

Improving People's Lives

Newport City Council Annual Report 2018/19

Resilient Communities



Aspirational People



Thriving City



Modernised Council

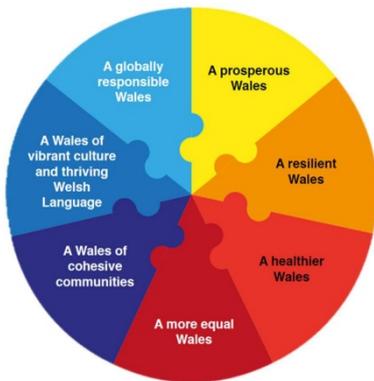


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Purpose of the Annual Report

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



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

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



Long-term



Integration



Involvement



Collaboration



Prevention

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

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

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



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



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

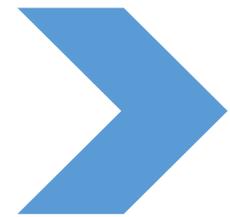
pool resources and develop partnerships with businesses.

Case Study – IQE



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

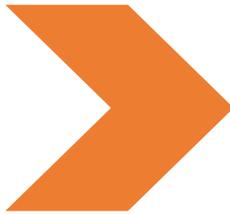
The council recognises that the delivery of the well-being objectives also requires a change in the way it approaches and delivers services to users. In the context of ongoing financial pressures, the council has to innovate and make decisions that will enable the council to be more resilient and continue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



Resilient Communities



Aspirational People



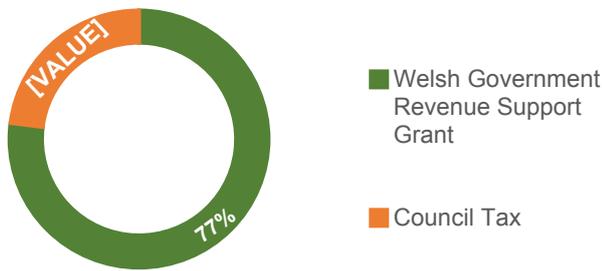
Thriving City



Modernised Council

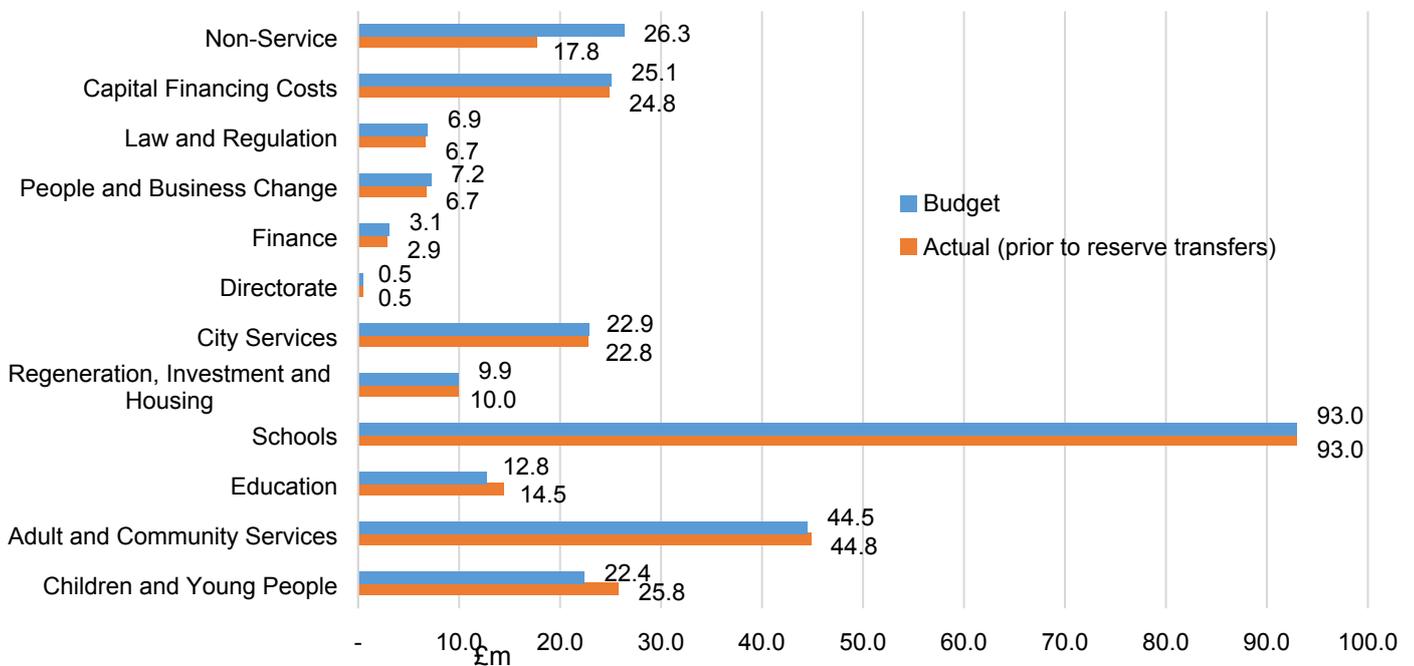
Council Budget – 2018/19

Sources of Council Income 2018/19



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

Budget vs Actual Spend



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

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

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

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

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

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

Capital

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

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



New Caerleon Lodge Hill School



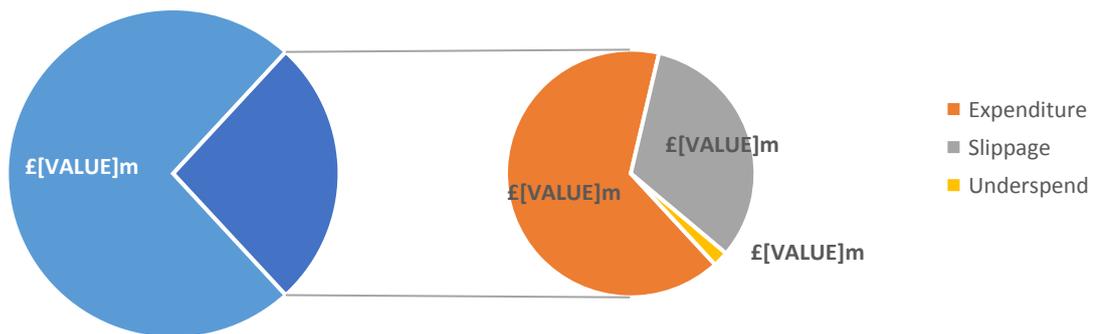
Artist impression of Transporter Bridge activity centre

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

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

Overall 5-year Capital Programme £170.4m

2018/19 Outturn



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

Financial Outlook

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



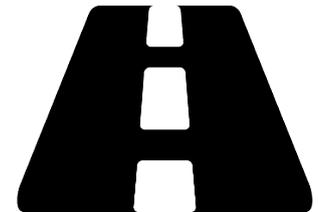
5.95%

Council Tax Increase



£280.5M

Revenue Budget



£61.1M

Capital Budget



£30M

Medium Term
Financial Plan Gap



£3.6M

School Budget
Increase



£6.9M

2019/20 Savings

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

How is the council performing?

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

Where the council is performing well

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

Where the council can do better

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

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

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

What did the council achieve?

Resilient Communities

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

Aspirational People

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

Thriving City

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

Modernised Council

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

Resilient Communities

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

Community resilience, community based care and support is strengthened by introducing Newport Cares – a programme which enables peer support and provides a holistic approach to care.

Prototype work to establish Community Investment Zones which transforms the service offer in Newport's five most deprived areas is underway.

A default presumption in favour of community asset transfer is fully embedded – meaning that citizens can develop a vision for building on their community assets.

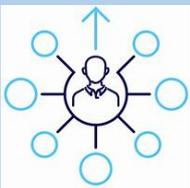
Newport City Council makes the city's dementia friendly status real by introducing dementia friendly work practices across the council and creating dementia-friendly toolkits for local businesses to use.

The Newport Children's Charter sets out our commitment to children and families including headlines commitments to children in care and care leavers.

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

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

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



79%

**Adults who have received
advice & assistance with
no repeat contact**

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

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

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





6.18

Delayed Transfer
of Care per 1,000
residents over 75

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

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

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



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

Case Study – Newport Older Person's Pathway



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

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

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

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

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

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



Case Study – The Young Person’s Promise



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

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

2019/20 – What are we going to do?

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

Aspirational People

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

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

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

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

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

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

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

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

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

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

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



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



Caerleon Lodge Hill Primary School



Ysgol Gyfun Gwent Is Coed



Glan Llyn Primary School



Jubilee Park Primary School

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

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

Case Study – Newport City Council apprenticeship programme



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

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



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

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



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

Case Study – Rose Cottage



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

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



57%

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

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

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



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

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

2019/20 – What are we going to do?

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

Thriving City

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

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

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

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

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

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

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

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

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

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

Case Study – National Software Academy



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

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

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

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

Case Study – Chartist Tower



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

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



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

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

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



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

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

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

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

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

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

Modernised Council

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

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

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

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

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

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

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

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



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

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

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

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

Case Study – Customer Relationship System (My Newport)



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

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

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

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

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

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

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



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

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

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

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

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

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

Case Study – Gwent Futures Risk Assessment



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

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

Case Study – 'Art of the Possible'

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

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

Equalities

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

Representative Workforce



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

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

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

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

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

Engagement and democratic participation



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

Case Study – Participatory Budgeting



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

Improving access to services

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

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

Cohesive Communities and Tackling Hate Crime

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

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

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

Welsh Language Standards

Love Welsh Language



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

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



21.3%

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

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

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

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

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



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

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

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

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

Summary of Events in Newport 2018/19

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

April 2018

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

May 2018

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

June 2018

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

July 2018

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

August 2018

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

September 2018

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

October 2018

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

November 2018

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

December 2018

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

January 2019

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

February 2019

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

March 2019

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