%	4.9%
Welsh Spoken / Reading / Written / Understanding (Advanced)	3.1%	3.5%	3.8%	4.2%	4%

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 which will support the Council's Equality Plan. The table below summarises the key achievements made in 2021/22 against these objectives. A full copy of the report can be found [here](#).

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"> Inclusive Leadership training completed by nearly 300 Senior Leaders and Managers. Leader appointed as WLGA Spokesperson for Equalities, Migration and Anti-Poverty Significant dates, including LGBT+ History Month, Ramadan, Eid-al-Fitr, Holocaust Memorial Day, Pride Month, Lunar New Year, Refugee Week, Windrush Day, GRT History Month, Black History Month and Hate Crime Awareness Week, have been recognised and promoted across the city.
	Newport City Council has a clear governance structure in place to monitor equality performance across the organisation	<ul style="list-style-type: none"> Fairness and Equality Impact Assessments including the Socio-economic Duty against policy/decision making are ongoing and has been considered against a range of decisions
	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"> £415,000 of funding has been distributed to 79 community projects, overseen by and a representative community steering group, working closely with Newport's Fairness Commission.
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"> Accessibility Stakeholder Group continues to advise on council projects Equality, Hate Crime and EUSS awareness sessions delivered to all senior customer service staff Development of corporate guidance on interpreting and translation to ensure service is culturally and linguistically sensitive

Strategic Equality Objective	Outcome	Achievements
	Complaints relating to discrimination are managed in a way that ensures organisational learning	<ul style="list-style-type: none"> The council's complaints monitoring process now includes the collection and analysis of demographic data
	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"> Inclusive cycle scheme is fully operational and has engaged with a wide range of Newport residents Disability inclusion training delivered to Newport Live staff and added to staff induction programme Newport Live signed up to the Disability Confident employer scheme
Representative Workforce	Staff with protected characteristics are better represented at all levels throughout the organisation	<ul style="list-style-type: none"> Update to internal demographic monitoring categories based on census categories to better reflect local communities
	Diverse staff have a voice within the organisation, and are listened to	<ul style="list-style-type: none"> Staff networks for disabled, LGBTQ+ and ethnic minority staff continue to provide a platform for staff from under-represented groups to influence our workplace policy, service delivery and strategic decision making
	The potential for unconscious bias in recruitment processes is recognised, and minimised	<ul style="list-style-type: none"> All managers are receiving Inclusive Leadership training, which includes raising awareness of issues related to bias in recruitment Recruitment and selection e-Learning module now available for all managers
Community Cohesion	Everyone living in Newport feels welcomed, and integration is supported by local communities	<ul style="list-style-type: none"> Significant support provided to EU citizens in Newport ensured eligible residents could submit late applications to the EU Settlement Scheme post deadline Established Hardship Group and a referral pathway to manage complex cases of hardship that arise as a result of insecure migration status
	Community tensions are monitored and mitigated effectively	<ul style="list-style-type: none"> Fortnightly community tensions meeting and weekly community dial in established in partnership with Gwent Police
Learn Well	There is greater parity in attendance and exclusion rates for all pupils in Newport	<ul style="list-style-type: none"> Development and roll out of Emotional Based School Avoidance (EBSA) support and resources for schools Exclusions and work focussed on violence reduction in schools
	We have a better understanding of the challenges faced by potentially marginalised pupils	<ul style="list-style-type: none"> Preparing schools for the requirements of the Relationships and Sexuality Statutory Education Code (RSE) A Whole-Schools approach to emotional wellbeing and to help schools achieve the aims set out in the Welsh Government's Framework (2021)
Independent Living	People are empowered to live in their own accommodation for longer	<ul style="list-style-type: none"> During the year over 2,665 people were supported by all floating support schemes to access and maintain their accommodation, including adults with learning disabilities and refugees Floating support scheme supported 20 unaccompanied asylum-seeking children (UASC) to increase opportunities for independent living
	People are empowered to play an active role in their local communities	<ul style="list-style-type: none"> Community Connectors continue to support people to connect with, and be involved with, their local communities
	The city is responsive to the accommodation needs of victims of domestic abuse	<ul style="list-style-type: none"> Housing Support Grant continues to fund projects for people escaping domestic abusive relationships, including specific provision for people from ethnic minority backgrounds 381 women supported by the Domestic Abuse Floating Support service to remain in their own homes New scheme launched for women subject to sexual and financial exploitation in a 'safe house'. Funding to provide an additional DAFS support worker to oversee the DACC (Domestic Abuse Conference Calls) calls from Gwent Police.

Newport Council Welsh Language Annual Report 2021/22

Earlier in 2022, Newport Council launched its new Welsh Language Strategy and Welsh in Education Strategic Plan. Both strategies will support the Council's Corporate Plan objectives. A detailed overview of how Newport City Council is delivering against its Welsh Language Strategy can be found in the [Welsh Annual Report](#). This is reported to the Council's Overview and Scrutiny Management Committee and the Council's Cabinet. The report highlighted the progress made against the previous Welsh Language Strategy and promotion of the Welsh language across communities in Newport but also work internally to support staff that want to improve their Welsh language skills and to ensure ongoing compliance with the requirements for public bodies set in the Welsh Language Standards.

Actions from both the Equalities Annual report and the Welsh Language Annual Report and the new strategies are included in the action table below.

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.

The involvement and engagement below is in addition to the consultation with staff and trade unions detailed on page 48.

Involvement and Engagement Activity with the People of Newport

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 2021/22.

Date	Subject	Client	Source	Responses
Apr 2021	Information Management	People & Business Change	Online SNAP Survey	258
	Period Dignity Trial Survey	People & Business Change	Online SNAP Survey	11
May 2021	Period Dignity Community Groups	People & Business Change	Online SNAP Survey	4
	Period Dignity Students	People & Business Change	Online SNAP Survey	18
	Period Dignity School Staff	People & Business Change	Online SNAP Survey	9
	Market Arcade	RIH	Online SNAP Survey	27
June 2021	Generation Rent	RIH	Online SNAP Survey	114
	Generation Rent	RIH	Bus Wi-Fi Survey	769
	YBD Expansion	Education	Online SNAP Survey	4
	Federate Gaer and Maesglas	Education	Online SNAP Survey	1
	Safer Streets – Women and Girls Safety	People & Business Change	Online SNAP Survey	249
July 2021	Right Skills – Adult Skills	People & Business Change	Online SNAP Survey / Involve Newport Citizens Panel	219
	Right Skills – Adult Skills	People & Business Change	Bus Wi-Fi Survey	671

Date	Subject	Client	Source	Responses
	Youth Justice – Victims Feedback Form	C&YP Services	Online SNAP Survey	Ongoing (8 so far)
	UK City of Culture	RIH	Online SNAP Survey	10
August 2021	Digital Strategy Refresh – Public Survey	People & Business Change	Online SNAP Survey	264
	Digital Strategy Refresh – Business Survey	People & Business Change	Online SNAP Survey	9
	City Centre PSPO 2021	Law & Regulation	Online SNAP Survey	108
	Welsh Language	People & Business Change	Bus Wi-Fi Survey	545
	Private Landlord Survey	RIH	Online SNAP Survey	34
	Caseworker Questionnaire	RIH	Online SNAP Survey	141
	Digital Strategy	People & Business Change	Bus Wi-Fi Survey	818
	Prevent School Surveys – Safeguarding Leads	People & Business Change	Online SNAP Survey	Ongoing (16 so far)
	Prevent School Surveys – Participants	People & Business Change	Online SNAP Survey	Ongoing (6 so far)
Sept 2021	Group Session Feedback (Disabled Childrens Team)	C&YP Services	Online SNAP Survey	6
Oct 2021	Welsh Language	People & Business Change	Online SNAP Survey	49
	WESP Survey	Education	Online SNAP Survey	65
	Admissions Forum Survey	Education	Online SNAP Survey	13
	Customer Service Survey	City Services	Online SNAP Survey	77
Nov 2021	Customer Service Survey	City Services	Newport Citizens Panel	203
	Childcare Sufficiency Assessment	RIH	Newport Citizens Panel	203
	School Admissions Manager Survey	Education	Online SNAP Survey	9
	Climate Change Plan Survey	People & Business Change	Online SNAP Survey	168
	Parental Choice Survey	Education	Online SNAP Survey	128
	Perception of Newport	People & Business Change	Bus Wi-Fi Survey	1773
Dec 2021	EU Citizens Survey	People & Business Change	Online SNAP Survey	84
	Digital Staff Survey	People & Business Change	Online SNAP Survey	49
	Digital Residents Survey	People & Business Change	Online SNAP Survey	22
	WM Parent Survey (Childcare & Edu Provision)	RIH	Online SNAP Survey	13
Jan 2022	Wellies Forum Feedback (Disabled Childrens Team)	C&YP Services	Online SNAP Survey	14
	Big Play Survey 2021-22	RIH	Online SNAP Survey	40
	Budget Consultation 2022-23	People & Business Change and Finance	Online SNAP Survey	97
	Budget Consultation 2022-23	People & Business Change and Finance	Bus Wi-Fi Survey	886
	WEF Perception Survey	Education	Online SNAP Survey	Ongoing (13 so far)
Feb 2022	Transport for Wales	People & Business Change	Online SNAP Survey	41

Date	Subject	Client	Source	Responses
	VPRS Client Survey	People & Business Change	Online SNAP Survey	Ongoing (12 so far)
	Wellies Forum Feedback (Disabled Childrens Team)	C&YP Services	Online SNAP Survey	7
	Siblings Event Feedback (Disabled Childrens Team)	C&YP Services	Online SNAP Survey	6
Mar 2022	Public Participation Strategy	City Services	Online SNAP Survey	11

Involvement and Engagement Activity with Businesses of Newport

The economy and businesses of Newport are a vital backbone to providing prosperity and opportunities for the communities of Newport. At Newport City Council we have continued to ensure the views and engagement of businesses are considered in the development and delivery of Council strategy and policies. Throughout 2021/22 the Council was represented at the [Newport Now \(Business Improvement District\)](#) and has continued to engage with businesses through the following mechanisms.

- **NCC City of Newport Grants** – Consulted with businesses in the development of the Council’s City of Newport Grants.
- **City of Newport Business Newsletters** – keeping businesses informed of covid funding, latest business development news and signposting to other government organisations. This is issued to approx. 7,000 businesses.
- **Account Managers meetings** – consists of 57 business support organisation representatives.
- **M4 Business Breakfast** – Resumed in March 2022.
- **NCC Business Support** – Using [Facebook](#) and [Twitter](#) to engage and provide business support updates to the city’s business community.
- **Advice, guidance, and business support grants** – throughout 21/22 NCC processed over 3,937 grant applications and provided ongoing advice and support to businesses.

Participation Strategy

Newport Council is committed to encouraging people to participate in the decision making of the Council and in 2021/22 we agreed the Council’s [Participation Strategy](#). This Strategy outlines how we will comply with the Local Government and Elections Wales Act 2021 and make it easier for people to engage with the Council. This will include promoting public awareness of the Council’s functions and corporate governance arrangements, facilitating access to information about decision-making and improving ways in which the public can comment on proposed decisions. The Strategy will also strengthen the role of Scrutiny in considering the views of the public and will include a Petition Scheme that will set out how the Council will consider and respond to public petitions. In 2022/23 the Council will be commencing work to deliver the new Strategy.

Compliments, Complaints, and Comments (including Whistleblowing)

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. This is reported to the [Council’s Governance and Audit Committee](#) and Cabinet.

	2017/18	2018/19	2019/20	2020/21	2021/22
Stage 1 complaints	284	271	354	261	271
Stage 2 complaints	24	28	33	39	31
Complaints to Public Service Ombudsman Wales	37	38	31	14	24

In conclusion of the report, it is recognised that further work to support service areas to improve responding to complaints following the Council’s service level agreement, improve engagement on the role of the Ombudsman’s powers. The report has identified seven actions to improve the service delivery which is summarised in the action recommendations and actions table in the report.

The effectiveness of the Council’s Whistleblowing policy is reviewed regularly and monitored by the Standards Committee and numbers of whistleblowing complaints are reported on an annual basis.

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 2021/22.

April 2021	May 2021	June 2021	July 2021	August 2021	September 2021
<p>As part of a new scheme to provide affordable homes for people at risk of homelessness, part of Hill Street carpark will be leased to Linc Cymru for a supported housing project.</p>	<p>City of Newport welcomes new Mayor.</p> <p>Newport City Council has formally welcomed Councillor David Williams as the first citizen of the city.</p>	<p>Newport City Council's household waste recycling centre has been shortlisted for a national award.</p> <p>The centre is one of three across the UK, and the only one from Wales.</p>	<p>Newport City council has successfully secured an £80,000 grant from the Wolfson Foundation to help fund the Transporter Bridge transformation project.</p> <p>This project will allow future generations to enjoy and learn about this remarkable piece of Newport's engineering project.</p>	<p>HMS Severn, Newport's formerly affiliated naval vessel, has officially reinstated its association with the city.</p>	<p>Some of Newport City Council's ward boundaries are set to change after the recommendations of the Local Democracy and Boundary Commission for Wales.</p> <p>The changes to some electoral wards will deliver greater electoral party across the city, which can only be a positive step for the electorate in Newport.</p>
<p>Newport City Council has pledged its support for Plantlife's No Mow May campaign.</p> <p>The council has pledged its support in recognition of our status as a Bee Friendly City, and the Councils duty to enhance nature and take actions to reduce the impact of climate change.</p>	<p>Newport City Council and campaigning body Generation Rent have launched a new project to improve engagement with people who are privately renting their homes.</p> <p>The need for safe, secure and energy efficient homes has never been so important. The results of the work with Generation Rent, will give us a better understanding of the private rented sector, and help shape future strategies.</p>	<p>Full council considered and supported a review of the council's senior leadership team.</p>	<p>Newport has stepped forward in contest to become UK City of Culture 2025.</p> <p>Newport City Council and its partners are committed to ensuring people feel good about working, living, and investing in our city. Stepping up to be the UK City of Culture 2025 will promote confidence and pride within our communities.</p>	<p>"See, hear, learn, use and love the Welsh language"</p> <p>Newport City Council aspires Welsh to become a part of everyone's life in the city, as it sets forward ambitious proposals to encourage people to learn and speak Welsh.</p> <p>This is just one of the many commitments set by Newport City Council to help achieve the national target of 1 million Welsh speakers by 2025.</p>	

					Newport City Council's Leader Councillor Jane Mudd has launched its most generous package of support grants for new and existing small and medium businesses.
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October 2021	November 2021	December 2021	January 2022	February 2022	March 2022
<p>Despite not progressing to the next stage in the bid to become the next City of Culture 2025, the council will use the work that has been done.</p> <p>This opportunity will further develop our cultural partnerships and wider offering in Newport.</p>	<p>Newport City Council declared an ecological and climate change emergency.</p> <p>A motion declaring an emergency, which was unanimously approved was proposed by Councillor Jane Mudd, leader of the council, and seconded by Councillor Jason Hughes, Cabinet Member for sustainable development.</p> <p>In passing the motion, the council recognised that climate change is an issue where we all need to work together to tackle it.</p>	<p>Following a recent monitoring inspection visit, Estyn has confirmed that St Julian's School has made sufficient progress and removed from special measures.</p> <p>This is excellent news for the school, staff and students. A considerable amount of work has been done in partnership with the school.</p> <p>This is a great achievement for the school, and we are determined that the impetus and positive development will continue.</p>	<p>Work to remove trees infected with ash dieback disease along the A467 in Rogerstone has commenced. The trees potentially pose a great risk to the public therefore, removal is essential in the interest of safety.</p>	<p>A proposal by one of Newport's most prestigious businesses to expand on a new site in the city was given the green light by the council's planning committee.</p> <p>SPTS Technologies, a KLA Company, is currently based at its Welsh headquarters, just off Ringland Way, but plans to move to a new location on the other side of Newport in Imperial Park.</p> <p>Planning permission was granted, subject to the signing of a 106 agreement and conditions, for new headquarters which would include facilities for manufacturing, research, and development as well as offices.</p>	<p>Newport City Council will provide more targeted support to local charities after changes to its discretionary rate relief scheme were agreed.</p> <p>The changes allow the council to consider giving a rate relief 'top-up' to small, locally based charities and organisations.</p>

<p>For the second year, two of Newport parks have been recognised for their environmental credentials with a national award.</p> <p>Beechwood Park and Belle Vue Park have both been awarded Green Flag status for 2021/22 by Keep Tidy Wales. A third council site, Gwent Crematorium, has also received Green Flag recognition.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 156</p>	<p>Newport City Dog Home won gold at the 2021 RSPCA Cymru Paw Print awards for their hard work with stray dogs.</p>		<p>Newport City Council is working with Newport Now, to tackle graffiti in the city centre.</p> <p>Member businesses can have graffiti removed free of charge by the council, thanks to funding from Newport Now. The initiative is aimed at making the city centre a more desirable place to shop, live and work to promote Newport's economy.</p>	<p>Newport City Council's Cabinet has today agreed how it will spend its budget for the coming year with a focus on education, support, quality of life and the future of the city.</p>	<p>A ceremony was held at Bassaleg School to mark the start of work to replace aging buildings with state-of-the-art teaching facilities.</p> <p>It will be the latest scheme to be delivered with match funding from the Welsh Government through its Sustainable Communities for Learning Programme.</p> <p>Over the next three years, a modern teaching block, dining and assembly areas will be created to replace the older structures.</p> <p>It will also ensure there are sufficient school places to meet growing demand as the overall capacity of Bassaleg School increases by 300 from September 2023</p>
			<p>Newport City Council has committed £100,000 of funding to support local organisations that are helping people affected by food poverty</p>		

Conclusion and Action Plan for Improvement

Conclusion

The Council has made good progress in the last financial year against the four Well-being Objectives in the Corporate Plan 2017-22. There are notable highlights with major projects being delivered in the city centre, community working and supporting most vulnerable and disadvantaged communities. However, there remain areas that the Council needs to improve on and meet the demands of residents, businesses and visitors. The new Corporate Plan will provide the opportunities to continue delivery against these areas but also make improvements. We know that there will also be new challenges and opportunities through costs of living and inflationary cost increases and new legislative requirements requiring the Council to prioritise the services that residents and service users need.

To ensure that Newport City Council is best placed to meet these demands and requirements, we need to enhance how we report our progress against our plans and have effective governance arrangements to make timely and evidence based decisions. We have welcomed the feedback of our Scrutiny and Governance and Audit Committees on the presentation of this annual report and reflected their feedback in the final version of this report. Where we are unable to implement the recommendations raised, these are included in the below action plan to improve the reporting of next year's Self-Assessment report.

Action Plan for Improvement

The table below outlines the recommendations and actions for the Council to improve its governance and performance in 2022/23. These actions will be monitored through the service area plans and will be reported through the Mid-year and End of Year service plans as well as the 2022/23 Annual Well-being and Self-Assessment report.

157 Recommendation / Issue(s)	Action	Source Report	Lead Service Area	Anticipated Completion Date
Improve the reporting and presentation of the Council's performance and Annual Well-being Self- Assessment Report in line with the newly developed Corporate Plan and considering feedback from the Council's Scrutiny and Governance and Audit Committee.	<ul style="list-style-type: none"> • Consider how best to self-assess performance against the Corporate Plan and Well-being Objectives. • Evaluate the impact which key decisions and activities have had on service users and communities. • Ensure the Council's service plans align to strategic priorities. 	Annual Corporate Well-being Self-Assessment report 2021/22	People, Policy and Transformation	31 st March 2023
The Council needs to deliver the priorities identified in its Participatory Strategy to strengthen the arrangements to involve and engage its key stakeholders in the democratic process and decision making.	Deliver the actions from the Council's Participatory Strategy to improve involvement across Council activities including their role with the Council's performance and meeting with the	Participatory Strategy	Democratic Services	31 st March 2024

Recommendation / Issue(s)	Action	Source Report	Lead Service Area	Anticipated Completion Date
	requirements of the Local Government Act.			
Review the Council's Planning, Performance and Risk Policies to align with the Local Government Act and to support the Council to deliver its new Corporate Plan,	Review and update the Strategic Planning, Performance and Risk Management Framework considering feedback from key stakeholders to support the delivery of the new Corporate Plan.	Annual Corporate Well-being Self-Assessment report 21/22	People Policy and Transformation	31 st March 2023
A review of the governance arrangements around the development, delivery and monitoring of the Council's future 'Transformation Plan' is currently underway and will also include clear responsibilities and arrangements for other key areas, such as financial management, capital programme, major projects etc.	To conclude the review and ensure arrangements are in place.	Annual Governance Statement 2021/22	People Policy and Transformation/ Finance	31 st March 2023
New Members have the appropriate skills to effectively undertake their roles.	Training and Induction for new Members will be reviewed and updated following Local Government elections in May 2022.		Law and Standards	31 st March 2023
Development of the engagement and participation strategy.	Ideally there should be a formal policy for the type of issues that the Council will meaningfully consult with or involve individual citizens, service users and other stakeholders to ensure that service provision is contributing towards the achievement of intended outcomes needs to be developed. Consideration to be given to developing a formal policy and communicating it to all relevant stakeholders.		Law & Standards and People, Policy and Transformation	31 st March 2023
The Council's Constitution is kept up to date following recent legislation.	The Council's Constitution is kept up to date following recent legislation. Consideration needs to be given to further update the Council's Constitution to reflect the Local Government and Elections (Wales) Act 2021.		Law and Standards	31 st March 2023

Recommendation / Issue(s)	Action	Source Report	Lead Service Area	Anticipated Completion Date
Revised decision making and review/reporting arrangement.	Following the new structure, the interim decision making arrangements which have been in place should be formally updated and implemented		Law and Standards	31st March 2023
The Council will continue to improve safeguarding arrangements	To deliver the actions identified in the Corporate Safeguarding Annual Report 2021/22.	Corporate Safeguarding Annual Report 2021/22	Children Services (Safeguarding Team)	31st March 2024
The Council should demonstrate longer-term considerations for its property portfolio strategic planning and associated decision-making processes.	Following the pandemic and the introduction of our 'New Normal' working policies and the development of our new Corporate Plan we will review our Strategic Asset Management Plan, and Disposal and Asset transfer strategies. This will be supported by an asset rationalisation programme in our Transformation Plan.	Audit Wales Review: Springing Forward – Strategic Asset Management	People, Policy & Transformation	31st August 2023
Engage with public sector partners across Gwent to realise the potential benefits arising from a strategic approach to a single public estate.	The asset rationalisation programme in our Transformation Plan will also consider opportunities for working with partners, which may be within a Gwent or local/Newport context.		People, Policy & Transformation	31st December 2023
Implement the 'Actions for improvement' from the Compliments, Comments and Complaints Annual Report 2021/22.	Deliver the seven 'Actions for Improvement' identified in the Compliments, Comments and Complaints Annual Report 2021/22: <ul style="list-style-type: none"> • Roll out of hybrid training to service areas. • Review 'My Council' services and improve data capture in the Contact Centre. • Analyse complaint demographics and improve recording of data. • Standardise digital complaints process. • Improve compliance with the Compliments, Comments and Complaints Policy across service areas. • Review and update the Unacceptable Actions Policy. 	Compliments, Comments and Complaints	People, Policy and Transformation	31st March 2023

Recommendation / Issue(s)	Action	Source Report	Lead Service Area	Anticipated Completion Date
	<ul style="list-style-type: none"> Improve accessibility for disadvantaged and vulnerable customers. 			
Ensure key decisions within NCC support the principles of equalities and Welsh Language	To deliver the actions identified in the Council's Annual Report 2021/22 against the Strategic Equalities Plan.	Strategic Equalities Plan Annual Report 2021/22 Welsh Language Annual Report 2021/22	People, Policy and Transformation	31 st March 2024
Implement the actions identified through Information Risk Report and Digital Report to improve the Council's Information and digital governance and processes.	Deliver the actions identified through the Council's Information Risk Report 2021/22 and Digital Report 2021/22.	Information Risk Report 2021/22 Digital Report 2021/22	People Policy and Transformation	31 st March 2023

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



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



Email: 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

Mae'r dudalen hon yn wag yn



Report

Cabinet

Part 1

Date: 16 November 2022

Subject Corporate Plan 2022-2027

Purpose To agree the Council's Corporate Plan 2022-27 and recommend for the report to go to full Council in November.

Author Executive Board
Head of People, Policy and Transformation

Ward All

Summary The Well-being of Future Generations Act requires all public bodies to carry out sustainable development to improve Wales' economic, social, environment and cultural well-being. To meet this statutory requirement, Newport City Council must set and publish its Well-being Objectives to maximise its contribution to each of Wales' Well-being Goals through its Corporate Plan. The Plan also builds upon the achievements of the last Corporate Plan and the Council's response to the challenges faced by Newport as we move forward from the Covid pandemic, respond to the cost-of-living crisis, and creating new opportunities for communities across Newport.

Over the next five years the Council's mission will be working to deliver *an Ambitious, Fairer, Greener Newport for everyone*.

To achieve this goal, the delivery the Council's Corporate Plan, will focus on four Well-being Objectives supported by strategic priorities:

1. Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.
2. A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.
3. Newport is a supportive city where communities and care are at the heart of what we do.
4. Newport City Council is an inclusive organisation that places social value, fairness, and sustainability at its core.

The delivery of the Corporate Plan will be supported by a Transformation Plan of key programmes and projects as well as service area plans. The Council will have rigorous monitoring and reporting of progress against the Plan throughout the next 5 years. Once the Corporate Plan has been agreed by Cabinet it will be recommended to be formally approved and adopted by Full Council in November.

Proposal To agree the Corporate Plan and recommend it to go to Full Council for adoption.

Action by Executive Board
Corporate Management Team

Timetable Immediate

This report was prepared after consultation with:

- Cabinet
- Overview Scrutiny Management Committee
- Public
- Strategic Directors
- Corporate Management Team

Signed

Background

The [Well-being of Future Generations Act](#) requires all public bodies to carry out sustainable development to improve Wales' economic, social, environment and cultural well-being. To meet this statutory requirement, Newport Council must set and publish its Well-being Objectives to maximise its contribution to each of Wales' Well-being Goals. There are seven Well-being Goals set out in the Act:

1. A Prosperous Wales
2. A Resilient Wales
3. A Healthier Wales
4. A More Equal Wales
5. A Wales of Cohesive Communities
6. A Wales of Vibrant Culture and Thriving Welsh Language
7. A Global Responsible Wales

In addition to this, Newport City Council is also required to fulfil other statutory and non-statutory roles to support citizens, businesses, and other stakeholders in Newport. To prioritise the Council's long term strategic focus and to meet the requirements of the Well-being Act, the Council publishes a five-year Corporate Plan. This report provides an overview of the Council's Corporate Plan 2022-27 and why it has decided on the four Well-being objectives to focus on over the next five years.

[Corporate Plan 2017-22](#)

The Previous [Corporate Plan](#) was agreed in 2017 with a commitment to Build on Success and Build a Better Newport. The Plan was delivered against four Well-being objectives. In the last 2 years of the Plan's delivery, Covid and more recently the cost-of-living crisis has significantly impacted and changed the way the Council delivers its services but also the needs and expectations of citizens, businesses and other stakeholders in the services to support them. The Council's annual Corporate Well-being and Self-Assessment report provides an overview of how the Council has performed against the delivery of this Plan and will be published in November.

Corporate Plan 2022-27 Development

The development of the Corporate Plan has been undertaken through a series of workshops with senior officers and the Council's Cabinet Members to identify and understand the short and long term opportunities and risks of the Council, its residents, economy and environment. The development considered the impacts of the Covid pandemic and the current cost of living issues. Additionally, the Plan has considered priorities including:

- **National** – Welsh Government Programme of Governance, legislation changes (Welsh Government and UK Government).
- **Regional** – Cardiff Capital Region, Gwent Regional Public Services Board, Regional Partnership Board and Western Gateway.
- **Local** – Cabinet priorities, Newport Council strategic plans such as Climate Change Plan, Digital Strategy, Strategic Equalities Plan as examples.

Through this work, the Council has drafted four Well-being Objectives that are focused on the following areas to meet its overall mission for Newport working to deliver '*an Ambitious, Fairer, Greener Newport for everyone*':

1. Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.
2. Newport is a city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.
3. Newport is a supportive city where communities and care are at the heart of what we do.
4. Newport City Council is an inclusive organisation that places social value, fairness, and sustainability at its core.

To deliver each objective, the Council has identified strategic priorities that it will focus on over the next 5 years. Further detail on the Council's strategic priorities are outlined in Corporate Plan attached at Appendix one of this report. Each of these Well-being Objectives support the Well-being of Future Generations Goals. Following the approval of the Corporate Plan by Full Council, the Plan will be designed for Publication.

Delivery of the Corporate Plan 2022-27

The delivery of the Council's Corporate Plan cannot be delivered by Newport City Council alone. For each objective and strategic priority Newport Council will be collaborating together with its strategic partners, other public bodies, not for profit and private sector organisations to deliver the Plan. Additionally, the Council will also be involving residents, businesses, and service users to support decision making as the Council delivers the Plan over the next 5 years. To ensure the Council adopts a consistent approach in the delivery of the Corporate Plan, the following principles have been adopted:

Fair and inclusive – We will work to create fairer opportunities, reduce inequalities in our communities, and encourage a sense of belonging.

Empowering – We will work with and support communities, groups, and partners to thrive.

A listening council – The views of communities, service users and partners will shape the services we deliver and the places you live in.

Citizen Focussed – Everyone who works and represents Newport City Council will put the citizen first, focusing on our core organisational values

The Corporate Plan will be underpinned by a Transformation Plan that will deliver the Council's key programmes and projects which will improve the communities and economy of Newport and the delivery of services by the Council. Additionally, each of the service areas in the Council will develop a service plan that will outline their own strategic priorities to support the delivery of the Corporate Plan and deliver continuous improvement of Council services.

Both the Transformation Plan and service plans will be regularly monitored throughout the 5 years and will be reported to the Council's Scrutiny Committees, Cabinet and Council eg. Annual Corporate Well-being Self-Assessment report, Mid-Year and End of Year service plan reports. The Council will also report its progress against its key strategies and plans which are specific to different services and priorities such as the Council's Climate Change Plan, Welsh Language Plans and Digital Strategy as examples.

Workforce Development

To support the delivery of the Corporate Plan, the Council will be developing a new People Plan. This will align and support the Corporate Plan in how we will achieve the highest quality service delivery for the people of Newport.

Financial Summary (Capital and Revenue)

The Corporate Plan will be delivered alongside the Council's Medium Term Financial Plan (MTFP). The MTFP sets out the funding available to the Council to deliver services and, in addition, to support the key programmes and projects that will transform how the Council delivers its services, improve opportunities for communities, the economy and the environment.

The external considerations impacting on the Council are a significant factor in the overall approach to financial planning and the financial resources available to the Council. From an economic context, unprecedented inflationary increases, the ongoing energy crisis, and weak economic growth has had a significant impact both globally and at a UK level. As a result, budget preparations present a distinct set of challenges that build on the unprecedented circumstances of the last few years.

Whilst, for the next two years, the Council has received indicative funding allocations from Welsh Government, the worsening economic outlook poses some risk that these allocations may change, in

conjunction with a changing set of Government priorities. In response to these challenges and the significant uncertainty that results the Council must ensure the effective planning and management of the Council's finances both in the current year and over the medium term. It is therefore critical that the plans set out above are afforded within the resources available to the Council and deliverable over the period of the Plan.

The Corporate Plan will be delivered alongside the Council's Medium Term Financial Plan (MTFP). The MTFP sets out the revenue and capital funding that the Council will have to deliver its services but also to support the key programmes and projects (revenue and capital) that will transform how the Council delivers its services, improve opportunities for communities, the economy, and the environment.

Appendix 1 – Draft Newport City Council Corporate Plan 2022-27

Appendix 2 – Fairness and Equality Impact Assessment

Risks

Risk Title / Description	Risk Impact score of Risk if it occurs* (1-5)	Risk Probability of risk occurring (1-5)	Risk Mitigation Action(s) What is the Council doing or what has it done to avoid the risk or reduce its effect?	Risk Owner Officer(s) responsible for dealing with the risk?
Corporate Plan does not align to the Well-being of Future Generations Act.	1	1	Corporate Plan has been developed and aligned to the Well-being Goals.	Director of Transformation and Corporate.
Newport City Council does not have the resource (finance and Staff) to deliver its strategic priorities.	4	2	The Council's MTFP is continuously monitored and reported with plans aligned to strategic and statutory priorities. The Council is developing a new people plan to support the development staff to deliver the Plan.	Director of Transformation and Corporate. Corporate Management Team

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

The Corporate Plan is the overarching Plan of the organisation which informs the direction of all other policies and programmes.

- Well-being of Future Generations Act

Options Available and considered

1. To approve the draft Corporate Plan and recommend it to Full Council for approval
2. To propose amendments to the Corporate Plan.

Preferred Option and Why

Option 1 is the preferred option to recommend the Corporate Plan to be presented to full Council for approval.

Comments of Chief Financial Officer

The draft Corporate Plan 2022-27 sets out the Council's strategic priorities and objectives over the next 5 years and are set within the agreed four well-being objectives set out in the plan. More detailed 'service and other plans' will identify the key actions and deliverables to implement the key objectives outlined in the Corporate Plan.

As noted, the plan sits alongside the Council's MTFP and Capital Programme which will need to support the delivery of the plans with the identification and inclusion of funding where necessary to deliver on specific projects and programmes, as appropriate. This work is on-going and will require the finalisation of service and other detailed plans in the first instance. The effective planning of, and then the on-going management of the Council's finances over this period are crucial for the effective delivery of the Corporate plan.

In noting the above, the Corporate and Service/Other Plans are being agreed within a challenging financial context. The well-known issues around inflationary costs and demand pressures on services as we come out of the Covid pandemic period are very significant and have accelerated very significantly over the last 4-5 months. This is impacting on all parts of the economy and in particular on public services and all Councils across the UK and Wales. It is not known at this point what, if any, additional funding may be made available to deal with these increasing costs.

As with all similar long term plans, but particularly during this challenging financial period outlined, these plans will therefore need require regular reviews to ensure they are affordable and deliverable over the period and appropriate actions taken as needed.

The development of a Transformation Plan to accompany the Corporate Plan is essential to both help in the delivery of some aspects of the plans but in particular to contribute cost savings towards the financial challenges. A strategic and medium term approach will be important as will be the identification of programmes of work and projects to deliver these savings.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report. The draft Corporate Plan 2022-27 sets out the Council's strategic priorities and objectives over the next 5 years. The four over-arching well-being objectives set out within the plan are consistent with the sustainable development duty and the well-being goals set out in the Well Being of Future Generations (Wales) Act to improve economic, social, environment and cultural well-being. The strategic objectives set out in the Corporate Plan will inform and will flow-through into the Transformation Plan, individual service plans and other strategic plans and policies. The delivery of the actions and objectives set out within the Corporate Plan will also be underpinned by the Transformation Plan, the MTFP and the Council's People Plan and progress will be monitored in accordance with the Council's performance management framework. The delivery of the Corporate Plan will also form the basis of the Annual Corporate Well-being & Self-Assessment Report, which will set out progress in meeting the well-being objectives set out in the plan as well a self-assessment of performance in accordance with the Local Government and Elections (Wales) Act 2021. The Corporate Plan is a policy framework document under the Constitution and, as such, it will need to be formally approved by full Council.

Comments of Head of People, Policy and Transformation

The development of the Council's Corporate Plan sets the Council's strategic priorities for the next 5 years. The Well-being Objectives and Strategic Priorities support the Council's contribution towards the Well-being of Future Generations Act and to meet its statutory duties to the residents and businesses of Newport.

As the report has outlined, the development of the Corporate Plan has considered a wide variety of views from the Council as well as the public and Elected Members of the Council. Furthermore, as the FEIA demonstrates, this Plan will also support the Council's other strategic priorities and statutory duties. The delivery of the Corporate Plan will be subject to rigorous monitoring and reporting throughout the next five years and will be a Plan that will evolve and respond to the needs and expectations of Newport.

Scrutiny Committees

The Corporate Plan draft Well-being Objectives and Strategic Priorities were presented to the Council's Overview and Scrutiny Management Committee on 30th September. The comments and recommendations of the Committee included:

- The Committee noted the draft Well-being Objectives and strategic priorities of the Council, and the development of a Corporate Plan which delivers on key priorities for the citizens of Newport. Members were pleased with the objectives.
- The Committee appreciated that consultation has continued via buses and internet surveys but requested that there be more independent research on various groups in the city. Members felt that it would be beneficial to have officers in the city centre to consult with different demographics on a face to face basis. They felt that this would allow more properly structured consultations to be carried out in order to have a complete view of both the issues and concerns which affect a lot of residents across the city. Members also felt that it could be good to be able to see the results of future consultations.
- The Committee requested if some of the terminology within the Plan, such as 'to become' and 'to create' could be amended to more accurate language relating to actions being undertaken to enhance understanding of what has been done.
- The Committee felt that more consideration could be given to the Heritage Offer given Newport's many heritage sites, including the Roman sites in Caerleon, the Transporter Bridge and the medieval ship etc as heritage is strongly linked with the aims of the Plan.
- The Committee raised concerns regarding a lack of university students in Newport despite the funding given and asked that these concerns be forwarded to relevant areas and for a response to be issued.

The feedback from OSMC will be considered prior to the submission of the final version of the Corporate Plan to Full Council in November.

Fairness and Equality Impact Assessment (FEIA):

A copy of the Council's Fairness and Equality Impact Assessment is attached as appendix 2 of this report. The FEIA has considered the impact of the Corporate Plan across the Equality Act 2010, Socio-Economic Duty, Welsh Language and Well-being of Future Generations Act. There were no negative impacts identified.

Summary of impact - Socio-economic Duty


The Corporate Plan is anticipated to reduce inequalities of outcome for several groups that are likely to experience socio-economic disadvantage against the areas of education, work, living standards, health, participation, physical environment, justice and community safety.





Summary of impact - Welsh Language (Wales) Measure 2011

The Corporate Plan will align with the Council's Welsh Language Strategy and the Welsh in Education Strategic Plan. The Plan will consider the consultations that have already been undertaken in 2021/22 to support the development of the Corporate Plan.

Wellbeing for Future Generations (Wales) Act 2015

As outlined in the body of the report, the development and delivery of the Corporate Plan is undertaken as part of the Council's legislative requirement for all public bodies to carry out sustainable development to improve Wales' economic, social, environment and cultural well-being. Corporate Plan (appendix 1) includes how the Council's Vision and Well-being Objectives will contribute towards Wales' Well-being Goals:

 <p>Long Term</p>	<p>The last five years have demonstrated how quickly the world is changing and the need to respond to the short term needs of our communities and meet the longer term challenges in Newport, Wales and globally. It will be important to ensure the Council is in a position now and in future to deliver sustainable services to the residents and businesses of Newport.</p> <p style="text-align: right;">Tudalen 169</p>
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	<p>This Corporate Plan will look to deliver positive changes that will create a vibrant and resilient economy and creating places for communities to feel safe, enjoy and access the services they need. This also includes working towards breaking down the structural inequalities faced by disadvantaged and vulnerable groups in Newport through providing equitable access to services, education, training and jobs now and over the next 20 years.</p> <p>We are committed to becoming net carbon neutral by 2030 and to enhance the unique bio-diversity that our future generations can enjoy. It is important that we start making these changes over the next 5 years and enable Newport's communities and partners to reduce their carbon emissions and adapt to the impacts of climate change. This Plan will also take opportunities to start changing the way which we travel across Newport and the region ensuring people and businesses are able to connect and contribute towards a resilient and vibrant economy.</p> <p>It will be essential to address the short term impacts of the Covid pandemic, poverty and cost of living across our communities. This means ensuring people have access to early intervention and prevention services and ensuring that that they have control over their lives and can contribute towards their communities.</p>
 <p>Collaboration</p>	<p>We recognise that we cannot achieve many of our objectives and priorities alone and that we will need to work collaboratively locally, regionally and nationally to make these changes a reality. Each objective will be overseen by the Council's Cabinet and Executive Board ensuring that we will collaborate together to provide best value and maximise the opportunities across the Council.</p> <p>This means using our existing networks such as the BID Newport, schools, Public Services Board, Cardiff Capital Region, Regional Partnership Board and Welsh Government as well as developing new networks and approaches across a variety of sectors and organisations. Many of the priorities, programmes and projects in the Plan are building on what the Council has set out in its strategies and plans as well as the priorities set at national and regional levels in Wales.</p> <p>As we progress in the delivery of this Plan we will be working across all sectors whether this is private, public sector, not for profit and voluntary groups to share ideas, find innovative and sustainable solutions to tackle the many issues faced by the Council, communities and businesses.</p>
 <p>Involvement</p>	<p>The achievement of our objectives, programmes and projects will be delivered with the service user and citizen at the centre of decisions. This means involving those impacted throughout the process to help us shape the way services are delivered and the way our communities can contribute creating exciting places to live, work and enjoy.</p> <p>The development and delivery of this Plan will use a variety of methods and opportunities for people to become involved in Council activities whether this is taking part in consultations, contributing towards the democratic process, or providing your feedback on the way we have delivered our services.</p> <p>It is important to Newport Council that we will ensure that views can be provided equitably and that the voices of everyone can be heard. Delivery of the Council's Strategic Equality Plan, and Participation Strategy are already enabling people from disadvantaged and protected characteristic groups to participate in the decisions that we make. Building on this positive approach, we will build on this work becoming an inclusive organisation which represents citizens of Newport. We have outlined in the Plan the Council's principles in involving and delivering the Well-being objectives.</p>
 <p>Integration</p>	<p>The development of the Corporate Plan has considered how each of the objectives and priorities will contribute towards Wales' Well-being Goals. The Plan outlines each Goal which they will be supporting over the next 5 years. As we progress with the delivery of the Corporate Plan we will be working with our local and regional partners to help support the achievement of ours and their vision and objectives. For example, Newport Council will be working with Cardiff Capital Region, Gwent Public Services Board, Regional Partnership Board and the individual organisations to ensure there is synergy in our aims for Newport and to ensure Newport maximises the opportunities offered through integrated approaches that will benefit Newport's communities.</p> <p>In the development of this Plan we have integrated the priorities of our strategic plans, service area priorities and the priorities of the Council's administration. As we deliver against our Well-being Objectives and priorities, the Corporate Plan will evolve, considering the ongoing external and internal changes of the organisation and the city. As an organisation we regularly review and challenge ourselves on our objectives, priorities and Plans to ensure they reflect the priorities of communities and the Council.</p> <p>This will also mean considering and integrating the Well-being Act's sustainable principle and of 5 ways of working, Equality Impact Assessment including Socio-economic duty, and Marmot principles in the decisions we make.</p>
 <p>Prevention</p>	<p>Each of the objectives have considered the actions that we will need to take now to prevent problems from taking place or getting worse across our communities and Council services in the long-term. The Corporate Plan provides many opportunities to tackle the increasing demand faced by our services and getting to the root causes of these pressures. The last 3 years has seen the impact which Covid, subsequent restrictions and cost of living have had on many communities in Newport. We are fully aware of the challenges faced by our economy, social care system, education and communities and have already taken steps to prevent the immediate impacts. This plan builds on the work delivered during this period and will be working collaboratively to provide prevent these areas from getting worse and improving the long term outcomes in health, socio-economic position and life expectancy in Newport.</p> <p>There is significant evidence that the changing climate is already having an impact on our communities, bio-diversity and environment in Newport. We will be working across all sectors to prevent further impacts on our ecosystem ensuring we find different ways to reduce our carbon emissions but also to enhance and protect our environment. This will not only provide opportunities for long term employment and economic benefits but will also contribute towards improving the health and well-being of citizens in Newport.</p>

	Through involvement and collaboration with our partners, communities and businesses we will be designing and delivering early intervention and prevention services for people to take control of their lives and improve their outcomes but also as necessary for the Council to provide the additional help when they need it.
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Consultation

A public consultation was undertaken in September 2022 asking people for their views on the Well-being Objective themes and what they consider to be priority for the Council. 865 residents (266 Citizens Panel and 599 Bus wifi) responded to the survey. Residents were asked the how important each theme was for Newport over the next 5 years. Out of 865 residents, the percentage of respondents stated the objectives were either 'very important' or 'important' for Newport over the next 5 years:

Well-being Objective 1 – 74.7%
Well-being Objective 2 – 72.7%
Well-being Objective 3 – 71.25%
Well-being Objective 4 – 70.7%

Throughout the delivery of the Corporate Plan, the Council will continue to involve and engage with residents, businesses and staff on the priorities of the organisation in addition to involvement with key strategic decisions made by the Council. Full details of the consultation are included in the attached FEIA (Appendix 2).

Background Papers

Well-being of Future Generations Act
Corporate Plan 2017-22
Cabinet Report – October 2022

Dated: 10 November 2022

Mae'r dudalen hon yn wag yn

Fairness and Equalities Impact Assessment (FEIA)

This is an integrated Impact Assessment which aims to ensure Newport City Council makes decisions which are fair, take account of relevant evidence, and seek to secure the best outcomes for our communities. **An FEIA should be used to inform the first steps of decision-making, at concept stage, not when a decision is already made, or at the point when it cannot be influenced.** This impact assessment considers our legislative responsibilities under:

- The Equality Act (2010), including the Socio-economic Duty
- The Wellbeing of Future Generations (Wales) Act (2015)
- The Welsh Language (Wales) Measure (2011)

The FEIA process is not intended to prevent decisions being made, but to ensure we have considered their potential impact. An FEIA also helps us to focus on how we can reduce any negative impacts, and provides us with evidence that we have met our legal duties.

For support to complete your FEIA, please contact the [Connected Communities Team](#)

What do we mean by Fairness?

The Newport Fairness Commission is an independent body which advises the council on the best use of resources and powers to achieve the fairest outcomes for local people. The Fairness Commission has established four **Principles of Fairness** which should be considered as part of any decisions that the council make – the questions below are useful to reflect on before you start your FEIA.

Equity	Are people being treated in a consistent way, whilst acknowledging their differences (for example, need, barriers to accessing services)?
	Will the gap between those with more, and those with less be reduced?
	Have the interests of different groups affected (including minority or disadvantaged communities) been taken into account?
Priority	Have the needs of the most disadvantaged and vulnerable across the city been given priority?
	Have you considered possible indirect consequences for minority/disadvantaged communities when other priorities are directing decisions?
Inclusion	Will the voices of all those affected by your decision be heard?
	Are people able to participate in and shape a service, as well as receiving it?
	Have you considered the impact of your decision on the relationship between communities, and the spaces they share?
Communication	Are decisions being made transparently and consistently?
	How will decisions be communicated to people who are affected in a clear way, with the opportunity for feedback?

Part 1: Identification

Name of person completing the FEIA	Janice Dent Paul Flint
Role of person completing the FEIA	Policy and Partnership Manager (JD) Performance and Research Business Partner (PF)
Date of completion	September 2022
Head of Service who has approved this FEIA	Tracy McKim, Head of People, Policy and Transformation

1. What is being assessed? *(Please double click on the relevant box(es) (X) and select 'checked' as appropriate)*

- New or revised policies, practices or procedures (which modify service delivery or employment practices)
- Service review or re-organisation proposals which affect the community and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- Decisions affecting service users, employees or the wider community including (de)commissioning or revising services
- New project proposals affecting staff, communities or access to the built environment
- Public events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Service Boards
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions

- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other *please explain in the box below:*

2. Please describe the overall aims, objectives and intended outcomes of your decision

To agree and implement a new 5 year Corporate Plan 2022-27 for Newport City Council.

3. Who are the main stakeholders who may be impacted by your decision and what data do you hold on them? Consider communities of place (people who live in the same geographic area) and communities of interest (people who share particular characteristics but may live in different geographic areas). Stakeholders may include residents, local businesses, community groups, staff or partners.

Newport City Residents and communities
Businesses located in Newport
Public sector organisations including Aneurin Bevan University Hospital Board, South Wales Fire & Rescue, Gwent Police
Newport City Council staff
Not for profit organisations undertaking work on behalf of Newport City Council including Newport Norse, Shared Resource Service, Newport Homes, Barnardos and others
Gwent Regional Public Services Board
Regional Partnership Board
Cardiff Capital Region (CCR) Corporate Joint Committee
Welsh Government
Audit Wales
Care Inspectorate Wales
Estyn

Part 2: Engagement

When completing this section, you need to consider whether you have sufficient information about the views and experiences of people who your decision will impact upon. If you don't, you may need to undertake a period of engagement/consultation before continuing. An FEIA is a live document, so can be updated with consultation findings, and amended as needed during the decision-making process.

The council has a duty to consult and engage with people who may experience inequalities as a result of your decision. This includes people **who share Protected Characteristics** (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation) and people who **have lived experience of socio-economic disadvantage**. The council's Youth Promise also requires us to ensure **all young people in Newport are listened to and included in decisions affecting them**.

The council also has a duty to ensure that any consultation is available bilingually (in Welsh as well as English), and you may like to consider any other community languages that are spoken by people who may be impacted by your decision. Below are some questions that should be included in any public consultation relating to a decision which may impact on the use of Welsh language in Newport:

1. Do you believe that the proposed decision/policy will have a positive or negative effect on opportunities to use the Welsh language?
2. If you think it will have a negative effect, what steps could we take to lessen or remove this and improve positive effects?
3. Do you believe that the proposed decision/policy will treat the Welsh language less favourably than the English language?

1. How have you engaged with people who may be affected by your decision (the stakeholders you have identified)?

Local Government Elections 2022

In May 2022, the Local Government elections were held across Wales. The purpose of the elections is to confirm the political administration that will be responsible for overseeing the delivery of services to residents, businesses and other stakeholders within a local authority boundary. Citizens eligible to vote in Newport were provided to vote on the political party which they consider best placed to deliver their needs and the needs of their community. Based upon the election results in May, the Labour party won the majority of ward seats in Newport to form the administration. The Labour party in Newport set out a Manifesto (Strategic Plan) on what their priorities will be for Newport over the next 5 year political term.

Newport Council – Preparatory Workshops

In June 2022, Newport Council held five workshops (Economy, Education and Skills / Communities and Housing / Adults, Children and Preventative services / Newport Council Workforce, Assets and Digital / Environment and Infrastructure) with senior officers and representatives of Newport

Council to consider the views of services delivered across the Council. These workshops were based upon broad themes delivered by Newport Council. The purpose of the workshops were to consider:

- The opportunities, challenges and risks that Newport Council will face over the next 5 to 20 years
- The strategic priorities should be for Newport Council to manage these opportunities and risks and support the delivery of the manifesto?
- The programmes, projects, and initiatives to deliver the strategic priorities of the Council.

The outcome(s) of the workshops is to enable and support senior officers and the Labour administration to consider what the strategic priorities of the Council should be in the Corporate Plan.

Gwent Public Services Board – Well-being Assessment

To inform the strategic priorities of the Gwent Public Services Board in their Well-being Plan, they have undertaken a Well-being Assessment across Gwent including Newport. This data examines community based information and qualitative experiences to inform the Assessment. The results of the Assessment have been considered as part of the development and support of the strategic priorities of the Council.

Gwent Regional Partnership Board – Regional Population Needs Assessment (PNA)

The Social Services and Well-being Act requires the Regional Partnership Board to produce one population assessment report per local government electoral cycle. The PNA examines the core themes under the Act around children and young people, older people, health / physical disabilities learning disability / autism, mental health, sensory impairment, carers who need support and violence against women, domestic abuse and sexual violence. The report considers the views of citizens and will support the Regional Area Plan in 2023.

National, Regional and Local Strategy Consultations and Community Engagement 2021 to Date

To support the development of the Corporate Plan, the Council considers the strategic priorities of public, not for profit, and other organisations. In development of the Corporate Plan the following strategic priorities of organisations have been taken into consideration in the identification of the Council's Well-being Objectives and priorities:

- [Welsh Government's Programme for Government](#)
- UK Government strategic priorities including those that specifically impact Welsh local authorities e.g. [Shared Prosperity Fund](#).
- Regional priorities of the [Cardiff Capital Region](#), [Gwent Regional Public Services Board](#) including [One Newport](#) Action Plan; and [Regional Partnership Board Plan](#).
- [Newport Partnership](#) and not for profit organisation strategic priorities e.g. [Gwent Police](#), [South Wales Fire and Rescue](#), [Natural Resources Wales](#), [Newport City Homes](#), [Newport Live](#), [Shared Resource Service](#), [Newport Norse](#).
- Newport City Council service / strategic plans including not exclusive:

[Newport Council's Climate Change Plan](#)

Newport Local Area Energy Plan (In Development)

[Strategic Equalities Plan 2020-24](#)[Welsh Language Strategy 2022-27](#)[Welsh in Education Strategic Plan](#)[Replacement Local Development Plan](#)[Housing and Homelessness strategies](#)[Adult and Children Services strategies](#)[Participation Strategy](#)

Newport Council Digital Strategy (In Development)

City Centre Masterplan

Economic Growth Strategy

[Service Area Plans](#)

In the development of these strategies and plans, they would have each consulted with service users and key stakeholders to consider their views and opinions. The key priorities in these strategies are considered and aligned to the Corporate Plan.

Newport City Council Governance and Democratic Process

Prior to the final approval of the Corporate Plan, the Administration is required to present a draft of the Corporate Plan to the Council's Overview and Scrutiny Management Committee. This committee includes representatives of Elected Members in Newport and it is their responsibility to examine and challenge how the Corporate Plan has been developed and considered the priorities of citizens in Newport. The recommendations and comments made by the Committee are considered by the administration and senior officers prior to finalisation of the Corporate Plan.

The Final version of the Corporate Plan must be agreed by the Council's Cabinet and then by Full Council in Newport Council. For the purpose of this Corporate Plan, it is intended for the Plan to be presented to Scrutiny, Cabinet and Council in quarters 2 and 3 of 2022/23.

2. What do you know about the views or experiences of people who may be affected by your decision?

Include the main findings of your engagement here, including any demographic information that you collected as part of your engagement.

Public Consultation completed between 9th September 2022 and 23rd September 2022 on the Well-being Objective themes and priorities of the Council. The consultation was delivered through the Council's Citizen Panel and Bus Wi-Fi on the Newport Bus network. In total the Council received 865 responses of which:

- 266 – Citizens Panel
- 599 – Bus Wi-Fi Survey

Bus Wi-Fi & Snap Survey Results:

Bus Wi-Fi & Public SNAP Surveys		
Age	Number of people	Percentage of people
Under 18 years old	67	7.82%
18-24 years old	166	19.37%
25-34 years old	141	16.45%
35-44 years old	167	19.49%
45-54 years old	109	12.72%
55-64 years old	87	10.15%
65+	65	7.58%
Prefer not to say	55	6.42%

Total	857
No responses	8

Bus Wi-Fi & Public SNAP Surveys		
Ethnicity	Number of people	Percentage of people
White - Wel / Eng / Sco / NI / British	523	61.10%
White - Irish	37	4.32%
Other White	31	3.62%
Gypsy or Irish Traveller	11	1.29%

Bus Wi-Fi & Public SNAP Surveys		
Ethnicity	Number of people	Percentage of people
Bangladeshi	23	2.69%
Other Asian	7	0.82%
Black African	14	1.64%
Black Caribbean	1	0.12%

White & Asian	30	3.50%	Other Black	4	0.47%
White & Black Caribbean	27	3.15%	Arab	5	0.58%
White & Black African	27	3.15%	Chinese	6	0.70%
Other Mixed	3	0.35%	Other Ethnic group	2	0.23%
Indian	22	2.57%	Prefer not to say	66	7.71%
Pakistani	17	1.99%			

Total	856
No responses	9

Bus Wi-Fi & Public SNAP Surveys		
Gender	Number of people	Percentage of people
Male	317	37.08%
Female	405	47.37%
Non-binary	40	4.68%
Self-identify	18	2.11%
Prefer not to say	75	8.77%

Total responses	855
No responses	10

Four questions were asked in the survey in relation to the four Well-being Objective themes set out in the Corporate Plan. People were asked to rank these themes on their importance for Newport over the next 5 years ranging from: Very Important, Important, Unimportant, Very Unimportant, and Don't know.

Well-being Objective Theme 1 – Economy, Education and Skills (Newport is a thriving city with skilled people, excellent education and a growing economy).

Theme 1: Economy, Education and Skills (Newport is a thriving city with skilled people, excellent education and a growing economy)

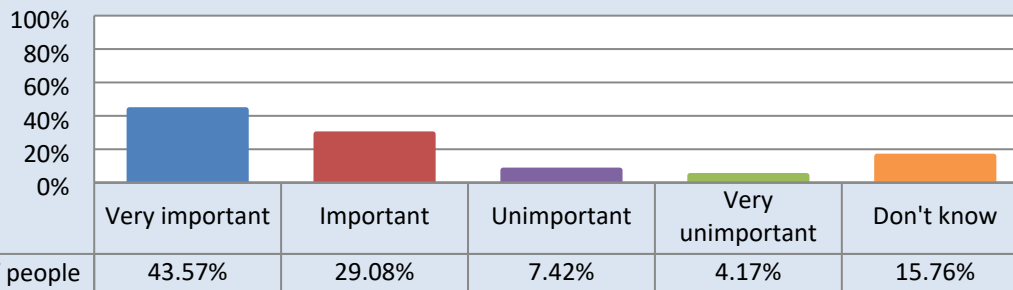
How important is this theme for Newport in the next 5 years?

Well-being Objective Theme 2- Environment and Infrastructure (Newport protects and improves the environment. Citizens benefits from sustainable travel and excellent digital connectivity)

Theme 2: Environment and Infrastructure (Newport protects and improves the environment. Citizens benefit from sustainable travel and excellent digital connectivity)

How important is this theme for Newport in the next 5 years?

Bus Wi-Fi & Public SNAP Surveys

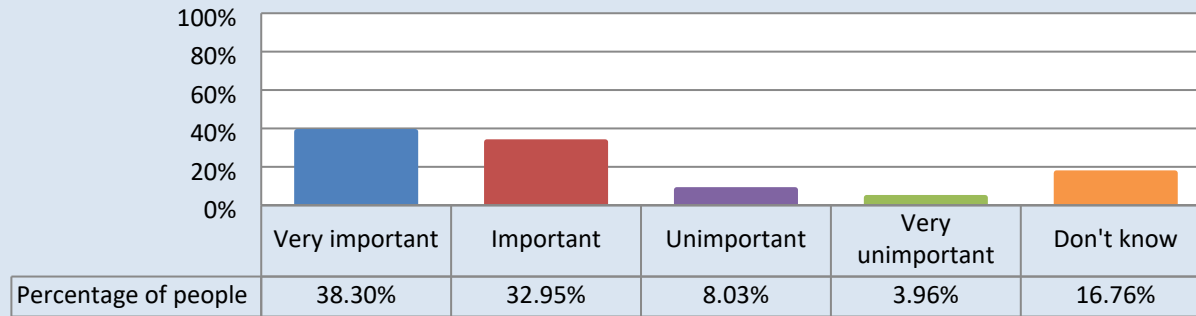


Well-being Objective 3- Quality Social Care and Community Services (Newport offers quality social care, preventative services and community support for the benefit of all citizens)

Theme 3: Quality Social Care and Community Services (Newport offers quality social care, preventative services and community support for the benefit of all citizens)

How important is this theme for Newport in the next 5 years?

Bus Wi-Fi & Public SNAP Survey

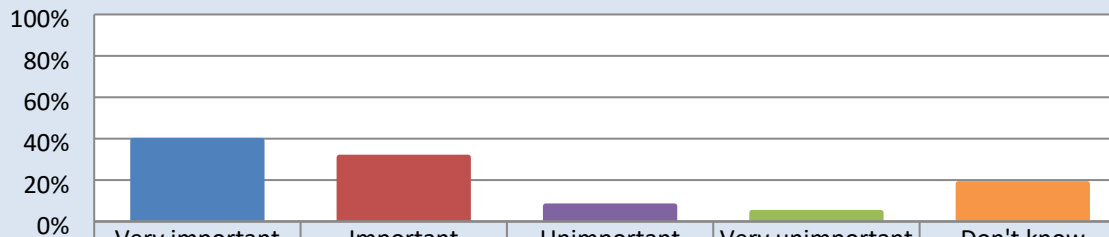


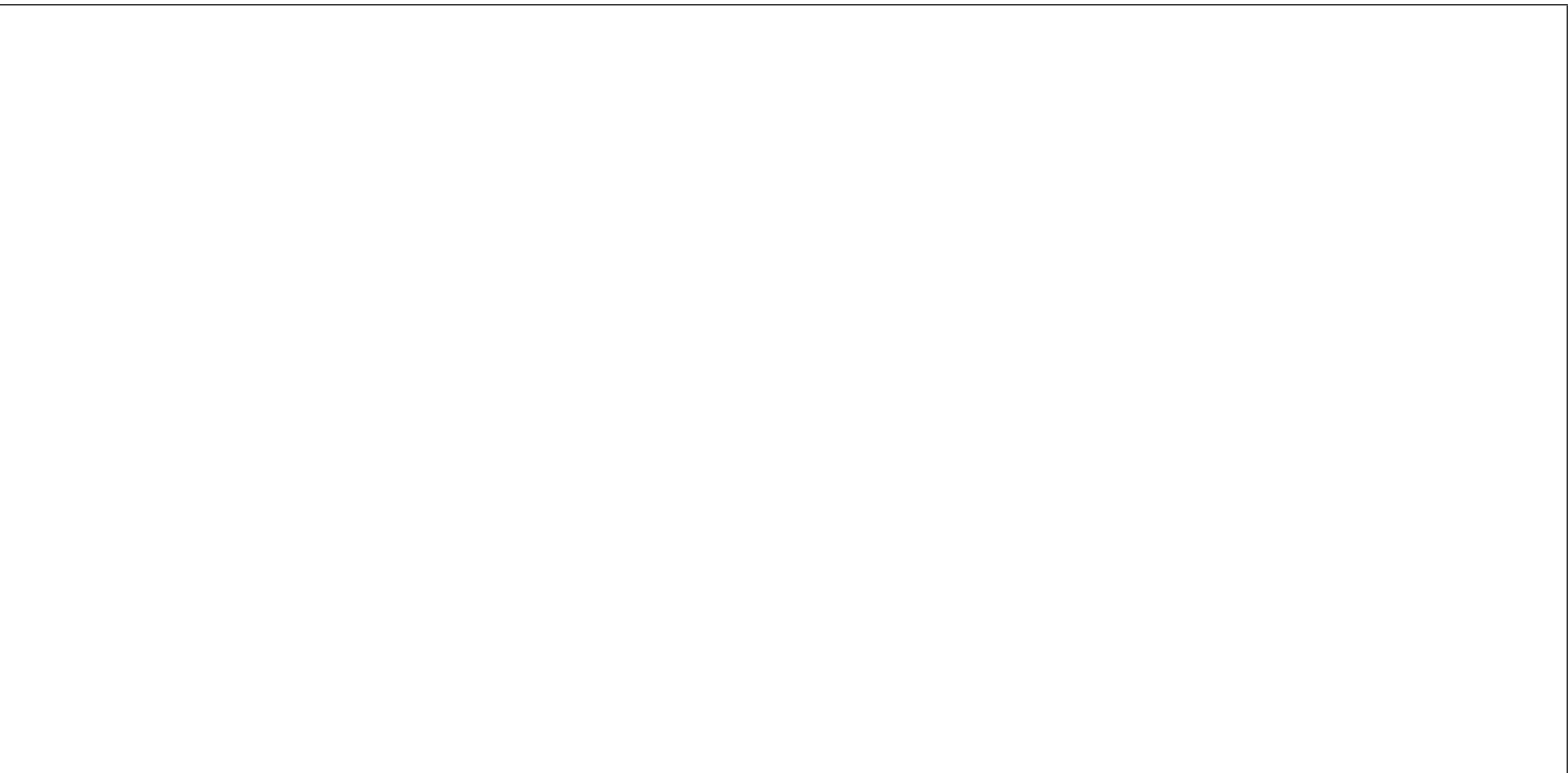
Well-being Objective 4- An inclusive, Fair and Sustainable Council (Newport City Council is an inclusive employer that places social value, fairness and sustainability at the heart of everything it does)

Theme 4: An Inclusive, Fair and Sustainable Council (Newport City Council is an inclusive employer that places social value, fairness and sustainability at the heart of everything it does)

How important is this theme for Newport in the next 5 years?

Bus Wi-





Part 3: Assessment

This section requires you to assess the potential impact of your decision on a range of groups who may experience specific disadvantages. Your assessment should be supported by evidence – either from your own engagement/consultation, similar or previous engagement, what you already know about the people who access your service, or from local and national sources of information.

Useful documents which set out information about how communities are impacted by inequalities include [EHRC – Is Wales Fairer?](#) and the council's [COVID-19 Community Impact Assessment](#). Your decision may have both positive and negative impacts – if this is the case, please place a cross in both boxes.

1. Impact on people that share Protected Characteristics

[Protected Characteristics](#) are defined under the Equality Act 2010, and describe groups of people who are protected from discrimination, either in the workplace, or through the provision of goods and services. The council must consider how decisions may impact on people differently because of a protected characteristic, and how any negative impact could be reduced. National guidance on assessing equality impacts and the Public Sector Equality Duty can be found [here](#). You can also access further advice and examples of positive and negative impacts [here](#).

Protected characteristic	Impact:			<p>Provide further details about the nature of the impact in the sections below, considering the Public Sector Equality Duty that the council has to:</p> <ol style="list-style-type: none"> Promote equal opportunity across different groups Promote community cohesion Help eliminate unlawful discrimination/ harassment/ victimisation
	Positive	Negative	Neither	
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Corporate Plan supports the development and delivery of services that will impact citizens across the age ranges in Newport. The Well-being Objectives set out in the Plan aims to ensure people across all ages have fair and equitable access to services delivered by the Council and its strategic partners.</p> <p>In the delivery of the Corporate Plan service areas and decision makers of the Council will consider the impact of their decisions on the demographic of the population and service users. These decisions will be informed by their own FEIA prior to the final decision.</p> <p>The Plan itself will be made available electronically and in hard copy (if required) to inform citizens what the Council's priorities will be. The Council will use modern and traditional forms of communication with citizens</p>

Protected characteristic	Impact:			<p>Provide further details about the nature of the impact in the sections below, considering the Public Sector Equality Duty that the council has to:</p> <ol style="list-style-type: none"> 1. Promote equal opportunity across different groups 2. Promote community cohesion 3. Help eliminate unlawful discrimination/ harassment/ victimisation
	Positive	Negative	Neither	
				and service users to ensure that they are informed of the Council's Corporate Plan. For example, NCC website, social media, newsletters and other communications.
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Corporate Plan supports the development and delivery of services that will seek to have a positive impact on disabled citizens in Newport. The Well-being objectives outline the Council's long term commitment to support Newport's most vulnerable and disadvantaged citizens including its disabled citizens. To deliver each of the priorities, service areas will need to consider the impact on the City's demographic population. Any projects, policy development and service changes will need to consider its impact on its own merit and must be informed by their own FEIA prior to the final decision</p> <p>The Corporate Plan itself will be made available online and can also be made available in other forms of media as required. The Council will also consider providing an easy read version for people to use. However, we will need to consider the impact of those who have sight and hearing difficulties and ensure any promotional material considers these options.</p>
Gender Reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Well-being Objectives are focused on providing equal opportunities to all citizens in Newport. The other strategies and plans supporting the Corporate Plan will have also considered the views of the LGBTQ+ community in its development. In the delivery of specific projects and strategic/operational decisions of the Plan, each will be informed by their own FEIA which LGBTQ+ community will have the opportunity to be involved.</p> <p>In the Corporate Plan itself, we will use non-binary language and not use any gender identity terms.</p>
Marriage or civil partnership	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	In developing the Corporate Plan, we have considered the views of the city's communities. The other strategies and plans that the Corporate Plan has considered will have also considered their views.

Protected characteristic	Impact:			<p>Provide further details about the nature of the impact in the sections below, considering the Public Sector Equality Duty that the council has to:</p> <ol style="list-style-type: none"> Promote equal opportunity across different groups Promote community cohesion Help eliminate unlawful discrimination/ harassment/ victimisation
	Positive	Negative	Neither	
Pregnancy or maternity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	In developing the Corporate Plan, we have considered the views of the city's communities. The other strategies and plans that the Corporate Plan has considered will have also considered their views.
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>In the development of the Corporate Plan, we have considered the views of the Black, Asian and other minority ethnic backgrounds. The Corporate Plan also considers the strategic priorities of national, regional and local strategies which will have also considered the communities views prior to approval.</p> <p>In the promotion and delivery of the Plan, we will engage with Black, Asian, and other Minority ethnic community members, Gypsy and Traveller communities, and refugees, asylum seekers and migrants in the population.</p>
Religion or Belief or non-belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>In the development of the Corporate Plan, we have considered the views of the diverse religious groups and beliefs in the city. The Corporate Plan also considers the strategic priorities of national, regional and local strategies which will have also considered their views prior to approval.</p> <p>In the promotion and delivery of the Plan, we will engage with religious groups and those holding diverse beliefs in the population.</p>
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>In the development of the Corporate Plan, we have considered the views of male, female as well non-binary citizens in the city. The Corporate Plan also considers the strategic priorities of national, regional and local strategies which will have also considered their views prior to approval.</p> <p>In the promotion and delivery of the Plan, we will ensure that communications are not gender specific.</p>
Sexual Orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In developing the Corporate Plan, we have considered the views of the city's LGBTQ+ communities and the Council's own LGBTQ+ community. The Well-being Objectives are focused on providing equal opportunities

Protected characteristic	Impact:			<p>Provide further details about the nature of the impact in the sections below, considering the Public Sector Equality Duty that the council has to:</p> <ol style="list-style-type: none"> Promote equal opportunity across different groups Promote community cohesion Help eliminate unlawful discrimination/ harassment/ victimisation
	Positive	Negative	Neither	
				<p>to all citizens in Newport. The other strategies and plans that the Corporate Plan has considered will have also considered the views of the LGBTQ+ community in its development. In the delivery of specific projects and strategic/operational decisions of the Plan, each will be informed by their own FEIA which LGBTQ+ community will have the opportunity to be involved.</p> <p>In the Corporate Plan itself, we will use nonbinary language and not use any gender identity terms.</p>

2. Impact on Welsh Language

The Welsh Language (Wales) Measure specifies that for all policy decisions, the council must consider the effects (both positive and negative) on the Welsh language. For further guidance on Welsh language considerations see [here](#).

	Impact:			
	Positive	Negative	Neither	
Welsh Language	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Corporate Plan will align with the Council's Welsh Language Strategy and the Welsh in Education Strategic Plan. The Plan will consider the consultations that have already been undertaken in 2021/22 to support the development of the Corporate Plan.</p> <p>In the communication and promotion of the Corporate Plan, the key documents and promotional material will be available in Welsh and English.</p>



- 1. Please describe how you have ensured your engagement has considered the view of Welsh speakers in Newport and the impact of your decision on the Welsh language.**


The consultations undertaken as part of the Welsh Language Strategy and Welsh in Education Strategic Plan considered the views of Welsh Speakers. The strategic priorities of both strategic plans will be aligned in the Corporate Plan.



Individual decisions on Welsh Language matters will be taken on a case by case basis using the FEIA.

3. The Sustainable Development Principle

The Well-being of Future Generations Act puts in place a sustainable development principle which helps organisations consider the impact they could have on people living in Wales in the future, and ensure they are focused on tackling long-term challenges. Below, consider how your decision promotes, advances, or contradicts the [5 ways of working](#) which underpin the sustainable development principle. You can access further guidance on considering the sustainable development principle [here](#).

<p>Long term</p> 	<p><i>The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.</i></p>	<p>The last five years have demonstrated how quickly the world is changing and the need to respond to the short term needs of our communities and meet the longer term challenges in Newport, Wales and globally. It will be important to ensure the Council is in a position now and in future to deliver sustainable services to the residents and businesses of Newport.</p> <p>This Corporate Plan will look to deliver positive changes that will create a vibrant and resilient economy and creating places for communities to feel safe, enjoy and access the services they need. This also includes working towards breaking down the structural inequalities faced by disadvantaged and vulnerable groups in Newport through providing equitable access to services, education, training and jobs now and over the next 20 years.</p> <p>We are committed to becoming net carbon neutral by 2030 and to enhance the unique bio-diversity that our future generations can enjoy. It is important that we start making these changes over the next 5 years and enable Newport's communities and partners to reduce their carbon emissions and adapt to the impacts of climate change. This Plan will also take opportunities to start changing the way which we travel across Newport and the region ensuring people and businesses are able to connect and contribute towards a resilient and vibrant economy.</p> <p>It will be essential to address the short term impacts of the Covid pandemic, poverty and cost of living across our communities. This means ensuring people have access to early intervention and prevention services and ensuring that that they have control over their lives and can contribute towards their communities.</p>
<p>Prevention</p> 	<p><i>Putting resources into preventing problems occurring or getting worse</i></p>	<p>Each of the objectives have considered the actions that we will need to take now to prevent problems from taking place or getting worse across our communities and Council services in the long-term. The Corporate Plan provides many opportunities to tackle the increasing demand faced by our services and getting to the root causes of these pressures. The last 3 years has seen the impact which Covid, subsequent restrictions and cost of living</p>

		<p>increases have had on many communities in Newport. We are fully aware of the challenges faced by our economy, social care system, education and communities and have already taken steps to prevent the immediate impacts. This plan builds on the work delivered during this period and will be working collaboratively to provide prevent these areas from getting worse and improving the long term outcomes in health, socio-economic position and life expectancy in Newport.</p> <p>There is significant evidence that the changing climate is already having an impact on our communities, bio-diversity and environment in Newport. We will be working across all sectors to prevent further impacts on our ecosystem ensuring we find different ways to reduce our carbon emissions but also to enhance and protect our environment. This will not only provide opportunities for long term employment and economic benefits but will also contribute towards improving the health and well-being of citizens in Newport.</p> <p>Through involvement and collaboration with our partners, communities and businesses we will be designing and delivering early intervention and prevention services for people to take control of their lives and improve their outcomes but also as necessary for the Council to provide the additional help when they need it.</p>
<p>Integration</p>	 <p><i>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.</i></p>	<p>The development of the Corporate Plan has considered how each of the objectives and priorities will contribute towards Wales' Well-being Goals. The Plan outlines each Goal which they will be supporting over the next 5 years. As we progress with the delivery of the Corporate Plan we will be working with our local and regional partners to help support the achievement of ours and their vision and objectives. For example, Newport Council will be working with Cardiff Capital Region, Gwent Public Services Board, Regional Partnership Board and the individual organisations to ensure there is synergy in our aims for Newport and to ensure Newport maximises the opportunities offered through integrated approaches that will benefit Newport's communities.</p> <p>In the development of this Plan we have integrated the priorities of our strategic plans, service area priorities and the priorities of the Council's administration. As we deliver against our Well-being Objectives and priorities, the Corporate Plan will evolve, considering the ongoing external and internal changes of the organisation and the city. As an organisation we</p>

		<p>regularly review and challenge ourselves on our objectives, priorities and Plans to ensure they reflect the priorities of communities and the Council. This will also mean considering and integrating the Well-being Act's sustainable principles of 5 ways of working, Equality Impact Assessment including Socio-economic duty, and Marmot principles in the decisions we make.</p>
<p>Collaboration</p> 	<p><i>Working together to deliver objectives.</i></p>	<p>We recognise that we cannot achieve many of our objectives and priorities alone and that we will need to work collaboratively locally, regionally and nationally to make these changes a reality. Each objective will be overseen by the Council's Cabinet and Executive Board ensuring that we will collaborate together to provide best value and maximise the opportunities across the Council.</p> <p>This means using our existing networks such as the BID Newport, schools, Public Services Board, Cardiff Capital Region, Regional Partnership Board and Welsh Government as well as developing new networks and approaches across a variety of sectors and organisations. Many of the priorities, programmes and projects in the Plan are building on what the Council has set out in its strategies and plans as well as the priorities set at national and regional levels in Wales.</p> <p>As we progress in the delivery of this Plan we will be working across all sectors whether this is private, public sector, not for profit and voluntary groups to share ideas, find innovative and sustainable solutions to tackle the many issues faced by the Council, communities and businesses.</p>
<p>Involvement</p> 	<p><i>Involving those with an interest and seeking their view - ensuring that those people reflect the diversity of the area.</i></p>	<p>The achievement of our objectives, programmes and projects will be delivered with the service user and citizen at centre of decisions. This means involving those impacted throughout the process to help us shape the way services are delivered and the way our communities can contribute in creating exciting places to live, work and enjoy.</p> <p>The development and delivery of this Plan will use a variety of methods and opportunities for people to become involved in Council activities whether this is taking part in consultations, contributing towards the democratic process, or providing your feedback on the way we have delivered our services.</p> <p>It is important to Newport Council that we will ensure that views can be provided equitably and that the voices of everyone can be heard. Delivery of the Council's Strategic Equality Plan, and Participation Strategy are</p>

		<p>already enabling people from disadvantaged and protected characteristic groups to participate in the decisions that we make. Building on this positive approach, we will build on this work becoming an inclusive organisation which represents citizens of Newport. We have outlined in the Plan the Council's principles in involving and delivering the Well-being objectives.</p>
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4. Socio-economic Duty

The [Socio-economic Duty](#) is set out in the Equality Act 2010, and requires the council, when making strategic decisions, to pay due regard to the need to reduce the inequalities of outcome that result from socio-economic disadvantage. Inequalities of outcome are felt most acutely in areas such as health, education, work, living standards, justice and personal security, and participation.

A 'strategic decision' is defined by Welsh Government as a decision **which affects how the council fulfils its statutory purpose over a significant period of time and does not include routine 'day to day' decisions**. Strategic decisions include:

- Corporate plans
- Setting wellbeing, equality and other strategic objectives
- Changes to, or development of public services
- Strategic financial planning
- Strategic policy development

If you do not think your decision meets this definition, and you do not plan on carrying out a Socio-economic Duty Assessment in this section, please provide your rationale below. Any decision which is presented to a Cabinet Member, at Cabinet or Council will be viewed as a strategic decision.

If your decision does meet the definition, please consider the impact of your decision on the socio-economically disadvantaged groups, and areas of inequality that may arise from socio-economic disadvantage contained in the matrix below. The groups listed are not exhaustive and you should consider any additional groups relevant to your decision who may experience socio-economic disadvantage in the following ways:

- **Low Income/Income Poverty** - cannot afford to maintain regular payments such as bills, food, clothing, transport etc.
- **Low and/or no Wealth** - enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provisions for the future
- **Material Deprivation** - unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, hobbies etc.)
- **Area Deprivation** - where you live (rural areas), where you work (accessibility of public transport)
- Socio-economic Background – for example, parents' education, employment and income

Indicate a positive or negative impact, or both where they apply, and the severity of this impact by coding the sections of the grid based on the below. *If there is no/neutral impact, please leave blank.*

Negative Impact		Positive Impact	
N1	Negative impact – mild	P1	Positive impact – mild
N2	Negative impact – moderate	P2	Positive impact – moderate
N3	Negative impact – significant	P3	Positive impact – significant
N4	Potential for negative impact (but unsure)	P4	Potential for positive impact (but unsure)

Areas of inequality that may arise from socio-economic disadvantage – definitions							
Education: The capability to be knowledgeable, to understand and reason, and to have the skills and opportunity to participate in the labour market and in society							
Work: The capability to work in just and favourable conditions, to have the value of your work recognised, even if unpaid, to not be prevented from working and to be free from slavery, forced labour and other forms of exploitation							
Living Standards: The capability to enjoy a comfortable standard of living, in appropriate housing, with independence and security, and to be cared for and supported when necessary.							
Justice, Personal Security and Community Safety: The capability to avoid premature mortality, live in security, and knowing you will be protected and treated fairly by the law							
Health: The capability to be healthy, physically and mentally, being free in matters of sexual relationships and reproduction, and having autonomy over care and treatment and being cared for in the final stages of your life							
Participation: The capability to participate in decision making and in communities, access services, know your privacy will be respected, and express yourself							
Groups	Areas of inequality						
	Living Standards	Work	Health	Education	Justice and community safety	Participation	Physical Environment
Children living in poverty	P3	P3	P3	P3	P3	P3	P3
Low income households without dependent children	P3	P3	P3	P3	P3	P3	P3
Unemployed young people	P3	P3	P3	P3	P3	P3	P3
Long term unemployed	P3	P3	P3	P3	P3	P3	P3
Homeless households	P3	P3	P3	P3	P3	P3	P3
Refugees, migrants and asylum seekers	P3	P3	P3	P3	P3	P3	P3
Deprived neighbourhoods - WIMD rank in 10% most deprived LSOA	P3	P3	P3	P3	P3	P3	P3
People on Universal Credit / income related benefits	P3	P3	P3	P3	P3	P3	P3

Adults with no qualifications or low qualifications	P3	P3	P3	P3	P3	P3	P3
People living in low quality housing or in Houses of Multiple Occupation	P3	P3	P3	P3	P3	P3	P3

1. What evidence do you have about socioeconomic disadvantage and inequalities of outcome in relation to this decision?

In developing the Corporate Plan we considered the results of the Gwent Public Services Board Wellbeing Assessment, Regional Partnership Board Population Needs Assessment and Welsh Index of Multiple Deprivation. These assessments have identified key themes of socio-economic inequalities and deprivation in Newport. The Corporate Plan provides strategic direction for the Council's services to improve the socio-economic position of communities in Newport. The four Well-being objectives in the Corporate Plan are based addressing these key themes identified in the table above.

As the Council delivers the Corporate Plan, programmes, projects and strategic decisions will consider the socio-economic impacts on Newport's communities.

2. Please describe how you have ensured your engagement has considered the views of people living in Newport who are affected by socio-economic disadvantage.

Local Government Elections completed in May 2022.
 Consultations and engagement work completed in developing national, regional and local strategic plans.
 Covid-19 Community Impact Assessment.
 Gwent Public Services Board Well-being Assessment
 Corporate Plan consultation (see section 2 above)

3. Does this decision contribute to a cumulative impact?

The delivery of the Corporate Plan will consider cumulative impact on communities and those who share Protected Characteristics. The decisions made in the delivery of the Corporate Plan e.g. delivery of projects, budget decisions, strategic / policy changes will be made on a case by case basis where a separate FEIA will be considered by the Council. Throughout the delivery of the Corporate Plan we will regularly monitor and report progress against the Plan that will consider the cumulative impact on services delivered across Newport.

Part 3: Actions and Outcomes

Considering any negative impacts that you have identified, indicate below how you will reduce these, increase the potential for positive impacts, and how you will monitor those impacts. Further guidance on how to complete your action plan can be found [here](#).

IMPACT ON PEOPLE THAT SHARE PROTECTED CHARACTERISTICS			
Summary of impact	Action to reduce negative impact / opportunities to increase positive impacts	How this impact will be monitored	Owner
Corporate Plan not communicated to communities that have shared protected characteristics.	Communication Plan and liaison with Communications team to ensure Corporate Plan is available to communities.	Liaison meetings with Communication Team to ensure the Corporate Plan will be available across communities in Newport.	Communications Team
Corporate Plan is not written in non-binary language resulting in exclusion of communities.	Corporate Plan written in non-binary language that does not identify gender or sex.	Communication Team to sense check and review Corporate Plan prior to final publication.	Communications Team
Corporate Plan has not fully consulted on the views of shared protected characteristic groups.	Consider whether further engagement and consultation is undertaken on the strategic priorities of the Council's Corporate Plan before it is finalised and approved by Council.	Agreement from Executive Board to proceed with a public consultation on the Well-being Objective themes	Policy and Partnership team
IMPACT ON WELSH LANGUAGE			
Summary of impact	Action to reduce negative impact / opportunities to increase positive impacts	How this impact will be monitored	Owner
Corporate Plan is not written and communicated in Welsh.	Communication Team and Policy and Partnership team ensure a Welsh Language version is developed and published.		
SOCIO-ECONOMIC IMPACTS			
Summary of impact	Action to reduce negative impact / opportunities to increase positive impacts	How this impact will be monitored	Owner

SUSTAINABLE DEVELOPMENT PRINCIPLE			
Summary of impact	Action to reduce negative impact / opportunities to increase positive impacts	How this impact will be monitored	Owner

Once your FEIA is complete, please forward to nccequality@newport.gov.uk

Mae'r dudalen hon yn wag yn



DRAFT Corporate Plan 2022-27

An Ambitious, Fairer, Greener Newport for everyone

V1.4

Introduction

Newport is a vibrant, forward-thinking city that is steeped in a rich industrial and cultural heritage. Newport City Council plays a pivotal role delivering services to residents, businesses and visitors ensuring everyone can contribute towards making Newport a safe, sustainable and resilient place to work and live.

This plan builds upon the achievements and our responses to the challenges faced by Newport as we move forward from the Covid pandemic, responds to the cost-of-living crisis, and creates opportunities for Newport to become a fairer, greener and ambitious city for everyone.

In the last five years, Newport has continued to develop into a strong and resilient city seeing significant investments in advanced manufacturing, future technologies, and entrepreneurial businesses.

The restoration of historical assets like Market Arcade, Newport Market and IAC building are breathing new life into the city centre alongside plans for a new leisure and well-being centre and campus for Coleg Gwent.

Education and the aspirations of Newport's young people have seen the performance of our learners continue to improve despite the challenges faced during the pandemic. Over £100 million has been invested into the school infrastructure including the expansion of the Welsh medium offer in Newport. We have also been providing opportunities for adult learners to gain new skills through collaboration with organisations like the Department for Work and Pensions and with partners have supported residents to find pathways into work.

The city faces new challenges to adapt to the increasing effects of climate change and to create a sustainable environment for our own and future generations. The council's organisational Climate Change Plan builds on our successes with more energy efficient buildings, changing our fleet to electric vehicles, replacing sodium streetlights with LED, and improving our parks, green and open spaces. Newport continues to be one of the best performing cities in the UK for recycling waste and we will continue this work to enable more households and businesses to recycle and re-use items.

Enabling residents to move around the city effectively is a priority for the council as we work with partners to develop alternative transport networks to support the shift away from private car use. In the last 5 years, the Council has spent over £10 million on active travel projects including the installation of Devon Place bridge and the introduction of safe walking and cycle routes across the city.

Newport's community hubs and its flagship Ringland hub have been significant places for residents to access services and get the help they need to improve their lives. Before and after the pandemic, community hubs have supported the city's most vulnerable and have provided support for local groups and charities with food poverty support and other initiatives such as participatory budgeting.

The council has also supported new major housing developments at Glan Llyn, Llanwern Village and Jubilee Park. Working collaboratively with housing associations, and health and wellbeing groups, we are addressing the issues of homelessness within the city helping people to access affordable housing and long-term support and solutions.

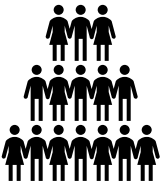











The council's adult and children social services have seen unprecedented demand for long-term care and support to allow people to live independent lives. Initiatives such as Baby and Me, MyST and Family Group Conferencing have protected vulnerable adults and children from abuse. We have also built brand new accommodation, such as Rose Cottage, to enable young people to live safely in the city.

Adult services have experienced exceptional challenges throughout Covid and with the backlog of health care patients, the challenges will undoubtedly continue. Working collaboratively locally and regionally, with Aneurin Bevan University Health Board and other care providers, we are ensuring people are directed to the right services and have the necessary support to live independently.

The city council's workforce continues to deliver services in challenging times and is committed to working with residents, businesses, and our partners to ensure the objectives, priorities and projects set out in this plan will transform the city and services to meet the demands of 21st Century Newport.

KEY FACTS ABOUT NEWPORT in 2022

NOTE – This section will include 8 to 10 key facts about Newport around its Demography, Economy, Society and Well-being)

	
<p>159,600 Residents (9.5% Growth) / Census 2022</p>	<p>14,711 (13%) Black Asian Minority Ethnic residents (Census 2011)</p>
	 NEWPORT <small>CITY COUNCIL</small> <small>CYNGOR DINAS</small> CASNEWYDD
<p>57 schools in Newport</p>	<p>5,973 staff in Newport City Council (March 22)</p>
	
<p>59.1k tonnes CO2 NCC Carbon Emissions 2020/21</p>	<p>23 areas (LSOA) living in 10% Most Deprived areas in Newport (WIMD 2019) *</p>
	
<p>77.4% of residents economically active</p>	<p>11,311 referrals in children’s services 21/22</p>
	
<p>5,681 adult services referrals 21/22</p>	<p>20 Community Centres and Hubs</p>
	
<p>955 council buildings including schools</p>	<p>67.1% Newport waste which is recycled, re-used or composted</p>

*WIMD – Welsh Index of Multiple Deprivation / LSOA – Lower Layer Super Output Area

Further information about our communities can be found on the Gwent Public Services Website [Well being assessments](#)

NCC MISSION STATEMENT

Continuing what we have achieved in the last five years and learning from our response to the Covid pandemic over the last two years, there is now an opportunity for communities, residents, partners and businesses to support Newport City Council working to deliver *an Ambitious, Fairer, Greener Newport for everyone*.

To achieve this goal, we have four well-being objectives that will prioritise our focus over the next five years and will support our longer-term vision for Newport over the next 20 years:

1. **Economy, Education and Skills** - Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.
2. **Environment and Infrastructure** – Newport is a city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.
3. **Quality Social Care and Community Services** - Newport is a supportive city where communities and care are at the heart of what we do.
4. **An Inclusive, Fair and Sustainable Council** - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

Wales's National Well-being Goals



The delivery of our well-being Objectives supports Wales' Well-being of Future Generations Act (the Well-being Act) which requires all public bodies in Wales to think about the long-term impact of our decisions and to work with our communities, people, and each other to prevent persistent problems such as poverty, health inequalities and climate change.




The Well-being Act has put in place seven well-being goals that all public bodies, including Newport City Council must work towards in this Corporate Plan:



A prosperous Wales	A Wales of cohesive communities
A resilient Wales	A Wales vibrant culture and thriving Welsh Language
A healthier Wales	A globally responsible Wales
A more equal Wales	

In developing our objectives we considered these to have the widest impact and generate the best opportunities for Newport to become an exciting place to live. Each objective in this Plan will outline why this is a priority for Newport City Council and the strategic priorities that will contribute towards the achievement of the objective. Below we have outlined how our vision and objectives will contribute towards Wales' Well-being Goals:

 <p>Long Term</p>	<p>The last five years have demonstrated how quickly the world is changing and the need to respond to the short term needs of our communities and meet the longer term challenges in Newport, Wales and globally. It will be important to ensure the Council is in a position now and in future to deliver sustainable services to the residents and businesses of Newport.</p> <p>This Corporate Plan will look to deliver positive changes that will create a vibrant and resilient economy and creating places for communities to feel safe, enjoy and access the services they need. This also includes working towards breaking down the structural inequalities faced by disadvantaged and vulnerable groups in Newport through providing equitable access to services, education, training and jobs now and over the next 20 years.</p> <p>We are committed to becoming net carbon neutral by 2030 and to enhance the unique bio-diversity that our future generations can enjoy. It is important that we start making these changes over the next 5 years and enable Newport's communities and partners to reduce their carbon emissions and adapt to the impacts of climate change. This Plan will also take opportunities to start changing the way which we travel across Newport and the region ensuring people and businesses are able to connect and contribute towards a resilient and vibrant economy.</p> <p>It will be essential to address the short term impacts of the Covid pandemic, poverty and cost of living across our communities. This means ensuring people have access to early intervention and prevention services and ensuring that that they have control over their lives and can contribute towards their communities.</p>
 <p>Collaboration</p>	<p>We recognise that we cannot achieve many of our objectives and priorities alone and that we will need to work collaboratively locally, regionally and nationally to make these changes a reality. Each objective will be overseen by the Council's Cabinet and Executive Board ensuring that we will collaborate together to provide best value and maximise the opportunities across the Council.</p> <p>This means using our existing relationships with the BID Newport, schools, Public Services Board, Cardiff Capital Region, Regional Partnership Board and Welsh Government as well as developing new networks and</p>

	<p>approaches across a variety of sectors and organisations. Many of the priorities, programmes and projects in the Plan are building on what the Council has set out in its strategies and plans as well as the priorities set at national and regional levels in Wales.</p> <p>As we progress in the delivery of this Plan we will be working across all sectors whether this is private, public sector, not for profit and voluntary groups to share ideas, find innovative and sustainable solutions to tackle the many issues faced by the Council, communities and businesses.</p>
 <p>Involvement</p>	<p>The achievement of our objectives, programmes and projects will be delivered with the service user and citizen at the centre of decisions. This means involving those impacted throughout the process to help us shape the way services are delivered and the way our communities can contribute creating exciting places to live, work and enjoy.</p> <p>The development and delivery of this Plan will use a variety of methods and opportunities for people to become involved in Council activities whether this is taking part in consultations, contributing towards the democratic process, or providing your feedback on the way we have delivered our services.</p> <p>It is important to Newport Council that we will ensure that views can be provided equitably and that the voices of everyone can be heard. Delivery of the Council's Strategic Equality Plan, and Participation Strategy are already enabling people from disadvantaged and protected characteristic groups to participate in the decisions that we make. Building on this positive approach, we will build on this work becoming an inclusive organisation which represents citizens of Newport. We have outlined in the Plan the Council's principles in involving and delivering the Well-being objectives.</p>
 <p>Integration</p>	<p>The development of the Corporate Plan has considered how each of the objectives and priorities will contribute towards Wales' Well-being Goals. The Plan outlines each Goal which they will be supporting over the next 5 years. As we progress with the delivery of the Corporate Plan we will be working with our local and regional partners to help support the achievement of ours and their vision and objectives. For example, Newport Council will be working with Cardiff Capital Region, Gwent Public Services Board, Regional Partnership Board and the individual organisations to ensure there is synergy in our aims for Newport and to ensure Newport maximises the opportunities offered through integrated approaches that will benefit Newport's communities.</p> <p>In the development of this Plan we have integrated the priorities of our strategic plans, service area priorities and the priorities of the Council's administration. As we deliver against our Well-being Objectives and priorities, the Corporate Plan will evolve, considering the ongoing external and internal changes of the organisation and the city. As an organisation we regularly review and challenge ourselves on our objectives, priorities and Plans to ensure they reflect the priorities of communities and the Council.</p> <p>This will also mean considering and integrating the Well-being Act's sustainable principle and of 5 ways of working, Equality Impact Assessment including Socio-economic duty, and Marmot principles in the decisions we make.</p>
 <p>Prevention</p>	<p>Each of the objectives have considered the actions that we will need to take now to prevent problems from taking place or getting worse across our communities and Council services in the long-term. The Corporate Plan provides many opportunities to tackle the increasing demand faced by our services and getting to the root causes of these pressures. The last 3 years has seen the impact which Covid, subsequent restrictions and cost of living have had on many communities in Newport. We are fully aware of the challenges faced by our economy, social care system, education and communities and have already taken steps to prevent the immediate impacts. This plan builds on the work delivered during this period and will be working collaboratively to provide prevent these areas from getting worse and improving the long term outcomes in health, socio-economic position and life expectancy in Newport.</p> <p>There is significant evidence that the changing climate is already having an impact on our communities, biodiversity and environment in Newport. We will be working across all sectors to prevent further impacts on our ecosystem ensuring we find different ways to reduce our carbon emissions but also to enhance and protect our environment. This will not only provide opportunities for long term employment and economic benefits but will also contribute towards improving the health and well-being of citizens in Newport.</p> <p>Through involvement and collaboration with our partners, communities and businesses we will be designing and delivering early intervention and prevention services for people to take control of their lives and improve their outcomes but also as necessary for the Council to provide the additional help when they need it.</p>

Well-being Objective 1 – Economy, Education and Skills

Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.

Wales' Well-being Goals Supported



**A prosperous
Wales**



**A more equal
Wales**



**A Wales of
cohesive
communities**



**A Wales of vibrant
culture & thriving
Welsh Language**



**A globally
responsible Wales**

Why did we choose this objective?

For the last two years Newport City Council has been supporting the recovery of the city's economy following the Covid pandemic and responding to wider global impacts on businesses. Newport is on the cusp of repositioning itself as an economic powerhouse in south east Wales. Over the next 20 years, we will support initiatives to attract major investment into the city, kickstart and nurture homegrown entrepreneurs, celebrate our heritage and culture, and revitalise the city centre.

As the fastest growing city in Wales, the council will ensure Newport's growth remains sustainable for its communities. Working collaboratively with residents and developers we will ensure Newport's city centre and wider communities are inclusive places for families, visitors, and businesses to access the services they need, build connections with each other, and participate in shaping the environment around them.

To support our economic growth, we must also provide opportunities for all our citizens to develop the skills and routes into employment that tackle inequality whilst also providing our businesses with a skilled and effective workforce. Over the next five years, Newport will develop an education system that maximises the potential of our young learners providing the life skills they need to enter the labour market and support their communities. We will also continue to support people to re-enter the job market and access long-term employment through training, skills development, and confidence building.

How we will achieve this...

1	Newport will have a robust economic strategy and replacement Local Development Plan to support sustainable economic growth and strong placemaking across Newport's communities.
2	Lead and collaborate to attract major investment into the city and support our local entrepreneurs to thrive and bring prosperity to Newport's communities.
3	Re-vitalise its city centre and wider communities to benefit families, businesses, and visitors.
4	Become a destination that celebrates cultural diversity, heritage and delivers elite sporting events.
5	Develop education facilities that support future generations to achieve their potential and positively contribute to their communities.
6	Work towards eliminating education inequality faced by young learners that are from disadvantaged, Black, Asian, and Minority Ethnic backgrounds, low-income households, and/or have additional learning needs.
7	Increase the number of Welsh speakers in Newport by improving access to Welsh education, supporting businesses, and promoting the Welsh language.
8	Become a living wage city helping people out of poverty and provide opportunities to retrain, learn new skills and find long-term work.

Well-being Objective 2 – Newport’s Environment and Infrastructure

Newport is a city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.

Supports:



**A Prosperous
Wales**



**A Resilient
Wales**



**A more Equal
Wales**



**A Wales of
Cohesive
Communities**



**A Healthier
Wales**



**A Globally
Responsible
Wales**

Why did we choose this objective?

Climate change is the defining issue of our generation, and we must act now to protect our planet, our city, and our communities. It is also important for the council, our partners, and our communities to do everything we can to protect and enhance the environment and biodiversity around us such as our parks, open spaces, woodlands, and our urban areas across the city.

There is a requirement for the council to become net zero carbon neutral by 2030 and for the city to be net zero carbon neutral by 2050. This objective will focus on how we will deliver our Organisational Climate Change Plan and our Local Area Energy Plan. We will be working towards these aims and ensuring placemaking is integrated in new and existing buildings, homes, and services for the long term. Over the next five years, alongside the Organisational Climate Change Plan, we will continue our commitment to meet Welsh Government’s target of zero waste by 2050. This will mean providing more support and opportunities for households and businesses to recycle and use more sustainable products.

The infrastructure and transport system of the city is vital to enable people and our communities to connect with each other and more widely across Wales, UK and globally. Having accessible transport and infrastructure to travel easily, into and out of the city, is vital for the economy, well-being, and health of our communities. We also need to move away from the reliance on cars and provide alternatives for people to use. Infrastructure is not just about how we travel, but about our digital networks and how we connect with businesses, families, and public services. It is important for our communities to have easily accessible digital services and support. This also includes ensuring our most vulnerable and low-income households have access to digital technology to engage and support each other.

How we will achieve this

1	Become a net zero carbon council and city through the delivery of the Council’s Organisational Climate Change Plan and Local Area Energy Plan.
2	Collaborate and involve developers, communities, and businesses to create buildings for working and living in that are sustainable, affordable and enhance the environment.
3	Continue our progress as a world-leader for recycling contributing towards Wales’s net zero waste goal.
4	To protect and enhance the biodiversity and environment of Newport’s urban and rural communities, improving well-being and health.
5	Transform Newport’s highways and transport system to improve air quality and safety. Promote active travel across the city and south east Wales region.
6	Collaborate and support investment into a digital infrastructure which will provide equitable access for residents and businesses across Newport.
7	Support and champion reputable businesses that comply with environmental and regulatory requirements and take action against organisations that do not.

Well-being Objective 3 – Quality Social Care and Community Services

Newport is a supportive city where communities and care are at the heart of what we do.

Wales' Well-being Goals Supported:



**A Healthier
Wales**



**A Wales of
Cohesive
Communities**



**A Wales of
thriving Culture &
Thriving Welsh
Language**



**A more Equal
Wales**

Why did we choose this objective?

Newport has diverse and rich cultural communities which come together, support each other to enhance the areas they live in, and safeguard our most vulnerable citizens. Over the next five years we are aiming to have a more co-operative approach with service users, families, carers, health, landlords, community, and social care sectors to work together to tackle inequality. This will ensure communities remain safe places and contribute towards making Newport a great place to live, work and enjoy.

We will also seek to have a sustainable social care sector, one that is able to ensure people including carers can get early intervention and access to the services they need. We also want to ensure people can be supported to live independent lives that are appropriate to their needs. This means supporting more providers that are focused on the well-being of their residents, service users, carers, and staff, not on profit.

How we will achieve this

1	Create sustainable adult, children's and prevention services through a co-production model with providers, service users, and carers to meet our statutory duties, future demands, and eliminate profit from children's social care.
2	Safeguarding our children, young people, vulnerable adults and families so that future generations can maximise their potential and have control over their lives.
3	We will support individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.
4	Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives
5	Reduce the number of people that are and/or at risk of becoming homeless through the provision of a holistic housing and preventative multi-agency support services.
6	Newport will be a City of Sanctuary which supports Asylum Seekers, refugees and our global community to settle and become part of our community.
7	Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime.

Well-being Objective 4 – An Inclusive, Fair and Sustainable Council

Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

Wales Well-being Goals Supported



**A more Equal
Wales**



**A Wales of
Cohesive
Communities**



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



**A Globally
Responsible Wales**

Why did we choose this objective?

The long-term well-being and sustainability of Newport City Council is essential if we are to deliver services to communities and businesses across Newport. The sustainability of the council is about ensuring that our finances provide value for money to the citizens of Newport and that we invest in opportunities that support socio-economic improvements. We must also ensure our assets (e.g. buildings, fleet and procurement) are suitable for future generations to use and support the council's commitment to be net zero carbon by 2030.

Residents will be at the centre of our aspirations to improve our service delivery. This means residents can access our services however they want, whether face to face or online. We also want communities and groups to be able improve the places where they live through volunteering, taking on and using council buildings or deciding how funding is awarded to projects across the city.

We also want Newport City Council to be an inclusive organisation which represents the people of Newport. The council must be an employer of choice that offers employees equitable opportunity to work and deliver high quality services for the people of Newport. The council must also be involved in decisions made at a regional and national levels to ensure we can maximise the opportunities for Newport and benefit from major investment.

How we will achieve this

1	Become an inclusive organisation that represents the citizens of Newport, providing equitable opportunity for people to succeed and places the citizen at the centre of decision making.
2	Transform our neighbourhood and community services to enable communities to make best use of land and property through community asset transfer.
3	Deliver our organisational Climate Change Plan to become a net zero organisation by 2030.
4	Provide fair access to the council's in-person and digital services, including digital skills training and support.
5	Promote and improve the way in which residents and businesses can interact with the council's democratic process and decision making.
6	Rationalise, protect, and enhance our buildings and assets enabling co-productive working environments with our strategic partners, public sector bodies and other organisations.
7	Generate opportunities to build wealth across Newport's communities through progressive procurement of goods and services and other initiatives such as participatory budgeting

Delivering the Corporate Plan

The delivery of the Corporate Plan cannot be achieved by Newport City Council alone. For each objective, strategic priority, and project, we will do our part alongside our strategic partners, other public bodies, charities, not for profit organisations and the private sector. But we will also need you, the people of Newport, communities, groups, and businesses to help us make these become a reality. We need you to tell us what is important to you and where we can do better make Newport a great place to live, work and enjoy.

Further information on how you can contribute can be found on '*How you can get involved*'.

Principles of Delivering the Corporate Plan

Over the next five years we will ensure that the decisions we make involve the people, communities and groups that use our services and live in our city. To achieve this, we have outlined four principles which are aligned to our statutory duties of fairness and equality such as the socio-economic duty, Well-being of Future Generations Sustainability principle and five ways of working, Marmot and Fairness Commission principles. Newport's four principles are:

Fair and Inclusive – We will work to create fairer opportunities, reduce inequalities in our communities, and encourage a sense of belonging.

Empowering – We will work with and support communities, groups and partners to thrive.

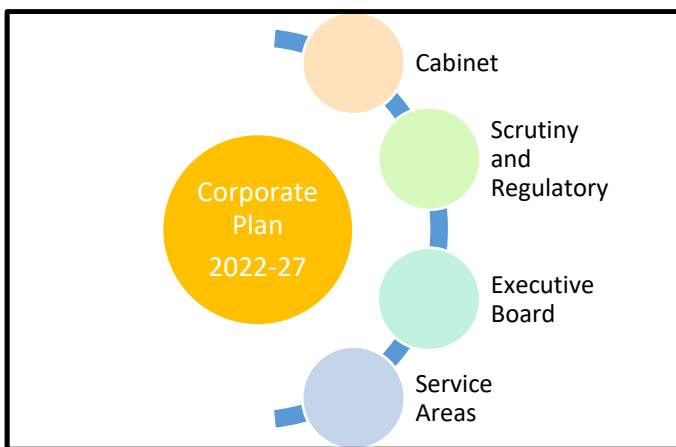
A listening council – The views of communities, service users and partners will shape the services we deliver and the places you live in.

Citizen Focussed – Everyone who works and represents Newport City Council will put the citizen first, focusing on our core organisational values.

Finance - Revenue and Capital

The Corporate Plan will be delivered alongside the Council's Medium Term Financial Plan (MTFP). The MTFP sets out how much funding the Council may have available to it and the needs of the services to be funded. Every year the Council's sets out its budget which it will spend on the day to day running costs of the Council, known as the **revenue account**; and also the spending on new facilities, major repairs and maintenance of Council owned assets such as buildings, roads, pavements which is known as the capital account. Further information on the Council's budget and financial performance can be found on our website [here](#).

Governance and Structure



The council's Cabinet will lead and have oversight over the delivery of the Corporate Plan including key organisational strategies, the Transformation Plan and Service Plans.

The council's scrutiny and regulatory committees will review and monitor the progress of delivery against the council's Corporate Plan, strategies, and statutory services.

The council's Executive Board, made up of the Chief Executive and Directors who oversee the strategic delivery of the council's Corporate Plan, Transformation Plan, and service area delivery.

Each service area is led by a Head of Service and are responsible for the operational delivery of their services and delivering the Corporate Plan and the Transformation Plan.

Monitoring and Reporting against the Corporate Plan

To ensure that we are progressing well against our objectives in the Corporate Plan, we will be undertaking regular monitoring and reporting which is reported through the Council's officer and democratic structure. Newport Council has a Planning, Performance and Risk Management Framework which can be found on our website [here](#). To ensure we are keeping on track with the Corporate Plan, there are several monitoring and reporting processes including:

Annual Corporate Well-being & Self-Assessment Report	Every year we will publish our Annual Corporate Well-being & Self-Assessment Report. This report provides an overview of the Council's progress against the Corporate Plan Objectives, our performance and the improvements that we are going to make in future years. The Report also self-assesses the effectiveness and robustness of our governance and performance arrangements to deliver the Corporate Plan, and statutory services.
Transformation Plan	The Transformation Plan and Reporting will oversee the delivery of our key programmes and projects set in the Corporate Plan that will change how we deliver our services and improve the communities of Newport.
Service Plans	Each service area of the Council will have a service plan which outlines how they will contribute and deliver the Corporate Plan, and improve the services they provide. Copies of the Service Plans 2022-24 can be accessed here . Each service area will provide six monthly (Mid-Year and End of Year) updates on the progress of their service plans to the Council's Cabinet and performance scrutiny committees.
Strategy and Statutory Monitoring and Reporting	The Council has several strategic plans and statutory requirements which it reports annually. Some of these include Strategic Equality Plan, Welsh Language Strategy, Climate Change Plan, Welsh Education Strategic Plan, Digital Strategy. The performance against these strategies and statutory requirements are reported to the Council's scrutiny, regulatory and cabinet meetings through our democratic process.
Staff Performance Management	The Council's staff undertake regular staff performance and wellbeing meetings in the form of Check-ins. Checking-in with our staff on their performance and health and wellbeing enables our staff to contribute effectively towards the achievement of this Plan and to ensure we provide the best possible services to our residents, businesses and visitors in Newport.

People Plan

Delivery of our 5-year Corporate Plan relies heavily on our workforce's ability to achieve the aspirations set within. Once our Corporate Plan is agreed the Council will create a new people plan that aligns and supports our Corporate Plan and contributes to how we will achieve the highest quality service delivery for the people of Newport.

Our people plan will support our aspiration to become an employer of choice by enhancing the relationship between the Council and its workforce. As well as underpinning and enabling our workforce to successfully deliver on the aspirations in our Corporate Plan, our people plan will drive inclusive employee engagement, productivity, and the Council's workforce potential to achieve for the next 5 years.

How you can get involved

There are many ways which you can get involved with what the Council is delivering and how you can contribute towards shaping the way which we deliver our services. The table below includes information and links:

Newport City Council Website: www.newport.gov.uk



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



Newport Consultations: www.newport.gov.uk/en/Council-Democracy/Consultations



Compliments, Comments and Complaints



Newport Citizens Panel - www.newport.gov.uk/en/About-Newport/Citizens-Panel



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



Facebook – www.facebook.com/NewportCityCouncil



Email: 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

Cabinet

Part 1

Date: 16 November 2022

Subject **Cost Sharing Agreement with Coleg Gwent**

Purpose To seek approval to enter into a cost sharing agreement with Coleg Gwent in relation to the demolition of the Newport Centre, and disposal of land in order to facilitate the development of a new college campus.

Author Head of Regeneration and Economic Development

Ward Stow Hill

Summary As part of the development of a new Leisure and Well-being centre on the opposite side of Usk Way, Cabinet have previously agreed in principle to release the Newport Centre site to Coleg Gwent in order for them to develop a new City Centre Campus. Negotiations are progressing and planning permission has been granted for the new leisure facility and the demolition and use of the Newport Centre site for educational purposes. The next step is to undertake demolition of the existing Newport Centre building and finalise the transfer of the site to Coleg Gwent. Coleg Gwent have agreed to share the costs associated with the demolition of the building and Cabinet approval is required to enter into this agreement.

Proposal

- 1) To agree to the proposed costs sharing arrangement in relation to all demolition costs, commit the capital funding provision required and authorise the relevant officers to enter into an agreement for lease with Coleg Gwent and proceed with the necessary demolition work on this basis.
- 2) To authorise officers to include such additional land within the disposal to Coleg Gwent as may be considered necessary or expedient for the purposes of the development and the surrounding public realm, and to make any such necessary stopping up orders as may be required to facilitate this.

Action by Head of Law and Standards/Head of Regeneration and Economic Development

Timetable Immediate

This report was prepared after consultation with:

- Leader of the Council and CM for Economic Growth and Strategic Investment
- Chief Executive
Strategic Director: Environment and Sustainability
- Head of Law and Standards
- Head of Finance
- Head of People and Policy and Transformation

Signed

Tudalen 211

Background

The city centre Masterplan adopted in January 2019 identifies key areas of the city as priority locations for regeneration, linked by commonalities of use and shared economic drivers. The Newport Centre site is located in the 'City Core' area and ongoing regeneration of Usk Way and the creation of a 'Newport Knowledge Quarter' is critical to the delivery of our economic growth ambitions and Corporate Plan commitments

Newport Knowledge Quarter

The redevelopment of a new leisure facility on land opposite the Newport Centre presented the council with the opportunity to release the existing site to relocate Coleg Gwent's Nash Campus into the city centre. The current Nash campus is in need of significant investment and the provision of a new Further Education campus in the city centre provides Coleg Gwent with an opportunity to provide a new, modern and fit for purpose facility in a more accessible location as well as enabling the Council to deliver upon the Council's vision of delivering a Newport Knowledge Quarter in the heart of the city centre.

Demolition and site preparation

As part of the Welsh Government conditions of funding for the new leisure and well-being centre, the Council is required to demolish the Newport Centre to facilitate the provision of the new city centre campus. The site, once cleared, has been valued at £870 000. In the original report it had been assumed that the land value and the cost of demolition would be the same and the Council were therefore not expecting any capital receipt, or additional expenditure. However, market instability and rapid inflation make this a risk. It is possible that demolition costs could be approximately £1.2m but will only be confirmed once the contract for demolition has been formally tendered (it should be noted that the total cost envelope is £1.413m, when taking into account fees already incurred by NCC and Coleg Gwent). This tendering exercise is expected to be completed by the end of December and it is important that both the Council and Coleg Gwent have formal approval for the cost sharing before contracts are let. In order for Coleg Gwent to progress their funding arrangements they also require the Council to enter into a pre-lease agreement for the site. The Coleg Gwent Board have already agreed in principle to the cost sharing and is expected to be ratified at their next Board meeting.

This report is requesting that any costs over the agreed £870,000 valuation are shared on a 50/50 basis between the Council and Coleg Gwent. The Council will need to fund the entirety of the demolition costs upfront. Coleg Gwent will seek to reimburse their share of costs above the land value price once the demolition works are complete, with the £870,000 land receipt paid once the lease is granted.

The report also seeks permission to authorise officers to include all required land within the disposal agreement to Coleg Gwent as may be considered necessary or expedient for the purposes of the development and for the benefit of the surrounding public realm, and to make such necessary stopping up orders as may be required to facilitate this.

Financial Summary

The table below provides an overview of the costs and funding position of the scheme. On the basis of demolition scheme costs totalling £1.413m, including fees totalling £213k already incurred by the Council and Coleg Gwent, it would require the Council to allocate £271.5k of capital funding towards a 50% share of costs over and above the site value. Coleg Gwent would contribute an equivalent amount, in addition to the contribution of the land value. Should final tender prices for the main demolition contract exceed £1.2m, the Council and Coleg Gwent would have to increase their contributions accordingly. In the Council's case, this would require another allocation from the capital headroom, subject to affordability and Cabinet approval.

However, there is a risk to the Council should Coleg Gwent be unsuccessful in gaining the funding required for the main scheme. In this scenario, the contribution of the £870k would not be forthcoming, meaning the Council would have to fund these costs also. Therefore, because of this risk, and the timing

difference between demolition taking place and land transferring, it will be necessary for the Council to commit £1,141.5k up front for the demolition costs. Coleg Gwent would still be required to contribute their 50% share above the land value and, therefore, this element is not at risk.

In terms of affordability, the Council currently has £2.354m available in capital headroom, which is predominantly comprised of non-earmarked capital receipt balances. This already takes account of a £250k sum earmarked for this scheme. Committing to this cost of £1,141.5k would reduce the available headroom to £1.463m. Should Coleg Gwent receive their funding, the Council would receive a capital receipt totalling £870,000 at a later date, which would partially replenish the capital headroom. Should the capital receipt not ultimately be received from Coleg Gwent, this will result in a permanent reduction in capital headroom.

It should also be noted that the Council is not opting to tax the sale of the land to Coleg Gwent.

	2022/23	2023/24	TOTAL	Notes
	£'000	£'000	£'000	including budgets heads affected
<u>Costs</u>				
Fees	213	0	213	Total fees incurred by NCC (£50k) and CG (£163k)
Demolition	600	600	1,200	Estimated demolition costs of £1.2m (pre-tender) and assuming demolition commences Q4 2022/23
<u>Financing</u>				
Coleg Gwent contribution	-163	-108.5	-271.5	Coleg Gwent's 50% contribution to the costs over and above the £870k land value.
NCC contribution	-650	-491.5	-1,141.5	Balance to be funded by NCC after allowing for Coleg Gwent's 50% contribution to costs over and above the £870k land value.
Net Costs	0	0	0	

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Demolition costs significantly exceed current estimate of £1.2m	M	L	An estimate of £1.2m for demolition costs is considered reasonable. The formal tender exercise will be completed in December 2022 with an expectation that demolition works will commence in Q4 of 2022/23	Head of Regeneration and Economic Development
Coleg Gwent do not agree to the cost sharing arrangement	H	L	Project meetings are held with principal members of the Coleg Gwent project team and NCC officers on a three-weekly basis. Agreement has been provided in principle with formal approval expected from their Board in December 2022.	Head of Regeneration and Economic Development
Coleg Gwent fail to complete the acquisition of the Newport Centre site.	M	L	The Head of Law and Standards is drafting an Agreement for Lease for the disposal of the site which will be conditional and will bind Coleg Gwent to completing the acquisition of the site once they have their funding in place Notwithstanding this, outline planning permission is in place for a variety of alternative uses and the site can be disposed of or redeveloped for alternative purposes.	Head of Law and Standards

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

The Knowledge Quarter project is at the heart of the Council's strategic policies and ambitions for the City Centre and its continuing sustainable economic regeneration. The project is also essential to delivery of the current Economic Growth Strategy, which aligns capital redevelopment, upskilling, training and business support as measures to increase the vitality and resilience of the City Centre as Newport's economic hub.

In addition, providing further benefit to existing traders in terms of much-needed footfall, the new campus will revolutionise the provision of post-16 education for the city and its regional hinterland. Pathways to higher education will be improved via proximity to the University of South Wales campus and the proposed National Technology Institute, improving the skills base of the city and access to higher paid jobs and employment opportunities.

By virtue of the relationship to the enhanced leisure provision that will replace the existing Newport Centre, and the delivery of greatly improved educational and wellbeing opportunities in immediate proximity to many of the most disadvantaged neighbourhoods in the city, the project can be seen to

deliver cross-cutting benefits that reflect each of Newport's Wellbeing Goals. The Knowledge Quarter will:

- Improve skills, educational outcomes and employment opportunities
- Promote economic growth and regeneration whilst protecting the environment
- Enable people to be healthy, independent and resilient
- Build cohesive and sustainable communities

The project will also by extension play a critical role across a breadth of national, regional and local strategies aimed at educational attainment, skills development, economic resilience, improved business opportunities and support, and environmental regeneration.

Options Available and considered

1. To proceed with the demolition of the Newport Centre, including making the relevant provision within the capital programme and delegated authority for any further disposal of land required to enable development of the Knowledge Quarter
2. To not proceed with the demolition of the Newport Centre, removing the requirement for any further provision within the capital programme.

Preferred Option and Why

1. To proceed with the demolition of the Newport Centre, including making a capital programme provision of £1,141.5k, and granting delegated authority for associated land disposal and enabling activity. The Knowledge Quarter is absolutely essential to the future success of the city centre and the ambition of a flourishing and resilient Newport.

Comments of Chief Financial Officer

This report outlines a required capital funding commitment for the Council totalling £1,141.5k. To date, £250,000 has been earmarked within the capital headroom for this purpose but not formally added to the programme. Therefore, a further £891.5k of capital funding is required in order to meet the upfront costs of demolition. There is a likelihood, but no absolute guarantee, that a capital receipt of £870,000 will be received from Coleg Gwent once, and if, the funding for their main scheme is approved. This would be added to the capital headroom at the point that it is received.

Committing this amount from the capital headroom will significantly reduce the residual headroom available for other capital schemes. It is known that there are other pressures emerging against the capital programme, both potential new projects and with existing projects already in the programme with only a finite amount of funding resource available, given no scope to increase the level of headroom available through borrowing. Ideally, given this context, a holistic view and decisions would ideally be recommended, but it is understood that there is a time imperative regarding this decision. Cabinet will need to appreciate therefore, that in making this commitment now, it will potentially impact the ability to support other emerging capital pressures.

The other risk, as referenced in the report, is the fact that the tender price for the main demolition contract is not yet known and, therefore, there is a risk that the actual cost will exceed the current estimate. Should that prove to be the case, once final tenders are received, it would be necessary to seek additional approval from Cabinet for a further allocation from the remaining capital headroom, subject to affordability.

Comments of Monitoring Officer

The proposed action is in accordance with the Council's legal powers under section 123 of the Local Government Act 1972 to enter into contracts for the disposal of land. Cabinet have previously agreed in February 2021 to the demolition of the Newport Centre site, the re-appropriation of the land from leisure use to regeneration purposes and the disposal of the site to Coleg Gwent by way of a 250 year development lease, to facilitate the construction of their new college. Officers were authorised by Cabinet to agree to the terms of the legal documentation and an agreement for lease has been agreed with Coleg Gwent, which sets out the net market value for the land and provides for risk and cost-sharing

in relation to the estimated demolition costs. Once the agreement for lease has been completed, it will commit Coleg Gwent to purchase the site from the Council on the agreed terms, subject to them securing MIM funding for the development. However, the demolition costs will need to be incurred by the Council in advance of Coleg Gwent's funding application being approved and, therefore, it has been agreed that the demolition costs should be shared equally, to the extent that the costs exceed the value of the land. Until the MIM funding is approved, and the lease is completed, then there is no guarantee that the development will proceed and that the Council will receive the full purchase price for the cleared site. Therefore, sufficient financial provision will need to be made to cover this contingency. However, the agreement for lease will still secure a contribution from Coleg Gwent towards the cost of the work and the Council will have the benefit of a cleared development site. Cabinet is now being asked to agree to these cost-sharing proposals and to authorise the officers to enter into an agreement for lease with Coleg Gwent on this basis. An agreement has also been reached, in principle, with Newport Live for the surrender of their existing lease of the Newport Centre and for them to vacate the building to enable the demolition work to proceed. It may be necessary to include additional land within the lease to Coleg Gwent to facilitate the development, whilst retaining sufficient public realm and access to the Kingsway Multi-story car park for emergency evacuation and maintenance purposes. Therefore, Cabinet are requested to authorise officers to agree the precise footprint of the site and to include such additional land within the lease as may be necessary or expedient. Depending on the extent of the footprint of the site and the retained access, then there may be a requirement to stop-up parts of the exiting highways, and Cabinet are asked to agree that any necessary Traffic Regulation orders can be made by officers under delegated powers.

Comments of Head of People, Policy and Transformation

The development meets the requirements of the Well-being of Future Generations Act and supports the Council's Well-being Objectives, it also aligns with areas of work within the One Newport Partnership's current Well-being Plan 2018-23: notably it supports the Newport Offer by directly contributing to the development of Newport as place to study, live and visit; it contributes to Right Skills work by providing high quality facilities where people can develop the skills they need to prosper and contribute to a thriving economy; and it promotes sustainable travel by locating the Coleg Gwent campus close to public transport and active travel routes.

There are no HR implications arising directly from this report. It is noted that an FEIA is not required directly for the proposal in this report since there is a detailed FEIA for the development of a new leisure and well-being centre, and the forthcoming college provision will be subject to the same considerations.

Local issues

Ward member comments will be verbally reported to Cabinet.

Scrutiny Committees

N/A

Equalities Impact Assessment and the Equalities Act 2010

The Equality Act 2010 contains a Public Sector Equality Duty which came into force on 06 April 2011. The Act identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership. The new single duty aims to integrate consideration of equality and good relations into the regular business of public authorities. Compliance with the duty is a legal obligation and is intended to result in better informed decision-making and policy development and services that are more effective for users.

There is no requirement for a detailed Fairness and Equality Impact Assessment as a direct result of this report. A detailed FEIA is already in place for the new Leisure provision, and the forthcoming college provision will be subject to the same consideration in terms of ensuring it is an accessible and welcoming facility that offers opportunity to the full breadth of Newport's diverse communities.

Wellbeing of Future Generations (Wales) Act 2015 Crime and Disorder Act 1998

The project accords well with the five ways of working as set forth in the Wellbeing of Future Generations Act:

Long Term – This offer contributes to a sustainable future for the city centre diversifying and increasing its offer. Diversification of the economy, and the provision of a range of services, are identified as a key factor driving the economic sustainability of town and city centres across the UK.

Prevention – The project will secure an enhanced provision of the current post-16 educational provision for the city and the region. Improved educational outcomes reduce the incidence and impact of relative disadvantage and deprivation, preventing poor outcomes across a range of domains including health and income.

Integrated – The City Centre Masterplan denotes the Knowledge Quarter as key economic anchor for the City Core area. This potential project will integrate positively with the existing city centre business demography, co-located services in the City Centre, sustainable public transport and wider regeneration proposals.

Involvement – The Council has engaged extensively with partner organisations and residents to involve them in the development of this transformational project. Further targeted consultation will be carried out as the form of the future college provision is developed.

Collaboration – Newport City Council have worked in partnership with a number of organisations to develop this investment in the future of the City Centre, particularly its partners in the academic sector, its independent leisure provider Newport Live, and the Welsh Government. .

The project is compliant with the well-being goals through improvements to economic, social and environmental aspects of both the immediate property and surrounding area as follows:

Goal 1 – A Prosperous Wales

By providing much needed academic investment, increasing skills and employment opportunities, as well as supporting existing City Centre businesses.

Goal 2 - A Resilient Wales

Through diversifying the existing City Centre economy, addressing the impact of the pandemic on the retail sector, and the provision of modern, energy efficient and accessible buildings and services.

Goal 3 - A Healthier Wales

By improving educational outcomes and prosperity and encouraging access to each facility by sustainable transport – either rail, bus or active travel.

Goal 5 - A Wales of Cohesive Communities

By ensuring the provision is open and accessible to all members of Newport and the region, and the full diversity of its communities and population.

Goal 6 - A Wales of Vibrant Culture and Thriving Welsh Language

The development will recognise and celebrate at all times the Welsh language.

Goal 7 - A Globally Responsible Wales

By securing investment for southeast Wales and the local supply chain and businesses. Applying sustainable regeneration principles based around this engagement of local suppliers will ensure that the objectives contribute fully to a globally responsible Wales.

Consultation

Wider consultation was undertaken in association with the original Cabinet report proposing a new measure and well-being centre and also in connection with the joint planning application submitted by the Council and Coleg Gwent.

Background Papers

none

Dated: 15 November 2022

Report

Cabinet

Part 1

Date: 16 November 2022

Subject Cabinet Work Programme

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

Author Governance Team Leader

Ward All Wards

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

The current work programme runs to May 2023, but it is a working document. It is important that the work programme is owned and prioritised by Cabinet Members directly, so each month the Cabinet Office Manager brings a report updating Cabinet on any changes, so that the revised programme can be formally approved.

The updated work programme is attached at Appendix 1.

Proposal To agree the updated work programme for 2022/23

Action by Governance Team Leader

Timetable Immediate

This report was prepared after consultation with:

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

Background

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

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

The current work programme runs to May 2023, but it is a working document. It is important that the work programme is owned and prioritised by Cabinet Members directly, so each month the Cabinet Office Manager brings a report updating Cabinet on any changes, so that the revised programme can be formally approved.

The updated work programme is attached at Appendix 1.

Financial Summary

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

Risks

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

Links to Council Policies and Priorities

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

Options Available and considered

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

Preferred Option and Why

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

Comments of Chief Financial Officer

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

Comments of Monitoring Officer

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

Staffing Implications: Comments of Head of People and Business Change

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

Comments of Cabinet Member

The Chair has approved the report for consideration by cabinet.

Local issues

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

Scrutiny Committees

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

Equalities Impact Assessment and the Equalities Act 2010

This does not apply to this procedural report.

Children and Families (Wales) Measure

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

Wellbeing of Future Generations (Wales) Act 2015

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

Crime and Disorder Act 1998

This does not apply to this procedural report

Consultation

As set out above

Background Papers

Dated: 9 November 2022

Mae'r dudalen hon yn wag yn

Cabinet

Work Programme: June 2022 to May 2023

Meeting	Agenda Items	Lead Officer
Cabinet 15/06/22	<ul style="list-style-type: none"> ▪ Corporate Risk Register Update (Q4) ▪ Local Area Energy Plan ▪ Information Station Project ▪ Levelling Up Fund ▪ 2021/22 Treasury Management Year End Report ▪ Covid Recovery ▪ NCC External Pressures - Cost of Living - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HPP&T ▪ HPP&T ▪ HR&ED ▪ HR&ED ▪ HoF ▪ CX/HPP&T ▪ CX/PP&T ▪ GTL
Cabinet 13/07/22	<ul style="list-style-type: none"> ▪ 2021/22 Revenue Budget Outturn ▪ 2021/22 Capital Outturn and Additions ▪ Responding to the New Normal Report ▪ Shared Prosperity Fund ▪ RDLP – Vision, Issues and Objectives ▪ Welsh Language Annual Report ▪ Welsh Government Consultation, One Network, One Timetable, One Ticket: Planning buses as a public service for Wales – NCC Response ▪ NCC External Pressures - Cost of Living - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HPP&T ▪ HPP&T ▪ HR&ED ▪ HPP&T ▪ HCS ▪ CX/HPP&T ▪ GTL
Council 13/07/22	<ul style="list-style-type: none"> ▪ Council Appointments ▪ 2021/22 Treasury Management Year End Report ▪ Welsh Language Annual Report ▪ PSPO: Dog Control 	<ul style="list-style-type: none"> ▪ DSM ▪ HoF ▪ HPP&T ▪ SD: ES
Cabinet 14/09/22 CANCELLED	Agenda items moved to October Cabinet.	
Council 27/09/22	<ul style="list-style-type: none"> ▪ Council Appointments 	<ul style="list-style-type: none"> ▪ DSM
Cabinet 12/10/22	<ul style="list-style-type: none"> ▪ Revenue Budget Monitor ▪ Capital Budget Monitor ▪ Corporate Risk Register Update (Quarter 1) ▪ Corporate Plan ▪ Strategic Equality Plan Annual Report ▪ Climate Change Plan Annual Report ▪ RPB Market Stability Report ▪ NCC External Pressures - Cost of Living 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HPP&T ▪ HPP&T ▪ HPP&T ▪ HPP&T ▪ HPP&T ▪ CD: SS ▪ CX/HPP&T

	<ul style="list-style-type: none"> ▪ One Newport Summary of Business ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HPP&T ▪ GTL
Cabinet 16/11/22	<ul style="list-style-type: none"> ▪ NCC External Pressures - Cost of Living ▪ Annual Compliments, Comments and Complaints ▪ Annual Safeguarding Report ▪ Corporate Plan Annual Report 2021/22 ▪ Corporate Plan Final Report 2022/27 ▪ Cost Sharing Agreement with Coleg Gwent ▪ Work Programme 	<ul style="list-style-type: none"> ▪ CX/HPP&T ▪ Customer Services Manager ▪ CD: SS ▪ HPP&T ▪ HPP&T ▪ HRED ▪ GTL
Council 22/11/22	<ul style="list-style-type: none"> ▪ Council Appointments ▪ Corporate Plan 2022/27 ▪ Strategic Equality Plan Annual Report ▪ Climate Change Plan Annual Report ▪ RPB Market Stability Report ▪ Democratic Services Annual Report ▪ Standards Committee Annual Report 	<ul style="list-style-type: none"> ▪ DSM ▪ HPP&T ▪ HPP&T ▪ SD: E&S/HE&PP ▪ SD: SS ▪ HL&S ▪ HL&S
Cabinet 14/12/22	<ul style="list-style-type: none"> ▪ Revenue Budget Monitor ▪ 2023/24 Revenue Draft Budget and MTFP: Final Proposals ▪ Capital Budget Monitor and Additions ▪ Treasury Management Report ▪ Corporate Risk Register Update (Quarter 2) ▪ AW Certificate of Compliance ▪ Service Plans ▪ Gwent Wellbeing Plan ▪ Regional Integration Fund Financial Plan ▪ Director of Social Services Annual Report ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HoF ▪ HoF ▪ HPP&T ▪ HPP&T ▪ HPP&T ▪ HPP&T ▪ HPP&T ▪ SD: SS ▪ SD: SS ▪ CX/HPP&T ▪ GTL
Cabinet 11/01/23	<ul style="list-style-type: none"> ▪ Welsh National TOMs for Social Value ▪ Mid-Year Performance Analysis 2021/22 ▪ Local Development Plan ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HPP&T ▪ HRED ▪ CX/HPP&T ▪ GTL
Council 24/01/23	<ul style="list-style-type: none"> ▪ Council Appointments ▪ 2022/23 Treasury Management 6 monthly report ▪ Council Tax Reduction Scheme ▪ Director of Social Services Annual Report ▪ Schedule of Meetings 2023/24 ▪ Mayoral Nomination 2023/24 	<ul style="list-style-type: none"> ▪ DSM ▪ HoF ▪ HCS ▪ SD: People ▪ GTL ▪ GTL
Cabinet 15/02/23	<ul style="list-style-type: none"> ▪ 2023/24 Capital Strategy and Treasury Management Strategy ▪ Revenue Budget Monitor ▪ Capital Budget Monitor ▪ 2023/24 Revenue Final Budget and MTFP: Final Proposals ▪ Verified Key Stage 4 and 5 Pupil Outcomes 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HoF ▪ HoF ▪ CEo

	<ul style="list-style-type: none"> ▪ Western Gateway ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HR&ED ▪ CX/HPP&T ▪ GTL
Cabinet 15/03/23	<ul style="list-style-type: none"> ▪ EAS Business Plan 2021/22 ▪ Corporate Risk Register Update (Quarter 3) ▪ Pay and Reward Statement 2023/24 ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ CE&O ▪ HPP&T ▪ HPP&T ▪ CX/HPP&T ▪ GTL
Council 28/02/23	<u>Budget:</u> <ul style="list-style-type: none"> ▪ Council Appointments ▪ 2023/24 Council Tax and Budget ▪ 2023/24 Capital Strategy and Treasury Management Strategy ▪ National Non-Domestic Rates: Discretionary Relief: High Street Relief Scheme 2023/24 ▪ Gwent Wellbeing Plan 	<ul style="list-style-type: none"> ▪ DSM ▪ HoF ▪ HoF ▪ HoF ▪ HPP&T
Cabinet 12/04/23	<ul style="list-style-type: none"> ▪ Annual Corporate Safeguarding Report ▪ NCC External Pressures - Cost of Living ▪ One Newport Summary Document (for information/ awareness) ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HC&YPS ▪ CX/HPP&T ▪ HPP&T ▪ GTL
Council 25/04/23	<ul style="list-style-type: none"> ▪ Council Appointments ▪ Pay and Reward Statement 	<ul style="list-style-type: none"> ▪ DSM ▪ HPP&T
Cabinet 10/05/23	<ul style="list-style-type: none"> ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ CX/HPP&T ▪ GTL
Council 16/05/23	<u>AGM:</u> <ul style="list-style-type: none"> ▪ Council Appointments 	<ul style="list-style-type: none"> ▪ DSM

Mae'r dudalen hon yn wag yn