

Report

Cabinet

Part 1

Date: 14 January 2022

Subject **Mid-Year Performance Analysis 2021/22**

Purpose To present Cabinet with an update on service area performance for the first six months of 2021/22 against Service Plans; to address any areas of under-performance before the year-end; and to consider recommendations / feedback from the Council's scrutiny committees.

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Summary Newport Council's Corporate Plan 2017-22 has identified four Well-being Objectives. To support the delivery of the Corporate Plan, the Council's eight service areas have developed their service plans which outline how they will support and deliver the Council's objectives. This report provides an overview of the Council's performance across its eight service areas for the six month period between April and September 2021. In summary, the Council is:

- Project Delivery – 47 out of 61 projects reporting green and on target for completion with 13 amber and 1 red
- Service Objectives / Actions – 69% (220) actions reporting green and on target to complete with 19% of actions reporting red (2%) and amber (17%)
- Performance Measures – 63% of measures reporting green with 20% reporting amber and 13% reporting Red.

Proposal Cabinet to consider the contents of the report noting the performance of the Council's service areas acknowledging where the Council is performing well and addressing areas of underperformance with Directors and Heads of Service.

Action by Heads of Service

Timetable Immediate

This report was prepared after consultation with:

- Place and Corporate Scrutiny Committee
- People Scrutiny Committee
- Corporate Management Team

Signed

Background

In 2017 Newport City Council launched its Corporate Plan 2017-22 in accordance with The Well-being for Future Generations (Wales) Act 2015 which requires all public service bodies to state how they will deliver the well-being objectives. To support the delivery of the Corporate Plan, the Council's eight service areas each developed their Service Plan 2017-22. Each service plan has identified key objectives and actions which are linked to the four objectives and performance measures to demonstrate the progress in service delivery.

This financial year has impacted on the Council and its strategic partners in delivering key services and also the communities that the Council serves. In response and recovery of services, Cabinet approved Newport City Council's Strategic Recovery Aims in [June 2020](#). These four aims set out what Newport City Council will do in response to the additional challenges that COVID-19 has presented. The aims consider the Council's long-term aim to 'build a better Newport' and support the Well-being of Future Generations Act 2015 by each linking to a Well-being Objective. The aims also consider the aims of the Well-being Plan and Corporate Plan.

Overview

Service areas provide quarterly updates on the progress of delivery against their service plans. Service Plans include:

- Programmes and Projects
- Service area Objectives and actions
- Performance Measures;
- Risks (Risks are reported separately in a quarterly monitoring report to Cabinet and Audit Committee).

Every quarter progress against service plans is reported to the Council's Corporate Management Team. At the Mid-year point in the financial year (1st April to 30th September), service areas provide their updates that are subject to review by the Council's Scrutiny Committees (Place and Corporate / People Scrutiny Committees). Feedback and recommendations from the committees are outlined below.

At the mid-year point, service areas reported the following achievements / progress to date (Further detail can be found through the scrutiny agendas, See below):

- **Adult Services** – The Council's Adult Services have been dealing with the consequences of the pandemic collaborating with Aneurin Bevan Health Board, care providers, Welsh Government and other local authorities to manage the increases in demand, pressures with staff shortages and preparations for the winter period.
- **Children Services** - Despite the challenges faced with increasing number of referrals and changes in the complexity of cases the service area has received positive feedback from Care Inspectorate Wales (May '21) on service delivery and positive developments with its:
 - Disabled Children's Team delivering series of sessions with vulnerable children and their experiences.
 - Family and Friends team establishing a support group for Kinship Carers.
 - Youth Justice Service delivering a football event with a range of teams.
 - Collaborating with Cardiff Council supporting unaccompanied Asylum Seeking children.
- **City Services** – The service area continues to perform well against its recycling targets with improvements made at the HWRC site. Further progress and achievements have been made also in:
 - Vehicle replacement programme has seen 4 fully electric vehicles and 50 care, vans and bespoke plant converted to electric with remaining fleet switched to electric by the end of 21/22.
 - Active Travel on course to install the pedestrian link between Devon Place and Queensway on Christmas day.
 - Installation of more water refill stations across the city's parks.
- **Education** – The focus of Education service has been to continue to adapt to meet the challenges posed by the Covid pandemic.

- Pupil attendance remains a priority with the Education Welfare Service and schools working closely with schools and individual families to re-engage in school learning.
- Collaborating with the Education Achievement Service to prepare for and deliver the Additional Learning Needs Transformation by September 2022.
- Continuing good progress of the 21st Century Schools and EdTech programmes including the amalgamation of Fairoak and Kimberly Nursery into Newport Nursery school and opening of the fourth Welsh-Medium primary school, Ysgol Gymraeg Nant Gwenlli.
- **Finance Service** - the Finance service has continued to work flexibly supporting the organisation to face the challenges and opportunities with the Council's delivery of services and 2022/23 and medium-term budget preparations.
 - The service area has been supporting residents to catch on arrears coming out of last year and providing debt advice / support to address wider needs of residents.
- **Law & Regulation** – The service area has been focused on a number of key areas to support the Council's functions through the provision of:
 - Regulatory support to support businesses to adhere to the Covid / health & safety regulations taking action as necessary to ensure compliance.
 - Democratic support to the Council's elected members and meeting the new Local Government and Elections Act including Assembly Elections and by-elections; virtual / hybrid meetings.
 - Environmental Health have continued to support schools, care homes and Civil Contingencies to ensure Covid outbreaks are managed / mitigated. This will continue for the remainder of 2021/22.
- **People and Business Change** – The service area has continued to play an essential role in enabling the Council to meet its corporate objectives and supporting all service areas to deliver key outcomes. Some of the key areas of delivery have been:
 - Developing the approach that the Council will take to move to a 'New Normal' building on the flexible working and supporting wider initiatives such as its Climate Change Plan.
 - Civil Contingencies have continued to be at the centre of coordinating the Council's response to the Covid pandemic which will continue into remaining 21/22.
 - HR have been developing new Wellbeing policies to support the Council's 'New Normal' as well as supporting the Chief Executive to deliver her new structure.
 - Policy, Partnership and Involvement have been supporting the development of the new Gwent Regional Public Services Board, delivering Participatory Budgeting, Climate Change Plan / Local Area Energy Plan, next Corporate Plan development and Local Government Act.
 - The service has also been supporting families to resettle in Newport as part of the Home Office refugee resettlement scheme.
- **Regeneration Investment & Housing** – The service has continued to adapt services to provide ongoing support to both Newport businesses and most vulnerable residents.
 - Neighbourhood Hubs have remained at the heart of our communities to support residents through work and skills initiatives such as Kickstart and Restart, school holiday play provision throughout the summer.
 - Housing and homelessness support collaborating with partners such as the Wallich and Registered Social Landlords to find long term support and accommodation.
 - Business Support team supporting over 1,000 businesses to access advice and Welsh Government grant funding and Newport's own City of Newport Business Development Fund.
 - Supporting the delivery of Indoor Market and Market Arcade redevelopments as well as new Leisure and Well-being Centre on Usk Way.
 - Commenced work on the next Local Development Plan, Housing Support Plan and Climate Change Plan.

At the Mid-year point, service areas are reporting good progress against their Plans and the overview for each area is highlighted below with further detail of Red actions and performance measures reported in Appendix1.

Progress against Service Area Projects (30th September 2021)

In 2021/22, as part of the Council's continuous improvement, service areas monitoring progress against the delivery of their projects which contribute towards the delivery of the Corporate Plan objectives and

statutory duties. At the Mid-year review point, there are 47 projects reporting green status, 13 Amber and 1 Red. Further detail of the Red and Amber projects are included in Appendix 1 of this report.



No. of Green Projects



No. of Amber Projects



No. of Red Projects

Progress against Service Plan Objectives and Actions (30th September 2021)

Each service area has objectives and actions that are focused on the delivery of the Council's Corporate Plan, statutory duties and continuous improvement. The table below provides an overview of the distribution of progress against actions across the Council's service areas. Overall, 69% of actions across the eight service areas are on target for completion by their anticipated completion date. 2% or 6 actions are reporting Red and are provided in further detail Appendix 1 of the report.

Service Area	Red Actions	Amber Actions	Green Actions	Actions Completed
Adult Services	0	3	11	2
Children Services	1	3	19	2
City Services	0	2	20	3
Education	3	12	47	4
Finance	1	6	12	13
Law & Regulation	0	6	37	2
People & Business Change	0	12	47	7
Regeneration, Investment & Housing	1	10	27	4
NCC Overall	6 (2%)	54 (17%)	220 (69%)	37 (12%)

Service Area Performance Measures (30th September 2021)

Performance measures are used to monitor the delivery of key council services and at the Mid-year point quarterly and half-yearly measures are reported. Annual measures are reported at the end of the Financial year and reported in the 'End of Year' Report. The table below provides an overview of the status of performance measures at the Mid-year point. 63% of measures are reporting performance above and/or on course to succeeding their target by the end of the financial year. 17% or 13 measures are significantly underperforming and require further assurances to improve.

Service Area	Red Measures	Amber Measures	Green Measures
Adult Services	1	1	2
Children Services	0	5	13
City Services	1	0	10

Service Area	Red Measures	Amber Measures	Green Measures
Education	0	0	0
Finance	0	3	7
Law & Regulation	1	0	4
People & Business Change	3	2	7
Regeneration, Investment & Housing	7	4	5
NCC Overall	13 (17%)	15 (20%)	48 (63%)

Note: There are performance measures for Social Services (Adults / Children) where there is no RAG assessment as the performance is determined based upon the needs of the service user. Education have annual measures that will be reported at the end of the financial year.

Where performance measures are underperforming, the Council's Corporate Management Team undertakes deep dive reviews into these measures to seek assurances on the actions being taken to improve performance and also to consider if additional resource is required to improve performance. Heads of Service also provide regular updates to their Cabinet Members on the delivery of their service plans and performance.

Appendix 1 – Newport City Council Mid-Year Performance Overview Red Projects / Actions and Performance Measures

Links to Council Policies and Priorities

Corporate Plan 2017-22
Strategic Recovery Aims
Service Plans 2021/22

Options Available and considered

1. Cabinet to consider the contents of the report noting the performance of the Council's service areas acknowledging where the Council is performing well and addressing areas of underperformance with Directors and Heads of Service.
2. To reject this report or ask for further information.

Preferred Option and Why

Option 1 is the preferred option as Cabinet plays a key role in driving forward performance improvements and continued monitoring will ensure that this remains the case.

Comments of Chief Financial Officer

There are no direct financial implications arising from this report as its purpose is to update on performance. Service area budgets are monitored and regularly reported on with any performance improving measures being funded through existing budgets and any new measures considered within the context of the Medium Term Financial Plan. The Council's Strategic Recovery Aims are also funded through existing budget in 21/22 and will be further considered when setting the budget for the new financial year.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report. This monitoring report has been prepared in accordance with the Council's performance management framework and identifies progress made during the first six months of 2021/22 in delivering the corporate plan objectives and meeting key performance measures within service plans. The individual service plans have been considered by Performance

Scrutiny Committees and their comments have been included in this Report, to assist Cabinet in identifying and addressing areas for improvement

Comments of Head of People and Business Change

It is important for the Council to continuously monitor and report on the delivery of its services and progress towards delivering the Council's Corporate Plan 2017-22. The Covid pandemic continues to have an impact on the delivery of services in 2021/22 but as the Mid-year report demonstrates service areas continue to achieve positive outcomes for the citizens of Newport. Where the Council is underperforming Heads of Service and the Directors are ensuring that development is being made to improve performance.

There are no specific HR issues arising from the report.

Local issues

None.

Scrutiny Committees (Place & Corporate Scrutiny Committee)

At the Mid-year point in the financial year (1st April to 30th September), service area updates are subject to review by the Council's Scrutiny Committees.

[Scrutiny Committee Agenda and Minutes – 15th November 2021 / 29th November 2021](#)

City Services

- The Committee firstly wished to thank the Cabinet Member and Head of Service for their attendance and wanted it to be known that all the officers and staff have every right to be proud of their work and ensuring that the services provided have been of good quality throughout the pandemic. The Committee also praised the quality of the report.
- The Committee would like to request for the data on tree planting to be provided.
- The Committee proposed for an All Member Seminar to be set up in respect of the Burns Report and the Delivery group in respect of the 58 recommendations made by Burns.
- When the data is available, Members would also like to request for an update report on the take up of the "try before you buy" taxi scheme.

Finance

- The Committee wanted to give thanks to the Head of Service and his team for attending the meeting, and requested for their thanks to be relayed to the entire Finance team for their ongoing hard work during the pandemic. Members were pleased with the information contained within the report and had no further comments or recommendations to give to the service area.

Law and Regulation

- The Committee firstly wished to thank the Cabinet Member and Head of Service for their attendance and wanted it to be known that all the officers and staff have every right to be proud of their work and ensuring that the services provided have been of good quality throughout the pandemic. The Committee also praised the quality of the report. It was noted that the Law and Regulation – Mid Year Forecast vs 2021/22 Budget graph on page 19 of the agenda didn't match up to what was said in the Executive summary about the financials, so if possible could the Committee have the up to date graph sent out to them. *(This has already been actioned)*
- The Committee were pleased to hear that the E-newsletter goes out every fortnight and people can sign up to it via the website. It was also good to know that the service area are reviewing it for content and also looking at the frequency as it progresses.

- The Committee appreciated that complaints around anti-social behaviour, such as noise complaints can now be reported via an app, but would like to know if the ability to report further anti-social behaviour such as instances of drinks being spiked in Newport pubs and clubs could be extended to the app as this could be a vital tool in reducing this kind of anti-social behaviour.
- Members were pleased to learn that there has not been a reduction in the number of taxi licences granted during the pandemic and as soon the renewal applications come in the service area processes them. Members wished to note this, as the Council are ensuring that everything is being done on their side to ensure taxi drivers have everything in order for their employment.

People and Business Change

- The Committee again wished to thank the Cabinet Member and Head of Service for their attendance and wanted it to be known that all the officers and staff have every right to be proud of their work and ensuring that the services provided have been of good quality throughout the pandemic, especially helping the Council move forward in adapting to the new normal. The quality and detail of the report was also praised.
- In responses to the Director emphasising that the new normal was not driven by cost savings, but by broader considerations and the response to the pandemic, the Committee advised that it would be useful to know how those aims were working in practice, and that it would be beneficial for the committee at the next service review to have an officer assessment of how the aims envisaged in the new normal are being realised. Members also would find it useful to track the new normal aims, progress achieved and the extent to which they have met Council and HR requirements, and would be good for that to be an ongoing action with percentage given if possible.

Regeneration Investment and Housing

- The Committee again wished to thank the Leader, Chief Executive and Cabinet Member for their attendance and wanted it to be known that all the officers and staff have every right to be proud of their work and ensuring that the services provided have been of good quality throughout the pandemic. The Committee were also happy with the quality in the report.
- The Committee queried about the possibility of having an All Member Seminar booked to discuss the Local Area Energy Plan.
- Members were pleased to hear about plans to create an event calendar for the city. It was queried about the possibility of having a cycling event to be held during one Sunday in the Summer to help promote Active Travel.
- Members requested clarification on what the “non-legal powers to stimulate action and improvements from owners” are in the commentary on page 29 of the agenda.

Scrutiny Committees (People Scrutiny Committee)

[Scrutiny Committee Agenda and Minutes 16th November 2021 / 30th November 2021](#)

Adult and Community Services

- The Cabinet Member mentioned a ‘crisis’ within Adult and Community Services, specifically regarding service provider stability – the Members would like to be briefed on this at a later time if appropriate.

Children’s Social Services

- The Committee would like to reiterate their desire to visit Windmill Farm prior to opening.
- The Committee would like an update on the current status of Rosendale Annexe.

Comments and Recommendations - Education

- Safe walking routes to school (page 24): It was noted that Education had taken this as far as they could, and that the responsibility for furthering this would now lie with City Services. The Members

would like the initiative to be added to City Services' Service Plan going forward so that it can be further scrutinised.

- The Members shared their concerns for the number of children being excluded, and requested further data on the exact number.
- The Members were concerned that any issues with regards to ALN and vulnerable children tended to be in red/amber measures. They noted that this may be something they would like added to the Forward Work Programme in future.
- The Members expressed concern with regards to the estimated completion date of the calming room audits, and would like to be updated on progress in future.
- The Committee thanked officers for their hard work within Education.

Fairness and Equality Impact Assessment:

For this report, a full Fairness and Equality Impact Assessment has not been undertaken. This is because this report is not seeking any strategic decisions or policy changes, with its purpose being to update Cabinet on the current risk register.

Wellbeing of Future Generation (Wales) Act

This report demonstrates and supports how the Council's service areas are progressing in the delivery of its Well-being Objectives as part of the Corporate Plan 2017-22. Service area updates on the delivery of their objectives and actions; and performance measures required consideration of the 5 ways of working to demonstrate their progress of delivery and to address any areas where poor performance has identified.

Consultation

Comments received from wider consultation, including comments from elected members, are detailed in each application report in the attached schedule.

Background Papers

Newport City Council Corporate Plan 2017-22

Service Plans 2018-22 (21/22).

Place & Corporate Scrutiny Committee November 2021

People Scrutiny Committee November 2021

Dated: 10 January 2022

Appendix 1 – Newport City Council Mid-Year Performance Overview Red Projects / Actions and Performance Measures

Newport Council Red Projects

Project	Cabinet Member(s) / Service Area	Anticipated Completion Date	Mid-Year RAG Status / % Completion	Commentary Update
Additional Learning Needs Transformation To further the implementation of the Additional Learning Needs (ALN) and Educational Tribunal Act 2018 and review the staffing resources needed to implement the demands of the Act.	Cabinet Member for Education and Skills	Quarter 2 2021/22	80%	Although the implementation of the new Additional Learning Needs Code started in September 2021, Welsh Government are yet to release their implementation guidance so we are unable to complete the work with schools regarding the new System.

Newport Council Red Actions

Service Area - Action	Cabinet Member(s)	Anticipated Completion	% Action Completed	Commentary
Children Services - Work to the revised guidance for Corporate Parenting from Welsh Government (due in summer 2020) with the Corporate Parenting Forum and potentially other partners to build understanding of shared responsibility.	Cabinet Member for Social Services	31 st March 2022	0%	We still await guidance from Welsh Government. Corporate Parenting meets and is a positive and constructive forum for Member and Officers as well as key stakeholders.

Service Area - Action	Cabinet Member(s)	Anticipated Completion	% Action Completed	Commentary
Education - Audit calming room and timeout room usage across all school sectors and update the current policy in liaison with the safeguarding lead and the health and safety team.	Cabinet Member for Education and Skills	31 st March 2022	40%	This piece of work has been delayed due to a lack of Health and Safety Officer availability and Inclusion Officer capacity due to issues arising from Covid support for Schools. New anticipated completion date set for 31st March 2022.
Education - To further the implementation of the Additional Learning Needs (ALN) and Educational Tribunal Act 2018.	Cabinet Member for Education and Skills	30 th September 2021	80%	Although the implementation of the new Additional Learning Needs Code started in September 2021, Welsh Government are yet to release their implementation guidance so we are unable to complete the work with Schools regarding the new system.
Education - To develop a strategy for the transition of Vulnerable groups.	Cabinet Member for Education and Skills	31 st March 2022	15%	Initial discussions have taken place at a multi-agency forum regarding a trauma informed approach to supporting children transition into Early Years. This work has been delayed due to capacity.
Finance - To develop and embed new electronic Gateway Forms into procurement process for greater self-service and automation	Leader of the Council	31 st March 2022	20%	As at the end of September 2021, one form has been developed, and the process of using this form through the 'My Council Services' portal has been tested. The result of this testing is that it is felt this way of trying to adopt a fully electronic method of writing and approving Procurement Gateway documentation is not appropriate and would create a more challenging and elongated process that would not be in the interests of the Council. This alternative way of managing forms feels clunky and restrictive and not be the right way forward. It is therefore proposed to 'park' the current task, and review in the new year once the new Finance System is being integrated within the Council and explore the option of using the new finance

Service Area - Action	Cabinet Member(s)	Anticipated Completion	% Action Completed	Commentary
				system to streamline the Gateway process and the relevant forms.
<p>RIH - Transporter Bridge project delivery through the development of the Visitor Centre and refurbishment of the bridge.</p>	<p>Cabinet Member for Culture and Leisure</p>	<p>31st March 2023</p>	<p>5%</p>	<p>The Visitor centre construction project has been subject to delay following the liquidation of the original appointed contractor. However, a retendering exercise has been completed. Decisions to proceed are interrelated with the retendering of the repair works to the Bridge and will be concluded shortly.</p>

Newport City Council Red Performance Measures

Service Area - Measure	Cabinet Member(s)	Mid-Year 21/22 Actual	21/22 Target / Comparator (Mid-Year Target / Comparator)	End of Year 20/21 Actual	Mid-year 20/21 Actual	Mid-year 19/20 Actual	Commentary
Adult Services - The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	Cabinet Member for Social Services	412	648 (277)	648	277	Not Available	Some increased areas of activity identified around reports of self-neglect and breaches of PPE that can be attributed to the Pandemic. More broadly the removal of the threshold of serious harm and greater confidence of professionals around reporting could also be impacting. Ongoing monitoring will determine if it is a permanent feature.
City Services – Customer Contact Centre Average wait time (main)	Cabinet Member for Assets and Resources	7 minutes 15 secs	5 minutes	4 minutes 56 secs	3 minutes 15 secs	4 minutes 11 secs	Performance has been affected by new starter induction training and buddying, team meetings and essential training for reopening of the F2F service at the Riverfront.
Law & Regulations – Percentage of legal searches in 5 days.	Cabinet Member for Licensing and Regulation	73.3%	95%	78.3%	94.6%	75.6%	There is a backlog of searches due to Covid restrictions and the suspension of all personal searches. This has led to a significant increase in numbers of electronic searches and an increased turn-around time. However, this will improve now that the restrictions have been removed.
People & Business Change - Number of employees completing corporate Welsh Language awareness training.	Cabinet Member for Assets and Resources	16	50 (25)	3	0	4	Welsh language training has been reviewed and a series of training videos are in the final stages of development. All staff will be required to view the videos and completion rates will be recorded.

Service Area - Measure	Cabinet Member(s)	Mid-Year 21/22 Actual	21/22 Target / Comparator (Mid-Year Target / Comparator)	End of Year 20/21 Actual	Mid-year 20/21 Actual	Mid-year 19/20 Actual	Commentary
People & Business Change - Percentage of managers undertaking regular check ins.	Cabinet Member for Assets and Resources	27%	80%	Not Recorded	Not Recorded	59.04%	In 2020/21 we did not fully implement the new check in process and therefore did not record performance due to Covid. This is the first year that we are asking all service areas to use the new process. However, in some service areas the new process has been difficult to fully adopt due to pressures in the areas and also issues in how staff are recording the completion of the check ins in the system. This has been regularly reported to CMT and service area managers. Action is being taken to improve guidance and provide further training and support to managers to improve performance.
People & Business Change – Number of staff receiving Equality training	Cabinet Member for Assets and Resources	32	200 (100)	7	0	Not Recorded	Equality training provision has been reviewed and delivery of externally commissioned training has now commenced. All Managers across the council will have received equality training by the end of March 2022.
RIH - Percentage of all planning applications determined in time	Cabinet Member for Sustainable Development	57.3%	80%	67.1%	67.2%	78.2%	The processing of planning applications has been significantly affected by the staff retention and recruitment issues and there remain some vacant posts. This is being addressed with the use of Agency staff.
RIH – Percentage of households for whom	Leader of the Council	35.6%	50%	42%	41.4%	52.8%	The pandemic has resulted in a cohort of 'hidden homeless' accessing services. A lack of

Service Area - Measure	Cabinet Member(s)	Mid-Year 21/22 Actual	21/22 Target / Comparator (Mid-Year Target / Comparator)	End of Year 20/21 Actual	Mid-year 20/21 Actual	Mid-year 19/20 Actual	Commentary
homelessness was prevented							available, affordable accommodation and temporary measures to prevent evictions, has resulted in reduced prevention rates. The mid-year performance figure reflects the ongoing challenges faced at the end of 20/21.
RIH - The percentage of empty private properties brought back into use.	Leader of the Council	0.64%	1.52%	0.86%	0.55%	0.09%	A revised, targeted approach has been implemented which utilises a number of statutory and non-statutory powers to assist owners to bring empty homes back into use. As a result it is expected that this PAM will see improvement by year end.
RIH - Number of new homes created as a result of bringing empty properties back into use.	Leader of the Council	0	9	0	0	14	Completion of projects continues to be delayed as a result of the impact of covid-19 and Brexit as prices for material and labour have significantly increased.
RIH - Number of additional affordable housing units delivered per 10,000 households	Leader of the Council	0.6 per 10,000 households	33.54 per 10,000 households	30.54 per 10,000 households	10.8 per 10,000 households	12.7 per 10,000 households	RSL partners have reported delays in completion due to increasing costs and pressure on material and labour supplies.
RIH – No. of new business start ups supported through the Business Development Fund	Leader of the Council	1	50	4	0	4	Launch of the new City of Newport Business Fund launched at the end of September and the numbers of businesses supported reflects this. However there has been significant interest in the new funding and it is expected that there will be a significant improvement in this figure by year end.

Service Area - Measure	Cabinet Member(s)	Mid-Year 21/22 Actual	21/22 Target / Comparator (Mid-Year Target / Comparator)	End of Year 20/21 Actual	Mid-year 20/21 Actual	Mid-year 19/20 Actual	Commentary
RIH – Number of people approaching the authority for housing advice and assistance	Leader of the Council	965	2,000 (1,000)	1,778	736	855	The number of people presenting to the Council for housing advice and homeless has increased as a result of temporary guidance during the pandemic and enhanced duty to accommodate all at risk of rough sleeping.