

Agenda



Overview and Scrutiny Management Committee

Date: Friday, 1 November 2019

Time: 10.00 am

Venue: Committee Room 1 - Civic Centre

To: Councillors L Lacey (Chair), M Al-Nuaimi, G Berry, C Evans, M Evans, C Ferris, Y Forsey, K Thomas and P Hourahine

Item	Wards Affected
1 <u>Apologies</u>	
2 <u>Declarations of Interest</u>	
3 <u>Minutes of the Meeting held on 26/09/2019</u> (Pages 3 - 8)	
4 <u>Draft Director of Social Services Report 2018 - 2019</u> (Pages 9 - 60)	
5 <u>Performance Management Strategy - Recommendations Monitoring</u> (Pages 61 - 74)	
6 <u>Local Toilet Strategy</u> (Pages 75 - 140)	
7 <u>Conclusion of Committee Reports</u> Following the completion of the Committee reports, the Committee will be asked to formalise its conclusions, recommendations and comments on previous items for actioning.	
8 <u>Scrutiny Adviser Reports</u> (Pages 141 - 146)	
a) Forward Work Programme Update (Appendix 1)	

This page is intentionally left blank

Minutes



Overview and Scrutiny Management Committee

Date: 26 September 2019

Time: 4.00 pm

Present: Councillors L Lacey (Chair), M Al-Nuaimi, G Berry, C Evans, M Evans, C Ferris, Y Forsey, K Thomas and P Hourahine

Will Godfrey (Chief Executive), Beverly Owen (Strategic Director (Place)), James Harris (Strategic Director - People), Tracey Brooks (Development and Regeneration Manager), Keir Duffin (Head of Regeneration, Investment and Housing), Anne Jenkins (Governance Team Leader) and Gareth Price (Head of Law & Regulation)

In Attendance:

Apologies: Councillors

1 Declarations of Interest

None received

2 Minutes of the Meeting held on 12/07/2019

The minutes were recorded as a true and accurate record

Matters arising

Action Sheet:

- Point 1: It was noted that the VAWDASV mandatory training monitoring information was out of date. The data was made available every November, the training was carried out as a rolling programme and therefore needed to be monitored.

The Head of Corporate Safeguarding would be contacted for further information.

- Point 5: FOI to ensure webpage to be expanded for citizens – completed information negated.

3 Corporate Plan Annual Report 2018 /19

Attendee:

- Debbie Wilcox, Leader
- Will Godfrey, Chief Executive
- James Harris, Strategic Director – People
- Beverly Owen, Strategic Director – Place

The Leader of the Council thanked the Committee for having the opportunity to present the plan before standing down as Leader of the Council.

This was the second Annual Report on the Corporate Plan, which set out the administration's objectives. The Plan was a snapshot of what the council had delivered however, the Leader advised that it was important for members to understand that more detailed information would be made available if required by the Committee.

- The Leader referred to the financial challenges faced by the Council. The budget was discussed a recent Finance Sub-Committee with the Corporate Director – People and it was hoped that funding from the Welsh Government would be passed down to the Local Authority.
- There was a rising demand in key front line services such as Social Services and Education, however, it was becoming difficult to put additional funding into these areas.
- By comparison with the 22 Councils in Wales, Newport City Council's Performance indicators, nine out of 18 were above the Welsh National Average Wales and nine out of 18 were below. NEETS and Housing were showing an impressive improvement. Areas that were underperforming were being monitored by the Senior Leadership Team and Corporate Management Team.
- The Four Wellbeing Objectives Themes within the in Corporate Plan were being developed.
- The Young Person's Promise was delivered, which could lead onto an apprenticeship programme and graduate programme. Safeguarding children was still a challenge. Rose Cottage, which opened in January 2019 helped to reduce the impact of out of county placements, making savings from relocating. A second property within Newport was due to be purchased.
- The Leader recently opened Oaklands with the Mayor and mentioned the wonderful work achieved by staff for those in respite care.
- Feedback from the recent Estyn inspection was positive, A-Level results were at 53% and GCSE A*-C grades at 58%.
- The Regeneration portfolio was improving the city centre along with the newly opened International Conference Centre at the Celtic Manor, the Post office building and the Undergraduate and Postgraduate departments within the Information Station.
- Recycling had increased beyond the expected predictions.
- Civil Parking Enforcement Officers from 1 July reduced illegal parking and had a positive result on the environment.
- Ringland Neighbourhood hub was almost completed.

The Chair thanked the Leader for her presentation and the committee took the opportunity to congratulate the Leader and Chief Executive on their new endeavours.

The Committee asked the following questions:

- A Member asked why was the software academy and IQE were included in the plan, as these were the City's achievement not the Council's achievement. It was explained that although the detailed work that sat behind these companies were not

under the Council's control, the IQE, a high-tech facility in Newport and the National Software Academy (NSA) were used as examples as case studies on how objectives had been met and promoted.

- It was felt that the 20 commitments were hard to find or cross reference within the Plan. Two examples were highlighted, these were the Children's Charter - in the original document there were specific promises such as to reduce the children on the child protection register, this should be represented as a percentage and could not be cross referenced. A Thriving City – the Council achieved purple flag status for the night time economy however this could not be found. From a scrutiny point of view, it was impossible to monitor. The Plan should be the 'bible' to refer to on all relevant subjects.

It was explained that document was a Strategic Overview of the whole Plan up until April this year. With regard to the Purple Flag Status, the Council was almost there, this was being picked up by the Trading Standards team and would be included in the next Corporate Plan.

- The IQE, a high-tech facility in Newport and the National Software Academy (NSA) were used as examples as case studies on how objectives had been met and promoted however, the detailed work that sat behind these companies were not under the Council's control.
- The committee advised that the Plan should consider the audience; who would be the recipient of the Plan? It was felt that the format was inconsistent and the committee therefore wondered if this was standard or was it developed. It was felt that the Plan was pitched at a lower level and too accessible in a picture book term and not very professionally presented. The opportunity to give background information on what was successful and unsuccessful was missed and could have been presented in a different way. For example, the Children's Charter was about modernising the Council as in Children's rights.

The Committee was informed that the plan had not followed format from the previous year, however this could be followed up with the officers.

The Leader thanked the Committee for the comprehensive analysis and acting as a critical friend. Officers had been encouraged to provide a more illustrative content, however the comments would be noted for next year's Plan.

The Committee also mentioned that there were some typing errors. This would be passed on to the officers for correction.

The Committee acknowledged that it was important to give critical feedback and it had clearly helped improve people's lives. The suggestions were positive to and would be measured against smart objectives with realistic timeframes. The Plan should be constantly evolving.

The Leader confirmed that weekly meetings were held as it was a 'live' document.

The Committee also suggested that CO2 emissions needed to be addressed, as this would play an important role in the Plan.

The Committee asked the Leader which areas were individually underperforming and how would these be addressed in the future.

The Leader replied that the safety issues was a concern, in particular Children and Adult Services, as these service areas were demand led and in the public realm but there was

not enough money to cover the services. The rest of the areas within the Plan, if led properly could be achieved therefore preventative services needed to be kept under review.

The Chief Executive did not believe that there were any areas of the council that were under performing. The Performance Indicators were only a small snapshot how the Council was running.

The Chief Executive went on to say that since 2013 Newport was the only council in Gwent that had not received statutory intervention from the National Regulator. There was a significant drop in staff and under the circumstances, employees were doing a fantastic job and within Newport and the quality of what the Council does. Issues such as a growing population at both age ranges however, the quality of children services, adult service, education and recycling were high. This was because The Council had proactively managed how this could be addressed. There was no concern about quality but services were stretched and the Council could do better but was not underperforming.

The Leader found that the Committee had made relevant points and agreed there needed to be more explicit criteria. It was important to be judged on success and learn from failure and maintain transparency. The criticism was genuinely noted and it was hoped that the same point would not be raised next year.

The Chair thanked the Leader and officers for attending and suggested an overview for those that were not involved. The Chair agreed that the Civil Parking Enforcement information is incongruous and could therefore be made clear.

The Committee did like the 'What is the Council going to do' statement at the end of each category.

It was reiterated that the performance measures were national indicators only and were unhelpful but this was a point made constantly by the Council. The Council have tried to provide more meaningful figures.

Conclusions:

- There needed to be a consistency of approach within the Plan and consideration of content to the target audience.
- There needed to be a clear emphasis on the council's collaborative working.
- The 20 commitments were not clear, it was not easy to cross-reference the objectives within the Plan, making them difficult to monitor.
- There were minor errors within the report, which would be passed to the Policy Partnership and Involvement Manager.
- There was a lack of background information on subjects such as the Children's Charter.
- There were some examples within the report that were repetitive.

4 Draft Economic Regeneration Strategy Update

Attendee:

- Beverly Owen, Strategic Director – Place
- Keir Duffin, Head of Regeneration Investment and Housing
- Tracey Brooks, Development & Regeneration Manager

The Head of Regeneration and Housing gave a presentation to the Committee on the draft Economic Growth Strategy Update for 2020.

The Committee asked the following questions:

The Chair thanked the Head of Regeneration and Housing for an interesting and informative presentation and felt that the document was pitched at the right level and that the information was relevant and right. It was a very good document with the right balance of graphics. There was also enough for scrutiny to measure.

A member of the Committee did mention that the arrows were slightly confusing. It was noted however that the arrows were meant as to indicate the direction of travel and not the targets.

The Committee asked why was the Newport Hub under aspirational people, should this be under wellbeing. This was in relation to visitors to city, information was being collected to find out why people are coming to the city as it was important to know what was attracting visitors. An example given was the Newport Ship, who was attending, was there potential and should the council build on this as number were increasing to over 100 thousand.

The Committee asked was data being collected on self-employed people as they were a major contributors to the Newport economy the Development and Regeneration Manager would find out if there were performance indicators in relation to self-employed people.

The Committee referred to the Citizens Panel and the Newport Economic Network, as key leaders were brought together in Newport by these groups it was felt that more of an explanation was required.

The Committee liked SWOT analysis layout however, it was felt that more evidence could be provided.

With regard to Property Maintenance 19% of landlords were classed as rogue landlords. The Committee would like to see this moved into the 'Challenges' category and negligent landlords added to the 'Threats' category.

There was no mention of the impact the of M4 corridor had on businesses and although it was a national problem it had an important role to play in the consultative process.

A member of the Committee referred to the whole time equivalent gross earnings, as there were highly paid jobs however, poorly paid jobs were growing. It was felt that if we did not have 'drivers' coming to Newport the city would be left behind and we should therefore aspire to drive up earnings. There was also a need for students from the university to stay in the city. A high level of students attending Cardiff Met University stay in Cardiff and help to regenerate the city. If we could retain a small percentage of the cohort that would be an achievement, therefore could the figures be presented in a more attractive way.

A member of the committee mentioned that the document was greatly improved with a reduction of approximately 10 pages of repetition. The M4 relief road would need to go into the 'Threats' category and there was concern about students and the night time economy. In general there was an improvement from the last document.

A member of the committee referred to employees aspiring to high wages and felt that women were still suffering and suggested addressing companies on the gender pay gap. These companies should be monitored and we should protect citizens. In addition, it was suggested that the council could monitor uptake of universal credit as well as benefits for older people.

A member of the committee suggested that the sports economy could also be promoted within Newport. Newport was now a city of sport, with a lot of business opportunities for

physiotherapists, trainers, mini gyms etc. The Council could have a sports fair, similar to a jobs fair, to promote these facilities within Newport. The Head of Regeneration and Housing said that this was a helpful comment and the city could use sport as an economic draw.

The Committee reiterated that the document was really positive feedback and a good piece of work. The only criticism was the picture quality of some of the images. It was generally felt that there needed to be a cultural element to attract students into the city centre as well as more mature students. The Council needed to be more reactive where there was potential such as new businesses coming to the city as well as attracting bigger employers.

The Thriving City comments were subjective and measures needed to be more objective.

Conclusions:

- Under Newport Now - Rogue Landlords needed to be added to the Challenges category and Absent Landlords needed to be added to the Threats category within the report.
- More information regarding sports business opportunities within Newport should be added to the report.
- Under Location and Connectivity - The Report should highlight the Threat/Challenges that the M4 Relief Road had within Newport.

5 Scrutiny Adviser Reports

Scrutiny Adviser Reports – Forward Work Plan

The Committee discussed the forward work plan ad referred to the Downstream side of waste and Non-registered waste, which could be picked up as a service plan.

Date of Next Meeting

1st November 2019

Agenda Items to include;

- Director of Social Services Annual Report 2018/2019
- Performance Management Strategy – Recommendations Monitoring
- Local Toilet Strategy

24th January 2020

Agenda Items to include;

- Draft Budget Proposals and MTFP 2020/21

The meeting terminated at 6.10 pm

Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: 1 November 2019

Subject **Draft Director of Social Services Annual Report 2018/19**

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Role:
James Harris	Strategic Director – People
Sally Ann Jenkins	Head of Children and Young Peoples Services
Chris Humphrey	Head of Adults and Community Services

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to:

1. Consider information contained within the report concerning the delivery, performance, risks and planned improvements of the Social Services function in the Council:
2. Determine if it wishes to make any comments to the Director of Social Services / Cabinet regarding the report.

NB. The statutory requirement is that the Annual Report is written by the Director of Social Services. Comments and observations from Members will be directed to the Director of Social Services for consideration and may be incorporated into the final report before it is considered by Cabinet and then presented to Council.

Any comments will be included for reference within the covering report to the Cabinet / Council, under the section 'Comments of Scrutiny Committees'.

2 Context

Background

- 2.1 The Welsh Assembly Government issued [Statutory Guidance](#) in June 2009, regarding the Duties and Accountabilities of Directors of Social Services in Wales. Within this Guidance was the requirement for the Director of Social Services to publish an Annual Report on the effectiveness of Social Care services in Newport. The Guidance states:

“The Director of Social Services must report annually to their Council on the delivery, performance and risk as well as plans for improvement of the whole range of Social Services functions. The report will have an important role in the development of the Council’s overarching Improvement Plan (WPI). The report and the underpinning evidence will inform the development of the CSSIW work programme for the authority including the overarching authority wide regulatory plan. It will be important that the report and underpinning evidence is shared at appropriate points in the cycle with CSSIW.”

- 2.3 The purpose of the Annual Report is to set out how Social Services are meeting the needs of Service users and carers, how the service has delivered on priorities during the past year as well as highlighting those areas of the service that have been prioritised for future improvement.
- 2.4 In accordance with the Council’s performance management framework, the Scrutiny Committee is being asked to consider and comment on the adequacy of the draft report in addressing the issues identified and provide feedback/ comments to the Cabinet and Council prior to its adoption.
- 2.5 The “Annual Council Reporting Framework” (ACRF) is overseen by the Social Services Improvement Agency (SSIA). Copies and analysis of previous annual reports from across Wales can be found on their website (www.ssiacymru.org.uk/annualreporting).
- 2.6 As stated on the SSIA website, the intention of the ACRF approach is to:
- *Embed the accountability for performance management clearly with the local authority (council members, chief executives, directors, managers and officers)*
 - *Present a recognisable picture through analysis and self-assessment, to those responsible for the management and delivery of, as well as those served by social services*
 - *Generate the core set of information needed by CSSIW to deliver their annual performance assessment letter to Councils.*
- 2.7 These internally reached judgements are then subject to challenge by partners, carers and users of services. As stated in the [Guidance](#):

‘It is vital that the Council and its citizens, as well as inspectors and regulators, can rely on the Report as a full and true picture of Social Services in its area. That will require transparency and frankness on the part of its authors. Good quality data and intelligence will be vital and strong links with the Local Government Data Unit will be essential to ensure that opportunities for the full utilisation of performance and intelligence are exploited.

There will also need to be robust challenge built into its development and this is likely to include:

- *auditing of data accuracy;*
 - *“clubs” of like Councils to examine comparative data;*
 - *Peer review; and*
 - ***Overview and Scrutiny Committees’ attention and advice to the Executive, especially focussed on the adequacy of plans to address the issues identified.***
- 2.8 The approach requires each Council to deliver its own assessment of performance in social services, to analyse the services provided and consider what they are doing well, what could be done better. The report should be written in accessible language, and accompanied by evidence that supports the conclusion reached.
- 2.9 The Director of Social Services Annual Report 2018/19 will be considered by the Cabinet at its meeting on 13 November 2019, and subsequently by the Council for approval on 26 November 2019.

- 2.10 The statutory requirement is that the Annual Report is written by the Director of Social Services. Comments and observations from Members will be directed to the Director of Social Services for consideration and may be incorporated into the final report before it is considered by Cabinet and then presented to Council. Any comments will be included for reference within the covering report to the Cabinet / Council, under the section 'Comments of Scrutiny Committees'.

Previous Consideration of this item

- 2.11 Previous reports have been submitted to the Overview and Scrutiny Management Committee. They received the draft 2017/18 report on the September 20th 2018 ([Minutes available here](#)).

3 Information Submitted to the Committee

- 3.1 **Appendix 1** - The Annual Director of Social Services Report for the year 2018 / 19. The report contains the following six areas;
1. **Introduction**
 2. **Summary of Our Performance 2018/19** – An overview of how Social Services have performed during the year 2018/19.
 3. **How Are People Shaping Our Services?** – This area provides a breakdown of the ways Social Services have involved their Service Users in service development.
 4. **Promoting and Improving the Wellbeing of Those We Help** – This area outlines the six Quality Standards Social Services use to measure their ability to provide a high quality service to the citizens of Newport.
 5. **How We Do What We Do**
 6. **Glossary of Terms**

4. Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to:

- Establish if the author has provided a true and accurate picture of Social Services, and decide if Social Services are meeting the needs of the service users?
- Whether the priorities set out in the report for the next year are sufficient and will increase the quality of social services provisions?
- Question whether the priorities are measureable and achievable?
- Decide if each Quality Standard has been achieved, if not why?
- Conclusions:
 - What was the overall conclusion on the information contained within the report?
 - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the overall performance of Social Services?
 - Do any areas require a more in-depth review by the Committee?
 - Do the Committee wish to make any Comments / Recommendations to the Cabinet?

Section B – Supporting Information

5 Supporting Information

- 5.1 The performance of both *Adult and Community Services* and *Children and Young Peoples Services* has been scrutinised by the Performance Scrutiny Committee – People. The following links are for the minutes of each meeting that considered Social Services performance for 2018/19:

- [4 December 2018](#)
- [11 June 2019](#)
- [25 June 2019](#)

6 Links to Council Policies and Priorities

- The Report aligns with the *Aspirational People* and *Resilient Communities* Corporate Plan Commitments, as well as the related Wellbeing Objectives:

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
Corporate Plan Commitments	Thriving City	Aspirational People		Resilient Communities
Supporting Function	Modernised Council			

7 Wellbeing of Future Generation (Wales) Act

7.1 General questions

- How is this area / policy affected by the new legislation?
- How will this decision / policy / proposal impact upon future generations? What is the long term impact?
- What evidence is provided to demonstrate WFGA has been / is being considered?
- Evidence from Community Profiles / other data?
- Evidence of links to Wellbeing Assessment / Objectives / Plan?

7.2 Wellbeing Goals

- How are the Wellbeing goals reflected in the policy / proposal / action?
 - *A prosperous Wales*
 - *A resilient Wales*
 - *A healthier Wales*
 - *A more equal Wales*

- *A Wales of cohesive communities*
- *A Wales of vibrant culture and thriving Welsh language*
- *A globally responsible Wales*

7.3 Sustainable Development Principles

- Does the report / proposal demonstrate how as an authority we are working in accordance with the sustainable development principles from the act when planning services?
 - **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.

8. Background Papers

- [Statutory Guidance on the Role and Accountabilities of the Director of Social Services](#)
- Link to the Social Services Improvement Agency (SSIA) website for copies and analysis of previous annual reports from across Wales - www.ssiacymru.org.uk/annualreporting
- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017-22](#)

Report Completed: 24 October 2019

This page is intentionally left blank

Report of the Director of Social Services 2018/19



Contents

1. Introduction	3
2. Summary of our Performance 2018/19	4
- End of Year Performance Figures for Adult and Community Services	4
- End of Year Performance Figures for Children & Young People Services	7
3. How Are People Shaping Our Services?	12
- Consultation events in 2018/19	12
- Results of Citizen Survey 2018/19 – Adults and Children	12
- CIW inspections of NCC registered services in 2018/19 - Adults	14
- CIW inspections of NCC registered services in 2018/19 – Children’s	14
- Overview of complaints 2018/189	15
- Overview of compliments	15
- Lessons learnt – changes implemented	16
4. Promoting & Improving the Well-being of Those We Help	16
- Quality Standard 1 – Working with people to define and co-produce personal well-being outcomes that people wish to achieve	16
- Quality Standard 2 – Working with People & partners to protect and promote people’s physical and mental health and emotional well being	22
- Quality Standard 3 – Taking Steps to Protect & Safeguard People from Abuse, Neglect or Harm.	29
- Quality Standard 4 – Encouraging & Supporting People to learn develop and participate in society	31
- Quality Standard 5 – Supporting people to safely develop and maintain healthy domestic, family and personal relationships	34
- Quality Standard 6 – Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.	37
5. How We Do What We Do	40
- Our workforce and how we support their professional roles	40
- Key achievements for Newport 2018-19 and Priorities for 2019/20	41
- Financial Resources & How We Plan For The Future	42
- Partnership Working, Political and Corporate Leadership, Governance & Accountability	43
6. Glossary of Terms	44

1. Introduction

2018/19 was another demanding year characterised by the maintenance of quality and standards of service delivery. The task of embedding the 2016 Social Services and Well-Being Act continues and has helped positively in the re-shaping of early intervention and preventative services. This has assisted in the ongoing work to manage demand. The well-being objectives wind through all social services operations and tie closely to the Newport City Council (NCC) Corporate Plan, notably:

- To improve skills, educational outcomes and employment opportunities.
- To enable people to be healthy, independent & resilient.
- To build cohesive & sustainable communities.

Each year financial constraints become more significant when available budgets are set against rising costs and increasing demand. There is a continuous striving to minimise costs and identify savings. In Children's efforts have continued to concentrate on addressing the shortage of placement options and the associated costs as well as appropriately minimising the numbers of looked after children. Work in Adults has included the managing of demand and the building of capacity through the integration of health and social care, the Integrated Care Fund and the Transformation Fund being key enablers. As usual, there has also been a drive to minimise delayed transfers of care and these were kept at manageable levels though there remains scope to improve. The Care in Wales inspection reports and performance indicators demonstrate however, that the service delivered to children and adults is being maintained, a significant achievement.

In addition to legislative change and financial challenges, the use and application of the Welsh Community Care and Information System (WCCIS) has been developed during the year.

Partnership working has developed further with the other South East Wales Local Authorities with numerous joint initiatives maintained and developed. The integrated partnership with Barnardo's has also remained a strength with a retendering for the strategic partnership delivered by Barnardo's recently completed. The Regional Partnership Board at which the third sector, Aneurin Bevan University Health Board and South East Wales Local Authorities are represented continues to be an important route for the transformation of health and social care and Newport City Council engages fully in this process.

2020/21 will prove no less challenging but social services in Newport City Council are lean, efficient and well-placed to respond.

2. Summary of Performance 2018/19

This is the third year of reporting against the measures introduced by the Welsh Government (WG) following the introduction of the Social Services and Well-Being Act in 2016. Anomalies within the reporting framework have been identified and regional and national discussions have highlighted differences in the ways that Local Authorities are recording their activity.

These anomalies, along with the roll-out of the Welsh Community Care and Information System (WCCIS) have required performance measures to be reviewed, and Newport City Council (NCC) has been involved in national discussions led by WG to develop new recording and reporting requirements.

A new performance framework was originally planned for implementation this year but it was delayed. A draft framework is currently subject to a consultation and new recording measures will be in place from April 2020.

End of Year Performance Figures for Adult and Community Services

During 2018/19 the numbers of delayed transfers of care have risen and at year end performance was just above target (low is good high is bad). This is as a consequence of greater activity in the hospitals and it should be noted that initiatives such as the development of *In Reach* and improvements to the Reablement service are facilitating faster turnaround times on the wards. This in turn contributes to higher numbers of hospital discharges that creates additional pressure on another part of the system.

In order to mitigate this, constant oversight is applied to the discharge process, the individual's journey through the hospital system is closely monitored, daily reports are provided and whilst communication processes are well established it must be noted that many people have complex issues to resolve before they can safely return home.

Home First is a new regional service, resourced from the Transformation Grant to target unnecessary admissions. Social care staff identify those who have arrived in hospital but could safely return home with Information, Advice and/or low-level Assistance (IAA) such as equipment or with Reablement support. This is a further joint initiative that will reduce unnecessary hospital admissions and enable people to maintain their independence by fast tracking social care assessment and provision. It is too soon to measure the impact but evaluation is ongoing and health professionals in the Acute Hospitals have welcomed the service.

Reablement is the only other area of performance where the raw data indicates concern but if closer scrutiny is applied to the figures then the picture is positive. The combined total for those who are discharged from the service with no care and support plan or a reduction in their care is 84.5%, representing a high level of success in that further care and support has been prevented and, in some cases, independence has been improved.

In addition, Newport is moving towards having a fully operational Intake model of Reablement whereby people who have not had a previous care package are always given Reablement first to ensure that their independence is maximised.

The Welsh Government are currently consulting on a new set of performance measures due to be implemented in April 2020. Although not yet agreed, indications are that the reporting requirements for both Adults and Children's services will be significantly increased. Elements of the WCCIS system will have to be re-designed to accommodate the new reporting framework and Social Workers will require further case recording training. NCC are fully engaged in the consultation process and performance leads are monitoring the resource implications.

The figure of 79% for adults who have received information and advice with no repeat contact is indicative of successful signposting at the front door and is a reflection of the range of expertise in the First Contact Team. The availability of Community Connectors, Occupational Therapists, Rehabilitation Officer for Visual Impairments (ROVI), Housing Officers, Independent Living Officers, Safeguarding and Social Workers to offer immediate advice and support continues to effectively manage demand.

This measure could be interpreted differently as citizens with several unconnected issues will be encouraged to make repeat contact if their first experience was positive.

Adults Measures	Target	Results & Comments
% of adult protection enquiries completed within 7 days	90%	98.9% This has consistently been over target and represents strong performance.
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over	6	6.18 (low is good, high is bad) Slightly over target but performance is very good in when compared with other Authorities. This activity supports hospital discharge processes by ensuring the appropriate care package is in place.
% of adults who completed a period of Reablement and have a reduced package of care	50%	3.05% (note the guidance for this measure changed in 18/19: it now

and support 6 months later		includes everyone who received Reablement, whereas previously it was limited to those with a care and support plan. The target will be amended to reflect this during 19/20)
% of adults who completed a period of Reablement and have no package of care and support 6 months later	50%	81.4% (strong performance - target requires updating as comments below) (note the guidance for this measure changed in 18/19: it now includes everyone who received Reablement, whereas previously it was limited to those with a care and support plan. The target will be amended to reflect this during 19/20)
The average length of time in days that adults (aged 65 or over) are supported in care homes	1,100 days (approximately 3 years)	868.2 days Strong performance (high is bad low is good) and represents people being successfully supported in the community for as long as possible.
Average age of adults entering care homes	75 years	79.2 years Supports the above measure in that people are supported successfully in the community and average age of entry to residential care is higher than the average.
% of adults who have received advice and assistance and have not contacted the service again within 6 months	40%	79.01% (Improving) This represents a well-managed information advice and assistance service at Newport where a high proportion of people receive appropriate support at first contact. The introduction of WCCIS has enabled more accurate recording and reporting. Last year's figure was 41%.

NB: This performance report is restricted to the measures required by WG and is the benchmark for comparison between all Welsh Local Authorities. Inconsistent interpretation and methodology around recording and reporting practice means that the comparison across Wales is not robust.

End of Year Performance Figures for Children and Young Peoples' Services

Overall, for Children's services 57.89% of the performance measures are green. The service has experienced a broad range of challenges throughout the year and this is a reasonable outcome.

Staff have managed the implementation of WCCIS and have responded to a significant increase in the rate of referrals. A growing degree of complexity has also contributed to the current position. Nine measures have shown an improvement against the previous period.

Children's Services continues to deliver the full range of statutory services required. This year has been another immensely busy year. Towards the end of the year a complete management team improved the capacity to undertake important shifts to improve practice and to restructure in line with external changes.

These changes will largely have been implemented by the end of 2019. The successes of 2018/19 include positive morale and very few vacancies despite a backdrop of very high demand and complex cases; the establishment of the Family and Friends team; the launch of the Family Group Conferencing service; the opening of Rose Cottage and the increased services in Preventions.

Children's Measures	Target	Results & Comments
% of assessments completed for children within statutory timescales	90%	93.16% This is strong performance and represents a 2% improvement from last year. It ensures children receive support at the earliest opportunity
% of children supported to remain living with their family at 31 st March	65%	57% Barnardo's. Family Group Conferences (FGCs) have had strong take up and are already proving to be a very welcome addition to services to

		support families and avoid children becoming looked after. Monthly monitoring of all work is in place including quantitative and qualitative and review. Work across staff from the partnership and the social work teams has been enhanced to improve communication and joint working.
% of Looked After Children returned home from care during the year	13%	8.30% All children are regularly reviewed and their circumstances assessed to ensure the best outcome
% or re-registrations of children on Local Authority Child Protection Registers (CPR)	10%	2.42% (Improved) Strong & improving performance (low is good high is bad) NB Children need to remain on the register for as long as necessary and cases are considered on the basis of individual circumstances
The average length of time for all children who were on the CPR during the year	260 days	231.02 days (Improved) Strong & improving performance (low is good high is bad) This figure has reduced by 22 days it is important to note that children need to remain on the register for as long as necessary.
% of children achieving the core subject indicator at key stage 2	60%	62.5% This measure changes every year as the cohort changes. It can also shift during the year as actual children in care move in and out. There has been significant work this year to better identify the children who require educational support throughout their time in care.

% of children achieving the core subject indicator at key stage 4	5%	<p>6.52%</p> <p>Strong & improving performance</p> <p>This measure changes every year as the cohort changes. It can also shift during the year as actual children in care move in and out. There has been significant work this year to better identify the children who require educational support throughout their time in care.</p>
% of children seen by a registered dentist within 3 months of becoming Looked After	40%	<p>18.18% (up by 6%)</p> <p>Improved performance, up by although this has been highlighted as a measure that requires revision as children may have seen a dentist just before becoming looked after or may have left care before a dental appointment is sourced.</p>
% of children looked after at 31 st March who were registered with a GP within 10 working days of the start of their placement	90%	<p>79.72%</p> <p>Performance has dropped by 22% since last year but it is worth noting that not all children will require registration as they will already be registered with a GP</p>
% of looked after children who have had 1 or more changes of school	12%	<p>9%</p> <p>(low is good high is bad)</p> <p>This represents a 3% improvement from last year.</p>
% of looked after children who have had 3 or more placements	9%	<p>15.63%</p> <p>The Corporate Parenting Forum has been reinvigorated with positive and constructive meetings with strong engagement. Agendas have been wide ranging.</p> <p>Children and young people are working on the strategy and looking at how we provide better resources to</p>

		support children when they first come into care.
Care leavers who are in education, training or employment at 12 months	50%	36.36% Improved choices for work experience, apprenticeships and wider employment and training options will now be the focus for 2019/20.
Care leavers who are in education, training or employment at 24 months	50%	48.72% This was on target last year at 45% so the target changed to 50%. Therefore, this figure constitutes continued improved performance
% of care leavers who have experienced homelessness during the year	10%	Along with the residential children's homes all of the 16+ accommodation is now overseen by a single service manager with a team manager structure. All accommodation has been reviewed. Some is being improved while some has been released. Additional properties have been negotiated for unaccompanied asylum seeking children aged 16+. The pathway for young homeless people has been revised and then simplified. The process now in place is clearer and ensures those picking up this work clearly understand the needs of the young people and steps required to support them. This work will be continuing throughout 2019/20.
Number of first time entrants into the youth justice system	79	40 (Improving) Performance improved significantly as a result of less court orders coming through and also as a result of the New Gwent Bureau Protocol that all Youth Justice Services across Gwent implemented in October 2018. Children can receive up to 3

		Community Resolution Disposals (CRDs) in a year before they are recorded as a First Time Entrant into the youth justice system.
Number of young people sentenced to custody	25	4 (Improving) 4 children from Newport were sentenced to a custodial order, the lowest it has ever been.
Young people out of court disposals re-offend within 12 months	30%	21% (Very slight decline but still strong performance) The re-offending rate for children issued with out of court disposals between 1 April 2017 – 31 March 2018 is at 21%, this based on a cohort of 117 young people with 25 re-offending. NB: This figure is 12 months behind as reoffending rates are tracked over a 12 month period
Young people statutory orders who re-offend within 12 months	50%	39% (Strong & Improving) The Re-offending rate for children sentenced to a Statutory community court order in 2017/18 has decreased slightly to 39%. This is based on 25 out of 64 young people committing further offences. NB: This figure is 12 months behind as reoffending rates are tracked over a 12 month period

NB: This performance report is restricted to the measures required by WG and is the benchmark for comparison between all Welsh Local Authorities. Inconsistent interpretation and methodology around recording and reporting practice means that the comparison across Wales is not robust.

It must be noted that to continuously improve performance at a time of such significant financial constraints will be challenging and in some service areas maintaining current levels of performance will be an achievement in itself.

3. How Are People Shaping Our Services?

Newport City Council is committed to ensuring that people are able to have a say in how they receive support and how services will be developed and delivered in the future.

Some examples of how we do this are:

- Co-production in the assessment process to enable citizens to express their preferences around how support will be delivered.
- Contract monitoring processes where the views of citizens who receive services are sought and providers are contractually required to gather feedback and comments to inform service development.
- Citizen engagement/involvement in the commissioning process
- Complaints and compliments.
- Consultation events and citizen fora.
- Feedback from inspections.
- Engagement with Care Inspectorate Wales (CIW).
- WG Citizens Survey.
- Active promotion of voice of the child

Consultation events in 2018/19

These included:

- The 20th Anniversary event of the Over 50's Information Day in October 2018, attended by 800 citizens and 120 organisations.
- The Carers Network, meetings and drop-ins throughout the year building peer support and providing opportunities to engage with the Local Authority and community groups.
- The NCC team of Connectors attended community events during the year and have a presence at drop-in information points across the city.
- Annual public budget consultation process in December 2018.
- Regular feedback obtained from children and adults living in NCC residential homes at house meetings.
- The Cabinet Member for Social Services is very active at community level and is a regular attendee of events and meetings across the full range of client groups.

Results of Citizen's Survey 2018/19

Adults Services	
<ul style="list-style-type: none"> • 85% said I live in a home that best supports my well-being. • 84% said I feel safe from any kind of abuse, physical harm or from falling both inside and outside my property. 	.

- | | |
|--|--|
| <ul style="list-style-type: none"> • 85% said I had the right advice and information when I needed it. • 81% said I am happy with the care and support I have received. • | |
|--|--|

Carers

- **63%** said they knew who to contact about their support.
- **63%** said they had the right information and advice when they needed it.
- **65%** said they had been involved in decisions about how the care and Support was provided to the person they care for.
- **59%** said they feel supported to continue in their caring role.

A decision by the Head of Service resulted in the children's survey not being completed in 2018/19. The reasons for this are that previous years have produced negligible results with poor responses despite significant resource being allocated to the exercise.

Feedback was obtained using a different method:

"We have this year undertaken focussed consultations with children and young people on a range of issues and sought individual feedback in respect of all placements. This has given us meaningful information which can be acted upon"

NB: The Public Accountability Measure linked to satisfaction with Care and Support is deleted for 19/20.

CIW inspections of NCC registered services in 2017/18 –

New legislation in the form of the Regulation & Inspection of Social Care (Wales) Act 2016 (RISCA) meant that the children's and adults' residential homes and domiciliary care services had to apply for re-registration with CIW in the summer of 2018.

RISCA requires the appointment of a responsible individual (RI):

- To oversee the management of the service;
- To provide assurance that the service is safe, well run and complies with regulations;
- To ensure the service has a manager, sufficient resources & support;
- The RI is **NOT** responsible for the day-to-day management of the service.

The RI is required to provide a quality of care report that will be submitted to CIW in May 2020. This report will be considered by the Council's democratic process.

A number of changes were made to our domiciliary care registration as follows:

- A new Children's home (Rose Cottage) was successfully registered in January 2019 to enable children living outside of Newport to return to the city.
- The provision of domiciliary care in 4 Extracare schemes was removed from our registration as the service was transferred to Radis from 1st April 2019 following a successful bid to deliver the service.
- Our supported living service operating across 4 houses closed as the residents were offered self-contained new build accommodation, with support that better suits their needs.

Adults

- **Parklands Care Home**

Registered in the summer of 2018 with no issues raised.

- **Spring Gardens Care Home**

CIW highlighted issues around the administration of medication during the RISCA registration process. In November 2018, the re-inspection removed the non-compliance order. The inspectors recognised that the Authority was already taking action to address areas that were longstanding and delayed by changes to management.

- **Reablement Service March 2018**

CIW reported that service delivery plans better captured the voice of the person since the introduction of the '*What Matters*' documentation.

CIW inspections of NCC registered services in 2018/19 – Children's Services

- **Forest Lodge – December 2018**

The inspection identified 3 non-compliances relating to children's guides, personal plans and staff records. In the new financial year, a follow up inspection removed these non-compliances and reported that staff are committed to ensuring that children receive the necessary support to achieve personal outcomes.

- **Oaklands – subject to renovation, funded by the Intermediate Care Fund (ICF)**

Oaklands was closed in January 2019 and is due to be completed in July 2019. Alternative arrangements for Children's respite needs were made by registering Brynglas Bungalow and the provision of a domiciliary care service to support families.

The full reports can be found on the CIW website

<https://careinspectorate.wales/our-reports/regulated-services-inspection-reports>

Overview of complaints 2018/19

A Stage 1 complaint is for local resolution within 10 working days.

Following Stage 1, if the complainant remains dissatisfied they can request to proceed to Stage 2. This involves a formal investigation conducted by an independent investigator at a cost to the Local Authority.

Following Stage 2, if the complainant remains dissatisfied they are advised to proceed to the Public Services Ombudsman for Wales (PSOW)

During 2018/19, the Complaints Service received **129 Stage 1** Social Services complaints, **10 less than last year** - as follows:

Adults' Services – **38 Stage 1** complaints:

- **34** were **resolved** at stage 1

Children's Services – **91 Stage 1** complaints:

- **87** were **resolved** at stage 1

During 2018/2019, the Complaints Service received **8 Stage 2** Social Services complaints – **5 less than last year** - as follows:

Adults' Services – **4 Stage 2** complaints:

- **2** were **resolved** at stage 2
- **1** progressed to the **PSOW (decision not to investigate)**
- **1 proceeded to Judicial Review and was then withdrawn**

Children's Services – **4 Stage 2** complaints:

- **3** were **resolved** at stage 2
- **1** withdrawn

Overview of compliments

Adults' Services received **10 – 1 more than last year**

I would like to sincerely thank the Reablement Team based at St Woolos for the wonderful care that they have given my mother. If Mum requires further help, we know she will be in excellent hands; it is hugely reassuring to know that she has been so well looked after.

Children's Services received **5 – 2 more than last year.**

I would like to let you know that I really appreciate all the help from the Social Worker with M's problems with school. Everything was resolved, and dealt with efficiently and quickly.

Lessons learnt – changes implemented

A number of changes have been actioned because of recommendations from these complaints.

- Communication issues addressed.
- Mandatory Data Protection re-training provided to all staff involved in Complaints.

4. Promoting & Improving the Well-being of Those We Help

Quality Standard 1 – Working with people to define and co-produce personal well-being outcomes that people wish to achieve

Throughout 2018/19 NCC's Information, Advice and Assistance (IAA) Service had meaningful conversations with service users, their families and carers about what really matters to them. Conversations with our IAA staff are strengths based, meaning that we work with people to regain or maintain their independence and encourage them to utilise their own skills and networks to achieve their desired outcomes.

In order to respond appropriately to the wide range of adult enquiries, our First Contact Service is a multi-disciplinary team with co-located specialist officers who offer on-the-spot advice and assistance to citizens in the following areas:

- Safeguarding;
- Occupational Therapy;
- Housing advice;
- Sensory impairment;
- Independent living – Direct Payments;
- Financial advice.

The IAA process was successfully extended to the hospital environment in 2018/19 as part of the ongoing development of the hospital discharge pathway and the further integration of health and social care services. Targeted engagement with patients and families whilst still on the ward as part of the *In*

Reach service ensures discharge arrangements are co-produced to maximise independence and identify well-being outcomes.

The offer of IAA is a critical feature of the new *Home First* service that supports hospital pre admission. The service is a regional initiative, hosted by Newport City Council that commenced in November 2018. It offers IAA and low-level care support to patients within the hospital with the aim of preventing admission.

The citizen survey 2018/19 recorded that **85% of adults** received the right advice and information when needed. This is supported by the reported figure of 79% of adults, who, after receiving advice and assistance did not make contact again within 6 months and evidences effective enquiry management at the 'front door' of adult services.

Where the First Contact Team are unable to meet the needs of citizens through the provision of Information, Advice and Assistance (IAA) via a proportionate assessment, an integrated assessment is offered that further explores the person's eligible needs and works with the individual on how best to meet them.

In 2018/19:

The following figures represent the full range of assessment activity during the year (proportionate and integrated):

- **3147 adult assessments** (3143 in 2017/18)
- **5025 children assessments** (2649 in 2017/18)

NB: There are still some challenges associated with recording on WCCIS but whilst the figures represent a consistent picture for adults, the level of activity in Children's Services has significantly increased.

It is important to acknowledge that the majority of contacts for Children's Services are from professionals and as a result the 'what matters' conversations with the child and/or their family are unable to take place until an assessment for Care and Support has commenced.

- Children participate fully in their foster care placement reviews.

A guiding principle is the promotion and maintenance of independence. For Children's Services, this means supporting families to stay together and maintaining children within their homes and communities wherever it is safe to do so. This is underpinned by timely assessments of need and creative solutions being sought to help keep families together.

- **93.16%** of children assessments were completed within the statutory timescale (2% more than last year)
- **57%** of children were supported to remain with their family

(This figure is 6% lower than last year but it must be noted that every child is regularly assessed and their personal circumstances reviewed).

Barnardo's currently deliver an **Integrated Family Support Service** in partnership with NCC. Support is offered to families to prevent children coming into care and to prevent placement breakdown.

Priorities for 19/20

- To develop the Family Group Conferencing Service.
 - Family Group Conferencing encourages self-determination and independence by allowing the family to find their own solutions with appropriate support. The aim is to build resilience, develop problem-solving skills and reduce dependency on statutory provision.
- To develop the Baby & Me Service
 - The Baby & Me service aims to prevent new-born children entering the care system by working with pregnant women whose children are at risk of being removed

Newport is the first Local Authority in Wales to develop this service.

The Community Connector team continues to offer support to citizens who may be socially isolated to gain independence and to improve their well-being based on what matters to them.

- Newport's team of **9 Connectors** provided support to **1,224 citizens** during 2018/19 and provided information, telephone advice and 1:1 support. The team offered a range of information and advice at community events, meetings and forums.

The Connector team is involved in outreach work across the city, linking citizens to social activities, learning and volunteering opportunities with the aim of increasing independence and reducing social isolation.

**"I was lonely before meeting the connectors,
since attending my new group I feel my life
has purpose"**

Three team members are from Black and Minority Ethnic (BME) backgrounds and work with asylum seekers, refugees and migrants offering information, advice and supporting citizens to access volunteering, leisure, learning and employment opportunities.

The three Connectors provided a service to 482 citizens from minority ethnic backgrounds in 2018/19.

The Community Connectors and our Third Sector partners continue to update the **DEWIS** database that contains local and national information. Newport has 528 live resources on the site, an increase of 135 from last year.

We have seen increasing use of this database during 2018/19, with 5,237 views recorded per month, an increase of around 3,799 per month recorded in 2017/18.

NCC Corporate Plan 2017-2022:

"We will support community initiatives which seek to reduce social isolation, improve neighbourhood networks and support older people and adults with complex needs to live independently."

Occupational Therapists (OT) provide assessments to support people to remain physically independent within the home environment. An OT is based within our First Contact Team on a daily basis, to ensure appropriate advice is available for citizens at the earliest opportunity.

AskSARA - an easy to use online self help guide to equipment for independent living was launched last year. Newport is the first in Wales to adopt AskSARA and to ensure it is compliant with the Welsh Language Act.

The website advises users on the availability of equipment that can meet their particular need and how to obtain it.

As of 31st March 2019, the site has recorded 496 users and feedback has been positive.

"I will continue to seek advice on the various subjects in AskSARA and look at the practical aids available. It has helped me think about things in new ways and recognise some problems that weren't so obvious before"

The Newport Support Partnership (NSP) has been operating since September 2016, it is a consortium arrangement comprising of four Third Sector providers who offer a range of services including advocacy, information, advice and assistance, community support, a sitting service and volunteering opportunities. The emphasis is prevention and early intervention to support well-being and

promote independence. Any Newport resident can self-refer and the service is well publicised.

Demand has remained steady with figures obtained for 2018/19 being similar to 17/18

- NSP received **1130 enquiries** during 2018/19
- **146 people** received specialist advocacy services (DEWIS)
- **205 people were provided with a sitting service** (Reach & Volunteering Matters)
- **155 people** were offered community support (Reach & Volunteering Matters) *(A service that enables people to regain independence - a brief intervention to prevent referral into long term support. People are supported to access community services, attend appointments and undertake essential daily living skills. Support is reduced over time as independence returns. The service is used by people who have been discharged from hospital or those who have been identified by Supporting People as having support needs that are not housing related).*
- **792** people received financial advice and assistance (Citizens Advice Bureau)

During 2018/19, 1298 Newport citizens received a service from the Newport Support Partnership with 853 case closures. This represents the short term nature of the interventions and ensures ongoing capacity and sustainability.

The Carers Network aims to offer information, advice and support for Newport citizens in a way that suits their individual requirements. The focus is on helping people access services and identify community-based options. A quarterly meeting is held at Malpas Court, where speakers have addressed issues such as producing wills, housing-related support and Power of Attorney as requested by members. For those who cannot attend or prefer not to attend meetings, newsletters and updates are sent out via email and available on the website.

Carers are often hidden but new carers are coming forward. In 2018/19 the network has an additional 51 new sign ups.

- **63%** of carers said they knew who to contact about their support (Citizen's Survey).
- **71** new carers assessments were undertaken.

"I found the carers assessment positive and helpful as it both helped me to realise how I really felt inside me about my situation and also highlighted aspects which I had not previously considered"

The delivery of the **Children's Charter** was led by the Council's Policy, Partnership and Involvement team in People and Business Change.

In 2018/19 the Council engaged with young people to develop the Children's Charter, now known as the Young Person's Promise. The purpose of this Promise is to set a commitment to children, young people and their families when they use the Council's services and also in what they can expect the Council to do for them.

We involved young people from all areas of Newport including the Youth Council, Newport Changing Minds, Unity, Newport Youth Service, Schools Go Girls, The Brothers and Barnardo's.

The Promise has now been endorsed by Cabinet, and a range of promises that the Council will commit to will be monitored and reported with an official launch in the summer of 2019/20.

NCC Corporate Plan 2017-2022:

"The Newport Children's Charter
will set out promises to children
and families."

Priorities for 2019/20

- To continue to develop the Community Connector Service to ensure people are supported to access services that prevent or delay the reliance on statutory provision;
- To roll out AskSARA across Gwent;
- To further develop the OT service;
 - support 17 to 25 year-olds in the transition to adulthood.
 - develop knowledge around new technological aids and manage the assessment process for the NCC telecare service
- To review Third Sector services to continue to maximise opportunities for the delivery of services that are focussed on prevention and early intervention;
- The development of a community well-being hub in the East of the City in partnership with Health. The hub will expand the early intervention and preventative support network within the City and link with the Aneurin Bevan University Health Board's *Care Closer to Home* initiative that aims to offer better information and advice at primary health care level;
- To ensure the services provided by NCC continues to compliment the work that is being undertaken to expand the well-being network within the City that aims to increase information, advice and support options for all citizens

- To officially launch the Young Person's Promise

NCC Corporate Plan 2017-2022:

"We will support the development of health and well-being hubs which can provide day and work opportunities, carers respite, social prescribing and care closer to home."

Quality Standard 2 – Working with people & partners to protect and promote people's physical and mental health and emotional well being

A key priority in 2018/19 was to open new residential services for children in Newport to reduce the number of out of county placement.

Rose cottage, a 4-bedroom residential home opened in January 2019 and four children who were previously living out of the area were able to return to Newport.

In 19/20, the intention is to open another residential facility with the potential to offer beds for children in crisis.

Children's Services provided a Christmas party for its looked-after-children, their foster carers and own children. The event was well supported by the local community.



Newport are active partners in the Gwent-wide Children and Families Strategic Partnership and has a positive working relationship South East Wales Regional Adoption Collaborative.

- In 2018/19 permanent and stable futures were secured for **26 children** through adoption.

Newport has more looked-after-children placed with in house foster carers than with foster placements purchased from independent fostering agencies. This is in contrast to most other Welsh Authorities. Nationally there is a decreasing foster carer cohort which is naturally leading to the requirement for more placements in residential and secure accommodation. This results in possibly less favourable options for children who would be better served within a family environment and leads to increased costs.

Newport is actively participating in the National Fostering Framework (NFF) phase 3 work programme that aims to increase the number of Local Authority foster placements across Wales to increase the range and quality of options available for children who are looked after.

NCC Corporate Plan 2017-2022:

"We will reduce out of county children's social care placements by 25%."

- As of 31st March 2019 there were **168 approved foster placements** available in Newport (**an increase of 10 from last year**) but during the year Newport lost 11 fostering households.
- New marketing materials for fostering have been developed including a leaflet and a drive using NCC Twitter and Facebook. The fostering team are making a short promotional film.
- During 2018/19, Barnardo's provided support to **139 families and 372 children**, thereby greatly contributing to the overall total of 57% of children that were able to remain with their family.

The number of children coming into the care system is increasing and Newport is no exception. However, in relation to the other Welsh cities, the rate of acceleration has been lower and Newport is currently in the middle as the 10th lowest in Wales with 94 per 10,000 children becoming Looked After (the highest is 190 per 10,000, the lowest is 50 per 10,000).

The Young Carers' Service is delivered by Barnardo's to ensure young people who care for family members have an opportunity to engage with their peers, achieve their personal development goals and get appropriate respite from their role as primary carer.

- 73 young carers were supported in 2018/19
- 43 new young carers were assessed in 2018/19

Each young person has a personal plan based on what matters to them and organised activities included trampoline sessions for and a meal at a local restaurant. Barnardo's also run a youth club for young carers aged over 14.

"I am glad I was introduced to young carers as I was worried a lot before"

"It allows me to meet new friends, get active and find new sports to enjoy"

The Youth Justice Service (YJS) has continued to build a more child focussed and desistance based practice. Consideration of the wider context of environmental and family factors ensures interventions build resilience and focus on building positive relationships whilst also addressing the trauma that may underpin offending behaviour.

The service has established pathways with a number of partners to deliver a multi-agency approach to ensure children are supported pre and post Court.

- CAMHS
- Education
- Speech & Language
- Substance Misuse

The service continues to improve performance and has significantly reduced:

- Numbers of children entering the CJ system for the first time, only 40 new entrants in 2018/19 (26 below target);
- Numbers of children receiving a custodial sentence, only 4 in 2018/19, the lowest number ever recorded in Newport.

An example of innovative practice:

Anti-Social Bob

A short film entitled 'Anti-Social Bob' was recorded on location around the city of Newport with the help of talented children. The film is aimed at tackling the growing issues surrounding anti-social behaviour.

Working collaboratively with school police liaison officers and South Wales Fire and Rescue Service, the team visited local primary schools in Newport to highlight how anti-social behaviour affects everyone.

The film was presented at the Welsh Government, Senedd Building in Cardiff, sponsored by the Assembly Member for Newport West – Jayne Bryant.

Priorities for 19/20

- To continue to strengthen relationships with key agencies to improve the availability of support for children to divert them from criminal behaviour.
- To develop a volunteer programme to support the work of the team
- To roll out the restorative justice training programme.
- To further develop an engagement tool to enable the voice of the child to be meaningfully utilised in future service development.

The Older Person's Pathway operates out of GP surgeries where people over 75 years of age identified as being at risk of deteriorating health are referred to Age Cymru who work with the person to co-produce a 'Stay Well' plan. The aim is to improve independence and well-being through the development of an outcome focussed activity plan that will delay or reduce reliance on health and social care services.

As of 31st March 2019 there were **1,184 Stay Well plans** in place in Newport – 318 more than at the same time last year.

NCC Corporate Plan 2017-2022:

"We will extend the Older Persons Stay Well Plan Project across Newport."

Delayed Transfer of Care (DToC) figures in Newport remain low and overall performance is strong. A delayed transfer of care is experienced by a hospital patient that is ready to be discharged to move to the next stage of care but is prevented from doing so.

The measure is defined as the rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.

- Year-end performance in Newport was 6.18 against a target of 6.

This represents the effectiveness of the ongoing management strategy that seeks, in partnership with Health, to minimise the number of people who cannot come

out of hospital because they haven't got the right social care services. Although the figure has increased over the past year, the continued low number has to be viewed in the national context and take into account real service pressures within this complex and challenging area of work.

Reablement supports hospital discharge and following last year's restructure it now operates as a fully integrated health and social care service. The principle of working in an outcome focussed way is already embedded across Reablement with staff who are committed to return people to independent living and improve their quality of life after a spell in hospital.

The service operates as an Intake model, which means that everyone who has not previously had a care package has a period of Reablement first to ensure their independence skills are maximised. This means that people are encouraged and supported to do as much as they can for themselves, which has a positive impact on their physical and mental wellbeing.

- **The combined total for those who are discharged from the Reablement service with no care and support plan or a reduction in their care is 84.5%, representing a high level of success.**

During 2018/19 the In Reach model became fully operational across the two key hospital sites in Newport.

The model has supported an improved multi-disciplinary approach to discharge planning and ensures those who require Social Services intervention are identified early.

A new initiative introduced in October 2018 is called **Home First**. The service is funded by Welsh Government, covers all 5 Local Authority areas and aims to prevent hospital admission as part of the Transformation Grant.

Newport City Council are hosting and managing the **Home First** service based in A&E at the Royal Gwent and Neville Hall Hospitals. It involves the offer of proportionate assessments (IAA) for patients within pre admission wards regardless of where they live in Gwent.

- **Home First received 463 referrals between 01/01/19 and 31/03/19**
- **Home First safely discharged 229 people between 01/01/19 and 31/03/19**
- **An average of 19 per week**

(Please note that this data was collected in the implementation stage so it is expected that many of the referrals were inappropriate and explains the difference between the figures).

Notwithstanding that it is a relatively new service, the following feedback was gathered:

"I can't wait to go home - you're a wonderful service" (Patient)

“Home First have been an invaluable service, not just to patients who they provide a wealth of information and tailored aftercare for but also to the nursing staff who are supported by the team. They also provide education on the services available in the community. They are an incredible asset” (Health Colleague)

The Intermediate Care Unit at Parklands Care Home hosts 10 *Step Up Step Down* beds with access to a multi-disciplinary team. Funded by the Integrated Care Fund the facility supports early discharge from acute hospital beds and also prevents hospital admission by offering intensive rehabilitation and assessment

- **77 out of 78 people** were discharged from the unit in 2017/18 having successfully achieved their outcomes.

“Parklands is a model of how a Reablement centre should be run – because of you I have a chance of a future”

Domiciliary Care provision is provided through Newport with approximately 30 independent providers operating in the city. Despite the relative stability within the market, recruitment remains an ongoing problem across the region. NCC Commissioners negotiate annual fees with providers that reflect the true cost of care to support the retention of a skilled and committed social care workforce.

The new domiciliary care for children with disabilities within Newport provides a more flexible approach to the provision of support for families. It is hoped to prevent some children with disabilities entering the care system.

The Career College Consortium (previously known as the Gwent Care Academy) is a regional initiative that seeks to encourage recruitment and retention within the social care workforce. The Consortium will seek to increase the status of the workforce and help agencies to manage costs by enabling employees to passport their qualifications within the sector.

Partners include

- Coleg Gwent
- ABUHB
- Local Authorities
- Care Forum Wales
- Regional employability projects

- Mirus (as a provider representative)

During 2018/19, the consortium has improved communication and co-ordination between partners and is currently mapping training and qualification courses in the region.

ICF money has been made available to appoint an employability officer who will facilitate placements for health and social care students to ensure they are work-ready once qualified.

The Carers Network has increased opportunities for citizens with caring responsibilities to obtain information, advice and support from Newport City Council. During 2018/19:

- The community connectors provided information, advice and assistance to **135 carers**.
- Newport is now in regular contact with **514 carers** - an **increase of 51** from the previous year.

"I found the carers assessment positive and helpful as it helped me to realise how I really felt inside about my situation and also highlighted aspects which I had not previously considered"

Newport supported three Social Workers during 2018/19 to become qualified Adult Mental Health Professionals (AMHP).

In order to respond to the increasing demands placed on Local Authorities in relation to the Deprivation of Liberty Safeguards (DoLs assessments), 2 social care professionals completed the Best Interest Assessor course in 2018/19 with 8 currently working to complete the training.

2017/18

- 178 DoLs assessments undertaken
- 191 on the waiting list at 31st March 2018

2018/19

- 275 DoLs assessments undertaken (54% increase)
- 545 on the waiting list at 31st March 2019

A new model for authorising the Deprivation of Liberty for those receiving care will come into effect in 2020 – Liberty Protection Safeguards (LPS) are included in the Mental Capacity (Amendment) Act 2019 and will place additional responsibilities onto Local Authorities.

The Mental Health Consortium operates at a lower level to sustain well-being, to offer advice, encourage resilience and opportunities for therapeutic activity.

"I am feeling much better since I started attending the group, it's something to look forward to with people who have experienced similar things to me."

Priorities for 2019/20

- To establish additional residential placements for children within the city.
- To increase capacity within our in-house foster care service, improve training and support for carers and reduce pressure on external foster and/or residential placements.
- To continue to offer support to children who are looked after in partnership with Barnardo's to prevent placement breakdown.
- To increase the number of step up step down beds at Parklands to support hospital discharge and to ensure as many people as possible receive rehabilitation support and return home to live independently.
- To continue to develop discharge pathways to ensure people are supported to leave hospital as soon as possible with an appropriate package of care that supports continued independence
- To further develop the integration of Reablement and hospital care services
- To embed the Home First service across Gwent.
- To continue to offer specialist and timely advice and assistance to citizens to support them to maintain their well-being and participate within their community and within health settings
- To continue to identify and support carers.
- To ensure our staff are sufficiently trained and prepared for the introduction of the Mental Capacity (Amendment) Act 2019.

Quality Standard 3 – Taking Steps to Protect & Safeguard People from Abuse, Neglect or Harm

Safeguarding vulnerable children, young people and adults will continue to be a priority.

A full report on Corporate Safeguarding was presented to Scrutiny in March 2019 and is available on the Council's website. Safeguarding is intrinsically embedded within the Well Being of Future Generations Act 2015, with the requirement for

public bodies to ensure citizens are safe. The Social Services and Well Being Act strengthens the safeguarding and protection of both adults and children.

The 2018/19 Citizens' Survey reported:

85% said: I live in a home that best supports my well-being.

84% said: I feel safe from any kind of abuse, physical harm or from falling both inside and outside my property.

Safeguarding children, young people and vulnerable adults is a corporate priority and Newport is an active member of each of the 2 Regional Safeguarding Boards that have amalgamated under the umbrella of "Gwent Safeguarding".

Corporate safeguarding policies were reviewed during the year and a programme of training and awareness-raising is underway.

98.9% of adult protection enquiries were completed within 7 days.

The Regional IDVA (Independent Domestic Abuse Advisor) team is established for high risk victims of domestic abuse. The IDVA regional Manager is employed by Newport City Council (funded by the Police and Crime Commissioner's office) and based within the Regional VAWDASV Team. (Violence Against Women, Domestic Abuse and Sexual Violence).

The VAWDASV Team operate on a regional basis to develop and implement the Welsh Government's legislation across all relevant public services. This ensures that workplace policies are developed; that the National Training Framework (NTF) is operational for all staff; and the 'Ask and Act' Welsh Government mandated training is being rolled out to all front line staff so that they can recognise signs of domestic abuse.

All employees complete basic safeguarding awareness training and this is embedded within the Council's induction programme. All employees are expected to report any concerns or suspicions they have for children or adults at risk of harm or abuse. We closely monitor services that we commission to ensure safeguarding policies are in place and staff are appropriately trained.

The Child Protection Unit in Newport consists of 4.5 Independent Reviewing Officers who chair all of the Child Protection Conferences for children who are deemed at risk of significant harm, and may need to be placed on the Child Protection Register and be the subject of a Child Protection Plan to keep them safe.

The Regional Deprivation of Liberty (DoLs) assessment service (managed by Health) continues to struggle with the demand and high referral rate across the region. The DoLs legislation is currently under review nationally and Newport officers are part of the process.

The success of the Newport adult and children safeguarding HUB (based in the Civic centre) continues and has expanded to include additional services (specifically for children). *Open Closed Doors* (focus on domestic abuse) and also the *Early Intervention Together* programme ensure that all referrals to statutory children services where there is no statutory role are provided an effective support pathway. Both of these programmes are for 12 months with external funding. The other service that was developed within the Safeguarding Hub is 'ENCOMPASS' which ensures schools are aware of any domestic incidents that may impact the child in education in a timely manner.

The Council continues to support and mandate all new employees to complete the Ask and Act e-learning (VAWDASV legislation) and provide face-to-face training where e-learning is not appropriate.

The Council have continued to roll out the safeguarding Champions across the whole Council and have a schedule of meetings to raise awareness about all safeguarding aspects for each service area, from safe recruitment, safeguarding training and wider safeguarding requirements.

Safeguarding vulnerable children, young people and adults will continue to be a corporate priority.

Priorities for 19/20

1. The council will develop an e-learning safeguarding module for all Members, Officers and volunteers.
2. The safeguarding champions cohort will address all service area requirements including work with volunteers.
3. The Deprivation of Liberty Safeguards will be developed to ensure effective governance for Newport citizens receiving a regional service.
4. Continued development of the safeguarding Hub and evaluation through the regional transformation team to conclude the pilot and agree next steps.
5. The development of a child exploitation strategy and toolkit for Newport.
6. The new Wales safeguarding procedures and protocols (Due November 2019) will need to be embedded into current processes and ensure practitioner awareness of the changes is completed.

Quality Standard 4 – Encouraging & Supporting People to learn, develop and participate in society

Supporting children who are looked after and young people leaving care to reach their full potential and achieve positive outcomes is a key priority for Children's Services. Targeted support is provided to children and young people at key stages in their education. In addition, tuition and extra-curricular activities are funded to provide further support.

- Attendance levels for children who are looked after in full time education is **96.7%**.
- **9%** of children had 1 or more changes of school (**strong performance - target is 12%** - (low is good high is bad).
- **62.5%** of children achieved the core subject indicator at key stage 2 (**target 60%**).
- **6.52%** of children achieved the core subject indicator at key stage 4 (**target 5%**).

Strong and improving performance was achieved in 2018/19 in all 4 of the above measures.

The Council has an apprenticeship scheme - Social Services hosted six placements in 2018/19 and are currently ongoing.

There are a range of options and information sources to help people achieve the things that matter to them. The Community Connectors have supported established groups by referring new members and set up new groups as a result of their knowledge of unmet need.

"I no longer just sit at home. I have been introduced to people and have made friends".

"I was lonely before meeting the connectors, since attending my new group I feel my life has purpose".

The Community Connectors have developed a database of activities and this information has now been transferred to DEWIS so that people can access the information for themselves 24 hours a day, 7 days a week.

Newport City Council is committed to makes the city's dementia-friendly status real by introducing dementia-friendly work practices across the Council and creating dementia-friendly toolkits for local businesses to ensure people with dementia are not socially excluded.

NCC Corporate Plan 2017-2022:

"We will use best practice materials from the Alzheimer's Society and elsewhere to create a simple toolkit and online training module for staff and businesses to use."

As of 31st March 2019

- 95 awareness raising sessions have been held in the City;
- Newport has 2,327 trained Dementia Friends.

The Newport Support Partnership (NSP), our Third Sector consortium, offers volunteering opportunities via *Volunteering Matters* who will provide training to Newport citizens who want to offer their time to help others in the community. Volunteers are matched with citizens who require help with daily activities or to provide a sitting service for carers.

- In 2018/19 *Volunteering Matters* recruited and trained 32 volunteers to deliver community support services on behalf of the NSP. That represents an increase of 6 from last year.

"The service is invaluable as it enables me to have a break, knowing that my husband is not alone"

"The one thing I never have is time, and this service has helped me find a few hours which I wouldn't have otherwise had."

The Gwent Mental Health Consortium led by Growing Space offers a training programme for people recovering from mental ill health. Newport has a gardening project and a shop selling plants and handcrafted items, offering participants horticultural, organisational and retail experience.

Other activities available include arts and photography, confidence building and stress management courses. The Consortium model will be subject to review in 19/20.

Priorities for 2019/20

- To continue to identify and source additional educational support for children who are looked after. Improved choices for work experience, apprenticeships and wider employment and training options will now be the focus over the next 12 months.
- To develop a full range of services for carers based on consultation and engagement through the Newport Carers Network.

- To ensure early identification of young carers and the provision of appropriate support in partnership with Health, Education and our delivery partner Barnardo's.
- Continue to support and develop DEWIS & other information sources to encourage self-reliance and maximise opportunities for engagement in community based activities.
- To host the first Dementia Friends Conference in Newport.
- To work with our mental health providers to ensure the continued availability of preventative and rehabilitative services following the recommissioning of the regional mental health consortium in 2019/20.

Quality Standard 5 – Supporting people to safely develop and maintain healthy domestic, family and personal relationships

NCC supports children, young people and adults to be as socially active as possible, to feel they can make decisions for themselves and maintain important relationships. It is recognised that people having fulfilling relationships with those they are close to is really important for their well-being.

CASE STUDY Youth Justice Service:

A combined effort from several staff members saw a young person sentenced last October for violent offences achieve a positive outcome for both him and his family.

With a rather bleak outlook at the start of his sentence, and a real possibility of going into unsuitable accommodation post-release, the team worked intensively with the whole family and young person whilst he was in custody. As a result of the ongoing intervention and family mediation relationships improved and the young person was able to return home at the end of his sentence.

Children who are looked after maintain contact with their families through facilitated sessions and our strategic partner Barnardo's, who have extended their work to provide support to existing placements and prevent relationship breakdown.

NCC Corporate Plan 2017-2022:

"We will improve placement stability, including achieving permanence for % (up from 75%) and reducing the number of children accessing more than three placements to 5%."

In 2018/19, 15.63% of children who are looked after experienced 3 or more placements. This represents an increase of just over 6% when compared to last year's figure of 9.5% (target 9%).

During 2018/19, the Matching & Placement Support team (MAPS) has been merged with Fostering. This means that much of the direct work provided to children via MAPS will be offered by Barnardo's as part of the extension of their role to support placements.

The Commissioning Team have formalised their involvement in the contract management processes around residential placements for children. The team are now overseeing more of the commissioning activity across People services thereby creating a single point of contact for providers and ensuring consistency in the discussions around fees and contractual obligations. This includes educational placements with additional resource being allocated to the Commissioning function in recognition of the positive impact that the team can deliver.

In 2018/19, the number of children returned home from care was 8.3% **10.1% against a target of 13%** - this is a measure with a number of elements out of the control of the Local Authority. Consequently, the measure is under review.

NB: Children are regularly reviewed and their individual circumstances assessed to ensure the most appropriate service is provided.

These figures must also be viewed in the context of the evidenced increase in activity within Childrens services in 2018/19 that reflects the National trend.

We recognise that, where possible, children who are looked after need to be close to their communities and social networks.

Rose Cottage, the new residential children's home developed by NCC and opened this year has enabled four children placed out-of-county the opportunity to return to the city.

"I'm glad to be back in Newport, it was hard being away and I can meet up with my friends now"

Respite offers an important opportunity for family members to have time for themselves and Newport offers residential respite services for adults and children.

Residential respite for adults with disabilities is available at the Centrica Lodge in the Gaer area of the city. Occupancy levels have improved since the building was refurbished in 2018 as the internal lift has made it more accessible. Faster Wi-Fi

has been installed and NCC is working in partnership with the provider in the offer of technology trials that enables residents to experience the benefits of digital equipment that could improve their independence.

In 2018/19, Oaklands residential respite centre for disabled children was fully refurbished with ICF capital funding and is planned to re-open in the summer of 2019.

Support for families continued during the closure by way of overnight stays at Brynglas Bungalow and the establishment of a new domiciliary care service provided by existing Oaklands staff. This service is currently under review to determine if it will continue to be available for families in 2019/20.

The commissioned Independent Living Service is delivered via a framework agreement. In 2018/19, three new providers were accredited and increased the range of activities currently available.

NCC Corporate Plan 2017-2022:

“Alongside traditional day opportunities we will offer different activities in a wider range of different settings.”

The assessment process takes account of the views of family and significant others.

- **65%** said they had been involved in decisions about how care and support was provided to the person they care for (Citizens Survey 2018/19).
- **59%** said they “feel supported to continue in my caring role”. (Citizens Survey 2018/19).

Carers can access a sitting service via the Newport Support Partnership (NSP). This provides time out from the caring role and helps to maintain positive family/carers relationships.

- **205 people** used the sitting service in 2018/19.

Shared Lives offers shorter periods of respite to enable carers to have a break in addition to long-term placements. It gives people the opportunity to experience living in more homely, family-based support settings within communities, rather than in residential care settings.

- At the end of 2018/19, there were 39 people from Newport in long-term placements.”

Shared Lives continues to offer services to meet the diverse needs of older people, adults with learning disabilities, physical disabilities, and people with mental health support needs.

NCC provides day services at Brynglas House for people with profound and multiple learning disabilities, those recovering from mental ill health and older people.

Relationships can also be harmful and as outlined under Quality Standard 3 work is done through the Safeguarding Boards and Regional services such as IDVA and VAWDASV to support and protect those who are at risk of harm.

Priorities for 2019/20

- To further develop the preventions work in Children's Services to support families, placements and develop sustainable alternatives to care;
- To recruit more Foster Carers to meet increasing demand;
- To source more residential placements in Newport to meet increasing demand;
- To review the impact of the additional involvement of the Commissioning team in Children's Services / Education contractual activity;
- To increase the number of carers we engage with to ensure the right support is available;
- To review the domiciliary care service for children with disabilities;
- To review the wider day services provision for mental health, learning disabilities and older people to ensure they continue to meet the needs of the community;
- To continue to educate and inform people about the dangers of unsafe relationships and support those at risk of harm.

Quality Standard 6 – Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

As outlined in Quality Standard 4, Children's Services support children and young people to access education and training and provide individualised additional support where necessary.

- School attendance figures for **children who are looked after** were **96.7%** in 2018/19.
- **36.36%** of young people are in education, training or employment **12 months after leaving care.**
- **48.72** of young people are in education, training or employment **24 months after leaving care.**

NCC wants to do better and the Corporate Plan sets out a commitment to be achieved by 2022.

NCC Corporate Plan 2017-2022:

"We will ensure that 85% of care leavers enter employment, education or training."

The incidence of **homelessness in Newport for young people increased** in 2018/19 by 12.5% to 21.95%.

There are many reasons for this increase but NCC works with Registered Social Landlords (RSLs) and the Housing Department to ensure we can provide an appropriate response to young people facing homelessness. We have access to supported accommodation and lodgings for young people who need extra help during the transition from care to independent living and are currently working with a private landlord to increase the accommodation and support options available.

- Along with the residential children's homes all of the 16+ accommodation is now overseen by a single service manager with a team manager structure. All accommodation has been reviewed.
- Additional properties have been negotiated for unaccompanied asylum seeking children aged 16+.
- The pathway for young homeless people has been revised and simplified. The process is now clearer and ensures those picking up this work fully understand the needs of the young people and steps required to support them.

Support for teenagers has been reviewed and the Pathway Team are working towards improved support for this group of older children. This includes a wider accommodation offer and improved training and employment choices. The St. David's Day fund has been fully utilised to better support care leavers.

Disabled Facilities Grants (DFG's) are available to citizens to make their homes safe and enable them to remain independent

- In 2018/19 we **completed 123 DFG's** to fund ramps, stairlifts, and accessible showers to enable people to remain safe and independent. The total spend in 2018/19 was £1,120,000.
- In 2018/19 **85% of adults** said "I live in a home that best supports my well-being" (Citizens' Survey).

A successful regional ICF bid provided funding for the purchase of new telecare equipment to support the delivery of care and support plans and as aids to independent living.

Negotiations are ongoing with Caerphilly CBC and Monmouthshire DC to develop a regional telecare service.

NCC has developed outside facilities at Blaen-y-Pant residential home offering a secure space that is completely safe for all residents.

The dementia day service at Spring Gardens has received robot cats, dogs and dolls that people enjoy. Evaluation is ongoing but early feedback is positive.

NCC Corporate Plan 2017-2022:

"We will develop our internal Care Homes and day opportunities to specialise in Dementia care."

NCC works proactively with the Aneurin Bevan University Health Board (ABUHB) and with 20 Independent Residential and Nursing home providers in the City to ensure citizens and their families are able to choose where they live when they can no longer remain at home.

During 2018/19, the **Supporting People Team** received over **2,700 new referrals**, approximately 53 per week, a slight decrease on last year's figure of 2,900.

Over £5m of Supporting People funding is invested in a wide range of services for Newport citizens. The programme offers support to help maintain appropriate accommodation and provide stability. These services help to prevent crisis and keep people safe.

All agencies offering financial advice experienced an increase in referrals during the year as the roll out of Universal Credit and Personal Independence Payments (PIP) became fully embedded.

Supporting People money is used to fund a Financial Inclusion Team who, in 2018/19 increased annualised income for vulnerable citizens by over £200,000. This total was achieved by maximising welfare benefits and grants and facilitating debt write offs.

The Citizens Advice Bureau who offer financial advice and assistance to citizens within the Newport Support Partnership (Third Sector Consortium) have recorded

gains of over £1,000,000 for people in receipt of benefits since the contract started in 2016.

A new service for people over 55 funded by Supporting People and delivered by Age Cymru commenced in December 2018. Anyone over the age of 55 with housing related needs (financial advice, assistance with aids and adaptations e.t.c.) can access this service.

NCC has developed an Independent Living Strategy to identify the future accommodation needs for adults with Learning Disabilities. The document has been shared with our Registered Social Landlord partners (RSLs) and identifies the need for more self-contained accommodation as traditional group living arrangements become less popular.

Charter (Pobl Group) completed a new housing development called Ty Dewi St in the autumn of 2018 providing flats for 8 people with support needs.

Thirteen tenants moved out of the Newport City Council Supported Living in 2018/19 as housing and support options more appropriate for their needs became available. The service is now closed and four properties have been handed back to the RSL for allocation to families on the waiting list.

Priorities for 2019/20

- Continue to work with the RSL's to develop sustainable accommodation options for all client groups;
- To develop the NCC telecare offer in partnership with Monmouthshire and Caerphilly;
- To continue to develop innovative services for people with dementia
- Continue to support Newport citizens to manage their own tenancies and maintain their independence through the application of Supporting People funding;
- To improve the support available to care leavers in order to address homelessness and assist in the transition to education, training and employment;
- Increase the range of accommodation and support options available for young people leaving care.

5. How We Do What We Do

Our workforce and how we support their professional roles

NCC's workforce is a dynamically changing asset that supports service delivery to some of the most vulnerable people in the city. NCC faces many challenges to its service provision, not least as a result of complex social issues associated with city centre living.

Under Part 9 of the Social Services and Well-being (Wales) Act 2014, regional finance, governance and workforce priorities for action are agreed through the

Regional Workforce Development Board and reflect alignment to Social Care Wales' National Priorities in partnership with transformation and health services.

Key achievements in 2018-19

In addition to more than 400 generic/ non-qualifying courses of core learning and development opportunities, delivered across the sector, we supported:

- Social Work Qualifying Training – five supported students from NCC workforce during 18-19.
- 33 Social Work Practice Learning Opportunities undertaken in partnership with four universities and 30 teams /placements.
- 26 Post Qualifying Social Work programmes
- 5 Best Interest Assessors trained (and ongoing programmes)
- Qualification Assessment Centre support for more than 200 registered learners on QCF based qualifications with Newport Assessment Centre and contribution to national qualification development
- Implementation of a Value Based Recruitment Process to support children and adult services.
- Implementation of the new All Wales Induction Framework.
- Support of regional initiatives with partners including Social Care Wales.
- Sector support through regional workshops and briefings with a focus on the implementation of Regulation and Inspection Act (Wales) 2016: specific focus on supporting the wider sector with information relating to the registration of the workforce.

The Social Care Wales Workforce development Programme (SCWWDP) Board regionally agreed priorities for 2019/20 are as follows:

- Support the continued implementation of the Regulation and Inspection of Social Care (Wales) Act;
- Support the training, development and qualification of social care managers;
- Support the ongoing development of approaches to outcome focused care and support practice;
- Support for both Social Work qualifying training and post qualifying training in Wales;
- Support frontline social care workers to develop their skills overall in relation to social care, and support the introduction of the revised induction framework;

- Enable the workforce to meet regulatory requirements for qualification and/or registration using guidance available in the Qualification Framework;
- Provide learning and development to equip the workforce to work effectively alongside carers.

Financial Resources & How We Plan for The Future

During 2018/19, under difficult circumstances, the Council has managed its overall revenue budget well and the revenue out-turn shows an **underspend of £2,383** representing just 0.9% of the net revenue budget excluding schools. The council received £700k in grants to deal with social care pressures in the year.

Whilst this position is positive there are areas of budget pressures that have been highlighted throughout most of the year, one of which is the demand led pressures within social care. Within Children's Services there is significant financial pressure due to out of authority placement costs. This is a trend replicated in many other Local Authorities and identified as an area of increasing demand and cost nationally. The alternative residential service options within Newport will continue to be monitored to ensure continued financial viability during 2019/20.

The Adults budget also faces significant pressure due to increased demand. Adults are living longer with more complex conditions and these result in an increase in residential and supported living care packages which are more expensive than non-residential care alternatives. Inflationary increases on care packages continues to place pressure on service budgets.

The Council is working collaboratively with regional partners to maximise the use of regional resources to develop services within Newport.

The annual budget for 2018/19 for social services was £66.9m. There is a well-developed financial management process in place across service areas that enables the identification and management of budget risks. This process supports medium term financial planning, ensuring that all relevant factors can be considered when budgets are set.

Partnership Working, Political and Corporate Leadership, Governance & Accountability

The features of partnership working described in earlier Reports have continued through 2018/19 and have become more deeply embedded in the activities of both Children's and Adults with Heads of Service, the Strategic Director and Cabinet Member regularly engaged. NCC is a very active participant in the Regional Partnership Board and its structures with the Newport voice being loud and clear. Bids have and will continue to be made successfully to the WG Transformation Fund and the Integrated Care Fund, both capital and revenue. The former is a key mechanism for prompting and facilitating integrated working. The Newport Integrated Partnership (NIP), incorporating the third sector, ABUHB, housing associations and NCC continues to be the group that determines and drives the practical implementation of any regional approach to integration. The NCC Strategic Director is joint Chair of the NIP.

The Cabinet Member, Cllr Cockeram, is very active within the Partnership Board, numerous service user groups and at all opportunities with the Minister. In addition, Cllr Cockeram provides significant challenge to NCC officers asking pertinent and challenging questions. The Cabinet Member, along with the Strategic Director and Heads of Service regularly attend scrutiny and are challenged closely and constructively. Cllr Cockeram presents reports on social services matters to Cabinet regularly and responds to questions from Cabinet colleagues in addition to his appropriate provision of social services context within Cabinet discussion. In 2018/19 there were:

- 15 Reports presented to scrutiny.
- 6 Reports/agenda items considered by Cabinet.

Heads of Service regularly brief the Corporate Management Team (CMT) on social services matters with safeguarding and Domestic Homicide, Child Practice and Adult Practice Reviews standard items on the CMT agenda. Safeguarding is a standard item on the agenda of the Senior Leadership Team (SLT), chaired by the Chief Executive. There are monthly reviews – at the least – of the service finances involving the Senior Finance Partner with the Heads of Service and again with the Strategic Director. Budget proposals and annual budget determination follow the NCC budget setting process with Heads of Service discussing these in detail with the SLT before the proposals are considered by the Cabinet Member and then by the Cabinet. Complementing the above there are clear lines of decision making and accountability to the Heads of Service and onward to the statutory Director of Social Services, the Strategic Director with the Cabinet Member providing the strategic direction.

James Harris.

September 2019

James Harris

Cyfarwyddwr Strategol - Pobl
Strategic Director - People



Glossary of Terms

ABUHB	Aneurin Bevan University Health Board
AMHP	Approved Mental Health Professional
BME	Black and Minority Ethnic
CIW	Care Inspectorate Wales
CSE	Child Sexual Exploitation
DFG's	Disabled Facilities Grants
DOLS	Deprivation of Liberty Safeguards
DTOC	Delayed Transfer of Care
IAA	Information, Advice and Assistance Service
IDVA's	Independent Domestic Abuse Advisors
LAC	Looked after Children
NCC	Newport City Council
NFF	National Fostering Framework
NSP	Newport Support Partnership
OT	Occupational Therapy/Therapist
PSOW	Public Services Ombudsman for Wales
RISCA	Regulation and Inspection of Social Care legislation
RSL's	Registered Social Landlords
SCWWDP	Social Care Wales Workforce Development Programme

UASCA Unaccompanied Asylum Seeker Children

VAWDASV Violence against women, domestic abuse and violence Team

WCCIS Welsh Community Care & Information System

WG Welsh Government

YJS Youth Justice Service

PREVENTIONS

This page is intentionally left blank

Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: 1 November 2019

Subject **Performance Management Strategy – Recommendation Monitoring**

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Area / Role / Subject
Tracy Mckim	Policy, Partnership and Involvement Manager
Paul Flint	Performance and Research Business Partner

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to consider:

1. The Officers responses to the Committee recommendations on the Performance Management Strategy.
2. Decide if the Committee wishes to make a comment on the progress to the Cabinet Member.

2 Context

Background

- 2.1 The Head of People and Business Change presented the Performance Management Strategy to the Overview and Scrutiny Committee on the [22 March 2018](#).

The Performance Management Strategy (The Strategy) has been developed by the Business Improvement and Development Team to *'embed a strong performance culture where everyone is aware of their contribution to the council's vision'*. This is the first Strategy of its kind in the Council and works to the overall *'Improving People's Lives'* mission statement.

- 2.2 'Improving People's Lives' means:
- Our communities are strong and can look after themselves.
 - We have a strong local economy and local people have the skills they need to find work.
 - Our city and surrounding communities feel safe and they are places where people want to make their lives.
 - For citizens that need tailored specialist support we intervene early and work together with people to help stabilise, maintain and improve their lives as quickly as possible.
 - Our City Council's key role is a facilitator and enabler, with a focus on prevention.
- 2.3 The Strategy uses 'The Golden Thread' strategic map to explain the process of how the Public Service Board's Wellbeing Plan influences everything between the Council's Corporate Plan and the work done by frontline staff.
- 2.4 The Strategy claims to be relevant to two groups of people;
- All employees of the Council who each contribute to delivering the Council's vision through their day-to-day activities.
 - All Members and managers who are responsible for assessing the Council's progress against planned objectives.

Previous Consideration of this item

- 2.5 The Committee made the following comments and recommendations;
- *The Committee would like to receive more information on the results based evaluations and how they would work in practice.*
 - *The Members were unclear about how the Performance Management Strategy links to the Corporate Plan.*
 - *The Committee considered the ability to provide comment on anyone's performance in the organisation as a good idea, but they had reservations on whether it was open to abuse and would there be repercussions for misuse.*
 - *The Committee wanted to know whether there would be an opportunity for anonymous staff feedback on the use and success of the Performance Management Strategy.*
 - *The Committee were interested how the Performance Management Strategy would be implemented on the ground. They were particularly interested in how it would work with public facing staff and staff who work peripatetically. They requested that a report is presented from the Chief Executive on the Strategies success is fed back to the Committee in 12 – 18 months.*

3 Information Submitted to the Committee

- 3.1 **Appendix 1** – Performance Management Strategy – Recommendations Monitoring Officer response

4. Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to:

- Take into account the comments and recommendations made by the Committee at the meeting on the 22 March 2018 and the Officers responses and actions, does the Committee feel that they have sufficient information in the report.
- Establish whether the report addresses the Committees Recommendations relating to the implementation of the Performance Management Strategy;
 - What progress has been made towards addressing the recommendations?
 - What actions are in place to continue progressing the implementation of the Performance Management Strategy over the next twelve months?
- **Conclusions**
 - What was the overall conclusion on the information contained in the report?
 - Does the Committee wish to make any comments to the Cabinet Member?
 - Do any areas require a more in-depth review by the Committee or further information required?

Section B – Supporting Information

7 Links to Council Policies and Priorities

- The Performance Management Strategy is linked with all Council policies and priorities:

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
Corporate Plan Commitments	Thriving City	Aspirational People		Resilient Communities
Supporting Function	Modernised Council			

8 Wellbeing of Future Generation (Wales) Act

5 Ways of Working	Types of Questions to consider:
Long-term The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.	Are there any long term trends developing that could affect how this plan is implemented to how the actions are prioritised?
Prevention Prevent problems occurring or getting worse.	How are you ensuring that the needs of the service users monitored and are taken into account when developing the long term strategy?
Integration Considering how public bodies' wellbeing objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.	How does the Council's implementation of the plan impact upon the services of other public bodies and their objectives?
Collaboration Acting in collaboration with any other person (or different parts of the organisation itself).	How are you using the knowledge / information / good practice of others to inform / influence the Council's work?
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.	How as a Council are we ensuring we are consistently seeking the views of those who are impacted through the implementation of the plan?
	While developing a long term strategy, how are you ensuring the diverse communities are involved in your decision making?

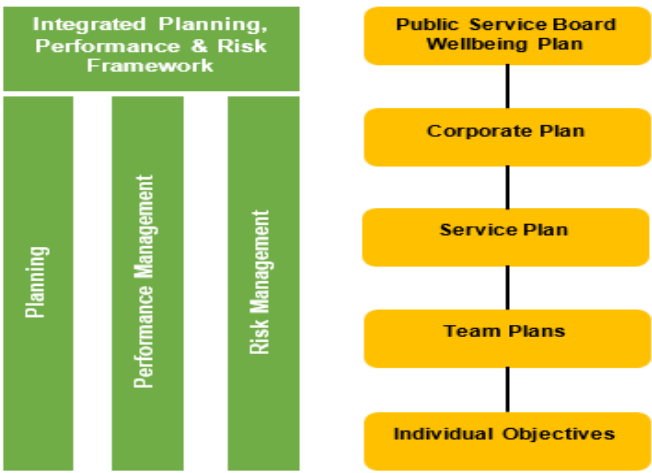
9. Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)

Report Completed: 24October 2019

Performance Management Strategy – Follow Up

The Performance Management Strategy was presented to the Overview and Scrutiny Management Committee on 22nd March 2018. Following the Committee's comments, the Performance Management Strategy was endorsed by Cabinet on 23rd May 2018. The table below outlines the work that has been undertaken by officers in response to the comments raised.

Overview and Scrutiny Management Committee comments	People and Business Change response
<p>The Members were unclear about how the Performance Management Strategy links to the Corporate Plan.</p>	<ul style="list-style-type: none"> The Wellbeing of Future Generations (Wales) Act 2015 applies to all public sector bodies. There is a requirement for the Public Services Boards to set a Wellbeing Plan 'One Newport 2018-23'. The Council's Corporate Plan 2017-22 supports the delivery of the Wellbeing Plan alongside the priorities of the Council. To deliver against the objectives set in the Corporate Plan it is important to have effective Planning, Performance and Risk Management processes in place. Performance Management is one of these pillars that support all levels of the organisation and support the delivery of the Corporate Plan and service plans. The current Performance Management Strategy (2017, approved 2018) includes an introduction which supports the delivery of the Corporate Plan. <p><u>What is next in 2019/20</u></p>  <p>The diagram illustrates the relationship between the Integrated Planning, Performance & Risk Framework and the Public Service Board Wellbeing Plan hierarchy. On the left, a green box labeled 'Integrated Planning, Performance & Risk Framework' is positioned above three vertical green bars labeled 'Planning', 'Performance Management', and 'Risk Management'. On the right, a vertical stack of yellow boxes represents the hierarchy: 'Public Service Board Wellbeing Plan', 'Corporate Plan', 'Service Plan', 'Team Plans', and 'Individual Objectives'. A vertical line connects these boxes, indicating a top-down flow. The 'Performance Management' pillar is shown as one of the three pillars supporting the 'Corporate Plan' and 'Service Plan' levels.</p> <ul style="list-style-type: none"> As the diagram above shows, performance management is one of the three pillars that supports the delivery of the corporate plan and are closely linked to planning and risk. We are currently drafting an Integrated Planning, Performance and Risk Management Framework and the following policies: <ul style="list-style-type: none"> Planning and Performance Policy; Risk Management Policy. It is anticipated for these policies to be drafted Q3 of this financial year.
<p>The Committee were interested how the Performance Management Strategy would be implemented on the ground. They were particularly interested in how it would work with</p>	<p><u>Development of the Management Information Hub (MI Hub)</u></p> <ul style="list-style-type: none"> In January 2019, we commenced work on redeveloping the Council's MI Hub to support the delivery of the Corporate Plan. MI Hub is a business intelligence system that enables the Council to record:

<p>public facing staff and staff who work peripatetically.</p> <p>They requested that a report is presented from the Chief Executive on the Strategies success is fed back to the Committee in 12 – 18 months.</p>	<ul style="list-style-type: none"> • Corporate Plan Objectives; • Service Plan Objectives and Actions; • Performance Measures (National, Local and Management Information); and • Risk Management. <ul style="list-style-type: none"> • In 2019/20 we have successfully incorporated all of the service area plans into the MI Hub and service areas are now required to provide quarterly updates against their actions. <ul style="list-style-type: none"> • All Actions are assigned an owner (Head of Service / Service Manager / Team Manager) • All Actions are assigned a commencement date and an anticipated completion date. • All actions are reported with a RAG (Red / Amber / Green) status by an action owner; • All actions require a percentage completion to support progress of delivery; • Exception reporting against actions reporting as Red or Amber. • Actions are linked between Corporate Plan, Service Plan and Risks. • Performance Measures are now linked to service plan objectives and corporate plan themes / objectives • Performance against the delivery of the service plans are reported every 6 months to People and Place and Corporate Scrutiny Committee using the information entered into MI Hub. • Reports provided by MI Hub on risk management provide the risk register updates to senior management, Audit Committee and Cabinet with positive feedback on the changes. <p>Development of Clear Review (Individual Performance Management system)</p> <ul style="list-style-type: none"> • In 2018/19 the Council introduced the Clear Review system to manage individual performance across the council; • Individual officers are required to set their own objectives and align these to the service area objectives contained in the Service Plan. • Officers are expected to have 4 weekly meetings with their line manager to discuss the progress against objectives and any issues arising. • CMT receive a monthly report on the usage of the system in their service area and HR&OD will be focusing on the quality aspect of objective setting in the 2019/20 financial year.
<p>The Committee would like to receive more information on the results based evaluations and how they would work in practice.</p>	<p>Performance Management Strategy</p> <ul style="list-style-type: none"> • Service plans have set objectives and actions to monitor progress. • Actions are monitored every quarter and action owners are required to provide a Red / Amber / Green status with the percentage of completion. • Officers are able to provide commentary to support the progress being made and to report reason(s) if there were any exceptions e.g. Red / Amber status. • All Managers (SLT, CMT and Team Managers) have access to the system and are able to view the overall progress of delivery. • Performance Measures are also monitored in a similar way to enable managers' report where there are exceptions. • The Mid Year Reviews and End of Year Reviews provide an opportunity for Scrutiny to review and challenge the progress of delivery against the plans with recommendations / commentary passed onto to Cabinet.

	<p>Development of Clear Review (Individual Performance Management system)</p> <ul style="list-style-type: none"> Objectives set by staff in Clear Review are linked to the service plan objectives. Tasks and actions are set between the Line Manager and the Officer. These are monitored between both officers.
<p>The Committee considered the ability to provide comment on anyone's performance in the organisation as a good idea, but they had reservations on whether it was open to abuse and would there be repercussions for misuse.</p>	<p><u>Performance Management Strategy</u></p> <ul style="list-style-type: none"> The Management Information Hub has the facility for officers, action owners to comment or discuss performance against specific objectives, actions, performance measures and risks. Comments raised reflect more about actual performance and not deformation on character or personal performance. <p><u>Clear Review (Individual Performance Management System)</u></p> <ul style="list-style-type: none"> Feedback is provided by an individual to another member of staff, anonymous feedback is not possible. There have been 7079 pieces of feedback given across the organisation in the last financial year (2018/19) and 4599 given in the last 6 months. 4% of the feedback given has been constructive, so the overwhelming majority has been positive in nature, thanking staff for their contribution. There have been no complaints received in HR regarding inappropriate feedback given by any manager and no anecdotal comments made which highlight concerns in the way the feedback tool is utilised.
<p>The Committee wanted to know whether there would be an opportunity for anonymous staff feedback on the use and success of the Performance Management Strategy.</p>	<p><u>Performance Management Strategy</u></p> <ul style="list-style-type: none"> There are mechanisms in place in the Council for officers to provide feedback on the Strategy. In the drafting of the new Performance Management Policy, we engage with Senior Management, officers and Wales Audit Office. Feedback and monitoring on the policy is provided via the Wales Audit Office, Internal Audit and Service Managers. These are taken into consideration and improvements made where necessary. Scrutiny Committee comments through the Mid-year and end of year reviews are also taken into consideration and have been used to improve the reports that are taken to future committees.



[Home](#)

[Corporate Overview](#)

[Service Overview](#)

[Risk](#)

[PMO](#)

[Audit](#)

[Admin](#)

Welcome to MI Hub

Select the Area below you want to explore



Corporate
Overview



Services
Overview



Risk



PMO



Audit



Admin

MI Hub – Service Plans (Links to Corporate Plan)

Home

Corporate Overview

Service Overview

Risk

PMO

Audit

Admin

Service Plan

Service Risks

Service Action Plan

Service Finance Dashboard

Service HR Dashboard

Service Travel Expenses

15 October 2019

Search

User

Share

Help

MIHub

Powered by INPHASE

Adult & Community

Select Service
Adult & Community

Add Service Objective

Well-being Objective 3

Adult & Community (sv)

Theme: Resilient Communities (Social Care)

1. Early Intervention and Prevention

2. Integrated working across Health and Social Care

3. Commissioning

4. Carers

5. Safeguarding

MI Hub – Service Plans (Progress Monitoring)

My InPhase

Reports

Portals

Service Overview

Service Overview

15 October 2019

MIHub

Powered by INPHASE

Home

Corporate Overview

Service Overview

Risk

PMO

Audit

Admin

Service Plan

Service Risks

Service Action Plan

Service Finance Dashboard

Service HR Dashboard

Service Travel Expenses

Select Service

Adult & Community

Service Objectives

1. Early Intervention and Prevention

2. Integrated working across Health and

3. Commissioning

4. Carers

5. Safeguarding

Business As Usual (BAU)

Service Objective Tasks

Not Started0

In Progress5

Completed0

0%Normal

BAU - Develop First Contact as a Multi-Agency, Multi-Disciplinary

01-Apr-19to31-Mar-22

0%Normal

BAU - Develop, Consolidate Early Interventions & Preventative

01-Apr-19to31-Mar-22

38%Normal

BAU - Work with Third Sector Partners to Build Capacity Within

01-Apr-19to31-Mar-22

Service KPI Performance

Planning Pattern

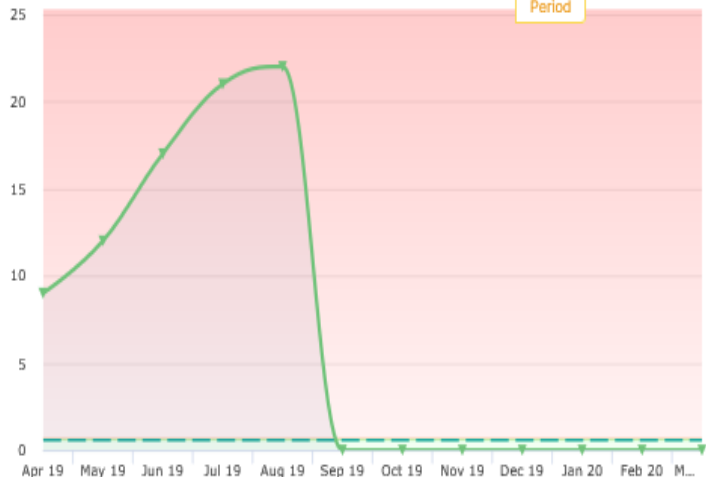
Monthly

2. Integrated working across Health and Social Care				
August 2019				
	Actual	Target	DoT	RAG
Delayed Transfers of Care (DTC)	22.00	0.58	⚡	▲

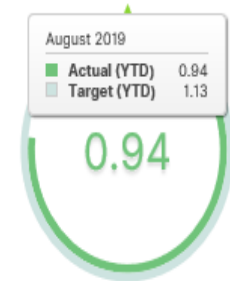
Delayed Transfers of Care (DTC)

Year To Date

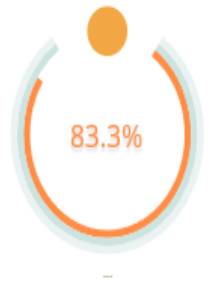
Period



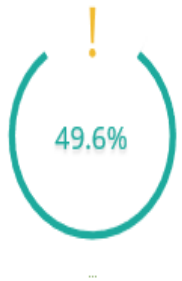
Avg Sick Days Per FTE



Return To Work %



Check Ins %



Service Risks



MI Hub – Risks (Service Risks)

Home

Corporate Overview

Service Overview

Risk

PMO

Audit

Admin

Service Plan

Service Risks

Service Action Plan

Service Finance Dashboard

Service HR Dashboard

Service Travel Expenses

People & Business Change

Create Risk

Select Service
People & Business Change

Workforce Capacity & Capability

Welsh Language Standards

IT Service & Infrastructure

Healthy Schools Grant Funding

Equalities Act

Localism Act 2011

Cyber Security

City Centre Security & Safety

Business Continuity

Brexit

Residual Risk Score

9

Workforce Capacity & Capability

30 SEP 19

Short Description	The Council cannot deliver the Corporate Plan as it does not have the capacity and capability within its workforce
Risk Cause(s) / Impact(s)	<p>Risk Cause - The Council does not have effective HR processes in place to ensure succession planning, workforce planning and recruitment processes to support the Council to deliver the Corporate Plan.</p> <p>Risk Impact - The Council is not able to deliver the Corporate Plan and its services as it does not have the capacity and capability of its workforce.</p>
Owner	Rachael Davies
Overseeing Officer	<ul style="list-style-type: none">Chief ExecutiveHead of People & Business Change
Lead Cabinet Member(s)	<ul style="list-style-type: none">Cabinet Member for Community and Resources
Linked Theme	<ul style="list-style-type: none">Theme : Modernised Council
Linked Well-Being Objective	
Linked Service Objective	<ul style="list-style-type: none">3. Support the organisation to develop its people
Start Date	01/06/2015
End Date	31/03/2022
Expected Target Date	31/03/2022
Escalation Status	Not Escalated

Page 72

This page is intentionally left blank

Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: 1 November 2019

Subject **Draft Local Toilet Strategy**

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Area / Role / Subject
Bev Owen	Strategic Director – Place
Gareth Price	Head of Law and Regulation
Jon Keen	Regulatory Services Manager – Community and Environment

Section A – Committee Guidance and Recommendations

1. Recommendations to the Committee

The Committee is asked to consider;

1. Whether the draft Local Toilets Strategy meets the requirements set out by Welsh Government.
2. Decide if they wish to pass comment to the Cabinet Member on the draft Local Toilets Strategy.

2. Context

Background

2.1 The Council are required to produce a Local Toilet Strategy by Part 8 of the Public Health (Wales) Act 2017: Provision of Toilets. This came into force on the 31 May 2018. The Act ensures Local Authorities are responsible for:

- Assess the need for toilet provision for their communities;

- Plan to meet those needs;
- Produce a local toilets strategy; and
- Review the strategy, update and publicise revisions.

2.2 The overall aim of this Strategy is to review where public toilets are currently provided in Newport and establish an action plan to ensure adequate toilet facilities are available in the future to meet the needs of the public.

To achieve this, we will:

- Identify the current level of provision of public toilets;
- Identify any gaps in current provision;
- Analyse the findings of the completed assessment of need for toilets in Newport;
- Consider the requirements of the general population;
- Identify the needs for particular user groups;
- Assess the awareness of the location of toilets and address issues to increase awareness; and,
- Develop an action plan.

3. Information Submitted to the Committee

3.1 **Appendix 1 – Draft Local Toilet Strategy**

4. Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to:

Ensure that the Officers have taken into account the WG guidance in the legislation on how to complete the Local Toilet Strategy. Does the Strategy provide enough information to adequately response to each of the following points:

- Identify the current level of provision of public toilets;
- Identify any gaps in current provision;
- Analyse the findings of the completed assessment of need for toilets in Newport;
- Consider the requirements of the general population;
- Identify the needs for particular user groups;
- Assess the awareness of the location of toilets and address issues to increase awareness; and,
- Develop an action plan.

Decide if the Committee wishes to provide a comment to the Cabinet Member on draft Local Toilet Strategy.

Section B – Supporting Information

5. Links to Council Policies and Priorities

- The draft Local Toilet Strategy links to the Resilient Communities and Thriving City Corporate Plan Commitments:

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
Corporate Plan Commitments	Thriving City	Aspirational People		Resilient Communities
Supporting Function	Modernised Council			

6. Wellbeing of Future Generation (Wales) Act

5 Ways of Working	Types of Questions to consider:
Long-term The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.	Are there any long term trends developing that could affect how this plan is implemented to how the actions are prioritised?
Prevention Prevent problems occurring or getting worse.	How are you ensuring that the needs of the service users monitored and are taken into account when developing the long term strategy?
Integration Considering how public bodies' wellbeing objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.	How does the Council's implementation of the plan impact upon the services of other public bodies and their objectives?
Collaboration Acting in collaboration with any other person (or different parts of the organisation itself).	How are you using the knowledge / information / good practice of others to inform / influence the Council's work?
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.	How as a Council are we ensuring we are consistently seeking the views of those who are impacted through the implementation of the plan? While developing a long term strategy, how are

	you ensuring the diverse communities are involved in your decision making?
--	--

7. Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)

Report Completed: October 2019

Newport City Council

Draft Local Toilets Strategy

November 2019

Contents

1	Introduction	2
2	Why is a Local Toilets Strategy required for Newport?	2
3	The Aim of this Strategy.....	3
4	Historical and current context – toilet provision by Newport City Council	3
5	How has this strategy been developed?	4
6	Key results of the Needs Assessment	5
6.1	Bus Wi-Fi survey:	5
6.2	Detailed public consultation questionnaire:.....	5
6.2.1	City Centre	5
6.2.2	Parks & Visitor Attractions.....	6
6.2.3	Public Buildings.....	6
6.2.4	Local Shopping Areas	6
6.2.5	Thinking about Newport more widely	7
6.3	Newport Access Forum:.....	7
6.4	Comments from Gwent Police:.....	7
7	Discussion of the results of the consultations	7
8	Signposting and mapping publically available toilets	8
9	Action Plan	10
10	Monitoring and Reviewing the Strategy	13
	Appendix A - Fairness & Equalities Impact Assessment	14
	Appendix B - List of public toilets in Newport	15
	Appendix C - Full results of Public Consultations.....	16

1 Introduction

Wherever people go, outside of their own homes, they depend on toilet facilities for the enjoyment of their visit. Visitors, who may be some distance from their homes, also depend on provision to accessible toilets. Toilets can make a significant impact upon the comfort of individuals and families who visit public spaces and their perception of the area as a desirable place to visit.

Provision of, and access to toilets is an issue that affects public health. Accessible, clean toilets that are well located in places such as the city centre and local shopping areas, parks, tourist attractions and active travel routes can help encourage people to shop, socialise, explore the area, take exercise and stay more physically active. This has clear health and economic benefits. Conversely, a lack of adequate toilet facilities can impact on a person's physical and mental health, as well as affecting the wider health of the population.

Therefore the provision of toilets has implications for public and individual health, transportation, prevention of anti-social behaviour, urban design, economic and cultural development and social equity and accessibility. It is an important factor in delivering a 'people friendly' environment for everyone who goes to shopping centres, leisure and entertainment venues, sports facilities, parks and green spaces, everyone who moves about on foot, or bicycle, private or public transport, whether for work or pleasure.

Toilets for public use matter to everybody who goes 'away from home' for some reason and remain a high-profile issue. They are, however, even more important to certain groups within society, including older people, people with disabilities, people with particular needs (including certain medical problems), women, children and carers of babies and young children. These groups can be disproportionately affected by poor provision. For example, poor provision is understood to have particular negative impacts on older people, as some may be less likely to leave their homes without having confidence that adequate facilities will be available to them. This can contribute to increased social isolation and inactivity, as well as affecting people's ability to maintain independence and dignity in later life.

2 Why is a Local Toilets Strategy required for Newport?

Part 8 of the Public Health (Wales) Act 2017: Provision of Toilets came into force on 31 May 2018 and places a duty on each local authority in Wales to prepare and publish a local toilets strategy for its area. The strategy is built around the principles of coproduction, through local authority engagement with a broad range of potential providers and users.

Local authorities in Wales now have the responsibility to:

- assess the need for toilet provision for their communities;
- plan to meet those needs;
- produce a local toilets strategy; and
- Review the strategy, update and publicise revisions.

It is important to note that the duty to prepare a local toilets strategy does not require local authorities to provide and maintain public toilets directly.

The Council must take a strategic view on how facilities can be provided and accessed by their local population.

The Well-being of Future Generations (Wales) Act 2015 puts in place a 'sustainable development principle' which tells public bodies how to go about meeting their duty under that Act. The principle is made up of five ways of working that public bodies should follow when carrying out sustainable development. These are:

- looking to the long term so we do not compromise the ability of future generations to meet their own needs;
- taking an integrated approach;
- working with others in a collaborative way to find shared sustainable solutions;
- involving a diversity of the population in the decisions affecting them; and
- acting to prevent problems from occurring or getting worse.

Due regard has been made to the above five ways of working when assessing the needs of the population in Newport and drafting this strategy. A Fairness & Equalities Impact Assessment has been completed and can be found at [Appendix A](#).

3 The Aim of this Strategy

The overall aim of this Strategy is to review where public toilets are currently provided in Newport and establish an action plan to ensure adequate toilet facilities are available in the future to meet the needs of the public.

To achieve this, we will:

- Identify the current level of provision of public toilets;
- Identify any gaps in current provision;
- Analyse the findings of the completed assessment of need for toilets in Newport;
- Consider the requirements of the general population;
- Identify the needs for particular user groups;
- Assess the awareness of the location of toilets and address issues to increase awareness; and,
- Develop an action plan.

4 Historical and current context – toilet provision by Newport City Council

Historically the Council (City Services, previously known as Streetscene) has operated a number of traditional standalone toilet blocks or facilities within buildings but over the years they have been reduced in number due to budget pressures and difficulties with managing anti-social behaviour associated with them. The last of these 'traditional' toilets were closed to make budget savings for 2018/19. Many of these have now been through (or are currently going through) processes to either dispose of the asset or transfer to Community Groups. One set of facilities has also been reopened following discussions with an external body and another Council

Service Area, who have jointly agreed to operate the toilets to support tourism in the locality.

Traditional public toilets were previously provided in the City's bus station but were replaced with upgraded facilities within the Friars Walk Shopping Centre when that was developed.

Identifying the current toilet provision within Newport to assist with the development of the strategy, has highlighted that whilst Streetscene/City Services have closed facilities as described above, other Council Service Areas continue to be responsible for a variety of toilets. These are detailed within the list of all toilets in Appendix B but the Service Areas involved and the locations are summarised below:

Council Service Area	Location of toilets
Regeneration Investment & Housing	Council-staffed Community Centres
Regeneration Investment & Housing	Transporter Bridge Visitor Centre
Regeneration Investment & Housing	Museum & Art Gallery/Central Library
Regeneration Investment & Housing	Newport Market
Regeneration Investment & Housing	Civic Centre
City Services (Parks)	Parks

The provision of these toilets has become increasingly important with the closure of traditional toilets and striving to protect and enhance these facilities will be a key part of the strategy.

5 How has this strategy been developed?

It was recognised at an early stage that toilets that are available to the public are operated by multiple teams across the Council, private businesses, social enterprises and charitable trusts. Therefore the author liaised with as many of these parties as possible to fully understand the current situation. In addition detailed discussions were held with the Council's Destination Development Manager and the Environment & Leisure Service Manager to understand the tourism and active travel aspects respectively.

Due regard has been made to demographic and local health data which can be found at <http://www.newport.gov.uk/atlas/en/Profiles/Newport-community-wellbeing-profiles.aspx> or by searching for 'Newport Community Well-being Profiles' in an internet search engine.

In order to assess gaps in provision of toilets and undertake a Needs Assessment, a short public consultation questionnaire was operated during April 2019 using the Bus Wi-Fi within Newport. This works by asking passengers to answer a small number of questions before they are provided with access to the Wi-Fi. This resulted in 3,716 responses – a valuable set of data.

A more detailed public consultation was then undertaken over a 4-week period between the 11 June and 9 July 2019. This comprised of a longer set of questions available as an online questionnaire on the Council's 'Have Your Say' webpage. The consultation was also publicised directly to the One Newport Public Services Board

and the wider partnership through the One Newport Bulletin. This questionnaire was completed by only 53 respondents but this still provided some useful data.

Colleagues also consulted with the Newport Access Forum to obtain their views and Gwent Police have provided some feedback in relation to the City Centre Night-time Economy.

The full results of the public consultation questionnaires are set out in Appendix C.

6 Key results of the Needs Assessment

6.1 Bus Wi-Fi survey:

- **3,716 respondents in total**
- The majority of respondents (28%/1034 no.) were aged between 18 and 24 years old, followed by 20% (751 no.) aged between 25 and 34 years.
- Responses were received from all age categories.
- 37% of respondents were male, 47% female and 5% (179 people) described themselves as non-binary i.e. not exclusively masculine or feminine.
- 24% of respondents considered themselves to be disabled.
- Just over 53% of respondents said that access to toilets was a big or slight issue for them when out in Newport.
- Regarding which statement best described respondent's experience if they needed the toilet when out in Newport, 30% said they would use public toilets, 19% said they didn't know where public toilets were located, 19% said they would use facilities in business premises and 11% said they would wait until they got back home etc. 20% of respondents said this would not concern them.
- 61% said that they would require additional space in a toilet for a carer and 54% said they would require additional space for a wheelchair.
- 18% said they would require better access due to mobility issues.
- 10% said they would require baby changing facilities.
- The highest % of responses to the question concerning where respondents felt that publically accessible toilets were not available was 53% regarding the city centre, followed by 52% who mentioned parks, and 46% said toilets were not available in local shopping areas.

6.2 Detailed public consultation questionnaire:

- **53 responses in total**
- 88% of respondents said they were a resident of Newport.
- 28% said they were someone who worked in Newport.

6.2.1 City Centre

- Just 8% of respondents said that toilets in the city centre before 9am and after 6pm were adequate to meet their needs.
- In contrast 33% said that toilets in the city centre during the day were adequate to meet their needs but 48% said they were inadequate.
- Regarding the provision of accessible toilets (those designed to accommodate users with physical disabilities), of those respondents who had knowledge of

the situation, the majority said that the facilities were inadequate to meet their needs. This was true of early morning, daytime and evening.

- The majority of respondents did not have knowledge of changing facilities for those with disabilities in the city centre, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.
- The majority of respondents did not have knowledge of baby changing facilities in the city centre, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.

6.2.2 Parks & Visitor Attractions

- For parks and visitor attractions, the majority of respondents said that facilities were inadequate. 75% said this for the daytime period.
- Regarding the provision of accessible toilets (those designed to accommodate users with physical disabilities), of those respondents who had knowledge of the situation, the majority said that the facilities were inadequate to meet their needs. This was true of early morning, daytime and evening.
- The majority of respondents did not have knowledge of changing facilities for those with disabilities, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.
- The majority of respondents said that baby changing facilities at parks and visitor attractions were inadequate across the 3 time periods.

6.2.3 Public Buildings

- The majority of respondents said that facilities were inadequate. 48% said this for the daytime period.
- Regarding the provision of accessible toilets (those designed to accommodate users with physical disabilities), of those respondents who had knowledge of the situation, the majority said that the facilities were inadequate to meet their needs. This was true of early morning, daytime and evening. Many respondents did not have knowledge of the situation.
- The majority of respondents did not have knowledge of changing facilities for those with disabilities, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.
- The majority of respondents did not have knowledge of baby changing facilities in public buildings, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.

6.2.4 Local Shopping Areas

- The majority of respondents said that facilities were inadequate in local shopping areas. 58% said this for the daytime period.
- Regarding the provision of accessible toilets (those designed to accommodate users with physical disabilities), of those respondents who had knowledge of the situation, the majority said that the facilities were inadequate to meet their needs. This was true of early morning, daytime and evening.
- The majority of respondents did not have knowledge of changing facilities for those with disabilities, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.
- The majority of respondents did not have knowledge of baby changing facilities in local shopping areas, but of those who did, the majority said that the facilities were inadequate across the 3 time periods.

6.2.5 Thinking about Newport more widely

- The majority of respondents strongly agreed with all of the following statements:
 - There are too few facilities
 - The location of facilities is not convenient
 - The location of the facilities does not feel safe
 - There is not enough information on where facilities are located
 - The lack of facilities has stopped me from visiting certain locations
 - Facilities are not open at the times I need them
 - The cleanliness of facilities is generally good
 - Toilets should be free to use
 - I don't like using toilets in shops or restaurants because I feel like I need to buy something

6.3 Newport Access Forum:

Some of the key points raised in this forum were:

- There are no changing rooms for disabled persons with a hoist in Newport
- Cubicles need to be wider to accommodate wheelchairs or carers
- It would be good if businesses would offer up their facilities [to non-customers]
- An app [for smart phones] to show the location of toilets would be good
- Better signage is needed and a distinctive logo should be used by businesses
- Access to a toilet near the bus station in Newport is an issue
- A 20p charge to use a toilet would be acceptable
- It is more progressive to have a gender neutral toilet with facilities to suit all users, rather than traditional male/female cubicles

6.4 Comments from Gwent Police:

Specifically in relation to the Night-time Economy, Gwent Police commented that urinating in public was a common form of anti-social behaviour, particularly late at night/in the early hours of the morning in areas near to where members of the public gather to catch taxis after drinking heavily. The Police asked that the Strategy should include an action in relation to this.

7 Discussion of the results of the consultations

It is clear from the consultations that publically accessible toilets are important to large numbers of people. This includes people who consider themselves disabled and require facilities that are accessible, larger (for wheelchairs or carers) and in some cases equipped with hoists etc. 61% of respondents to the bus Wi-Fi survey said they would require additional space in a toilet for a carer and 54% said they needed additional space for a wheelchair. This view was also highlighted by the Newport Access Forum and overall this strongly indicates that traditional toilet cubicles are inadequate and larger, more flexible facilities are required.

The majority of respondents felt that current toilet facilities were inadequate in the city centre, parks, visitor attractions and local shopping areas at all times of the day.

Although many respondents did not know about baby changing facilities or those in public buildings, those that did said facilities were inadequate across the board. One of the respondents to the detailed public consultation mentioned that toilets are often too small to fit pram and other children inside, reinforcing the point about flexible facilities made above.

The majority of respondents strongly agreed that facilities were too few in number, that locations were not convenient, that information on locations was lacking and that facilities were not open when they needed them. Some respondents specifically mentioned that toilets at parks were not open at times when people were likely to want to use them and one gave the example of this being bank holidays.

The majority of respondents also felt that toilets were often not clean.

Many respondents also said that they did not like using toilets in shops or restaurants because of feeling like they needed to buy something and this can be linked to the desire for better signage of toilets where businesses are happy for non-customers to use them.

Gwent Police raised the interesting point about the provision of toilets to support the night-time economy and reduce anti-social behaviour i.e. urinating in public.

Temporary toilet facilities could be made available for use by the public, however ensuring public safety would be a key consideration before trialling such a scheme.

8 Signposting and mapping publically available toilets

This is an important part of the strategy so that people who need to use a toilet can easily access information about the location, opening times, accessibility and type of facilities available.

The Council will periodically review and update the Welsh Government “Lle” data repository to allow access to accurate information by guide and map publishers, residents and visitors. Lle is a geo- portal that serves as a hub for data and information covering a wide spectrum of topics, but primarily around the environment. Lle will generate all-Wales maps based on the datasets provided by local authorities that can be configured to focus on either the national picture, or on more local areas. The data included in the Lle map will be available as an open data service accessible to everyone. The link to the Lle portal is below.

<http://lle.gov.wales/home>

The dataset will be available in Welsh and English. The public will be able to see and search the data as it appears on the Lle website, to see the whole of Wales or to look at particular areas.

The Welsh Government has not developed an app, as many people are unable to use a smartphone for a number of reasons. It is more appropriate to focus on

ensuring the information is available online through a wide range of websites and via traditional offline methods.

However, as the data provided by local authorities is to be made available as open data, it will be available for reuse by third parties, via the joined dataset behind the Lle map. This might include other online map services, app developers or commercial interests, as well as being available for reuse by other public sector organisations. It is envisaged that the locations of toilets will be promoted via a mapping app specifically designed for mobile technology and smart phones via third parties.

Participating premises will also display a sticker in a prominent place, indicating that toilets are available for the public. The sticker will display the logo stipulated by Welsh Government. The British Toilet Association (BTA) also recommends signs be fitted on the outside with information like opening hours, contact information for reporting problems and the specific facilities provided inside, such as if there is a baby-changing room.

A list of publicly available toilets where there has been agreement that they can be mapped is contained at Appendix 2. Full details of location, opening times and facilities available will be included on the Lle and Dewis websites and updated at regular intervals. The Council will also ensure that details are publicised on the Council's website.

9 Action Plan

Action Reference	Action	Lead Service Area and Officer	Progress	Date
1	Publically accessible toilets currently provided by the Council are protected for the future and enhanced where possible.			
2	Council Service Areas fully consult across the Council before making changes to toilet provision in the city.			
3	The impact on the provision of publically accessible toilets is considered when making or amending all Council policies and strategies.			
4	Where the Council has direct control over land or buildings, the redevelopment or overhaul of that land or building will include publically accessible toilets to meet the assessed needs of the public.			
5	Where the Council has indirect influence over developments, developers will be advised to fully consider the provision of publically accessible toilets to meet the assessed needs of the public and the Council will give advice on the assessed needs of the public.			
6	Develop a business case to introduce a charging mechanism for appropriate toilet facilities to subsidise the operating costs, initially focussing on Caerleon Pavilion Broadway public toilets.			

Action Reference	Action	Lead Service Area and Officer	Progress	Date
7	Continue to support appropriate groups to operate toilets following Community Asset Transfers or other agreements with the Council.			
8	Engage with retailers to seek agreement that their toilets will be made available to the public, regardless of whether users are customers.			
9	Engage with public sector organisations to seek agreement that toilets will be made available to the public, regardless of whether users are customers/service users.			
10	Engage with 3 rd Sector organisations to seek agreement that toilets will be made available to the public, regardless of whether users are service users.			
11	Publically accessible toilets are adequately sign-posted and mapped including on the Council's website.			
12	Ensure that the toilet logo sticker is displayed at the entrance to premises that have agreed to be mapped.			
13	Carry out a feasibility study to determine if temporary outdoor toilet facilities in the city centre can be provided to meet the needs of the Night-time Economy in order to reduce incidents of anti-social behaviour.			
14	Ensure that toilet provision is considered for existing and future Active Travel routes.			

Action Reference	Action	Lead Service Area and Officer	Progress	Date
15	Ensure that the impact of toilet provision on local tourism is fully assessed and appropriate action taken.			
16	Assess the feasibility of including a clause in future Council leasing agreements, requiring the provision of publically accessible toilets, with a specification to meet the assessed needs of the public.			

10 Monitoring and Reviewing the Strategy

The implementation of this Strategy will be overseen by the Resilient Communities Board within Newport City Council. A report on the progress of the Actions set out in this Strategy will be presented to this board on a monthly basis.

The Public Health (Wales) Act 2017 provides specific timescales that must be followed in relation to the review of this Strategy. In line with its statutory obligation the Council will:

- Prepare an interim progress report setting out the steps taken in line with the Strategy every two years from the date of the last published strategy. The interim progress report will be published within six months of the end date of the two year period.
- Review the Strategy within a year of each Council Election. If no changes are made to the Strategy following the post-election review, then the Council will publish an interim progress statement covering a two year period commencing from the date of the last election.

The Council may also review this Strategy at any time as necessary. On completion of any review, the Council will publish a statement of the steps it has taken in accordance with the Strategy. If following a review, the Strategy is revised, the Council will publish the revised Strategy and then prepare an interim progress report covering the two year period commencing from the date of publication.

Appendix A - Fairness & Equalities Impact Assessment

To follow

Appendix B - List of public toilets in Newport

List compiled before public consultation to undertake a Needs Assessment

Tredegar Park	Beechwood Park
Belle Vue Park	Newport Museum & Art Gallery / Central Library
Transporter Bridge Visitor Centre	Friars Walk Shopping Centre
Newport Market	Civic Centre
Pavilion, Broadway, Caerleon	Alway Centre
Rivermead Centre	Beaufort Centre
Bettws Community Centre	Caerleon Community Centre
Gaer Community Centre	Maesglas Community Centre
Moorland Community Centre	Ringland Community Centre
Shaftesbury Community Centre	Fourteen Locks Canal Centre
Geraint Thomas National Velodrome of Wales	Maindee Library
Newport International Sports Village – Swimming Pool & Tennis Centre	

Appendix C - Full results of Public Consultations

Bus Wi-Fi Survey – 3,716 respondents

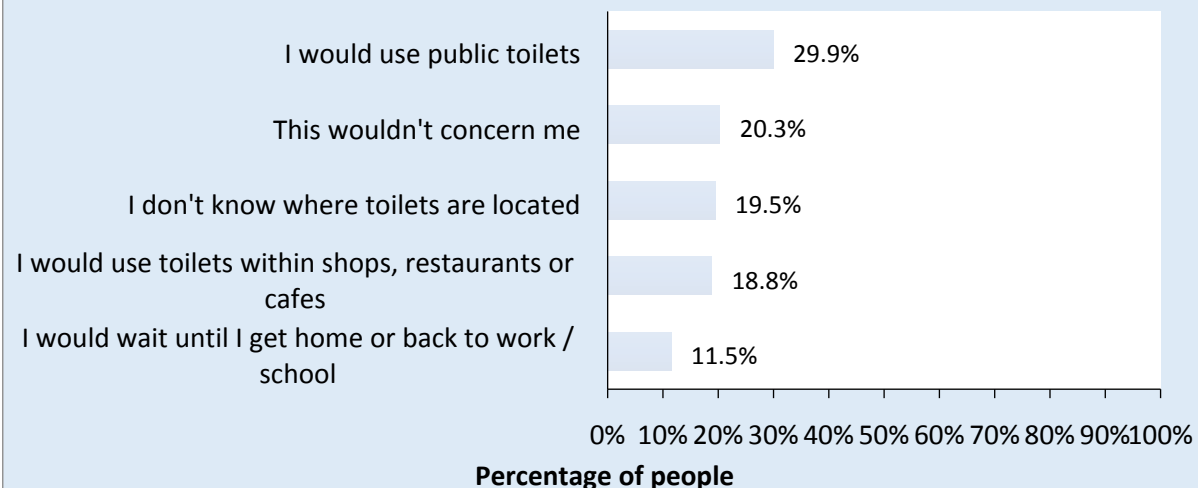
1) How much of an issue is access to toilets when you are out in Newport?

Issue	Number of people	Percentage of people
Big issue for me	1018	27.40%
Slight issue for me	969	26.08%
Not an issue at all	1729	46.53%
Total responses	3716	

2) When you are out in Newport, which of the following best describes your experience if you need to use the toilet?

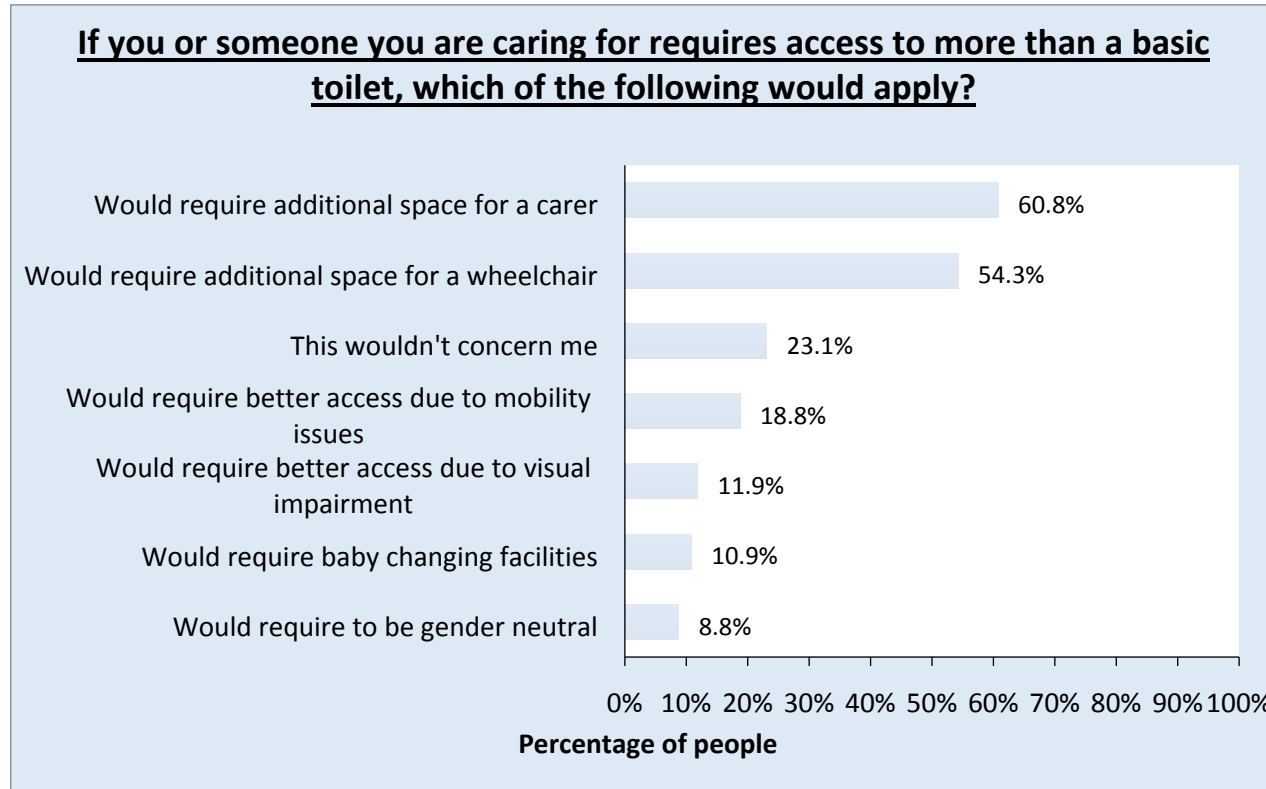
Your experience	Number of people	Percentage of people
I would wait until I get home or back to work / school	427	11.49%
I would use toilets within shops, restaurants or cafes	700	18.84%
I don't know where toilets are located	723	19.46%
This wouldn't concern me	754	20.29%
I would use public toilets	1112	29.92%
Total responses	3716	

When you are out in Newport, which of the following best describes your experience if you need to use the toilet?



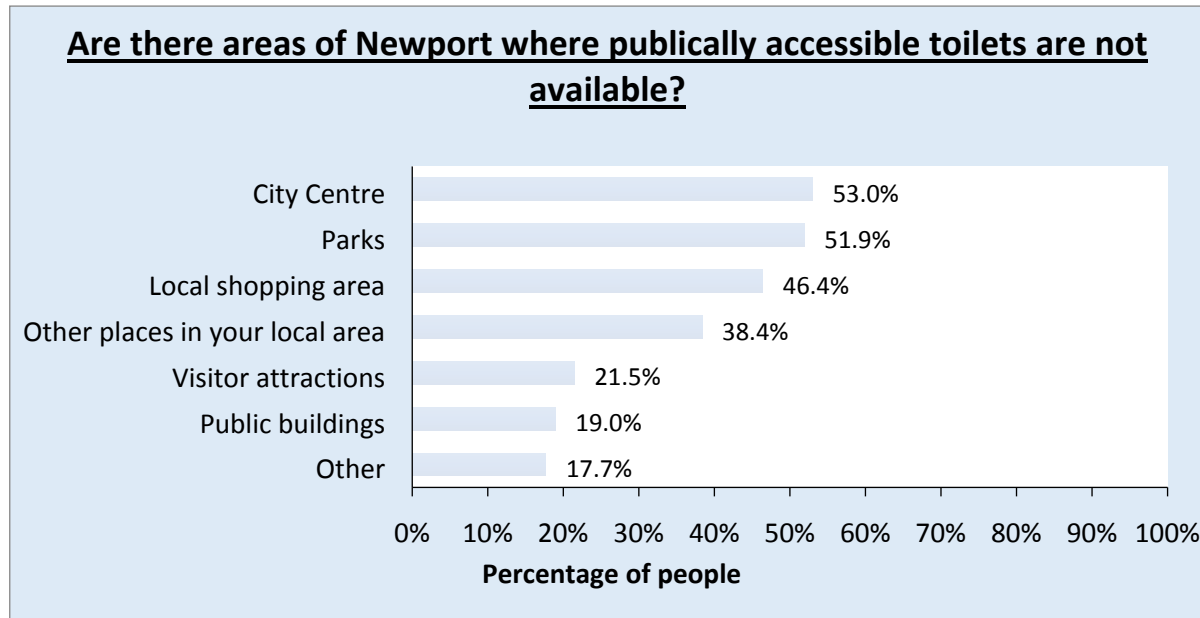
3) If you or someone you are caring for requires access to more than a basic toilet which of the following would apply?

Additional access requirements	Number of people	Percentage of people
Would require to be gender neutral	326	8.77%
Would require baby changing facilities	404	10.87%
Would require better access due to visual impairment	442	11.89%
Would require better access due to mobility issues	697	18.76%
This wouldn't concern me	859	23.12%
Would require additional space for a wheelchair	2017	54.28%
Would require additional space for a carer	2259	60.79%
Total responses	3716	



4) Are there areas of Newport where publically accessible toilets are not available? Please tick all that apply.

Areas public toilets are not available	Number of people	Percentage of people
Other	658	17.71%
Public buildings	705	18.97%
Visitor attractions	798	21.47%
Other places in your local area	1427	38.40%
Local shopping area	1725	46.42%
Parks	1930	51.94%
City Centre	1970	53.01%
Total responses	3716	



5) Age?

Age	Number of people	Percentage of people
Under 12 years old	69	1.86%
12-17 years old	681	18.33%
18-24 years old	1034	27.83%
25-34 years old	751	20.21%
35-44 years old	483	13.00%
45-54 years old	318	8.56%
55-64 years old	209	5.62%
65+ years old	171	4.60%
Total responses	3716	

6) Gender?

Gender	Number of people	Percentage of people
Non-binary	179	4.82%
Man	1374	36.98%
Woman	1742	46.88%
Other	170	4.57%
Prefer not to say	251	6.75%
Total responses	3716	

7) Does your gender identity match your sex as registered at birth?

Gender Identity	Number of people	Percentage of people
Yes	2494	67.12%
No	546	14.69%
Prefer not to say	676	18.19%
Total responses	3716	

8) Do you consider yourself to be disabled as defined in the Equality Act 2010?

Disabled	Number of people	Percentage of people
Yes	894	24.06%
No	2069	55.68%
Prefer not to say	753	20.26%
Total responses	3716	

Detailed public consultation questionnaire – 53 responses

1) Please indicate your interest in this consultation: (please tick all that apply)

	Number of people	Percentage of people
As a local elected member	0	0.00%
As a visitor to Newport	2	3.77%
Other	2	3.77%
Representing a local group or organisation	3	5.66%
As a local business person	5	9.43%
As someone who works in Newport	15	28.30%
As a resident of Newport	47	88.68%
Total responses	53	

Please give details:

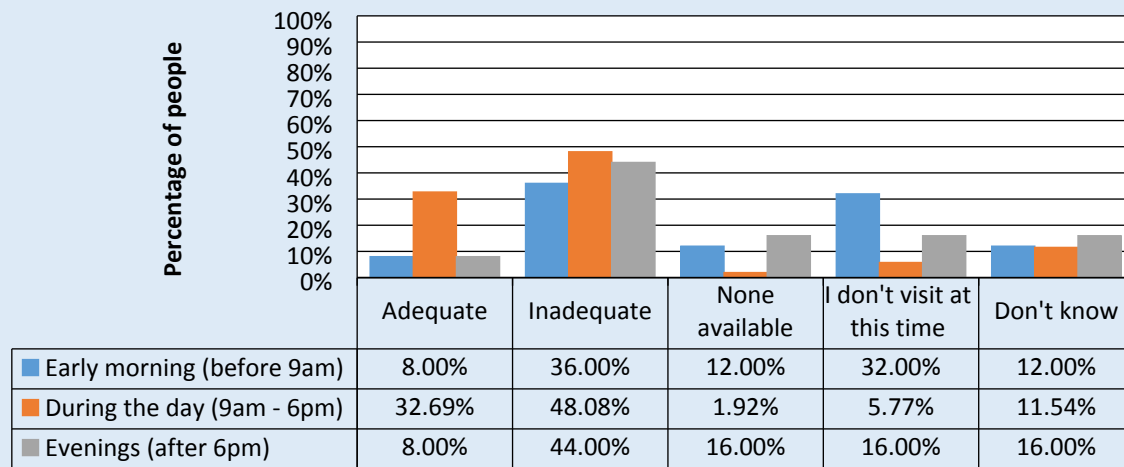
Please give details: (11 comments received)	
1	Using local parks etc for recreation
2	Easy access is needed for my disability.
3	I live in Caerleon and I'm disgusted by the lack of toilet facilities available.
4	I live in Caerleon. It is imperative you open the public toilets in Caerleon. Thousands of tourists come to see our great heritage in Caerleon. You are destroying it by not suppling the basics of having a toilet facility in the village. Thousands of children come here week after week, some came in to the Town Hall this week, if was not good enough. The council are idiots by closing them, what a disgrace to you all, not my words, that of a foreign visitor from Japan.
5	I live in Caerleon
6	Caerleon
7	Alzheimer's Society (Community Support Manager for Newport area) and Women's Institute representative.

8	We are in the tourism business in the Caerleon area ie caravans ,motor homes and tents
9	Caerleon Arts Festival committee member.
10	We have a shop in Caerleon
11	As a Newport resident, I do most of my shopping in Newport and use the public toilets in the city centre

2) In the city centre, is the provision of toilets adequate or inadequate to meet your needs?

	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	4	8.00%	17	32.69%	4	8.00%
Inadequate	18	36.00%	25	48.08%	22	44.00%
None available	6	12.00%	1	1.92%	8	16.00%
I don't visit at this time	16	32.00%	3	5.77%	8	16.00%
Don't know	6	12.00%	6	11.54%	8	16.00%
Total responses	50		52		50	
No reply	3		1		3	

In the city centre, is the provision of toilets adequate or inadequate to meet your needs?

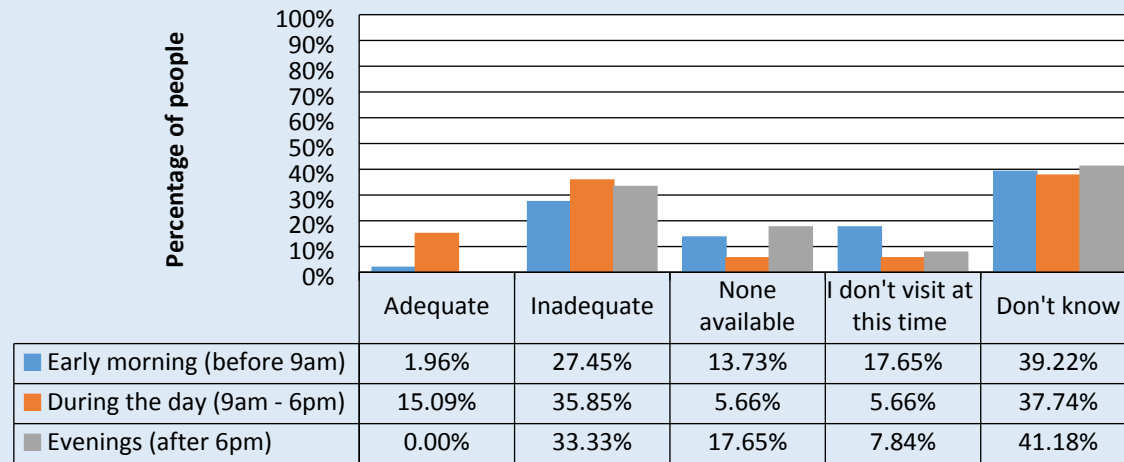


- 3) In the city centre, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	8	15.09%	0	0.00%
Inadequate	14	27.45%	19	35.85%	17	33.33%
None available	7	13.73%	3	5.66%	9	17.65%
I don't visit at this time	9	17.65%	3	5.66%	4	7.84%
Don't know	20	39.22%	20	37.74%	21	41.18%
Total responses	51		53		51	

No reply	2	0	2
----------	---	---	---

In the city centre, is the provision of accessible toilets (those designed to accomodate people with physical disabilities) adequate or inadequate to meet your needs?

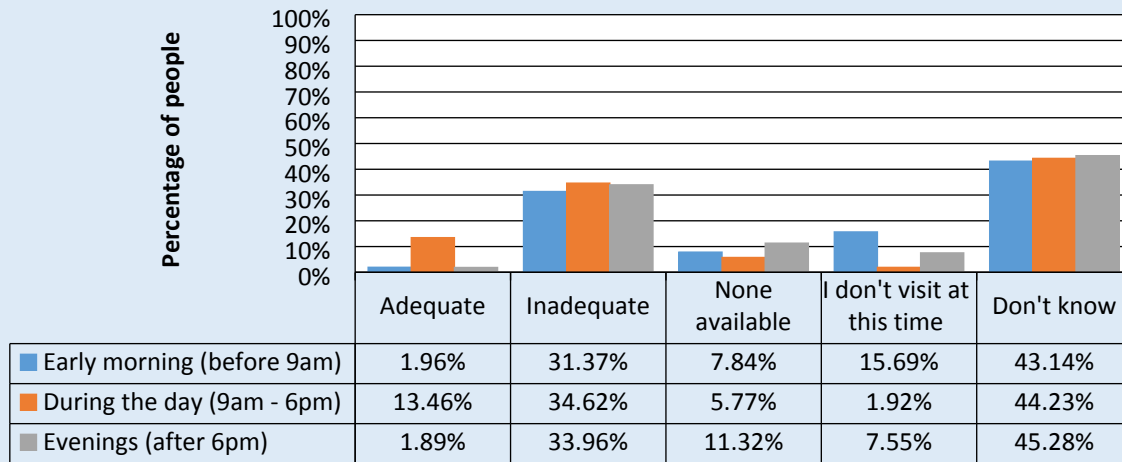


- 4) In the city centre, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	7	13.46%	1	1.89%
Inadequate	16	31.37%	18	34.62%	18	33.96%
None available	4	7.84%	3	5.77%	6	11.32%
I don't visit at this time	8	15.69%	1	1.92%	4	7.55%
Don't know	22	43.14%	23	44.23%	24	45.28%
Total responses	51		52		53	

No reply	2	1	0
----------	---	---	---

In the city centre, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

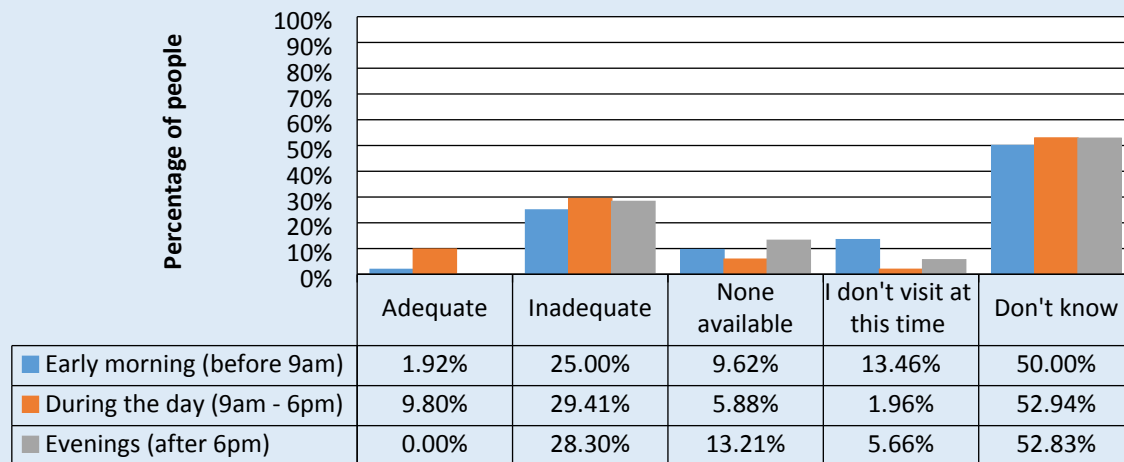


5) In the city centre, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?

Q5	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.92%	5	9.80%	0	0.00%
Inadequate	13	25.00%	15	29.41%	15	28.30%
None available	5	9.62%	3	5.88%	7	13.21%
I don't visit at this time	7	13.46%	1	1.96%	3	5.66%
Don't know	26	50.00%	27	52.94%	28	52.83%
Total responses	52		51		53	

No reply	1	2	0
----------	---	---	---

In the city centre, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?

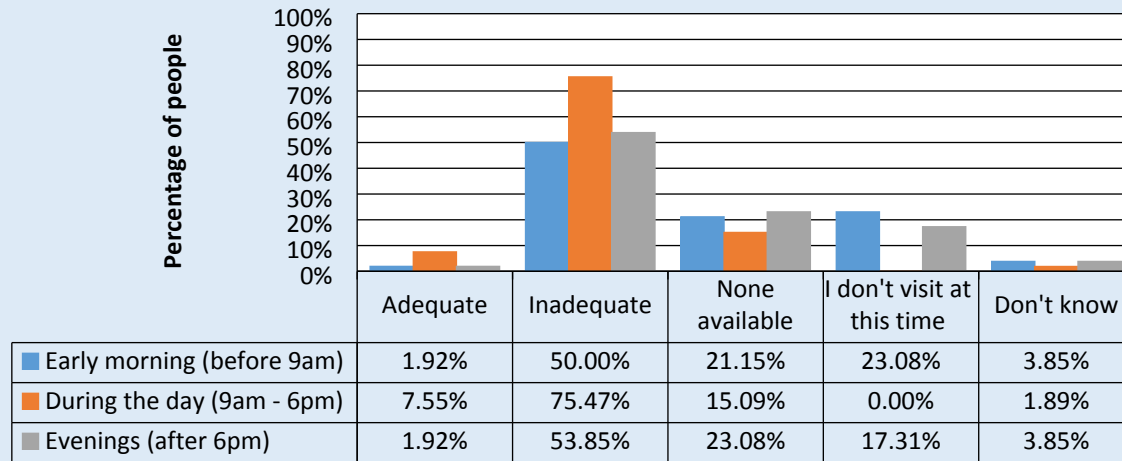


6) At parks and/or visitor attractions, is the provision of toilets adequate or inadequate to meet your needs?

	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.92%	4	7.55%	1	1.92%
Inadequate	26	50.00%	40	75.47%	28	53.85%
None available	11	21.15%	8	15.09%	12	23.08%
I don't visit at this time	12	23.08%	0	0.00%	9	17.31%
Don't know	2	3.85%	1	1.89%	2	3.85%
Total responses	52		53		52	

No reply	1	0	1
----------	---	---	---

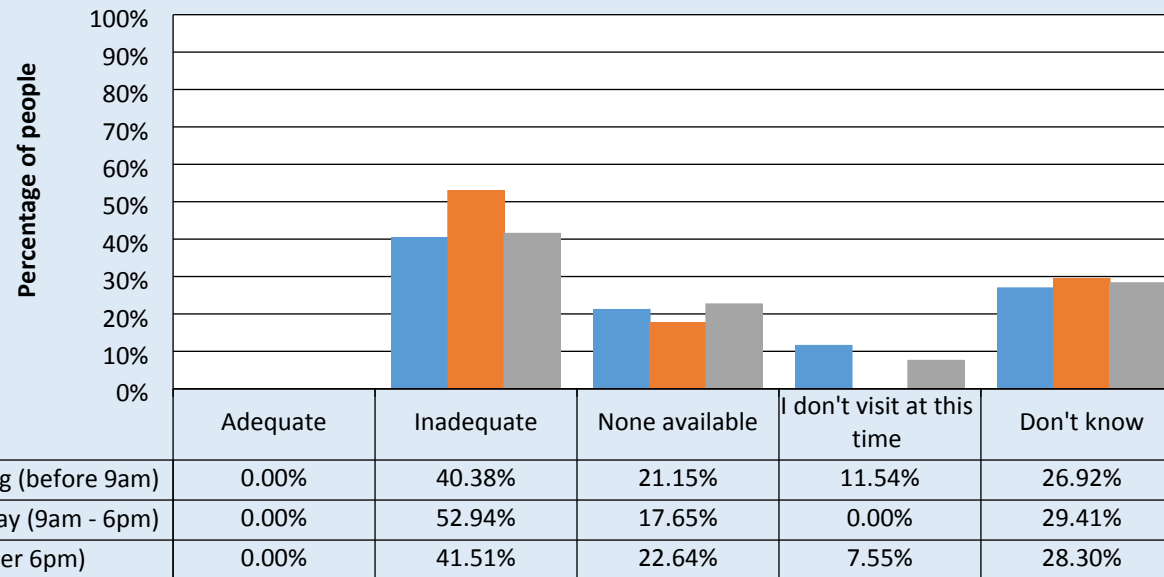
At parks and/or visitor attractions, is the provision of toilets adequate or inadequate to meet your needs?



7) At parks and/or visitor attractions, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

Q7	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	0	0.00%	0	0.00%	0	0.00%
Inadequate	21	40.38%	27	52.94%	22	41.51%
None available	11	21.15%	9	17.65%	12	22.64%
I don't visit at this time	6	11.54%	0	0.00%	4	7.55%
Don't know	14	26.92%	15	29.41%	15	28.30%
Total responses	52		51		53	
No reply	1		2		0	

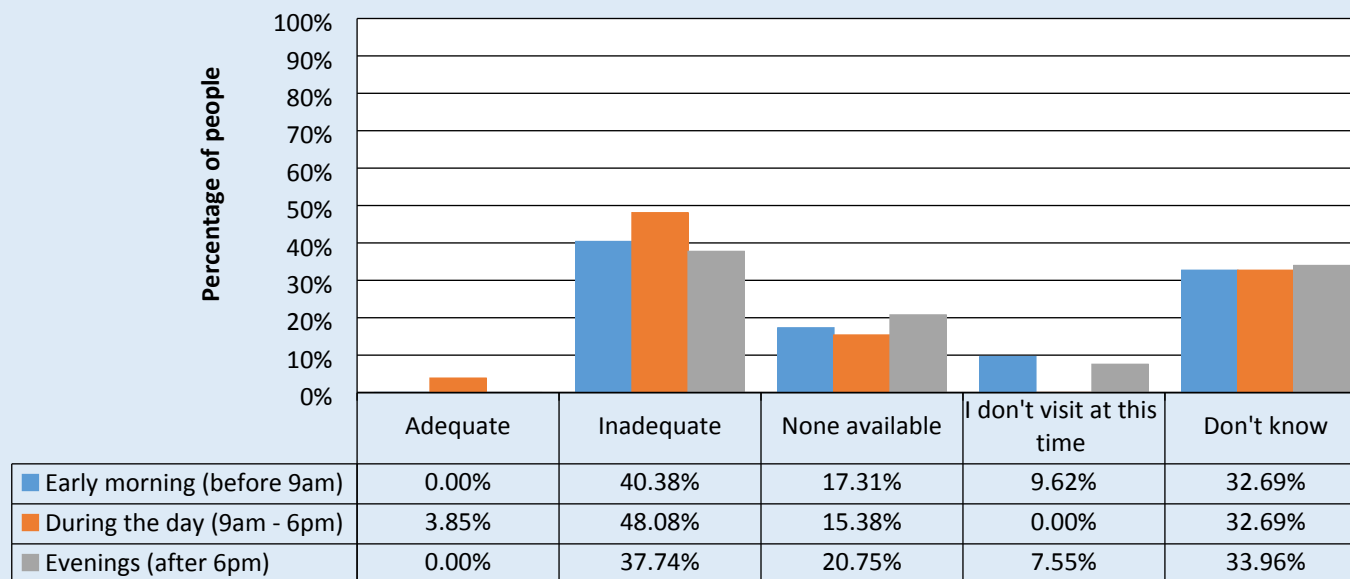
At parks and/or visitor attractions, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?



8) At parks and/or visitor attractions, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

Q8	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	0	0.00%	2	3.85%	0	0.00%
Inadequate	21	40.38%	25	48.08%	20	37.74%
None available	9	17.31%	8	15.38%	11	20.75%
I don't visit at this time	5	9.62%	0	0.00%	4	7.55%
Don't know	17	32.69%	17	32.69%	18	33.96%
Total responses	52		52		53	
No reply	1		1		0	

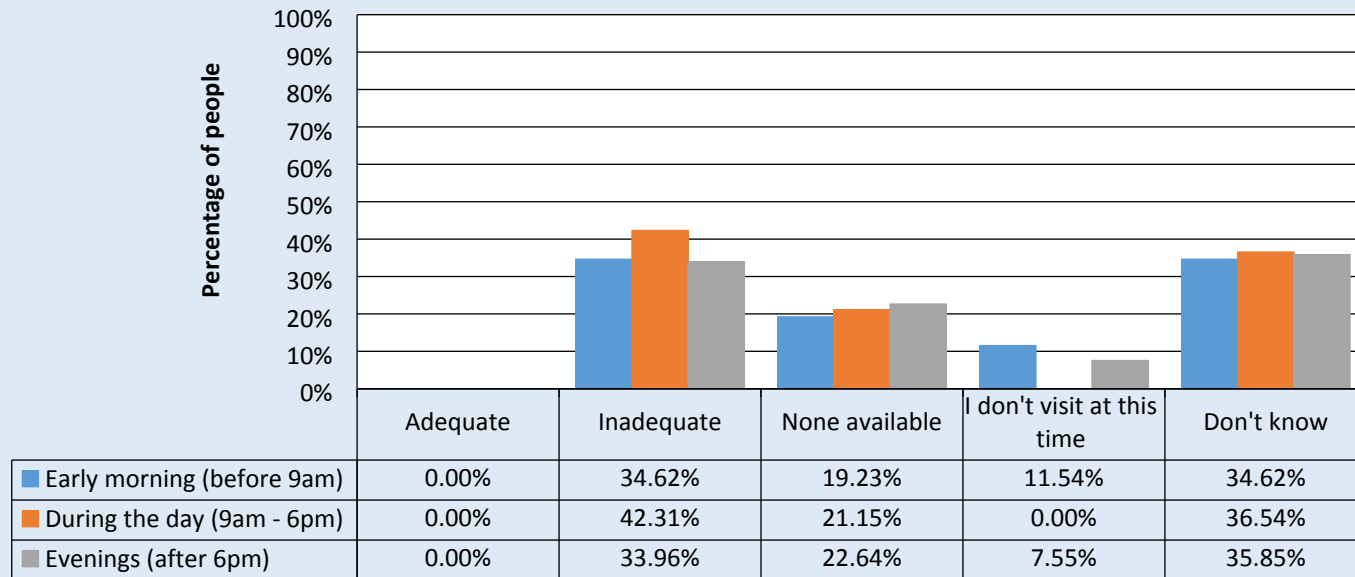
At parks and/or visitor attractions, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?



- 9) At parks and/or visitor attractions, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?

Q9	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	0	0.00%	0	0.00%	0	0.00%
Inadequate	18	34.62%	22	42.31%	18	33.96%
None available	10	19.23%	11	21.15%	12	22.64%
I don't visit at this time	6	11.54%	0	0.00%	4	7.55%
Don't know	18	34.62%	19	36.54%	19	35.85%
Total responses	52		52		53	
No reply	1		1		0	

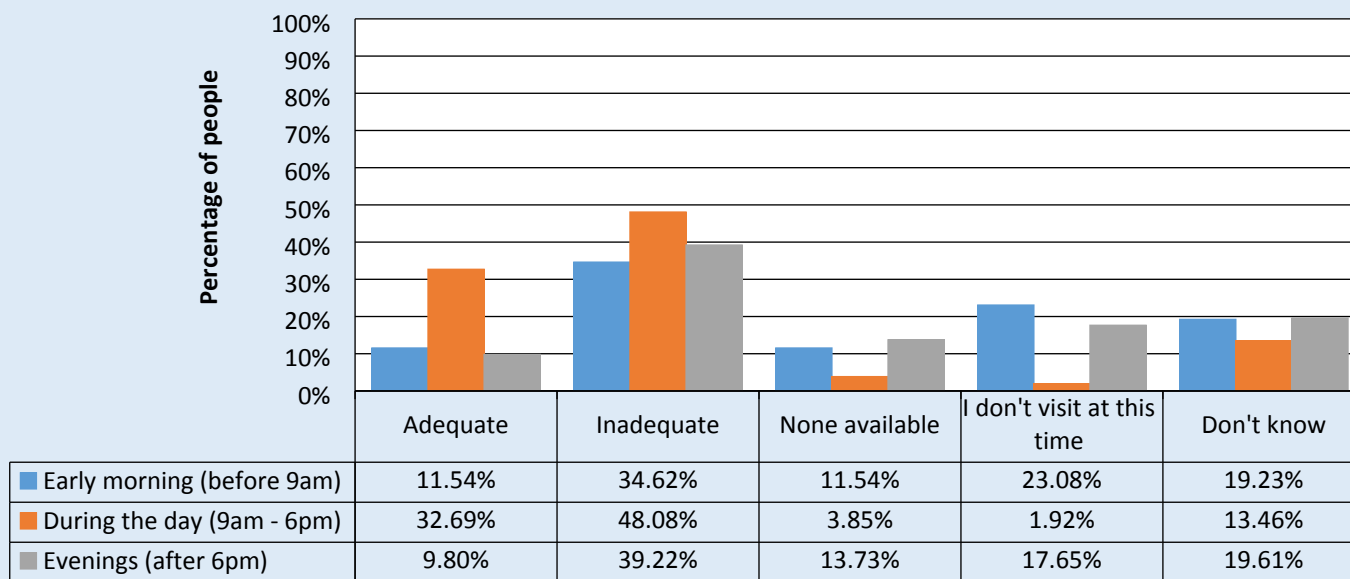
At parks and/or visitor attractions, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?



10) In public buildings, is the provision of toilets adequate or inadequate to meet your needs?

Q10	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	6	11.54%	17	32.69%	5	9.80%
Inadequate	18	34.62%	25	48.08%	20	39.22%
None available	6	11.54%	2	3.85%	7	13.73%
I don't visit at this time	12	23.08%	1	1.92%	9	17.65%
Don't know	10	19.23%	7	13.46%	10	19.61%
Total responses	52		52		51	
No reply	1		1		2	

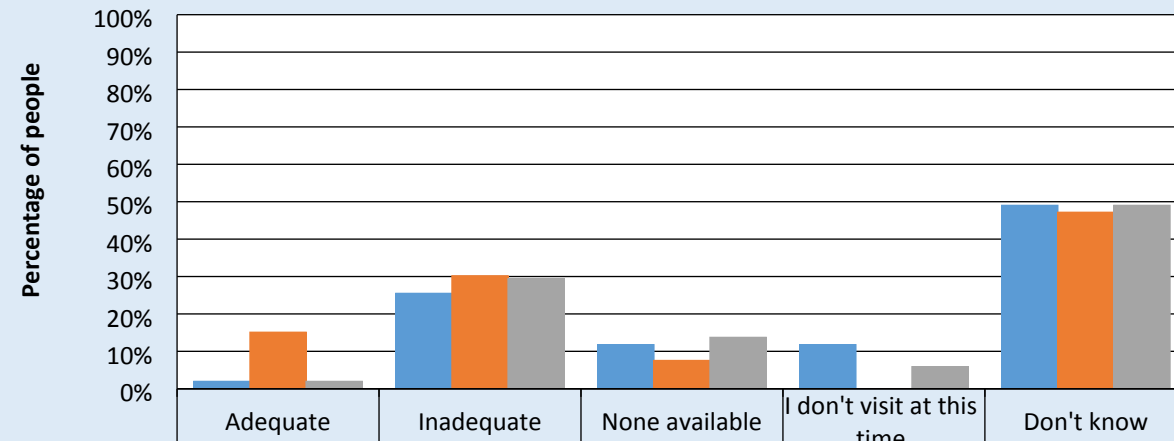
In public buildings, is the provision of toilets adequate or inadequate to meet your needs?



11) In public buildings, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

Q11	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	8	15.09%	1	1.96%
Inadequate	13	25.49%	16	30.19%	15	29.41%
None available	6	11.76%	4	7.55%	7	13.73%
I don't visit at this time	6	11.76%	0	0.00%	3	5.88%
Don't know	25	49.02%	25	47.17%	25	49.02%
Total responses	51		53		51	
No reply	2		0		2	

In public buildings, is the provision of accessible toilets (those designed to accomodate people with physical disabilities) adequate or inadequate to meet your needs?

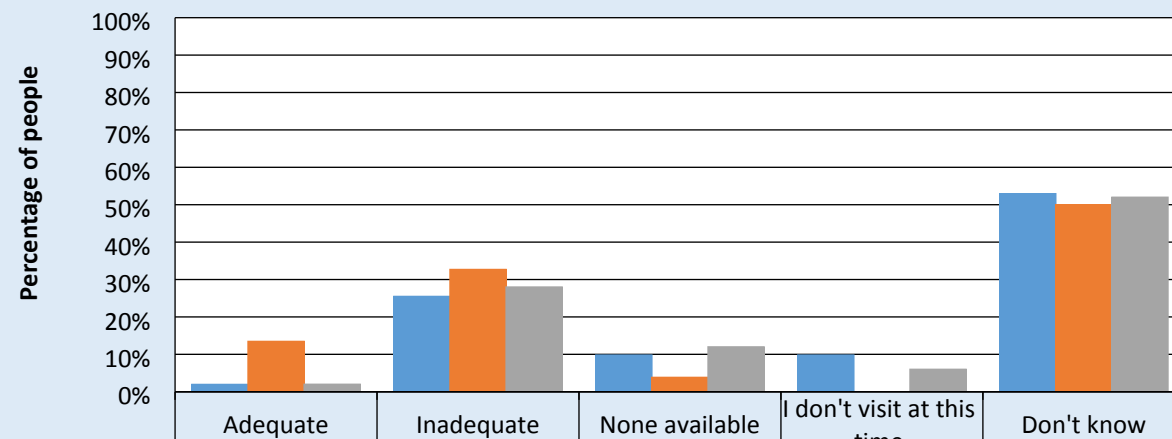


■ Early morning (before 9am)	1.96%	25.49%	11.76%	11.76%	49.02%
■ During the day (9am - 6pm)	15.09%	30.19%	7.55%	0.00%	47.17%
■ Evenings (after 6pm)	1.96%	29.41%	13.73%	5.88%	49.02%

12) In public buildings, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

Q12	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	7	13.46%	1	2.00%
Inadequate	13	25.49%	17	32.69%	14	28.00%
None available	5	9.80%	2	3.85%	6	12.00%
I don't visit at this time	5	9.80%	0	0.00%	3	6.00%
Don't know	27	52.94%	26	50.00%	26	52.00%
Total responses	51		52		50	
No reply	2		1		3	

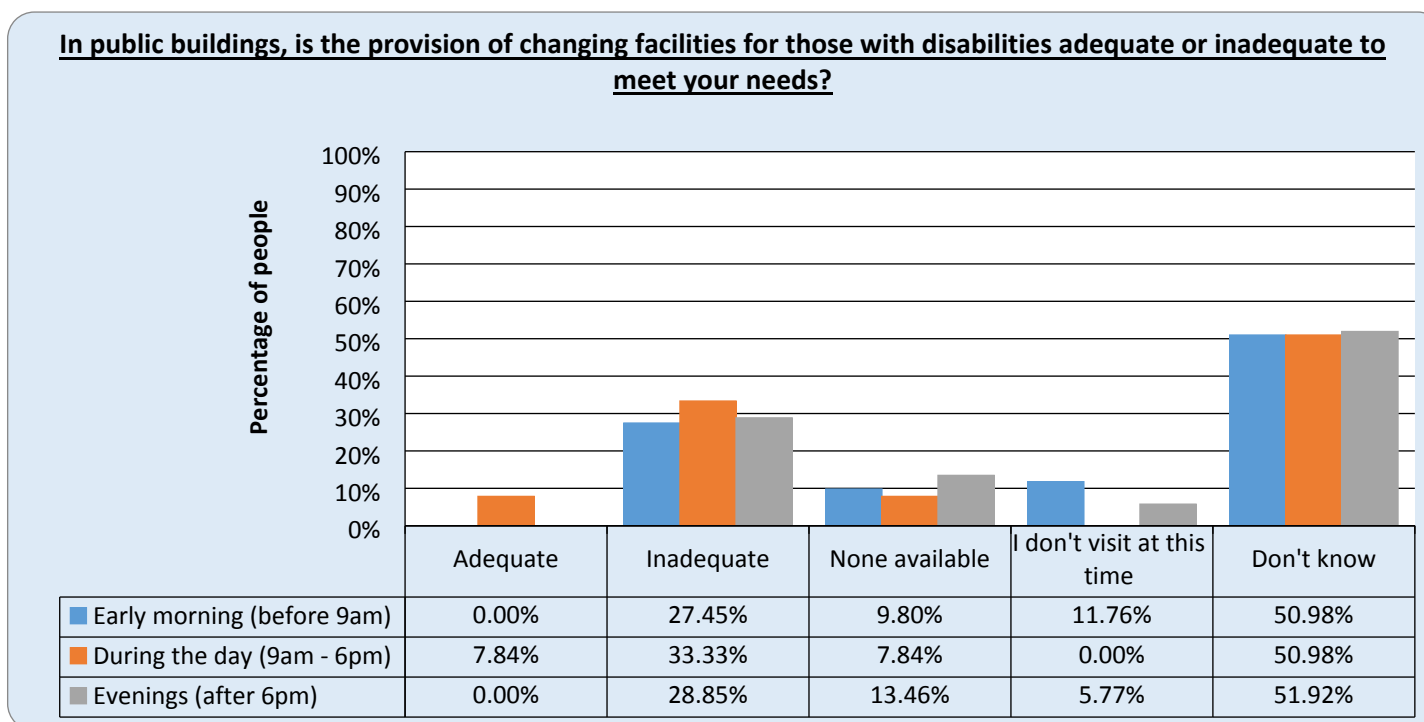
In public buildings, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?



Early morning (before 9am)	1.96%	25.49%	9.80%	9.80%	52.94%
During the day (9am - 6pm)	13.46%	32.69%	3.85%	0.00%	50.00%
Evenings (after 6pm)	2.00%	28.00%	12.00%	6.00%	52.00%

13) In public buildings, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?

Q13	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	0	0.00%	4	7.84%	0	0.00%
Inadequate	14	27.45%	17	33.33%	15	28.85%
None available	5	9.80%	4	7.84%	7	13.46%
I don't visit at this time	6	11.76%	0	0.00%	3	5.77%
Don't know	26	50.98%	26	50.98%	27	51.92%
Total responses	51		51		52	
No reply	2		2		1	



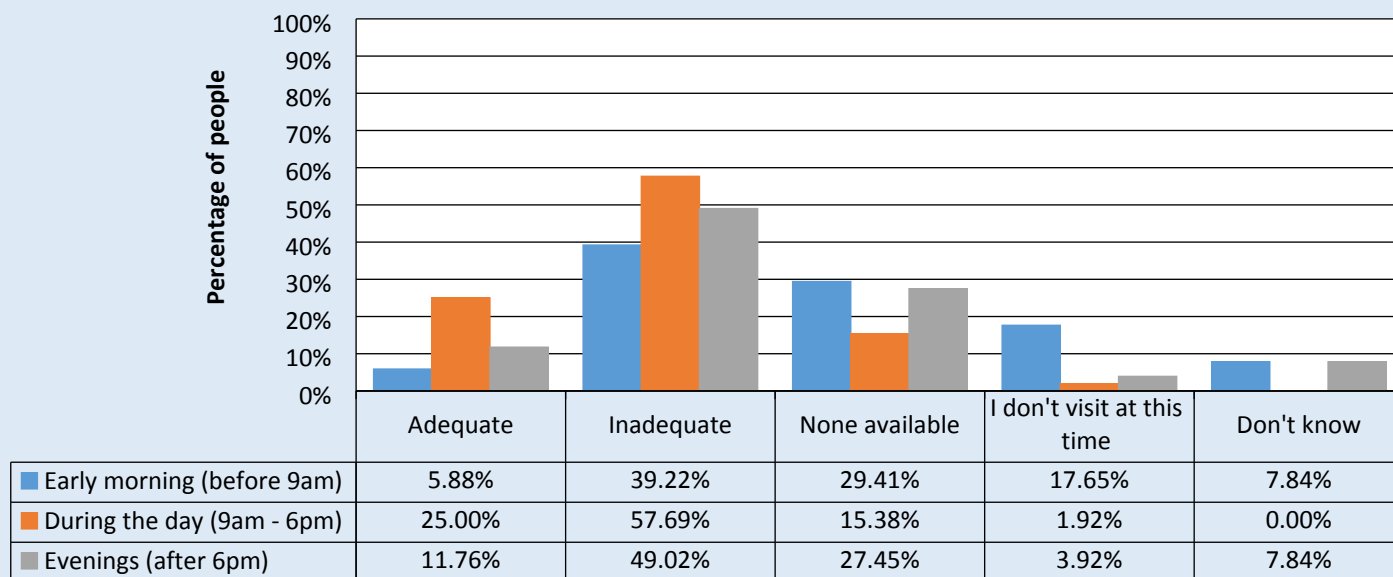
14) Which local shopping areas do you often visit? NB – this meant outside of the City Centre but within Newport. The question should have been clearer.

- Caerleon: mentioned 12 times
- Caerleon Road: mentioned 3 times
- Maesglas shopping area
- Retail Parks in Newport: mentioned 18 times
- Maindee
- Bettws Shopping Centre
- Uplands

15) In local shopping areas, is the provision of toilets adequate or inadequate to meet your needs?

Q15	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	3	5.88%	13	25.00%	6	11.76%
Inadequate	20	39.22%	30	57.69%	25	49.02%
None available	15	29.41%	8	15.38%	14	27.45%
I don't visit at this time	9	17.65%	1	1.92%	2	3.92%
Don't know	4	7.84%	0	0.00%	4	7.84%
Total responses	51		52		51	
No reply	2		1		2	

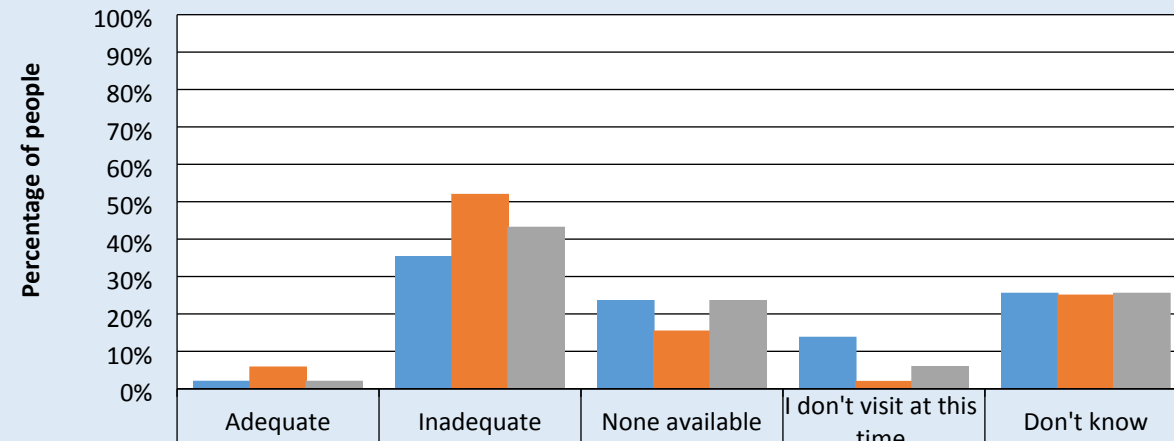
In local shopping areas, is the provision of toilets adequate or inadequate to meet your needs?



16) In local shopping areas, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?

Q16	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	3	5.77%	1	1.96%
Inadequate	18	35.29%	27	51.92%	22	43.14%
None available	12	23.53%	8	15.38%	12	23.53%
I don't visit at this time	7	13.73%	1	1.92%	3	5.88%
Don't know	13	25.49%	13	25.00%	13	25.49%
Total responses	51		52		51	
No reply	2		1		2	

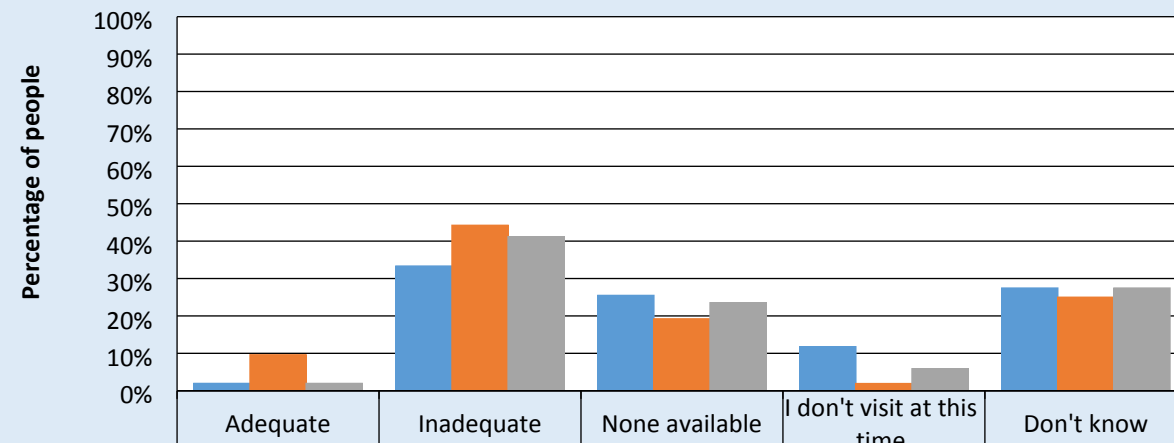
In local shopping areas, is the provision of accessible toilets (those designed to accommodate people with physical disabilities) adequate or inadequate to meet your needs?



17) In local shopping areas, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?

Q17	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	5	9.62%	1	1.96%
Inadequate	17	33.33%	23	44.23%	21	41.18%
None available	13	25.49%	10	19.23%	12	23.53%
I don't visit at this time	6	11.76%	1	1.92%	3	5.88%
Don't know	14	27.45%	13	25.00%	14	27.45%
Total responses	51		52		51	
No reply	2		1		2	

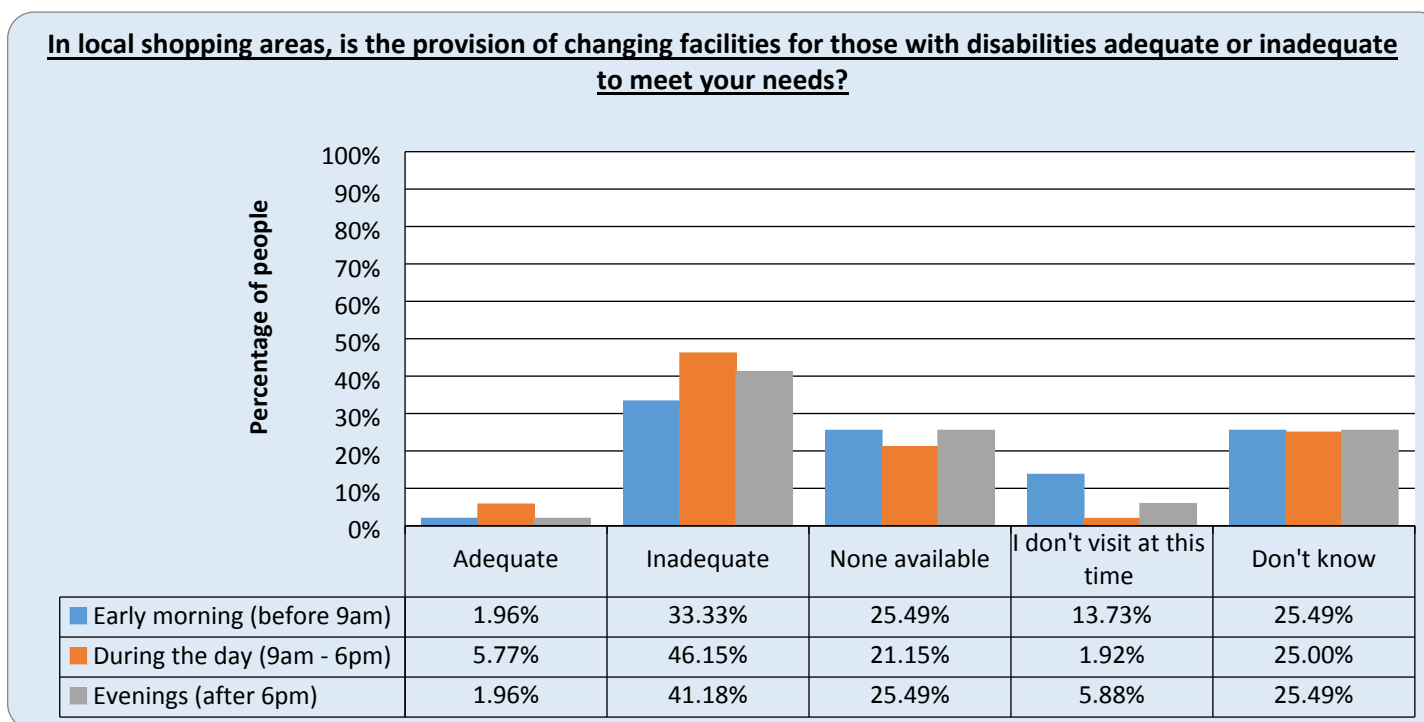
In local shopping areas, is the provision of changing facilities for babies and young children adequate or inadequate to meet your needs?



Early morning (before 9am)	1.96%	33.33%	25.49%	11.76%	27.45%
During the day (9am - 6pm)	9.62%	44.23%	19.23%	1.92%	25.00%
Evenings (after 6pm)	1.96%	41.18%	23.53%	5.88%	27.45%

18) In local shopping areas, is the provision of changing facilities for those with disabilities adequate or inadequate to meet your needs?

Q18	Early morning (before 9am)		During the day (9am - 6pm)		Evenings (after 6pm)	
	No. of people	% of people	No. of people	% of people	No. of people	% of people
Adequate	1	1.96%	3	5.77%	1	1.96%
Inadequate	17	33.33%	24	46.15%	21	41.18%
None available	13	25.49%	11	21.15%	13	25.49%
I don't visit at this time	7	13.73%	1	1.92%	3	5.88%
Don't know	13	25.49%	13	25.00%	13	25.49%
Total responses	51		52		51	
No reply	2		1		2	

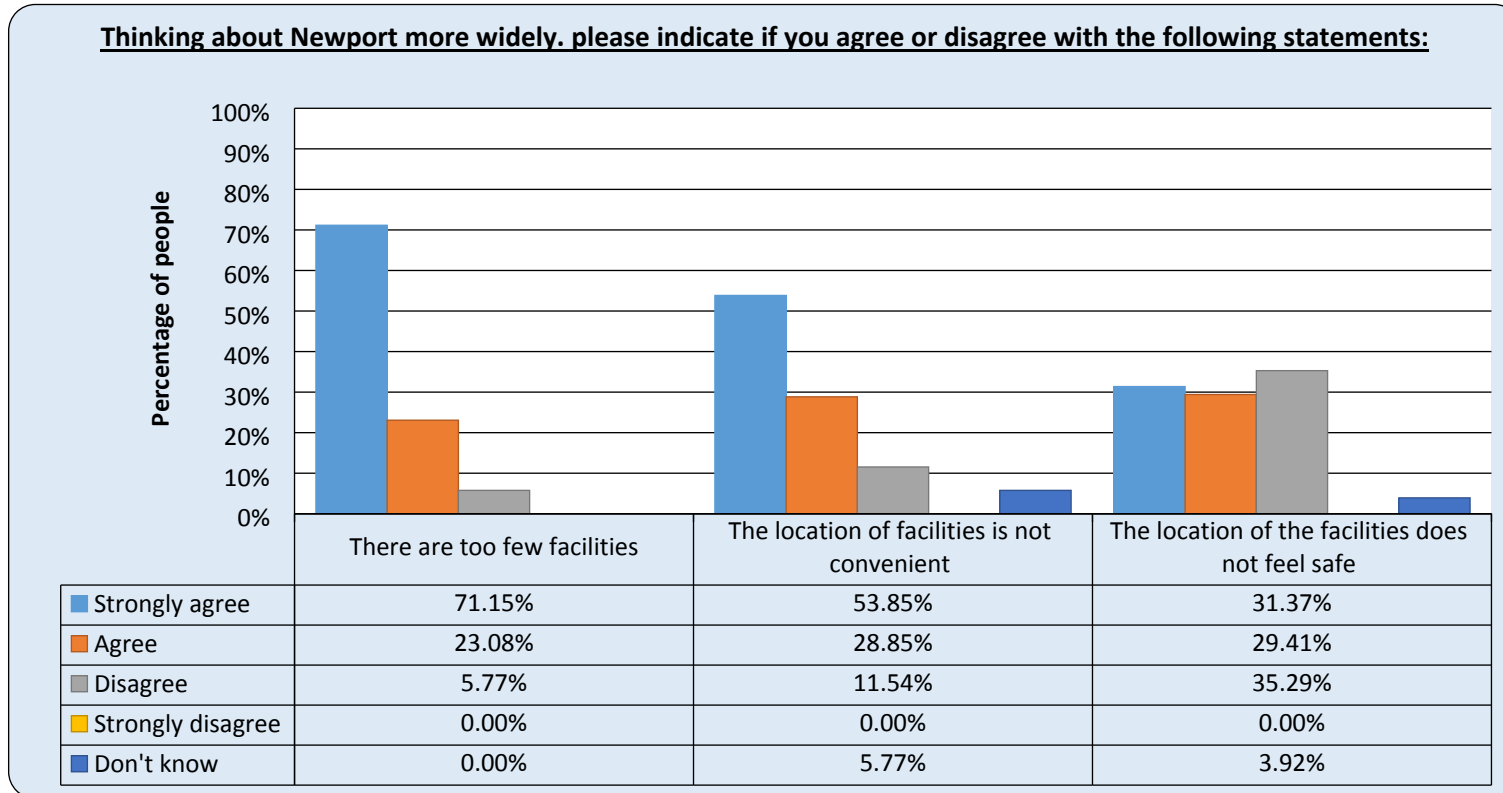


19) Are there any public toilets that we have not included [in the list shown]?

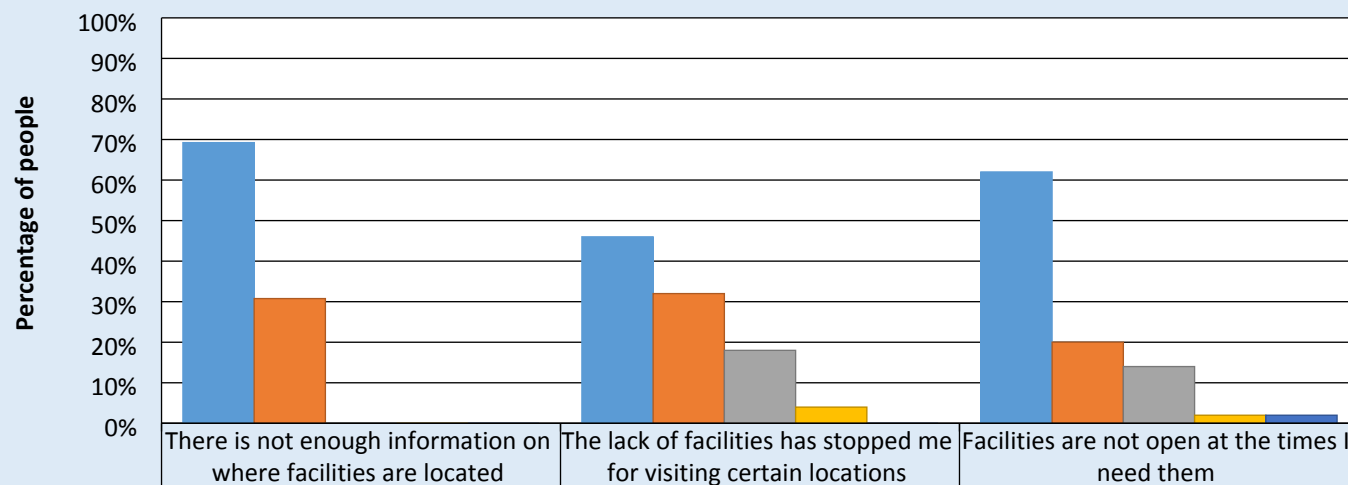
Responses:

- Kingsway Shopping Centre
- Tredegar House Courtyard toilets
- Toilets in shops in Caerleon

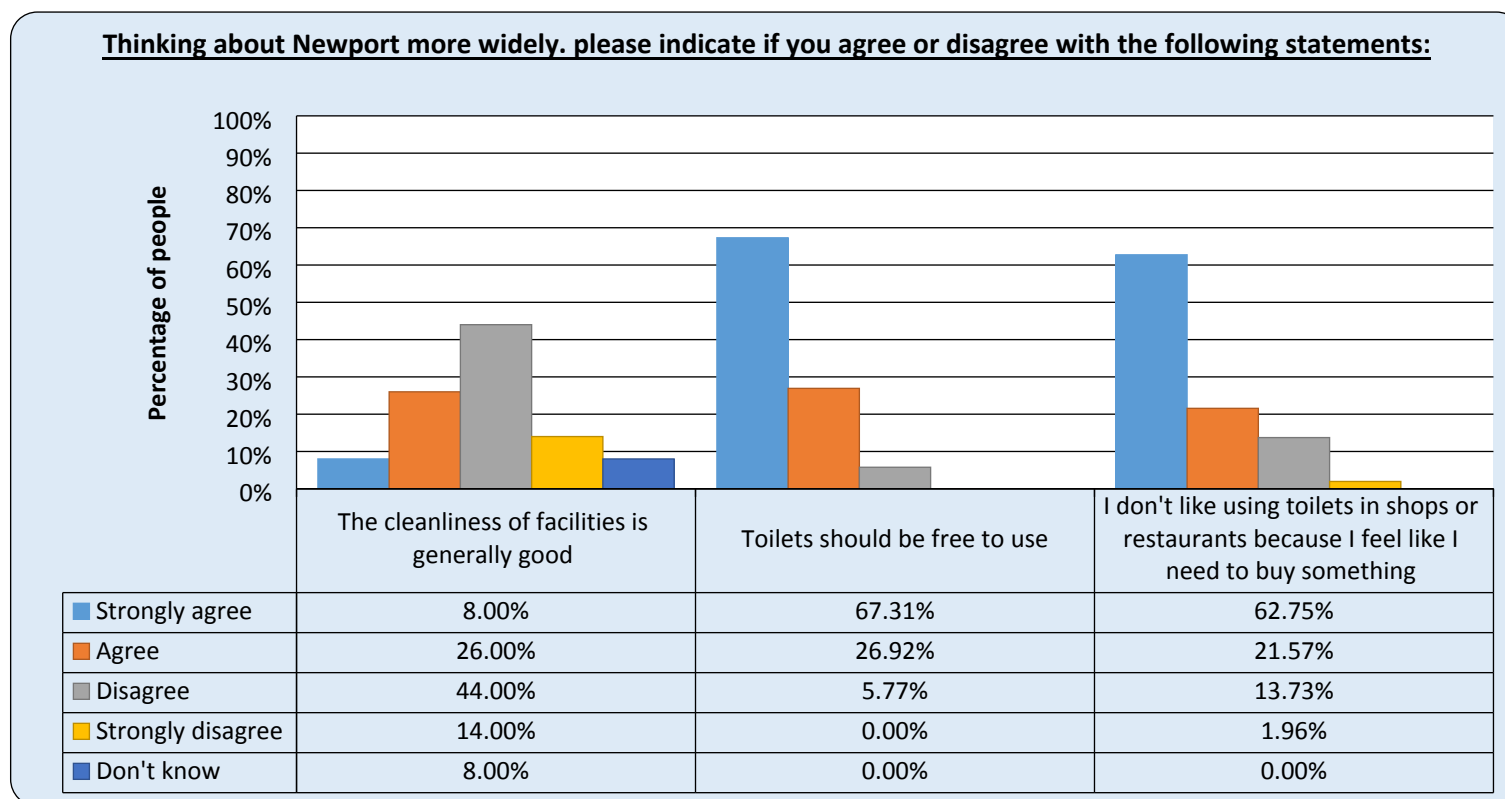
20) Thinking about Newport more widely, please indicate if you agree or disagree with the following statements



Thinking about Newport more widely. please indicate if you agree or disagree with the following statements:



Strongly agree	69.23%	46.00%	62.00%
Agree	30.77%	32.00%	20.00%
Disagree	0.00%	18.00%	14.00%
Strongly disagree	0.00%	4.00%	2.00%
Don't know	0.00%	0.00%	2.00%



21) Please provide details of any specific issues with the provision of toilet or changing facilities in Newport?

Didn't know that a lot on the list were classed as public toilet and can be used. Also I have avoided drinking water etc if I know I am going to spend the day at events in Tredegar Park as the toilets are disgusting. Normally making myself ill in the process. I wonder how many people do the same at play day.

The current lack of accessible, clean toilets can curtail outings with elderly relatives, with an adverse effect on their health and well-being.

There are some people that suffer with IBS and need to go to a toilet straight away there are not sufficient in town centre or Newport Retail Park or Maesglas Retail Park.

Not enough now some have been closed.
So many of these - community centres, Newport Market, Musuem and Art Gallery etc - are only available when the buildings are open. Even then, is it ok for anyone to use the loo in a community centre? If so, tell us! Provision in parks is limited to any cafes being open, if there at all. Poor.
Public toilets that are not in bars or restaurants are usually pretty grotty - not usually a very high level of cleanliness and they are more often than not in need of a refurbishment.
None are located as already stated with ease of access for those who find it difficult to move about, ie wheelchair users, or those with small walking distances and sight issues. The parking to the locations are too far apart or never available. This is why we have found online shopping better.
Caerleon needs more facilities for weekend and day time use.
The park toilets only open if someone close by to keep eye on them, if the park keepers aren't close by they close the toilets in A park full of people. Small shopping areas have no toilets open despite being on your list. Shop keepers put signs up to say no public toilet use. Pill Mill have stopped parents using toilets whilst waiting for kids to attend sports clubs.
Alot are too small, you can't fit a pram and a baby and a toddler all inside and if your shopping alone you have no choice. They often aren't clean enough. Only having one baby change facility also often means waiting and in kingsway they are located down a flight of stairs. I am aware there is a lift option available but this is also often busy and generally feels a bit grimy and dingy.
None in Pill.
People dont generally use toilets in leisure and community centers unless using the facilities, the parks need looking after more and opening times between 9-7pm, there are not enough disabled facilities and parks if there are any they are not always open or able to find someone to open them. some baby changing are not suitable, my daughter was in a full hip cast her legs positioned like a frog and a bar between the legs, i couldnt use the changing tables that pulled down sideways due to her not fitting as they wasnt wide enough, i had to change her in her pram! and this was at pool over the Sports Village.
Beechwood Park. Baby changing is awful. Just a table in a disabled toilet that doesn't shut properly. Nothing in Caerleon. Caerleon Road. Nothing. Friars Walk baby changing. No toilet in so if you have older children that are too young to use the toilets by themselves it is difficult.
There are not enough and they tend to be dirty.
Many truly public toilets have been closed - those that remain aren't always open.
Beechwood Park toilets are only open when the cafe is open . Toilets are not clearly signposted in all locations. Toilets in Maindee are only available when the library is open.

The provision of public toilets in Caerleon and the City Centre is very inadequate.
On bank Holidays when people are more likely to use areas such as Tredegar Park, I have found the toilets closed. I have also found that a lot of the community centers such as Bettws are not open all day Monday to Friday and staff members are opposed to general public using the toilets if they are not using the facilities of the centre.
Friars Walk toilets close at 7pm and Kingsway toilets close at 5.30pm. There are no toilets in the bus station.
Caerleon public toilets shut. Many tourist, school trips, etc.
Not so concerned with facilities in Newport shopping areas as use toilets in Debenhams but so embarrassing to have continually explain to visitors in Caerleon there are no public toilets near Amphitheatre apart from one dirty horrible looking at the sports field. Most days I walk my dog there are st least 2 or more coach loads of young children enjoying the Roman workshops with no decent facilities to use the toilet. At weekends the provision is appealing for the many lovely tourists who visit. I feel like inviting them into my home when they ask why there are no toilets available. I'm a National Trust member and I expect toilets at tourist destinations to be plentiful and well managed. I'm a resident of Caerleon for 66 years and have never been so upset over this before.
Just not enough. The ones that are there are dirty and tatty. Would a small charge help the upkeep as on the continent?
Tredegar Park facilities have often been closed when I have visited. Beechwood Park facilities not well sign posted or clean.
Caerleon lack of toilets is absurd. Caerleon should be a tourist hotspot with our historical sights and places to eat, however the lack of toilets is a huge downfall.
This question is erelevant as you closed public toilets when this toilet strategy issue was already up for discussion.
There are no public toilets when the shopping centres are closed.
Caerleon facilities are woefully inadequate given the numbers of tourists who visit and the distances they have generally travelled.
Toilet facilities at parks and places of interest should be made available especially where they are already available yet closed to the public. Where families and visitors of all ages should have access for this basic requirement.
Toilets in Newport Market need a lot of improvement and monitoring. There is often no toilet tissue there and the hand driers often do not work. They close around 4.30 pm These toilets are the only ones available for public use near the Market Square bus station. Toilets in Friars Walk that were kept spotless when the centre first opened are now not monitored enough again the is often no toilet tissue in the holders.
Until today I didn't know 90% of these toilets were available for use, probably because it's not advertised enough.

None in the male toilets.

Location is an issue; plus the amount of accessible toilets is a problem. There are accessible toilets, just not enough Plus a lot of toilets are not overly clean or comfortable to use.

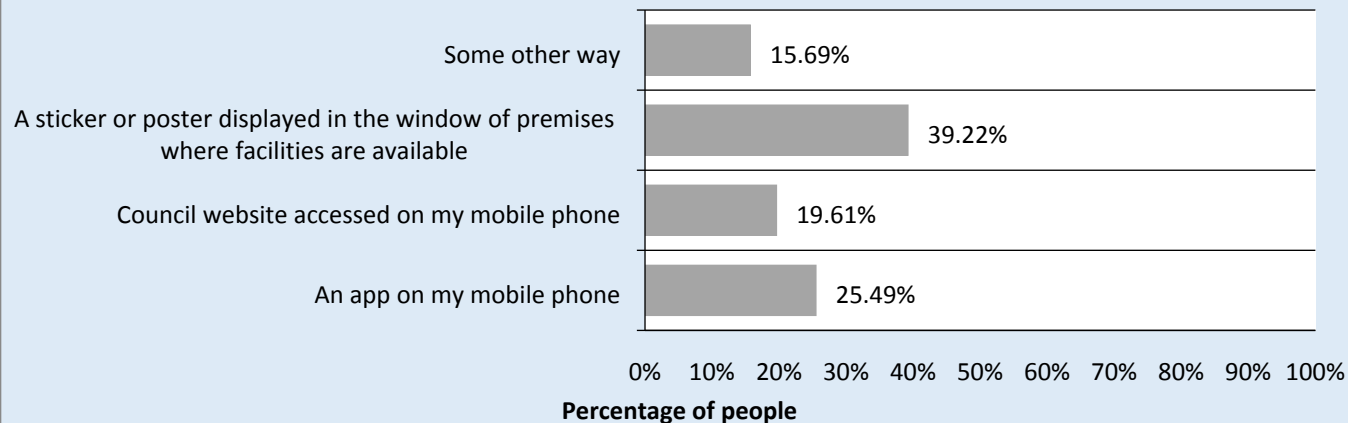
22)Are there any areas in Newport that require public toilets?

In summary all areas of the city were mentioned by respondents. The bus station was mentioned and at an ward-wide level, Pillgwenlly was listed.

23)What would be the best way for you to find out where the nearest toilet and changing facilities are located when you are out and about?

Q23	No. of people	% of people
An app on my mobile phone	13	25.49%
Council website accessed on my mobile phone	10	19.61%
A sticker or poster displayed in the window of premises where facilities are available	20	39.22%
Some other way	8	15.69%
Total responses	51	

What would be the best way for you to find out where the nearest toilet and changing facilities are located when you are out and about?



If you ticked 'Some other way', please specify:

All of the above.

Park notice boards, Newport Matters, leaflets, 'permanent' posters in some areas, e.g. Caerleon which attracts visitors to the area.

If you are on Google Maps you can search for facilities close to your location e.g. petrol stations, restaurants. This also includes toilet facilities, you just type in 'toilet' to the search bar. There is no need to reinvent the wheel and design a new app or website when a solution already exists for free, however the majority of the facilities in Newport do not appear so this needs to be resolved.

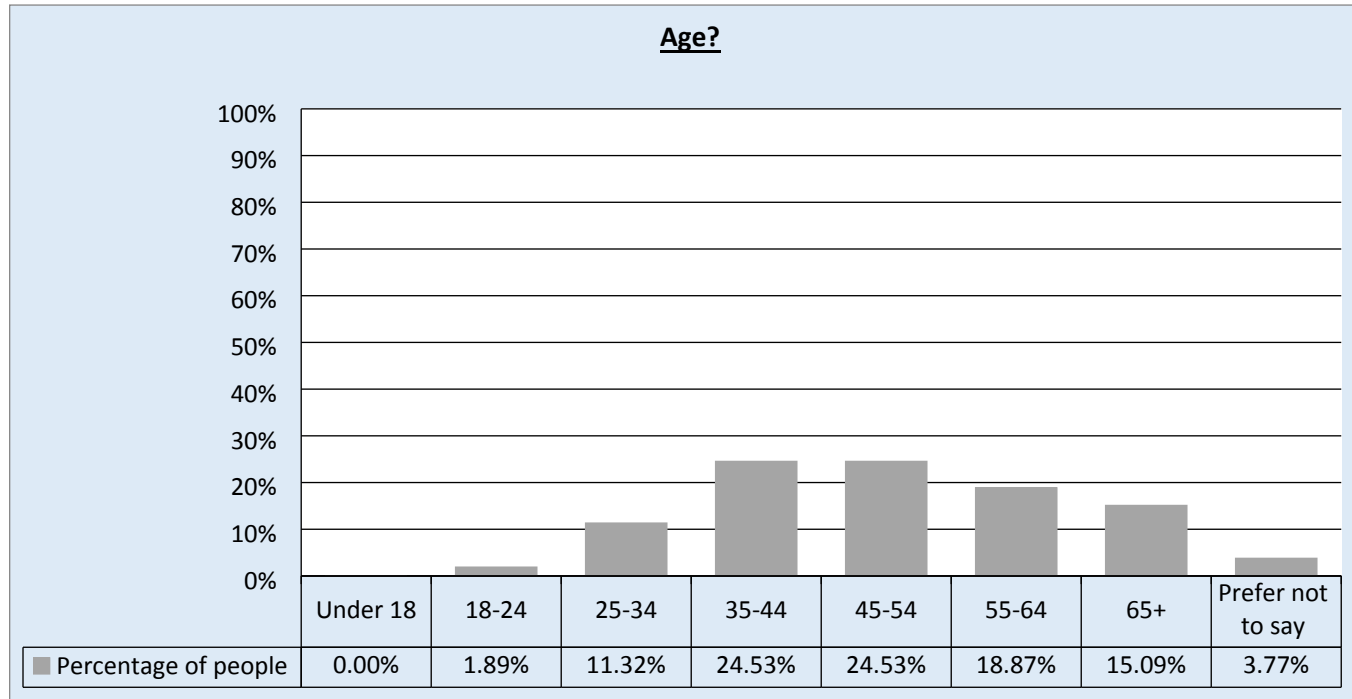
All of the above you can't have too many signs.

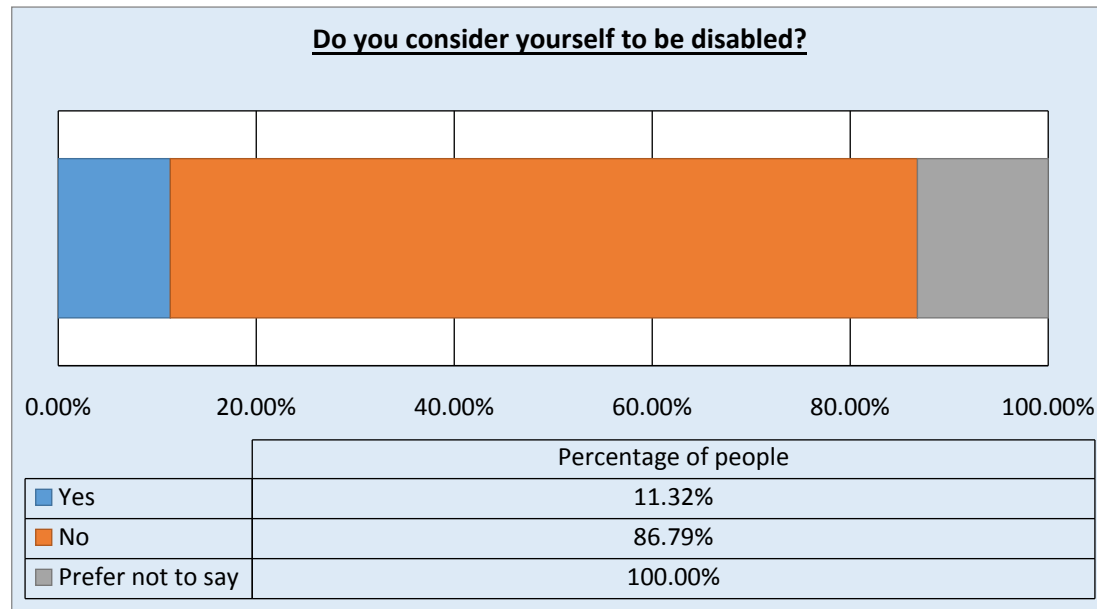
Not only posters but directional signs these could have an app ref.

ALL of the above, you have to remember people with learning difficulties some can't read so need better symbols / stickers too.

Sticker or poster on the window of premises would be good, but alongside clear signposting in the areas to direct people to the toilets.

A flyer could be sent out to all Newport residents. There could be a section on Newport City website listing all the toilets in Newport.
Large signs prominently displayed and an app on phone would be a great idea too Toilets need to be where the visitors are, not 1/2 mile away.
Signage.
Signpost.
Not relevant as all closed.
Making it illegal to put signs up saying toilets are for customers only in bars and restaurants. The government making it law that local councils need to provide this service as we all have to use the toilet.
STREET SIGNS.
And stickers in the window of coffee shops, where facilities are free to use.
Not everyone has access to a mobile (elderly) and not everyone would want a toilet app on their phone. Signs are best option. This also helps people who are non english speakers (signage is useful) plus those from outside area visiting.





This page is intentionally left blank

Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: 1 November 2019

Subject Scrutiny Adviser Reports

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Role
Daniel Cooke – Scrutiny Adviser	Present the Committee with the Scrutiny Adviser Reports for discussion and update the Committee on any changes.

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to:

Committee's Work Programme:

- 1.1 Consider the Committee's Forward Work Programme (**Appendix 1**):

2 Context

Background

- 2.1 The purpose of a forward work programme is to help ensure Councillors achieve organisation and focus in the undertaking of enquiries through the Overview and Scrutiny function. Effective work programming is essential to ensure that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services.
- 2.2 Further information about the work programming process, including the procedures for referring new business to the programme, can be found in our Scrutiny Handbook on the Council's Scrutiny webpages (www.newport.gov.uk/scrutiny).
- 2.3 The Centre for Public Scrutiny's Good Scrutiny Guide recognises the importance of the forward work programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be co-ordinated and integrated into corporate processes, to ensure that it

contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.

Forward Work Programme Updates

- 2.4 The Committee's work programme was set in June 2018, including estimated timescales for when the reports will be considered by the Committee. This programme is then managed and implemented by the designated Scrutiny Adviser for this Committee under the direction of the Committee Chairperson.
- 2.5 The Committee agreed to keep a degree of flexibility within its work programme to enable the Committee to respond to urgent / emerging issues. This item is an opportunity for the Committee members to raise any suggested additions to the work programme.

3 Information Submitted to the Committee

- 3.1 The following information is attached:

Appendix 1: The current Committee forward work programme;

4. Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to:

- **Forward Work Programme**

Consider:

- Are there any amendments to the topics scheduled to be considered at the next Committee meeting?
- Are there any additional invitees that the Committee requires to fully consider the topic?
- Is there any additional information that the Committee would like to request?

Section B – Supporting Information

5 Supporting Information

- 5.1 The Corporate Assessment, and the subsequent [follow up assessment](#) provide background information on the importance of good work programming. Specific reference is made to the need to align the Cabinet and Scrutiny work programmes to ensure the value of the Scrutiny Function is maximised.
- 5.2 The latest Cabinet work programme was approved by the Cabinet on a monthly basis for the next 12 months and includes the list of reports scheduled for consideration. Effective forward planning by both Cabinet and Scrutiny needs to be coordinated and integrated in relation to certain reports to ensure proper consultation takes place before a decision is taken. A link to the Cabinet work programme is provided [here](#) to the Committee as part of this report, to enable the Committee to ensure that the work programmes continue to reflect key decisions being made by the Cabinet.

6 Risk

- 6.1 If proper work programming procedures are not put in place, the organisation and prioritisation of the work programme is put at risk. The work of Overview and Scrutiny could become disjointed from the work of the rest of the Council, which could undermine the positive contribution Overview and Scrutiny makes to service improvement through policy development.
- 6.2 This report is presented to each Committee every month in order to mitigate that risk. The specific risks associated with individual topics on the work programme will need to be addressed as part of the Committee's investigations.

7 Links to Council Policies and Priorities

- 7.1 Having proper work programming procedures in place ensures that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services, contributes to the delivery of corporate objectives, and ensures that work can be undertaken in a timely and well-planned manner.

8 Financial Implications

- 8.1 There will be financial consequences for some of the reviews undertaken. These will be commented upon by the Head of Finance as the reports are presented. The preparing and monitoring of the work programme is done by existing staff for which budget provision is available.

9 Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)
- [Cabinet Work Programme](#)
- The Corporate Assessment and [follow up assessment](#).

Report Completed: October 2019

Friday, 24th January 2020

Topic	Role / Information required	Invitees
Draft Budget and MTFP 2020 / 21	<p>To receive the comments and recommendations made by the other Scrutiny Committees, and question the Officers on any issues with Budget Process and Public Engagement.</p> <p>Make recommendations to the Cabinet relating to the Budget Process and Public Engagement</p> <p>Confirm the final list of comments to be forwarded to the Cabinet for information.</p>	<ul style="list-style-type: none"> - Rhys Cornwall – Head of People and Business Change - Merion Rushworth – Head of Finance

Thursday, 19th March 2020

Topic	Role / Information required	Invitees
Annual Corporate Safeguarding Report	<p>To consider how the Council is carrying out its corporate safeguarding responsibilities and make comment or recommendations to Cabinet.</p> <p>It is best practice for the annual Corporate Safeguarding to receive comments and recommendations from Scrutiny before going to Cabinet.</p>	<ul style="list-style-type: none"> - Mary Ryan – Corporate Safeguarding Manager - Sally Anne Jenkins – Head of Children and Young Peoples Services - Chris Humphrey – Head of Adult and Community Services - Strategic Director – People
Civil Parking Enforcement Implementation Monitoring	<p>To consider how the Council is implementing the Civil Parking Enforcement in Newport and to make any recommendations or comments to the Cabinet Member.</p> <p>The Committee requested an update on Civil Parking Enforcement and the opportunity to monitor its implementation during the first year.</p>	<ul style="list-style-type: none"> - Paul Jones – Head of City Services - Cabinet Member for City Services

This page is intentionally left blank