

Agenda



Pwyllgor Rheoli Trosolwg a Chraffu

Date: Dydd Gwener, 23 Medi 2022

Time: 10.00 am

Venue: Hybrid meeting

To: Councillors P Hourahine (Cadeirydd), M Al-Nuaimi, M Evans, L James, C Baker-Westhead, P Bright, B Davies and G Horton

| Item | Wards Affected |
|------|--|
| 1 | <u>Ymddiheuriadau</u> |
| 2 | <u>Datganiadau o ddiddordeb</u> |
| 3 | <u>Cofnodion y Cyfarfod Diwethaf</u> (Tudalennau 3 - 10) |
| 4 | <u>Adroddiad Blynyddol Cynllun Cydraddoldeb Strategol 2021-22</u> (Tudalennau 11 - 48) |
| 5 | <u>Adroddiad Blynyddol Cynllun Newid Hinsawdd</u> (Tudalennau 49 - 80) |
| 6 | <u>Adroddiad Blynyddol Risg Gwybodaeth 2021-22</u> (Tudalennau 81 - 110) |
| 7 | <u>Casgliad Adroddiadau Pwyllgorau</u> Following the completion of the Committee reports, the Committee will be asked to formalise its conclusions, recommendations and comments on previous items for actioning. |
| 8 | <u>Adroddiad Cynghorydd Craffu</u> (Tudalennau 111 - 122) <ul style="list-style-type: none">a) Actions Arising (Appendix 1)b) Draft Forward Work Programme (Appendix 2) |

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Date of Issue: Dydd Gwener, 16 Medi 2022

Draft Minutes



Overview and Scrutiny Management Committee

Date: 29th July 2022

Time: 10am

Venue: Hybrid Meeting

Present: Councillors P Hourahine (Chair), M Al-Nuaimi, M Evans, L James, B Davies, G Horton.

Tracy Mckim (The Head of People, Policy & Transformation), Mark Bleazard (Digital Services Manager), Dominic Gibbons (Digital Projects Manager), Sam Ali (Digital Projects Manager), Tariq Slaoui (Information Manager).

Samantha Schanzer (Scrutiny Advisor), Taylor Strange (Governance Officer), Neil Barnett (Scrutiny Advisor), Anne Jenkins (Governance Team Leader).

1. Apologies for Absence

Councillors C Baker-Westhead and Bright

2. Declaration of Interests

None.

3. Minutes of the Previous Meeting: held 24th June 2022

A committee member asked that their status be marked as in attendance at the previous meeting.

The minutes of the previous meeting held **24th June 2022** were **accepted as true and accurate record.**

4. Annual Digital Report 21-22

Invitees:

Tracy McKim (Head of People, Policy and Transformation)

Mark Bleazard (Digital Services Manager)

Dominic Gibbons (Digital Projects Manager)

Sam Ali (Digital Projects Manager)

Tariq Slaoui (Information Manager)

The Head of People, Policy & Transformation (PPT) gave a brief introduction to the report.

The Digital Services Manager gave a summary of the topics included in the report.

The committee thanked the Digital Services Manager for the thoroughness of the report.

Questions and comments:

The committee asked where the data centre was located.

- The Digital Services Manager informed him the data centre was called Vantage in Newport.

The committee asked how secure the data centre was.

- The Digital Services Manager assured committee that the provider carried out all necessary security checks, digitally and physically.

The committee asked for clarification regarding the priority of climate change within the report and what methods were being employed to work in a way mindful of it.

- The Head of PPT informed committee that while the climate report was placed at the bottom of the report, it was a priority. The Head of PPT highlighted some actions being carried out in line with the climate change priority such as improving energy efficiency and ensuring that the shift to digitalise doesn't add to the issue. The Head of PPT noted that there would be a separate climate change report.
- The Digital Services Manager apologised for the wording used when speaking about the climate change priority.
- The Digital Services Manager informed committee of some methods used to reduce the climate change impacts such as the cooling requirements at a large data centre being less impactful than having multiple smaller centres.

The committee asked how has the council calculated carbon savings from virtual meetings.

- The Head of PPT informed committee that this was expanded upon more in the climate change report, but some measures included checking heating usage in buildings etc.

The committee asked how power was generated at the data centre.

- The Digital Services Manager informed committee that he did not have the specific information at that time but assured committee that Vantage had accreditations relating to this.

The committee noted that they were impressed with the work done and progress made by the Digital team and thanked them for it.

The committee was concerned about call wait times, and with the suggestion of self-service use as a replacement.

- The Digital Services Manager assured committee that the use of the self-service facility was there to improve service quality and not replace call assistance. The Digital Service Manager highlighted the importance of having the choice to use both self-service and call assistance depending on the immediacy of the issue. The Digital

Service Manager informed committee that SRS were looking to develop other tools such as self-service password reset to help with common issues without having to log any calls.

- The Head of People, Policy & Transformation assured committee that this could be raised to SRS.

The committee asked what checks were in place to secure against data loss.

- The Digital Services Manager informed committee that the responsibility to limit data loss remained with the council but assured the committee that standards were maintained to keep data safe by all parties. The Digital Service Manager informed committee that these processes were reviewed.

The committee asked if there was any data of those satisfied with the SRS service to contextualise the percentages given.

- The Digital Services Manager did not have the data to hand but noted the comment and assured committee that this could be added to future reports.

The committee asked whether there was a reason for the variation in customer satisfaction percentages month to month.

- The Digital Services Manager could not give a specific reason for the variance but assured committee that SRS did monitor this. The Digital Services Manager informed committee there are monthly delivery group meetings to discuss performance but SRS had not highlighted any specific issues and assured committee that more analysis could be done.

The committee asked what challenges there were regarding SRS call response times.

- The Digital Services Manager highlighted general challenges but felt that SRS were better able to give a response.
- The Head of PPT noted that calls resolved on the first point of contact led to longer call times.
- The committee asked if there was data for those calls resolved at first point of contact.
- The Digital Services Manager informed committee that only percentages were included but data could be added in future.

The committee asked how it was known that the average call response time was comparable to previous years when data was unavailable and why averages were not given for each system before combining.

- The Digital Services Manager informed committee that they could give averages for each system before combining. The Digital Services Manager clarified that he had attempted to explain that it had been a challenge in previous years but did not have the data to include.

The committee felt that a map detailing the WiFi available in the city centre would be beneficial for information.

The committee asked how RPA would affect residents and staff.

- The Head of PPT informed committee that RPA was implemented in areas where there was little or no resource rather than replace the existing resources. The Head of PPT hoped that the automation already put into play and future automation would free staff's time to focus on people-centred work.

The committee asked several questions in relation to a broader deployment of city Wi-Fi.

- The Digital Services Manager informed committee that WiFi was available across the city centre as well as in 50 buildings for public use. The Digital Services Manager clarified that it did not extend to the Friar's Walk area as there was existing provision there. The Digital Services Manager informed committee that there were discussions for the widening of the public WiFi range but was mindful of the cost associated. The Digital Services Manager highlighted that there had previously been a proposal to reduce public WiFi provision but that had been overturned.
- The committee expressed the importance of digital inclusion for the residents of Newport.

5. Digital Strategy Report 22-27

Invitees:

Tracy McKim (Head of People, Policy and Transformation)

Mark Bleazard (Digital Services Manager)

Dominic Gibbons (Digital Projects Manager)

Sam Ali (Digital Projects Manager)

Tariq Slaoui (Information Manager)

The Digital Services Manager presented the report and highlighted that the previous Digital Strategy had expired in 2020 but due to the pandemic, it was only able to be brought to committee now.

Questions and comments:

The committee noted that the previous report could have been included within this report.

The committee felt that the inclusion of timescales may be beneficial.

The committee expressed the importance of ease of use and accessibility for digital systems.

The committee commended the aims and objectives.

The committee asked how many people had been contacted when surveys had been conducted and their feedback.

- The Digital Services Manager informed committee that they had been aiming to strike a balance with the level of detail included for Scrutiny meetings. The Digital Service Manager noted that there had been good feedback from surveys in multiple formats, and approximated the responses were in the hundreds. The Digital Services Manager informed committee that a summary of these responses could be provided for information.

The committee asked how high as digital literacy.

- The Digital Services Manager informed committee that a question on digital literacy was included in the survey. The Digital Services Manager informed committee that levels have reduced but acknowledged that digital-alternative services were a priority. The Digital Services Manager highlighted the importance of training availability to improve digital skills for residents and staff.
- The Head of PPT agreed with committee about the importance of continuing face to face services for residents.

The committee asked whether there was data relating to those who use the Newport City Council application compared to the website?

- The Head of PPT informed committee that she did not have the information to hand but assured committee that the focus was on driving the most efficient way to use the service.

The committee asked whether work would be done to improve the user experience of the website.

- The Head of PPT stated that the project was in the planning stages with the goal of looking at how to improve efficiency of the website.

The committee asked how the council supported the ability to access the cost-of-living payment and whether work was being done to mitigate costs for residents to ensure digital inclusion.

- The Digital Services Manager highlighted the public Wi-Fi and the tablet loan scheme and assured committee that there was an ongoing review being conducted on how to improve.

The committee asked if the utilisation of hotspot areas could lead to a reduction in anti-social behaviour.

- The Head of PPT noted the aspiration to have Wi-Fi hubs but highlighted that business have previously also requested Wi-Fi be turned off due to anti-social behaviour.

The committee highlighted the importance of being mindful of the inclusion of older residents who don't have access to technology or the skills to use it.

- The Digital Services Manager highlighted that the skills and inclusion theme aimed to address this but agreed with the importance of alternative access and support where necessary.

The committee congratulated officers on their aspirations but noted that there was still work to be done.

The committee asked whether data was shared and with who.

- The Digital Services Manager informed committee that this would be more fully covered in the Annual Information Risk Report. The Digital Services Manager explained that data protection legislation did not mean that data could not be shared at all and highlighted instances such as where impersonal data was shared or there was a legal duty for sharing data such as for safeguarding. The Digital Services Manager assured committee that data was only shared with appropriate parties.

The committee highlighted the importance of accessibility of services for residents.

The committee asked from about social media engagement and whether it was monitored.

- The Head of PPT felt that this was an issue for communications but confirmed that contact on social media was monitored.

The committee asked if the strategy would come back to the committee.

- The Head of PPT informed committee that once the Strategy had been agreed, updates would be provided to committee through the Annual Digital Report.

The committee thanked officers for their attendance and asked them to leave the meeting.

6. Conclusion of Committee Reports

The committee felt that the reports were comprehensive and clear.

The committee acknowledged the hard work of the officers and the progress and transformation that had been made for both the Council and the city of Newport and its residents.

The committee highlighted the importance of accessibility, simplicity and ease of use for digital systems and updates.

The committee asked that a summary of the feedback from resident surveys be provided for information.

The committee recommended that a definition of the city centre area that is covered by public WiFi be included and noted the importance of quality and accessible WiFi.

The committee highlighted the importance of scrutinising data services partners and providers.

The committee recommended that specific data be included as well as percentages to contextualise information more easily.

7. Scrutiny Advisor Reports

The Scrutiny Advisor explained that the Forward Work Programme was still being developed but provisionally the next reports to be presented would be the Corporate Plan and the Strategic Equalities Annual Report.

The committee expressed concern at multi-item agendas.

The Scrutiny Advisor noted the concern but explained that it was unavoidable due to scheduling issues.

8. Date of the Next Meeting

9th September 2022 at 10am.

Mae'r dudalen hon yn wag yn

Scrutiny Report

Overview and Scrutiny Management Committee



Part 1

Date: September 2022

Subject Strategic Equalities Plan (SEP) Annual Report 2021-22

Author Policy and Partnership Manager

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

| Invitee: | Area / Role / Subject | Page Numbers |
|---------------|---|--------------|
| Rhys Cornwall | Strategic Director for Corporate and Transformation | |
| Tracey McKim | Head of People, Policy & Transformation | |
| Janice Dent | Policy and Partnership Manager | |

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked

1. Whether the Annual Report reflects a true and fair account of the council's progress towards achieving the objectives defined in the Strategic Equality Plan 2020-24 for the period in question – 2021 – 2022.
2. Whether the Annual Report highlights the ongoing commitment to Equalities effectively and focuses on appropriate successes and highlights successes and good work
3. Whether the Annual Report highlights the ongoing commitment to equalities effectively and focuses on appropriate areas for development
4. Whether it wishes to provide comment and recommendations on the Annual Report to Cabinet

2 Context

Background

- 2.1 The Annual Report on the Strategic Equality Plan demonstrates the progress made against the Equality Objectives identified in the Council's [Strategic Equality Plan 2020-2024](#) (SEP).

The SEP sets out six Strategic Equality Objectives to support the council's duty to pay due regard to the need to promote equality of opportunity, foster positive relationships between community groups, and eliminate discrimination, as contained within the Equality Act 2010.

The six Strategic Equality Objectives are:

1. Leadership, Governance, and Involvement - Newport City Council has strong leadership and clear governance around equality, ensuring robust monitoring processes and regular meaningful stakeholder engagement
2. Customer Service and Access - Newport City Council's services are accessible to everyone in Newport, providing services that are both inclusive and considerate of individual need
3. Representative Workforce - Newport City Council has a workforce that represents the city and is a workplace with an inclusive culture which recruits, develops and retains staff
4. Community Cohesion - Newport City Council promotes positive relationships between different communities, supporting integration and effectively identifying emerging community tensions
5. Learn Well - Newport City Council supports the well-being and attainment of the city's pupils, and actively looks to address any disparity in achievement of vulnerable learners
6. Independent Living - Newport City Council contributes to the city being a great place to live, to grow older and live independently, and has in place a range of services that accommodates people in different situations

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

The statutory deadline for publishing the annual report is the end of the year, on the council's website, with relevant notification and advertising of publication via relevant channels, including social media.

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

The SEP Annual Report is presented to the Overview and Scrutiny Management Committee for a **strategic overview** to work alongside the performance monitoring completed by other Committees.

Previous Consideration of this item

- 2.2 This is the first draft of the annual report considered by the Overview and Scrutiny Management Committee and is based upon previous consideration of the Strategic Equality Plan and the previous annual report.

3 Information Submitted to the Committee

- 3.1 Attached at **Appendix 1** is the Strategic Equality Plan Annual Report 2021/22.

4. Suggested Areas of Focus

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

- Consider and make comment on the content of the Annual Report and key achievements as outlined
- Determine whether the content of the report is a true reflection of the council's Strategic Equalities performance in 2021-2022

- Conclusions:
 - What was the overall conclusion on the information contained within the report?
 - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the quality of the Annual Report?
 - Do any areas require a more in-depth review by the Committee?
 - Do the Committee wish to make any Comments / Recommendations to the Cabinet?

Suggested Lines of Enquiry

- 4.1 The Committee may wish to consider:

- How progress of compliance against the Strategic Equalities Plan is monitored
- Is the report a fair and honest reflection of current performance
- Whether all staff members, senior management and relevant stakeholders are effectively engaged effectively to deliver against the Plan

Section B – Supporting Information

5 Supporting Information

- 5.1 [Strategic Equality Plan 2020-24](#)

6 Links to Council Policies and Priorities

This Annual Report outlines the council's performance against the Strategic Equality Plan, performance in line with key policies and provides a high-level review of activities deliberately aligned with Newport's wellbeing objectives, to build cohesive and sustainable communities, and to improve skills, education, and employment opportunities.

7 Wellbeing of Future Generations (Wales) Act

Activities in relation to delivery of the Plan will support the Five Ways of Working under the Wellbeing of Future Generations (Wales) Act.

Highlighting the key achievements, development of new policies and monitoring performances across the council will help the achieve a number of goals and targets and will contribute to the Wellbeing Goals of a prosperous Wales, a more equal Wales, a Wales of cohesive communities and a Wales of vibrant culture and thriving Welsh language

The report covers the work undertaken with strategic groups including the Strategic equality Group, stakeholders, and partners to achieve the strategic objectives. The key themes and actions in the report underpin them and balance short term needs with the delivery of medium to long-term solutions.

It identifies key successes towards the plan and shows how the council has worked towards each of the strategic objectives and how this is steering the work of the council, partners, and communities across Newport.

8. Background Papers

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

Report Completed: August 2022

Strategic Equality Plan 2020-2024

ANNUAL REPORT 2021-22

DRAFT

Forewords from Cabinet Member for Organisational Transformation and Chief Executive – *to be added to final report*

Introduction

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

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

Summary of Achievements

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

| Strategic Equality Objective | Outcome | Achievements |
|---|---|---|
| Leadership, Governance, and Involvement | Newport City Council shows clear and consistent leadership in promoting equality and diversity across the city | <ul style="list-style-type: none"> 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, Gypsy, Roma, Traveller (GRT) History Month, Transgender Day of Visibility, 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 |
| | 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 |

| | | |
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| | 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 |

| | | |
|--|--|--|
| | | <ul style="list-style-type: none"> 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. |

Equality Objective 1: Leadership, Governance, and Involvement

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

Governance

To deliver on the objectives we set out in our Strategic Equality Plan, we need to lead by demonstrating our commitment to equality and being an example of good practice. Since publishing our Strategic Equality Plan, we have worked hard to ensure that our equality

- ☒ Newport City Council shows clear and consistent leadership in promoting equality and diversity across the city
- ☒ Newport City Council has a clear governance structure in place to monitor equality performance across the organisation
- ☒ Newport City Council will improve how it understands the impact of changing services by engaging residents and relevant groups in the decision-making process

objectives will be delivered effectively over the lifetime of the Plan. In the last reporting period, we established themed delivery groups, including Representative Workforce and Customer Service and Access Groups, which bring key officers together to progress these areas of work.

We also reviewed the Terms of Reference and membership of our Strategic Equalities Group, which is attended by our Elected Member Champions for equality, service area representatives from across the council, and the Chairs of our Staff Support Networks.

This year, we have continued our work to increase the understanding of the Socio-Economic Duty (SED) and embed its principles in our strategic decision-making process. Last year we appointed a Cabinet Member lead for the Duty and updated our Fairness and Equality Impact Assessment process to fully reflect the Duty and provide a more streamlined, integrated assessment tool for decision-makers. SED assessments are now part of our policy development and strategic decision-making process. The Duty has been considered against a range of decisions to ensure we reduce inequalities for those who experience socio-economic disadvantage.

Leadership

During this reporting period, we continued to stand with our minority ethnic communities, which the COVID-19 pandemic has disproportionately impacted. We also acknowledge the devastating impact social injustice in the UK and worldwide has had on local communities. Last year we signed up to Race Council Cymru’s [Zero Tolerance to Racism](#) policy for Wales. In October, our Diversity Staff Network launched its anti-racism guide, followed by a series of well-attended anti-racism workshops. We remain committed to promoting a zero-tolerance approach to racism throughout the council and contributing toward building an Anti-racist Wales.

The Leader of the Council, Councillor Jane Mudd, was appointed as the Welsh Local Government Association (WLGA) spokesperson for Equalities, Migration and Anti-Poverty.

During the period, we mandated equality and diversity training for all council staff, starting with an Inclusive Leadership course for all senior leaders and managers. Inclusive leadership is a vital part of achieving the equality objectives set out in our Strategic Equality Plan and ensuring senior staff are enablers of change within the council. Approximately 300 senior leaders and managers completed Inclusive Leadership training, and we have scheduled additional workshops during 2022-23 to ensure all senior staff participate.

Involvement

We recognised the impact that COVID-19 had on many of our minority, marginalised or isolated communities and developed a comprehensive Community Impact Assessment (CIA) to inform our response and recovery work. The CIA focusses on the effects experienced by people that share Protected Characteristics, but also on socio-economic factors, like employment and risk of poverty, community cohesion and migration. The CIA was informed by available evidence and research, as well as a series of themed engagement sessions with communities.

The CIA informed both our strategic recovery aims and the development of a Participatory Budgeting programme, delivered in partnership with Public Health Wales and external consultants, Mutual Gain. Following the successful delivery of the first round of this programme, we were able to repeat this process, generating ideas and helping the community to develop local projects that could help the vulnerable groups identified emerge from the pandemic. A 2-day event was attended by Newport residents, who voted for those initiatives most likely to benefit diverse communities. In total, this programme distributed £415,000 of funding to 79 projects. Large grants were awarded to Newport Sudanese Community, Community House Eton Road, Maindee PTA, Home-Start Cymru and Kidscape.

It is important to demonstrate our commitment to equality and ensure it is visible to staff and communities. We have worked hard to communicate our plans, raise the profile of our work, and promote key dates and celebrations, including LGBT+ History Month, Ramadan, Eid-al-Fitr, Holocaust Memorial Day, Pride Month, Lunar New Year, Refugee Week, Windrush Day, Gypsy Roma Traveller (GRT) History Month, Transgender Day of Visibility, Black History Month and Hate Crime Awareness Week. To ensure our communications are meaningful, messaging on our internal and external platforms have been supported by awareness sessions, partnership events and the distribution of learning materials.

Focus on the future

Priorities for the next year include:

- Working in partnership with Welsh Government and the WLGA to deliver on recommendations made in the Welsh Government's Race Equality Action Plan
- Further developing our Fairness and Equality Impact Assessment processes and deliver training to staff on its use
- Deliver bespoke equalities training to all staff across the organisation, supported in consultation with our Staff Networks to share the value of lived experience

- Work to develop our Elected Member champion roles

Equality Objective 2: Customer Service and Access

“Newport City Council’s services are accessible to everyone in Newport, providing services that are both inclusive and considerate of individual need”

- ☑ We have a better understanding of the demographics of our service users, and reflect these in service design, removing barriers to access
- ☑ Complaints relating to discrimination are managed in a way that ensures organisational learning
- ☑ Through close partnership working with Newport Live barriers to accessing sports and leisure provision in the city will be reduced

Access

A focus on accessibility and inclusion is key to ensuring that the council provides equitable access to services in the future. Despite the challenges that COVID-19 has presented in the last two years, we have made progress on several of the outcomes we identified within this objective.

Last year, in response to the physical changes that were required to the city centre because of the pandemic, we established an Accessibility Stakeholder Group (ASG) to review and consider how projects relating to the city centre and council services impact on accessibility.

The group brings together several local stakeholders, including disabled members of the public and third sector organisations. It has shaped our approach to reopening the city centre following periods of national lockdown. The group regularly contributes to planning and project delivery and acts as a critical friend to a range of service areas within the council.

Receiving feedback, practical solutions, and ideas for improvement from people that have lived experience of barriers to access has been invaluable. This year the group has met monthly and continued to influence changes to active travel routes, pedestrianisation of the city centre and ongoing plans for new developments like our city centre leisure provision and the Devon Place bridge.

Complaints and Customer Service

This year we have continued to see changes in the way that we deliver services to the public. While Covid-19 restrictions were eased, we still needed to be cautious in our approach to protect staff and residents. The MCS (My Council Services) Team have had to adapt and prioritise service area requests and development work this year to manage Welsh Government initiatives provided through Local Authorities, such as cost of living payments. These initiatives have seen an increase in requests received online and through the Contact Centre.

As most service requests were received online and through our contact centre, we analysed BrowseAloud and Language Line data to ensure we delivered services in a form, language,

and manner accessible to people from diverse backgrounds. This allowed us to understand accessibility issues better, develop multilingual assets in community languages, and provide corporate guidance on interpreting and translation to support staff. In addition, all senior customer service staff received equality and diversity training, including Hate Crime and EU Settlement Scheme awareness, to ensure that they better understand the needs and concerns of minority communities.

In September 2021, we opened a temporary Face to Face facility for high-priority services such as Housing, Council Tax and Housing Benefits. We set up a dedicated service at the Riverfront, which was available through appointment-only bookings to manage the flow of visitors due to limited space and resources. We consulted the Accessibility Stakeholder Group regarding interim measures and permanent service relocation to ensure we maintained accessibility for people with disabilities. We aim to complete the relocation project to move services into the Central Library Museum and Art gallery by January 2023.

In this reporting period, we have also made some improvements to data collection and demographic monitoring across our customer service and complaints departments.

Engagement in Sports, Leisure, Art, and Culture

This year, we have worked with partners to develop and implement programmes that reduce barriers to accessing public sports and leisure services within the city. Our Parks & Recreation team has continued working with Newport Live to deliver the "Wheels for All" scheme, an inclusive adapted cycling programme within Tredegar Park that is free for Newport residents. The range of adapted bikes available has opened the opportunity to cycle to people of all abilities and ages, with tandems and wheelchair-accessible bikes addressing and further reducing a particular barrier for disabled people. The scheme has been a considerable success, providing seven hundred rides and enabling people to access cycling in a safe, traffic-free environment within Newport. Before the launch of this project, disabled children and adults had to travel to Cardiff or Bristol to access or participate in adapted cycling schemes.

Our partners, Newport Live have also signed up to the Disability Confident employer scheme and added disability inclusion training to their staff induction training programme. All existing and new staff to the organisation will receive disability inclusion training from a Disability Sport Wales tutor to ensure staff are equipped to assist disabled customers and aware of the opportunities available. This will help further reduce barriers to accessing sports and leisure provision for disabled people within Newport.

Focus on the future

Priorities for the next year include:

- Consulting with our Accessibility Stakeholders Group on key projects, including the move of our Information Station and development of our new leisure provision
- Improving data collection and demographic monitoring across our customer service and complaints departments
- Embedding Accessibility Standards across our digital platforms

- Diversity and inclusion review of Arts and Culture provision
- Continued development of Newport Live programmes to ensure opportunities for as wide a range of people as possible.
- Continue progress on the Disability Sport Wales 'insport' Gold kitemark scheme.

Equality Objective 3: Representative Workforce

"Newport City Council has a workforce that represents the city, and is a workplace with an inclusive culture, which recruits, develops, and retains staff"

- ☑ Staff with protected characteristics are better represented at all levels throughout the organisation
- ☑ Diverse staff have a voice within the organisation, and are listened to
- ☑ The potential for unconscious bias in recruitment processes is recognised, and minimised

During our public consultation on our Strategic Equality Plan, we received feedback that made it clear that developing an empowered and more representative workforce would be key to achieving our vision of a more equal Newport.

Like many organisations across the country, the last two years have been characterised by unprecedented workforce disruption. At the beginning of the pandemic, Newport City Council transitioned from a mainly office and location-based workforce to one largely working from home. However, unlike many other organisations, we were also responsible for many of the essential services required to keep society moving during the various lockdowns.

Despite these challenges, we have made significant progress towards meeting our Strategic Equality Objectives as we adapt to the new normal.

Recruitment

Our Recruitment Working Group continues to meet to consider how we can develop a more inclusive recruitment strategy. This year we have extended the training provided to all managers to include e-learning on recruitment and selection. In addition, all managers are receiving Inclusive Leadership training, which includes raising awareness of bias in recruitment and ways to address unconscious bias in the recruitment process. This means that decisions of selection and shortlisting panels are less likely to be impacted by unconscious bias.

We have also seen a significant increase in the proportion of applicants for our senior leadership roles from those with a minority ethnic background. The recruitment campaign for Heads of Service featured dedicated EDI content, including information on staff networks, an anti-racism statement and links to our Strategic Equality Plan. This campaign received a positive response from applicants from underrepresented communities. Unlike previous senior leadership recruitment campaigns, the proportion of applicants from minority ethnic backgrounds was comparable to our resident population.

Staff Networks

To help us foster an inclusive culture, we have established a range of support networks for staff from under-represented groups to contribute to and support the delivery of our equality priorities, internally and across our communities. Last year we established two Staff Support Networks, the Diversity Network for staff from an ethnic minority background and IN-NCC, a network for disabled staff.

This year we established an LGBTQ+ Staff Network. Our Pride Network is for staff who identify as LGBTQ+ and seeks to reflect the diverse sexual and gender identities of LGBTQ+ within our community. Staff Networks are a powerful agent for organisational change and ensuring the voices of under-represented groups are heard, listened to, and able to influence policy and process. They are also a safe space for staff to share experiences and seek support.

We remain committed to ensuring Staff Networks have opportunities to influence organisational development and are included in strategic decision-making. The Chairs of our Networks were heavily involved in recruiting our new Heads of Service and are now part of representative interview panels for senior roles.

Workplace Culture

This year we have continued to work to increase the amount of content relating to equality and diversity visible to staff on our internal communications platforms. This has included marking significant dates throughout the year and topical updates on issues, including anti-racism, hate crime and gender identity. In October, during Black History Month, our Diversity Staff Network launched its anti-racism guide, followed by a range of workshops for staff. We have also offered a range of informal learning events for staff.

In addition, we continued our work with Proud Councils and are now one of 8 councils within the network to recognise and continue to improve our culture in relation to LGBTQAI+.

Focus on the future

Priorities for the next year include:

- Review and update of Bullying and Harassment Policy
- Improving our collection of staff data, increasing completion rates, and aligning with census categories to allow effective comparison
- Developing a range of entry routes to the organisation and promoting these to under-represented groups
- Embedding anti-racism principles within our workplace culture
- Developing Gender Identity and Dignity in the Workplace Policies

Equality Objective 4: Community Cohesion

“Newport City Council promotes positive relationships between different communities, supporting integration and effectively identifying emerging community tensions”

☑ Everyone living in Newport feels welcomed, and integration is supported by local communities

☑ Community tensions are monitored and mitigated effectively

As a local authority, community cohesion is a central theme within our equality related work plans, and our priorities in this area are informed by the delivery of the Welsh Government’s community cohesion work plan for local authorities. The ongoing implications of Brexit, the wider global migration crisis, and the disproportionate impact of the pandemic on minority communities have continued to present additional challenges to community cohesion.

Like last year, most of our cohesion work has been reactive, supporting communities to access information in their main languages, developing online communications channels to share important updates, responding to COVID-19, and addressing vaccine misinformation within some of our most vulnerable communities.

Hate Crime and Community Tensions

This year we continued our commitment to addressing all forms of hate as it affects our communities. We continued our fortnightly tensions meetings with our partners in Gwent Police, which enabled us to effectively monitor and mitigate emerging community tensions. We saw a significant rise in hate speech directed at LGBTQ+ communities, particularly trans and non-binary people. To tackle this, we have provided training on hate crime to frontline staff, highlighting discrimination faced by trans people and started work in schools as part of the Hate Crime in Schools Project. We have also delivered hate crime training to a range of community groups and our internal staff networks.

EU Settlement Scheme

As a result of the EU referendum and Britain’s exit from the European Union, EU, EEA or Swiss nationals and their family members resident in the UK by 31 December 2020 were required to apply to the EU Settlement Scheme (EUSS) to secure their rights to live, work and study in the UK. As of the end of the EUSS deadline, 10990 applications had been made to the EUSS by Newport residents.

From July 2021, people who failed to make an in-time or late application to the EUSS no longer had legal status in the UK. This year our teams have worked hard to promote awareness of the EUSS, including the deadline, late applications, and status entitlements. Our EU Citizens Forum continued to meet virtually, bringing together community members and third sector services to effectively address issues affecting EU citizens in Newport. We continued hosting awareness events for professionals on post-Brexit rights and coordinating

a weekly multi-agency drop-in for EU citizens to access immigration advice, EUSS application assistance, or other practical support.

This year we also signed up for the Afghan Citizens Resettlement Scheme (ACRS) and have been working closely with the Home Office, Welsh Government, and other local authorities to support Ukraine relief efforts and the development of new Ukraine Resettlement Schemes.

Hardship Group

Insecure immigration status can result in significant consequences and hardship for migrants. For example, people may have limited or no access to welfare benefits, housing, employment, education, and health services. The COVID pandemic has exacerbated the hardship faced by migrants with insecure or unclear migration status.

This year we established a Hardship Group and a referral pathway to manage complex hardship cases arising from insecure migration status. Representation includes Social Services, Housing, Connected Communities, and external partners such as Health services and third sector organisations. This group and associated referral pathway have contributed to a more structural approach to coordinating support and exploring sustainable solutions for those experiencing hardship. In addition, we have developed awareness-raising training which will be prioritised for all public-facing staff.

The impact of the end of free movement from the EU and the Nationality and Borders Act 2022, combined with the effects of the ongoing economic downturn, is likely to result in the continued increased demand for hardship support within Newport.

Focus on the future

Priorities for the next year include:

- Registering with the Office of Immigration Services Commissioner (OISC) to provide free immigration advice and representation to people with an insecure migration status
- Developing a council Hate Crime Policy
- Working with partners on an inclusive 'safe house' network with venues in Newport for LGBTQ+ People to feel safe in the city
- Developing a 'Welcome to Newport' app for newcomers to the city

Equality Objective 5: Learn Well

“Newport City Council supports the wellbeing and attainment of the city’s pupils and actively looks to address any disparity in achievement, of vulnerable learners”

☒ There is greater parity in attendance and exclusion rates for all pupils in Newport

☒ We have a better understanding of the challenges faced by potentially marginalised pupils

Covid-19 has continued to have a negative impact on learners through further disruption to education and through the detrimental effect on mental health and wellbeing, which became more evident on return to school. Schools have worked proactively to support the changing needs of their learners to ensure equity of provision and targeted intervention for their most vulnerable learners. Because of the pandemic, we have prioritised actions within our Strategic Equality Plan in relation to supporting the mental health and wellbeing of learners and co-ordinating a multi-agency approach to improving learner engagement.

Emotionally Based School Avoidance/EHE

In response to schools reporting a significant issue in the number of learners identified at risk of or currently not attending school due to emotional needs (EBSA), a task and finish group was established to consider the nature and scope of this matter and develop a training and support pathway for schools. The universal EBSA training for school staff has been coproduced and piloted with Newport Mind. A monthly delivery programme of this two-part training session has been offered to all schools. A half termly question and answer clinic session that consists of Education Psychologists, Education Welfare Officers and InReach Practitioners has been created for school staff to present ongoing cases that are causing a concern. There is an allocated slot in our Wellbeing panels to have EBSA focussed conversations about students who are causing concern.

Several Elective Home Education (EHE) activities have been arranged for children, young people and families including wellbeing, sport, performing arts and cookery.

Exclusions and work focussed on violence reduction in schools

Exclusions continued to be carefully monitored throughout this period on a weekly and monthly basis. The managed move panel continued to take place virtually with representation from senior leaders in all secondary schools. The development of a weekly ‘virtual inclusion helpline’ for all school-based staff gave a regular opportunity to meet with Teacher Advisers who can offer specialist advice and support to staff managing increasingly complex behaviours in schools, to try and minimise further disengagement of learners as well as look at longer term, appropriate strategies that can be utilised to support whole school communities. The introduction of NCC’s Violence Reduction protocol (September 2021)

developed utilising a multi-agency approach, led by officers from within the NCC Education and Youth Justice Services as well as support from Gwent Police and school-based staff. This new approach in response to serious incidents (violence related) occurring in schools seeks to provide specialist and targeted support for all those involved as well as exploring alternative options other than permanent exclusion of the learner.

Whole School Approach

Gwent Whole School Approach to Emotional and Mental Wellbeing was commissioned by Newport City Council as part of our bid to the Welsh Government's Whole-Schools Approach Development Fund. The purpose of this fund was to implement a whole-schools response to the mental health and emotional wellbeing challenges presented by COVID, lockdown, social distancing, and learners' return to school. The initial stages of the Post Covid Recovery work involved delivering two - day long training events hosted live on Microsoft Teams. The funds procured through the Welsh Government's Whole-Schools Approach Development Fund also enabled the Whole School Approach Team and Educational Psychology Service to procure training on Circles Solutions for schools from highly acclaimed psychologist Sue Roffey. Circle Solutions is a pedagogy to develop social/emotional skills based on the principles of ASPIRE (Agency, Safety, Positivity, Inclusion, Respect & Equity).

Preparing schools for the requirements of the Relationships and Sexuality Statutory Education Code (RSE)

During 2021-22, our Healthy Schools Officer has worked with primary schools to explore age-appropriate opportunities and sexuality within the curriculum as part of relationships and sexuality education (RSE) which becomes statutory for certain age groups from September 2022. We have provided all primary and secondary schools with resources to support their delivery of RSE. Many schools have engaged with Spectrum to provide workshops to learners on domestic abuse and healthy relationships. Nearly all secondary schools and most primary schools who were targeted to engage in LGBTQ+ inclusion projects are engaged in cluster projects to develop greater understanding and tolerance towards 'protected characteristics' groups, via a 'whole school approach' of strategies and initiatives to enhance inclusivity.

Focus on the future

Priorities for the next year include:

- Expansion of the Healthy School service/hosting the regional role in Newport
- Gwent Education Minority Ethnic Service (GEMS) to be involved with WSA training
- LGBTQ+ training targeted to school leaders, wellbeing leads and healthy school's coordinators.
- Expansion of counselling service to include community support
- Anti-bullying – developing a co-ordinated approach

Equality Objective 6: Independent Living

“Newport City Council contributes to the city being a great place to live, to grow older and live independently, and has in place a range of housing related services, which accommodates people in different situations”

☑ People are empowered to live in their own accommodation for longer

☑ People are empowered to play an active role in their local communities

☑ The city is responsive to the accommodation needs of victims of domestic abuse

Our housing services have continued to experience an unprecedented increase in demand during this period. At the beginning of the pandemic, the UK and Welsh governments expanded the definition of vulnerability and the statutory housing duties of local authorities in recognition of the potential impact that Covid-19 could have on people who were homeless.

Housing Support Grant and Homelessness

Prevention Grant projects, including floating support, mediation, and housing options staff, continue to support people to maintain their accommodation and prevent homelessness. The Housing Support Grant also funds 20 units in four refuges, including one specifically for Black, Asian, and Minority Ethnic women and two as part of a regional scheme for women with more complex needs.

In addition, our Domestic Abuse Floating Support, crisis and advice scheme supports a minimum of 380 women in their current temporary or permanent accommodation. It includes a dedicated post working with minority ethnic women. 2 additional dispersed units for 5 people have recently been acquired using VAWDASV and Phase 2 homelessness capital funding. We have also established two new schemes: funding for a support worker to operate the DACC (Gwent Police Domestic Abuse Conference Call) process and funding for the Horizons Project for female victims of sexual and financial exploitation.

We have continued to consolidate and remodel our support services to ensure they meet the needs of marginalised groups. Our work with the Gwent Gypsy and Traveller Support Service, Light House Project Refugee Service, and European Economic Area (EEA) Housing Service continues, with dedicated support workers providing support and advice to proactively address the disadvantages and inequalities that result in barriers to accessing housing.

Last year, we supported five young people with learning disabilities to move into self-contained flats, and this year, we have established additional schemes to meet the needs of asylum seekers and refugees. As part of the implementation of the Independent Living Strategy, we have launched a floating support scheme for unaccompanied asylum-seeking children and young people (UASC) to support their transition out of care to independent living. Next year we will begin a three-year programme of re-tendering and consolidating most of our floating support services in the city.

As well as providing accommodation, we also encourage people to play an active role in their local community, through projects that include:

- Adult Services' Community Connectors
- Floating support workers
- Integrated Wellbeing Networks with Aneurin Bevan University Health Board (ABUHB)
- Older Persons Pathway
- Independent Living Strategy
- Tenancy ready programmes

Our Community Connectors for minority ethnic communities offer support to people who may be socially isolated to improve their well-being based on what matters to them. During 2021/22, they supported 182 people with information, advice and assistance resulting in over 500 referrals or signposting to referrals to local services. Information in different languages was shared via digital platforms with Mosques, churches, and online groups.

Connectors continue to work with groups at a grassroots level on COVID recovery plans. They have re-started face-to-face work and supported 7 Ethnic Minority groups to re-build their capacity with volunteer recruitment and retention. They have also assisted with signposting to funding sources and funding applications to ensure sustainability. The team continue to map community activity provision and engage with groups as we continue working on the city's recovery.

Focus on the future

Priorities for the next year include:

- Development of another complex with five self-contained flats for people with learning difficulties and/or cognitive impairments
- Commencement of a three-year programme of re-tendering and consolidation of most floating support services in the city.
- Implementation of the first Housing Support Programme Strategy's (2022-2026) nine strategic priorities
- Completion and implementation of the first Rapid Re-housing Transition Plan (2022-2027)
- Implementation of Welsh Government legislation including the Renting Homes Act and changes to the Housing (Wales) Act 2014 -Homelessness Priority Needs Groups to include people sleeping rough.
- Improve the financial and digital inclusion offer via up-skilling support staff and increased training opportunities e.g. The Department of Work and Pension's Money Guiders Programme.
- Provide additional units of a range of social housing to begin to address increased demand.

Equality Monitoring and Capturing Data

Equality data is used by the council to inform our decision-making, help us understand where we have gaps, and support effective impact assessments.

This section of the report will consider:

- Collecting data; how we collate information related to protected characteristics
- Evaluating data; how we use this data to inform our practice

1. Collecting Data

Collecting accurate information about our employees and the public is key to delivering services which are inclusive, and responsive to individual need. We collect and monitor equality data in a number of ways.

A. Systems

The council has a range of systems which collect data, for example, through our Customer Relationship Management (CRM) system, other databases linked to individual services, and through our internal HR system. These allow service areas to build a picture and profile of their customers or staff. Customer data is utilised in developing service area plans and work programmes and allows service areas to amend existing services and delivery where needed. We use our internal data to assist with workforce planning and inform our representative workforce work.

B. Consultations

The council regularly consults and engages with a variety of community groups, citizen panels and the public in general. We develop surveys and consultations based on needs for service changes, improvements or strategies that will affect the community. This year we have consulted on topics such as the setting of our budget, the new Leisure Centre provision and facilities and residents parking. Consultation methods have included online surveys, sharing of consultation opportunities on our website and social media platforms and Bus Wi-Fi surveys. Using demographic monitoring for all surveys and consultation exercises means we can now better understand the needs of people in Newport that share protected characteristics, and the differential impact of our proposals.

C. Community Well-being profiles

In line with the Well-being of Future Generations Wales Act (2015), the council published our Community Well-being Profiles in 2019. The profiles are available on our website for the public, as well as internally on our intranet system for staff. These profiles provide a source of data across different areas, including data on ethnicity and are often used by the council to inform equality impact assessments.

As part of the work of the Gwent Public Services Board and the new wellbeing plan to be published in 2023, a new wellbeing assessment is underway, and results will be published in May 2022.

D. National Census

We continually review and update our standard equalities monitoring forms and are working to ensure that the data we capture aligns with the categories within the recent Census. This will allow us to better understand our resident population, any under or over-representation of communities accessing our services, and inform our workforce representation strategies and planning.

2. Evaluating data

The council uses a range of processes which ensure that we use the data that we collect in a way that informs our planning, decision and policy making.

A. Fairness and Equality Impact Assessments

The completion of Fairness and Equality Impact Assessments at the outset of decision or policy making process, assists the council in evidencing that we are meeting our Equality duties, and, more importantly, using relevant equality data to ensure that any disproportionate impact is mitigated at an early stage, and the best decisions for the public are made. The council has an integrated model of equality impact assessment, combining considerations around Equalities, Welsh Language, Well-being of Future Generations, and the parameters of fairness set out by our Fairness Commission within a single process. This will shortly include obligations relating to the Socio-economic Duty. FEIAs should be evidence based, drawing on internal and external data to support any findings.

B. Service Area Plans

Annual plans are produced by each of the council's service areas, and act as a key reporting mechanism for the delivery of our Corporate Plan, as well as our Wellbeing Objectives. Each Service area has performance indicators relating to priority actions, as well as areas of risk which are updated on a quarterly basis. Risks are currently identified in relation to non-compliance with the Equality Act 2010.

Workforce Data

The following workforce data shows information about the protected characteristics of our employees captured between April 2021 and March 2022. The data shows that at the time of reporting there were 5982 staff employed by Newport City Council which is an increase from 5779 in the last reporting period.

Comparing workforce data against national statistics remains challenging due to differences in how employee systems collect data compared to the Census of England and Wales. 2011 Census data is now outdated and unlikely to be an accurate reflection of the current demographics of Newport. Work continues to align our systems to ensure comparative data can be analysed effectively, information is managed securely, and we instil confidence that our monitoring is inclusive.

In the previous reporting period, we made some changes to the recording options that we offer potential and existing staff to better align with the Census 2021 and as part of our ongoing commitment to continuously improving the way we capture data. While the latest UK censuses were conducted in 2021, topic summaries and area profiles are currently unavailable. We hope to include this data and further analysis in our next Annual Report.

In the last two years, we have seen an increase in people providing their personal information across several categories, with fewer people opting not to provide information or leaving categories blank. Several factors have influenced this change, including an increased awareness of the importance of monitoring data due to the national census campaign and our efforts to move towards a culture that normalises the capture of demographic information and is clear about its role and purpose. This year we have continued to reinforce the importance of updating personal information, update staff on new recording categories available and prompted colleagues to update their information when they log on to our employee self-service system.

Last year we started to capture data relating to gender identity, armed forces connections, care leavers and transgender status both for applicants and existing staff. This data can currently only be reported on in low numbers, however we hope to include further detail in future reports.

As an indication of applicant data, we can report that out of 5777 applicants:

- 40 applicants disclosed that they have had gender reassignment
- 86 applicants had identified they were eligible for a guaranteed interview under the 'Disability Confident Scheme'
- 36 were eligible for a guaranteed interview under our 'Armed Forces Covenant'
- 18 were eligible for a guaranteed interview under our 'Care Leavers' agreement
- From the 'Gender Identity' question 37.93% identified as female, 16.46% as male, 0.33% selected 'other' and 45.28% of respondents left the question blank

Data Analysis

At the time of data capture, we had 5982 staff employed, 850 leavers and 5777 applicants. Anomalies in data (numerical statistics in 'pay band by sex', 'contract type by sex', 'working pattern by sex', 'ethnicity pay gap' and 'disability pay gap') are due to the time that reports were run/requested but were analysed from a date correct at 31/03/2022 and the percentages displayed are reflective of the correct data. Intersectional data was analysed from a master spreadsheet that allowed all categories to be filtered and defined simultaneously.

Key findings

Ethnicity

- 92% of staff identify their ethnicity as white; this includes White – British, Welsh, English Scottish, Irish, Other European, and Other, a decrease of 1.5% from last year. This compares to approximately 85% of Newport's population.
- 2.1% of staff identify their ethnicity as Asian or Asian British - Other, Pakistani, Bangladeshi, Indian compared to 4.1% of Newport.
- 0.15% of staff identify their ethnicity as Chinese or Other – Chinese, Chinese or Other Ethnic Group
- 0.9% of staff identify their ethnicity as Black or Black British African, Other, Caribbean, or Mixed Black African
- 1.54% of staff identify their ethnicity as Mixed – Other, Mixed White & Black African, Mixed White & Black Caribbean, Mixed White & Asian
- The UK Census sub-category 'White – Gypsy or Irish Traveller' was adopted in the last reporting period. In this reporting period, 1 applicant came from a Gypsy or Irish Traveller background.
- 0.57% of staff were 'not stated', 'unknown', or 'Prefer Not To Say (PNTS)'
- 2.71% of staff left their ethnicity blank compared to the previous reporting period of 1.85%
- Black (all categories), Asian (all categories), Chinese (all categories) and Mixed ethnicity (all categories) staff made up 5.41% of leavers, an increase from 4.15% in the previous period
- 92.04% of staff leaving the organisation were of White (all categories) ethnicity
- 'Arab' is listed in ONS National Census category for ethnicity, but we did not offer this option during the reporting period
- 10.56% of applications were from people who identified as Black (all categories), Asian (all categories), Chinese (all categories) and Mixed ethnicity (all categories), compared to population of 13.2%
- 5.44% applicants were Asian, 2.11% applicants were Black, 0.36% were Chinese and 1.82% were of mixed ethnicity
- 4.63% of our current staff are from a Black, Asian, or other minority ethnic background, a slight increase on last year's figure

- We lose a higher percentage of people who identify as Black (all categories), Asian (all categories), Chinese (all categories) and Mixed ethnicity (all categories) than we do of those identifying as White

Age

- Of 21 staff aged over 75, 6 left the organisation during this period
- 25–34-year-olds made up 24.12% of leavers, which was the highest percentage - same category as last year
- 65.4% of the workforce is aged 16-49 and over 50s make up 34.6% - similar figures as the previous year
- At 63.84% most of our job applicants are under 45 years old
- 15.01% of applicants were aged 75+, an increase of 10.71% from 4.3% in the previous reporting period
- In our last annual report 22.97% of applicants were aged 16-24; this report shows that 17.54% in this age bracket applied for jobs with us, a decrease in younger applicants of 5.4%
- We have an increase in our 16-24 age category of current staff from last year. Now 4.8 of our staff are aged between 16-24
- 1.77% of applicants preferred not to disclose their age

Sex

- 76.66% of the workforce are female and 23.34% are male, the same as last year
- In 2021, the gender pay gap in Wales increased from 11.8% to 12.3%, due to a larger increase in men's hourly pay.
- In 2021, Newport's gender pay gap decreased by -11.1% from 20.1% to 9.0%
- Newport City Council's gender pay gap was 0.6% (mean) and -0.4% median.

Marital Status

- Married people (45.7%) and single people (30.3%) make up most of the workforce. The number of married staff has slightly decreased since last year
- The largest percentage of applicants are single people at 34.1% followed by married people at 27.99%
- 0.25% of the current workforce are in a civil partnership
- The highest proportion of leavers are married people at 43.5%
- The lowest proportion of leavers are those in civil partnerships, or who are widowed

Disability

- 2.52% of the workforce are disabled, an increase of 0.41% from last year
- The approximate global (and local) percentage of disabled people is 15%
- 4.4% of the leavers were disabled, an increase of 1.9% from 2.5% last year
- 'Not known' or left 'blank' accounts for 4.6% of staff, 4.59% of leavers, and 19.99% of applicants
- The number of disabled applicants has decreased from 4.64% to 4.48%

- 30.3% of the disabled workforce, last year left the organisation, based on 122 staff declaring a disability from 2020-2021
- Applicants selecting 'not disabled' has decreased from 85.39% last year to 75.52%

Sexual Orientation

- 1.82% of the workforce identified as lesbian (or gay woman), bisexual or homosexual (or gay man), an increase from last year of 0.49%
- 4.41% declined to specify their current sexual orientation, a decrease from last year of 0.42
- The number of people choosing to leave this question blank has decreased from 49.07% last year to 42.08%
- We have had a decrease in applicants who identify as lesbian, bisexual, and gay rising from 5.17% to 4.41%
- Just over one third of leavers left this question blank, compared to just under half of all staff and only 18.28% of applicants
- 3.76% of leavers are lesbian, bisexual, or gay, an increase from last year of 1.64%
- We are losing more lesbian, bisexual, and gay people than we are employing in each recorded category
- Applicants who identified as Heterosexual decreased from 83.05% during the last reporting period to 73.84%

Religion or Belief

- Just under half of our staff chose to leave this blank
- The majority (23.84%) of staff identified as Christian (all categories), with 12.17% identifying as Protestant, 6.8% as Roman Catholic and 4.9% as Orthodox.
- Christian (all categories) and 'Not Specified' were the largest groups, with 23.84% and 11.74% respectively, following blank
- Those identifying as Buddhist, Jewish or Taoist has decreased from 0.53%, to 0.12%
- 1.25% are Muslim (Sunni and Shiite) compared to data from our (2011) Wellbeing Profiles which suggests that 4.7% (minimum) are Muslim
- 1.54% of leavers in 2020-2021 were Muslim which has decreased to 1.41% in this reporting period
- The largest group identity specified for applicants was Atheist with 16.03%
- 262 applicants stated their religion or belief as 'other'

Focus on the future

Considering our data findings, we will be focussing on the following areas of work next year:

- Delivering targeted recruitment campaigns that increase our engagement and reach with under-represented groups
- Developing our understanding of ethnicity and disability pay gaps across the organisation
- Focussing on increasing reporting for those categories that still have a low completion rate, for example, religion

- Promoting our staff networks to all potential and current staff to encourage confidence in our workplace culture and help people to bring their whole selves to work
- Reviewing our recruitment strategy and process, along with our recruitment landing pages to ensure these are welcoming and inclusive to all

DRAFT

Captured as of 31st March 2022

Pay band by sex

| | 2020/21 | | | | 2021/2022 | | | |
|---------------|---------|------|------|------|-----------|------|------|------|
| Pay Band (£) | Female | % | Male | % | Female | % | Male | % |
| 10,000-14,999 | 20 | 0.4 | 10 | 0.7 | 15 | 0.3 | 4 | 0.3 |
| 15,000-19,999 | 1919 | 39.3 | 450 | 31.7 | 1152 | 22.4 | 280 | 18.6 |
| 20,000-24,999 | 944 | 19.3 | 288 | 20.3 | 1623 | 31.5 | 441 | 29.2 |
| 25,000-29,999 | 384 | 7.9 | 129 | 9.1 | 592 | 11.5 | 194 | 12.9 |
| 30,000-34,999 | 280 | 5.7 | 121 | 8.5 | 230 | 4.5 | 91 | 6.0 |
| 35,000-39,999 | 389 | 8.0 | 110 | 7.7 | 412 | 8.0 | 141 | 9.3 |
| 40,000-44,999 | 696 | 14.2 | 191 | 13.4 | 781 | 15.2 | 193 | 12.8 |
| 45,000-49,999 | 38 | 0.8 | 14 | 1.0 | 77 | 1.5 | 32 | 2.1 |
| 50,000-54,999 | 51 | 1.0 | 18 | 1.3 | 25 | 0.5 | 8 | 0.5 |
| 55,000-59,999 | 27 | 0.6 | 9 | 0.6 | 54 | 1.0 | 19 | 1.3 |
| 60,000-64,999 | 16 | 0.3 | 9 | 0.6 | 14 | 0.3 | 9 | 0.6 |
| 65,000-69,999 | 14 | 0.3 | 6 | 0.4 | 12 | 0.2 | 10 | 0.7 |
| 70,000+ | 33 | 0.7 | 17 | 1.2 | 52 | 1.0 | 17 | 1.1 |
| Not known | 75 | 1.5 | 49 | 3.4 | 109 | 2.1 | 70 | 4.6 |
| Total | 4886 | 100 | 1421 | 100 | 5148 | 100 | 1509 | 100 |

Contract type by sex

| | 2020/21 | | | | 2021/22 | | | |
|--------------------------|---------|------|-------|------|---------|------|-------|------|
| Contract Type | Femal e | % | Mal e | % | Femal e | % | Mal e | % |
| Permanent | 3485 | 71.3 | 1027 | 72.3 | 3500 | 68.0 | 1029 | 68.2 |
| Acting Up | 30 | 0.6 | 6 | 0.4 | 13 | 0.3 | 5 | 0.3 |
| Casual | 356 | 7.3 | 146 | 10.3 | 404 | 7.8 | 146 | 9.7 |
| Fixed Term | 921 | 18.8 | 195 | 13.7 | 1048 | 20.4 | 244 | 16.2 |
| Long Term Sickness cover | 2 | 0 | 1 | 0.1 | 6 | 0.1 | 4 | 0.3 |
| Mat Cover | 4 | 0.1 | 0 | 0 | 49 | 1.0 | 14 | 0.9 |
| Seasonal | 29 | 0.6 | 5 | 0.4 | 27 | 0.5 | 2 | 0.1 |
| Secondment | 5 | 0.1 | 1 | 0.1 | 9 | 0.2 | 6 | 0.4 |
| Sessional | 53 | 1.1 | 40 | 2.8 | 80 | 1.6 | 58 | 3.8 |
| Supply | 0 | 0 | 0 | 0 | 0 | 0.0 | 0 | 0.0 |
| Temporary | 1 | 0 | 0 | 0 | 12 | 0.2 | 1 | 0.1 |
| Total | 4886 | 100 | 1421 | 100 | 5148 | 100 | 1509 | 100 |

Working pattern by sex

| | 2020/21 | | | | 2021/2022 | | | |
|-----------------|---------|---|------|---|-----------|---|------|---|
| Working Pattern | Female | % | Male | % | Female | % | Male | % |

| | | | | | | | | |
|-------------|------|------|------|------|------|------|------|------|
| Full time | 1619 | 33.1 | 949 | 66.8 | 1736 | 33.7 | 977 | 64.7 |
| Job share | 62 | 1.3 | 5 | 0.4 | 62 | 1.2 | 4 | 0.3 |
| Part time | 3205 | 65.6 | 467 | 32.9 | 3350 | 65.1 | 528 | 35.0 |
| Grand Total | 4886 | 100 | 1421 | 100 | 5148 | 100 | 1509 | 100 |

DRAFT

Age profile

| All Staff | | | | | | |
|-------------------|---|------|--------------------|------|----------------|------|
| Age Group | Employees (as of 31 st March) | % | Left the Authority | % | Job Applicants | % |
| 16-24 | 288 | 4.8 | 93 | 10.9 | 1013 | 17.5 |
| 25-34 | 1273 | 21.3 | 205 | 24.1 | 1525 | 26.4 |
| 35-44 | 1586 | 26.5 | 183 | 21.5 | 1150 | 19.9 |
| 45-49 | 763 | 12.8 | 91 | 10.7 | 451 | 7.8 |
| 50-54 | 790 | 13.2 | 71 | 8.4 | 323 | 5.6 |
| 55-59 | 688 | 11.5 | 75 | 8.8 | 229 | 4.0 |
| 60-64 | 395 | 6.6 | 69 | 8.1 | 85 | 1.5 |
| 65-69 | 139 | 2.3 | 52 | 6.1 | 29 | 0.5 |
| 70-74 | 39 | 0.7 | 5 | 0.6 | 3 | 0.1 |
| 75+ | 21 | 0.4 | 6 | 0.7 | 867 | 15.0 |
| Prefer not to say | 0 | 0.0 | 0 | 0.0 | 102 | 1.8 |
| Total | 5982 | 100 | 850 | 100 | 5777 | 100 |

Sex profile (biological sex assigned at birth, not gender identity)

| All Staff | | | | | | |
|-----------|---|------|---------|------|----------------|------|
| Sex | Employees (as of 31 st March) | % | Leavers | % | Job Applicants | % |
| Female | 4586 | 76.7 | 619 | 72.8 | 4203 | 72.8 |
| Male | 1396 | 23.3 | 231 | 27.2 | 1504 | 26.0 |
| Unknown | 0 | 0.0 | 0 | 0.0 | 70 | 1.2 |
| Total | 5982 | 100 | 850 | 100 | 5777 | 100 |

Marital status

| Marital Status | All Staff | | | | Job Applicants | |
|-----------------------------|---------------------------------|------|---------|------|----------------|------|
| | Employees (as of 31st March) | % | Leavers | % | | |
| Civil Partnership | 14 | 0.2 | 3 | 0.4 | 38 | 0.7 |
| Divorced | 281 | 4.7 | 43 | 5.1 | 217 | 3.8 |
| Living with Partner | 614 | 10.3 | 103 | 12.1 | 776 | 13.8 |
| Married | 2733 | 45.7 | 367 | 43.2 | 1617 | 28.0 |
| Separated | 107 | 1.8 | 19 | 2.2 | 82 | 1.4 |
| Single | 1814 | 30.3 | 257 | 30.2 | 1970 | 34.1 |
| Widowed | 38 | 0.6 | 6 | 0.7 | 18 | 0.3 |
| Would prefer not to specify | 62 | 1.0 | 15 | 1.8 | 101 | 1.7 |
| (blank) | 319 | 5.3 | 37 | 4.4 | 958 | 16.6 |
| Total | 5982 | 100 | 850 | 100 | 5777 | 100 |

Disability

| Disability | All Staff | | | | Job Applicants | |
|--------------|---------------------------------|------|---------|------|----------------|------|
| | Employees (as of 31st March) | % | Leavers | % | | |
| Disabled | 151 | 2.5 | 37 | 4.4 | 259 | 4.5 |
| Not disabled | 5556 | 92.9 | 774 | 91.1 | 4363 | 75.5 |
| Not known | 64 | 1.1 | 11 | 1.3 | 128 | 2.2 |
| (blank) | 211 | 3.5 | 28 | 3.3 | 1027 | 17.8 |
| Total | 5982 | 100 | 850 | 100 | 5777 | 100 |

Sexual orientation

| All Staff | | | | | | |
|-------------------------|---------------------------------|------|---------|------|----------------|------|
| Sexual Orientation | Employees (as of 31st March) | % | Leavers | % | Job Applicants | % |
| Heterosexual / Straight | 3092 | 51.7 | 509 | 59.9 | 4226 | 73.2 |
| Homosexual / Gay Man | 47 | 0.8 | 9 | 1.1 | 82 | 1.4 |
| Bisexual | 29 | 0.5 | 11 | 1.3 | 104 | 1.8 |
| Lesbian / Gay Woman | 32 | 0.5 | 12 | 1.4 | 55 | 1.0 |
| Other | 1 | 0.0 | 0 | 0.0 | 14 | 0.2 |
| Declined to specify | 264 | 4.4 | 44 | 5.2 | 240 | 4.2 |
| (blank) | 2517 | 42.1 | 265 | 31.2 | 1056 | 18.3 |
| Total | 5982 | 100 | 850 | 100 | 5777 | 100 |

Religion or belief

| All Staff | | | | | | |
|----------------------------|---------------------------------|------|---------|------|----------------|------|
| Religion | Employees (as of 31st March) | % | Leavers | % | Job Applicants | % |
| Agnostic | 321 | 5.4 | 47 | 5.5 | 418 | 7.2 |
| Atheist | 547 | 9.1 | 113 | 13.3 | 926 | 16.0 |
| Buddhist - Hinayana | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Buddhist - Mahayana | 5 | 0.1 | 1 | 0.1 | 10 | 0.2 |
| Buddhist - Theravada | 2 | 0.0 | 1 | 0.1 | 9 | 0.2 |
| Christian - Orthodox | 294 | 4.9 | 52 | 6.1 | 324 | 5.6 |
| Christian - Protestant | 728 | 12.2 | 108 | 12.7 | 734 | 12.7 |
| Christian - Roman Catholic | 404 | 6.8 | 59 | 6.9 | 592 | 10.2 |
| Confucianism | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Hinduism | 6 | 0.1 | 3 | 0.4 | 27 | 0.5 |
| Islam - Shiite | 4 | 0.1 | 2 | 0.2 | 10 | 0.2 |
| Islam - Sunni | 71 | 1.2 | 10 | 1.2 | 204 | 3.5 |
| Judaism - Orthodox | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Judaism - Reformed | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| Not Specified | 702 | 11.7 | 120 | 14.1 | 859 | 14.9 |

| | | | | | | |
|-----------|------|------|-----|------|------|------|
| Other | 262 | 4.4 | 40 | 4.7 | 428 | 7.4 |
| Shintoism | 0 | 0.0 | 0 | 0.0 | 6 | 0.1 |
| Sikhism | 5 | 0.1 | 1 | 0.1 | 15 | 0.3 |
| Taoism | 1 | 0.0 | 0 | 0.0 | 3 | 0.1 |
| (blank) | 2630 | 44.0 | 293 | 34.5 | 1212 | 21.0 |
| Total | 5982 | 100 | 850 | 100 | 5777 | 100 |

Ethnicity

| Ethnic Origin | All Staff | | | | | |
|--------------------------------------|------------------------------------|------|---------|------|----------------|------|
| | Employees (as of 31st March) | % | Leavers | % | Job Applicants | % |
| Asian or Asian British - Bangladeshi | 32 | 0.5 | 6 | 0.7 | 76 | 1.3 |
| Asian or Asian British - Indian | 23 | 0.4 | 4 | 0.5 | 49 | 0.8 |
| Asian or Asian British - Other | 30 | 0.5 | 3 | 0.4 | 79 | 1.4 |
| Asian or Asian British - Pakistani | 40 | 0.7 | 7 | 0.8 | 110 | 1.9 |
| Black or Black British - African | 28 | 0.5 | 6 | 0.7 | 96 | 1.7 |
| Black or Black British - Caribbean | 17 | 0.3 | 4 | 0.5 | 17 | 0.3 |
| Black or Black British - Other | 9 | 0.2 | 0 | 0.0 | 9 | 0.2 |
| Chinese | 6 | 0.1 | 0 | 0.0 | 21 | 0.4 |
| Gypsy / Traveller | 0 | 0.0 | 0 | 0.0 | 1 | 0.0 |
| Mixed - Black African | 3 | 0.1 | 1 | 0.1 | 9 | 0.2 |
| Mixed - Other | 31 | 0.5 | 6 | 0.7 | 42 | 0.7 |
| Mixed - White & Asian | 19 | 0.3 | 2 | 0.2 | 18 | 0.3 |
| Mixed - White & Black African | 11 | 0.2 | 3 | 0.4 | 6 | 0.1 |
| Mixed - White & Black Caribbean | 28 | 0.5 | 4 | 0.5 | 30 | 0.5 |
| Other Ethnic Group | 3 | 0.1 | 2 | 0.2 | 24 | 0.4 |
| White - British | 3808 | 63.7 | 513 | 60.4 | 2591 | 44.9 |
| White - English | 113 | 1.9 | 28 | 3.3 | 116 | 2.0 |
| White - Irish | 34 | 0.6 | 4 | 0.5 | 25 | 0.4 |
| White - Other | 91 | 1.5 | 17 | 2.0 | 107 | 1.9 |
| White - Other European | 49 | 0.8 | 8 | 0.9 | 88 | 1.5 |

| | | | | | | |
|-------------------|------|------|-----|------|------|------|
| White - Scottish | 11 | 0.2 | 1 | 0.1 | 4 | 0.1 |
| White - Welsh | 1400 | 23.4 | 203 | 23.9 | 1241 | 21.5 |
| Not Stated | 15 | 0.3 | 3 | 0.4 | 23 | 0.4 |
| Prefer not to say | 17 | 0.3 | 3 | 0.4 | 49 | 0.8 |
| Unknown | 2 | 0.0 | 1 | 0.1 | 1 | 0.0 |
| (blank) | 162 | 2.7 | 21 | 2.5 | 945 | 16.4 |
| Total | 5982 | 100 | 850 | 100 | 577 | 100 |

Ethnicity in Newport and Wales (from Wellbeing Profiles 2019)

| Ethnic Origin | Newport | % | Wales | % |
|--|---------|------|-----------|------|
| White; English/Welsh/Scottish/Northern Irish/British | 126,756 | 87.0 | 2,855,450 | 93.2 |
| White; Irish | 769 | 0.5 | 14,086 | 0.5 |
| White; Gypsy or Irish Traveller | 84 | 0.1 | 2,785 | 0.1 |
| White; Other White | 3,416 | 2.3 | 55,932 | 1.8 |
| Mixed | 2,752 | 1.9 | 31,521 | 1.0 |
| Indian | 1,218 | 0.8 | 17,256 | 0.6 |
| Pakistani | 3,127 | 2.1 | 12,229 | 0.4 |
| Bangladeshi | 1,749 | 1.2 | 10,687 | 0.3 |
| Chinese | 600 | 0.4 | 13,638 | 0.4 |
| Other Asian | 1,292 | 0.9 | 16,318 | 0.5 |
| Black African | 1,499 | 1.0 | 11,887 | 0.4 |
| Black Caribbean | 782 | 0.5 | 3,809 | 0.1 |
| Other Black | 254 | 0.2 | 2,580 | 0.1 |
| Arab | 926 | 0.6 | 9,615 | 0.3 |

Supporting Documents

Newport City Council: Strategic Equality Plan and Equality Objectives 2020-2024 (2020). Available at: <https://www.newport.gov.uk/documents/Council-and-Democracy/Equalities-and-Welsh-language-/Strategic-Equality-Plan-2020-2024.pdf>

Newport City Council Strategic Equality Plan: Annual Report 2019-2020 (2021). Available at: <https://www.newport.gov.uk/documents/Council-and-Democracy/Equalities-and-Welsh-language-/Strategic-Equality-Plan-2019-20.pdf>

Fairness Commission <http://www.newport.gov.uk/fairnessCommission/en/Full-Report/Full-Report.aspx>

Stats Wales <https://statswales.gov.wales/Catalogue/Business-Economy-and-Labour-Market/People-and-Work/Earnings/genderpaydifferenceinwales-by-year>

Newport's Well-being Plan 2018-2023 [Local Well-being Plan 2018-23 \(English Final\)](https://www.newport.gov.uk/Local-Well-being-Plan-2018-23-English-Final) ([newport.gov.uk](https://www.newport.gov.uk))

Chwarae Teg; State of the Nation Report <https://chwaraeteg.com/wp-content/uploads/2021/02/State-of-the-Nation-2021.pdf>

Annual Survey of Hours and Earnings (ASHE)
https://www.ons.gov.uk/searchdata?q=Annual%20Survey%20of%20Hours%20and%20Earnings&size=50&sortBy=release_date

Senedd Equal Pay Audit <https://senedd.wales/media/hg4fwhe1/equal-pay-audit-2020-english.pdf>

ONS Data <https://www.ons.gov.uk/peoplepopulationandcommunity>

Mae'r dudalen hon yn wag yn

Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: September 2022

Subject **Climate Change Plan Annual Report**

Author Scrutiny Advisor

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

| Invitee: | Area / Role / Subject |
|-----------------------|--|
| Emma Wakeham | Senior Policy and Partnership Officer |
| Paul Jones | Director of Environment and Sustainability |
| Silvia Gonzales-Lopez | Head of Environment and Public Protection |
| Ross Cudlipp | Service Manager – Climate Change |

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked:

1. To consider whether information submitted is adequate in providing understanding of the work being undertaken and progress being made.
2. To consider whether an annual reporting cycle is adequate to monitor performance relating to the work being undertaken and progress made.
3. To provide comment and recommendations on the Climate Change Plan Annual Report.

2 Context

Background

- 2.1 This report is for information and education purposes and to begin the reporting process. The report will return to committee in future for scrutiny regarding performance.
- 2.2 In 2021, [Newport City Council declared an Ecological and Climate Emergency](#). This specified a clear Organisational Climate Change Plan would be developed in consultation with Newport City residents.

- 2.3 A Climate Change Project Board was created to oversee the development of the plan and staff and managers from across the Council were involved in the writing of a consultation draft of the plan using the [Route Map for Decarbonisation](#) as a framework. The consultation took place during November and December 2021 and responses were reviewed and the plan amended accordingly.
- 2.4 In March 2022, [Cabinet agreed the Organisational Climate Change Plan](#) which sets out the themes, priorities, actions and milestones for the period. Newport City Council [Organisational Climate Change Plan](#) (Appendix 2) spans the period 2022-27.

Previous Consideration of this item

- 2.5 This is the first time that the Climate Change Plan Annual Report has come to a Scrutiny committee.

3 Information Submitted to the Committee

- 3.1 The Climate Change Annual Report is affixed as Appendix 1. The report includes:
- Forewords
 - Background
 - Projects and Case Studies
 - Annual Carbon Reporting
 - Timescales Update
 - Glossary of Terms

4. Suggested Areas of Focus

Role of the Committee

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

- Assess and make comment on
 - Whether information included is adequate in providing an understanding of the Climate Change Plan
 - Whether the case studies provided provide a good understanding of work being carried out
 - Whether the information regarding Carbon Emissions is adequate
 - Whether an annual reporting cycle would be adequate to measure performance.
- Conclusions:
 - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the inclusion of general information, case studies and specific technical information?
 - Does committee feel that any further information needs to be included?
 - Do any areas require a more in-depth review by the Committee?
 - Do the Committee wish to make any Comments / Recommendations?

Section B – Supporting Information

5 Links to Council Policies and Priorities

The Climate Change Plan Annual Report has strong links to all functions.

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



6 Impact Assessment:

- **Wellbeing of Future Generation (Wales) Act**
- **Equality Act 2010**
- **Socio-economic Duty**
- **Welsh Language (Wales) Measure 2011**



The council has a number of legislative responsibilities to assess the impact of any strategic decision, proposal or policy on people that may experience disadvantage or inequality.

6.1 Summary of impact – Wellbeing of Future Generation (Wales) Act

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](#).

| | | | |
|------------|---|---|--|
| Long term |  | <i>The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs</i> | The Climate Change Plan will have long term benefits for current and future generations by reducing carbon emissions and reducing the impacts of climate change. |
| Prevention |  | <i>Putting resources into preventing problems occurring or getting worse</i> | In the UK, it is forecast that we will experience changing weather patterns with stronger storms occurring more often, bringing an increased risk of flooding to |

| | | |
|-------------|---|---|
| | | <p>local areas. During the summer months temperatures will continue to rise, bringing heatwaves and drought.</p> <p>These changes will affect the quality of land, land use, and agriculture. Water and air quality will continue to worsen, and there will be changes to local ecology and wildlife biodiversity as a result of this, with some local species at risk of extinction.</p> <p>With agriculture being affected, the cost of food will increase along with the cost of living. Damage to land and infrastructure will result in an increased strain on public services and local economies.</p> <p>Changes in temperatures will also result in pests settling further north due to the warmer climate which will bring with them more diseases, not usually seen in the UK. Changes to the climate will also bring with it new forms of illnesses linked to extremes in temperatures, with the young and the elderly being most affected. The health system will continue to be put under even more pressure.</p> <p>The Climate Change Plan will support the prevention of the worst impacts of climate change.</p> |
| Integration |  <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>Limiting climate change and reducing our carbon emissions are key to achieving all of our well-being objectives and the well-being goals.</p> |

| | | | |
|---------------|---|--|--|
| Collaboration |  | <i>Working together to deliver objectives.</i> | Staff and managers from across the council have worked together to develop the consultation draft of the Plan. |
| Involvement |  | <i>Involving those with an interest and seeking their view - ensuring that those people reflect the diversity of the area.</i> | A formal consultation process took place in November and December 2021. |

6.2 Summary of impact – Equality Act 2010 and Socio-Economic Duty

The Climate Change Plan will support the mitigation and adaptation of the impacts of climate change in the local area so has the potential to have a positive impact or to reduce the likelihood of a negative impact.

Public Health studies have shown that the impacts of climate change such as poor air quality, poor health, poor physical environment tend to have the biggest impacts in deprived areas.

For example, poor air quality combined with health impacts of deprivation interact to modify and strengthen associations with all-cause and respiratory disease mortality especially in the ‘most’ deprived areas where the most-vulnerable people live and where health needs are the greatest.

A two-month public engagement process took place during November and December.

6.3 Summary of impact – Welsh language

There will be no impact on the Welsh Language. All consultation materials were available in Welsh and the final plan will be translated in to Welsh.

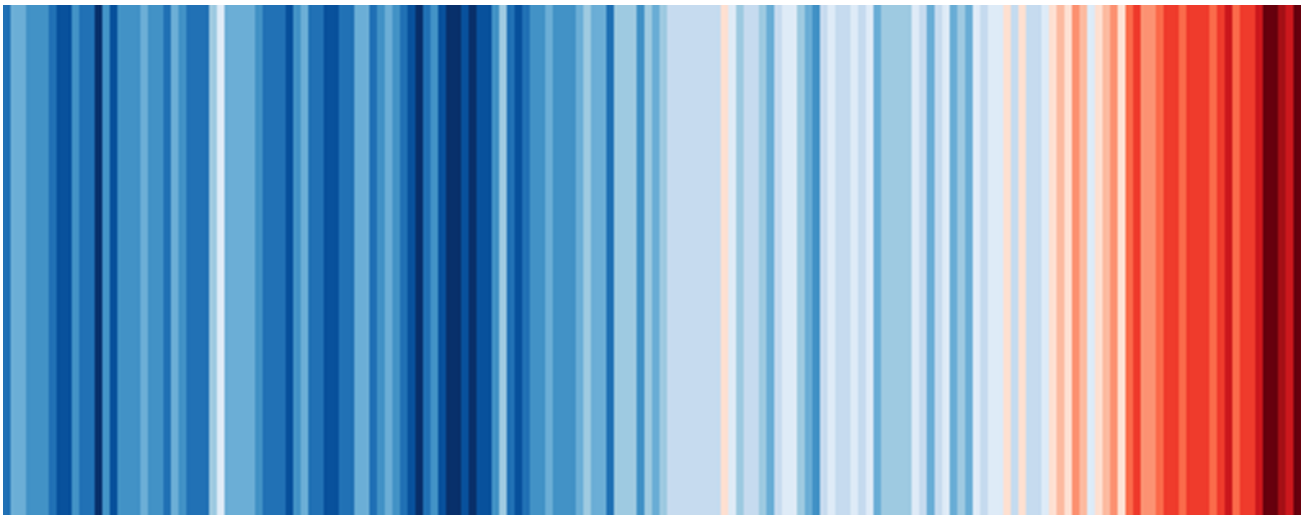
7. Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)
- [Socio-economic Duty Guidance](#)
- [Public Sector Equality Duty](#)
- [Welsh Language Measure 2015](#)
- [Ecological and Climate Emergency declaration](#)
- [Route Map for Decarbonisation](#)
- [Cabinet's agreement of the Organisational Climate Change Plan](#)
- [Organisational Climate Change Plan](#)

Report Completed: September 2022

Mae'r dudalen hon yn wag yn

Newport City Council Organisational Climate Change Plan 2022-27 Introductory Annual Report 2021-22



This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

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1 FOREWORD

To be added



*Councillor Jane Mudd
Leader of the Council*



*Councillor Yvonne Forsey
Cabinet Member for Climate
Change & Biodiversity*

2 BACKGROUND

The Newport City Council Organisational Climate Change Plan runs from 2022-27. This is our introductory Climate Change Plan Annual Report for 2021-22 we did prior to the plan commencing.

2.1 Ecological & Climate Emergency

In November 2021 the council declared an Ecological and Climate Emergency which specified that a clear Organisational Climate Change plan would be developed, in consultation with our citizens.

2.2 Climate Change Plan 2022-27

In March 2022, the council's Cabinet agreed our [Organisational Climate Change Plan 2022-27](#) that sets out the themes, priorities, actions, and milestones that we need to take as a council over the next five years to:

- Reach net zero carbon as an organisation by 2030.
- Review the services we provide to ensure they support the city's journey to net zero and adaptation to climate change.

This is a key document for the council and will shape our council's climate change mitigation and adaptation journey over the next five years. An [animation](#) gives an overview of the plan.

2.3 How was the plan developed?

A Climate Change Project Board was set up to lead on the development of the plan. Staff and managers from across the council were involved in writing of a consultation draft of the plan using the [Route Map for Decarbonisation](#) as a framework.

A public consultation took place in November and December 2021. All responses were reviewed, and the plan was amended accordingly.

2.4 Aims of the plan

The plan sets out the delivery themes, priorities, actions, and milestones that we need to take as a council over the next five years to:

- ***Reach net zero carbon as an organisation by 2030.***
- ***Review the services we provide to ensure they support the city's journey to net zero and adaptation to climate change.***

2.5 Key Delivery Themes

To deliver our plan six delivery themes were identified similar to the those in the [Route Map for Decarbonisation](#).

The delivery themes are:

| <i>Theme 1</i> | | | | |
|--|-----------------|---------------------------------|---|-----------------------|
| <i>Organisational Culture & Leadership</i> | | | | |
| <i>Theme 2</i> | <i>Theme 3</i> | <i>Theme 4</i> | <i>Theme 5</i> | <i>Theme 6</i> |
| <i>Our Buildings</i> | <i>Our Land</i> | <i>Transport & Mobility</i> | <i>The Good & Services we Procure</i> | <i>Our Wider Role</i> |

The delivery themes are all interdependent and have interconnected and overlapping relationships, with Theme 1 as an overarching theme.

2.6 What does the Annual Report cover?

This is an introductory annual report and sets out some of the progress that was made prior to, and in the year before the adoption of the plan. The report covers:

- Projects that have taken place under each of the themes in 2021-22.
- The annual carbon emissions reporting process for us as a council.

3 PROJECTS AND CASE STUDIES

3.1 Theme 1: Organisational Culture & Leadership

3.1.1 2030 Vision

The climate and nature emergency will be at the heart of all our work. In our decisions we will take positive action to minimise climate and ecological impacts. We will lead by example and empower our partners, communities, and individuals to tackle the climate emergency and prioritise nature-based solutions

3.1.2 Priorities

To reach our vision we have set out four priorities:

- 1. Behaviours & Role-Modelling:** Our elected members and workforce will be encouraged and supported to consider their individual contribution to becoming net zero carbon by 2030, and leaders will role model the council's expectations.
- 2. Governance & Performance:** Our democratic and corporate functions will be committed to becoming net zero carbon by 2030, and our decision-making, governance framework and performance monitoring will reflect this commitment.
- 3. Promotion & Engagement:** Regularly publicise progress and achievements to embed aspirations to be net zero carbon by 2030.
- 4. Financial Commitment:** To plan for the financial impacts of climate change, and to ensure that our medium to long term financial planning contributes to the delivery of the council's commitment to reduce carbon emissions where possible

3.1.3 Case Studies

3.1.3.1 Declaring a Climate & Ecological Emergency

The council declared an ecological and climate emergency back in November 2021. In passing the motion, the council recognised that climate change is one of the defining issues of our generation, one that needs all of us working together to tackle it. As well as declaring an ecological and climate emergency, the motion committed the council to:

- continue the good work that we have started and reduce our carbon emissions to net zero by 2030.
- develop a clear climate change plan, in consultation with our citizens, for the next five years that will set out the actions we need to take to achieve this.
- develop a city-wide local area energy plan
- review the services we provide to ensure they support the city's journey to both net zero carbon and adapting to the impacts of climate change by 2050.
- work with One Newport partners and the public to develop a city-wide climate strategy to enable city-wide net zero carbon and adaptation to climate change by 2050
- support and influence action by partners through partnerships
- support and enable action by citizens to reduce their own carbon emissions.

Both the climate change plan and local area energy plan have already been developed and will guide our actions over the next five to ten years to meet the other objectives.

3.1.3.2 Carbon Literacy



Carbon literacy training provides an awareness of the carbon dioxide costs and impacts of everyday activities and the knowledge to enable the reduction of emissions as an individual, community and organisational basis.

In Spring 2021 all cabinet members, heads of service and 26 managers and staff attended carbon literacy training. To increase knowledge further across the council, in the coming months training will be recommended and provided for all elected members and senior managers. Three to four cohorts of staff training will also be offered in the coming year.

3.1.4 Next Steps

In 2022-23 a new Cabinet Member for Climate Change and Biodiversity will be appointed, and Climate Change action will be embedded into the new Corporate Plan further strengthening the leadership and governance of the plan. In addition, from October 2022, Carbon Literacy training will be rolled out to the remainder of elected members and senior managers and will also be available for staff.

3.2 Theme 2: Our Buildings

3.2.1 2030 Vision

To achieve net zero carbon energy and support the nature recovery across our buildings by 2030

3.2.2 Priorities

To reach our vision we have set five priorities:

- 1. New Council Buildings:** All new building to be net zero carbon.
- 2. Building Retrofitting:** Deep retrofit to ensure creating net zero carbon energy buildings.
- 3. Renewable Heat:** Implementation of renewable heat in new buildings.
- 4. Natural Gas:** A commitment to significantly reduce or remove natural gas heating across our buildings.
- 5. Building Rationalisation:** Audit current assets to understand their long-term carbon impact with the aim of better strategic utilisation.

3.2.3 Case Studies

3.2.3.1 Basseleg High School

The carbon reduction team worked intensively with colleagues within education, Newport Norse and Welsh Government to improve an existing design of this yet-to-be-built scheme by significantly improving the building insulation, removing gas boilers and replacing with air source heat pumps and maximising the amount of solar PV installed on the building. These changes will deliver ~ 9,000

Tonnes of CO₂ savings over the buildings design life, this is equivalent to nearly one year of the council's total building-based emissions.

3.2.3.2 *Kimberly Nursery Retrofit*

The council were successful in obtaining funding from Welsh Government to support the transition of this refurbishment project from a gas heated building to a zero-gas site through the implementation of improved insulation and two air source heat pumps. The building will eventually become net zero carbon in operation.

3.2.3.3 *Rogerstone Primary School and Three Other Schemes*



Newport City Council is one of four local authorities who were awarded Low Carbon Heat Grant funding to retrofit air source heat pumps to existing sites reduce gas usage and therefore save carbon emissions. In total four council sites are receiving support across 2021 – 2023. Rogerstone Primary School has benefited from a £500k investment which now means that 100% of the schools heating and hot water usage will come

from renewable or low carbon sources. This pilot project will be used as a model to inform an estate wide retrofit of low carbon heating.

3.2.3.4 *No Gas*

Since the publishing of the Climate Change Plan, the council has stuck to its commitment of no gas in new developments (or in retrofits where possible). No-gas projects include: Bassaleg school, Kimberley Nursery, 2 social services homes, the proposed Whiteheads Primary School, Llanwern Primary, St Andrews Primary replacement school and other new school projects in the pipeline. We also have an aspiration to develop Wales's first no fossil fuel leisure centre which would save 1,400 tonnes of CO₂e per year vs a typical gas only development.

3.2.4 Next Steps

The last 12 months has seen another year of hard work and commitment in reducing our built estate carbon emissions. Moving forwards, changes to policy and engagement will support a commitment to make all new buildings net zero carbon. The Re:fit Programme will continue, as will further retrofitting of the existing estate, working with external contractors and Newport Norse, to identify and deliver projects. The implementation of renewable heat in new buildings, and a commitment to reduce or remove natural gas heating systems in existing buildings will further drive down our emissions. Additional renewable energy generation opportunities will continue to be explored across our estate. Understanding the current long-term carbon impact of existing sites is key, with asset rationalisation an important strand to this. Work is currently on-going between different areas of the council to provide the necessary information.

3.3 Theme 3: Our Land

3.3.1 2030 Vision

A city which sustainably manages and increases its natural resources, protecting, enhancing, improving and connecting the natural environment in a carbon neutral and climate and ecological responsible manner

3.3.2 Priorities

To reach our vision we have set four priorities:

1. **Ecosystem Resilience:** Sustainably restore, create and connect biodiversity and habitats by improving council owned land and public realm.
2. **Trees & Woodland:** Improve human health, environmental quality, carbon reduction and capture by sustainably managing and increasing Newport's trees and woodland.
3. **Urban Greenspace:** Increase green infrastructure in the urban/public realm to reduce environmental inequalities, for the multiple benefits of nature's recovery, human health and wellbeing, climate adaptation, cooling and flood alleviation, providing carbon reduction and clean air.
4. **Council Owned Leased Land:** Support the nature recovery whilst reducing carbon emissions from council owned farmland and any other leased land.

3.3.3 Case Studies

3.3.3.1 No Mow May



In May 2021, the council took part in the [‘No Mow May’](#) 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.

3.3.3.2 Bee Friendly

This initiative supports the 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 Pencoedreen and the Household Waste Recycling Centre are being managed for bumblebees.



3.3.3.3 City Centre Green Arc

New rainwater gardens, and enhanced planting for increased biodiversity, have been installed in June 2021 following some delays caused by Covid-19, along the river front and near the Queensway roundabout as part of the Greening City Centre Green Arc project. These include three areas:

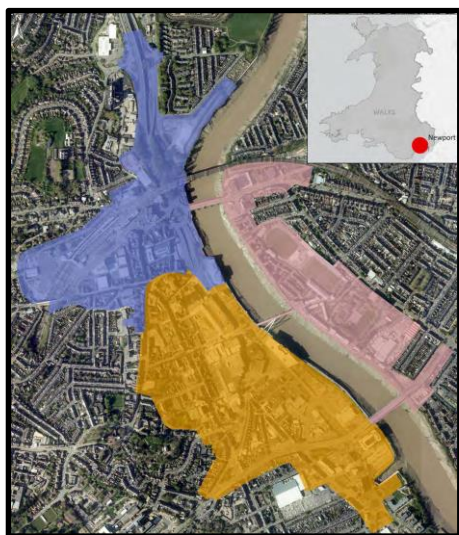
1. New rainwater garden and planting by Admiral building, Queensway
2. Two new rainwater gardens and planting by The Wave, Riverfront
3. New planting in Queensway roundabout

Working in partnership with Natural Resources Wales an application was submitted November 2019 to Welsh Government Targeted Regeneration Investment programme: Town Centre Green Infrastructure and Biodiversity Project 2020-21.

This pilot has been a successful test run of expanding Green Infrastructure in a highly urban area. It has helped kick start the delivery of nature-based solutions for sustainable drainage and enhanced biodiversity within the heart of the city. It has helped recognise the value of green and blue infrastructure and the health and wellbeing benefits it brings for City residents.

Greening and installing enhanced planting have multiple benefits, including benefits to a sustainable economy. Green Infrastructure increases biodiversity, provides benefits to people's health and wellbeing, helps cool the city alleviating heat island effect, and makes the city more visually appealing attracting more people to city centre businesses.

3.3.3.4 City Centre Feasibility Study



Following on from the work above the council have continued to work in partnership with Natural Resources Wales, individuals and other organisations to identify a number of green infrastructure interventions and nature-based solutions for the heart of the city.

The intention was to identify multi-functional, cost-effective, nature-based solutions that maximise environmental, social, cultural, and economic benefits. Green infrastructure is an important element of climate change adaptation and nature recovery and helps the city to meet the requirements of the Well-being and Future Generations (Wales) Act 2015, the Environment (Wales) Act 2016 and Schedule 3 of the Flood and

Water Management Act 2010.

A long list of suggested schemes was presented to stakeholders in two meetings to give people more opportunities to participate. Participants included residents, councillors, council officers as well as representatives of businesses and Newport Now, the local Business Improvement District.

Following the receipt of feedback from stakeholders a consolidated list of projects was agreed on. Each potential project on the list includes a brief description, the rationale for the project, predicted

benefits and indicative costs. This list will be used to develop more detailed designs and plans when funding is available.

This study was funded by the Welsh Government's Transforming Towns Fund. The study area is the city centre as defined in the Newport City Centre Masterplan) which includes the Northern Gateway, City Core and Riverside.

3.3.4 Next Steps

A lot of good work has been undertaken in this area in the last year, and conflicting priorities mean that progress within the Land Use subgroup requires co-operation from colleagues throughout the council. In order to highlight where further climate change mitigation and resilience schemes can be implemented most effectively, green Infrastructure mapping of Newport is being undertaken. Policies will be updated to reflect the importance of land use in mitigating and adapting to climate change, and a continual review of land assets and land tenant contracts will be key to this group moving forwards.

3.4 Theme 4: Transport & Mobility

3.4.1 2030 Vision

A city with healthy and sustainable travel choices for the people

3.4.2 Priorities

To reach our vision we have set nine priorities:

Council Emissions

1. **Business (Grey) Mileage & Staff Commuting:** Reduce carbon emissions from employee commuting and grey mileage by implementing a policy of agile working, active travel and usage of public transport and ultra-low emissions vehicles (ULEVs).
2. **Fleet:** Reduce council carbon emissions by moving to a ULEV fleet.

Wider Role

3. **Transport Network:** Managing the transport network to enable people to travel in a more sustainable way.
4. **Land Use Planning & Placemaking:** Ensure sustainable transport options are available from the outset in all new developments, including walking, cycling, public transport and electric charging infrastructure.
5. **Active Travel:** Reduce carbon emission by prioritising active travel across the city.
6. **Public Transport:** Encourage the use of public transport instead of car usage.
7. **Charging Point Infrastructure:** Increase charging capacity across the city.
8. **Schools:** Reduce carbon emissions from home to school travel.
9. **Taxis:** Implement policies to support the move to a low emission taxi fleet.

3.4.3 Case Studies

3.4.3.1 Plant & Fleet Vehicles



In 2020/21, the council added 29 ultra-low emission vehicles (ULEVs) to our fleet which included 5 additional electric refuse vehicles. We also added 37 chargers for fleet use which will meet our needs into the future.

Around 130,000 zero emission miles were driven by the council's electric cars and light vans in the year to April 2022.

3.4.3.2 Active Travel

Through the Welsh Government's Active Travel Fund a number of new active travel projects have been delivered to increase the availability of good quality cycling and walking routes across the city area.

Many of these projects have been delivered in areas that provide off road alternatives through open space areas such as in Tredegar Park, Gear Fort, Coed Melyn and Monkey Island in Lliswerry.

Project delivery has been focussed on areas where demand for intervention is demonstrated through public consultation. This often emphasises the lack to good quality provision for walking and cycling away from busy roads and junction crossings. This demand supported by the results of previous active travel network consultations shows the potential to address the issues through the provision of routes through parks and open spaces. This approach improves the sense of safety, creates a more pleasant environment for the user and can also provide more direct routes when compared with on-road alternatives.

Many of these active travel project sites cross areas of ecological sensitivity and so it is important to minimise the negative impacts of the project. This includes carrying out appropriate surveys that inform both design and delivery of the project. Practises that protect the biodiversity in the area include restricting the timings of work, protection of tree root areas and nearby vegetation and monitoring the area during the works.

It is also important to consider the longer-term negative impact of ecology and biodiversity once the project had been delivered. This presented a challenge when considering the installation of lighting along new routes. As fears over personal safety is a major barrier to walking and cycling the lighting of routes is an important consideration to ensure routes provide an attractive environment which

provides reassurance for users. This ensures that use of new routes is maximised at all times of the year.

The use of traditional high-level highways lighting presents an ecological issue when installed in open space areas as it results in a wide spread of artificial light which negatively impacts the nocturnal wildlife that uses the area. To reduce this impact whilst still providing this important feature, low level bollard lighting has been used on all active travel routes that travel through green open spaces. As can be seen in the below picture, this type of lighting focusses light across the path area and so minimises the spread of light throughout the wider area.

The delivery of walking and cycling routes through open spaces also increases the availability of

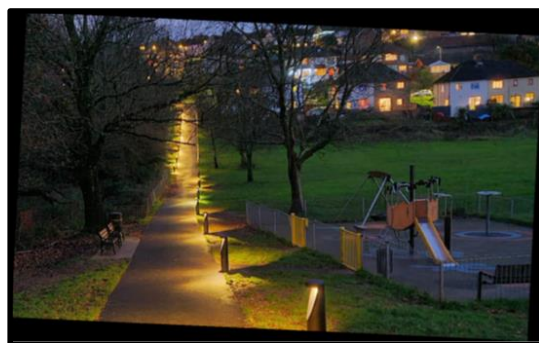


routes for recreation purposes. This has numerous health and wellbeing benefits and increases the likelihood of an individual's opting to utilise walking and cycling for their everyday journeys. Improvements that have been made across the city include:

The new **Devon Place bridge** provides much improved connectivity for both pedestrians and cyclist moving between the north and south of the city centre. The

connecting route between the two destinations was previously served by an underpass which is unfit for purpose. This bridge will connect the Gold Tops and Queens Hill 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.



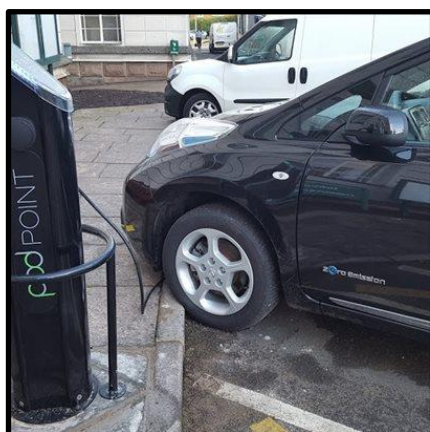
Monkey Island active travel route has now been opened after the completion of works to ensure the path is fully accessible. The new route provides a safe crossing link under the Southern Distributor Road for pedestrians and cyclists. A new accessible ramp connects the pedestrian and cycle path on the 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) and final report have been approved by Welsh Government. The map routes within in it will be used to plan future active travel developments over the next five years.

3.4.3.3 Charging Points



The council has been instrumental in the installation of 85 charge sockets across the city. Seventeen were delivered in 2021/22. There are currently 18 in construction, and a further twenty are planned for delivery in 2022/23. More sites are being identified for future years. In 20/21 our public chargers delivered over 80,000 zero emission miles.

3.4.4 Next Steps

Some of the work we will be looking at over the next 12 months includes:

- Reducing commuting by single use car by implementing a new operating model for staff including hybrid home working and use of local public sector hubs
- Developing a five-year plan for fleet renewal and charging capacity
- Increasing our charging capacity and looking to link it to renewable sources of energy as much as possible.
- Developing more active travel routes, and promote walking and cycling for shorter journeys
- Improving travel information at bus stops to encourage the use of public transport

Changes to working practices, including increased homeworking, will have a big impact on future transport emissions. We also expect to see emissions in this theme decrease gradually over the next five years as we implement our fleet renewal, charging capacity and active travel plans.

3.5 Theme 5: The Goods & Services we Procure

3.5.1 2030 Vision

Sustainable procurement will be at the heart of ensuring that our external contracting minimises the climate and nature impact and also the carbon footprint of goods, works and services procured

3.5.2 Priorities

To reach our vision we have set four priorities:

1. **Measurement:** Gain a good understanding of our estimated tCO₂e per annum from procured goods and services, and its emissions profile and supplier base.
2. **Guidance, Tools and Training:** Develop guidance, tools and training for the organisation to support staff to reduction of carbon throughout the procurement lifecycle.
3. **Partnership:** Lead by example and work with our procurement strategic partners both public and private to align climate change, carbon reduction and circular economy aspirations.
4. **Engagement:** Incentivise suppliers through proportionate evaluation criteria to proactively seek opportunities to reduce carbon and climate impacts.

3.5.3 Case Studies

3.5.3.1 The National TOMs Wales Social Value Calculator

In Wales, the term social value is in effect defined through the Well-being of Future Generations Act (Wales) 2015 which requires public bodies to think about the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change.



The Social Value Calculator for the National TOMs Wales has been designed to allow organisation and their suppliers to measure, procure and report on social value.

The council has adopted the tool and has reviewed and selected measures within the tool that relate to decarbonisation, sustainability and waste. These measures will now be used in our procurement processes.

3.5.4 Next Steps

Work on the Goods & Services we Procure is already under way with Gateway and Tender documents being updated to reflect our commitment to the actions outlined in the Climate Change Plan. Long-standing contracts will continue to be reviewed, to ensure suppliers' actions and behaviours align with our own, and new contracts will be assessed in-line with new Council guidance. As we begin to implement the new requirements, cooperation with suppliers, and knowledge sharing both internally and externally will be required.

3.6 Theme 6: Our Wider Role

3.6.1 2030 Vision

Leading by example and proactively supporting our communities and partners towards society wide action for nature and climate recovery

3.6.2 Priorities

1. **Placemaking & Building Control:** Reduce carbon emissions and support nature recovery by focusing on sustainable, low carbon development, influencing low carbon energy and building resilient communities.

2. **Energy:** Identify and implement the changes needed to the local energy system to decarbonise heat, electricity and local transport and realises local renewable energy production.
3. **Flooding:** Build climate resilience and alleviate flooding across the city using a range of measures including natural flood defences.
4. **Waste:** Reduce carbon emissions from managing waste to become a zero-waste city and nation by 2050.
5. **Digital:** Utilise digital solutions effectively to reduce and monitor carbon emissions.
6. **Partnerships & Communities:** Work collaboratively with partners and communities to promote the climate and nature recovery across the city.

3.6.3 Case Studies

3.6.3.1 Newport's Local Area Energy Plan



In 2021, private and public sector partners and stakeholders worked together to develop Newport's Local Area Energy Plan (LAEP). Following Ofgem methodology, the LAEP process combines robust technical analysis with comprehensive stakeholder engagement to create a pathway for delivering decarbonisation as effectively as possible, identifying actions required by groups including local and national government, energy providers, regulators, industry, and residents.

The Newport LAEP sets out a vision for reaching a net zero energy system for Newport by 2050 and provides a city-wide route map to decarbonise the heat, electricity and local transport that we use on a daily basis and realise local renewable energy production for the future. It provides us with an understanding of the nature, scale, rate, and timings of changes that need to be made for Newport's transition to a net zero energy system.

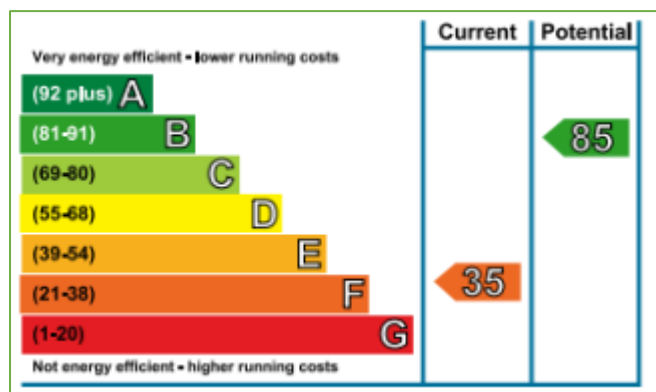
Based on evidence the plan identifies seven priority intervention areas which represent the areas where physical change to the energy system needs to be made:

1. Whole building retrofit (insulation, efficiency measures and behind the meter generation)
2. Development of public EV charging infrastructure
3. Electricity distribution network upgrades
4. Onshore renewables
5. Industrial innovation program
6. Heat pump and heat network deployment
7. Transport energy demand reduction

The plan was approved by the council's Cabinet in June 2022 and initial plans are now underway to implement the seven priority areas.

Development of the plan has facilitated increased local stakeholder awareness in Newport, resulting in more widespread and meaningful consent for the changes required and credible commitments to deliver the plan and will provide a framework for partners to work together in the future.

3.6.3.2 Domestic Rental Energy Performance



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.

Trading Standards have undertaken an extensive intelligence gathering exercise

looking at domestic rental properties across the city, 113 landlords suspected of renting illegal and inefficient properties (F or G rating) 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.

362 landlords suspected of having no EPC. It was discovered that 117 were compliant and 11 of these were only made compliant following the action of the service. 241 of the landlords require further consideration; 12 of whom are in discussion with the service and from 229 there has been no response. This work will continue to bring these properties in to compliance.

The impact of this work so far shows a reduction annually of 198.5 tonnes of carbon emission, a reduction in annual energy of 178,329 kWh and a reduction in fuel bills (April 2022 prices) of £58,217.

3.6.3.3 Waste

The council is continuing its work to meet Welsh Government zero waste targets by 2050. In 2021-22 the council once again surpassed its target for municipal waste reused, recycled and composted achieving 67.1%.

3.6.3.4 The Road to Nature



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 has since been used by travellers to set temporary illegal encampments, especially in 2004 and 2015.

Last year, the council carried out a very successful covert surveillance operation was carried out by the council during 2021, leading to a number of fixed penalty notices being issued, five 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, the council also carried out large scale works to remove all fly tipped waste. Works lasted ten days, with 650 tonnes of waste removed from the site including over 1,800 tyres. All recyclable waste was sorted into different elements to maximise recovery, achieving a recycling rate of 85%. The council is now working with the Friends of the Road to Nature, a local community group who have adopted the site, to improve biodiversity in the area and promote it as a nature destination.



3.6.4 Next Steps

Work is underway to realise the six “Our Wider Role” priorities in the plan which includes:

- Implementation of the Local Area Energy Plan (LAEP). A funding plan is under development and a programme manager will shortly be recruited to lead and co-ordinate the actions specified in the LAEP.
- The Domestic Rental Energy Performance Project. Funding for this project came to an end in March, however the good work of the project has continued and we are now looking to source further funding to enable the project to continue on an ongoing basis.

4 ANNUAL CARBON REPORTING

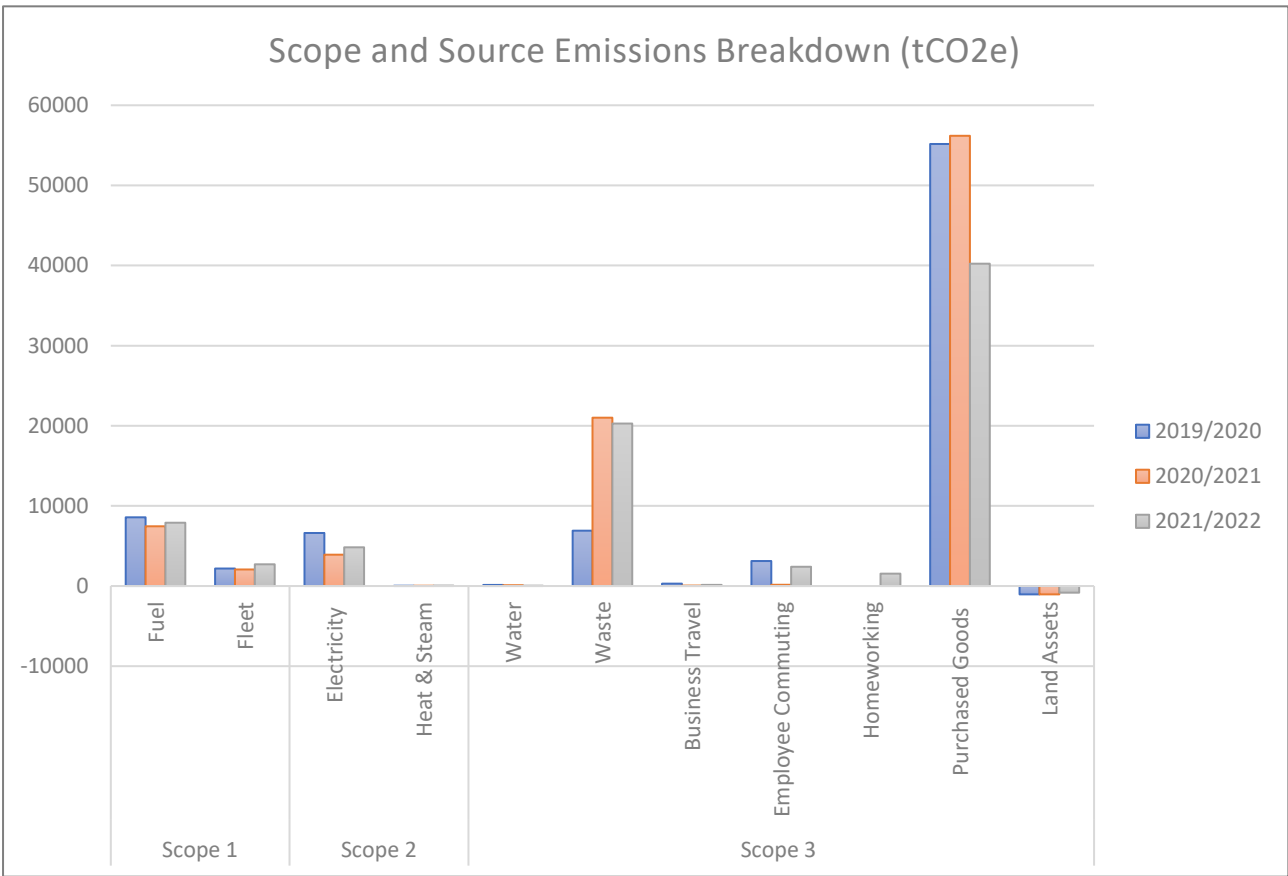
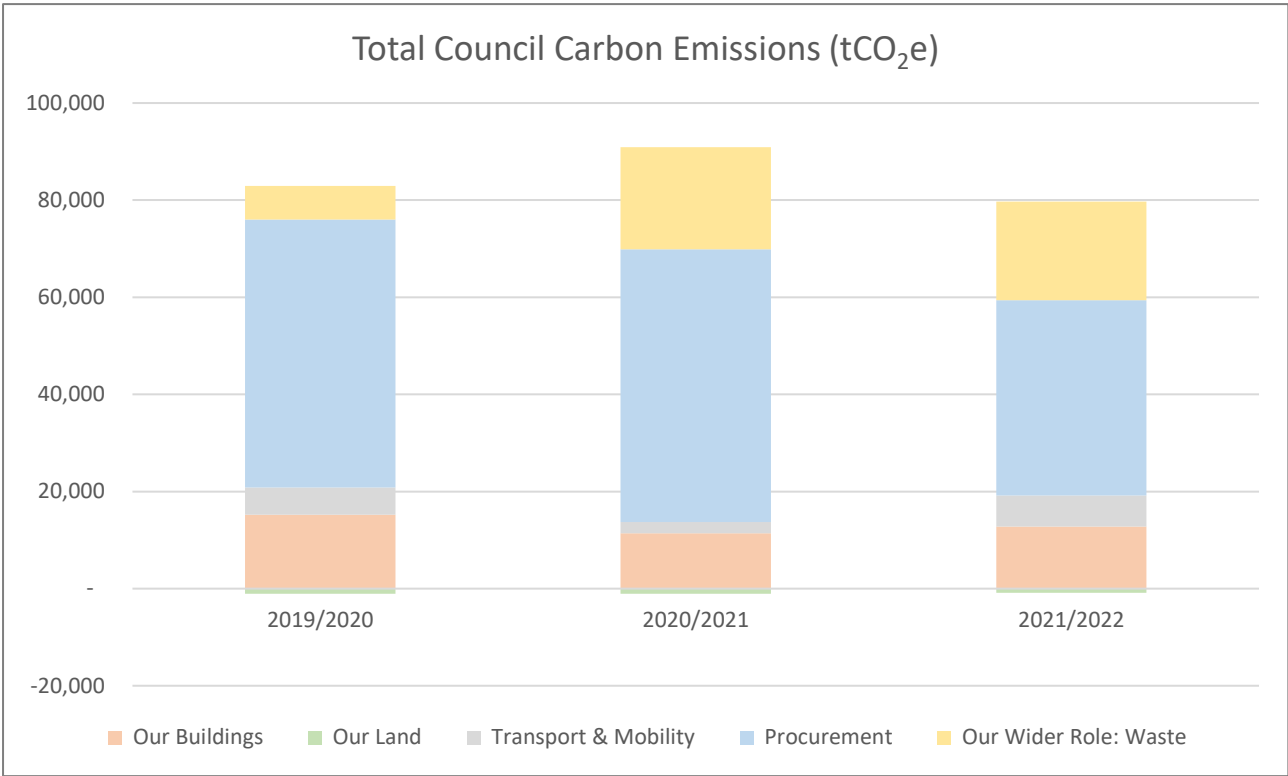
4.1 Baselining our carbon emissions

Welsh Government published guidance (May 2021) to public sector organisations to enable a consistent approach across Wales for reporting on their organisational carbon emissions. The reporting methodology considers all emissions associated with activities performed by local authorities including fuel, energy, water consumption, waste disposal, employee commuting, business travel and land use.

4.2 Annual Carbon Reporting 2021-22

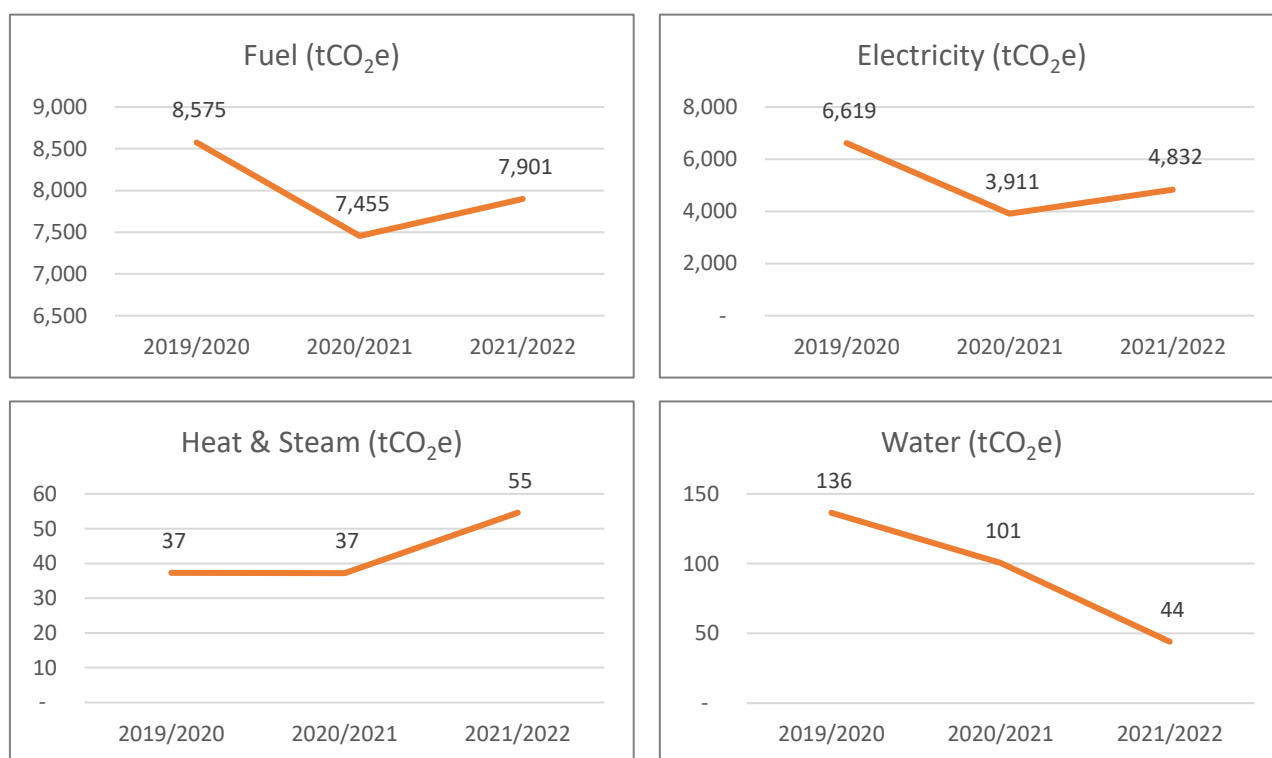
For 2021-22 there are changes to the structure of the reporting template; emission factors are now incorporated, and emissions are calculated automatically. The table and graphs overleaf give a comparison of emissions since the council has moved to using the Welsh Government guidance for calculating annual carbon reporting.

| Theme and Descriptions | 2019/20 | | 2020/21 | | 2021/22 | |
|---|--------------------|--------------|--------------------|--------------|--------------------|--------------|
| | tCO ₂ e | % | tCO ₂ e | % | tCO ₂ e | % |
| 2: Our Buildings | | | | | | |
| Fuel | 8,575 | 10.5% | 7,455 | 8.3% | 7,901 | 10.0% |
| Electricity | 6,619 | 8.1% | 3,911 | 4.3% | 4,832 | 6.1% |
| Heat & Steam | 37 | 0.0% | 37 | 0.0% | 55 | 0.1% |
| Water | 136 | 0.2% | 101 | 0.1% | 44 | 0.1% |
| Total | 15,367 | 18.7% | 11,504 | 12.8% | 12,831 | 16.3% |
| 3: Our Land | | | | | | |
| Land Assets | -1,041 | -1.3% | -1,041 | -1.2% | -829 | -1.1% |
| Total | -1,041 | -1.3% | -1,041 | -1.2% | -829 | -1.1% |
| 4: Transport & Mobility | | | | | | |
| Fleet | 2,184 | 2.7% | 2,066 | 2.3% | 2,298 | 2.9% |
| Business Travel | 299 | 0.4% | 58 | 0.1% | 143 | 0.2% |
| Employee Commuting | 3,120 | 3.8% | 156 | 0.2% | 2,403 | 3.0% |
| Employee Homeworking | - | - | - | - | 1,545 | 2.0% |
| Total | 5,603 | 6.8% | 2,280 | 2.5% | 6,388 | 8.1% |
| 5: The Goods & Services we Procure | | | | | | |
| Procurement | 55,168 | 67.3% | 56,190 | 62.5% | 40,231 | 51.0% |
| Total | 55,168 | 67.3% | 56,190 | 62.5% | 40,231 | 51.0% |
| 6: Our Wider Role | | | | | | |
| Waste | 6,908 | 8.4% | 21,009 | 23.4% | 20,279 | 25.6% |
| Total | 6,908 | 8.4% | 21,009 | 23.4% | 20,279 | 25.6% |
| Total Council Emissions | 82,005 | 100% | 89,942 | 100% | 78,900 | 100% |
| tCO ₂ e - Tonnes of CO ₂ equivalent | | | | | | |



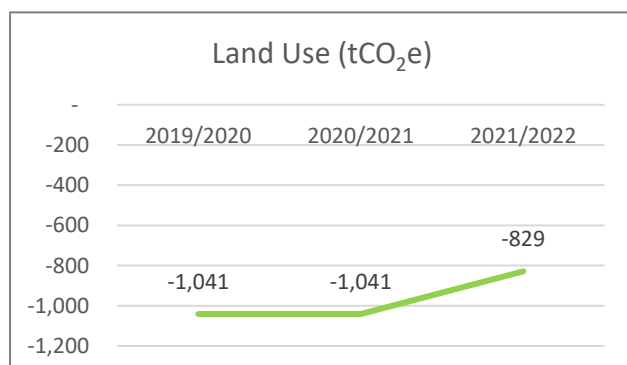
4.2.1 Our Buildings

Most fuel sources have seen an increase in emissions vs 2020/2021 due to buildings resuming activity after the COVID pandemic, however our long-term downward trend is continuing.



Due to the continued expansion of the population in Newport, the council is adding additional infrastructure, such as streetlights and new schools to our estate, whilst this does add to our baseline figures and therefore the scale of decarbonisation ahead of us, we are currently just absorbing this into our totals. Additionally, as the carbon reporting guidance evolves and we refine our data collection we sometimes need to report on emissions which we previously didn't which affects our totals. One example of this is in 2021/22 is the inclusion of the southern distributor road lighting (78,167 kg CO₂equivalent).

4.2.2 Our Land



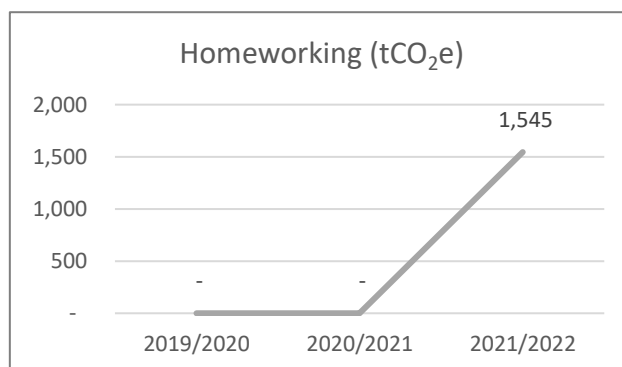
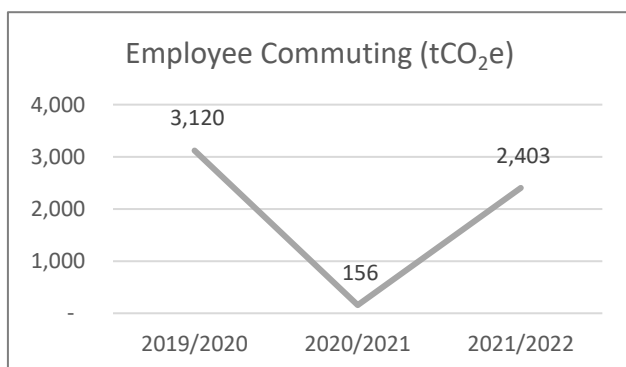
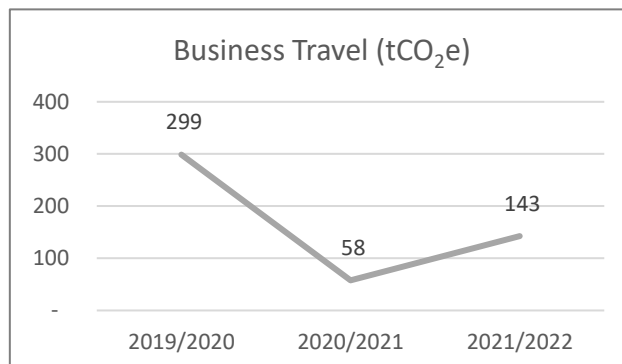
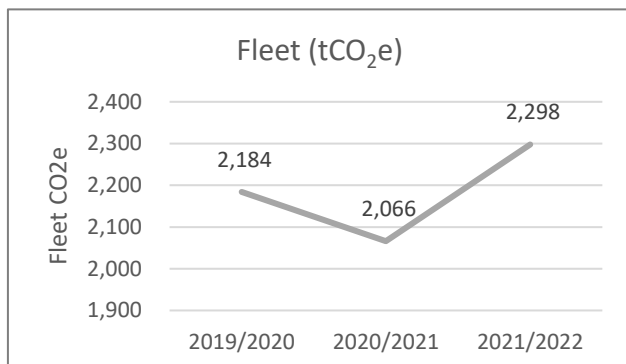
The type of land we own and the way in which we use it can have a positive or negative impact on our overall emissions. Importantly having the right type of land that can absorb carbon (though sequestration) allows us to offset those carbon emissions that we cannot remove from other sources. Over the past year the offsetting that our land provides has reduced due to the acquisition of new settlement areas; and the acquisition and

construction of footpaths, parking spaces, cycleways etc., and the removal of a small number of grass

spaces. As we move forward to 2030, carbon offsetting through land that we own will increase in importance.

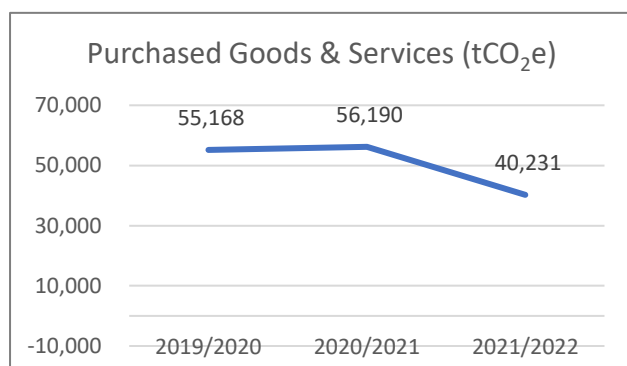
4.2.3 Transport & Mobility

In this reporting year, the council has worked hard to make our fleet more sustainable and has increased the number of electric vehicles we use from 39 to 67. Unfortunately, due to COVID-19 working practices additional diesel vehicles had to be used as crews couldn't travel together, this pushed up the amount of fuel we otherwise would have used.



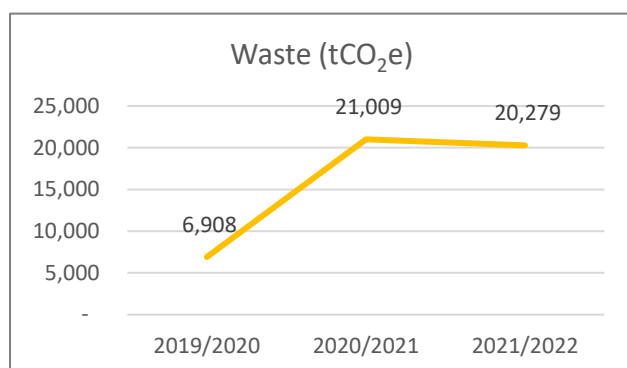
Homeworking is a new addition to annual carbon reporting. Organisations need to account for how many staff are working from home and the average percentage of time they do so.

4.2.4 Goods & Services We Procure



There is a significant change in this year's procurement figures. This is partially due to improvements in the Welsh Government reporting guidelines but also due to the changes in the goods and services we buy from year to year which have different amounts of carbon associated with them. The council is updating its procurement processes to embed positive climate and carbon action in our supply chains.

4.2.5 Our Wider Role



Whilst our climate change plan covers a broad range of actions that are part of our wider work, the carbon reporting methodology only covers emissions from waste. Emissions for the last year were broadly in line with 2021/2022.

5 TIMESCALES UPDATE

| | | |
|--------------|---|----------------------|
| Aug-Oct 2021 | Consultation Draft of the plan developed | Complete |
| 29 Oct 2021 | Reviewed by Scrutiny Committee | Complete |
| 31 Dec 2021 | Consultation closing date | Complete |
| Jan/Feb 2022 | Consultation responses reviewed and Climate Change Plan updated | Complete |
| 9 Mar 2022 | Presented to Agreed and endorsed by Cabinet | Complete |
| Mar 2022 | Plan published | Complete |
| Mar/Apr 2022 | Development of a delivery, governance and performance framework | Complete |
| Apr 2022 | Start implementation of the plan | Underway |
| Annually | Progress report to be published | Underway for 2021-22 |
| Annually | Review of the plan | Planned for Jan 2023 |
| Apr 2026 | Start to develop new plan for next period 2027-32 | |

6 GLOSSARY OF TERMS

Biodiversity is all the different kinds of life you'll find in one area—the variety of animals, plants, fungi, and microorganisms like bacteria that make up our natural world. Each of these species and organisms work together to maintain balance and support life.

Building Retrofit is changes to a building after construction to improve energy efficiency or decrease energy demand.

Carbon Literacy is an awareness of the carbon dioxide costs and impacts of everyday activities, and the ability and motivation to reduce emissions, on an individual, community and organisational basis.

Carbon Neutral is a state of net zero carbon emissions.

Carbon Sequestration is the process of capturing and storing atmospheric carbon dioxide. It is one method of reducing the amount of carbon dioxide in the atmosphere with the goal of reducing global climate change. Forests and other forms of plant life absorb carbon dioxide from the air as they grow and bind it into biomass.

A **Circular Economy** is achieved by designing products smartly with their whole life cycle in mind, re-using and repairing to extend their useful life, and then when their life is deemed over, remanufacturing to create new products from old.

Climate Change includes global warming and the “side effects” of warming, e.g. melting glaciers, heavier rainstorms, more frequent drought.

Climate Change Mitigation means avoiding and reducing greenhouse gas emissions and increasing greenhouse gas capture and storage.

Climate Change Adaptation is altering our behaviour and way of life to protect our families, our economies, and the environment in which we live from the impacts of climate change.

The **Climate Emergency** is a situation in which urgent action is required to reduce or halt climate change and avoid potentially irreversible environmental damage resulting from it.

Deep Retrofitting is a major or whole building retrofit to achieve a near net-zero energy building

Ecology is the relationship between living things and their environment.

Ecosystems are all the living things in an area and the way they affect each other and the environment.

Ecosystem Resilience is the capacity of an ecosystem to respond to a disturbance by resisting damage and recovering quickly.

Global Warming is the Earth’s rising surface temperature and is one symptom of the much larger problem of human-caused climate change.

The **Greenhouse Effect** is a warming of Earth’s surface caused by greenhouse gases.

Greenhouse gases (GHG) are the thin layer of gases surrounding the Earth. These gases include both naturally occurring and human-derived greenhouse gas such as carbon dioxide, methane, water vapour and nitrous oxide.

Green Infrastructure is a network of multi-functional green space and green features, which can deliver quality of life and environmental benefits for communities. It includes parks, open spaces, playing fields,

woodlands, street trees, allotments, private gardens, green roofs and walls, SuDS and soils.

Natural Resources are natural assets or raw materials occurring in nature. Earth's natural resources include light, air, water, plants, animals, soil, stone, minerals, and fossil fuels.

Nature-Based Solutions are actions to protect, sustainably manage, and restore natural and modified ecosystems that address societal challenges effectively and adaptively, simultaneously providing human well-being and biodiversity benefits.

Net Zero is achieving a balance between the amount of greenhouse gas emissions produced and the amount removed.

Procurement is the act of purchasing goods or services.

Scope 1 Direct Emissions arise from sources that are owned or controlled by the council including emissions from our plant and vehicle fleet and fuel.

Scope 2 Indirect Emissions arise from the generation of purchased electricity and heating. The energy is generated elsewhere, however as a user the council is responsible for these emissions.

Scope 3 Indirect Emissions arise from sources that are not owned and not directly controlled by the council; however, they are related to our activities. This includes emissions from the supply chain, such as goods we have purchased and services that we have outsourced. It also includes emissions from the water we consume, our waste services, employee commuting and business travel.

Solar PV (Solar Photovoltaics) is the generation of electricity using energy from the sun. Modern solar panels produce electricity from daylight and do not require direct sunlight, although more electricity is produced on bright sunny days.

Sustainable Drainage Systems (SuDS) are designed to manage stormwater locally, to mimic natural drainage and encourage its infiltration and passive treatment. SuDS are designed to both manage the flood and pollution risks resulting from urban runoff and to contribute wherever possible to environmental enhancement and place-making.

Sustainable Procurement is a process whereby organisations meet their needs for goods, services and works in a way that achieves value for money on a whole life basis and generates benefits not only to the organisation, but also to

society, the economy and the environment. It considers the social, economic and environmental consequences of what is procured through all stages of its life cycle. This includes considering design, resource extraction and sourcing, manufacturing and production, transportation, service delivery, operation and maintenance, reuse, recycling and disposal. It is also about questioning whether the purchase requires to be made at all. It also considers the capacity of suppliers to address these consequences throughout the entire supply chain.

Sustainable Transport Options are walking, cycling, public transport and electric vehicles. Not all options are equally sustainable.

Tonnes of Carbon Dioxide Equivalent (tCO_{2e}) is a measure used to compare the emissions from various greenhouse gases based upon their global warming potential. For example, the global warming potential for methane over 100 years is 21. This means that one million metric tons of methane emissions is equivalent to 21 million metric tons of carbon dioxide.

Ultra-Low Emission Vehicles (ULEVs) are vehicles that emit less than 75g of CO₂ per km from the exhaust.



Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: September 2022

Subject Annual Information Risk Report 2021/22

Author Scrutiny Adviser

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

| Invitee: | Area / Role / Subject |
|---------------|--------------------------|
| Mark Bleazard | Digital Services Manager |
| Tariq Slaoui | Information Manager |

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to consider the Annual Information Risk Report 2021/22 attached as **Appendix 1** and provide comments for consideration by the Cabinet Member.

2 Context

Background

- 2.1 The council has a statutory requirement to look after the data it holds in line with General Data Protection Regulation (GDPR) and the associated Data Protection Act 2018. As a result of GDPR, the Information Commissioner's Office (ICO) has the power to fine organisations up to 20 Million Euros or 4% of turnover. The majority of staff working from home as a result of the Coronavirus pandemic provides some specific challenges, especially with greater concerns over cyber-attacks.
- 2.2 The Information Commissioner's Office (ICO) currently has the power to fine organisations up to £500,000 for data breaches to ensure organisations take this responsibility seriously. In May 2018, the EU General Data Protection Regulation enables much higher fines of 20 Million Euros or 4% of turnover.

- 2.3 This is the ninth Annual Information Risk Report which provides an assessment of the information governance arrangements for the Council as outlined in the Information Risk Management Policy. and identify where further action is required to address weaknesses and make improvements.
- 2.4 This is the tenth Annual Information Risk Report which provides an assessment of the information governance arrangements for the Council as outlined in the Information Risk Management Policy. Information risk is also considered in the Corporate Risk Management Strategy and Register.
- 2.5 The Overview and Scrutiny Management Committee has this opportunity to comment on the draft Annual Information Risk Report and the Council's information governance arrangements.

3 Information Submitted to the Committee

Appendix 1 – Annual Information Risk Report 2021-22.

4. Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to consider:

- The robustness of control measures and management arrangements
- The Action plan included for on-going compliance and protection for the future and whether the planned actions are sufficient to mitigate any risks identified.

Section B – Supporting Information

5 Supporting Information

- 5.1 The 2020 -21 Annual Information Risk Report was presented to Scrutiny Committee on [9th July 2021](#) when it was explained that it was not a mandatory report required by Regulators but good practice and provide scrutiny the opportunity to see how the Council was managing information.
- 5.2 The next iteration of the Digital Strategy came to committee on the [29th July 2022](#) but has yet to be agreed by Cabinet.

6 Links to Council Policies and Priorities

- 6.1 The Council's Information Risk Management Policy sets out the Council's approach to information risk management including roles and responsibilities. The policy also details the processes in place to manage information risks effectively, including the Annual Information Risk Report.
- 6.2 The [Digital Strategy](#), approved by Cabinet October 2015 sets the overall direction for the management of information, and information governance is also considered in the Annual Governance Statement produced for the inclusion in the Council's Annual Statement of Accounts

and reported to Audit Committee.

- 6.3 The Annual Information Risk report has strong links to the modernising Council supporting function which supports the Corporate Plan Commitments and Well-being Objectives;

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

7 Wellbeing of Future Generation (Wales) Act

| 5 Ways of Working | Types of Questions to consider: |
|--|--|
| Long-term The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs. | Are there any long term trends developing that could affect how this plan is implemented to how the actions are prioritised? |
| Prevention Prevent problems occurring or getting worse. | How are you ensuring that the needs of the service users monitored and are taken into account when developing the long term strategy? |
| Integration Considering how public bodies' wellbeing objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies. | How does the Council's implementation of the plan impact upon the services of other public bodies and their objectives? |
| Collaboration Acting in collaboration with any other person (or different parts of the organisation itself). | How are you using the knowledge / information / good practice of others to inform / influence the Council's work? |
| Involvement The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves. | How as a Council are we ensuring we are consistently seeking the views of those who are impacted through the implementation of the plan? |
| | While developing a long term strategy, how are you ensuring the diverse communities are involved in your decision making? |

8. Background Papers

- [Overview and Scrutiny Management Committee's previous consideration of the item](#)
- [Digital Strategy 2015 - 2020](#)
- [OSMC consideration of the new Digital Strategy](#)
- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017-2022](#)

Report Completed: September 2022

Annual Information Risk Report 2021/22

| | |
|--------------------|------------------------|
| Created by | Information Governance |
| Date | 24/03/2021 |
| Reviewed by | Tariq Slaoui |
| Date | 16/08/2022 |

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| Version | Date | Author | Notes / changes |
|----------------|-------------|---------------|--|
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| V0.2 | 11/10/2021 | Tariq Slaoui | Updated |
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| V0.9 | 23/08/2022 | Mark Bleazard | Updated for Cabinet Member/Scrutiny |
| V1.0 | 26/08/2022 | Mark Bleazard | Business continuity updated |
| V1.1 | 14/09/2022 | Tariq Slaoui | Final update based on CM comments |

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Executive Summary

Data and information is the lifeblood of the Council and a critical strategic asset in the delivery of services, transformation and change. The council has a statutory requirement to look after the data it holds in line with General Data Protection Regulation (GDPR) and the associated Data Protection Act 2018. As a result of GDPR, the Information Commissioner's Office (ICO) has the power to fine organisations up to 20 Million Euros or 4% of turnover. **Many staff working from home as a result of the Coronavirus pandemic provides some specific challenges, especially with greater concerns over cyber attacks.**

This is the tenth Annual Information Risk Report which provides an assessment of the information governance arrangements for the Council as outlined in the Information Risk Management Policy. The report highlights:

Compliance and audit

- **Public Services Network (PSN)** – whilst the council was PSN compliant from 13th August 2021, at time of writing the authority's PSN compliance lapsed on 13th August 2022
- **Payment Card Industry (PCI) standard**
 - **In July 2022, with the assistance of SRS, the council completed the remaining work required and were informed that we had been successful in achieving PCI compliance**
- **General Data Protection Regulation (GDPR) and Data Protection Act 2018**
 - GDPR came into force in the UK from 25 May 2018 as a result of the passing of the Data Protection Act 2018 in the UK. Following on from Brexit, the EU GDPR no longer applies to the UK. For organisations operating inside the UK, the Data Protection Act 2018 (DPA 2018) is applicable
 - Priority areas are supporting the Welsh Track, Trace and Protect (TTP) programme, Data Protection Impact Assessments (DPIA's), The Information We Hold
- **Cyber Stock Take**
 - Newport City Council scored well in Cyber Stocktake 4, with 3 scores above the Welsh average, 2 the same and 1 below the Welsh average

Information Governance culture and organisation

- At time of the report writing the Information Management Service Level Agreement (SLA) has been extended for a further three years for all primary schools and now includes three high schools
- Quarterly meetings of the Information Governance Group and Data Protection Group take place to oversee information risk management in conjunction with other stakeholders including Shared Resource Service

Communications and Awareness Raising

- Continue to raise awareness with staff
- **Corporate staff training numbers have improved in part due to Microsoft Teams delivery method**
- **Social Services training numbers have increased following Coronavirus pandemic challenges but more to be done**
- **Large amount of training provided for schools**
- **Specific training provided for Track, Trace and Protect (TTP) staff**
- GDPR e-learning uptake has been excellent

Information Risk Register

- Continues to be maintained with contribution to Annual Governance Statement as necessary
- In December 2021, the local authority was made aware of a world-wide vulnerability in systems that use a Java based logger known as Apache Log4J that was reviewed/actioned by SRS

Security incidents

- An increase in reported incidents, possibly as a result of increased awareness around issues as a result of GDPR and the increase of staff working from remotely from home.
- One significant incident reported to the ICO. The ICO took no action

Information Sharing

- Development of Information Sharing Protocols (ISP's) continues along with Data Disclosure Agreements (DDA's)
- The authority is committed to gaining a better understanding about the value of data in discharging its services, to share and better use data to:
 - design services around user needs
 - engage and empower citizens
 - drive efficiencies and transformation
 - promote the innovative use of data
 - be transparent and accountable

Business Continuity

- There is an ever-increasing reliance on digital technology to support business activities as identified in Business Impact Analysis during the Coronavirus pandemic
- It is important to maximise the availability of systems that this is expected to be improved by the planned SRS data centre move
- A more proactive move of systems to the cloud took place in 21/22 including that of the www.newport.gov.uk web site in March 22. The proactive move of systems will continue

Technology Solutions

- As planned last year, secure and large file transfers are now provided using Microsoft Office Message Encryption and Microsoft One Drive for Business
- The existing remote access solution has been replaced with Microsoft Always ON VPN
- **A Security Information and Event Management (SIEM) system and Security Operations Centre (SOC) proposed by SRS to partners has been agreed and a solution has been procured with implementation by March 2023**

Records Management

- Continued roll out of EDMS solution across council, project manager in post continues to progress deployment
- We have reduced the number of paper records held in Modern Records by disposing of records which have reached their retention period

Freedom of Information

- **Exceeded target for year**
- Increase in number of requests from last year but below previous record highs
- Continue to promote the use of open data sets and adding new ones where appropriate

Subject Access Requests

- Subject Access Request target not met for year but has increased from last year. There were still some difficulties in staff accessing Civic Centre paper records as a result of the Coronavirus pandemic and the requirements to work from home

1. Background and Purpose

As a local authority we collect, store, process, share and dispose of a vast amount of information as part of our duties. These duties are defined in EU General Data Protection Regulation (GDPR) that commenced on 25th May 2018 and the associated UK Data Protection Act 2018. This legislation places a greater responsibility on the council to be more clear and transparent about what data is processed and how to give citizens confidence that their data is being handled appropriately. Accordingly, it is even more important that the council meets its statutory responsibilities effectively and **protect the personal information it holds throughout its life cycle**; from creation through storage, use, retention, archiving and deletion. The principle of using and securing data is outlined in the [Digital Strategy](#) that is currently being reviewed and draft themes have been developed. Data is a valuable organisational asset and a key development is the creation of the Newport Intelligence Hub. This team's role is to maximise the value of data to the organisation, especially for use in operational, tactical and strategic decision making by the organisation. This requires processing of information in line with GDPR.

The actions outlined in this report form part of the People, Policy and Transformations service plan and also considered in the Corporate Risk Management Strategy and Corporate Risk Register.

1.1. Purpose of the Report and Benefits

The purpose of this report is to provide an assessment of the information governance arrangements for the council and identify where action is required to address weaknesses and make improvements.

The benefits of this report are as follows:

- Provide an overview of the council's information governance arrangements
- Highlight the importance of information governance to the organisation, the risks faced and the current level of risk
- Where relevant this report will compare performance with previous years and with the aim of continuous improvement
- This is the tenth Annual Information Risk Report.
- Identify and address weaknesses and develop an action plan
- Reduce the risk of failing to protect personal data and any subsequent reputational and financial penalties. The fines associated with General Data Protection Regulation (GDPR) came in to place on 25th May 2018 with a maximum fine of 20 Million Euros or 4% of turnover.
- Ensure that appropriate risks are escalated to the Corporate Risk Register

2. Current Position

This part of the report identifies the council's current position in relation to information governance; this includes a number of external compliance requirements. The principles of the current [Digital Strategy](#) are sound. However, it now feels slightly dated and a new strategy is being drafted to make it more relevant and up to date. It will continue to highlight the importance of effective information management and data sharing with robust information security to protect business and citizen data from threats, loss or misuse. Key roles and responsibilities for individuals and groups are outlined below.

2.1. Compliance and Audit

The council is subject to accreditation to the Public Services Network (PSN) by the Cabinet Office. The council is also required to comply with the Payment Card Industry Data Security Standards (PCI-DSS) when it handles card payments for customers. In addition, the council is subject to audit from Audit Wales (formerly Wales Audit Office) to ensure appropriate information governance is in place.

Public Services Network (PSN) compliance

Whilst the council was PSN compliant during from 13th August 2021, at time of writing the authority's PSN compliance lapsed on 13th August 2022. The annual IT Health Check has been carried out and we are awaiting the formal report, followed by the development of a suitable remediation action plan and submission will be made when appropriate. The Shared Resource Service (SRS) procures and schedules health checks for partners together. The number and variety of risks mean that work is required throughout the year to protect the council's data and systems, and this is included in the SRS' resource allocation. Risks around cyber security remain a specific concern as highlighted by the National Cyber Security Centre (NCSC) and they are included on the Corporate Risk Register and this remains a challenge to all organisations whether public or private sector. The council is committed to continued compliance with PSN standards.

Payment Card Industry Data Security Standards (PCI-DSS)

At the time of writing the council has now satisfied the requirements of the Payment Card Industry (PCI) Data Security Standards. Last year, the Council procured assistance from an external organisation to undertake a gap analysis and subsequent remediation action plan to address any shortfalls. In July 2022, with the assistance of SRS, the council completed the remaining work required and were informed that we had successfully completed an assessment against the PCI-DSS v3.2.1

General Data Protection Regulation (GDPR) and Data Protection Act 2018

General Data Protection Regulation (GDPR) is a regulation that strengthens and unifies data protection for individuals within the European Union (EU). GDPR came into force in the UK from 25 May 2018 as a result of the passing of the Data Protection Act 2018 in the UK. This legislation has been in place for about 4 years now and the UK has subsequently left the European Union because of Brexit. In this regard the UK has to demonstrate that its data protection regime is suitable for holding the data of EU citizens. The Information Commissioner's Office (ICO) leads on this for the UK. On the 28th June 2021, the EU Commission announced that adequacy decisions for the UK have been formally approved. This means that organisations in the UK can continue to receive and send data to and from the EU without having to make any changes to their data protection practices. Following on from Brexit, the EU GDPR no longer applies to the UK. For organisations operating inside the UK, the Data Protection Act 2018 (DPA 2018) is applicable.

DPA 2018 is a standard agenda item for the Information Governance Group. A Data Protection Group meets quarterly in recognition that data protection is an on-going activity.

As a reminder a summary of the DPA 2018 is detailed below:

- The maximum fine is 20 Million Euros or 4% of turnover
- There is a requirement to document the personal data held and keep a record of our processing activities.
- Data breach reporting is mandatory for certain data breaches. The ICO should be informed of significant data breaches within 72 hours.
- Enhanced rights for data subjects. Privacy notices are mandatory and the organisation must identify a 'lawful basis' for each of our processing activities. Consent has been strengthened. However, this is just one of several lawful bases. Specific guidance relating to children and their rights is available
- Local authorities cannot rely upon "legitimate interests" as a legal basis for processing data.
- The authority must respond to requests for personal data. These are known as Subject Access Requests and we aim to process and respond to request within 30 calendar days.
- Requirement for Data Protection Impact Assessments, particularly for new projects and/or technology implementations.
- Requirement for Data Protection Officer role
- Further consideration of data stored outside the EU although an adequacy decision has been approved.

A number of large fines have been issued to date demonstrating the greater power that the Information Commissioner's Office (ICO) and other national regulators have. The largest UK fine to date is of £20 Million to British Airways.

A GDPR Task and Finish Group was established in 2017, with representation from each service area and schools. The group has evolved into the corporate Data Protection Group and continues to meet on a quarterly basis. The council has embedded many processes and is prioritising the following development areas:

- Awareness raising – the Data Protection group has ensured that data protection is the subject of discussion at the various service area management meetings. The group is well attended and now includes representatives from primary schools. The Information Management team have used E-bulletins and corporate communications throughout the Coronavirus pandemic to provide corporate updates. Specifically, communications have been undertaken to ensure that staff working from home are doing so in a secure manner. The Information Management team produce and communicate monthly Primary Schools newsletters with advice and guidance on Data Protection, Freedom of Information and Information security matters. The Meta Compliance solution will be utilised in future to increase awareness across the authority
- Data Protection Impact Assessments – DPIA's are mandatory for new technology implementations and projects that involve the systematic monitoring of individuals and/or the large-scale processing of special category data. In response to the Coronavirus pandemic and as a joint data controller to the Welsh Test, Trace and Protect (TTP) service, we assisted in the development of an all Wales TTP DPIA both for the service and the IT systems. Others are being considered but the screening process will ultimately determine this. The SRS have confirmed that all technology requests from Newport City Council are subject to DPIA screening
- The Information We Hold – the accountability principle states that we should document the data that we hold along with records of processing activities. The council already manages an Information Asset Register which is based upon the systems that have been identified as a priority. The Information Management team, in conjunction with Digital services and The Data Protection Group is expanding this register to include paper records. This work will also seek to identify cloud-based provision of services and the governance arrangements around these
- Significant Information Governance work has been undertaken to support the Welsh Track, Trace and Protect (TTP) programme during 2020/21 and 2022. Further work has been undertaken to support information sharing in relation to the arrival of Ukrainian refugees

Cyber Stock Take

Newport City Council, along with all other local authorities in Wales, took part in the fourth Cyber Stock Take exercise designed to give an indication of each local authority's maturity in cyber security. This was compiled by means of a self-assessment questionnaire and the results of the benchmarking are below. A specific action plan has been developed, the results of which will be included in the Cyber Stocktake 5 submission.

Leadership, Reporting and Ownership:

Newport City Council 93% (83%, 73% & 90% in previous years), **All Wales Average is 84%**

Governance, Structure and Policies:

Newport City Council 92% (67%, 80% and 92% in previous years). **All Wales Average is 78%**

Partnerships, Information advice and guidance:

Newport City Council 100% (100%, 100% and 100% in previous years). **All Wales Average is 100%**

Technology Standards and Compliance:

Newport City Council 83% (77%, 75% and 77% in previous years). **All Wales Average is 83%**

Training and Awareness Raising:

Newport City Council 67% (65%, 60% and 65% in previous years). **All Wales Average is 82%**

Overall Maturity Score:

Newport City Council 87% (71%, 78% and 84% in previous years). **All Wales Average is 80%**

Weaknesses identified are already being addressed in most cases including the implementation of a SIEM/SOC solution as detailed elsewhere in this report and increased awareness raising as a result of the Metacompliance solution. Further improvements identified will be pursued.

Audit Wales

Audit Wales, formerly known as the Wales Audit Office (WAO) carries out audits annually of the risks around financial systems which involve IT and Information Governance. This work generally has some recommendations that need to be acted upon.

2.2. Information Governance Culture and Organisation

The council has been a partner of the Shared Resource Service (SRS) since April 2017. Since then, representatives from the SRS attend various Newport City Council groups. There is also a client side role sits within the Digital team and this relationship has developed since joining the partnership.

Information Governance Culture

The information governance culture has previously been investigated by virtue of staff surveys. These demonstrated good staff awareness of information governance issues and good buy in.

Organisation

Senior Information Risk Owner (SIRO) role

The council's Senior Information Risk Owner (SIRO) role is part of the Head of Law and Standards role. The SIRO role is the senior officer responsible for information risks within the organisation and is part of the council's Corporate Management Team. Day to day operational management is provided by the Information Management team that reports to the Head of People, Policy and Transformation. As detailed below, the SIRO role is more senior and is distinct from the Data Protection Officer (DPO) role below.

Data Protection Officer (DPO) Role

Under General Data Protection Regulation) the council needs to specify its Data Protection Officer (DPO). This role is incorporated within the duties of the existing Digital Services Manager post. As part of the Service Level Agreement with primary schools, the Digital Services Manager post is also the DPO for primary schools.

Information Governance Group

The Information Governance Group meets quarterly chaired by the Strategic Director – Transformation and Corporate. This ensures that there is no conflict of interests of the operational lead for information governance also being the chair of this group. Strategic information governance issues are discussed by this group with standard agenda items that includes GDPR. Membership of the group includes representation from the Shared Resource Service (SRS) which will be a major contributor to this work.

Shared Resource Service (SRS) - The IT Service became a partner in the Shared Resource Service (SRS) in April 2017. As well as Newport City Council the SRS is made up of Torfaen County Borough Council, Monmouthshire County Council, Blaenau Gwent County Borough Council and Gwent Police. There is SRS representation on the council's Information Governance Group as well as other groups such as the Digital City Board. The client-side role is managed by the Digital team and this important relationship in service delivery as well as information governance continues to develop. The SRS has a small team that provides a complementary and slightly more technical function within the SRS that works closely with the Information Management team in Newport.

Councillor Data Protection

An important aim of this report is to ensure that members and senior officers are aware of the data protection responsibilities of the council and to enable guidance to be provided. This is especially relevant given GDPR and the Data Protection Act 2018. The annual risk report represents a useful opportunity for the Scrutiny Management Committee to comment and make suggestions on the past year's performance and improvements going forward. This has been beneficial in shaping the actions going forward.

Information Asset Register

The development of an Information Asset Register, based on a template from The National Archives was completed for priority systems during 2016/17. This identifies the owner of information, the information stored within the system, how this is shared and various other pieces of information. Further work is required to extend the Information Asset Register for all the information the council holds and this has now commenced and will be part of the work of the Data Protection group and Digital Services as appropriate. This will ultimately become a Record of Processing Activities (RoPA). A cloud services register has been developed in line with our policy of deploying solutions to the cloud.

Schools

Schools are "data controllers" under the Data Protection Act and therefore need to be equipped to handle data appropriately. Guidance is provided to schools by staff in Education and Information Management. A Service Level Agreement (SLA) for primary schools with the Information Management team has been in operation for nearly three academic years now. Regular guidance and advice has been provided to primary schools on this basis and this service has been well received. The Information Management team has also provided specific training for schools as detailed elsewhere in this report with further positive feedback. In January 2022, the Information Management team extended the SLA offer to include high schools. At time of the report writing the SLA has been extended for a further three years for all primary schools and now includes three high schools.

1.1. Communications and Awareness Raising

Employees are often the weakest link in terms of preventing incidents. The information security incidents section reflects this, and technical measures will never be totally effective especially given the increased sophistication of cyber-attacks including phishing. The move to home working has increased the risk of this and so employee awareness is more important than ever. This is generally achieved via staff training together with other forms of communication to improve awareness.

Staff Guidance

Regular reminders of good practice have been provided in the staff bulletin and on the intranet on various important subjects especially because of home working during the Coronavirus pandemic. During 2021/22, the council regularly reminded staff of the importance of subjects such as:

- Phishing emails
- Effective redaction
- Guidance on working from home
- The appropriate use of video conferencing services
- The use of social media messaging for work purposes
- Email message encryption and how to send files securely

The team regularly assess information from the Information Commissioner's Office (ICO) and other sources to ensure that key messages are communicated to employees including good and bad practice. The development of the Service Level Agreement with primary schools means that information is provided to primary schools too with appropriate revision as necessary.

Training Courses

The council continues to provide classroom style training to staff to provide the most interaction possible and improved learning experience. This is now provided virtually using Microsoft Teams and this has been very well received with good attendance. This complements e-Learning that is required to be completed by new starters and for refresher purposes. The content is regularly kept up to date to reflect developments in this area and relevant news coverage.

- Meta Compliance Policy Management Solution
- Social Services courses
- Corporate courses
- Councillor courses
- School courses
- Other courses and presentations
- Information Management team training
- E-learning

In early 2022, the council procured the Meta Compliance Policy Management Solution which allows us to deliver cyber security related content to users' desktops. A project plan is currently being developed to ensure that utilisation is high.

Training courses represent a continued commitment to information security by the council with a revised delivery method using Microsoft Teams. Training is a key area as people are generally considered the weakest link in relation to information security, especially when working from home as a result of the Coronavirus pandemic. There will never be totally comprehensive technical measures to protect data. Training provided to staff is a key part of investigations carried out by the Information Commissioner's Office (ICO).

Social Services Courses

Social Services employees continue to represent a high-risk group due to the nature of the information they handle as part of their roles and training is compulsory for these staff. In 2020/21, no courses were scheduled due to difficulties of certain staff in particular roles accessing Teams based training. These courses have now recommenced and some staff have attended the corporate training course.

A breakdown per year is included below.

| Year | Number of staff who attended |
|---------|------------------------------|
| 2021/22 | 31 |
| 2020/21 | 0 |
| 2019/20 | 172 |
| 2018/19 | 157 |
| 2017/18 | 237 |
| 2016/17 | 144 |
| 2015/16 | 147 |
| 2014/15 | 182 |
| 2013/14 | 226 |

Corporate Courses

These courses continue to be scheduled on a monthly basis, primarily for staff other than Social Services. The number of staff that attended the corporate course has increased from 74 in 2020/21 to 181 in 2021/22. Whilst attendance does vary a little year on year the number of staff attending remains consistent.

| Year | Number of staff who attended |
|---------|------------------------------|
| 2021/22 | 181 |
| 2020/21 | 74 |
| 2019/20 | 98 |
| 2018/19 | 105 |
| 2017/18 | 114 |
| 2016/17 | 118 |
| 2015/16 | 114 |
| 2014/15 | 152 |
| 2013/14 | 93 |
| 2012/13 | 57 |

Feedback from staff attending courses is gathered for each training course held and continues to be positive. The change to virtual training using Microsoft Teams has been well-received.

Councillor Courses

The last training course for councillors took place in November 2018 with 24 out of the 50 Councillors attending. Councillors, like all council staff, need to undertake mandatory e-learning before they are provided with access to the council's network. Following on from the local government elections in May 2022, the Information Management team plans to deliver further training for new and existing elected members.

Schools Courses

Schools have been engaged with the Information Management team in relation to GDPR including representation on the Data Protection Group. A service level agreement for primary schools for information management has been agreed which includes regular training. This SLA has recently been widened to include elements of cyber security awareness. As a new development in 2022/23, the SLA has also been offered to high schools. **In 2021/22 119 school staff were trained.**

| Year | Number of staff who attended |
|---------|------------------------------|
| 2021/22 | 119 |
| 2020/21 | 78 |

Training for primary schools, and now some high schools, remains a priority for the return to classrooms in September.

Other Courses and Presentations

104 staff received specific training relating to their area, including 59 contact tracing staff.

Information Management Team Training

All four current members of the Information Management team have passed the British Computer Society (BCS) Certificate in Data Protection including three members of staff on the updated legislation. In addition to this, the Information Manager is a Certified Information Security Manager (CISM)

E-Learning

All staff that need access to the council's computer network are currently required to undertake GDPR e-learning before they can access the network. The GDPR e-learning module provides guidance to staff on their obligations under the Data Protection Act 2018. **In 2021/22 422 staff completed the NCC GDPR e-learning module.**

Information Policy Development

Policies form an invaluable way of documenting legal requirements and best practice. They provide guidance for employees to ensure information governance is integrated into the way the council operates. As well as developing new policies where appropriate, it is also necessary that existing policies are updated to ensure that they remain fit for purpose, including any changes as a result of the partnership with the Shared Resource Service (SRS). Staff are reminded of these policies where appropriate.

Updated Policies

An extensive review of policies took place in 2019 to reflect the changes in the new GDPR legislation. As such, there has not been a requirement to make further significant changes other than general reviews to ensure that they are still valid and up to date. The following were updated this year:

- Schools Information Security Policy

Staff are made aware of policy changes with reminders through the regular staff bulletin. All policies use 'key messages' for ease of understanding and are published as part of the overarching Information and IT Security Policy and on the Council's intranet, with appropriate version control. A further review of policies is required to ensure they are all up to date and valid. This is planned for the coming year.

2.4. Information Risk Register

An information risk register is maintained that identifies key information risks, their likelihood, impact and the measures in place to mitigate the risk. The risk register is regularly updated and shared with the Information Governance Group to keep them informed of risks. In December 2021, the local authority was made aware of a world-wide vulnerability in systems that use a Java based logger known as Apache Log4J. The vulnerability has the potential to allow unauthorized access to NCC systems. The SRS have been updating the affected systems with the latest patch releases to limit the authority's exposure to the threat.

Information risks are considered as part of the council's Annual Governance Statement and the Corporate Risk Register. Cyber Security is now formally recorded as a risk on the corporate risk register. The Chief Internal Auditor is a member of the Information Governance Group which helps to join up services. The control strategies for information risk are detailed within this report.

2.5. Information Security Incidents

All information security incidents are reported, logged and investigated. Information security incidents range from lost phones/other devices, password issues all the way to data breaches where data is lost or passed to the incorrect recipient. Lessons need to be learned from these incidents to improve practice in future to minimise the risk of recurrence. In line with GDPR, serious incidents that meet certain criteria must be communicated to the ICO within 72 hours and data subjects informed without delay.

66 security incidents were recorded in 2020/21 compared with 62 in the previous year. It is difficult to establish whether this reflects our position or if there has been an increased level of reporting. Given the increased awareness around GDPR and internal communications relating to incident reporting procedures, it is likely that the increase can be attributed to GDPR awareness. The move to remote, home working in March 2020 resulted in a decrease in the amount of lost/stolen paperwork as staff needed to work more digitally and relied less on paperwork. There was also a significant drop in the number of incidents relating to lost or stolen devices. This is likely to be attributed to staff largely working from home using Microsoft Teams to hold meetings instead of travelling or moving around offices.

Details of reported incidents over previous years are provided below:

| Year | Total incidents | Disclosed in Error | Lost or Stolen Hardware | Lost or Stolen Paperwork | Non secure disposal – paperwork | Other - non principle 7 (now DPA 2018 principle 6) incident | Other - principle 7 (now DPA 2018 principle 6 - security of personal information) incident | Technical security failing |
|---------|-----------------|--------------------------------|-------------------------|--------------------------|---------------------------------|---|--|----------------------------|
| 2021/22 | 80 | 58 | 7 | 1 | 0 | 0 | 9 | 5 |
| 2020/21 | 66 | 48 | 3 | 1 | 1 | 0 | 10 | 3 |
| 2019/20 | 62 | 39 | 11 | 4 | 1 | 0 | 6 | 1 |
| 2018/19 | 46 | 29 | 7 | 3 | 1 | 0 | 4 | 2 |
| 2017/18 | 34 | 18 | 6 | 4 | 0 | 0 | 4 | 2 |
| 2016/17 | 43 | 25 | 5 | 0 | 0 | 1 | 8 | 4 |
| 2015/16 | 62 | 23 | 12 | 2 | 0 | 9 | 11 | 5 |
| 2014/15 | 66 | 14 | 23 | 0 | 2 | 18 | 0 | 9 |
| 2013/14 | 64 | 14 | 9 | 6 | 1 | 8 | 4 | 22 |
| 2012/13 | 63 | No split by category available | | | | | | |

Analysis by category is always to some extent subjective as incidents could easily be categorised in more than one category. Therefore, these categories should be seen as indicative only.

As is the pattern in previous years, the majority of security incidents were not of real significance. Some of the themes which are similar to previous years are as follows:

- Incidents arising as result of human error form the majority of incidents. This trend is typical across local government and other sectors.
- E-mails sent to the incorrect recipient or including information that that shouldn't have been included
- Paper documents sent to the incorrect recipient or including information that that shouldn't have been included
- Reduction in lost council issued encrypted devices (laptops, smartphones with no personal data so low risk)

The most significant incident during this year was:

During the course of a minor breach investigation that included a redacted PDF version of a sensitive report, we became aware that the redaction had not been carried out appropriately. There was no evidence to suggest that the recipients were aware of the error and would be highly unlikely to access the redacted information. The individuals affected were informed and we reported this incident to the Information Commissioner's Office (ICO) who investigated and subsequently took no action. During our internal incident investigation actions were taken to minimise the possibility of any further occurrences.

2.6. Information Sharing

Partnership and collaborative working drives sharing of increased amounts of information between the council and other organisations. The Wales Accord on the Sharing of Personal Information (WASPI) requires public sector organisations to follow agreed guidance in the development of Information Sharing Protocols (ISP's). The council signed up to WASPI in January 2011. The WASPI guidance has recently been updated to reflect the issues as a result of Coronavirus pandemic. The Information Management team leads on this work and has developed a number of ISP's with services and other organisations. Documentation for WASPI has been reviewed by the WASPI Team in NWIS to ensure that it is appropriate for GDPR. A full list of the Council's ISPs is published on the Intranet. The following represents developments in 2021/22:

Information Sharing Protocols (ISP's)

An ISP for the Newport Practitioners Forum has been developed and quality assured. An ISP to support the sharing of information for Ukrainian Refugees Programme was developed and assured in June 2022.

Data Disclosure Agreements (DDA's)

Data Disclosure Agreements (DDA's) are for one way disclosure of information from one organisation to another. These are recommended as part of the WASPI initiative and are seen as best practice for formalising such information disclosure.

Data Disclosure Agreements have been developed as follows:

DDA's in 2021/22:

- Baby and me Barnardo's programme
- Council Tax data acquisition – Office for National Statistics
- Flytipping Overt CCTV

2.7. Business Continuity

There is an ever-increasing reliance on digital technology to support business activities and it is therefore important to maximise the availability of systems. Increased resilience was a factor in the decision to join the Shared Resource Service (SRS) and this is expected to be improved by the planned data centre move now expected earlier than planned within 22/23.

A more proactive move of systems to the cloud took place in 21/22 and will continue. This is designed to provide greater availability and better business continuity/disaster recovery. One especially important cloud migration is that of the www.newport.gov.uk web site to the cloud in March 22.

Under the Civil Contingencies Act 2004 the Council has a statutory duty to put in place business continuity management arrangements. The council is committed to ensuring robust and effective business continuity management as a key mechanism to restore and deliver continuity of key services in the event of a disruption or emergency. One of the essential components of delivering this commitment is to understand how a disruptive event would impact service areas and their ability to continue their key service delivery. To achieve this, each service area is required to undertake a 'Business Impact Analysis Form For Critical Service Delivery'.

Although the programmed Corporate Business Continuity Management (BCM) work was suspended on the onset of the Coronavirus pandemic in March 2020, to assist the council's preparations and response to the pandemic, each service area assessed the potential impacts of the pandemic to their key business delivery using a Business Impact Analysis template. On the recommencement of this work, it was noted that there has been a significant change in service areas considerations in completing their Business Impact Analysis submissions pre and post pandemic.

For example, findings indicate that, where before the pandemic, the loss of the main operational building would have provided significant challenges with little mitigation available, the well tested and efficient agile working processes with which staff are now familiar provides improved resilience. However, where remote working is now cited as a contingency measure to mitigate the disruption to or loss of the main operational base, the reliance on the continuity of access to digital infrastructure such as servers, home working and internet and applications whether corporately maintained or by third parties, is now highlighted as essential and a heightened risk.

1.1. Technology Solutions

Numerous technical solutions are in place to minimise risk to information and the corporate network generally. PSN and PCI compliance together with the development of business continuity requirements continue to drive technical improvements for information governance. Audit Wales annually review the controls applied to key financial systems (also reported to Audit Committee). As a result of our partnership with the Shared Resource Service, the council will pursue options for collaboration and simplification wherever practical.

Devices

The council now almost exclusively uses laptops for flexibility and mobility. Laptops will always be issued unless there is a specific reason that a desktop device is required in very limited scenarios. The availability of laptops has been invaluable during the Coronavirus pandemic with a large number of staff working from home. Windows 10 is deployed to all devices now. A number of Windows 10 updates will also be required for a large number of devices.

Microsoft 365 (formerly Office 365)

The council previously migrated its e-mail solution to Microsoft 365 with e-mail in the cloud. This provides improved collaborative, agile working facilities and information security. The solution uses Microsoft Multi Factor Authentication (MFA). In addition, the Microsoft Advanced Threat Protection (ATP) solution protects against attachments and links sent in e-mails. The e-mail configuration includes the use of Transport Layer Security (TLS) to encrypt e-mail to external e-mail systems set up to the same standard which should include all local authorities and the public sector generally. Other security standards for e-mail system hygiene have also been implemented.

Microsoft Teams continues to provide instant messaging/chat facilities as well as video/audio conferencing facilities. These facilities are used extensively and enable the organisation to hold a large number of virtual meetings and informal discussions. This has been invaluable to the organisation given the impact of the Coronavirus pandemic and the solution is regularly updated by Microsoft with additional features and other improvements. The latest version of the Microsoft 365 client is rolled out to all Windows devices.

Security Information and Event Management (SIEM) system and Security Operations Centre (SOC)

Consideration was given by all SRS partners to the potential implementation of a Security Information and Event Management (SIEM) system and Security Operations Centre (SOC) with SRS and suppliers to improve preventative measures. This was approved to be funded and implemented by Newport and other partners. This is designed to monitor potential cyber attacks and provide improved preventative measures as a result. It is designed to complement existing solutions. This is due to be implemented by the end of March 2023.

Devices for Members

The first Annual Digital Report highlighted the procurement of tablet devices for members. These, in combination with existing laptop devices have provided a good solution for members in carrying out their role and have been especially beneficial. The refresh of member laptop devices are now included within the wider laptop refresh cycle so there is no need for a capital programme for members at the local government elections in May 2022. Tablet and mobile phone devices will be re-issued as necessary for the turnover of members.

Digital Champions

The council has approximately 30 "Digital Champions" who are advocates for the use of digital technology. They provide a key contact point for services using digital technology. They were a key part of the testing for the roll out of the Microsoft Always On VPN solution and a number of other initiatives.

Remote Access Virtual Private Network (VPN) Solution

The council has commenced the migration from its existing remote access solution to Microsoft Always On VPN solution. This will enable all staff who need to work from home to do so. It will provide the ability to carry out password resets and Windows updates due to its "always on" connection type that will enhance security. Staff are able to work from anywhere where a wireless network is available, as if they were sat at their desk, which also reduces the requirement to carry paper documents.

Multi-Function Devices

'Follow Me' print is available to all users, who are able to access council printers from any location with a device. A Multi-Function Device (printer/copier/scanner) contract commenced in October 2017 and an upgrade is planned to provide the latest version of the print management solution. Due to the impact of the Coronavirus pandemic there has been much reduced use of these devices and consideration will be given to what is an appropriate number of devices in future given the likely changes to the number and frequency of staff attending some buildings. This will be included in procurement for a new contract

Secure/Large File transfer solution

As planned last year, secure and large file transfers are now provided using Microsoft Office Message Encryption and Microsoft One Drive for Business.

Xerox Mail “hybrid mail”

More services have been set up to use the “hybrid mail” system to streamline the production of paper and electronic outputs. This enables documents to be sent to production printers in the print room and then processed through the mail room folder/insert machine. This improves security by ensuring that print outputs are split into envelopes automatically in the folder/insert machine. The system’s use continues to increase led by the EDMS Project Manager with the Digital team

Wireless Staff Access

Wireless Access points are provided in many council buildings. This includes appropriate security controls in place. Major updates planned for 20/21 were delayed due to the impact of the Coronavirus pandemic and equipment ordered has been delayed due to global supply chain issues.

Wireless Public Access

Wireless public access is provided in select council locations and this is protected using appropriate security measures where users can create logins for a limited period. Public Wi-Fi is available in the city centre (Newport City Connect), over 50 public buildings (Newport Community Cloud) and on buses. Gov Wi-Fi is available in various public buildings too.

Physical Security

Major buildings are limited to staff with physical access tokens and alarmed outside of opening hours. As detailed in the physical access policy:

- IT facilities must be located in secure areas protected from unauthorised access
- Any visitors to IT secure areas must be signed in and accompanied at all times
- Computer rooms are subject to additional security measures to protect them from unauthorised access, damage and interference
- Plans are in place to upgrade the system used for door access in the Civic Centre

The policy and Building Access policy also require staff to display identity badges at all times.

Mobile Phones

The council has a large number of mobile phones issued to staff. The vast majority are now smart phones with e-mail, internet access etc. For those that just need calls and texts, basic phones are provided as they are much cheaper. All phones are managed using a Mobile Device Management (MDM) solution to limit access and the ability to wipe phones remotely if required.

Tablets

A relatively small number of tablets are in use across the organisation for specific purposes including tablets for members. These devices are managed using the same Mobile Device Management (MDM) solution as for mobile phones.

2.8. Records and Data Management

Much of the information held by the council would conventionally be stored as paper copies, on network file shares or within teams and service areas. The use of an Electronic Document Management System (EDMS) provides the council with a modern, efficient, electronic system for managing documents, improving the way information and documents are used and the flow of information around the council.

EDMS has a number of benefits including security, access to information and records management by storing all service related documents securely in one place. EDMS is key to ensuring appropriate retention periods of documents stored in the system.

Developments in 21/22 include

- Housing Strategy implementation now complete
- Environmental Health (Food Team) – in progress
- Highway's implementation – in progress
- System version upgrade

As in previous years, several hundred boxes of archived files passed their destruction date during the year and these have been securely destroyed. This has freed up capacity in Modern Records which should remove the need for any further, temporary storage elsewhere in the building.

Newport City Council has centralised much of our systems administration as part of the corporate Newport Intelligence Hub. This has ensured that systems, and system information are managed in an effective and consistent way.

2.9. Freedom of Information and Subject Access Requests

As a public authority, the council also handles requests for information and data. There are risks associated with responding to Freedom of Information and Subject Access requests. With Freedom of Information requests, care should be taken not to include any personal information as part of responses, for instance when sending out spread sheets that might originally include personal data.

Freedom of Information

This is the eighth time that the number of Freedom of Information (FOI) requests has been included. The number of requests received in 2021/22 was 953 which is a significant increase from last year (797). The impact of the Coronavirus pandemic from March 2020 probably accounts for this reduction in the number of requests last year. It is always difficult to understand the reasons behind variation in numbers as there are a number of factors that may impact on the figures, especially issues that are of particular local or national interest e.g. Brexit. These tend to generate a number of FOI requests and the number tends to reflect the level of public interest. Performance for 2021/22 was 89.5% of requests responded to within 20 working days. This was above the target of 88% of requests. The council has met its target for nine of the eleven years since a target was identified.

A breakdown per year is included below:

| Year | Number of requests | Performance (Target) |
|-------------|---------------------------|-----------------------------|
| 2021/22 | 953 | 89.5% (88%) |
| 2020/21 | 797 | 90.8% (88%) |
| 2019/20 | 1100 | 90.2% (88%) |
| 2018/19 | 1167 | 90.1% (88%) |
| 2017/18 | 1037 | 88.3% (88%) |
| 2016/17 | 1087 | 84.1% (88%) |
| 2015/16 | 914 | 92.3% (87%) |
| 2014/15 | 895 | 87.7% (87%) |
| 2013/14 | 869 | 87.1% (87%) |
| 2012/13 | 698 | 90.4% (87%) |
| 2011/12 | 540 | 84.4% (87%) |

The existing system for managing FOI requests is being extended on a quarterly basis with options being considered for future years.

Publishing data

Government and ICO guidance encourage the publication of data as good practice for public bodies and this is referenced in the [ICO model publication scheme](#) as part of our commitment to openness and transparency. The [transparency page](#) was developed to improve signposting of council data.

This page includes:

- Council spend over £500
- Councillor allowances and expenses
- Business rates data
- Public health funerals
- Council pay and grading including gender pay gap information
- Pupil numbers in Newport
- Newport Matters production costs
- Housing Information
- Contact Centre statistics

This data is free to re-use under the terms of the [Open Government Licence](#).

Subject Access Requests

Subject Access Requests (SAR's) are requests for personal information requested by the data subject and care needs to be given to ensure that personal information relating to other data subjects is removed. As a result of General Data Protection Regulation, fees have not been charged since April 2018. A new Data Protection Policy was developed, and this includes the rights of individuals under the Data Protection Act 2018. Specific guidance on processing Subject Access Requests is included in the policy and guidance to staff has been provided on the intranet and in staff bulletins. A personal information request form is used to identify specific subject areas for requests as well as gathering details of the requestor. It is crucial to gather proof of identity so personal data is not disclosed to a third party accidentally. The council narrowly missed its performance target for dealing with Subject Access Requests. 71% of requests were responded to within the deadline, against a target of 75%. Gaining access to paper records has been a greater challenge as a result of the Coronavirus pandemic and the subsequent move to remote working.

| Year | Number of requests | Performance (Target) |
|---------|--------------------|----------------------|
| 2021/22 | 76 | 71% (75%) |
| 2020/21 | 70 | 60% (75%) |
| 2019/20 | 77 | 77.9% (75%) |

3. Risk Management and Associated Action Plan

The sections above highlight the work required to address the obligations under General Data Protection Regulation (GDPR) and the associated Data Protection Act 2018. The number and complexity of services the council provides means this remains a very large task. **The majority of staff working from home as a result of the Coronavirus pandemic provides some specific challenges, especially with greater concerns over cyber attacks.**

Compliance and Audit

Maintaining compliance with the Public Services Network is always a challenge and this will be a priority especially in the short term, given that compliance has recently lapsed. The council has achieved PCI compliance for the first time in a number of years and this needs to be maintained with a likely change to the standard required for next year's assessment. The annual Welsh Cyber Stock Take is a useful process. The council has scored better again, remains above average across Wales and aims for continuous improvement. GDPR came into force in the UK from 25 May 2018 as a result of the passing of the Data Protection Act 2018 in the UK. Following on from Brexit, the EU GDPR no longer applies to the UK. For organisations operating inside the UK, the Data Protection Act 2018 (DPA 2018) is applicable. Priority areas are supporting the Welsh Track, Trace and Protect (TTP) programme, Data Protection Impact Assessments (DPIA's) and The Information We Hold.

Information Governance Culture and Organisation

At time of the report writing, the Information Management Service Level Agreement (SLA) has been extended for a further three years for all primary schools and now includes three high schools. Quarterly meetings of the Information Governance Group and Data Protection Group take place to oversee information risk management in conjunction with other stakeholders including Shared Resource Service

Communications and Awareness Raising

We continue to raise awareness with staff. Corporate staff training numbers have improved in part due to Microsoft Teams delivery method. Social Services training numbers have increased following Coronavirus pandemic challenges but more to be done. Large amount of training provided for schools as well as specific training provided for Track, Trace and Protect (TTP) staff. GDPR e-learning uptake has been excellent.

Information Risk Register

The Information Risk Register continues to be maintained on an on-going basis. One notable risk identified was a world-wide vulnerability in systems that use a Java based logger known as Apache Log4J that was reviewed/actioned by SRS.

Security incidents

During this year there was an increase in reported incidents, possibly as a result of increased awareness. Only one incident was referred to the Information Commissioner's Office (ICO) and the ICO took no action. Incidents are investigated and monitored with appropriate lessons learned and communicated.

Information Sharing

The Development of Information Sharing Protocols (ISP's) continues along with Data Disclosure Agreements (DDA's) to ensure appropriate and documented information sharing.

Business Continuity

There is an ever-increasing reliance on digital technology to support business activities and maximise the availability of systems that this is expected to be improved by the planned SRS data centre move and the move of systems to the cloud that took place. This will continue in 22/23 to improve business continuity. Business Impact Analysis was carried out in response to the Coronavirus pandemic and this highlighted the increasing importance of digital technology.

Technology Solutions

As planned last year, secure and large file transfers are now provided using Microsoft Office Message Encryption and Microsoft One Drive for Business. The existing remote access solution has been replaced with Microsoft Always ON VPN. Other security standards for e-mail system hygiene have also been implemented.

A Security Information and Event Management (SIEM) system and Security Operations Centre (SOC) has been agreed and a solution has been procured with implementation by March 2023 to increase preventative security measures.

Records Management

The continued roll out of EDMS solution across council improves information security especially around paper records. The number of paper records held in Modern Records continues to reduce by disposing of records which have reached their retention period.

Freedom of Information

The council exceeded its target for the year but this always requires a large amount of effort .

Subject Access Requests

The Subject Access Request target was not met for the year but has increased from last year. There were still some difficulties in staff accessing Civic Centre paper records as a result of the Coronavirus pandemic and the expectation is that performance will increase in 22/23.

The council maintains a strong commitment to information governance as demonstrated by the organisation and activities detailed within this report.

3.1. Risk Management

| 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? |
|--|--------------------------------------|---------------------------------------|--|---|
| Risk of data breach and potential fine imposed by the Information Commissioner's Office or reputational damage | H | L | Staff awareness raising especially around GDPR Provision of data protection training Development of policy management/e-learning solution Intranet content and staff bulletins Development of new policies and update of existing ones On-going role of Data Protection group | Digital Services Manager (DSM) in conjunction with Information Management team |
| Council is unable to make best use of, and share the data it holds due to a lack of confidence in the integrity and security of the information. | H | L | Digital strategy sets the overall direction for the management of information and is being reviewed to ensure it meets future needs. Day to day operational guidance provided by Digital and Information service. The strategy is being reviewed and updated | Digital Services Manager (DSM) and Information Management team |
| PSN (Public Services Network) accreditation not gained | H | L | Resolve vulnerabilities identified as a priority. Evidence information governance arrangements as detailed in this document. Ongoing patch management and other activities to reduce risks. Continued engagement with Members Proactive vulnerability scans run by SRS | Digital Services Manager (DSM) in conjunction with in conjunction with SRS |
| Delivery of IT Service by Shared Resource Service (SRS) provides less control | M | M | Continue to develop relationship with the SRS Continue to develop complementary activities with SRS Governance team | Digital Services Manager (DSM) in conjunction with Head of PPT / SRS management |
| Do not meet requirements of EU General Data Protection Regulation | M | M | Staff Awareness raising especially senior management Standing agenda item at Information Governance Group | Digital Services Manager (DSM) in conjunction with Head of PPT / SRS management |

| | | | | |
|--|---|---|--|--|
| PCI- DSS (Payment Card Industry Data Security Standards) compliance not achieved | M | M | PCI compliance achieved in July 22 and will work to ensure continued compliance in future. | Digital Services Manager (DSM) in conjunction with in conjunction with SRS |
| Technical Solutions are not available to meet the needs of service delivery and data breach occurs | H | L | Microsoft Multi factor Authentication (MFA) solution for secure access to 365 e-mail. Microsoft Office Message Encryption and One Drive rolled out. Encrypted laptop devices Multi-Function Devices (printer/copier) has increased security features Data stored on servers and not on local devices unless encrypted Review solutions, identify and plug any gaps Maintain health check and compliance requirements Review the security of cloud based technical solutions including Data Protection Impact Assessments (DPIA's) | Digital Services Manager (DSM) in conjunction with Information Management team |
| Information is not shared appropriately and securely | H | L | Development of new Information Sharing Protocols and Data Disclosure Agreements and review of existing ones Advice and guidance | Digital Services Manager (DSM) in conjunction with Information Management team |
| Critical IT systems are not available to services | H | L | The SRS planned data centre move and NCC's plans to migrate systems to the cloud will improve availability and business continuity. | SRS in conjunction with Digital Services Manager and services |
| Information security is not considered for new projects | M | L | Data Protection Impact Assessments (DPIA's) carried out for new projects with further DPIA's required going forward. Use ICO process including screening | Digital Services Manager in conjunction with services |

3.2 Action Plan

| Action | Deadline |
|---|----------|
| Compliance and Audit | |
| PSN accreditation | |
| Assess results of Annual IT health Check and develop plans to address vulnerabilities | Sep 22 |
| Make submission for PSN prioritising this work in SRS/NCC | TBA |
| EU General Data Protection Regulation (GDPR) and Data Protection Act 2018 | |
| Data Protection to be discussed as standard item at Information Governance Group and Data Protection Group | On-going |
| Review any new forms and associated privacy notices for the organisation. This will include the legal basis and consent where appropriate | On-going |
| Development of extended details of The Information We Hold | Dec 22 |
| Conduct Data Protection Impact Assessments (DPIA's) where necessary | On-going |
| PCI accreditation | |
| Payment Card Industry Data Security Standard - prepare to ensure compliance with new PCI security standards prior to expiry of current compliance with external supplier to identify gaps and resolve these | Feb 23 |
| Cyber Stock Take | |
| Review results of stock take 4 and develop action plan when results provided | Sep 22 |
| Information Governance Culture and Organisation | |
| Contribute to information governance considerations across all SRS partners including Information Security Leadership Board | On-going |
| Quarterly meetings of the Information Governance Group to oversee information risk management in conjunction with other stakeholders including Shared Resource Services representation | On-going |
| Quarterly meetings of Data Protection Group to discuss operational data protection issues | On-going |
| SIRO and Cabinet Member to be briefed on relevant information governance issues | On-going |
| Members updated through Annual Information Risk Report, including review by Scrutiny Management Committee | Oct 22 |
| Continue with action plan to take forward agreed Service Level Agreement with schools | On-going |
| Communications and Awareness Raising | |
| Regular data protection training sessions corporately and for Social Services including additional monthly courses to meet demand | On-going |
| Further policies and guidance will be developed to support the organisation | On-going |
| Review of information management policies | Mar 23 |
| Provide advice and guidance to support primary schools in conjunction with Service Level Agreement | On-going |
| Develop and deliver training for members | Mar 23 |
| Provide training for schools including high schools that join Service Level Agreement (SLA) | Dec 22 |
| Develop action plan for roll out of Metacompliance solution | Sep 22 |
| Information Risk Register | |
| Management of the information risk register | On-going |
| Information Security Incidents | |
| Investigation of security incidents and identification of issues to be followed up | On-going |
| Information Sharing | |
| Further Information Sharing Protocols will be developed to support collaborative working | On-going |
| Review existing Information Sharing Protocols | On-going |
| Develop additional Data Disclosure Agreements as required | On-going |

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|--|----------|
| | |
| Business Continuity | |
| SRS Data centre move for Newport to improve business continuity and reduce reliance on infrastructure at the Civic Centre | Mar 23 |
| Migration of priority IT systems to the cloud to improve business continuity | On-going |
| Technology Solutions | |
| As a result of our partnership with the Shared Resource Service, the council will pursue options for collaboration and simplification wherever practical | On-going |
| Review technical solutions to ensure they meet information governance needs including cloud-based systems | On-going |
| Consider the need for new technical solutions to address weaknesses | On-going |
| Implement Security Information and Event Management (SIEM) system and Security Operations Centre (SOC) with SRS and suppliers to improve preventative measures | Mar 23 |
| Migration to AlwaysOn VPN solution for remote access | Apr 22 |
| Extend use of Xerox Mail solution to improve mail distribution processes | On-going |
| Records Management | |
| Continued roll out of EDMS solution across council | On-going |
| Review options for Modern Records and storage including destruction of records past their destruction date | On-going |
| Freedom of Information and Subject Access Requests | |
| Freedom of Information | |
| Publication of further open data for suitable data sets | On-going |
| Subject Access Requests | |
| Work with services to improve performance on Subject Access Request responses | Mar 23 |

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Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: September 2022

Subject Scrutiny Adviser Report

Author Scrutiny Adviser

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

| Invitee: | Role |
|--------------------------------------|--|
| Samantha Schanzer (Scrutiny Adviser) | Present the Committee with the Scrutiny Adviser Report for discussion and update the Committee on any changes. |

Section A – Committee Guidance and Recommendations

Recommendations to the Committee

The Committee is asked to:

1. Action Plan

Consider the Actions from previous meetings (**Appendix 1**):

- *Note the responses for the actions;*
- *Determine if any further information / action is required;*
- *Agree to receive an update on outstanding issues at the next meeting.*

2. Committee's Work Programme:

Consider the Committee's Forward Work Programme Update (**Appendix 2**):

- *Are there any amendments to the topics scheduled to be considered at the next Committee meeting?*
- *Are there any additional invitees that the Committee requires to fully consider the topics?*
- *Is there any additional information that the Committee would like to request?*

2 Context

Background

- 2.1 Attached at **Appendix 1** is the Action Sheet from the Committee meetings. The updated completed actions are included in the table.

- 2.2 Any actions that do not have a response will be included on the Action Sheet at the next meeting to ensure that the Committee can keep track of outstanding actions.
- 2.3 The purpose of a Forward Work Programme is to help ensure Councillors achieve organisation and focus in the undertaking of enquiries through the Overview and Scrutiny function. Effective work programming is essential to ensure that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services.
- 2.4 Further information about the work programming process, including the procedures for referring new business to the programme, can be found in our Scrutiny Handbook on the Council's Scrutiny webpages (www.newport.gov.uk/scrutiny).
- 2.5 The Centre for Public Scrutiny's Good Scrutiny Guide recognises the importance of the forward work programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be co-ordinated and integrated into corporate processes, to ensure that it contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.

Forward Work Programme Update

- 2.6 The Committee's draft work programme was set in August 2022, including estimated timescales for when the reports will be considered by the Committee. This programme is then managed and implemented by the designated Scrutiny Adviser for this Committee under the direction of the Committee Chairperson.
- 2.7 Attached as **Appendix 2** is the Committee's Forward Work Programme Update. The Committee is asked to consider:
- *Any amendments to the topics scheduled to be considered at the next Committee meeting?*
 - *Are there any additional invitees that the Committee requires to fully consider the topics?*
 - *Is there any additional information that the Committee would like to request?*

3 Information Submitted to the Committee

- 3.1 The following information is attached:

Appendix 1: Action Sheet from Previous Meetings;

Appendix 2: Draft Forward Work Programme

4. Suggested Areas of Focus

Role of the Committee

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

- **Action Sheet from Previous Meetings - Appendix 1**
 - Consider the responses to the actions from the meeting;
 - Are you satisfied that you have received the necessary information?
 - Are there any further issues arising from the responses that you would like to raise?
 - For the actions that do not have responses – these actions will be rolled over to the next meeting and reported back to the Committee.
- **Draft Forward Work Programme - Appendix 2**

Consider:

 - Are there any amendments to the topics scheduled to be considered at the next Committee meeting?
 - Are there any additional invitees that the Committee requires to fully consider the topics?
 - Is there any additional information that the Committee would like to request?

Section B – Supporting Information

5 Supporting Information

- 5.1 The Corporate Assessment, and the subsequent [follow up assessment](#) provide background information on the importance of good work programming. Specific reference is made to the need to align the Cabinet and Scrutiny work programmes to ensure the value of the Scrutiny Function is maximised.
- 5.2 The latest Cabinet work programme was approved by the Cabinet on a monthly basis for the next 12 months and includes the list of reports scheduled for consideration. Effective forward planning by both Cabinet and Scrutiny needs to be coordinated and integrated in relation to certain reports to ensure proper consultation takes place before a decision is taken. A link to the Cabinet work programme is provided [here](#) to the Committee as part of this report, to enable the Committee to ensure that the work programmes continue to reflect key decisions being made by the Cabinet.

6. Links to Council Policies and Priorities

- 6.1 Having proper work programming procedures in place ensures that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services, contributes to the delivery of corporate objectives, and ensures that work can be undertaken in a timely and well-planned manner.
- 6.2 This report relates to the Committee's Work Programme, Actions from Committee's and Information Reports that support the achievement of the Scrutiny Committee, in accordance with the Law and Regulation Service Plan, Objectives, Actions and Measures and the Wellbeing objectives:

| | | | | |
|------------------------------|--|---|--|--|
| Well-being Objectives | Promote economic growth and regeneration whilst protecting the environment | Improve skills, educational outcomes & employment opportunities | Enable people to be healthy, independent & resilient | Build cohesive & sustainable communities |
|------------------------------|--|---|--|--|

| | | | |
|-----------------------------------|--------------------|---------------------|-----------------------|
| Corporate Plan Commitments | Thriving City | Aspirational People | Resilient Communities |
| Supporting Function | Modernised Council | | |

7 Wellbeing of Future Generation (Wales) Act

7.1 The Wellbeing of Future Generations Act 2015 which came into force in April 2016 sets the context for the move towards long term planning of services.

7.2 General questions

- How is this area / policy affected by the new legislation?
- How will this decision / policy / proposal impact upon future generations? What is the long term impact?
- What evidence is provided to demonstrate WFGA has been / is being considered?
- Evidence from Community Profiles / other data?
- Evidence of links to Wellbeing Assessment / Objectives / Plan?

7.3 Wellbeing Goals

- How are the Wellbeing goals reflected in the policy / proposal / action?
 - *A prosperous Wales*
 - *A resilient Wales*
 - *A healthier Wales*
 - *A more equal Wales*
 - *A Wales of cohesive communities*
 - *A Wales of vibrant culture and thriving Welsh language*
 - *A globally responsible Wales*

7.4 Sustainable Development Principles

- Does the report / proposal demonstrate how as an authority we are working in accordance with the sustainable development principles from the act when planning services?
 - **Long Term**
The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs
 - **Prevention**
How acting to prevent problems occurring or getting worse may help public bodies meet their objectives
 - **Integration**
Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies
 - **Collaboration**
Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives
 - **Involvement**
The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

8 Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017 - 2022](#)
- The Corporate Assessment and [follow up assessment](#).

Report Completed: September 2022

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**OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
ACTION SHEET – 29.07.22**

| | Agenda Item | Action | Responsibility | Outcome |
|---|---------------------------------|---|---------------------------------|--|
| 1 | Conclusion of Committee reports | Send comments and recommendations to officers | Samantha Schanzer | COMPLETED – 01.08.22 |
| 2 | Annual Digital Report 21-22 | Circulate residents survey summary to members | Mark Bleazard/Samantha Schanzer | COMPLETED – asked for survey summary to be provided for circulation 01.08.22, circulated to committee 12.08.22 |
| 3 | | | | |
| 4 | | | | |
| 5 | | | | |
| 6 | | | | |

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Scrutiny

Overview and Scrutiny Management Committee

Draft Work Programme: June 2022 to May 2023

| Meeting | Agenda Items |
|------------|---|
| 24/06/2022 | <ul style="list-style-type: none"> Welsh Language Annual Report |
| 29/07/2022 | <ul style="list-style-type: none"> Annual Digital Report Digital Strategy |
| 09/09/2022 | <u>POSTPONED</u> |
| 23/09/22 | <ul style="list-style-type: none"> <u>Strategic Equalities Plan Annual Report</u> – To consider: <ul style="list-style-type: none"> Whether the Annual Report reflects a true and fair account of the council's progress towards achieving the objectives defined in the Strategic Equality Plan 2020-24 for the period in question – 2021 – 2022. Whether the Annual Report highlights the ongoing commitment to Equalities effectively and focuses on appropriate successes and highlights successes and good work Whether the Annual Report highlights the ongoing commitment to equalities effectively and focuses on appropriate areas for development Whether it wishes to provide comment and recommendations on the Annual Report to Cabinet. <u>Climate Change Plan Report 2022-27</u> – <ul style="list-style-type: none"> To consider whether information submitted is adequate in providing understanding of the work being undertaken and progress being made. To consider whether an annual reporting cycle is adequate to monitor performance relating to the work being undertaken and progress made. To provide comment and recommendations on the Climate Change Plan Annual Report. |

| | |
|------------|---|
| | <ul style="list-style-type: none"> ▪ <u>Annual Information Risk Report 2021-22</u> – To: <ul style="list-style-type: none"> ○ Provide an assessment of the Council's information governance arrangements, identify key risks and agree the action plan. ○ Highlight the importance of information governance to the organisation, the risks faced and the current level of risk. |
| 30/09/22 | <ul style="list-style-type: none"> ▪ <u>Corporate Plan Draft Themes</u> – To: <ul style="list-style-type: none"> ○ Consider the Draft Well-being Objectives and strategic priorities of the Council to support the Well-being of Future Generations seven Well-being Goals. ○ Provide comment and recommendations on the draft Corporate Plan themes which will form the Corporate Plan for 2022-27. ▪ <u>Annual Corporate Safeguarding 2021-22</u> – To: <ul style="list-style-type: none"> ○ Consider how the Council is carrying out its corporate safeguarding responsibilities and make comment or recommendations to Cabinet. ▪ <u>Scrutiny Annual Report 2021-22</u> – To: <ul style="list-style-type: none"> ○ Consider and endorse the Scrutiny Annual Report for 2021/22 ○ Agree a schedule for the on-going monitoring of the implementation of the action plan. |
| 21/10/2022 | <ul style="list-style-type: none"> ▪ <u>Corporate Annual Report 2021-22</u> – To: <ul style="list-style-type: none"> ○ Provide comment and recommendation to the Cabinet on the performance of the Council towards their objectives set out in the Corporate Plan. ▪ <u>Annual Compliments, Comments and Complaints Report 2021-22</u> – TBA. ▪ <u>Annual Corporate Wellbeing Self-Assessment Report (new LGEA requirement)</u> – TBA. |
| 02/12/2022 | <ul style="list-style-type: none"> ▪ <u>Planning and Performance Risk Management Framework</u> – TBA. |
| 03/02/2023 | <ul style="list-style-type: none"> ▪ <u>2023/24 Revenue Budget and MTFP</u> – To: <ul style="list-style-type: none"> ○ Receive the comments and recommendations made by the other Scrutiny Committees and question the Officers on any issues with Budget Process and Public Engagement. ○ Make recommendations to the Cabinet relating to the Budget Process and Public Engagement ○ Confirm the final list of comments to be forwarded to the Cabinet for information. |

| | |
|------------|---|
| | |
| 03/03/2023 | <ul style="list-style-type: none"> TBD |
| 28/04/2023 | <ul style="list-style-type: none"> TBD |

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