



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

END OF YEAR REVIEW

HOUSING & COMMUNITIES

2022-24



Contents

	Page No.
Introduction	2
Head of Service Executive Summary	3
Housing & Communities 22/23 Overview	5
Programmes and Projects	6
Workforce Development	7
Objectives and Actions	9
Performance Measures	19
Glossary	23

Strategic Leads

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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 Everyone and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. The Housing & Communities Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

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

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

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

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

Housing & Communities Objectives

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

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

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

Head of Service Executive Summary

2022-23 was a year of real change with the creation of a new Housing and Communities Service and the recruitment of a new Head of Service and two new Service Managers. It has also been a period of very significant challenge, particularly regarding homelessness pressures and the increasing demand for social housing.

Positive progress has been made across large areas of Housing and Communities' Programmes and Projects. As is to be expected during a period of change, both within the council and the external operating environment, some projects have been superseded, drawn into wider pieces of work (e.g., Housing Transformation and Asset Rationalisation Projects), or moved to other areas of the council (e.g., Community Development). The first two quarters of 2023-24 will see several key projects completed, particularly within housing. This will include all projects due to be completed by the end of the last financial year.

Housing and Communities have delivered several successful programs focused on supporting people cope with the cost-of-living crisis. For example, the "Warm Spaces" project supported 6,466 people in 498 sessions across the winter. The council worked closely with GAVO to deliver this program were particularly pleased with how this partnership enabled community-based organisations to run warm spaces. We will be conducting a review exercise with partners to plan for next winter in mid-July.

The Housing Strategy team were able to fully utilise our Social Housing Grant facilitating an investment of £24.9 million into affordable housing delivered by RSL partners in the city. This will provide an additional 396 units of accommodation across the next 5 years. Additionally, the team ensured that additional funding was invested in 67 units of accommodation for people moving on from homelessness through the Welsh Government Transitional Accommodation Program.

The Community Cohesion Team has provided a high level of support to our communities, including people who have moved to the city because of the war in Ukraine. The team have run several events to support cohesion including a St Nicholas event for our Eastern European Communities held last Christmas at Newport Market.

The most significant challenge facing the service, and arguably the council, has been the rise in demand for homelessness assistance and social housing. To set this in context, homelessness approaches have increased by 115% since the start of the pandemic, with c.450 people placed in temporary accommodation under the council's homelessness duties. Around 10,000 are registered on the Common Housing Register and due to high demand there are considerable waiting times for assessment. Newport has also consistently reported amongst the highest numbers of people sleeping rough in Wales, with an average of 28 people sleeping rough at any time.

Due to the lack of affordable temporary accommodation in the city, the council is forced to use expensive Bed and Breakfast and High Street hotels to place homelessness households. This is not suitable housing, especially for families with children, and has a significant financial impact on the council because we are not able to reclaim the full cost of providing the accommodation through housing benefit. Indeed, the housing benefit pressure for TA, which moved to Housing and Communities, during 2022/23 was overspent by almost £2million (see service outturn position below).

The current housing challenges are caused a by wide range of intersecting issues e.g., pressures within the housing market, changes in landlord and tenant legislation, welfare benefit regulations and the cost-of-living crisis. The council's legal duties to homeless people have also expanded and are likely to do so again within the current Senedd term. The impact has been a reduction in positive outcomes for the front-line housing teams, including the numbers of people for whom we successfully prevent homelessness. Whilst the situation is not unique to Newport, and is mirrored by local authorities from across Wales and the wider UK, certain pressures within Newport mean that the situation is particularly acute. We expect pressures on the service to build over the next year due to the impact of inflation on mortgages, continued pressure within the private rented sector and changes to the dispersal arrangements for the Home Office and the Ukrainian Super Sponsor Scheme.

In response to the current challenges the council has identified Housing as a key pillar of its transformation work. Working with colleagues from across the council and other sectors the Housing department will deliver an ambitious multiyear plan to transform our housing services. The council is also one of 6 locations in the UK to be taking part in Homewards an ambitious program to end homelessness led by the Prince of Wales through his Royal Foundation.

In time, the program will reduce homelessness in the city, costs to the council and wider public purse and improve outcomes for citizens. The key transformation priorities in 23/24 are as follows:

- Restructure the housing service and develop an operating model which increases the supply of affordable accommodation and improves homelessness prevention outcomes.
- Ensure that frontline staff have the right training and resources to prevent homelessness and introduce a fit for purpose client management system to reduce operational inefficiencies and improve our use of data.
- Review of the performance metrics within the Service Plan to ensure that these are as meaningful as possible for stakeholders.
- Increase the number of social and privately owned empty properties brought back into use as homes for people in housing need.
- Develop a clear approach and offer to enable private and social landlords to provide accommodation to people in housing need.
- Establish a multi-agency approach which reduces the numbers of people sleeping rough in the city.
- Review our allocations policy and introduce an interim arrangement, pending further changes in legislation, which prioritises applicants considering current pressures and reduces waiting times.
- Pursue a range of measures to reduce the cost of temporary accommodation as much as possible, including those set out in the Housing MRTFP savings proposal.

From a Community Cohesion and Regeneration perspective services will prioritise the following actions in 23/24:

- Review our use of Community Buildings ensuring that they provide best value to the council and our communities. Where required to identify alternative uses, including considering options such as Community Asset Transfer.
- Develop and deliver a new migration for strategy for the council.

Housing & Communities 2022/23 Overview

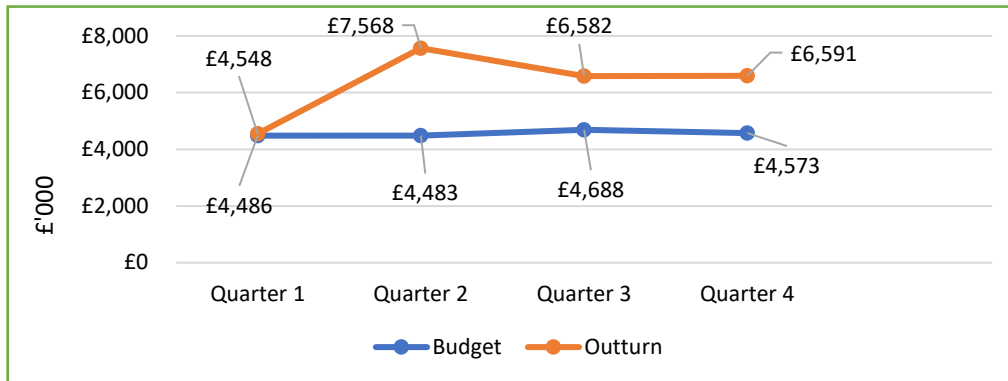
Service Plan Objectives

Objective	End of Year (Red / Amber / Green)
Objective 1 - Improve and increase the provision of housing and housing related support services to meet the needs of Newport's citizens.	Amber
Objective 2 - Supporting the development of Newport's communities and making most effective use of resources available.	Green
Objective 3 - Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.	Green

Service Area Risks

Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarter 1 Risk Score	Quarter 2 Risk Score	Quarter 3 Risk Score	Quarter 4 Risk Score
Pressure on Housing & Homelessness Services	Corporate Risk	20	12	20	20	20	20
Community Cohesion	Service Risk	12	9	12	12	12	12
(New) Housing Support Grant spend	Service Risk	12	9	-	-	12	12
(New) Social Housing Grant spend	Service Risk	12	9	-	-	12	12

Service Area Revenue Outturn



Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	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.	Well-being Objective 3	Quarter 4 2023/24	40%	The Ringland Hub continues to operate providing possible impacts for the community. The council are currently undertaking a strategic review of community buildings and this work will inform the future direction of neighbourhood hubs.
Newport Housing Sector Programme	In conjunction with RSL partners, increase the supply of social rented and affordable housing across the city, in line with the Housing Prospectus.	Well-being Objective 2 Well-being Objective 3	Quarter 4 2026/27	75%	The authority was able to allocate all of its £14m social housing grant for 2022/23 to housing association partners for the development of affordable housing. Officers are working with partners to ensure effective use of this grant, aligned to corporate priorities for 2023/24.

Workforce Development

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

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
New on-call service is developed and introduced which provides best value to citizens and supports effective service delivery.	A new model for on-call which is proportionate to need and does not impact on day-to-day service delivery.	7 th November 2022	31 st March 2024	10%	A number of additional temporary posts have been created within the Housing Needs Team which has created additional capacity for the on-call rota. In the long term, the staffing restructure will ensure that there is sufficient capacity to cover this work.
Develop a cost-effective training program, quality standards and KPIs which will enable frontline housing staff to work effectively with increased client complexity, changes in legislation and Welsh government requirements e.g. Rapid Rehousing.	An audit of current practices to identify their effectiveness in supporting us to tackle the identified challenges. A training program drawing on knowledge and resources from within the council and partner agencies which supports staff to work in a more person-centred way (including psychologically informed and critical time intervention approaches and reflective sessions). Newport can better respond to the needs of clients and deliver a rapid rehousing approach in the future. KPIs and quality standards to track our progress and impact of the changes.	1 st January 2023	31 st March 2024	20%	Staff have continued to receive training across the year, including in relation to the Renting Homes Act and taking part in our Rapid Rehousing Transition Plan consultations. A full program is being scoped by the council's Homelessness Strategic Coordinator and will be delivered alongside the staffing restructure. Due to budget pressures much of this training will be delivered in house by council staff.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
Develop a cost-effective staff development program within Community Development to increase our capacity in supporting community initiatives.	Skills audit within team. Shadowing opportunities internally and externally to develop competencies. Toolkit, KPIs and quality standards to support and monitor effective community development in the future.	1 st April 2023	31 st March 2024	N/A	Due to changes in Welsh Government funding arrangements the Community Development Service now sits within the Prevention and Inclusion Service. It will be subject to a separate review within its new service area.
Train 3 members of the Vulnerable Person Resettlement Scheme (VPRS) service registered immigration advisers.	Staff attend course and gain qualification. Clients have better access to formal and accredited immigration advice in Newport.	1 st December 2022	31 st December 2023	20%	This work has not yet begun but plans are being put into place to deliver this across the summer and autumn of 2023.

Objectives and Action Plan Update

Objective 1 - Improve and increase the provision of housing and housing related support services to meet the needs of Newport's citizens.						Objective 1 End of Year Assessment	
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	Develop an overarching Corporate Housing Strategy that will support an organisational approach to delivering housing and homelessness services in Newport.	To have an overarching Housing Strategy and action plan, which aligns to Welsh Government and Newport Council's priorities. The strategy to support and align other housing strategies such as housing need, housing supply and support needs, using data from LA key documents such as the Local Housing Market Assessment, Rapid Rehousing Transition Plan and the Housing Support Programme Plan.	WBO 2 / Strategic Priority 2 WBO 3 / Strategic Priority 5	1 st October 2022	31 st March 2024	25%	This work will form part of the Housing Transformation work described above. Considerable work as been put into developing the Transformation and will be progressed across the coming year.
2	Deliver Housing Support Programme Strategy (HSPS) (including Rapid Rehousing Action Plan) and undertake review of actions	HSP Strategy's nine strategic priorities, including homelessness and housing support priorities, to be delivered through the incorporated Action Plan and annual Delivery Plan actions. These actions are to be achieved within the designated timescales in order to meet Welsh Government timescales and make a difference to citizens via the provision of housing-related support.	WBO 3 / Strategic Priority 5	1 st October 2022	31 st March 2024	90%	A draft strategy has been completed and a review of this document will now take place to ensure that it aligns with the Rapid Rehousing Transition Plan and wider housing transformation agenda.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3	Review the Common Allocations policy in line with rapid rehousing.	Ensure alignment between the Rapid Rehousing Action Plan and the Common Allocations policy.	WBO 3 / Strategic Priority 5	1 st October 2022	31 st March 2024	50%	A review of the allocations policy will be completed by the summer of 2023. Welsh Government have confirmed that allocations legislation and so it is likely that the review will recommend an interim position pending the new legislation.
4	Produce a Local Housing Market Assessment (LHMA).	An up-to-date assessment of the gaps between supply and demand of all housing tenures within the city to assist with future decisions about grant funding and planning, and recreation interventions.	WBO 2 / Strategic Priority 2 WBO3 / Strategic Priority 5	1 st October 2022	31 st March 2023	40%	There have been delays in delivering this work due to staff turnover within the team. There is now staffing resource allocated to the project which will be completed by the end of quarter 23/24.
5	Produce a Housing Prospectus.	An up-to-date assessment of the areas of focus for different property types and tenures within the city to be used for planning purposes for RSL partners seeking to develop units of affordable housing.	WBO 2 / Strategic Priority 2 WBO3 / Strategic Priority 5	1 st January 2023	31 st March 2024	0%	An updated Prospectus to be published in 2023/24 following the completion of the LHMA.
6	Develop initiatives to support an effective private rented sector to include support and information for landlords and tenants (from Manifesto).	Increased understanding of the issues facing tenants and landlords and increased provision of information to tenants and landlords.	WBO 2 / Strategic Priority 2 WBO3 / Strategic Priority 5	1 st October 2022	31 st March 2024	25%	Newport successfully applied to join the Leasing Scheme Wales in 22-23. The council also created a homelessness prevention team able to work with private tenants. Various initiatives are currently being developed which will take this work further in 23/24.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
7	Develop a methodology for assessing the impact of affordable housing on the wellbeing of residents and communities.	Understand the impact of the development of affordable housing on the wellbeing of residents and communities.	WBO 2 / Strategic Priority 2 WBO3/ Strategic Priority 5	1 st October 2022	31 st March 2023	25%	This work is being piloted in an over 55s development. Results of the initiative will be analysed and replicated if deemed to successfully capture well-being outcomes.
8	Review of the Community Housing Protocol to ensure that it remains fit for purpose and delivers the expected outcomes.	To have a revised Community Housing Protocol.	WBO 2 / Strategic Priority 2 WBO3/ Strategic Priority 5	1 st April 2021	31 st March 2023	50%	Task and finish groups with Housing Associations have been set up and this work will feed into the final protocol.

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

Objective 2 End of Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	Review sustainability of directly managed Community Centres establish appropriate framework for voluntary managed centres to support community asset transfer proposals as required.	Review the needs and expectations of communities and the long-term sustainability of directly managed Community Centres. Consider (where feasible) support for voluntary managed centres as part of the Council's Community Asset Transfer proposals.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 2	1 st October 2022	31 st March 2024	25%	Work on the review into the Community Centres is on-going and is now part of the council's wider Asset Rationalisation plan project.
2	To review existing Community Development provision to ensure that delivery aligns with changing Welsh Government guidance as it is received. Ensure that the core offer is targeted to effectively focus resources upon those communities identified as being most in need.	That a 'core' offer of delivery is established and understood by stakeholders to ensure targeted support which does not get diluted.	WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 2 WBO 4 / Strategic Priority 4	1 st October 2022	31 st March 2024	15%	Due to changes in Welsh Government funding arrangements the Community Development Service now sits within the Prevention and Inclusion Service. It will be subject to a separate review within its new service area.
3	Community Development-support measures to help residents suffering from Fuel and Food poverty. Working collaboratively with other NCC services and the third sector.	That the Community Development Team fully supports any NCC initiatives to combat poverty as part of a collaborative approach with a range of partners	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	1 st October 2022	31 st March 2024	40%	The Warm Spaces initiative was delivered between December - March. By working in partnership with GAVO we were able to make highly effective use of the grant funding received from WG, funding warm spaces at both NCC and non-NCC venues across the City.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3	Community Development-support measures to help residents suffering from Fuel and Food poverty. Working collaboratively with other NCC services and the third sector.	That the Community Development Team fully supports any NCC initiatives to combat poverty as part of a collaborative approach with a range of partners	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	1 st October 2022	31 st March 2024	40%	GAVO distributed grants to the value of £40k to 21 organisations in the City. As a result 448 Warm Space sessions were run by the third sector in the City, which were attended by 6,314 participants. In addition, the NCC Community Development team delivered 50 sessions which were attended by 152 people. The council's food poverty partnership with GAVO has mapped provision across the city and provided support and grant opportunities to organisations providing emergency food support. The focus of this work across 23/24 will be to develop a Sustainable Food Partnership within the city.
4	Adult Community Learning (ACL) – develop and deliver an updated programme which supports community need in venues across the City. This will include an increased focus upon delivering Family Learning and Essential Skills courses within Communities.	Full programme value is achieved and no clawback of funding at the end of 2022/23 academic year. ACL is more flexible and offers a wider range of activity than in previous years.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	1 st October 2022	31 st August 2023	75%	The service has continued to develop the successful partnerships detailed in QTR 3. The partnership with the Youth Academy has been particularly successful, with ACL now supporting essential skills classes in literacy, numeracy and IT. The first students received confirmation of their Aged unit awards this month. ACL is on course to exceed the course delivery target by the value of £45,000 in the academic year.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
4	Adult Community Learning (ACL) – develop and deliver an updated programme which supports community need in venues across the City. This will include an increased focus upon delivering Family Learning and Essential Skills courses within Communities.	Full programme value is achieved and no clawback of funding at the end of 2022/23 academic year. ACL is more flexible and offers a wider range of activity than in previous years.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	1 st October 2022	31 st August 2023	75%	Further promotional activity is planned for the summer using WG Engagement funding to publicise the new course offer going forward.

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

Objective 3 End of Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	To deliver against the Welsh Government's Community Cohesion Plan in 2021/22 and conditions set out in funding arrangements for new Community Cohesion Officers.	Community tensions are monitored and appropriate mitigating actions are taken, Communities are resilient to risks including hate crime and radicalisation. EU nationals feel supported and welcomed in the city. Community impact of exit from the EU is minimised. Recovery of communities is understood and considered. Programme effectively responds to community tensions and shared sense of identity. Prevent training delivered to schools.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 4	1 st April 2021	31 st March 2023	C	Regular tension meetings take place with partners from across Gwent, including the police, who say intelligence which informs mitigating actions. This year the council has further developed its relationship with Victim Support increasing our understanding of tensions in the community including greater monitoring of hate crime not routinely reported to the police. Additional monitoring such as open social media groups informs the council's approach. Mitigations delivered this year include community drop ins, speaking at network meeting and engaging directly with communities. Key achievements include: A partnership-based St Nicholas event for the cities EU community. <ul style="list-style-type: none"> • Training, advice and support to staff and groups across the council and partners such as the NHS to develop awareness and competency in engaged with service users from minority groups.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	To deliver against the Welsh Government's Community Cohesion Plan in 2021/22 and conditions set out in funding arrangements for new Community Cohesion Officers.	Community tensions are monitored and appropriate mitigating actions are taken, Communities are resilient to risks including hate crime and radicalisation. EU nationals feel supported and welcomed in the city. Community impact of exit from the EU is minimised. Recovery of communities is understood and considered. Programme effectively responds to community tensions and shared sense of identity. Prevent training delivered to schools.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 4	1 st April 2021	31 st March 2023	C	<ul style="list-style-type: none"> Working with partners from across Gwent to deliver a Hate Crime Awareness event for people in the Taxi Sector which will be delivered within the next quarter. Almost 500 members of school staff received Prevent training. Plans are currently being developed to deliver against the revised Community Cohesion funding requirements for 23/24
2	To develop an Integration Strategy for Newport, focusing on our approach to asylum seekers, refugees and migrants and contributing to Welsh Government's Nation of Sanctuary Plan.	Positive messages about migration are regularly highlighted. Newcomers to Newport are welcomed and have access to appropriate services. Services, decision and policy making consider the impact on refugees, asylum seekers and migrants. Continued support of families under the UK Resettlement scheme.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 4	1 st October 2022	31 st March 2023	C	Work is beginning to scope the Integration Strategy but is delayed due to other pressures within the service and a change of operational management.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3	Delivery against community cohesion requirements identified in the Strategic Equalities Plan 2020-24.	Provision of immigration advice and representation to people with an insecure migration status. Developing a Council Hate Crime policy. Delivery of a Welcome to Newport App to the city. Working in partnership to develop a safe space for LGBTQ+ people in Newport.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 4	1 st October 2022	31 st March 2024	60%	The Community Cohesion Service have held a weekly drop in with partners to support people to deal with a range of issues such as welfare benefits, access to health services and creating a safe place to raise issues including hate crime and discrimination. Plans are being developed the expand the support on offer in relation to the cost-of-living crisis. A Hardship Group was established to support people with insecure immigration status. Currently attended by colleagues from Community Cohesion, Housing and Social Service there are plans to expand the membership and scope of this group over the next year. The council is in the process of developing app, safe space for LGBTQ+ people and the hate crime policy. Immigration advise is provided to a wide range of people with an insecure immigration as well as supporting council teams e.g., housing and social services to provide high quality advice.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
4	Deliver resettlement services supported by Home Office and Welsh Government Programmes.	Continued support for families under the Home Office UK Resettlement schemes. Coordinating response to the Ukraine humanitarian support.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7	1 st October 2022	31 st March 2024	60%	The Service has continued to offer resettlement support to people assisted through the Home Office's various scheme and the Welsh Government "Super Sponsor Scheme" for people from Ukraine. Over the next the focus of the service will be to encourage more hosts to offer placements to people from Ukraine, manage the breakdown of hosting placements and the decant of the Queens Hotel (super sponsor accommodation) in November.

Performance Measures

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
The percentage of households for whom homelessness was prevented.	Quarterly	43.5%	40.1%	33.6% (181 / 539 cases)	50%	Homelessness prevention performance is a crucial measure in demonstrating the effectiveness of the council reducing homelessness in the city. Performance has not been satisfactory in 22/23. That said since a homelessness prevention team was created in quarter 3 there has been a consistent improvement (quarter 4 performance was just under 40%). This team became fully staff at the end of May, and we expect this progress to continue. Increasing homelessness prevention performance is a key priority of the housing transformation work. Various initiatives will be put into place over 23/24 including the establishment of a housing advice and homelessness prevention task force which will ensure effective interagency messaging and joint work.
Percentage of people seeking housing assistance who are determined as statutorily homeless.	Quarterly	21.6%	17.6%	15.1% (341/2,261)	30%	This performance measures sets out the number of people for whom the council accepts a full statutory duty. – The council has seen an increase in the total number of people placed in temporary accommodation under any housing duty.

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
Percentage of people seeking housing assistance who are determined as statutorily homeless.	Quarterly	21.6%	17.6%	15.1% (341/2,261)	30%	As the Housing Transformation Plan is delivered, we expect the total number decrease in direct correlation to homelessness prevention and relief outcomes increasing.
The percentage of empty private properties brought back into use.	Half Yearly	0.9%	2.02%	0.4% (4 / 993)	1.52%	Barriers to performance in this area include staffing pressures. Empty properties can be a complex with barriers including emotional attachment to properties, legal issues. A revised over to property owners will be developed and publicised during the first two quarters. This will be combined with a reviewed and robust approach to enforcement.
(New) Households in temporary accommodation under homelessness duties.	Half Yearly	No Data	No Data	443	360	This figure represents a snapshot at the end of quarter 4. There has been an overall increase of 31% of households in temporary accommodation over the year compared to end of 21/22. Almost 60% of people living in TA are single adults to whom the council owes a statutory duty following changes to homelessness legislation. Reducing the number of people living in TA is a key priority for the council. A such a fortnightly Temporary Accommodation reduction group has been established and various measures are in place or will be rolled out across the course of 23/24.

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
(New) Number of private sector dwellings improved with local authority grants or loans.	Half Yearly	No Data	No Data	2	5	As with Empty Property work pressures on the team had an impact on the ability to promote loans. Additionally, several applications could not be progressed as they posed too great a financial risk under the terms of the loans. A revised offer to private sector owners will be agreed and publicised in the first two quarters alongside a revised and robust approach to enforcement.
(New) Percentage of households for whom homelessness was relieved.	Quarterly	No Data	No Data	32.4% (381 / 1,175)	35%	Performance has improved over the course of the year and reached 37.27% by the end of quarter 4. Initiatives which are being currently developed, including Leasing Scheme Wales, a revised offer to private landlords and partnership work with RSLs will sustain and build on this improvement.
Number of people approaching authority for statutory housing advice and assistance.	Quarterly	1,778	1,830	2,261	2,000	The service is demand-led. There has been an increase in the numbers of households requesting assistance and due to changes to statutory 'priority need' categories and other external factors such as the impact of changes to landlord and tenant legislation and the cost-of-living crisis.
Number of employees trained in Prevent PVE.	Quarterly	145	136	527	145	A concerted effort to train staff in schools means that the service performed very well in this metric.

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
Percentage Quality Indicators (with targets) achieved by the library service.	Annual	70.3%	60%	60%	60%	The number of Quality Indicators with targets in the WPLS return for 2022-23 was reduced from 22 to 6. As a greater number of the QIs retained were based directly upon revenue spend, the service met a lower overall percentage.

Glossary

Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' <i>Target Date</i> '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' <i>Target Date</i> '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' <i>Target Date</i> '.
C	Project / Action has been successfully delivered

Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance. Commentary provided for these measures is at the discretion of the service area.

Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

Abbreviations

Abbreviation	Description
CCG	Children and Community Grant
GAVO	Gwent Association of Voluntary Organisations
OISC	Office of the Immigration Services Commissioner