



Infrastructure Service Plan 2022-24

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Introduction

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

Newport has a population of 159,600 (ONS 2021 Census) and by 2030, the population is projected to increase further to 166,187 alongside further growth in new businesses and housing. It will be important for communities and places to connect together to work, socialise and explore the urban and rural areas of the city. With major transport infrastructure such as the M4, A48, Newport train and bus stations, and active travel routes it is important for residents, commuters, businesses are able to connect and travel safely. Infrastructure is involved with the Burns Commission, supporting major infrastructure projects in Newport and the wider region. Furthermore, Infrastructure is also delivering Active Travel projects to create and upgrade active travel routes making it easier for residents to use alternative transport to move around the city.

Infrastructure discharges its duty as a highway authority managing over 655km of road network and 923km of footways in addition to being responsible for the maintenance of all highway assets such as bridges, streetlighting, street furniture, traffic systems and highway drainage. We also deliver road safety (including road safety education and training), statutory highway safety inspections and street works management, highway development control together with engineering consultancy services, public transport services and fleet management for the whole of the Council. Parking services undertake the civil parking duty for the council and manages the surface and multi-story car parks across the city centre envelope. As a Lead local flood authority, together with the duties as a Sustainable Drainage Approval Board, Infrastructure is involved with preventative and reactive flood management in Newport. Infrastructure is also responsible for co-ordinating and supporting the Council's response to emergency and major events such as highway emergencies and extreme weather such as snow and flooding. The Council's Civil Contingencies team supports and coordinates the Council's response to these events.

Infrastructure Objectives

To support the delivery of the Corporate Plan, meet our statutory duties and improve the services we deliver, we will be delivering 4 objectives:

Objective 1 - Transforming Newport's highways and transport system to improve air quality, safety and promote active travel.

Objective 2 - Reducing the Council's carbon emissions by moving towards zero and Ultra Low Emissions Vehicles (ULEV).

Objective 3 - Build climate resilience and alleviate flooding across the city using a range of measures including natural flood defences.

Objective 4 - Ensure Newport City Council is meeting its requirements under the Civil Contingencies Act.

Transformation Plan / Service Area Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Programme / Project Manager (Service Manager)	Anticipated Completion Date (Quarter / Year)
20mph Default Speed Limit in Wales	<p>Delivery of the revised national default speed limit on restricted roads from 30mph to 20mph across the city, with a view to achieving the following:</p> <ul style="list-style-type: none"> • Reduce collisions and save lives • To improve quality of life, make streets safer for playing, walking and cycling, and thus improve physical and mental wellbeing. • Encourage the modal shift away from car use to more sustainable modes of transport that is urgently needed to tackle the Climate Emergency and improve air quality across the city. <p>Project requires revocation and drafting of new traffic orders together with the necessary sign and road marking revisions to ensure compliance and speed limits remain enforceable.</p>	Well-being Objective 2	Senior Strategy Manager	Quarter 2 2023/24
South East Wales Transport Commission (Burns) Recommendations	<p>The Burns Delivery Board and Unit were created in Spring 2021 to bring together Welsh Government and local authorities to deliver the transport recommendations made by Lord Burns' South East Wales Transport Commission (SEWTC)</p> <p>Through membership on these bodies, Newport seeks to drive forward a package of transport improvements for the city. These include:</p> <ul style="list-style-type: none"> • Newport Central Infrastructure Improvements • Improved Bus and Active Travel infrastructure • Provision of 3 new railway stations 	Well-being Objective 2	Head of Service	Quarter 3 2027/28
Devon Place to Queensway Footbridge	Devon Place footbridge project to design and install a new Active Travel bridge to join Devon Place and Queensway across the mainline railway at Newport station. This will link the communities of Allt yr Yn and	Well-being Objective 2	Service Manager Transport	Quarter 4 2022/23

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Programme / Project Manager (Service Manager)	Anticipated Completion Date (Quarter / Year)
	Barrack Hill with the City Centre and facilitate active travel journeys to the city centre and the main transportation hubs, providing citizens with the option of sustainable modes of travel across the city.			
Pavement Parking	Introduction of subordinate legislation by Welsh Government, to make pavement parking an enforceable civil enforcement contravention in Wales	Well-being Objective 2	Senior Strategy Manager	Quarter 2 2024/25
Moving traffic contraventions and Bus Lane Enforcement	Application to Welsh Government for an order designating Newport as a civil enforcement area for Moving traffic and Bus lane contraventions	Well-being Objective 2	Senior Strategy Manager	Quarter 4 2023/24
Active Travel Programme 2022-27	<p>This programme is the delivery of projects across Newport as part of the Active Travel grant programme. The delivery of these projects is to provide citizens alternative modes of travel across the city and reduce reliance on the motor car.</p> <p>The benefits of these projects is wide ranging including health, improving air quality, community safety, tackling poverty and contribute towards improving the economy of the city.</p>	Well-being Objective 2	Service Manager Transport	Quarter 4 2023/24
Continuation of Street Lighting Project	Building on the successful delivery of the Street Lighting LED project, through the rollout of LED lighting to all assets, buildings and depots.	Well-being Objective 2	Service Manager Highways	Quarter 4 2023/24

Workforce Development

To support workforce development across the Environment & Public Protection, the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Responsible Officer (Service Manager)	Action Start Date	Anticipated Completion Date
Ensure staff have the required training, skill sets and confidence to make decisions commensurate with their grade. Ensure service area procedures and processes support the objectives of this action.	Maximisation of efficiencies within service provision through well trained and confident staff	Senior Strategy Manager	1 st April 2022	31 st March 2024
Acknowledge and address the ongoing difficulties in recruiting and retaining qualified and experienced engineering staff. Explore the possible barriers to successful recruitment into local government through better understanding of the job market	Recruitment and retention of qualified staff ensuring sufficient staff numbers, skills and knowledge is retained within the service area to ensure statutory and non-statutory duties are met.	Senior Strategy Manager	1 st April 2022	31 st March 2024
Better understanding of the role and limitations of agency and consultancy services in meeting the staffing and skills gap	Reduced reliance on agency and consultancy services to bridge staffing and skills gap.			
	Ability to build resilience and robust succession planning for what is an aging workforce within the service.			
	Meeting the above outcomes will provide the foundations for a fit for purpose trainee/ apprentice scheme to enable the service to “grow its own” engineers for the future.			

Service Area Objectives and Action Plan 2022-24

Objective 1		Transforming Newport's highways and transport system to improve air quality, modal shift and promote active travel.				
Objective Outcome(s)		The delivery of this objective will contribute towards transforming our highway and transport system where public transport, walking and cycling is prioritised over the use of the car.				
Strategic Plans supported		Corporate Plan 2022-27 Newport City Council Climate Change Plan 2022-27 Newport City Council Active Travel Plan Llwybr Newydd: Wales Transport Strategy				
Well-being Objective Supported (If Applicable)		Well-being Objective 2 – A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.				
Well-being Strategic Priorities Supported		Strategic Priority 1 – Become a net zero carbon council and city through the delivery of the Council's organisational Climate Change Plan and Local Area Energy Plan Strategic Priority 5 - Transform Newport's highways and transport system to improve air quality and safety. Promote active travel across the city and south east Wales region.				
Objective Owner(s)		Senior Strategy Manager				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Tackling illegal parking across the city.	Build on the successful implementation of the Civil Parking Enforcement service in 2019 through: <ul style="list-style-type: none">• Addressing known parking problem areas.• Improved compliance within permitted parking spaces and maximised turnover of parking in available kerb space.• Improved traffic flow and management• Parking service that is responsive to stakeholder need• Effective deterrent to the growth in car use within the city centre and encouragement of the use of Public Transport	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 5	Service Manager Highways	1 st April 2022	31 st March 2027
2	Prioritise walking, cycling and public transport in line with the sustainable travel hierarchy by:	<ul style="list-style-type: none">• Council report submitted seeking approval for an application to be made to WG.• Application process started with Welsh Government.	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 5 Climate Change Plan	Senior Strategy Manager	1 st April 2022	31 st March 2027

	<ul style="list-style-type: none"> • Tackling illegal parking (already in place). • Apply for moving traffic offence powers. • Tackle pavement parking in line with WG legislation. • Adopting new hierarchy of road users as contained in the highway code. • Implement 20 mile an hour limit. 	<ul style="list-style-type: none"> • Adoption of the “Sustainable Transport Hierarchy” as set out in Llwr Newydd. The hierarchy will apply to all transport related infrastructure projects, activities, policies and plans by the council. • All future policies and plans to be prepared in line with these principles where applicable. • Existing policies and plans reviewed in line with the new principles. • Exceptions reviewed and confirmed with Transport for Wales. • Sign & line asset data collected and reviewed. • Plan in place to reassign the network • Unnecessary or redundant signage removed early. • TRO processes commenced for revocations and exceptions 				
3	Improve and expand the current Active Travel network across the city to connect communities and destinations in line with priorities in the Active Travel Network Map and funding allocations (ATNM)	<ul style="list-style-type: none"> • Deliver annual programme of improvement measures funded through active travel core allocation and standalone Welsh Government and other grants. • Seek to identify all potential sources of funding to implement schemes. • Engage fully across all service areas to ensure duty to extend and improve the network is included in all council led statutory and non-statutory plans. 	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Service Manager Transport	1 st April 2022	31 st March 2027
4	Engage with communities to commence development of the next Active Travel Network Map (ATNM)	<ul style="list-style-type: none"> • Begin work on development and consultation for the next ATNM. Maps to be reviewed every 5 years and development will take 12-18 months. • Programme of schemes developed to enable focused funding bidding for the next 5 years. • ‘Safe Routes’ incorporated in ATNM by working with highway officers and schools. 	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Service Manager Transport	1 st April 2025	31 st March 2027

5	Use the Active Travel Network map to develop a new accessible public cycle map.	<ul style="list-style-type: none"> • Map developed for internal systems and published on council public facing sites. • Link with the Councils Tourism Officer etc to provide digital and hardcopy format. • Link with partners in PSB to share data on routes for well-being and health promotion. 	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Service Manager Transport	1 st April 2022	30 th June 2024
6	Promote active travel routes and travel choices across the city. Input and lead on behaviour change initiatives for PSB	Package of promotion work complete that was stated in 2021. This includes: <ul style="list-style-type: none"> • Videos of AT routes available. • Interviews with users to encourage behaviour change. • Info on journey times between destinations. • Mapping available for all including school specific and remote access. • Linking with behaviour change group to promote through events in City. 	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Service Manager-Transport	1 st April 2022	31 st March 2027
7	Implement a city-wide bike hire scheme (to include e-bikes).	<ul style="list-style-type: none"> • Business case and funding sourced for whole scheme. • Implement scheme including docking stations within city as per business plan. • Coordinate with neighbouring authorities. 	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Service Manager Transport	1 st April 2022	31 st March 2024
8	Remove barriers to active travel by way of providing secure cycle parking / cycle hubs and footway crossings.	<ul style="list-style-type: none"> • 'Gap' Project cycle storage in city centre in place. • Roll out of on and off-street cycle hangers including cycle hangers in multi-story car parks commenced. 	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Service Manager Transport	1 st April 2022	31 st March 2027
9	Improve travel information at bus stops to encourage the use of public transport.	Current timetable infrastructure reviewed and information at stops and the bus station, including Real Time provision	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Bus Coordinator	1 st April 2022	30 th June 2022
10	Set up a regional bus network (Reference Network).	Working with funders to maintain core bus network	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Bus Coordinator	1 st April 2022	31 st March 2025

11	Continue to support the socially necessary bus network.	Working with funders to maintain socially necessary bus network.	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Passenger Transport Unit Team Manager	1 st April 2022	31 st March 2027
12	Continue to promote the use of public transport to reduce emissions.	<ul style="list-style-type: none"> Working with stakeholders to promote public transport use. Initiatives developed within Newport to promote the use of public transport. Improved infrastructure provided to act as a Shop Window. 	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Bus Coordinator	1 st April 2022	31 st March 2027
13	Provide sustainably powered bus infrastructure (bus shelters solar powered) where possible.	All new shelters are provided with solar power to minimise environmental impact and cost of mains connection.	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Bus Coordinator	1 st April 2022	31 st March 2023
14	Work in partnership on promoting and reducing the barriers to using public transport such as safety, cost and accessibility	Working with key partners to reduce barriers.	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Bus Coordinator	1 st April 2022	31 st March 2027
15	Improve safe active travel links to schools.	<ul style="list-style-type: none"> Walking route assessments taken place for schools Active travel maps for schools developed. 	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Service Manager Transport	1 st April 2022	31 st March 2027
16	Pilot traffic free streets near schools.	Stakeholders engaged by working with Sustrans.	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Service Manager Transport	1 st April 2022	31 st March 2023
17	Utilise the public transport network for home to school transport where possible.	Opportunities identified to utilise public transport network and issue season tickets to eligible pupils.	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Passenger Transport Unit Team Manager	1 st April 2022	31 st March 2027
18	Analyse results of home to school taxi and bus contract study to agree date when ULEV will become mandatory.	NCC, and regional work linked (CENEX & CCR).	WBO2 / Strategic Priority 1 WBO2 / Strategic Priority 5 Climate Change Plan	Passenger Transport Unit Team Manager	1 st April 2022	31 st March 2026

Objective 2		Reducing the Council's carbon emissions by moving towards zero and Ultra Low Emissions Vehicles (ULEV).				
Objective Outcome(s)		As part of the Council's Climate Change Plan by 2030, the Council will have zero and Ultra Low Emissions Vehicles to support service delivery.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27 Climate Change Plan 2022-27				
Well-being Objective Supported (If Applicable)		Well-being Objective 2 - A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future. Well-being Objective 4 - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.				
Well-being Strategic Priorities Supported		WBO 2 / Strategic Priority 1 - Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan. WBO 4 / Strategic Priority 3 - Deliver our organisational Climate Change Plan to become a net zero organisation by 2030.				
Objective Owner(s)		Service Manager - Transport				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Develop a 5 year plan for fleet renewal and charging capacity.	Financial plan developed for replacement of vehicles which will form part of the budget setting going forward.	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	Service Manager Transport	1 st April 2022	31 st March 2024
2	Replace vehicles and plant with ULEV as they come up for renewal.	All vehicle and plant procurement includes consideration for an electric alternative	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	Service Manager Transport	1 st April 2022	31 st March 2027
3	Investigate the feasibility of the conversion of existing vehicles	Feasibility investigated into conversion of appropriate vehicles.	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	Service Manager Transport	1 st April 2022	31 March 2027
4	Provide manual and electric bikes for staff to undertake site visits and inspections as part of Council fleet.	Alternative modes of transport secured for use in appropriate asset inspections.	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	Highways and Engineering Service Manager	1 st April 2022	30 th June 2023
5	Develop a vehicle disposal policy.	Policy in place reviewed to be fit for purpose.	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	Service Manager Transport	1 st April 2022	31 st March 2023

6	Replace refuse fleet vehicles with ULEV as they come up for renewal.	<ul style="list-style-type: none"> • Vehicles trailed as they become available. • Vehicle and charging issues resolved. 	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	Fleet Manager	1 st April 2022	31 st March 2030
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Objective 3		Build climate resilience and alleviate flooding across the city using a range of measures including natural flood defences.				
Objective Outcome(s)		To improve and enhance the Newport's flood defences and drainage to alleviate future flooding incidents.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Corporate Plan 2022-27 Climate Change Plan 2022-27 Extreme Weather Risk (See Infrastructure Risk Register)				
Well-being Objective Supported (If Applicable)		Well-being Objective 2 - A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.				
Well-being Strategic Priorities Supported		WBO 2 / Strategic Priority 1 - Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan.				
Objective Owner(s)		Highways and Engineering Service Manager				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Develop a sustainable drainage strategy for Newport and maximise opportunities for SuDS (Sustainable Drainage systems).	Regular workshops taking place with SAB (SuDS approval body). Draft SuDS design guide for NCC developed.	WBO 2 / Strategic Priority 1 Climate Change Plan Extreme Weather Risk	Assets and Planning Team Manager	1 st June 2022	31 st March 2023
2	Update flood risk management plan and strategy in line with national strategy.	<ul style="list-style-type: none"> • Draft Flood risk management plan developed using existing WG draft template. • Draft plan revised once new WG template published. 	WBO 2 / Strategic Priority 1 Climate Change Plan Extreme Weather Risk	Assets and Planning Team Manager	1 st June 2022	31 st October 2023
3	Apply for Welsh Government grant funding for schemes as it becomes available.	<ul style="list-style-type: none"> • Bids compiled for grant funding for submission to WG for 2023/24. • Progress managed for small-scale revenue funded drainage schemes approved for 2022/23. • Bids compiled for capital grant funding requirements for 2023/24. • Progress managed for existing capital schemes approved for 2022/23. 	WBO 2 / Strategic Priority 1 Climate Change Plan Extreme Weather Risk	Assets and Planning Team Manager	1 st June 2022	31 st March 2023

4	Investigate any problems with existing assets and update the flood asset databases.	<ul style="list-style-type: none"> Flooding incidences investigated including carrying out WG revenue grant funded CCTV surveys and desilting in known problem areas. List of potential schemes identified where further works are required for future capital/revenue grant funding bids to WG. Geo-environ flood asset database updated, including revenue grant funded asset condition surveys. 	WBO 2 / Strategic Priority 1 Climate Change Plan Extreme Weather Risk	Assets and Planning Team Manager	1 st June 2022	31 st March 2023
5	Work with partners Welsh Waters, NRW and other local authorities upstream to influence decision making relating to flood defences.	Decision making influenced by working with other LAs in South East Wales Flood Risk Management Group, other SABs, DCWW, NRW and WG regarding flood risk.	WBO 2 / Strategic Priority 1 Climate Change Plan Extreme Weather Risk	Assets and Planning Team Manager	1 st June 2022	31 st March 2023

Objective 4		Ensure Newport City Council is meeting its requirements under the Civil Contingencies Act.				
Objective Outcome(s)		Newport City Council is compliant with the Civil Contingencies Act and has effective governance and control arrangements in place to identify, prepare and respond to events in Newport.				
Corporate Strategy and/or Strategic Plan supported (If Applicable)		Not Applicable				
Well-being Objective Supported (If Applicable)		Continuous Improvement / Statutory Delivery				
Well-being Strategic Priorities Supported		Not Applicable				
Objective Owner(s)		Civil Contingencies Manager				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Ensure that the organisation is meeting its requirements under the Civil Contingencies Act through delivery of the Civil Contingencies work programme.	<ul style="list-style-type: none"> Delivery of Civil Contingencies work programme for the year. Organisation is supported in all aspects of civil contingencies and business continuity planning. Effective partnership working in place. 	Not Applicable	Civil Contingencies Manager	1 st July 2022	31 st March 2024
2	Ensure the organisation develops and maintains	Robust business continuity arrangements in place at corporate	Not Applicable	Civil Contingencies Manager	1 st July 2022	31 st March 2024

	business continuity arrangements at corporate and service area levels, encompassing all critical services.	and service area level. Business continuity arrangements updated for all critical services.				
3	Training for businesses operating within the city centre that may be affected by significant incidents in collaboration with Gwent Police and using NCC channels to promote and raise initial awareness of the scheme.	Improve the city centre security and safety for businesses, public and visitors in Newport.	Not Applicable	Civil Contingencies Manager	28 th February 2020	31 st March 2024
4	Co-ordinated evacuation arrangements for the city centre working with partner organisations within the city centre to construct a co-ordinated evacuation system. Implementation of mitigation measures in the city centre to assist in providing public protection. Progression of city centre safety improvements for the city centre.	Improve the city centre security and safety for businesses, public and visitors in Newport.	Not Applicable	Civil Contingencies Manager	31 st March 2020	31 st March 2024

Performance Measures 2022-24

Performance Measure	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owner	Data Provider	Actual 2020/21	Actual 2021/22	Annual Target 22/23
Number of Active Travel Journeys	Quarterly	Service Manager Transport	Active Travel Team	280,145	393,952	400,000
Percentage of principal A roads that are in overall poor condition	Annual	Assets and Planning Team Manager	Assets and Planning Team	2.3%	2.1%	2.3%
Percentage of principal B roads that are in overall poor condition	Annual	Assets and Planning Team Manager	Assets and Planning Team	4.4%	3.1%	3.5%
Percentage of principal C roads that are in overall poor condition	Annual	Assets and Planning Team Manager	Assets and Planning Team	6.4%	5.9%	8.8%
(New) Number of programmed highway safety inspections completed on time	Half-yearly	Highways and Engineering Service Manager	Highways Team	-	-	90%
(New) Number of reactive highway safety inspections completed on time	Half-yearly	Highways and Engineering Service Manager	Highways Team	-	-	90%
(New) Category 1 Defects completed within response time	Half-yearly	Highways and Engineering Service Manager	Highways Team	-	-	90%
(New) Category 2 Defects completed within response time	Half-yearly	Highways and Engineering Service Manager	Highways Team	-	-	85%
(New) Metres (M) of new or improved Active Travel Routes completed	Annual	Service Manager Transport	Active Travel Team	-	-	500m

Service Area Risk Register

Risk Title	Risk Description	Risk Owner	Inherent Risk Score	Target Risk Score	Corporate / Service Risk
Highways Networks	Failure to recognise current levels of under investment in the whole life of the city's highway network assets in the short/ medium term will continue to compound current maintenance backlog figures.	Senior Strategy Manager	20	15	Corporate Risk
City Centre Security and Safety	Minimise the risks and disruption to people and businesses due major incidents or deliberate acts that pose hazards to people and business and can result in structural damage; damage/disruption to infrastructure and utilities; impacts on business continuity, reputation, and the economy, in both the city centre and affected surrounding areas.	Civil Contingencies Manager	12	9	Corporate Risk
Pressure of demand on Infrastructure Service	Pressure on the service area to meet demand as the population increases and the city uses its infrastructure more.	Head of Service	16	8	Service Risk
Business Continuity	The Council is not able to deliver its services as a result of a significant event or incident	Civil Contingencies Manager	12	4	Service Risk
Extreme Weather Events	Newport is seeing an increase in the number of extreme weather events such as flooding, high winds, snow and long dry spells in the summer. This risk relates to the Council's ability to prevent and react to such events and reduce the impact on local communities	Highways and Engineering Manager	16	12	Service Risk