

Agenda



Penderfyniadau Dirprwyedig - Aelod Cabinet ar y Cyd

Dyddiad: Dydd Gwener, 3 Chwefror 2023

Eitem

Wardiau Dan Sylw

- 1 Adroddiad Aelod Cabinet (Cynllun Gwasanaeth Tai a Chymunedau)
(Tudalennau 3 - 24)
- 2 Adroddiad Aelod Cabinet (Cynllun Gwasanaeth Tai a Chymunedau)
(Tudalennau 25 - 38)

Mae'r dudalen hon yn wag yn

Report

**Leader of the Council,
Cabinet Member for Strategic Planning, Regulation and Housing,
Cabinet Member for Community Wellbeing**

Part 1

Date: 3 February 2023

Subject **Housing and Communities Service Plan 2022-24**

Purpose To agree Housing and Communities Service Plan 2022-2024 to support the delivery of the Corporate Plan 2022-27.

Author Head of Housing and Communities

Ward All

Summary In November 2022, Newport City Council agreed the delivery of the Council's Corporate Plan 2022-27 to deliver an *Ambitious, Fairer, Greener Newport for Everyone*. To support the delivery of the Corporate Plan, each service area has developed their service plan of their objectives and key priorities.

The Housing and Communities Service Plan 2022-24 has identified 3 objectives which will support the delivery of the Corporate Plan:

- Improve and increase the provision of housing and housing related support services to meet the needs of Newport's citizens.
- Support the development of Newport's communities and making most effective use of resources available.
- Develop cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.

Additionally, the service plan includes the service area's projects and workforce development which will continuous improvement of services. To monitor the delivery of services, the Plan also includes key performance measures and risks which could prevent the service from achieving its objectives and/or impact delivery.

The Plans will be subject to six monthly reviews by the Council's scrutiny committees and will support the Council's annual Well-being and Self-Assessment Report.

Proposal For the Cabinet Member(s) to approve the Housing and Communities Service Plan to support the delivery of the Corporate Plan.

Action by Head of Service

Timetable Immediate

This report was prepared after consultation with:

- Performance Scrutiny Committee
- Cabinet Member(s)
- Executive Board
- Corporate Management Team

Signed

Background

In November 2022, Newport City Council approved the Council's Corporate Plan 2022-27 to deliver an *Ambitious, Fairer and Greener Newport for Everyone*. The purpose of the Corporate Plan is to support the Well-being of Future Generations Act in Wales and to improve the delivery of services to the citizens of Newport. The Act requires all public bodies to carry out sustainable development to improve Wales' economic, social, environment and cultural well-being. To meet this statutory requirement, Newport Council must set and publish its Well-being Objectives to maximise its contribution to each of Wales' Well-being Goals. There are seven Well-being Goals set out in the Act:

1. A Prosperous Wales
2. A Resilient Wales
3. A Healthier Wales
4. A More Equal Wales
5. A Wales of Cohesive Communities
6. A Wales of Vibrant Culture and Thriving Welsh Language
7. A Global Responsible Wales

Corporate Plan 2022-27

Newport Council has four Well-being Objectives that are focused on the following areas to meet its overall mission for Newport working to deliver '*an Ambitious, Fairer, Greener Newport for everyone*':

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

To deliver each objective, the Council has identified strategic priorities that it will focus on over the next 5 years. Further detail on the Council's strategic priorities are outlined in [Corporate Plan](#). Each of these Well-being Objectives support the Well-being of Future Generations Goals.

Service Area Service Plan 2022-24

To support the Corporate Plan, Housing and Communities has developed its Service Plan 2022-24 which provides an overview of its priorities and how it will contribute towards the delivery of the strategic priorities. The service plan has identified 3 objectives:

1. Improve and increase the provision of housing and housing related support services to meet the needs of Newport's citizens.
2. Support the development of Newport's communities and making most effective use of resources available.
3. Develop cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.

Each of these objectives is supported by an action plan of key work that will be contributing towards the achievement of the objective. The service plan also includes the key programmes and projects which the service area will be delivering during the course of the Corporate Plan. Some of these projects will be contributing towards the Council's Transformation Plan as well as improving the delivery of the services within the service area. The service plan also recognises the workforce development of its staff to improve the capacity and capability of staff to achieve the Corporate Plan and deliver continuous improvement.

The service plan includes the key corporate and service area performance measures that it will use to monitor and report progress in the delivery of its key services. Where applicable, targets have been set by the service area in which it will assess and report its performance. The service plan also includes its risk register of Corporate and service area risks which could impact on the delivery of the plan and its services.

Monitoring and Reporting of the Service Plan

The delivery of the Service Plan is monitored every quarter using the Council's Management Information (MI) Hub. Each quarter service areas will be required to provide updates in relation to the progress of its:

- Objectives and Actions
- Projects
- Workforce Development Actions
- Performance Measures
- Risks (Overview)

Heads of Service will meet with Cabinet Members throughout the year and update on progress on specific work, projects and risk, as part of their briefings. Every six months (Mid-Year and End of Year Reviews) the Council's service areas will be subject to Scrutiny review on the progress against their Service Plans with a report also presented to the Council's Cabinet. Risks identified in the Corporate Risk Register are subject to quarterly review by the Council's Governance and Audit Committee and Cabinet.

At the end of every financial year, the Council produces its annual Well-being Self-Assessment Report which assesses its progress against the delivery of the Corporate Plan and the governance & performance arrangements to deliver it. Service Plans support the production of this report.

Financial Summary

Service Plans are delivered within the agreed budgets of the service area which was outlined in the Council's budget at the start of the financial year. Monitoring and reporting of the Council's budget is undertaken as part of the Council's financial reporting to Cabinet.

Financial decisions relating to specific projects and service area activity is taken by officers and Cabinet / Cabinet Member(s) as per the Council Constitutions and governance processes.

Appendix 1 – Service Area Service Plan 2022-24

Risks

Risk Title / Description	Risk Impact score of Risk if it occurs* (H/M/L)	Risk Probability of risk occurring (H/M/L)	Risk Mitigation Action(s) What is the Council doing or what has it done to avoid the risk or reduce its effect?	Risk Owner Officer(s) responsible for dealing with the risk?
Corporate Plan Objectives are not achieved as the Council does not have agreed service plans in place.	M	L	Service Plans agreed as per the democratic process and subject to scrutiny review.	Corporate Management Team

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Corporate Plan 2022-27

Service Plan 2022-27

Housing Support Program Strategy Statement of Need

Newport Home Options Common Allocations Policy

Options Available and considered

1. To agree the Service Area Service Plan to support the delivery of the Council's Corporate Plan 2022-27
2. To request further information and reject the approval of the service plan.

Preferred Option and Why

For the Cabinet Member(s) to approve the Service Area Service Plan which will provide strategic focus for the service are to contribute towards the successful achievement of the Corporate Plan 2022-27.

Comments of Chief Financial Officer

All services are required to operate within their approved revenue and capital budgets for that financial year / capital programme respectively. Therefore, it is important that all actions and projects contained within all service plans are delivered within the service revenue and capital resources, both internal and external.

Where new/additional on-going and one-off resources are required to deliver transformational and other projects/actions which meet corporate plan priorities; these will need to be approved for funding in the Council's MTFP and annual budgets through the normal processes. As this will give rise to increased budget pressures and challenges, at a most challenging time for Council budgets, services are strongly encouraged to deliver these, wherever possible, from existing resources. In the context of public sector funding over the medium term, any projects of a transformational nature need to deliver savings and/or additional income wherever possible. Such savings and income need to be clearly identified and realised in support of the overall Council medium term financial plan.

In the case of the Housing and Communities Service Plan, there are specific risks and issues highlighted within the workforce development plan, plus also the objectives, actions and risk register contained within the plan, which have a potential financial impact. The main area of risk in terms of financial pressure is around the demand for housing in the Newport Area.

Comments of Monitoring Officer

There are no legal implications arising from this Report. The Service Area Plan has been prepared in accordance with the Council's performance management framework and reflects both statutory responsibilities and the strategic objectives and priorities of the Council's Corporate Plan for the relevant service area. Key performance measures and service area risks have been identified for the purposes of quarterly monitoring and reporting throughout the term of the Service Plan.

Comments of Head of People, Policy and Transformation

This service plan has been developed to support the achievement of the new Corporate Plan and embeds the well-being goals of the Well-Being of Future Generations (Wales) Act 2015. The service plan and our corporate plan objectives are ambitious and focused on working collaboratively with our staff, residents, and partners to improve service delivery across the city whilst supporting other related plans and strategies, in particular the council's Strategic Equality Plan. In addition, there is a strong focus on community cohesion, fairness and equality and the socio-economic duty.

The aspiration to work with communities to achieve community asset transfer is congruent with the priorities of the Corporate Plan and will be part of Council's asset rationalisation programme.

As the Council works towards its new Corporate Plan and subsequent Service Plans, it will be necessary for each service area to consider the workforce required to achieve the objectives as set out. Any staffing impact will be considered, and consultation will take place as and when necessary.

Local issues

None.

Performance Scrutiny Committee

The Service Plan was presented to the Place and Corporate Performance Scrutiny Committee on 28th November 2022. The Feedback and recommendations from the Scrutiny Committee are outlined below and have been considered prior to the approval of the Cabinet Member(s) in this report.

Members voiced concern that from interactions with the Housing teams that they are already overstretched and under resourced. Given it's a brand-new service area, Members would expect to see a review of the structure and resources, ensuring we have people in the right posts with the right skills to tackle the housing crisis, which will only get worse with rising rents and mortgages and landlord exiting the rental market.

It is recognised that the Housing team are currently responding to unprecedented demand for our services. Steps are being taken to address this issue and the service area will continue consider the workforce required to achieve the objectives as set out in the service plan.

The Committee suggested that the department should look at the current targets and to consider when they will be in high demand so that they can be adequately prepared for this.

This feedback has been reviewed and it was decided to keep the targets at the proposed level. This is because they were set to be achievable within the current context and demands on the service.

Members made comment that we are currently using high levels of Bed and Breakfast accommodation which is particularly expensive and unsuitable for families. Members requested a further look into the lack of temporary accommodation and reducing the spend to Bed and Breakfasts, as well as reducing time spent in inappropriate accommodation. A member suggested that a task and finish group be set up to consider and explore all options such as bringing empty properties back into use, purchasing private empty properties and/or re-purposing them for use as temporary accommodation. Options could also be explored for partnerships with social services, ABUHB, and other 3rd sector agencies. The group could also consider other options for moving to a rapid re-housing approach in line with the WG policy.

Partnership arrangements have been reviewed in line of this feedback and it is felt that the Strategic Housing Forum, chaired by the leader of the council, is an existing arrangement which is best placed to facilitate this work.

Fairness and Equality Impact Assessment:

For this report, a full Fairness and Equality Impact Assessment has not been undertaken.

As part of the Council's Corporate Plan 2022-27, an FEIA was completed to assess the impact of the Corporate Plan which can be found through the link here. In the development of the Service Plan, these have been aligned to the strategic priorities of the Corporate Plan to support its delivery.






Where specific decisions are required by service areas, a separate FEIA will be completed by the service area and included as part of any proposal for Cabinet / Cabinet Member(s).

Welsh Language Standards:

The final Service Plan will be published in Welsh and English on the Council's website. Where objectives, actions and projects are delivered, these will consider the Welsh Language Standards as required.

Wellbeing of Future Generation (Wales) Act

Under the Well-being of Future Generations Act (Wales) 2015 and its 5 ways of working principles this report supports:

 <p>Long Term</p>	<p>The Objectives set out in the service plan supports the long term Well-being Objectives and strategic priorities of Newport City Council and the wider regional and national delivery. Service areas have considered the short and long term impacts of their objectives and actions in the development of the Plan. In the decision making of the service area in relation to specific projects and work will consider the long term impacts based upon the principles set out in the Well-being Act and as part of any FEIA. As the Plan is delivered the service area will review and consider any emerging opportunities and risks and update the Plan as necessary.</p>
 <p>Collaboration</p>	<p>In the delivery of the service plan, each service area will collaborate locally, regionally and nationally. The service area will also collaborate internally with other service areas and strategic partners as required.</p> <p>NCC will utilise its existing partnership arrangements such as Gwent Public Services Board (One Newport), Cardiff Capital Region, Gwent Regional Partnership Board and other collaborative arrangements to support the delivery of its objectives.</p> <p>Many of the priorities, programmes and projects in the Plan are building on what the Council has set out in its strategies and plans as well as the priorities set at national and regional levels in Wales.</p> <p>As we progress in the delivery of this Plan we will be working across all sectors whether this is private, public sector, not for profit and voluntary groups to share ideas, find innovative and sustainable solutions to tackle the many issues faced by the Council, communities and businesses.</p>
 <p>Involvement</p>	<p>Newport City Council's Corporate Plan has set out four key principles:</p> <p>Fair and inclusive – We will work to create fairer opportunities, reduce inequalities in our communities, and encourage a sense of belonging.</p> <p>Empowering – We will work with and support communities, groups, and partners to thrive.</p> <p>A listening council – The views of communities, service users and partners will shape the services we deliver and the places you live in.</p> <p>Citizen Focussed – Everyone who works and represents Newport City Council will put the citizen first, focusing on our core organisational values</p> <p>In the delivery of the service plans, service areas will be using existing mechanisms such as the FEIA process, Consultations, focus groups and general compliments, comments and complaints processes to involve stakeholders in the decision making of key projects, objectives and actions.</p> <p>Service Areas will be contributing towards the Council's Strategic Equality Plan and Participation Strategy to enable citizens, and other key stakeholders to contribute towards the delivery and improvement of services.</p>
 <p>Integration</p>	<p>The service plan supports the Council's Corporate Plan 2022-27 and its Well-being Objectives. Within each Plan, they have identified where their own objectives contribute towards the delivery of the Plan. As we progress with the delivery of the Corporate Plan and service plans we will be working with our local and regional partners to help support the achievement of ours and their vision and objectives. For example, Newport Council will be working with Cardiff Capital Region, Gwent Public Services Board, Regional Partnership Board and the individual organisations to ensure there is synergy in our aims for Newport and to ensure Newport maximises the opportunities offered through integrated approaches that will benefit Newport's communities.</p> <p>Service plans are also aligned to the Council's Strategies such as Climate Change Plan and Digital Strategy as examples. Where there are specific actions to deliver these, the service plans have integrated these into its objectives.</p> <p>As we deliver against our Well-being Objectives and priorities, the Corporate Plan will evolve, considering the ongoing external and internal changes of the organisation and the city. As an organisation we regularly review and challenge ourselves on our objectives, priorities and Plans to ensure they reflect the priorities of communities and the Council.</p> <p>This will also mean considering and integrating the Well-being Act's sustainable principle and of 5 ways of working, Equality Impact Assessment including Socio-economic duty, and Marmot principles in the decisions we make.</p>
 <p>Prevention</p>	<p>Each of the objectives have considered the actions that we will need to take now to prevent problems from taking place or getting worse across our communities and Council services in the long-term. The Corporate Plan provides many opportunities to tackle the increasing demand faced by our services and getting to the root causes of these pressures.</p> <p>Service Plans have included objectives and actions which aim to prevent the issues being faced now and to find long term solutions to prevent impacts on future generations.</p> <p>Through involvement and collaboration with our partners, communities and businesses we will be designing and delivering services to improve their outcomes and ensure long term sustainability for communities and the Council.</p>

Consultation

See Scrutiny comments above.

Background Papers

Corporate Plan 2022-27

Dated: 3 February 2023

Housing and Communities Service Plan 2022-24

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	Director for Environment and Sustainability	Paul Jones
	Head of Service	David Walton

Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an *Ambitious, Fairer and Greener Newport for Everyone* and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. The Housing & Communities Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

The Housing & Communities Service is part of Newport City Council's Environment and Sustainability Directorate and is responsible for delivering a wide range of services including strategic housing, housing needs, homelessness, housing support, community regeneration, libraries, community cohesion and our resettlement services.

Housing: Newport Housing Services ensure that Registered Social Landlords provide housing to meet assessed needs in the city, including specialist or support accommodation and for those not usually catered to through the traditional housing market. We identify, promote and fund innovative sources of affordable housing by bringing empty properties back into use and working with the private rented sector. Directly and through our commissioned services we work with individuals to prevent homeless, support people to recover from the issues that lead them to become homeless and to move on from temporary accommodation. We also hold statutory duties in relation to homelessness and the fair allocation of social housing through the common housing register.

Community Regeneration: Placed within the heart of Newport's communities, these services work to facilitate the development of services for and by the community through our community development services. We manage and commission community centres which enable a range of services; including courses run by our Adult Community Learning team. Our network of libraries provide citizens with free access to books, digital resources, training and activities.

Community Cohesion: Our Community Cohesion Service supports Newport's diverse communities to connect to services and develop links across the city. We monitor developing tensions in communities, including issues with extremism, and work closely with Newport City Council colleagues and partners, including the police, to safely manage issues. Resettlement Services work with people who have moved to Newport, largely as a result of a conflict, supporting them to settle in the city and build new lives. Our immigration adviser supports colleagues from across the council in this complex legislative area.

Housing & Communities Objectives

To support the delivery of the Corporate Plan, meet our statutory duties and improve the services we deliver, we will be delivering three objectives:

Objective 1- Improve and increase the provision of housing and housing related support services to meet the needs of Newport's citizens.

Objective 2- Supporting the development of Newport's communities and making most effective use of resources available.

Objective 3- Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.

Transformation Plan / Service Area Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Programme / Project Manager (Service Manager)	Anticipated Completion Date (Quarter / Year)
Neighbourhood Hubs	Development of 4 Hubs across Newport that will provide an integrated offer of neighbourhood based, voluntary accessed services. Range of services offered are tailored towards the demands of the areas served using wellbeing profile data to support decision making processes. The Ringland hub has been completed and opened in November 2019. This was a pathfinder project to establish the appropriate model for the remaining three hubs. Work will commence on reviewing the Ringland hub model and developing proposals for the remaining three hubs.	Well-being Objective 3	Head of Service	Quarter 4 2023/24
Newport Housing Sector Programme	Working in partnership with RSL partners, increase the supply of social rented and affordable housing across the city, in line with the Housing Prospectus.	Well-being Objective 2 Well-being Objective 3	Housing Service Manager	Quarter 4 2026/27

Workforce Development

To support workforce development across Housing and Communities, the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Responsible Officer (Service Manager)	Action Start Date	Anticipated Completion Date
Housing A new on-call service is developed and introduced which provides best value to citizens and supports effective service delivery.	A new model for on-call which is proportionate to need and does not impact on day-to-day service delivery.	Housing Service Manager	7 th November 2022	
Housing Develop a cost-effective training program, quality standards and KPIs which will enable frontline housing staff to work effectively with increased client complexity, changes in legislation and Welsh government requirements e.g., Rapid Rehousing.	<p>An audit of current practices to identify their effectiveness in responding to the identified challenges.</p> <p>A training program drawing on knowledge and resources from within the council and partner agencies which supports staff to work in a more person-centred way, including psychologically informed and critical time intervention approaches and reflective practice sessions. Newport can better respond to the needs of clients and deliver a rapid rehousing approach in the future.</p> <p>KPIs and quality standards to track our progress and impact of the changes.</p>	Housing Service Manager	1 st January 2023	
Community Regen Develop a cost-effective staff development program which is based on the principals of Community Wealth Building and will enable the council to facilitate the development of community initiatives more effectively.	<p>Skills audit within team. Shadowing opportunities internally and externally to develop competencies.</p> <p>Toolkit, KPIs and quality standards to support and monitor effective community development in the future.</p>	Communities Team Manager	1 st April 2023	31 st March 2024
Connected Communities Train 3 members of the Connected Communities Team to become IOSC accredited..	Staff attend course and gain qualification. Clients have better access to formal and accredited immigration advice in Newport.	Connected Communities Manager	1 st December 2022	31 st December 2023

Service Area Objectives and Action Plan 2022-24

Objective 1		Improve and increase the provision of housing and housing related support services to meet the needs of Newport's citizens.				
Objective Outcome(s)		<ul style="list-style-type: none"> Increasing the right type and tenures of housing in Newport Tailored support at the right time to maintain accommodation. Collaborative Working with partners to support Welsh Government's aspirations of homelessness being rare, brief and non-recurring. Understanding and planning to meet the housing and housing related support needs. 				
Continuous Improvement / Well-being Objective / Strategy		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 2 – A City that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future. Well-being Objective 3 – Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO 2 / Strategic Priority 2 - Collaborate and involve developers, communities, and businesses to create buildings for working and living in that are sustainable, affordable and enhance the environment. WBO 3 / Strategic Priority 5 – Reduce the number of people that are and/or at risk of becoming homeless through the provision of a holistic housing and preventative multi-agency support services.				
Objective Owner(s)		Housing Service Manager (KH)				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Develop an overarching Corporate Housing Strategy that will support an organisational approach to delivering housing and homelessness services in Newport.	A Housing Strategy and action plan which aligns to Welsh Government and Newport Council's priorities. The strategy supports the Local Housing Market Assessment, Rapid Rehousing Transition Plan, and the Housing Support Strategy.	WBO 2 / Strategic Priority 2 WBO 3 / Strategic Priority 5	Housing Service Manager	1 st October 2022	31 st March 2024
2	Deliver Housing Support Programme Strategy (HSPS) (including Rapid Rehousing Action Plan) and undertake review of actions	HSP Strategy's nine strategic priorities delivered through the incorporated Action Plan and annual Delivery Plan actions. These actions are to be achieved within designated timescales in to meet internal and Welsh Government timescales and make a difference to citizens via the provision of housing-related support.	WBO 3 / Strategic Priority 5	Housing Support Grant Lead Officer	1 st October 2022	31 st March 2024
3	Review the Common Allocations policy in line with a	Conduct a review of the Common Allocations Policy.	WBO 3 / Strategic Priority 5	Housing Needs Manager	1 st October 2022	31 st March 2024

	Rapid Rehousing Approach (RRA).	Develop a new policy which enables a Rapid Rehousing Approach.				
4	Produce a Local Housing Market Assessment (LHMA)	The council completes and publishes a new LHMA. The new LHMA provides an up-to-date assessment of the gaps between supply and demand of all housing tenures within the city, which will support relevant decisions e.g., grant funding and planning.	WBO 2 / Strategic Priority 2 WBO3 / Strategic Priority 5	Housing Strategy Manager	1 st October 2022	31 st March 2023
5	Produce a Housing Prospectus	The council publishes an up-to-date assessment of the areas of focus for different property types and tenures within the city. This enables Registered Social Landlords to provide affordable housing in line with assessed needs.	WBO 2 / Strategic Priority 2 WBO3 / Strategic Priority 5	Housing Strategy Manager	1 st January 2023	31 st March 2024
Tudalen 17 6	Develop initiatives to support the private rented sector, including advice for landlords and tenants.	Evidence based understanding of the needs of private landlords and tenants in the city. The council develops a clear and balanced offer of support and advice for both groups	WBO 2 / Strategic Priority 2 WBO3/ Strategic Priority 5	Housing Service Manager	1 st October 2022	31 st March 2024
7	Develop a methodology for assessing the impact of affordable housing on the wellbeing of residents and communities	Evidence based understanding of the impact that affordable housing has on residents and communities in Newport. This information is used to plan developments with relevant partners.	WBO 2 / Strategic Priority 2 WBO3/ Strategic Priority 5	Housing Strategy Manager	1 st October 2022	31 st March 2023
8	Review of the Community Housing Protocol to ensure that it remains fit for purpose and delivers the expected outcomes.	To have a revised Community Housing Protocol in operation.	WBO 2 / Strategic Priority 2 WBO3/ Strategic Priority 5	Housing Service Manager	1 st April 2021	31 st March 2023

Objective 2		Supporting the development of Newport's communities and making most effective use of resources available.				
Objective Outcome(s)		Ensure that the re-structured Community Regeneration team is most effectively making use of the opportunity for partnership working to deliver services efficiently and effectively within our Communities.				
Continuous Improvement / Well-being Objective / Strategy		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do. Well-being Objective 4 - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 4 - Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives WBO 3 / Strategic Priority 7 - Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime WBO 4 / Strategic Priority 2 – Transform our neighbourhood and community services to enable communities to make best use of land and property through community asset transfer. WBO 4 / Strategic Priority 4 – Provide fair access to the council's in-person and digital services, including digital skills training and support				
Objective Owner(s)		Communities Team Manager				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Community Centres: Based on the principles of Community Wealth Building, review the expectations of communities and the long-term sustainability of Community Centres. Agree an action plan, which will include community asset transfer options as appropriate.	Comm Centres are sustainable and continue to have a positive impact on communities in the long term. Consider (where feasible) support for voluntary managed centres as part of the Council's Community Asset Transfer proposals.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 2	Communities Team Manager	1 st October 2022	31 st March 2024

3	Community Development (Comm Dev)- Community Development (Comm Dev)-Conduct a review of Comm Dev ensuring that it is targeted at assessed needs within communities, aligns with Welsh Government guidance and facilitates the development of a Community Wealth Building approach across the city.	An agreed approach to Comm Dev with a supporting action plan. This ensures a “core” offer of delivery and that stakeholders are clear in their roles.	WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 2 WBO 4 / Strategic Priority 4	Communities Team Manager	1 st October 2022	31 st March 2024
4	Comm Dev— Comm Dev -support measures to help residents suffering from Fuel and Food poverty. Working collaboratively with other NCC services and the third sector.	The Comm Dev team supports council initiatives to combat poverty as part of a collaborative approach with a range of n	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	Communities Team Manager	1 st October 2022	31 st March 2024
5	Adult Community Learning (ACL) – develop and deliver an updated programme which supports community need in venues across the city. This will include an increased focus upon delivering Family Learning and Essential Skills courses within Communities.	Full programme value is achieved and no clawback of funding at the end of 2022/23 academic year. ACL is more flexible and offers a wider range of activity than in previous years.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	Communities Team Manager	1 st October 2022	31 st August 2023

Tudalen 19

Objective 3		Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.				
Objective Outcome(s)		Engaged communities that feel safe welcomed and connected with the place they live.				
Continuous Improvement / Well-being Objective / Strategy		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do. Well-being Objective 4 - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 6 – Newport will be a City of Sanctuary which supports Asylum Seekers, refugees and our global community to settle and become part of our community. WBO 3 / Strategic Priority 7 - Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime WBO 4 / Strategic Priority 4 – Provide fair access to the council's in-person and digital services, including digital skills training and support.				
Objective Owner(s)		Communities Team Manager				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
Tudalen 20 1	Successfully deliver against the Welsh Government's Community Cohesion Plan and funding requirements.	<p>Tensions within communities are effectively monitored and where required mitigated.</p> <p>Communities are resilient to risks, including hate crime and radicalisation.</p> <p><i>"Prevent Training"</i> is delivered to schools.</p> <p>EU nationals feel supported and welcomed in the city.</p> <p>Community impact of exit from the EU is minimised.</p>	<p>WBO 3 / Strategic Priority 6</p> <p>WBO 3 / Strategic Priority 7</p> <p>WBO 4 / Strategic Priority 4</p>	Connected Communities Manager	1 st April 2021	31 st March 2023
2	Deliver an integration strategy for Newport. This will focus on the council's approach in supporting asylum seekers, refugees, and migrants. It will contribute to the Welsh Government's Nation of Sanctuary Plan.	<p>Positive messages about migration are promoted.</p> <p>Newcomers to Newport are welcomed and have access to appropriate services.</p> <p>Services, decision, and policy making considers the impact on refugees, asylum seekers and migrants.</p>	<p>WBO 3 / Strategic Priority 6</p> <p>WBO 3 / Strategic Priority 7</p> <p>WBO 4 / Strategic Priority 4</p>	Connected Communities Manager	1 st April 2020	31 st March 2023

		Continued support of families under the UK Resettlement scheme integrated with other services.				
3	Deliver against the relevant requirements of the Strategic Equalities Plan.	<p>Provide immigration advice and representation to people with an insecure migration status.</p> <p>Introduce a Council Hate Crime policy.</p> <p>Develop a “Welcome to Newport App” for people who have recently moved to the city.</p> <p>W Develop a safe space for LGBTQ+ people in Newport.</p>	<p>WBO 3 / Strategic Priority 6</p> <p>WBO 3 / Strategic Priority 7</p> <p>WBO 4 / Strategic Priority 4</p>	Connected Communities Manager	1 st October 2022	31 st March 2024
4	Deliver resettlement services funded through Home Office and Welsh Government.	<p>Continued support for families under the Home Office UK Resettlement schemes</p> <p>Coordinate response to the Ukraine humanitarian support.</p>	<p>WBO 3 / Strategic Priority 6</p> <p>WBO 3 / Strategic Priority 7</p>	Connected Communities Manager	1 st October 2022	31 st March 2024

Performance Measures

Performance Measure Title / Description	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owners (Service Manager Name)	Name of Data Provider	Actual 20/21	Actual 21/22	Target 21/22	Target 2022/23
Percentage Quality Indicators (with targets) achieved by the library service	Annual	Communities Team Manager	Communities Team	70.3%	60%	74.1%	60%
The percentage of households for whom homelessness was prevented.	Quarterly	Housing Services Manager	Housing Needs Manager	43.5%	40.1%	50%	50%
Number of people approaching authority for statutory housing advice and assistance	Quarterly	Housing Services Manager	Housing Needs Manager	1,778	1,849	2,000	2,000
Percentage of people seeking housing assistance who are determined as statutorily homeless Note: Target subject to Welsh Government review of Local Authority Statutory Duty.	Quarterly	Housing Services Manager	Housing Needs Manager	21.6%	17.6%	30%	30%
The percentage of empty private properties brought back into use.	Half Yearly	Housing Services Manager	Housing Team	0.9%	2.02%	1.52%	1.52%
Number of employees trained in Prevent PVE.	Quarterly	Connected Communities Manager	Connected Communities Team	145	136	100	145
(New) Percentage of households for whom homelessness was relieved.	Quarterly	Housing Services Manager	Housing Needs Manager	N/A	N/A	N/A	35%
(New) Households in temporary accommodation under homelessness duties	Half Yearly	Housing Services Manager	Housing Team	N/A	N/A	N/A	360
(New) Number of private sector dwellings improved with local authority grants or loans.	Half Yearly	Housing Services Manager	Housing Team	N/A	N/A	N/A	5

Service Area Risk Register

Risk Title	Risk Description	Risk Owner	Inherent Risk Score	Target Risk Score	Corporate / Service Risk
Pressure on Housing & Homelessness Services	<p>Increased pressures being faced by the Council's housing service as a result of Welsh Government's post-covid /changes to legislation relating to homeless duties/rapid rehousing and the Renting Homes Wales Act, combined with the potential increase in people needing housing advice and temporary accommodation as a result of the cost of living crisis and Ukrainian refugees requiring accommodation.</p> <p>Removal of covid hardship grant and uncertainty of future financial support for the Council for the costs required to provide temporary accommodation.</p> <p>Impact on staff retention/morale due to the challenges outlined above and the resultant impact on the provision of housing advice and temporary accommodation.</p> <p>Lack of suitable affordable move- on accommodation, creating a bottle-neck of persons in temporary accommodation.</p>	Housing Service Manager	20	6	Corporate Risk
Community Cohesion	Community Cohesion is threatened or disrupted.	Community Cohesion Manager	16	4	Service Risk
(New) Housing Support Grant spend	Inflationary pressures reduce the viability of services funded through HSG. This leads to a reduction in the number of organisations able to run HSG services and the quality of the services that are funded. The impact is that vulnerable people receive a poorer service, and the council is unable to achieve its strategic aims.	Housing Service Manager	16	9	Service Risk
(New) Social Housing Grant spend	Inflationary pressures reduce the viability of developments funded through SHG. This leads to in the new of developments and/or units funded through SHG. The impact is that fewer social and affordable housing units are developed in the city, and the council is unable to achieve its strategic aims.	Housing Service Manager	16	9	Service Risk

Housing and Communities Service Plan 2022-24

Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an *Ambitious, Fairer and Greener Newport for Everyone* and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. The Housing & Communities Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

The Housing & Communities Service is part of Newport City Council's Environment and Sustainability Directorate and is responsible for delivering a wide range of services including strategic housing, housing needs, homelessness, housing support, community regeneration, libraries, community cohesion and our resettlement services.

Housing: Newport Housing Services ensure that Registered Social Landlords provide housing to meet assessed needs in the city, including specialist or support accommodation and for those not usually catered to through the traditional housing market. We identify, promote and fund innovative sources of affordable housing by bringing empty properties back into use and working with the private rented sector. Directly and through our commissioned services we work with individuals to prevent homeless, support people to recover from the issues that lead them to become homeless and to move on from temporary accommodation. We also hold statutory duties in relation to homelessness and the fair allocation of social housing through the common housing register.

Community Regeneration: Placed within the heart of Newport's communities, these services work to facilitate the development of services for and by the community through our community development services. We manage and commission community centres which enable a range of services; including courses run by our Adult Community Learning team. Our network of libraries provide citizens with free access to books, digital resources, training and activities.

Community Cohesion: Our Community Cohesion Service supports Newport's diverse communities to connect to services and develop links across the city. We monitor developing tensions in communities, including issues with extremism, and work closely with Newport City Council colleagues and partners, including the police, to safely manage issues. Resettlement Services work with people who have moved to Newport, largely as a result of a conflict, supporting them to settle in the city and build new lives. Our immigration adviser supports colleagues from across the council in this complex legislative area.

Housing & Communities Objectives

To support the delivery of the Corporate Plan, meet our statutory duties and improve the services we deliver, we will be delivering three objectives:

Objective 1- Improve and increase the provision of housing and housing related support services to meet the needs of Newport's citizens.

Objective 2- Supporting the development of Newport's communities and making most effective use of resources available.

Objective 3- Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.

Transformation Plan / Service Area Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Programme / Project Manager (Service Manager)	Anticipated Completion Date (Quarter / Year)
Neighbourhood Hubs	Development of 4 Hubs across Newport that will provide an integrated offer of neighbourhood based, voluntary accessed services. Range of services offered are tailored towards the demands of the areas served using wellbeing profile data to support decision making processes. The Ringland hub has been completed and opened in November 2019. This was a pathfinder project to establish the appropriate model for the remaining three hubs. Work will commence on reviewing the Ringland hub model and developing proposals for the remaining three hubs.	Well-being Objective 3	Head of Service	Quarter 4 2023/24
Newport Housing Sector Programme	Working in partnership with RSL partners, increase the supply of social rented and affordable housing across the city, in line with the Housing Prospectus.	Well-being Objective 2 Well-being Objective 3	Housing Service Manager	Quarter 4 2026/27

Workforce Development

To support workforce development across Housing and Communities, the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Responsible Officer (Service Manager)	Action Start Date	Anticipated Completion Date
Housing A new on-call service is developed and introduced which provides best value to citizens and supports effective service delivery.	A new model for on-call which is proportionate to need and does not impact on day-to-day service delivery.	Housing Service Manager	7 th November 2022	
Housing Develop a cost-effective training program, quality standards and KPIs which will enable frontline housing staff to work effectively with increased client complexity, changes in legislation and Welsh government requirements e.g., Rapid Rehousing.	<p>An audit of current practices to identify their effectiveness in responding to the identified challenges.</p> <p>A training program drawing on knowledge and resources from within the council and partner agencies which supports staff to work in a more person-centred way, including psychologically informed and critical time intervention approaches and reflective practice sessions. Newport can better respond to the needs of clients and deliver a rapid rehousing approach in the future.</p> <p>KPIs and quality standards to track our progress and impact of the changes.</p>	Housing Service Manager	1 st January 2023	
Community Regen Develop a cost-effective staff development program which is based on the principals of Community Wealth Building and will enable the council to facilitate the development of community initiatives more effectively.	<p>Skills audit within team. Shadowing opportunities internally and externally to develop competencies.</p> <p>Toolkit, KPIs and quality standards to support and monitor effective community development in the future.</p>	Communities Team Manager	1 st April 2023	31 st March 2024
Connected Communities Train 3 members of the Connected Communities Team to become IOSC accredited..	Staff attend course and gain qualification. Clients have better access to formal and accredited immigration advice in Newport.	Connected Communities Manager	1 st December 2022	31 st December 2023

Service Area Objectives and Action Plan 2022-24

Objective 1		Improve and increase the provision of housing and housing related support services to meet the needs of Newport's citizens.				
Objective Outcome(s)		<ul style="list-style-type: none"> Increasing the right type and tenures of housing in Newport Tailored support at the right time to maintain accommodation. Collaborative Working with partners to support Welsh Government's aspirations of homelessness being rare, brief and non-recurring. Understanding and planning to meet the housing and housing related support needs. 				
Continuous Improvement / Well-being Objective / Strategy		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 2 – A City that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future. Well-being Objective 3 – Newport is a supportive city where communities and care are at the heart of what we do.				
Well-being Strategic Priorities Supported		WBO 2 / Strategic Priority 2 - Collaborate and involve developers, communities, and businesses to create buildings for working and living in that are sustainable, affordable and enhance the environment. WBO 3 / Strategic Priority 5 – Reduce the number of people that are and/or at risk of becoming homeless through the provision of a holistic housing and preventative multi-agency support services.				
Objective Owner(s)		Housing Service Manager (KH)				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Develop an overarching Corporate Housing Strategy that will support an organisational approach to delivering housing and homelessness services in Newport.	A Housing Strategy and action plan which aligns to Welsh Government and Newport Council's priorities. The strategy supports the Local Housing Market Assessment, Rapid Rehousing Transition Plan, and the Housing Support Strategy.	WBO 2 / Strategic Priority 2 WBO 3 / Strategic Priority 5	Housing Service Manager	1 st October 2022	31 st March 2024
2	Deliver Housing Support Programme Strategy (HSPS) (including Rapid Rehousing Action Plan) and undertake review of actions	HSP Strategy's nine strategic priorities delivered through the incorporated Action Plan and annual Delivery Plan actions. These actions are to be achieved within designated timescales in to meet internal and Welsh Government timescales and make a difference to citizens via the provision of housing-related support.	WBO 3 / Strategic Priority 5	Housing Support Grant Lead Officer	1 st October 2022	31 st March 2024
3	Review the Common Allocations policy in line with a	Conduct a review of the Common Allocations Policy.	WBO 3 / Strategic Priority 5	Housing Needs Manager	1 st October 2022	31 st March 2024

	Rapid Rehousing Approach (RRA).	Develop a new policy which enables a Rapid Rehousing Approach.				
4	Produce a Local Housing Market Assessment (LHMA)	The council completes and publishes a new LHMA. The new LHMA provides an up-to-date assessment of the gaps between supply and demand of all housing tenures within the city, which will support relevant decisions e.g., grant funding and planning.	WBO 2 / Strategic Priority 2 WBO3 / Strategic Priority 5	Housing Strategy Manager	1 st October 2022	31 st March 2023
5	Produce a Housing Prospectus	The council publishes an up-to-date assessment of the areas of focus for different property types and tenures within the city. This enables Registered Social Landlords to provide affordable housing in line with assessed needs.	WBO 2 / Strategic Priority 2 WBO3 / Strategic Priority 5	Housing Strategy Manager	1 st January 2023	31 st March 2024
Tudalen 31 6	Develop initiatives to support the private rented sector, including advice for landlords and tenants.	Evidence based understanding of the needs of private landlords and tenants in the city. The council develops a clear and balanced offer of support and advice for both groups	WBO 2 / Strategic Priority 2 WBO3/ Strategic Priority 5	Housing Service Manager	1 st October 2022	31 st March 2024
7	Develop a methodology for assessing the impact of affordable housing on the wellbeing of residents and communities	Evidence based understanding of the impact that affordable housing has on residents and communities in Newport. This information is used to plan developments with relevant partners.	WBO 2 / Strategic Priority 2 WBO3/ Strategic Priority 5	Housing Strategy Manager	1 st October 2022	31 st March 2023
8	Review of the Community Housing Protocol to ensure that it remains fit for purpose and delivers the expected outcomes.	To have a revised Community Housing Protocol in operation.	WBO 2 / Strategic Priority 2 WBO3/ Strategic Priority 5	Housing Service Manager	1 st April 2021	31 st March 2023

Objective 2		Supporting the development of Newport's communities and making most effective use of resources available.				
Objective Outcome(s)		Ensure that the re-structured Community Regeneration team is most effectively making use of the opportunity for partnership working to deliver services efficiently and effectively within our Communities.				
Continuous Improvement / Well-being Objective / Strategy		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do. Well-being Objective 4 - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 4 - Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives WBO 3 / Strategic Priority 7 - Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime WBO 4 / Strategic Priority 2 – Transform our neighbourhood and community services to enable communities to make best use of land and property through community asset transfer. WBO 4 / Strategic Priority 4 – Provide fair access to the council's in-person and digital services, including digital skills training and support				
Objective Owner(s)		Communities Team Manager				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Community Centres: Based on the principles of Community Wealth Building, review the expectations of communities and the long-term sustainability of Community Centres. Agree an action plan, which will include community asset transfer options as appropriate.	Comm Centres are sustainable and continue to have a positive impact on communities in the long term. Consider (where feasible) support for voluntary managed centres as part of the Council's Community Asset Transfer proposals.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 2	Communities Team Manager	1 st October 2022	31 st March 2024

3	Community Development (Comm Dev)- Community Development (Comm Dev)-Conduct a review of Comm Dev ensuring that it is targeted at assessed needs within communities, aligns with Welsh Government guidance and facilitates the development of a Community Wealth Building approach across the city.	An agreed approach to Comm Dev with a supporting action plan. This ensures a “core” offer of delivery and that stakeholders are clear in their roles.	WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 2 WBO 4 / Strategic Priority 4	Communities Team Manager	1 st October 2022	31 st March 2024
4	Comm Dev— Comm Dev -support measures to help residents suffering from Fuel and Food poverty. Working collaboratively with other NCC services and the third sector.	The Comm Dev team supports council initiatives to combat poverty as part of a collaborative approach with a range of n	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	Communities Team Manager	1 st October 2022	31 st March 2024
5	Adult Community Learning (ACL) – develop and deliver an updated programme which supports community need in venues across the city. This will include an increased focus upon delivering Family Learning and Essential Skills courses within Communities.	Full programme value is achieved and no clawback of funding at the end of 2022/23 academic year. ACL is more flexible and offers a wider range of activity than in previous years.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	Communities Team Manager	1 st October 2022	31 st August 2023

Tudalen 33

Objective 3		Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.				
Objective Outcome(s)		Engaged communities that feel safe welcomed and connected with the place they live.				
Continuous Improvement / Well-being Objective / Strategy		Corporate Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 3 - Newport is a supportive city where communities and care are at the heart of what we do. Well-being Objective 4 - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.				
Well-being Strategic Priorities Supported		WBO 3 / Strategic Priority 6 – Newport will be a City of Sanctuary which supports Asylum Seekers, refugees and our global community to settle and become part of our community. WBO 3 / Strategic Priority 7 - Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime WBO 4 / Strategic Priority 4 – Provide fair access to the council's in-person and digital services, including digital skills training and support.				
Objective Owner(s)		Communities Team Manager				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
Tudalen 34 1	Successfully deliver against the Welsh Government's Community Cohesion Plan and funding requirements.	<p>Tensions within communities are effectively monitored and where required mitigated.</p> <p>Communities are resilient to risks, including hate crime and radicalisation.</p> <p><i>"Prevent Training"</i> is delivered to schools.</p> <p>EU nationals feel supported and welcomed in the city.</p> <p>Community impact of exit from the EU is minimised.</p>	<p>WBO 3 / Strategic Priority 6</p> <p>WBO 3 / Strategic Priority 7</p> <p>WBO 4 / Strategic Priority 4</p>	Connected Communities Manager	1 st April 2021	31 st March 2023
2	Deliver an integration strategy for Newport. This will focus on the council's approach in supporting asylum seekers, refugees, and migrants. It will contribute to the Welsh Government's Nation of Sanctuary Plan.	<p>Positive messages about migration are promoted.</p> <p>Newcomers to Newport are welcomed and have access to appropriate services.</p> <p>Services, decision, and policy making considers the impact on refugees, asylum seekers and migrants.</p>	<p>WBO 3 / Strategic Priority 6</p> <p>WBO 3 / Strategic Priority 7</p> <p>WBO 4 / Strategic Priority 4</p>	Connected Communities Manager	1 st April 2020	31 st March 2023

		Continued support of families under the UK Resettlement scheme integrated with other services.				
3	Deliver against the relevant requirements of the Strategic Equalities Plan.	<p>Provide immigration advice and representation to people with an insecure migration status.</p> <p>Introduce a Council Hate Crime policy.</p> <p>Develop a “Welcome to Newport App” for people who have recently moved to the city.</p> <p>W Develop a safe space for LGBTQ+ people in Newport.</p>	<p>WBO 3 / Strategic Priority 6</p> <p>WBO 3 / Strategic Priority 7</p> <p>WBO 4 / Strategic Priority 4</p>	Connected Communities Manager	1 st October 2022	31 st March 2024
4	Deliver resettlement services funded through Home Office and Welsh Government.	<p>Continued support for families under the Home Office UK Resettlement schemes</p> <p>Coordinate response to the Ukraine humanitarian support.</p>	<p>WBO 3 / Strategic Priority 6</p> <p>WBO 3 / Strategic Priority 7</p>	Connected Communities Manager	1 st October 2022	31 st March 2024

Performance Measures

Performance Measure Title / Description	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owners (Service Manager Name)	Name of Data Provider	Actual 20/21	Actual 21/22	Target 21/22	Target 2022/23
Percentage Quality Indicators (with targets) achieved by the library service	Annual	Communities Team Manager	Communities Team	70.3%	60%	74.1%	60%
The percentage of households for whom homelessness was prevented.	Quarterly	Housing Services Manager	Housing Needs Manager	43.5%	40.1%	50%	50%
Number of people approaching authority for statutory housing advice and assistance	Quarterly	Housing Services Manager	Housing Needs Manager	1,778	1,849	2,000	2,000
Percentage of people seeking housing assistance who are determined as statutorily homeless Note: Target subject to Welsh Government review of Local Authority Statutory Duty.	Quarterly	Housing Services Manager	Housing Needs Manager	21.6%	17.6%	30%	30%
The percentage of empty private properties brought back into use.	Half Yearly	Housing Services Manager	Housing Team	0.9%	2.02%	1.52%	1.52%
Number of employees trained in Prevent PVE.	Quarterly	Connected Communities Manager	Connected Communities Team	145	136	100	145
(New) Percentage of households for whom homelessness was relieved.	Quarterly	Housing Services Manager	Housing Needs Manager	N/A	N/A	N/A	35%
(New) Households in temporary accommodation under homelessness duties	Half Yearly	Housing Services Manager	Housing Team	N/A	N/A	N/A	360
(New) Number of private sector dwellings improved with local authority grants or loans.	Half Yearly	Housing Services Manager	Housing Team	N/A	N/A	N/A	5

Service Area Risk Register

Risk Title	Risk Description	Risk Owner	Inherent Risk Score	Target Risk Score	Corporate / Service Risk
Pressure on Housing & Homelessness Services	<p>Increased pressures being faced by the Council's housing service as a result of Welsh Government's post-covid /changes to legislation relating to homeless duties/rapid rehousing and the Renting Homes Wales Act, combined with the potential increase in people needing housing advice and temporary accommodation as a result of the cost of living crisis and Ukrainian refugees requiring accommodation.</p> <p>Removal of covid hardship grant and uncertainty of future financial support for the Council for the costs required to provide temporary accommodation.</p> <p>Impact on staff retention/morale due to the challenges outlined above and the resultant impact on the provision of housing advice and temporary accommodation.</p> <p>Lack of suitable affordable move- on accommodation, creating a bottle-neck of persons in temporary accommodation.</p>	Housing Service Manager	20	6	Corporate Risk
Community Cohesion	Community Cohesion is threatened or disrupted.	Community Cohesion Manager	16	4	Service Risk
(New) Housing Support Grant spend	Inflationary pressures reduce the viability of services funded through HSG. This leads to a reduction in the number of organisations able to run HSG services and the quality of the services that are funded. The impact is that vulnerable people receive a poorer service, and the council is unable to achieve its strategic aims.	Housing Service Manager	16	9	Service Risk
(New) Social Housing Grant spend	Inflationary pressures reduce the viability of developments funded through SHG. This leads to in the new of developments and/or units funded through SHG. The impact is that fewer social and affordable housing units are developed in the city, and the council is unable to achieve its strategic aims.	Housing Service Manager	16	9	Service Risk

