

Regeneration, Investment and Housing

End of Year Review 21/22



Leader of the Council and Cabinet Member for Economic Growth and Strategic Investment – Councillor Jane Mudd

Cabinet Member for Strategic Planning, Regulation and Housing – Councillor James Clarke

Cabinet Member for Climate Change and Bio-diversity – Councillor Yvonne Forsey

Cabinet Member for Community Well-being – Councillor Debbie Harvey






Cabinet Member for Infrastructure and Assets – Councillor Laura Lacey

Chief Executive - Beverly Owen

Head of Service- Tracey Brooks

Introduction

This is the **Regeneration, Investment and Housing** update on the progress being made against the objectives, actions, performance, and risk for the period 1st April 2021 to 31st March 2022. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#). As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

Long term		The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
Prevention		How acting to prevent problems occurring or getting worse, may help public bodies meet their objectives.
Integration		Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
Collaboration		Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
Involvement		The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area, which the body serves.

The Local Government and Elections (Wales) Act 2021 requires Newport Council to Self-Assess:

- The effectiveness of its functions.
- Consider if it is using its resources, economically, efficiently and effectively.
- Whether the governance arrangements are effective for securing these areas.

This report will be used to support the Council's Self-Assessment and will be integrated into the Council's Annual Well-being / Corporate Self-Assessment Report published in 2022. Any recommendations raised by the Council's Scrutiny Committee(s) and service area will be considered as part of the Council's assessment.

Regeneration, Investment and Housing [Service Plan 2021/22](#)

The Regeneration, Investment and Housing service plan focuses on the delivery of the following Wellbeing Objective(s) in the Corporate Plan 2017-22:

- **Wellbeing Objective 1** – To improve skills, education and employment opportunities
- **Wellbeing Objective 2** – To promote economic growth and regeneration whilst protecting the environment.
- **Wellbeing Objective 3** – To enable people to be healthy, independent and resilient; and
- **Wellbeing Objective 4** – To build cohesive and sustainable communities
- **Strategic Recovery Aim 1** - Understand, and respond to, the additional challenges which Covid19 has presented, including loss of employment, impact on business and on the progress, achievement and wellbeing of both mainstream and vulnerable learners.
- **Strategic Recovery Aim 2** – Understand and respond to the impact of Covid-19 on the city’s economic and environmental goals to enable Newport to thrive again.
- **Strategic Recovery Aim 3** – Promote and protect the health and wellbeing of people, safeguarding our most vulnerable and building strong, resilient communities.
- **Strategic Recovery Aim 4** – Provide people with the resources and support that they need to move out of the crisis, considering in particular the impact that Covid-19 has had on our minority and marginalised communities.

The 2021/22 Service Plan has 7 objectives that are focused on:

Objective 1 – Encourage and support continued economic growth within the City, with particular focus on sustainable development and regeneration in the City Centre.

Objective 2 – Regeneration Investment and Housing will make Newport a 'Thriving City'.

Objective 3 – Develop a collaborative approach to modernise service delivery to residents across the city.

Objective 4 – Children's and Community Grant: Changing the way in which a number of grants are delivered to streamline services and deliver better outcomes for residents and the city.

Objective 5 – Enhance community wellbeing through improved housing offer.

Objective 6 – Promote the decarbonisation of our operations, support sustainable travel and clean air measures, in the interests of tackling climate change.

Objective 7 – Effective and sustainable management of NCC properties and assets

NCC Restructure

From 2022/23 Newport City Council has implemented a new structure that will support the Council's new Corporate Plan 2022-27 and deliver the manifesto aims of the Council's Cabinet. The below provides an overview of the teams and functions that will be moving from Regeneration Investment and Housing:

Service Area Team / Function	Moving To
Strategic Housing, Housing Needs & Homelessness.	Moving to Communities and Housing
Community Regeneration (Libraries, Community Hubs, and community centres)	Moving to Communities and Housing
Climate Change	Moving to Environment and Public Protection
Families First, Flying Start, Youth Services, Early years, Play Services, Private Sector Housing Support	Moving to Prevention and Inclusion
Assets	Moving to People, Policy and Transformation

Cabinet Member(s) / Head of Service Executive Summary

Overview of services and teams in Regeneration Investment & Housing

In RIH our aim has been to create safe, sustainable, and resilient communities in which to live, visit, work and learn. Placemaking and regeneration is a key focus of the Council and 2021/22 has been an important year for the City Centre in particular with the completion of the four-star Chartist Hotel and the opening of the newly refurbished Indoor Market. Ongoing issues with Covid-19 and increasing costs for construction work has resulted in delays in the delivery of other strategic projects but it has been encouraging to see these projects progressing despite these challenges. Work on the historic Market Arcade has also nearly completed and work is expected to commence this year on the refurbishment of the Grade I listed Transporter Bridge and the construction of a new visitor centre; the development of a new Leisure and Well-being centre on Usk Way and also the delivery of a co-working incubator hub at the Information Station. With all of these schemes due to commence, and in some cases complete, in the next 12 months, this makes 2022/23 a very exciting year for Newport.

Supporting our residents and communities also remains at the heart of the service and the Community Regeneration teams have continued to support residents and families with a range of support from Early Years through to Youth and work and skills. Our Housing team have also worked extremely hard to reduce homelessness and ensure that people have a safe place to sleep. This has been extremely challenging, and remains so due to the lack of both available and good quality housing stock, but with the support of partners and Welsh Government funding, we are improving supply and delivering more supported and move on accommodation.

In support of our regeneration and growth aspirations for the City, we have formally commenced with the replacement Local Development Plan in order to ensure that adequate land and opportunity is available for residents, investors and visitors to make Newport their location of choice.

Other services delivered by RIH included:

Development and Regeneration provides the land use planning function to enable the City to grow in a sustainable manner and ensure the delivery of the Council's regeneration priorities. The service includes planning policy and development management along with historic building conservation and the building control function. The Regeneration Team develop and deliver a variety of grant funded regeneration programmes and provide support for businesses and inward investors. Covid-19 has not affected our ability to process planning and building control applications remotely but there have been challenges with recruitment which has put the team under pressure and resulted in slower determinations as they manage larger caseloads. The regeneration team have also been actively bidding for Levelling Up funding for the Northern Gateway area as well as bidding to be the next City of Culture in 2025. Whilst we were unsuccessful with these bids, it has highlighted the rich and diverse culture which exists in the City which needs to be recorded and celebrated, and this will be key area of focus in the coming year.

Housing & Property Services provides the strategic housing function, disabled facilities grants and homelessness functions. This service area also oversees the Newport Norse property services joint venture which manages the strategic planning and operational delivery of the council's land and buildings, including operational services of building maintenance, cleaning and facilities management. Covid-19 has had a significant impact on the Housing & Assets service area, most notably the homelessness, home options and temporary accommodation services. A suspension of Disabled facilities grants (non-

urgent) during lockdown periods in 20/21 resulted in a significant backlog of cases which the Team have remained committed to dealing with in 21/22 and also the coming year. Homelessness continues to see a significant increase in demand for temporary accommodation as the duty to provide accommodation remains in place. This has seen the development of new Phase 2 funded accommodation at Central Chambers and Hill Street. The Civic Centre and other Council buildings have cautiously re-opened to the public and we have continued to develop the Council's 'new normal' operating model.

Community Regeneration oversees a number of community-based services. Skills and work programmes, together with community development (including Communities First) are delivered to enable communities to become more resilient and enable individuals to increase skills levels and assist people into work. Alongside programmes such as Flying Start, Families First, Play Development and the Youth Service, Community Regeneration provide a package of support which increases the impact of support provided. This service area continued to play a critical role during the pandemic and all four neighbourhood hubs remained operational during lock down periods and continued to be a source of support for some of our most vulnerable residents. Work and skills support has remained central to our support for residents and young people as the aftereffects of the pandemic are played out.

Cultural and Library Services provide front-line services for Newport's residents and visitors. Functions and teams include: Statutory Library and Information services, Adult and Community Learning, Museums and Heritage comprising the Museum and Art Gallery, the Transporter Bridge and the Newport Medieval Ship Project. As lockdowns have eased we have been able to re-open libraries and visitor facilities. Work will begin in July on the refurbishment of the Transporter Bridge following an increase in funding from the National Heritage Lottery Fund and support from Cabinet.

The recent Senior Management Restructure has seen some significant changes to the services provided by the RIH team. Most young people and youth services are moving to the new Prevention and Inclusion service and Council assets is being realigned as a corporate function. Housing and other community services form a service area in their own right and will be able to focus on the delivery of integrated and cohesive community focussed work. The remaining RIH services form the new Regeneration and Economic Development (RED) service and essentially focus on the physical, economic and cultural growth of the City.

Executive Summary from the Head of Service

The last year has presented us with ongoing and unique challenges. As services have started to re-open and we have cautiously tried to resume 'business as usual', the RIH team have been balancing the need to provide on-going support for residents and businesses still feeling the effects of Covid 19 at the same time as trying to manage the effects of Brexit, the war in Ukraine and the escalating cost of living crisis. Once again RIH services have stepped up and supported not only our Newport businesses but also our communities and some of our most vulnerable residents.

The Neighbourhood hubs have remained at the heart of our communities and have continued to support residents in need of food, advice and support. The Flying Start team continued to provide early year's services and parenting support and the play scheme which has been provided during all school holiday periods has hugely benefitted some of our most vulnerable young people.

Demand for temporary accommodation has not eased and Welsh Government guidance to accommodate anyone at risk of, or sleeping rough remains in place, despite changes in Covid -19 restrictions. As a result we have strengthened partnerships with other departments,

stakeholders, external agencies and the third sector to provide accommodation and support to those most vulnerable. Despite defraying £16.5m of Social Housing Grant for new affordable housing, demand for temporary accommodation continues to far exceed supply and we have worked tirelessly to source further accommodation and consider new and innovative ways of supporting service users through joint working, an example being the development of new units of accommodation at Central Chambers and Hill Street using Phase 2 Welsh Government funding. There does not appear to be any reduction in pressure for accommodation as we start to see the impact of the national Ukrainian refugee crisis.

The Carbon Reduction team have made a significant contribution towards the Council's commitment to climate change and sustainability through the delivery of a Local Area Energy Plan and the Climate Change Plan. They have also secured over £1m of funding for low carbon heating schemes and continue to work on the roll out REFIT scheme.

The Business Support Team continued to help businesses access advice and financial support through Welsh Government discretionary grant funding at a time when most businesses were struggling to keep afloat. The Regeneration team have been working hard to maintain momentum in respect of project delivery and inward investment. Construction work on the Market Arcade redevelopment is nearing completion and the Indoor Market opened for business in March 2022. Transforming Towns funding has been awarded for the development of a co-working/business incubator space within the Information Station building and also the development of a new Leisure and Well-being Centre which will enable Coleg Gwent to build a new City Centre campus on the site of Newport Centre.

Our key challenge going forward is addressing the backlog of cases in areas such as Planning and Disabled Facilities Grants as well as preparing for potential surges in caseloads in housing prevention and community support as people find themselves in difficulty as the cost-of-living increases. We also need to continue delivering key strategic projects such as the Information Station co-working/incubation space, the Transporter Bridge project and new Leisure and Well-being Centre. Securing levelling up funding for the provision of a new National Technology Institute alongside attracting new inward investment remains at the heart of our efforts to support sustainable and resilient economic growth and ensure our residents have access to good quality jobs. We need to ensure that our work and skills teams continue to support people who need to find employment and that our residents can access the right skills and training provisions to meet the needs of post Covid employers.

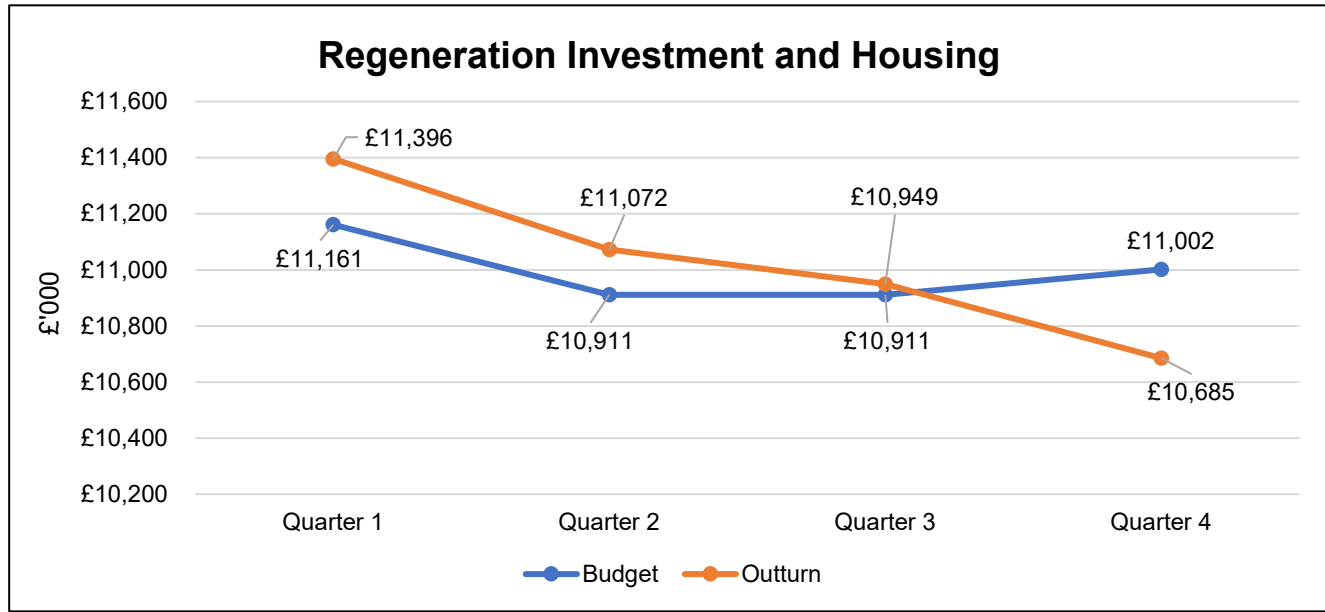
The focus will also be on the development of a regional and local Investment Plan for Shared Prosperity Funding and once the overarching regional interventions have been approved by UK Government, we will begin to engage with our residents, communities and stakeholders on local priorities and delivery. Newport also aspires to being awarded Freeport status as we continue to encourage and support expansion and growth of our existing businesses, as well as inward investment from new investors.

We have our sights firmly set on the future Newport and we are progressing with the development of the Replacement Local Development Plan. This presents us with a timely opportunity to review and reset our strategy for growth and protection of our important assets in a post Covid world. This is a long process spanning 3.5 years but involves extensive engagement with our key stakeholders and residents to ensure

that we take Newport forward in a resilient, robust and sustainable way. We are also able to start developing a cultural strategy which identifies Newport's artistic, creative and cultural strengths and embed this within our new LDP and Corporate Plan.

The biggest success throughout this last year remains the way our staff have responded and reacted to unprecedented events and ongoing pressures with such positive professionalism, trying to find solutions to any problems posed and going the extra mile in support of their colleagues. Whilst RIH will no longer exist in its current configuration, wherever the teams sit, we continue to work together and remain committed to ensuring that we meet the needs of our residents, businesses and visitors.

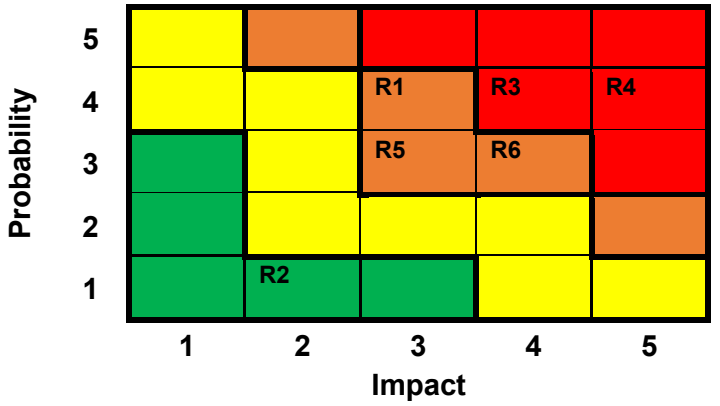
Regeneration, Investment and Housing - Revenue Outturn 2021/22



This provides an overview of the service area outturn revenue position at the end of the financial year.

Revenue and Capital Finance reporting can also be found in Cabinet reports for 2021/22 using the link [here](#).

Service Area Risks at 31st March 2022



Service Area Risk Heat Map Key (Quarter 4 2021/22)	
R1 – Climate Change (Corporate Risk)	R4 – Pressure on Housing & Homelessness (Corporate Risk)
R2 – Market Arcade – Failure to deliver project scope	R5 – Replacement LDP is not delivered on time / budget
R3 – NCC Property Estate (Corporate Risk)	R6 – Transporter Bridge / Visitor Centre

Corporate and Service Risks are reported to the Council's [Governance and Audit Committee](#) and [Cabinet](#) every quarter.

Glossary

Actions (Red / Amber / Green)

C	Green RAG – Completed
%	Green RAG – Action is on course to be completed within timescale
%	Amber RAG – There are potential issues which unless addressed the action might not be achieved within agreed timescales.
%	Red RAG – The action requires immediate action to achieve delivery within agreed timescales.
?	Unknown RAG (Data missing)

Programmes and Projects

This provides an update on the delivery of key programmes and projects that contribute towards the delivery of the Corporate Plan 2017-22. This covers the progress of delivery from 1st April to 31st March 2022.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed	Q4 % of Project Completed	Commentary
Neighbourhood Hubs	Development of 4 Hubs across Newport that will provide an integrated offer of neighbourhood based, voluntary accessed services. Range of services offered are tailored towards the demands of the areas served using wellbeing profile data to support decision making processes. The Ringland hub has been completed and opened in November 2019. This was a pathfinder project to establish the appropriate model for the remaining three hubs. Work will commence on reviewing the Ringland hub model and developing proposals for the remaining three hubs.	Quarter 4 2022/23	35%	35%	All four neighbourhood hubs are open and operational but the continued roll out of the original Neighbourhood hubs project was paused due to the diversion of resources to focus on community support during the pandemic. This project will be progressed through the new Housing and Communities Service area.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed	Q4 % of Project Completed	Commentary
Transporter Bridge/ Visitor Centre	The delivery of this action will see the development of the Visitor Centre which will open in Spring 2023. This will attract visitors into the city generating income and promoting economic growth. This will contribute towards the long term objectives of supporting the maintenance of the Transporter Bridge and expanding upon the cultural heritage of Newport.	Quarter 4 2022/23	5%	5%	The Visitor Centre designs are complete, and contractors engaged. The project is now aiming for a revised start date of July.
Vacant and Derelict Properties	Additional Funding has been provided to enable us to tackle some of our long standing vacant and derelict properties. A priority list will be agreed and work will commence on tackling these properties with a view to seeing them brought back into use.	Quarter 4 2022/23	30%	50%	A priority list has been developed and one enforced sale has been completed. Relevant legal notices have been served on other properties and buildings and negotiations are on-going. The Housing Strategy team also continues to engage with owners of empty residential dwellings to encourage owners of empty properties to bring them back to use.
Market Arcade	The Heritage Lottery Funding Townscape Heritage Funding will enable architectural details to be restored, reconnecting owners, traders and visitors to the role of the Market Arcade in the growth of Newport. This will also support the Council's Economic Growth Strategy and Corporate Plan commitment to transform the city centre.	Quarter 2 2021/22	80%	85%	Majority of works are complete, and the transformation of the Arcade so far is readily visible. Final completion is awaiting delivery of materials for part of the exterior and a newly added unit. Internal works are also planned. The delivery of Heritage Discovery element of the project is being progressed.
IAC Building	Refurbishment of the building to provide high spec office accommodation.	Quarter 3 2021/22	90%	90%	Development works are nearing completion but have stalled over the past 12 months due to the impact of the pandemic and uncertainty over office market requirements.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed	Q4 % of Project Completed	Commentary
Newport Indoor Market	Refurbishment of the building to provide new market and retail, and offices. The redevelopment will include creation of co-working space.	Quarter 4 2021/22	70%	85%	Market opened in March and has been incredibly popular to date. Some works still remain on Upper Dock Street and some refurbishment works to enable Tramshed Tech to occupy Griffin House.
Chartist Tower	Redevelopment of Chartist Tower into a 4 star hotel, offices and retail scheme. This will attract retailers, South Wales Argus and restaurants to the site. This contributes towards the regeneration of the city centre and job creation for Newport. Affected by the pandemic but progress expected once the hospitality industry has re-established as the pandemic eases.	Quarter 4 2021/22	80%	85%	Internal works progressing to complete guest areas and 90+ bedrooms. Planned opening mid May.
Information Station	Relocation of the Council's Customer Services to the Central Library and redevelopment of the office space into co-working / incubation space. This builds on the existing presence of the National Software Academy in the same building to attract start-ups, tech and digital businesses and act as a space to generate economic growth.	Quarter 4 2021/22	40%	40%	This project has been delayed due to difficulties dealing with the landlord of the property and agreeing the sublease arrangement for the Info Station building. This is a critical step and the funding package to enable the building improvements to be delivered at the Central Library Museum building cannot be released until the sublease is completed.
Carbon Phase 1 Neutral-	To deliver schemes to reduce carbon within the council's estate, fleet and more widely where possible including development of energy generating schemes.	Quarter 4 2021/22	90%	C	Carbon reduction target for 2022 achieved. Targets for next phase being reviewed in 22/23.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed	Q4 % of Project Completed	Commentary
Social Housing Grant Programme	Secure funding for new affordable housing development through management of the new SHG programme.	Quarter 4 2021/22	50%	C	Newport received £12.4m Social Housing Grant during 2021-22, plus additional slippage from other LAs who did not spend their allocations. This resulted in a total £16.5m spend of Social Housing Grant in Newport for 2021/22. Developments at Coverack Road and Treberth are due to complete shortly with developments at Emlyn Street, Tredegar Court and Hubert Road completing later this year.
Phase 2 Homelessness Capital Programme	Delivery of the Phase 2 homelessness capital programme.	Quarter 3 2021/22	50%	90%	Project is on track to deliver 12 units of accommodation at Hill Street, 10 units of accommodation at Central Chamber plus the housing support hub.
Newport Replacement Local Development Plan (RLDP)	Creation of an LDP is a statutory duty. The plan will include policies used to determine all planning application in Newport. It will also identify land for development, helping with economic growth, and it will protect and enhance our best environmental and historical assets.	Quarter 4 2024/25	10%	10%	Engagement sessions on the Draft Vision, Issues and Objectives for the replacement LDP has been completed and the responses are being analysed before being reported to Cabinet.
DWP Kickstart Programme	The Kickstart Scheme funding will support employers to provide 6 months of work for young people at risk of long term unemployment in the 16-24-year-old age group. It will be regular	Quarter 3 2021/22	85%	C	The Kickstart programme has been very successful. We have offered 28 placements throughout the programme with 4 participants going on to secure internal roles and roles being successful by the end of the programme. All participants have gained valuable experience and skills to enable them to access wider work opportunities.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed	Q4 % of Project Completed	Commentary
DWP Programme Restart	The new £2.9 billion Restart scheme announced at the Spending Review on 25 November 2020, will give Universal Credit claimants who have been out of work for at least 12 months enhanced support to find jobs in their local area. Restart will break down any employment barriers that could be holding them back from finding work. Providers will work with employers, local government, and other partners to deliver tailored support for individuals.	Quarter 4 2025/26	10%	25%	Restart continues to focus on participants with complex barriers to employment and require multi-agency support prior to moving closer to the labour market. In the first year of Restart (August 21 – March 22) 191 referrals were received and 28 participants moved into employment – a further 37 outcomes were also achieved.
Youth Homelessness	To deliver a programme of support for Young People at risk of becoming Homeless.	Quarter 4 2021/22	50%	C	Programme for 21/22 is complete and comprised events such as the Youth Homelessness Preventive Workshops using Shelter Cymru Opening Doors Pack in High Schools and alternative education. The youth homelessness preventive workshops have also been completed from referrals from Social Services. These workshops are carried out as one to one work in Newport Community Hubs, High Schools, or alternative education settings. We also receive referrals from Social Services for young people who are homeless or leaving care and involves supporting the young people

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	Q2 % of Project Completed	Q4 % of Project Completed	Commentary
					in their new accommodation, providing home starter kits, setting up bank accounts and accessing money. Since January 2022 34 young people have been supported to receive starter packs.

Workforce Planning

To support the delivery of the Service Plan and Corporate Plan objectives, service areas in collaboration with the Council's Human Resources team have identified three key actions to improve the capacity and capability of its workforce in 2021/22

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	% of Action completed	Commentary
Regeneration, Investment and Housing to review their areas to identify opportunities for development and introducing new apprenticeship, trainee and graduate schemes.	Improve RIH resilience and future succession planning.	1 st April 2021	31 st March 2023	25%	Reviews are ongoing as part of the rollout of the restructure, but graduate placement opportunities already identified with Regeneration and Culture teams.
Regeneration Investment & Housing Service Managers in collaboration with Human Resources undertake a review of job descriptions to	This review will identify the future skills and needs required to deliver RIH services and support any future strategic structure reviews.	1 st April 2021	31 st March 2023	20%	Opportunities continue to be identified and discussed as part of Check Ins. Staff movement has also released some posts which allows staff progression.

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	% of Action completed	Commentary
identify future skill and knowledge gaps.					
Regeneration, Investment & Housing in collaboration with Human Resources review succession plans in the service area.	Build up resilience in the service area and as part of its talent management encourage and develop skills of staff to enable succession planning.	1 st April 2021	31 st March 2023	20%	Work on going as part of restructure work.

Objectives and Action Update (31st March 2022)

This is an update on the progress against service objectives and actions to the end of quarter 4 (31st March 2022). The tables below also include the RAG status and % completion reported at the Mid-Year Review point. A link to the report can be found [here](#)

Objective 1- Encourage and support continued economic growth within the City, with particular focus on sustainable development and regeneration in the City Centre.							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Encourage inward investment and support growth of new and existing businesses within the City and as part of Regional partnerships.	Through collaboration this contributes towards the regeneration of Newport attracting new businesses into the City and encouraging existing businesses to grow. This will provide long term growth and improve the business mix and resilience across the city.	1 st April 2019	31 st March 2022	80%	90%	Over 38 City of Newport grants have been offered to date. Existing businesses such as SPTS have announced large expansion plans and Microsoft have announced that they will have a large presence at Imperial Park.
2	Develop a Strategic Development Plan for the Cardiff Capital Region (Growing the economy as part of the region).	Through collaboration we shall contribute towards the development of the Strategic Development Plan for the Cardiff Capital Region.	1 st April 2019	31 st March 2022	6%	6%	Corporate Joint Committee has been formed and progress expected in 22/23.
3	Secure Funding from Targeted Regeneration and Investment fund for key regeneration projects	Through collaboration with the Council's Finance team we shall look to secure capital funding that will support key regeneration projects.	1 st April 2019	31 st March 2022	65%	75%	Drawdowns for funding for projects such as the Information Station and thematic grants continue and over £7m of funding has been secured for the new Leisure and Well-being Centre.
4	Working in partnership with public and private sector business support providers to increase the number of	Key projects such as the Information Station, IAC, Indoor Market and Market Arcade will support existing and new businesses to the	1 st April 2019	31 st March 2022	10%	25%	Over 38 City of Newport grants have been offered to date and a number of new businesses have opened in Newport Market.

Objective 1- Encourage and support continued economic growth within the City, with particular focus on sustainable development and regeneration in the City Centre.

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
	new business start-ups in Newport.	city. This will support the Council's objective for generating long term economic growth and provide opportunities generating new jobs.					
5	To develop area based vision strategies for key areas within the adopted city centre masterplan.	This will enable architectural details to be restored, reconnecting owners, traders and visitors to the role of the Market Arcade in the growth of Newport. This will also support the Council's Economic Growth Strategy and Corporate Plan commitment to transform the city centre.	1 st April 2020	31 st December 2022	40%	60%	A Northern Gateway vision strategy was developed as part of the Round 1 Levelling Up bid. Further strategies will need to be developed as part of a new placemaking plan.
6	Delivery of the Market Arcade project through collaboration with private sector and Heritage Lottery Funding Townscape Heritage Funding.	This will enable architectural details to be restored, reconnecting owners, traders and visitors to the role of the Market Arcade in the growth of Newport. This will also support the Council's Economic Growth Strategy and Corporate Plan commitment to transform the city centre.	1 st April 2020	31 st March 2022	80%	85%	Majority of works are complete, and the transformation of the Arcade so far is readily visible. Final completion is awaiting delivery of materials for part of the exterior and a newly added unit. Internal works are also planned. The delivery of Heritage Discovery element of the project is being progressed.

Objective 1- Encourage and support continued economic growth within the City, with particular focus on sustainable development and regeneration in the City Centre.

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
7	Delivery of co-working/incubation at the information station building	Relocation of the Council's Customer Services to the Central Library and redevelopment of the office space into co-working / incubation space. This builds on the existing presence of the National Software Academy in the same building to attract start-ups, tech and digital businesses and act as a space to generate economic growth.	1 st April 2019	31 st December 2022	40%	75%	Landlord consent has been agreed in principle and lease documents are being finalised with Tramshed Tech.
8	Review of the Council's Local Development Plan.	In order to facilitate the City's growth aspirations, the Council will commence the review of the current Local Development Plan. This will include involvement / consultation with key stakeholders and alignment with future Strategic Regional Plans.	1 st October 2020	31 st March 2025	C	N/A	Review of current LDP completed. Full Council made the decision in May 2021 to commence a replacement LDP. Delivery agreement approved by Welsh Government. Replacement LDP process underway.
9	Delivery of business support events for local businesses in Newport.	The delivery of these events will enable the Council to encourage and develop new start-up businesses across the city whilst providing opportunities for existing businesses to grow. These events will also provide opportunities for local businesses to build networking opportunities and collaborate with each other and Council Services	1 st September 2020	31 st March 2022	10%	15%	Return to normal delivery is starting as restrictions ease. First Business Breakfast has been held. Programme of events being developed for 22/23,

Objective 1- Encourage and support continued economic growth within the City, with particular focus on sustainable development and regeneration in the City Centre.

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
		to ensure that they are meeting necessary regulatory and legislative requirements in light of Covid regulations and future post Brexit trade negotiations.					
10	Support the delivery of the Newport Knowledge Quarter through the redevelopment of a new leisure and well-being centre and the transfer of the Newport Centre site for the development of a new campus by Coleg Gwent.	Re-provision of the Newport Centre facilities on land adjacent to the USW campus on Usk Way will release the Newport Centre site for the development of a City Centre Campus for Coleg Gwent. The provision of a new, modern, state of the art leisure and well-being facility will meet the needs of Newport residents and visitors in a more sustainable and accessible way.	1 st April 2021	31 st March 2023	20%	20%	Leisure project progressing and work ongoing to ensure building energy solutions are carbon neutral. Survey work ongoing at Newport Centre and progression ongoing with Coleg Gwent in relation to the Agreement for Lease.
11	Bring back some of the City's long standing vacant and derelict properties using additional funding provided to the Council.	A priority list will be agreed and work will commence on tackling these properties with a view to seeing them brought back into use. Enforcement powers and legal powers will be used to ensure that we achieve positive outcomes for targeted properties, and enforced sales pursued where necessary. This aligns with well-being objective 2, to promote economic growth and regeneration whilst	1 st April 2021	31 st March 2023	30%	50%	A priority list has been developed and there is ongoing engagement with Welsh Government and property owners to address priority vacant and derelict properties. Relevant legal notices have been served on other properties and buildings and the first enforced sale is expected on site at 153 Commercial Road.

Objective 1- Encourage and support continued economic growth within the City, with particular focus on sustainable development and regeneration in the City Centre.

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
		protecting the environment and objective 4, to build cohesive and sustainable communities.					

Objective 2- Regeneration Investment and Housing will make Newport a 'Thriving city'

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Transporter Bridge project delivery through the development of the visitor centre and refurbishment of the bridge.	The delivery of this action will see the development of the Visitor Centre which will open in Spring 2023. This will attract visitors into the city generating income and promoting economic growth. Collaborative working with Welsh Government, Heritage lottery Fund and other charitable trusts and funds. In the delivery of the Visitor centre we will be involving local communities, schools and the Transporter bridge trust.	1 st April 2021	31 st March 2023	6%	15%	The Council was awarded a grant uplift of £1.95 million in March by National Lottery Heritage Fund. The remaining gap through guarantees and further applications to external funding bodies.
2	To deliver a programme of fundraising activities that will support the delivery of the Transporter bridge visitor centre and the future maintenance works.	Through the delivery of various fundraising activities we will be able to support the development of the visitor centre and also ongoing maintenance of the bridge for future generations to use.	1 st April 2019	31 st March 2022	86%	95%	We continue to work with the Friends of the Transporter Bridge with fundraising through activities such as abseiling and 'over the top' access, all of which make an important contribution to project funding.

Objective 2- Regeneration Investment and Housing will make Newport a 'Thriving city'

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
3	To collaboratively develop a long term strategy for the medieval ship that will support the Newport Offer in attracting tourists and businesses.	Through collaboration with Welsh Government and other strategic partners we shall develop a long term strategy that will secure a location for the medieval ship as a key tourist attraction for the City. This will contribute towards the regeneration and preservation of the cultural heritage of Newport.	1 st April 2020	31 st March 2024	40%	50%	A plan is in place to complete the Freeze drying this financial year. Completion of this work package will represent a significant milestone regarding completion for the post excavation process. This will allow further research and feasibility work regarding the re-assembly of the ships timber and enable a full understanding of the challenges arising for post conservation timber deformation to be understood.
4	A review of the destination management plan and collaborative place marketing to address the devastating effects of COVID on the visitor economy – key recovery action.	Better promotion of Newport using the Place website and collaborative marketing. This will support inward investment and the visitor economy	1 st April 2021	31 st December 2022	49%	54%	A new aspect of Destination Management has come forward to consider in the Plan, which is Culture. This is now a legal requirement of the Well-being of Future Generations Act. An Expression of Interest was submitted to the City of Culture competition which highlighted the importance of this sector to Newport. The effects of COVID are still being assessed. How each venue can be used and risk assessments for the future are still part of the planning process. This is especially the case for Business Event venues.
5	Successful delivery of corporate events and support to strategic city and major events, to raise the profile of Newport in 2021/22.	Depending on Covid 19, events can be delivered in Newport though collaboration with national organisations and stakeholders to give the City a positive vibrancy. Greater resilience with a wider team.	1 st April 2021	31 st March 2022	61%	70%	New corporate events were also delivered this year as COVID restrictions allow City to the Royal British Legion, a new 999 Emergency Services day and a full remembrance service. The ABP Marathon was also delivered in partnership with

Objective 2- Regeneration Investment and Housing will make Newport a 'Thriving city'

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
							Run4Wales and the Welsh Government. The HSBC British National Track cycling event also took place and it has been announced that the Newport Food Festival will take place in October 2022.

Objective 3- Develop a collaborative approach to modernise service delivery to residents across the city

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Undertake a review of the hub model to develop and shape a phase 2 of the Neighbourhood Hub project. The Ringland hub has been a pathfinder for the Neighbourhood Hub model and has been pivotal to the support delivered to our most vulnerable residents during the pandemic. Before we develop the next phase of the hubs, it is important to reflect on the success of the operating model of the hub and ensure that future hub developments remain effective in meeting the needs of service users and are resilient and adaptable to change.	The delivery of this action supports delivery of the Council's Corporate Plan to develop a modernised council and integrate Council services that will collaborate together and involve the communities to develop tailored services to meet their needs.	1 st April 2020	31 st March 2022	35%	35%	All four neighbourhood hubs are open and providing invaluable support for local residents and communities but the continued roll out of the original Neighbourhood hubs project was paused due to the diversion of resources to focus on community support during the pandemic. As restrictions ease this project will be progressed through the new Housing and Communities Service area.

Objective 3- Develop a collaborative approach to modernise service delivery to residents across the city

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
2	Review the central library offer and explore opportunities to provide a new and larger shared service.	The provision of a City Centre library will be unaffected but it is important to explore opportunities to provide shared services in a central location. This would support the Council's commitment to develop a modernised council and integrate services that will collaborate together and involve the communities to develop tailored services to meet their needs.	1 st April 2021	31 st March 2022	25%	C	The proposal to move the Central Library to a new Newport Knowledge Quarter as part of a new Coleg Gwent inner city campus project has now been evaluated in terms of cost and it has been concluded that the proposal does not offer value for money and therefore the Library will remain part of a reformatted and refurbished Central Library and information point offer
3	Delivery of the regional early years Pathfinder project with Public Health Wales, local authorities and Children Services.	Services and Flying Start for early years prevention for 0-7 year olds including improved parenting, anti-natal support.	1 st April 2020	31 st March 2022	C	N/A	Project completed and in mainstream delivery.
4	Delivery of the childcare offer for 3-4 year olds through the medium of Welsh.	The delivery of this action is looking at increasing and improving the childcare provision for parents of 3-4 year olds that wish to have their children taught through the medium of Welsh. This supports the wellbeing objective of building cohesive and sustainable communities through increasing the number of Welsh speakers and promoting the Welsh language in all parts of life.	1 st April 2020	31 st March 2022	65%	65%	Ringland Hub is being used as the focal point for the delivery of childcare through the medium of Welsh. The centre has recently been accepted as a Welsh education providing centre to augment the childcare being delivered. Recruitment of staff able to deliver through the medium of Welsh is ongoing and staff are being supported to upskill to increase the support for service delivered through Welsh
5	Delivery and expansion of the Newport	Through the Newport Commitment we will look to	1 st April 2020	31 st March 2023	60%	60%	The roll out of this project was paused due to the diversion of resources to

Objective 3- Develop a collaborative approach to modernise service delivery to residents across the city							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
	Commitment digital platform to connect children, young people and long term unemployed with public, private and third sector organisations.	expand the platform and attract more private, public and third sector organisations to join and offer opportunities for children, young people and long-term unemployed. This will contribute towards the economic growth of the city and ensure that Newport citizens are able to reach their full potential.					focus on front line community support during the pandemic. As restrictions ease this project will be reassessed and progressed through the new work and skills section of Regeneration and Economic Development..

Objective 4- Children's and Community Grant: Changing the way in which a number of grants are delivered to streamline services and deliver better outcomes for residents and the city.							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Implement the review findings of the Children's & Community Grant review.	As per Objective Description.	1 st April 2019	31 st December 2021	60%	C	The CCG review findings were undertaken by Wavehill. A new governance structure supporting the CCG has been developed and the review findings will be considered as part of this structure moving forward in addition to other reviews undertaken of CCG activity.
2	Implementation of the Welsh Government Outcome Framework to support the delivery of the Children's & Community Grant.	Welsh Government has established an Outcome Framework that supports the delivery of the Children's & Community Grant in the short / medium and long term.	1 st April 2020	31 st March 2022	60%	60%	Welsh Government have halted further progress on this initiative

Objective 4- Children's and Community Grant: Changing the way in which a number of grants are delivered to streamline services and deliver better outcomes for residents and the city.

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
3	Set up governance structure for CCG.	Modernised Council, Resilient Communities.	1 st April 2021	31 st September 2021	20%	C	The CCG governance board has been appointed and is meeting to set priorities, agree spending and new contracts and offer challenge to decision making.

Objective 5- Enhance community wellbeing through improved housing offer

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Develop a strategy framework for private sector housing, bringing together the Adaptations Policy, Private Sector Leasing scheme, Housing Loans Policy.	The Strategy Framework provides coordination and clarity in how NCC delivers its services to Newport citizens. This will make it easier for staff and stakeholder to understand the different policies and procedures that are adopted.	1 st April 2019	31 st March 2021	60%	75%	A number of initiatives have been completed in relation to the private rented sector which include the survey of both landlords and tenants, the Landlord Forum and the ongoing administration of the private sector loans scheme.
2	Manage and maintain the Common Housing Register and Newport Housing Options service in 2021/22	To ensure the CHR remains up to date with a partnership approach to allocating affordable housing in the City. The provision of housing advice and information to the public and residents of Newport.	1 st April 2021	31 st March 2022	60%	C	Policy review and upgrade of system ongoing, to be completed mid 22/23. Quarterly Common Housing Register steering group meetings and operational meetings have taken place to ensure there is a collaborative approach to managing allocations across the City
3	Participate in community events to promote Grant funding that enables the public to remain independent in their homes.	Through promotion and further communications we will look to increase the number of applications made to access the grant funding and contribute towards the Council	1 st April 2020	31 st March 2022	16%	C	Several public events were attended to promote Grant funding that enables the public to remain independent in their homes. Following the events, additional referrals were received which contributed towards the Council

Objective 5- Enhance community wellbeing through improved housing offer							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
		objective of ensuring people can live independent lives in their own homes.					objective to ensuring people can live independently in their own home.
4	Produce an updated Gypsy Traveller Accommodation Assessment.	Assessment produced and submitted to Welsh Government in line with statutory requirements.	1 st April 2020	31 st March 2022	26%	C	Assessment completed and submitted to Welsh Government
5	Carry out further research into the extent and nature of private rented sector accommodation in Newport.	Greater understanding of the nature and extent of the PRS allowing for the development of appropriate strategic policy interventions.	1 st April 2021	31 st March 2022	60%	C	First phase of research completed.
6	Produce a housing prospectus for Newport in line with Welsh Government guidance.	Housing prospectus produced setting out the nature of housing need in Newport.	1 st August 2020	31 st March 2022	C	N/A	Prospectus has been completed and submitted to Welsh Government.

Objective 5- Enhance community wellbeing through improved housing offer							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
7	Review of the Community Housing Protocol to ensure that it remains fit for purpose and delivers the expected outcomes.	Revised CHP and review of Common Allocations Policy	1 st April 2021	31 st March 2022	10%	50%	Meetings with RSL partners are ongoing. The protocol needs to be revised to take account of requirements within the Welsh Government's Ending Homelessness Action Plan and Rapid Rehousing Transition Plan. This will be completed during 2022-23.
8	Review of Gwent Homelessness Strategy.	Revised Action Plan on local and regional basis to ensure that the Strategy remains fit for purpose, in the interests of building cohesive and sustainable communities and enabling people to be healthy, independent and resilient.	1 st April 2021	31 st March 2022	26%	C	Work on a new Housing Support Programme has been completed and will be put forward for approval in 22/23. Homelessness strategic priorities have been incorporated into the documents which will inform both the service plan and team action plan for 22/23 and beyond.

Objective 6- Promote the decarbonisation of our operations and support sustainable travel and clean air measures in housing programmes							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Support the completion the Welsh Government supported Local Area Energy Plan (LAEP) Pilot to develop a decarbonisation action plan for the City of Newport in collaboration with NCC Policy &	Newport have their first Local Area Energy Plan and a roadmap to decarbonising the energy system by 2050 with a 2035 interim target, aligning with the Cardiff City Capital Region Energy Plan.	1 st April 2020	30 th June 2022	60%	90%	The proposed LAEP is complete and is due to be reported to cabinet in June 2022.

Objective 6- Promote the decarbonisation of our operations and support sustainable travel and clean air measures in housing programmes

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
	Partnership team and external stakeholders.						
2	Support the NCC Climate change group in the development of an organisation climate strategy.	NCC will have developed a climate strategy to measure and target the goal of a Carbon Neutral organisation by 2030.	1 st April 2020	31 st March 2022	80%	C	Newport City Council's organisation climate change plan is now adopted.
3	Select a building decarbonisation delivery partner (Via RE:Fit) and complete a phase of decarbonisation works on the NCC estate.	A partner will be selected to deliver decarbonisation works over the coming years and deliver circa £2m of decarbonisation projects in a first phase of works which will achieve significant reportable carbon savings against our carbon neutral 2030 target.	1 st April 2021	31 st March 2022	60%	60%	A £2m phase of works is in development but was delayed due to the carbon reduction team successfully obtaining over £1m of funding for low carbon heating schemes which had to be procured / delivered by March 31 st , 2022. Efforts have now returned to the development of the £2m of phase of works.
4	Ebbw West Solar Farm Development	Planning permission will be achieved and a delivery method will be identified for the construction of the scheme in summer 2022.	1 st April 2021	31 st March 2022	30%	40%	Planning permission has been granted but due to constraints on the Local Electricity network, the solar scheme cannot be directly connected to the grid. Alternative options are now being considered and this scheme will be paused until the required upgrade to the grid has been undertaken.
5	Support NCC Fleet Decarbonisation via the correct implementation of charging infrastructure and associated energy systems.	NCC have adequate charging infrastructure for a fleet of eRCVs.	1 st April 2019	31 st March 2022	61%	C	A charging system for up to 8 vehicles has been procured and the associated electrical infrastructure future proofed.

Objective 6- Promote the decarbonisation of our operations and support sustainable travel and clean air measures in housing programmes

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary

Objective 7- Effective and sustainable management of NCC properties and assets

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	A programme of estate rationalisation to see which properties and assets are of strategic value to the Council and those that can be designated for alternative use	Newport have their first Local Area Energy Plan and a roadmap to decarbonising the energy system by 2050 with a 2035 interim target, aligning with the Cardiff City Capital Region Energy Plan.	1 st April 2021	31 st March 2023	60%	75%	In depth proposals are being developed and work will continue in 22/23 under the new service area.
2	Ensure that the property and assets held by NCC sustain and support the corporate plan through the Strategic Asset Management Plan (SAMP).	Implement the 5 year plan of the SAMP	1 st April 2021	31 st March 2025	C	N/A	The SAMP has been approved and assets are being managed in accordance with the Plan.
3	Adherence to the Corporate Landlord Policy and ensuring that all Premises Managers are accountable and responsible.	Ensuring there is an up to date and comprehensive list of premise managers and that all premise managers have received NCC training. There is also a need to ensure that all service	1 st April 2021	31 st March 2022	75%	75%	Health and Safety Premises Manager is programmed for delivery in 22/23. The Premises Manager handbook has been made available to all.

Objective 7- Effective and sustainable management of NCC properties and assets							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
		departments and schools adhere to the corporate landlord policy. Any instances of non-adherence are evidenced and reflected upon for future reference and learning.					
4	Develop contract management arrangements with Newport Norse	Implement a renewed governance framework and key performance indicators to allow greater contract monitoring control of the joint venture partnership	1 st April 2021	31 st March 2022	60%	C	This action was paused whilst the new senior organisational restructure was undertaken and will now be delivered by the new service area in 22/23.
5	Establish the Civic Centre investment requirements to provide a suitable office environment for NCCs "new normal".	A list identifying the works needed to the Civic Centre to make it a suitable office environment for staff	1 st April 2021	31 st March 2022	26%	C	An options report has been completed.

Performance Measures (31st March 2022)

This is an update on the quarterly, half-yearly and annual performance measures for the service area to 31st March 2022. The Performance reported in the table below is also compared to the last four years (where data is available). Commentary is provided for all red and amber measures and discretionary for Green measures.

Key

Green	Green – Performance is above Target
Amber RAG	Amber RAG – Performance is below Target (0-15%)
Red RAG	Red RAG – Performance is Under achieving (+15%)
?	Unknown RAG (Data missing)

Performance Measure	2021/22 Actual Performance	Target 2021/22	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance	Commentary
National - Percentage of all planning applications determined in time	62.4%	80%	67.1%	77.8%	87.5%	88.6%	Performance has been significantly impacted due to staffing and recruitment issues. There have been a number of vacancies within the Team as a result of less people entering the profession. This is an issue for all Local Authorities at the present time and we are considering alternative ways of supporting graduates into the profession.
National - Percentage of all planning appeals dismissed	76.9%	70%	74.1%	62.2%	75.7%	88.9%	Despite there being a delay in determining applications, it is clear that we are making good quality decisions which are being upheld at appeal.
National - Percentage Quality Indicators (with targets) achieved by the library service	60%	75%	70.3%	80%	80%	Not Applicable	The Welsh Public Library Standards contain 10 quality indicators with targets which are used to calculate the percentage score. Due to Covid the Welsh Government reduced the QIs within the 20/21 return from 10 to 4. Newport operates a lean staffing model and an efficient service with

Performance Measure	2021/22 Actual Performance	Target 2021/22	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance	Commentary
							lower revenue costs compared to other Authorities. As 2 of the revised QI's were dependent upon amount of revenue used to operate the service, this resulted in a lower percentage score overall. This is not reflective of the quality and efficiency of the service being delivered.
National - The percentage of households for whom homelessness was prevented	40.1%	50%	43.5%	50%	47.2%	55.8%	The pandemic resulted in a cohort of 'hidden homeless' accessing services. A lack of available, affordable accommodation and measures to prevent evictions have resulted in reduced prevention rates.
National - The percentage of empty private properties brought back into use	2.02%	1.52%	0.9%	0.53%	0.6%	1.3%	The Housing Team have targeted persistent empty properties and offered support to bring them back into beneficial use.
National - Number of additional dwellings created as a result of bringing empty properties back into use.	3	9	0	21	39	38	The rising costs of materials and availability of contractors has caused delays to projects which would in-turn bring empty properties back into use.
National - Average calendar days to deliver a DFG Note: Target subject to change as impact of Covid restrictions not fully known and a backlog of cases has accrued throughout the various lockdowns.	381 days	350 days	321 days	239 days	218 days	171 days	Increased rate of referrals continue to be seen and current backlog has meant the target KPI was not achieved. External capital investment has been received for 22/23 to assist with reducing the current backlog and improve KPI.

Performance Measure	2021/22 Actual Performance	Target 2021/22	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance	Commentary
National - Number of additional affordable housing units delivered per 10,000 households	11.42 per 10,000 households	33.54 per 10,000 households	47.11 units per 10,000 households	31.46 units per 10,000 households	18.76 units per 10,000 households	Not Available	The authority was able to fully spend its Social Housing Grant allocation for 21/22. However, the numbers of units delivered were less than anticipated because a number of larger schemes slipped into the 22/23 grant programme due to the rising costs and availability of materials and labour, as well as sub-contractors going into administration.
Local - Number of businesses supported through the provision of advice and guidance	3,922	400	4,114	144	113	116	Ongoing lockdowns and restrictions saw the number of businesses seeking advice, guidance and accessing discretionary funding significantly exceed the normal target.
Local - Number of new business start-ups supported through the Business Development Fund.	15	50	4	27	38	88	The launch of the City of Newport Business Grant was deferred until the Covid-19 discretionary business support funding was defrayed. A total of 15 grants were awarded prior to the end of financial year; however a further already 39 have been awarded in 22/23, based on applications submitted in 21/22 - which indicates the target would have been met if further restrictions funding had not been introduced.
Local - Number of people improving skills & qualifications	293	350	239	994	487	Not Available	Covid related restrictions during 21/22 hindered the delivery of classroom based training courses and therefore the target for this year was not met.
Local - Number of people supported into employment	348	350	221	451	434	Not Available	Due to Covid restrictions around open access we have been unable to support participants in the usual way with face to face services and this has impacted the number of people supported.
Local - Number of young people (11-	331	600	579	333	88	Not Available	Again, Covid has affected the way services have been delivered but referrals have

Performance Measure	2021/22 Actual Performance	Target 2021/22	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance	Commentary
25) supported (ACES)							continued to be received from Space, Schools, learning providers, education etc and young people have been supported through a variety of engagement methods such as: - <ul style="list-style-type: none"> • Open access youth clubs • Job clubs • Information, advice and guidance sessions Signposted for specialist support.
Local - Number of children (0-10) supported (ACES)	817	900	758	848	2,553	Not Available	Engagement during Covid restrictions has been challenging but children 0-10 have continued to be supported by a range of interventions, these include: - <ul style="list-style-type: none"> • Play • Flying Start • Family Intervention
Local - Number of families supported with interventions*1	3,862	2000	1,326	313	794	No Available	This as seen a significant increase on the basis that during 2021/22 families engaged for a variety of different reasons, which they would not have previously, for example, gas/electricity tokens, food parcels, baby bundles. A number of new grants and initiatives were also made available to address the effects of the pandemic on families, children and young people, such as Early Help support, Summer of Fun and Winter of Wellbeing – these opportunities have also increased interventions
Management Information - Number of people approaching authority for housing	1,849	2,000	1,778	1,926	1,814	1,999	The number of people presenting to the council for housing advice and assistance has increased as a result of guidance during the pandemic by Welsh Government to accommodate all those at risk of rough sleeping. This guidance has

Performance Measure	2021/22 Actual Performance	Target 2021/22	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance	Commentary
advice and assistance							not been repealed but the Housing Team are working hard on prevention measures in an attempt to avoid residents having to present to the Authority with Housing difficulties.
Management Information - Percentage of people seeking housing assistance who are determined as statutorily homeless Note: Target subject to Welsh Government review of Local Authority Statutory Duty.	17.6%	30%	21.6%	19.2%	30.3%	15.7%	Homelessness prevention has increased steadily throughout the year and remains on par with 20/21 despite an 85% increase in cases owed a prevention duty (786 cases compared to 382 in 20/21). The flow of homeless applications that reach a full duty has remained below the 30% cap which is positive.

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