

Agenda



Overview and Scrutiny Management Committee

Date: Friday, 9 July 2021

Time: 10.00 am

Venue: Virtual Meeting

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

Item	Wards Affected
1	<u>Apologies</u>
2	<u>Declarations of Interest</u>
3	<u>Minutes of the previous meeting held on 11 June 2021</u> (Pages 3 - 8)
4	<u>Annual Corporate Safeguarding 2020/21</u> (Pages 9 - 48)
5	<u>Annual Information Risk Report</u> (Pages 49 - 78)
6	<u>Annual Digital Report</u> (Pages 79 - 110)
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 111 - 118) <ul style="list-style-type: none">a) Forward Work Programme Update (Appendix 1)b) Actions Arising (Appendix 2)

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Date of Issue: Friday, 2 July 2021

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Draft Minutes

Overview and Scrutiny Management Committee

Date: 11 June 2021

Time: 10.00 am

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

In Attendance: Rhys Cornwall (Head of People and Business Change), Gareth Price (Head of Law & Regulation), Neil Barnett (Scrutiny Adviser) and Ellie Howard (Graduate Trainee)

1 Declarations of Interest

None.

2 Minutes of the previous meeting held on 30 April 2021

The minutes of the meeting held on 30 April 2021 were **accepted** as a true and accurate record.

3 The New Normal - Newport City Council Operational Model

Invitees;

- Rhys Cornwall, Head of People and Business Change

The Head of People and Business Change gave an overview of the report, and first addressed the Active Travel aspect of the report. It was advised that Newport are currently part of the Gwent Active Travel Network, and prior to the pandemic a survey had gone out to employees regarding how they get to work. The barriers to active travel have been listed in the report, and these are in line with responses elsewhere, and are as expected for walking and cycling. This report will go to Cabinet on the 7th July 2021. The process from here is that the report will go to Cabinet with a series of recommendations, and then staff consultation will also need to take place. The Head of People and Business Change then case updates on the current position:

Welsh Government Remote Working Wales Initiative

It was advised that Welsh Government (WG) are setting up remote working hubs across Wales. Newport City Council (NCC) are working with WG on this initiative, with the aim for 30% of the workforce to work remotely from home or near home. This aims to increase staff's ability to have a short commute to their working hub, preferably using active travel. These are also ideally going to be placed in town centres.

Climate Change

As a city on the M4, air quality is a really important issue. The lower amount of vehicles travelling into Newport, the better, as traffic is a large contributor to air pollution in Newport.

Staff

In terms of technology, lots of work is going on to improve Newport's Digital Strategy, but Cabinet will not be asked to make any decisions on this. There have been investments over the past few years to improve Newport's digital approach. Wellbeing, remuneration and personal development will be the key concerns. The Council have carried out surveys regarding wellbeing of staff working from home. Most of the responses suggested that working from home had been a positive for individuals. The overall position is that as a council, we need to look at the way we support staff wellbeing in a working world. Regarding remuneration, there is a tax claim scheme which allows employees to not be taxed on their working from home money. The Council want to ensure this is in place for employees. The Committee were then told that the council are not advocating that any staff solely work from home. The wellbeing and personal development aspects are the key elements of this. It is important that staff feel involved and feel like part of the organisation.

The HR and OD Manager explained that the Council are considering how to help people working remotely, particularly regarding training and development. Her team are looking to pull together a whole package of support to allow people to work remotely on a long term basis, in order to support wellbeing whilst working from home. The Head of People and Business Change explained that health and safety, and culture are the main challenges to staff working at home. Whilst we feel we have the capability to work remotely as an organisation, and that staff can achieve this, there are detrimental impacts to this as well. Being pragmatic, we need to look at individual needs, for example, health and safety. It is important to maintain an organisational culture, and that is very difficult to do if people are never together.

The Head of People and Business Change advised that the first question for the Cabinet is: once Covid-19 restrictions are lifted, we could go back to the previous model. There is nothing stopping us. So a decision needs to be taken assuming that is not what we are going to do. In regards to staffing, a home-working policy will need to be developed, allowing for staff to work from home at least one day per week. The flexible working scheme will also need to be reviewed. There is a need to invest in new approaches to supporting mental health support and long-term health conditions in a post-pandemic environment and to employ different tactics to engage with a dispersed workforce. Currently, our primary goal is to ensure the safety of staff, members and public. Following that, our priority remains looking after the health and safety of all. However, there is no point in achieving that if it has a detrimental effect on wellbeing, mental health and physical health

Members asked the following:

- Members expressed that an issue with home working is the tax implications are very complicated. Is the plan for there to be agile working contracts instead of home working contracts?

The HR and OD Manager advised that there are options around what we choose to do. If we are going to designate an employee's home as a place of work, that will need to be outlined formally. It will also be important to consider things such as desk and meeting space availability in the Civic Centre. Ultimately, it is not expected to make contracts for people as home workers on permanent basis.

- Members asked if we would be looking at setting up a booking system for hot-desking.

The Head of People and Business Change replied that we are looking at the optimisation of the space we require in the Civic Centre. A booking system is being considered upon the return to work. It is important to consider the purpose of the building, both in terms of the work that people do, but also as it being a publicly accessed building. The model at the moment gives us 250 work stations, but also

significantly more collaborative work spaces. A zoned approach will be used to ensure colleagues can be with their team members.

- Issue was raised of staff having difficulties from disconnecting from their work at the end of the day. This may be even worse for less senior staff who may feel they need to prove themselves. How can we communicate to staff and give training to show that staff are expected to take breaks and have space between home and work life?

The Head of People and Business Change replied that we certainly have a bigger issue with people over-working than under-working. Training and information for staff is necessary, however this is also a cultural issue. It is very difficult for staff to get down time, as it is known that people can always be reached on their laptop or phone. For most of our staff, as an organisation we need to be much better at ensuring they can switch off at the end of the working day.

- Members commented regarding active travel. Offering secure bike parking for employees is important. Rewarding active travel could also be a key part of this. Active travel mentors could also be utilised, for example for people who would like to cycle but don't have the confidence or experience.

The Head of People and Business Change replied that the active travel mentors is a really good idea, and it could be explored how that could work. Rewarding active travel can also be reviewed as part of the Travel and Subsistence Policy review. Members were also advised that the Civic Centre does have some secure bike parking, but perhaps not enough. Similarly there are shower facilities, but again not enough.

- Members discussed the possibility of renting out the Civic Centre to other partners.

The Head of People and Business Change replied that this is definitely part of the plan going forward, as we have a lot of space in the Civic Centre that it will be important to utilise.

- Comment was made that the choice of employees is very important.

The Head of People and Business Change replied that this is a difficult issue. We need to consider their role and type of work, but also what suits the employees best.

- Comment was made that aggressive motorists has not been mentioned within the list of barriers to active travel in the report. It would be good to see this being added.

The Head of People and Business Change replied that cyclists can be very vulnerable road users. Most drivers are reasonably considerate, but there is often a risk to cyclists. It is still commonly believed that cyclists are a bit of a nuisance, so there does need to be an attitude change to this.

- Members commented that it is important to remember that face-to-face contact is extremely important, and it shouldn't be neglected. Both from a staff perspective, and a citizen perspective, it is very important for people to be able to interact in person. We need to pay important attention to this, as it is at the heart of local engagement and democracy.

The Head of People and Business Change replied that the Civic Centre should be a publicly accessible building. However, it is important to note that many members of the public prefer to access services online. If we can service as many people as possible online, it means we can offer better face-to-face service for those who need it. We want it to be as easy as possible for members of the public to speak to staff when needed. Members were then advised that this section of the report will be added to before it goes to Cabinet.

- Members enquired whether Full Council meetings would need to be in person to be legally binding.

The Head of People and Business Change replied that this applies in England only, not in Wales.

- Members asked what percentage of the building is occupied?

The Head of People and Business Change replied that pre-pandemic occupancy was about 40% of the building. Currently, only Social Services are really using the building as well as a few staff when necessary. Members were then advised that the plan is not to leave the building empty. We would want to have other organisations in the building to utilise the space and bring more business to the town centre. It would be ideal to have many people using the building on a daily basis.

- Members commented that lots of roadworks are going on near the Civic Centre in order to improve cycling access. This is going to make cycling safer around Newport.

Building

The Head of People and Business Change explained the plans for the Civic Centre. There are ongoing conversations around the best use of the building. We already have third partners in the building, for example Health, the Coroners Court and the Police. There are certainly opportunities to bring others into the building. It is important to consider security of the building in conjunction with this. There are also IT implications, as the servers are currently in the building but will move to a purpose built data centre. We want to ensure that the building is being utilised fully. Members were then told of the two broad options, one is to return to the way that civic centre was used in the same way pre-pandemic. The other is to maintain a more flexible approach, which is the preferred option. The plan for this is to have zoning in the Civic Centre so people are working within their staffing groups- there will be a booking system associated with this. The plan also aims to ensure that there are facilities within the building to work with members of the public or using technology. Also looking at utilising the reception area and meeting rooms. Again, the purpose of this plan is to bring the building into full use.

Members asked the following:

- A Member commented that he had previously worked in a remote environment and would be happy to share his experiences of this.

The Head of People and Business Change explained that this would be welcome.

- Members enquired whether it is feasible to consider letting out spaces in the Civic Centre, when lots of the spaces are out of date and require refurbishment.

The Head of People and Business Change replied that the Civic Centre is an iconic building and is in a significant location in Newport. We need to maximise its use. In their current state, we couldn't be seeking a revenue stream for the office space. We

will need to find grant streams or investment opportunities in order to renovate this space.

Democratic Function

The Committee were advised that as part of the Local Government and Elections Act, we have a duty to ensure public access to council meetings. In the future, will have to make provision for in person and virtual council events. This is to promote a more diverse range of people being able to serve as Members. There is also work being undertaken in Council Chambers and meeting rooms in order to ensure they are fit for purpose. We are looking at how to enhance the wellbeing programme for members, and considering the requirement to fund members to carry out their duties, for example with equipment and facilities. This will also be discussed at Democratic Services Committee.

Members asked the following:

- Members enquired whether Microsoft Teams is a government preferred system, or if other video conferencing tools will be used. There have been significant issues with Teams over the past 12 months.

The Head of People and Business Change replied that this is not necessarily a Welsh Government preferred tool. The current issue is due to a Microsoft update. Most of the issues we have experienced have been due to individual issues, for example a certain laptop or home internet issues. Microsoft is a resilient system, but there are weaknesses within that. The Council use Microsoft, not just for Teams, but also for applications such as Outlook and Office. The Council has recently updated their Office 365 system, meaning we get Teams included in the package. Any alternative would mean a significant increase in cost. There will always be external factors, such as home connectivity and isolated issues. These are inevitable and not due to Teams. It was then advised that NetMotion is currently used for remote connectivity, and this is going to change in the coming months to use a different VPN. This will make it better, but there are still issues which will impact this.

Technology

The Head of People and Business Change explained that Newport joined the Shared Resource Service in 2017. We now have an exceptional IT team led by Mark Bleazard. There has been a significant increase in resourcing over the past few years, which served the Council very well in the transition to home working during the pandemic. We are increasing our bandwidth, which means that things will work faster. We are also introducing a new VPN, which streamlines things that need to be used in a secure network. The purpose of all of this is to augment and enhance the work that is being done face-to-face. The lockdown triggered an enhanced risk to cyber security. With people working from home, there is always going to be a weakness in that system, despite many safeguards being in place. This is not just an issue for our organisation, but is across public sector bodies in the UK.

Members asked the following:

- Members commented that there are some service areas where the information being dealt with is highly sensitive and confidential, e.g. social services. How is this encrypted?

The Head of People and Business Change replied that there is Information Security training in order to ensure that all staff understand the rules around information sharing. We also currently have Egress encryption for confidential emails, and our whole email system is encrypted.

- Members commented that there needs to be assurance that the Council can cope if a cyber-attack was to occur.

The Head of People and Business Change replied that we have facilities in place in order to respond to a cyber-attack. We have classifications for different systems and business continuity arrangements, to ensure that if any systems do go down, there are still arrangements for operating. We are very reliant on IT provision, so it is extremely important these things are in place.

The Chair thanked the officer for attending.

Conclusions

The Committee **agreed** to recommend the report to Cabinet with the following comments and recommendations to the Cabinet Member:

- The Committee would like for further exploration on how mentors for Active Travel could work, for people who would like to cycle but do not have the experience or confidence. It was also requested that rewarding active travel could be reviewed as a part of the Travel and Subsistence Policy review.
- Members spoke of the importance of face-to-face contact and it shouldn't be neglected. Both from a staff perspective and a citizen perspective, it is very important for people to be able to interact in person. The Council need to pay important attention to this, as it is at the heart of local engagement and democracy.
- The Committee were pleased with the assurance that the Council is able to cope and have facilities in place with cyber-attacks.
- Members requested if there can be additional information included in the report about the potential future usage of the Civic Centre building. Members would also like to for "aggressive motorists" to be added within the list of barriers to Active Travel.

4 Scrutiny Adviser Reports

Invitees;

- Neil Barnett – Scrutiny Adviser

The Scrutiny Adviser presented the forward work programme, and informed the Committee of the topics due to be discussed at the next two meetings:

9 July 2021

- Annual Corporate Safeguarding 2020/21
- Annual Information Risk Report
- Annual Digital Report

30 July 2021

- Parks PSPO

The Scrutiny Adviser advised the Committee that another meeting in July had been requested for the Parks PSPO to be scrutinised, as the Parks PSPO is due to be renewed. This additional meeting had been agreed with the Chair of the Committee.

The meeting terminated at 11.50 am



Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: June 2021

Subject Annual Corporate Safeguarding 2020/21

Author Scrutiny Adviser

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

Invitee:	Area / Role / Subject
Sally Ann Jenkins	Head of Children and Young Peoples Service
Mary Ryan	Head of Corporate Safeguarding

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to

1. Consider the Annual Corporate Safeguarding Executive Summary report, to scrutinise and review the progress of the key priority work plans for both corporate safeguarding arrangements and the safeguarding self- assessment findings for the whole Council.
2. Determine if it wishes to make any comment / recommendations to Cabinet regarding the report and the how the Council is managing corporate safeguarding.

2 Context

Background

- 2.1 Safeguarding, whether concerning children or adults is of paramount importance and accordingly occupies a high priority within the Council’s services.
- 2.2 Hitherto, reports on aspects of safeguarding responsibilities of the Council have been reported in the past to a joint Committee or individual Committees whom the relevant safeguarding matters relate to. This has been programmed for scrutiny on a regular basis annually.

- 2.3 Safeguarding is a complex topic in so far as safeguarding responsibilities are present in all aspects of Council Services and external life activities. The theme of safeguarding is therefore present in all aspects of Council Services, functions and duties. Due to the overarching corporate significance of the Corporate Safeguarding plan and the new self- assessment safeguarding toolkit which provides Members with a baseline assessment of how the whole Council is ensuring safeguarding is embedded within all services are being brought to the Overview and Scrutiny Management Committee.
- 2.4 This report combines the relevant portfolio areas for Committees with scrutiny safeguarding roles and enables the topic of safeguarding across the spectrum to be addressed at the same time.
- 2.5 The report firstly seeks to make Members aware of the scope and detail of the Council's safeguarding services and role of the Committee. The Committee's role will be to monitor the performance of each element of the service action plan provided and to comment on planned activity for the coming period. The overall aim is to ensure that the theme of "safeguarding" becoming fundamentally embedded within all aspects of council services.
- 2.6 In order to maintain and improve understanding of the services provided and roles associated with safeguarding, as Councillors and Scrutiny Members specifically, Members are asked to endorse the planning and future provision of suitable training through a range of opportunities.

Previous Consideration of Corporate Safeguarding

- 2.7 Following a Welsh Audit Office Inspection in 2019, the format and data presented within this report has required to be revised. Welsh Government are due to implement a change to the Quality Standards (Key Performance Indicators) which provide the basic benchmark of performance for local authorities who deliver care and support to the people of Wales. The new performance data sets will commence from 1st April 2020 and will report to Welsh Government in March 2021. Welsh Government will not be externally publishing this data for any Local Authority for the first year. This means that the collection and presentation in terms of "Safeguarding" data for members to be aware of and scrutinise currently, and in future reports, will change from this year's report and in forthcoming reports. These changes have resulted in a more detailed report than committee have previously received.
- 2.8 At the last Scrutiny Committee review in October 2020, the Committee made the following comments to the Cabinet:
- Members appreciated the hard work that had been completed over this period, and advised the report was very comprehensive.
 - Members expressed the importance of the department having the expertise to be able to make recommendations, and approaching with issues such as depriving individuals of their liberty, professionally and sensitively as wrong decisions could leave the Council open to legal challenges. Processes need to be water tight.
 - Members voiced concerns of the potential risks if the Council do not go ahead with a 3 yearly check, as well as making sure that Subject Access Requests are completed without breaching any time scales and risking fines.
- 2.9 As Scrutiny is not a decision making forum, the Scrutiny Committee's review and subsequent comments / recommendations on this matter will be reported to the Cabinet for consideration and action.
- 2.10 As Elected Members, and Scrutiny Members, the Committee has an important role in considering the arrangements that the Council has in place for Safeguarding, Corporately and for those in direct contact with vulnerable groups.

3 Information Submitted to the Committee

- 3.1 Attached at **Appendix 1** is the Annual Corporate Safeguarding Executive Summary update. This report provides key information on the topic of “safeguarding” for members, provides information on how well the Council is achieving on its safeguarding arrangements, and provides a specific focus on the areas in which the performance is AMBER or RED.

4. Suggested Areas of Focus

Role of the Committee

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

- Establish whether associated key priorities and themes are appropriately addressed within the Action Plan (2021/2022) and planned actions are geared to meet the objectives within the timescale concerned.
- Determine whether there are any perceived areas of practice where objectives are not effectively addressed or met (both Corporate or within specific work plans of the Safeguarding Unit)
- Consider whether the structure for the Newport Safeguarding Unit Structure and Individual Teams Key Priority Plans is appropriate to meet the Council's responsibilities for safeguarding matters.
- Consider whether an adequate monitoring and performance management framework and measures are in place to ensure an appropriate level of management on an ongoing basis and to consider possible arrangements for the Committee to implement.
- Consider the level of planning and future provision of suitable training through a range of opportunities for Members in their roles as Councillors and Members of Scrutiny Committees.

4.1 Suggested Lines of Enquiry

The following broad lines of enquiry have been adapted from the Centre for Public Scrutiny / Improvement and Development Agency 'Safeguarding Children Scrutiny Guide' as areas to consider when thinking about safeguarding both children and adults:

4.1.1 Partnership Working:

- Is the relationship between the Council and the Regional Safeguarding Boards (SEWSCB; GWASB; VAWDASVB) clear and working effectively to improve outcomes for children and adults?
- Scrutiny arrangements - Is the Scrutiny Committee for Partnerships aware of all relevant partnerships and are they included on their Forward Work Programme?

4.1.2 Quality and Performance:

- Is there evidence that learning from the regional boards leads to service improvement at system and frontline practitioner level? For example, how embedded and integrated is the learning following Child Practice Reviews/ Adult Practice Reviews to local practice within Newport Social Services?
- How is the Council and the Regional Safeguarding Boards gathering and using the experiences of children, young people and families to inform improvements to safeguarding arrangements?
- Is there a robust assessment process in place for both children and adults who may have care and support needs and are outcomes well understood?

4.1.3 **Practice:**

- Are universal services supporting vulnerable children well and are there adequate and effective early intervention or prevention services in place for children and families? What safeguards are there to protect children and families from inappropriate child protection interventions?
- Are services reaching the most vulnerable groups e.g. children with disabilities, children in families affected by substance misuse, domestic violence or parental mental illness and children from refugee and asylum seeking communities?
- Do all Care and Support Plans contain specific, achievable, focussed outcomes intended to safeguard and promote the well-being of the person?
- Are these plans measureable and are those care and support plans for children identified in need of protection independently reviewed?
- What is the quality and frequency of supervision and training given to frontline staff? Does supervision routinely address safeguarding practice and performance?
- Role of Members – is the role for Members clear, and accountable?

Section B – Supporting Information

5 Supporting Information

5.1 The Corporate Safeguarding report includes the Corporate Safeguarding Action Plan 21/22 and the following Safeguarding Service areas within Newport City Council Individual Teams Key Data and Priority Plans;

- Adult Safeguarding
- Safeguarding / Quality Assurance (Local Designated Officer)
- Independent Reviewing Officers and Independent Conference Chairs
- Education Safeguarding
- Child Criminal Exploitation (Child sexual exploitation)
- Independent Reviewing Officer Team Plan

6 Links to Council Policies and Priorities

- The Annual Corporate Safeguarding report has links to both the *Aspirational People and Resilient Communities* Corporate Plan Commitments and 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

5 Ways of Working	Types of Questions to consider:
<p>Long-term The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.</p>	<p>Can the Officers provide actions to any of the Amber and Red</p> <p>Are there any long term trends developing that could affect how this plan is implemented to how the actions are prioritised?</p>
<p>Prevention Prevent problems occurring or getting worse.</p>	<p>How are you ensuring that the needs of the service users monitored and are taken into account when developing the long term strategy?</p> <p>The PRG recommended that education around proper recycling is important to increasing recycling rates, what is the Council doing to increase people's knowledge of how to recycle appropriately?</p>
<p>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.</p>	<p>How does the Council's implementation of the plan impact upon the services of other public bodies and their objectives?</p>
<p>Collaboration Acting in collaboration with any other person (or different parts of the organisation itself).</p>	<p>How are you using the knowledge / information / good practice of others to inform / influence the Council's work?</p>
<p>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.</p>	<p>How as a Council are we ensuring we are consistently seeking the views of those who are impacted through the implementation of the plan?</p> <p>While developing a long term strategy, how are you ensuring the diverse communities are involved in your decision making?</p>

8. Background Papers

Include all additional documents that are referenced in the report, and those that you have used as background reading. Hyperlink to online versions of them if available.

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

Report Completed: June 2021

Submission of Evidence to Scrutiny

Authors: Head of Corporate Safeguarding
Consultant Social Worker- Safeguarding
Date: April 2021

Table of contents

Title	Page
Purpose	2
Summary	2
Proposal	3
Scrutiny Recommendations (2019/2020)	3
Internal/ External Audits and Inspection Findings (2019/2020)	5
Safeguarding Training Data and Outcomes	7
Developments this year (review of work plan)	10
Reviewed Annual Corporate Safeguarding Work Plan 2019/2020	17
Key Data for Safeguarding	20
Annual Review of Newport City Council Corporate Safeguarding Self -Assessment Audit	23

Future Work, Areas of Stress/ Risk, and Recommendations	28
Corporate Safeguarding Work Plan (2021/2022)	30
Resource Implications (Employment and Financial)	33
Appendices	34

Purpose To, present the annual corporate safeguarding report, which monitors, scrutinises and objectively plans on the theme of “safeguarding” being fundamentally embedded within all aspects of council services, functions and duties.

To provide Scrutiny with essential and key information to allow effective scrutiny of the Councils’ safeguarding practice.

To update Cabinet members on the work undertaken to improve arrangements for safeguarding and protecting children and adults who require specific Council services and to ensure that these arrangements are effective.

The Committee is requested to scrutinise and review the progress of the work plan for Corporate Safeguarding arrangements.

Summary

This is the fourth review of the annual corporate safeguarding report. Further revisions to the format and data presented within this annual report have been made and it is anticipated that this will be the final version of the report model presented for scrutiny moving forward. The Welsh Audit Office Inspection (2019) had recommended that the full range of information and data across the full portfolio of Safeguarding arrangements and requirements was presented to the Council's Overview and Scrutiny Committee as standard practice annually, however, respecting the wishes of the committee to provide only streamlined and targeted information within the report (February 2021), revisions to the format and data presented have been made to this report. Therefore the changes are as follows;

- Safeguarding team specific plans are no longer reported, only where key issues are identified will these be shared with members for their scrutiny.
- The following report structure will be presented:
 - o Scrutiny Recommendations (from previous reporting year)
 - o Internal/ External Audit and Inspection outcomes
 - o Safeguarding Training Data and outcomes
 - o Developments this year, including a review of the Corporate Safeguarding Work Plan
 - o Key data for Safeguarding
 - o Annual Review of Newport City Council Corporate Safeguarding Self -Assessment Audit (New 2021)
 - o Future Work, Areas of stress/ risk, and Recommendations
 - o Corporate Safeguarding Work Plan (Current/ Future Year)
 - o Resource Implications
- The committee have previously been advised of the new and increased number of Quality Standards (Key Performance Indicators) associated with 'Safeguarding' required to be reported to Welsh Government from April 2021 (from 3 to 26). As scrutiny of that data remains the responsibility of the committee for the Annual Director's Report for Social Services, there is no expectation on members of this group to formally comment on the data however, where possible, a selection of this data has been shared for context purposes when considering how effective safeguarding performance is being achieved within Council services.
Members are respectfully reminded that the reporting timeframe of this document comes before the official data set return for Welsh Government therefore there will be limitations on the data both in terms of final figure data and limitations on benchmarking data to other local authorities (as there will be a lack of unpublished data).

Proposal To scrutinise and review the progress of “safeguarding” being embedded within Council services, and to scrutinise and review the effectiveness of the proposed work plan for corporate safeguarding arrangements.

1. Scrutiny Recommendations (2019/2020)

1.1 “Members were happy to see that the report now has explanations on the graphs but again there are no comparisons with other local authorities, which would be helpful in future reports”.

This recommendation has been duly noted and accepted. Accompanying narrative and description for data/graphs is now routinely provided to aid interpretation and the most available performance data is provided for the time of reporting for Newport specifically. However, members are respectfully reminded that where data returns for Welsh Government/ Welsh Audit Office/ Estyn purposes are required these are collected and submitted at certain periods and therefore, wider data is only published at specific periods and may not be available to fit in with the timetabling for this report. Where benchmarking is possible this evidence will be presented for scrutiny. This means that published data across all authorities will not be made available/ published until June 2022 onwards (this is due to figures not being published in the first year when authorities are transitioning into new reporting measures/ frameworks).

1.2 “Comment was also made about the feedback from the Audit Office to give a more detailed report, as a Member fed back that there is already a lot of information included for a lay person”

This recommendation has been accepted and acted upon in the reformatting of the report to a more streamlined and synthesised report. As per Members wishes and comments in relation to the “operational” nature of the individual priority plans of the Safeguarding Unit, these have been removed from the report and only where key issues or areas of risk are identified will they be highlighted for Members attention.

The report has also been streamlined to provide consistent topics for Members to be presented with on a yearly basis with a focus solely on corporate compliancy requirements and targeted actions to improve council services resulting from the annual self-assessment audits and analysis of data/ trends. This should result in a shorter report whilst still providing the level of detail that Members require to effectively scrutinise the Council’s effectiveness of embedding ‘safeguarding’ across its service areas and evidencing that statutory responsibilities are being met. Where areas of risk or stress are identified that these are being monitored/ addressed, and the corporate work plan is progressive in moving forward areas of identified need.

1.3 *“Feedback was given on the online training courses which members felt was difficult to operate due to the number of passwords required to use it and the layout. It was suggested that the Council follow a more simplified system that other organisations use”.*

The comments have been noted. Members are respectfully advised that the on-line learning platform used for all of Newport City Council’s e-learning is hosted by the NHS platform, the supplier is used for Health authority training along with other local authorities in the region. There is only one username and password requirement for all on-line training courses once registered, this is linked to the employee’s registration details so all mandatory e-learning and any additional e-learning is registered to their personal training account and is linked to their I-Trent account. Assistance with log-in difficulties can be gained by contacting the I-Trent team and step-by-step user guides have also been developed. It is noted within the Training section (5) that elected members training figures are low at --%, in comparison to other service areas where there has been a much higher completion rate for e-learning safeguarding compulsory training. Although a small number of members had contacted the staff within the Safeguarding Unit to query accessing the “Safeguarding Involves Us All” e-learning training on I-Pads, these issues were resolved for those Members and the course successfully completed, therefore, there are no known access issues to the training platform. Members are therefore advised to contact I-Trent if they are experiencing individual difficulties accessing the training platform to complete the mandatory e-learning courses.

1.4 *“Members voiced concerns of the potential risks if the Council do not go ahead with a 3 yearly check (DBS- Education), as well as making sure that Subject Access Requests are completed without breaching any timescales and risking fines”*

The recommendation from the previous year’s report and this year’s report regarding the 3 yearly DBS checks within Education have been duly noted and accepted. The costs of the 3 yearly DBS checks within Education as routine practice have been presented to Cabinet to endorse, once approved this action will be passed to People and Business Change and Education Services to implement as an on-going task and removed from the Corporate Safeguarding Work Plan (see reviewed Corporate Safeguarding Work Plan 19/20).

Members are advised that in terms of meeting our statutory duties for Subject Access Requests and Police Requests a business case has been submitted to facilitate a post to manage the significant increase in the volume of applications received by the authority has been made in April 2021. This creation of this post will ensure that the management of the processes and information itself will ensure that the Council will be less likely to encounter breaching timescales and risk incurring fines and citizens and partner agencies will receive appropriate information in a secure and timely manner.

1.5 *“Members expressed the importance of the department having the expertise to be able to make recommendations, and approaching with issues such as depriving individuals of their liberty, professionally and sensitively as wrong decisions could leave the Council open to legal challenges. Processes need to be water tight”.*

The comments are duly noted and accepted. Members were advised and assured that in terms of the changes in the legislation and practice from Deprivation of Liberty Safeguards to Liberty Protection Safeguards (LPS) that the full implementation for practice had been delayed until 2022. Currently the authority has enough experienced and dedicated staff who have been fully briefed and trained in the Mental Capacity Act and are able to carry out Best Interest Assessments. As part of the on-going identified training strategy, both in-house and as part of the wider regional consortium, more training on the new legislation/ practice to increase knowledge and skill will be on-going (see Corporate Work plan 2021/ 2022). This strategy will also include considerations for young people where LPS may be required, although this is a slightly different system where the social worker applies to the court for an inherent jurisdiction and the judge would make a decision, staff within the service area (CYP) would require adequate training on the new legislation.

2. Internal/ External Audits and Inspection Findings (2020/2021):

2.1 There has been 1 internal audit completed within this period for “The Safeguarding Training and Local Authority Designated Officer (LADO) Internal Audit- March 2021”, an internal scoping exercise commissioned by Children’s Services focusing on Child Protection Conferences in 2020 and the implementation of recommendations resulting from the pilot Joint Inspectorate Review of Child Protection Arrangements (JICPA) inspection (December 2019) have been applied into practice.

2.2 The Safeguarding Training and LADO Internal Audit- March 2021

The objective of the audit was to examine and evaluate the mandatory training in VAWDASV and Corporate Safeguarding is available to all staff and is received within a reasonable timescale; and NCC LADO activities are conducted in accordance with the Wales Safeguarding Procedures and the Gwent Safeguarding Protocol. In summary, although the audit identified some significant and moderate risks which require addressing, no critical risks were identified. A ‘Reasonable’ assurance rating was awarded which reflects that systems are reviewed and adequately controlled. There were a number of favourable strengths identified in terms of the LADO processes currently in place and of the 1 significant weakness and 3 moderate weaknesses identified these are actionable relating to work flow processes.

The strengths of the audit highlighted that Employees were regularly informed of the mandatory safeguarding courses and these were linked to their I-Trent training accounts, the courses were featured on the Learning & Development directory (as e-learning only). The audit however, did not make allowances for the lack of opportunity to facilitate any face to face training during the last year of the pandemic for either VAWDASV or “Safeguarding Involves Us All” therefore it would be expected that completion rates would be expected to be slightly lower in service areas where it is known where staff cannot access e-learning (i.e.City Services). It is also worth noting that the “Safeguarding Involves Us All” course only launched in late May 2020 so adjustments taking into account year to date training data should have been applied to reflect these variables (eg. May 2020- February 2021 = 9 months) so the completion rate would not be expected to be obtained at ¾ into the year and with the pandemic the lack of opportunity to facilitate face to face learning the original 90% completion target would have been unobtainable. Therefore, this outcome requires to be challenged with the audit team.

However, this internal audit regarding mandatory training in combination with the data analysis at section 3 clearly highlights the low compliance within the Council for the completion of Compulsory Safeguarding Training and when benchmarked with other local authorities, this has remained unsatisfactory for the past three years despite campaigns/ actions across service areas. There is a clear risk to the Council that action could be taken by Welsh Government if non-compliance in terms of VAWDASV training is not met. Members are directed to sections 3 and 7 for further analyses.

2.3 Implementation of recommendations resulting from the pilot Joint Inspectorate Review of Child Protection Arrangements (JICPA) inspection (December 2019) have been applied into practice

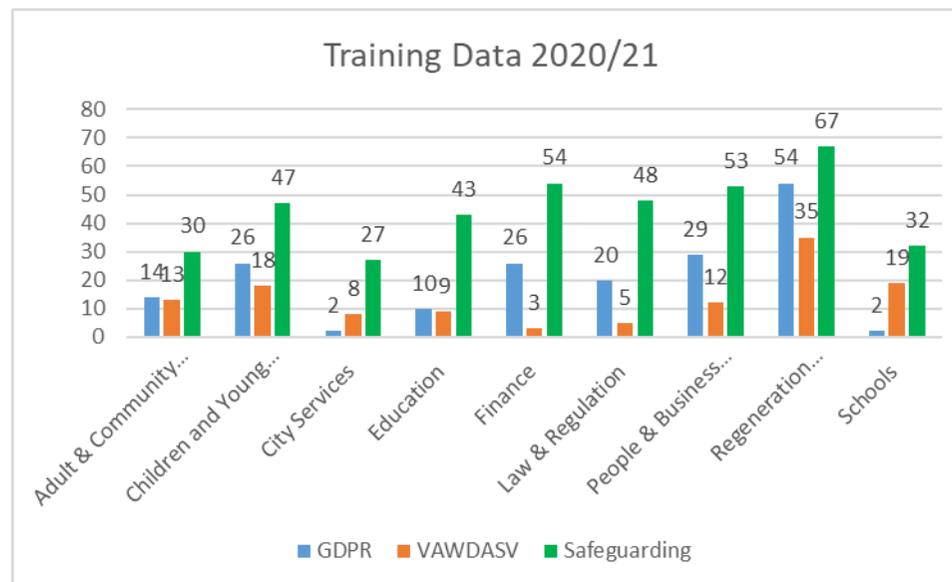
Following the successful pilot JICPA inspection, which occurred in December 2019, Children and Young People Services received positive feedback from inspectors in relation to the child exploitation pathways and interventions being employed in practice and the development of a new toolkit to replace the former child sexual exploitation scoring toolkit formally used (known as SERAF). The Child Exploitation Measurement Tool trialled and developed in Newport has now been accepted regionally and rolled out for use from April 2021. Members can view the toolkit within the appendices for their interest.

2.4 Internal Child Protection Case Conference Scoping Exercise- Barnardo's Cymru, Newport Strategic Partnership (January 2020)

The intention of the scoping exercise/ research was to gain insight into alternative methods to facilitating child protection conferences, gaining the views of practitioners; families; young people and viewing alternate methods in action from other regions (Swansea). The research also considered the views of those involved in relation to the required paperwork for child protection conferences, including quality; how and when this was shared; etc. Direct service User participation within the exercise was limited, partially due to the pandemic, however from the research findings and the comparative opportunities with the Swansea model of practice the findings have been both helpful in implementing positive service user and practitioner informed collaborative changes to the conference practice model in Newport. We have been able to start developing changes to the child protection forms generated from the WCCIS system we take to conferences to make them more “user friendly” for both practitioners and families. Although the pandemic forced all child protection conferences into a “virtual” format we have now been able to successfully review a model where the conference is more accessible for remote log in for professionals but to allow the opportunity for parents/ young people and the Conference Chair and Social Worker to still physically attend the conference and be part of the discussion regarding concerns for their children. Further developments to the child protection process will continue with audits and reviews throughout the forthcoming year.

3. Safeguarding Training Data and Outcomes

- 3.1 Compliance rates with Mandatory Safeguarding Training for ALL employees, including elected members and volunteers, remains low this year. There are 3 specific mandatory courses with associated regulatory requirements for council employees to complete, these are the General Data Protection Regulations Training (GDPR); Violence against Women, Domestic Abuse and Sexual Violence and the newly launched (2021) "Safeguarding Involves Us All- Awareness Training".
- 3.2 Firstly it is important to stress that there are mitigating factors for training figures being low in this period which must be taken into account, these factors have also been given due regard by regulatory bodies as they have not issued fines/ regulatory actions during this period, however, this continued acceptance will not be continually extended. The Covid-19 pandemic has impacted on a number of the workforce itself being affected in some way (directly; caring responsibilities; in-shielding; etc.) resulting in their work patterns changing reducing the number of staff physically working over the period; the pandemic has prevented the opportunity to provide face to face learning resulting in a number of service areas being unable to access the mandatory training as they have limited/ no e-learning opportunity.
- 3.3 The "Safeguarding Involves Us All- Awareness Training" **e-learning** module was launched in May 2020, (NB. face to face sessions have not been deliverable to date due to the pandemic but are planned). The launch comprised a campaign utilising staff communications such as newsletters, bulletins and announcements. The Safeguarding Champions then provided targeted communications to their service area, including informing team managers of those who can't access staff intranet facilities often e.g. school staff. The Safeguarding Champions followed up over several weeks to ensure the e-learning module was included in all service area meetings and helped answer questions about who had to undertake the training i.e. all Newport City Council employees, volunteers and elected members.



3.4 The data table at 3.4 shows the completion of the 3 mandatory courses for e-learning only in % for the service area workforce. It demonstrates that the campaign for the newly launched course had a significant impact on the uptake of course completion. Although the campaign also highlighted the requirements of staff to complete other mandatory courses in e-bulletins and whilst logged onto the NHS platform the mandatory courses for VAWDASV and GDPR are visible for completion, performance for these other courses remains low in comparison.

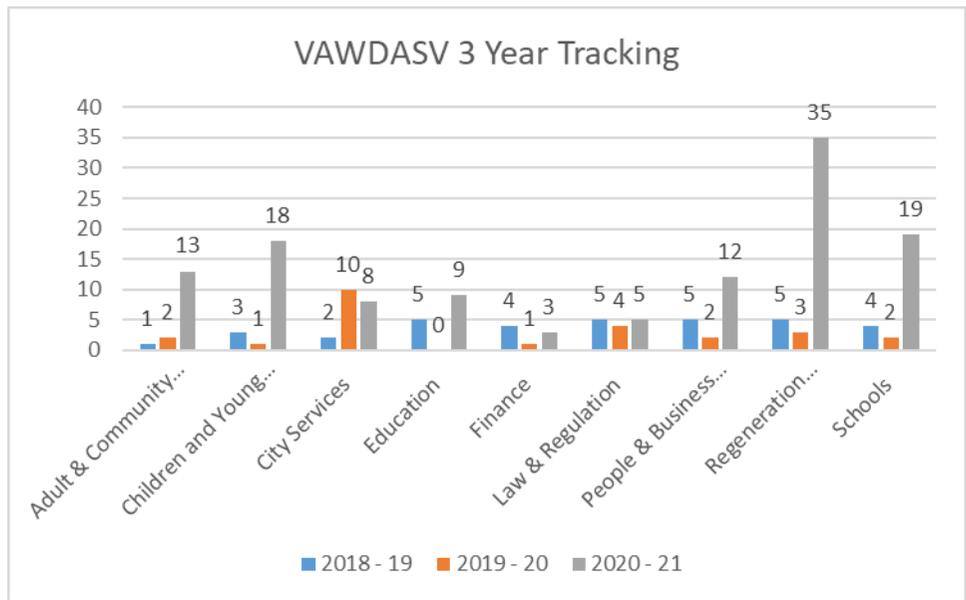
Overall compliance for the entire workforce for the “Safeguarding Involves Us All” training for **e-learning only** at month 10 of year 1 is currently 38.3%.

School staff participation for the “Safeguarding Involves Us All course” is significantly higher and there is another planned push for participation for the end of the summer term to fit in with most schools training schedules. School staff are delivered bespoke sessions to fit in with their training schedule. The Education Safeguarding Co-ordinator includes GDPR matters, including protection of confidential data, regularly within their bulletins to schools.

From the Safeguarding Champion’s work, the Safeguarding team are aware of which service areas require in-person training and these sessions will be launched when pandemic conditions permit. In lieu of the training, those team managers have been asked to remind their remote workers of their corporate responsibilities for safeguarding, where the safeguarding policies can be accessed and the name of their Safeguarding Champion if they have any questions. City Services have highlighted to the Safeguarding team that they require in person

sessions to reach all remote workers and staff with limited access to IT equipment during their working day, this is an area addressed through the self-assessment audit feedback and work plan (2021/2022).

22% of Elected Members completed the “Safeguarding Involves Us All” module and 10% undertook the “VAWDASV” e-learning during 2020/21. The Safeguarding team will set up a support window to ensure technical issues experienced can be addressed and improved take up of mandatory training by elected members occurs throughout 2021/2022.



3.5 The data at 3.5 shows the participation rates across the last 3 years for the e-learning module only. The current requirement for the VAWDASV training is to complete the course once. The training is delivered via in person sessions but is not reflected here. The data reflects that the “Safeguarding Involves Us All” campaign in 2020 did influence the uptake/ completion of the VAWDASV training also in most service areas across the council, however, the compliancy rate for the course is still well below the 90% expectation.

- 3.6 This continued trend in the low uptake in mandatory training across the workforce requires to be addressed by the Council collectively. Regulatory bodies have accepted mitigating factors to date and there have been improvements seen across the service areas in terms of the new training launched in 2020, however, the council requires a corporate steer from People and Business Change to ensure that “Mandatory Safeguarding Training” is completed for new starters and current employees which is formally tracked and appropriate review/ action taken when not complied with.
- 3.7 It is therefore a strong recommendation to Members that Cabinet endorse the work plan action (2021/2022) at 1 for People and Business Change to adopt new ways of working into their priority planning for both new starters to the authority and current employees (including volunteers) in completing mandatory Safeguarding training in order to improve compliance rates; meet the objectives of the Council’s commitment to ensuring “Safeguarding Involves Us All”; and in ensuring fines or regulatory action are not taken by governing bodies against Newport City Council.

4. Developments this Year (including Review of Corporate Safeguarding Work Plan 2019/2020)

4.1 Safeguarding Involves Us All- E-learning Launch

The compulsory basic safeguarding course for all employees “Safeguarding Involves Us All” was successfully launched, albeit slightly delayed from its original timetabling, in late May 2020. The campaign and roll out using the safeguarding champions, newsletters and targeted e-bulletin features has helped in the improved compliancy rate for this course specifically in comparison to other compulsory courses (as illustrated in section 3). The impact of Covid-19 lock down has been both an obstacle and an aid in terms of course completion which has impacted on numbers for completion. Those who have access to e-learning whilst home working have had the opportunity to complete mandatory training, however, due to the lack of ability to provide face to face training opportunities in those service areas where high levels of employees who do not have computer access (i.e. City Services) there are lower numbers affecting their overall figures, this therefore then impacts on overall compliancy rates.

The 90% target rate for completion within the first year of launch for all employees was always a high target to deliver upon. This figure was set to mirror the VAWDASV compliancy training date figure. We are aware as an authority that this figure was not attained within year 1 and still has not been attained within year 3 despite it being a Welsh Government requirement, although no other local authority has attained this target either, Newport’s performance needs to improve.

More positively for Members to be aware there has been positive feedback received in relation to the “Safeguarding Involves Us All” training module across the service areas and reports that the training has been useful.

Members attention is drawn to section 3 training data for the specific “Safeguarding Involves Us All” e-learning, highlighting the launch success with the campaign that accompanied the new training module and the effective use of the Safeguarding Champions across the council service areas in aiding the identification of where face to face learning requires to be targeted for service areas.

We are currently working with People and Business Change for all new starters to the authority to complete the Mandatory Safeguarding Training Courses as Pre-requisites before joining the authority and commencing their employment as the next phase of this project. This on-boarding process approach will assist in terms of compliance and regulation. Members are referred to future development and the Corporate Safeguarding Work Plan (2021/ 2022).

We are also continuing to develop the tiered safeguarding training framework for all employees in every Council service area, which will set out the specific safeguarding training required for their role, Members are again referred to future development and the Corporate Safeguarding Work Plan (2021/2022).

4.2 Volunteers/ Chaperones Register for Newport City Council

Members are advised that a mapping exercise across all Council service areas has been undertaken and a project group between the Safeguarding Unit and People and Business Change is in place to effectively manage and implement a central register of volunteers/ chaperones used across the organisation as per Welsh Audit Office recommendations (2019 inspection). The project has identified where volunteers (paid/ unpaid) and chaperones are used currently/ or potentially could be used. Checks are currently being made to ensure that those volunteers identified have the correct safeguarding checks (i.e. proportionate safeguarding training; onsite risk assessments in place for their volunteering duties; contact details up to date for the register for HR purposes). The current “Volunteer Policy” will then be reviewed and updated following the agreements relating to procedural changes made linked to the recruitment/ training/ updating of volunteers details with central HR. Members are referred to the Corporate Safeguarding Work Plan (2021/2022) for the on-going development of this work.

4.3 Safeguarding Information for Citizens on the Newport.gov website

Members were advised in the previous year’s report that there has been a delay in the intended work to the Newport.gov website on informing citizens (including young people) about Safeguarding Information, however, Members are assured that during this period critical and key changes have been made to ensure essential information has been updated and clearly communicated. All links to the former South East Wales Children’s Safeguarding Board and Gwent Wide Adult Safeguarding Board Websites have been removed and the new Gwent Safeguarding Board Website has replaced this information, we also ensured that these changes were accompanied with Communications and Marketing campaigns via our social media platforms to reach as wide an audience as possible.

We have also ensured that essential changes to our service information have been made so that citizens can easily access information about safeguarding children and adult's at risk as well as now being able to access information and report concerns via the "Report It" button on the website which is a new feature this year.

The Safeguarding Unit has completed a full review of the current website information, in addition to including the regulatory requirements regarding citizen information required for "Caring for Someone Else's Child"; "Communicating Information to Citizens about the Children-Abolition of Defence of Reasonable Punishment Law- Smacking Ban", and has reviewed many other local authority websites regarding similar safeguarding information. We have a clear project plan to implement these changes to the website as part of the forthcoming year's work-plan (2021/2022).

4.4 Launch of the Annual Newport City Council Corporate Safeguarding Self -Assessment Audit Tool

In February 2021 the new mandatory Annual Newport City Council Corporate Safeguarding Self -Assessment Audit Tool was disseminated across all council service areas for completion to inform this annual corporate safeguarding report. It is designed to give an understanding of how the theme of 'safeguarding' is being successfully achieved in a particular service area currently, and how this might be developed. In addition, the self- assessment gives the Council with an overview of safeguarding practices across the entirety of its service areas and can ensure that safeguarding compliancy and duties are being effectively met, the data from the annual self-evaluations will be integral to informing planning of service delivery and thus improving the wellbeing outcomes for Newport citizens. The audit tool (see appendices) focuses on three standards for the service area to consider providing evidence, rag status and opportunity for reflection/ narrative for each standard:

- 1. Policy/Practice (Robust)- How robust are your safeguarding practices in your service area?*
- 2. Environment (Safe)- How safe does your service area feel to citizens that access your services, and to your staff working in your service area?*
- 3. Culture (Effective)- How effective is your service area approach to safeguarding?*

Members are advised that there was a full return rate from the 8 service areas for the mandatory self-assessment audit, this was supported with full guidance notes and opportunity for support to complete the document with assistance from the Safeguarding Team colleagues and Safeguarding Champion for the Service Area.

It is the intention that the service area self-assessment audits will be completed annually and will now form one of the key features of this Annual Corporate Safeguarding Report. Therefore, it is integral that compulsory annual completion is maintained by service areas.

The key themes from the self- evaluations have been extrapolated and analysed and provided at Section 6. More detailed analyses of the evaluations will be provided directly to the Heads of Service.

4.5 New Data Reporting Requirements and ‘Children- Abolition of Defence of Reasonable Punishment- Wales Act 2020’

Members have previously been advised of the change in Welsh Government safeguarding specific quality performance indicators increasing to 26 from April 2021 (see appendices for new safeguarding specific performance indicators). Of these new performance indicators there is already a data expectation in place which is linked to the Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020 (“the Children Wales Act”), although this will not come into effect until March 2022 there are clear duties on local authorities to ensure that not only practice is in place to manage and support citizens in relation to these changes but also in relation to our recording/ reporting duties being in place in advance.

The NCC performance team have already ensured that the new reporting requirements are built into the WCCIS system to capture the required data in relation to this required data; eg:

CH/ 005a Of those contacts received during the year: The number where physical punishment by a parent or care was a factor
CH/ 005b The number where physical punishment by a parent or carer was the only factor

Practitioners will be required to ensure that the correct coding of contacts on WCCIS is completed to meet the new reporting requirements from April 2021 both within Children and Adult Services at the Newport Safeguarding Hub and across relevant teams where they employ a duty function (eg. Pathways/ First Contact Team, etc.).

The aim of the Children Wales Act (2020) is to help protect children’s rights by prohibiting the physical punishment of children by parents and those acting in loco parentis within Wales, including visitors to Wales. In doing so, children in Wales would have the same legal protection from physical punishment as adults. In practice this might typically involve a smack given as a telling-off to a child (whether on the child’s bottom, legs or other part of the body). The definition is not limited to smacking. A case where a parent shook a child, or poked a child in the chest or pulled their hair, as a punishment for perceived wrong-doing, for instance, will also be caught.

Also more broadly, the local authority will have a duty under section 2 of the Act to communicate the new law in relation to protecting children’s rights. This is where information about the new legislation will require to be made available to citizens and professionals working with children and young people and it is the strategy to begin building this information into the Newport.gov website review at this stage where more links

can be added once Welsh Government publish more literature. Members are directed to the Work plan (2021/2022 for more detail) and to the appendices for more information on the legislation itself if they are interested.

4.6 Child Protection Case Conference developments in practice (Scoping Exercise- Barnardo's Cymru, Newport Strategic Partnership -January 2020)

Members are asked to reflect on the positive information resulting from this exercise provided within section 2. Continued work on the processes of child protection conferences in Newport and further child/ parent engagement will remain on-going throughout 2021/ 2022 and an audit of the changes currently implemented will also be required to take place to quality assure that effective change has occurred.

4.7 Newport Safeguarding Hub update

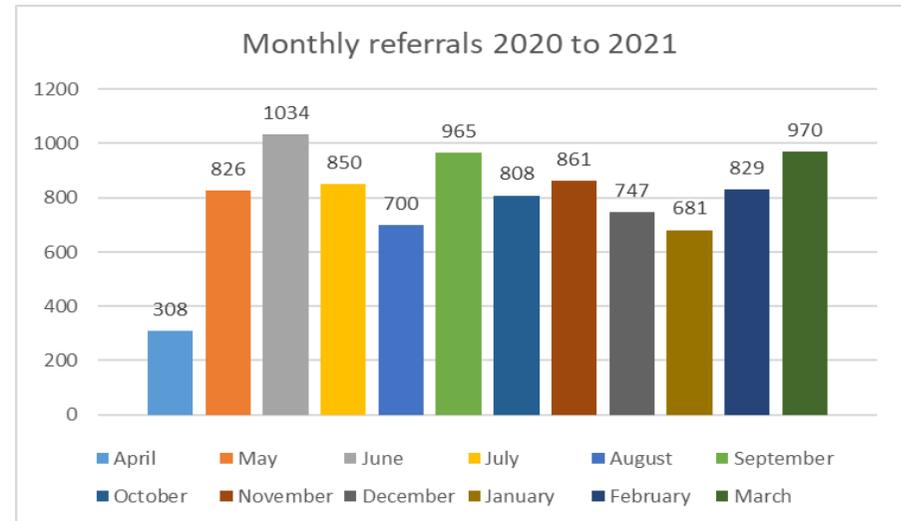
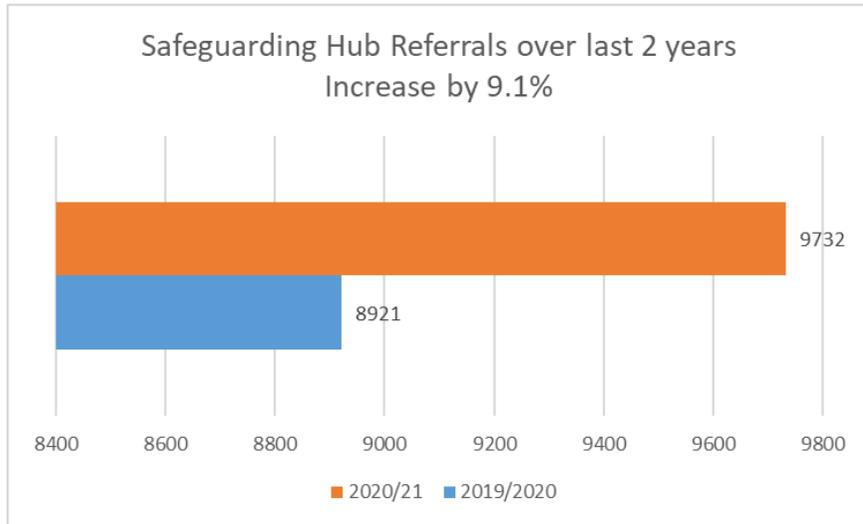
The Newport Safeguarding Hub is the authority's 'front door' process with the co-location of Police and Social Services personnel enabling sharing of immediate information and improved and timelier decision making for safeguarding children and adults. It remains clear that the safeguarding Hub, would be further enhanced with an improved interface between Health and Education representatives which go beyond single points of contact (SPOC), however, these agencies report issues of co-location are due to resource availabilities. Wider partnership co-location in the hub such as the Early Intervention Team responding to PPN's (police notifications) and joint agency decision making remains effective.

The Newport Safeguarding hub model and its successes has resulted in the model being adopted regionally. There are now 2 Safeguarding Hubs in Gwent split East and West, with the East covering Newport and Monmouthshire while the West covers Caerphilly, Torfaen and Blaenau Gwent. Although the two areas have slight differences in terms of structure, the vision of the Safeguarding Hub is the same, and that is to have Police and Children's Services co-located at the Front door to allow for timely decision making, improved quality of referrals and improved early intervention.

The "adult at risk" safeguarding pathway process is still presenting through two referral pathways through both the Safeguarding Hub and First Contact Team. The single pathway for all adults at risk (duty to enquire referrals) to be managed through one point of access and determine the initial action requires further work and remains an outstanding area of stress/ risk. This means the reliability of data still comes from two referral points and from a practice perspective the management of the process when responding to the regulatory timescales/ requirements on which team will undertake the process may be compromised. Having one streamlined process would alleviate any discrepancies.

The quality measures (performance indicators) for the Newport Safeguarding Hub were not linked to the Corporate Safeguarding Report at the time of the last annual report (due to its Pilot status) and they are now clearly the reporting responsibility of the Annual Director's Report for

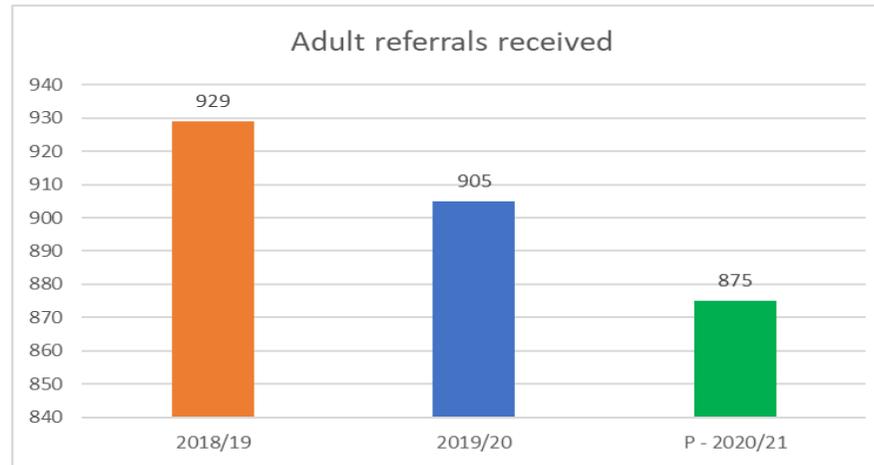
Social Services. However, as discussed there are safeguarding performance measures captured at The Safeguarding Hub which will be presented for Member’s awareness to assure them of the authority’s performance in terms of statutory responsibilities; Children’s safeguarding processes (contacts/strategy discussions/ initial conferences); Adults at Risk (duty to enquire); which will be presented here. Members are also directed to Section 5 for additional Key Data for Safeguarding.



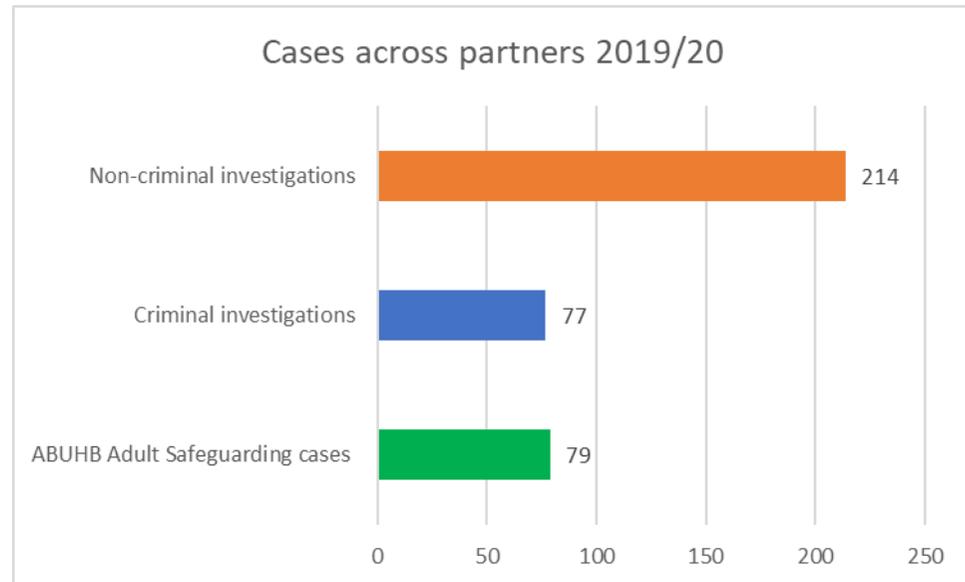
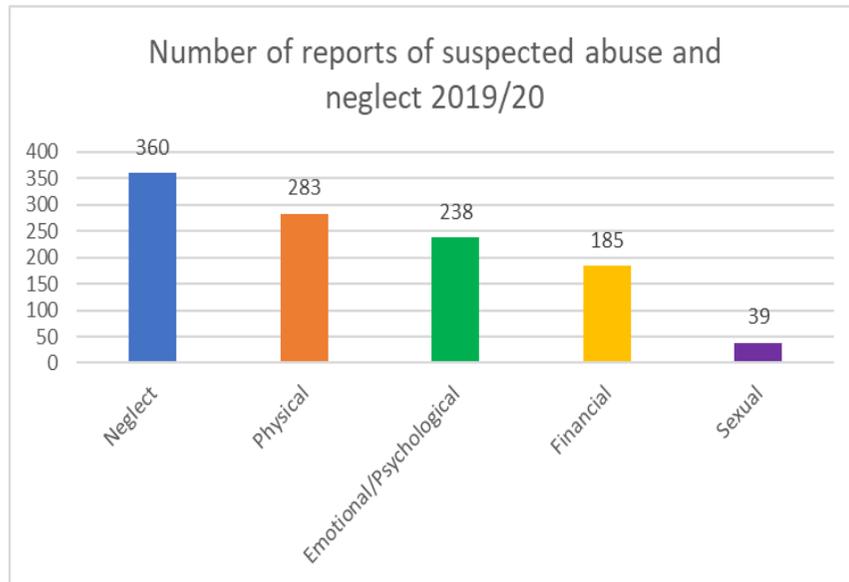
There was a significant downturn in referrals (Children’s Services) in April 2020 due to the initial pandemic lockdown, this would be expected, however, since this time the number of referrals that have progressed through the Hub has since accelerated.

Referrals to the Safeguarding Hub (Children’s Services) have overall increased by 9.1% compared to 2019/20. Abuse or Neglect continues to be the most frequent referral category. The referrals attributed to Family in Acute Stress category has increased 55% during the pandemic (1248 average to 2262). The current resource provision of early intervention support with a step up- step down model via the prevention service and children’s duty team is the correct practice model in place to address the needs of families in acute stress, responding to need and escalating only those families where thresholds are appropriate.

The data suggests that there are effective controls within the safeguarding HUB, that there is compliancy and effective safeguarding arrangements in terms of children’s decision making and the statutory responsibilities for timely decision making.



The total number of adult referrals received in 2018/19 was 929. The total number of reports of an adult suspected of being at risk received in 2019/20 was 905. This represents a drop of 24 referrals and a percentage drop of 3%. The projected figure for this year 2020/21 for the total number of reports of an adult suspected of being at risk is 875 referrals, a further 3% drop.



5. Reviewed Annual Corporate Safeguarding Work Plan 2019/2020

What outcomes do we want to achieve? (objectives to achieve)	How will we make this happen?	When will we achieve this?	How will we know it's making a difference? (performance measures)	RAG status	Reviewed Status
<p>1. Launch e-learning basic safeguarding training for ALL employees and members- ensure compliancy across all service areas within the first year for course completion is as close to target 90%</p>	<p>1) 1st April 2020- all new employees will complete the e-learning package as part of their on-boarding learning prior to commencing employment as per IT requirements 2) All employees/ members to be notified of mandatory course completion requirements commencing from May 2020 (Launch of e-learning May with face to face training for those in remote sites or non access to computers from June onwards) 3) First review of data completion August 2020 before service area scrutiny by QA and POD 4) Corporate SG report- data scrutiny February 2021</p>	<p>1) April 2020 2) May 2020 3) August 2020 4) February 2021</p>	<p>All new employees will have completed basic safeguarding awareness training and know their council duties and responsibilities prior to commencing their position.</p> <p>Target completion rate of existing employees and members will be met and be up to date with basic safeguarding awareness and their council duties and responsibilities.</p> <p>This can be scrutinised and tracked through the data within the annual figures within Corporate SG report and where non-compliance is identified the service area can be challenged.</p>	<p>Green</p>	<p>Amber E-learning side of the module launched only due to pandemic</p> <p>F2F launch will be delivered once safe to do so (Date tbc)</p> <p>New Starter on-boarding process being developed by PBC, on-going to be rolled over into work plan (2021/2022)</p>
<p>2. Implementing the safeguarding self-assessment tool for every council service area to complete annually which ensures that "safeguarding" is embedded throughout their service area and that they remain compliant in terms of</p>	<p>1) Endorsement of the annual safeguarding self-assessment tool to be ratified as an action by Scrutiny and Cabinet via the Corporate Safeguarding Action Plan (20/21) 2) Self- assessment toolkit to be designed by Quality Assurance (based on WAO proforma and Keeping learners safe proforma) and ratified by Corporate Safeguarding</p>	<p>1) February 2020 2) June 2020 3) June- September 2020 4) September 2020 5) February 2021</p>	<p>Self-assessment undertaken in each service area annually, (September period) - identifying areas of strengths and areas of risk/ threats (ie. training; checks) which can then be addressed by the service area themselves to action and scrutinised through the collated data of the annual corporate safeguarding report- where patterns are identified</p>	<p>Green</p>	<p>Green- fully implemented and now part of Annual Corporate SG reporting cycle each year. Identified areas of work will be added to the work plan.</p>

<p>their duties and responsibilities and take action to address where areas of risk/ weakness are identified.</p>	<p>Service Manager and HOS (Children & Adults) 3) Awareness raising of the self-assessment toolkit via all heads of service and Safeguarding Champions in June Forum; bulletins up to launch 4) Implementation of self-assessment tool-kit in September (drop in sessions on completion of tool-kit to be scheduled and support of safeguarding champion also made available) 5) Data returns and collation by Quality Assurance on self-assessment from November- December for reporting in February 2021.</p>		<p>action can be taken to mitigate risk or highlight areas of good performance within Council Services and reflected in other service areas (February period).</p>		
<p>7 8 9 10 11 12</p> <p>Develop a corporate register of volunteers/ chaperones/ mentors (paid/ unpaid) for all Council Service areas</p>	<p>1) Scoping exercise in every council service area identifying every team where volunteers/ chaperones/ mentors (paid/ unpaid) are or may be used 2) Following an audit of each service area identifying where volunteers/ chaperones/ mentors are currently used a central register will be created and held by P.O.D. 3) Creation of a register where Volunteers, etc. may be used within service areas and what training/ checks would be required for their role- this requires to be linked to the Volunteers Policy and then publicised; cascaded to staff through varying forums. (to be completed in collaboration with POD & training).</p>	<p>1) June 2020 2) September 2020- NB. timescale dependent on POD partners to develop system or link to I-Trent 3) November 2020- NB. Timescale dependent on POD partners re. creation of central register at point 2</p>	<p>There will be a centrally located register held by POD of all volunteers used across all council service areas. Should information be required about a volunteer (ie. their training/ safeguarding check status) then this information can be quickly accessed.</p>	<p>Green</p>	<p>Amber-</p> <p>1) Commenced to point of identification across all service areas- PBC to now develop central register and link to I-Trent.</p> <p>2) Review of Policy/ Procedure by PBC (support by Safeguarding Unit) by July 2022</p> <p>3) Roll over to Work Plan (2021/2022)</p>

<p>4. Develop a tiered safeguarding training framework for all roles across the organisation (including volunteers) to be clear on the level of safeguarding training and safeguarding check they must have in order to undertake their role</p>	<p>Early stages of the project with Social Services training department, identifying roles within services areas. Collaboration with POD is being arranged to develop this project.</p> <p>Safeguarding Champions Forum to identify volunteers/ chaperones/ mentors will also be utilised in June 2020.</p>	<p>Arrange project meeting with Safeguarding Unit; Training Department and POD- lead officers Claire Broome (SS Training) and Lynsey Thomas (Safeguarding Unit) - May 2020</p>	<p>There will be a clear safeguarding training framework which staff/ managers from all council service areas can access to identify what level of safeguarding training is required for their employment role (including volunteers) to ensure compliancy in terms of safeguarding training.</p> <p>This tiered training framework could also be developed as a future project to be linked to the clear review and personal development plans of employees.</p>	<p>Green</p>	<p>Amber</p> <p>This work will be rolled over to 2021/2022 work plan for development post Volunteers Register completion.</p>
<p>Improve how "safeguarding" information is communicated externally to the citizens of Newport in order to ensure that our citizens know who to contact if they need information, advice or assistance and to promote the Council's commitment to safeguarding by communicating essential information and highlighting where changes have or will be made (ie. legislation/</p>	<p>Review the current Newport.gov webpages below- can this information be presented in an alternate format to improve ease of access: How Social Services Can Help? Safeguarding and Abuse: (Child Protection/ Adults at Risk) Develop a webpage for children/ young people- "I'm worried about someone or something"</p>	<p>Content development of pages and ratification of content by CSMT by end of quarter 1 (June 2019) Dissemination strategy to be agreed with Comms & Marketing department upon agreement of information content (June 2019)</p>	<p>Citizens of Newport report that they can access information, advice and assistance and feel that the information is communicated to them clearly.</p>	<p>Amber</p>	<p>Amber</p> <p>- Essential changes to the website were made including the "report it" features. - Full scoping of current content completed and comparison review with other LA's completed.</p> <p>This work will be rolled over to 2021/2022</p>

policy/ council procedures).		IT web page content development and launch by end of quarter 2 (September 2019)			
6. Review Schools DBS Procedures	DBS review for Education staff completed, costs provided and recommendations made to Cabinet to endorse 3 yearly process (February 2021). Schools will be required to hold the information locally and update.	Completed for Corp SG work plan- action to be passed to Education services and People and Business Change to now fully implement as continued process	Full data available from HR, schools holding all staff information, SLT agree timescales for DBS reviews for existing staff if, over 3 years. Schools ability to provide full data for inspection purposes.	GREEN for Corp SG Actions	This work requires to be fully endorsed by Cabinet and passed as an action to Education Services and People and Business Change to fully implement as a continued process

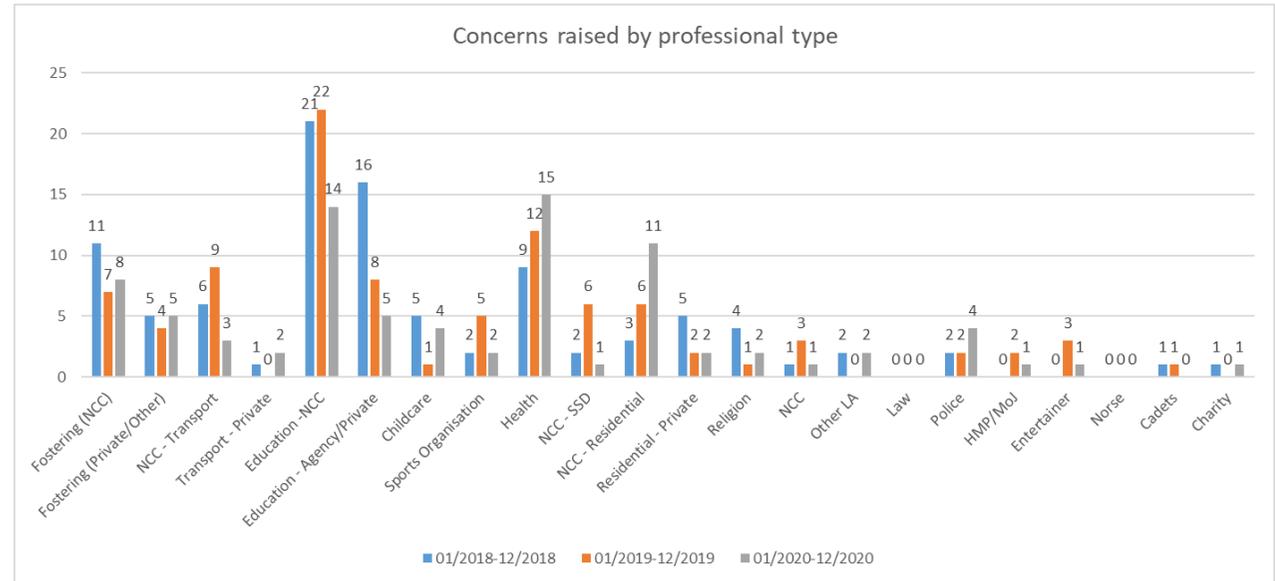
6. Key Data for Safeguarding

6.1 Members will be routinely provided with the performance data regarding referrals to the Local Authority Designated Officer (DOS/LADO); the performance figures provided to Welsh Government relating to the number of children named on Newport’s Child Protection Register as at 31st March each year; the number of children “looked after” as at 31st March and the number of children accommodated during the course of the year. The adults at risk (duty to enquire) statistics and reporting in relation to child assessment through to child protection processes will also be routinely provided. On this occasion for the 2021 report Adult at risk statistics and reporting in relation to child assessment through to child protection conferences have been included within the Newport Safeguarding Hub update at 4.7 but for all future reports they will be synthesised into section 5.

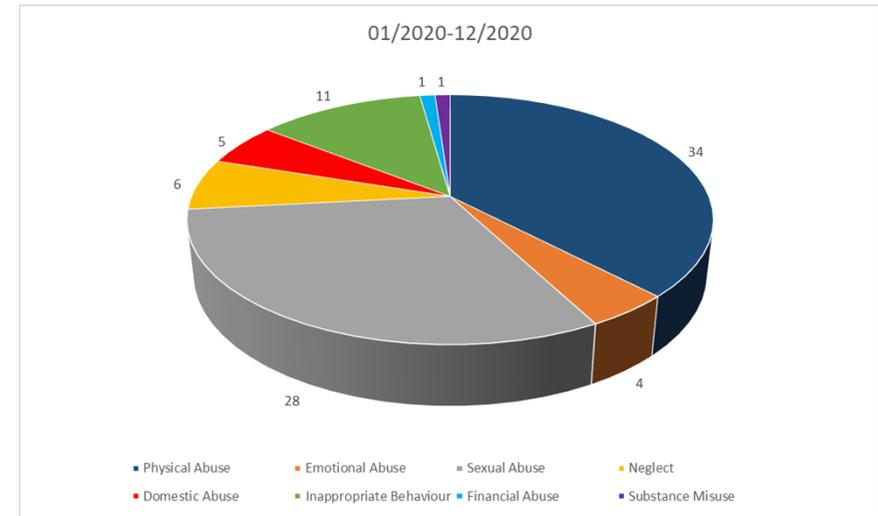
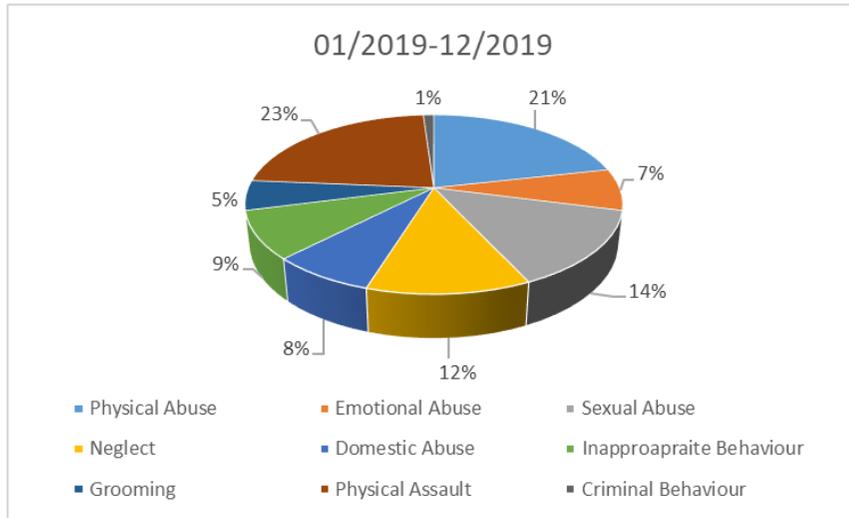
6.2 This data refers to professional strategy meetings, concerning staff or volunteers working with children and adults at risk. They are now referred to as Professional concerns.

	Total PSMs	Substantiated	Un-substantiated	Unfounded	Demonstrably False
2018	94	19%	27%	5%	1%
2019	93	33%	22%	5%	0%
2020	90	22%	17%	10%	0%
		Threshold for PSM not met	No further action	Passed to other LA	Awaiting outcome/ carried forward
2018		17%	20%	9%	1%
2019		9%	15%	2%	14%
2020		9%	27%	2%	13%

Page 35



The tables at 6.2 provide data on the number of professional strategy meetings convened by the LADO, their outcomes, and the referral sources over the past 3 years. Members are advised that there has been a change in the outcome category introduced by the Wales Safeguarding Procedures. Thus malicious and demonstrably false are no longer used and a new category, “deliberately invented or malicious”, has been introduced from 2020.



The figures on practitioner concerns broadly follow normal reporting trends however, as we would expect Covid 19 has had an impact, particularly in respect of referrals received from Education and Education Transport in this period, whereas other areas, e.g. Health, are slightly raised.

There has been no significant trend or concern identified within the professional strategy meetings (professional concerns) occurring within this period. Processes are in place and are well controlled. The role of the LADO will be publicised across the authority as part of the work-plan (2021/2022) to further extend and promote council service knowledge of the position and function.

6.3 The number of children named on Newport’s Child Protection Register as at 31.3.21 was 158. Members are advised that there has since been a reduction in this number to 133 as at 27.4.21. This is very positive as it show successful progress in terms of collaborative working with families and risk reduction.

6.4 The number of children “looked after” as at 31.3.21 was 376. The number of children who ceased to be “looked after” during the course of the year was 92. Members are reminded that ceasing “LAC” status can be favourable for a number of reasons including “Turned 18 years old and continuing to live with foster parent/s in a ‘When I Am Ready arrangement’; Adoption; Returned home to live with parents, relatives, or other person with parental responsibility (not under a residence order or special guardianship order); Special guardianship order made to former foster carers; Transferred To Care Of Adult Social Services).

Comparatively to last year’s Child Looked After figures (380 as at 31.03.20), there has been a slight reduction. The authority’s significant investment in remodelling residential children’s services throughout 2020 and moving forward anticipates a further drive in safely reducing the Child looked after population and returning “out of authority” placements to in-house provisions.

7. Key themes from the Annual Newport City Council Corporate Safeguarding Self -Assessment Audits

7.1 Following detailed analysis of the 8 service area self-assessments the key themes have been extrapolated and provided for Members within this report. The targeted focus per standard and how these identified areas for improvement or areas for support will be reported in more specific detail to the service area Heads of Service directly to link to their own priority plans, however, the themes will be linked to the objectives within the Annual Corporate Safeguarding Work Plans to ensure that identified areas of need are being addressed, reviewed and delivered upon.

Standard 1- Policy/Practice (Robust)- How robust are your safeguarding practices in your service area?

<i>Key Theme- What we identified</i>	<i>What we can do to improve/ support this</i>	<i>Who can do this? When and How?</i>
There are gaps in existing staff completing new basic safeguarding training (ie. “Safeguarding Involves Us All”)	<p>The “Safeguarding Involves Us All” campaign occurs annually and communications and events are held over national safeguarding week (November), reminding all Newport City Council colleagues of their corporate responsibilities, on-going Safeguarding Champions communications to continue. A targeted campaign will now address participation in the e-learning training or identify the need for in-person sessions to capture all existing staff post the pandemic and a return to some on-site provisions.</p> <p>Wider work to be completed by People and Business Change directly in relation to ALL mandatory safeguarding training and links to staff check-ins and I-Trent to track compliance on training.</p>	<p>Continued profile raising of the “Safeguarding Involves Us All” training by Safeguarding Unit/ Safeguarding Champions/ NCC Employee Engagement- Staff News/ NCC Social Services Training Department/ People and Business Change.</p> <p>(Timeframe throughout year, linking to Champions Forums; key dates in SG calendar; Rollout of People & Business Change I-trent processes).</p> <p>People and Business Change to implement changes in how mandatory training for new starters and current employees is monitored and reported. Recommended as part of priority plan for 2021/ 2022.</p>

<p>It is acknowledged across service areas that reaching remote workers in terms of training and whole council communications is a challenge.</p>	<p>We need to review our current strategies of communication in more detail with the Employee Engagement/ Staff News department in addition to the Safeguarding Champions to improve whole council communication strategies.</p> <p>To work with service areas specifically in identifying the challenges/ issues for remote workers and then find solutions with training department / SRS/ face to face resources/ etc. to remove barriers.</p>	<p>This will be an on-going task as part of SG Champions forums (bi-annually).</p> <p>Completion through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021)</p>
<p>Some Service Area managers have been unable to state who the 'Designated Safeguarding Leads/Officers' for the teams are and have confused these with their Safeguarding Champion.</p>	<p>The role of the "Designated Safeguarding Lead/Officer" (<i>ie. person responsible for making child/ adult at risk referrals</i>) is an <u>entirely different</u> role to the "Safeguarding Champion" for the Service Area (<i>ie. person who disseminates information about Safeguarding and takes a corporate lead for information sharing</i>)- it is vital that senior service managers are able to identify these differences and additionally that those with DSL/O responsibilities and duties have the adequate training/ resources/support to fulfil these obligations.</p> <p>A clear need for a new campaign on identifying who the DSL/O is for every team in every service area is needed and ensuring that those people are adequately trained for the role/ supported and that they are known and promoted to their teams/ service areas as the person responsible for making child/adult at risk referrals needs to be undertaken.</p>	<p>Safeguarding Unit/ SG Champions via the Annual Corporate Safeguarding Workplan (2021/2022)</p> <p>Completion through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021)</p>
<p>There is limited review of volunteers, mentors and students for some service areas. The pandemic has prevented utilising</p>	<p>The Safeguarding Self-Assessments have highlighted that when volunteer use commences better procedures are required to ensure volunteers have adequate training and checks and registers are maintained centrally. There is</p>	<p>Safeguarding Unit and People and Business Change (ongoing 2021, feedback on new processes to wider service areas asap)</p>

volunteers for most areas at this current time.	already a project in place with People and Business Change which is reviewing the process of volunteers across the service area to ensure practices are safe and robust and reviewed annually.	
Not all Services Areas are clear if there are gaps within the DBS checks for their staff and how often they are required for each role. It has been highlighted that colleagues moving roles across the council may have missed having a new DBS check.	Service Areas will need to be responsible for conducting a review of their own cohort of staff to ensure that if their Job Description requires a DBS check that this has been completed as necessary. Service Areas will need to work with People and Business Change in identifying those roles within their service areas.	Comment will be provided through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021) where concerns re. DBS requirements have been highlighted.
Service Areas refer all complaints, including those regarding safeguarding matters to the Complaints team. The service areas assume that the Complaints team will liaise with the LADO and often don't make direct referrals/contact with the LADO. Service Areas don't keep safeguarding complaint statistics and are unaware of how many safeguarding complaints are raised during the course of the year.	<p>Promote and Raise the profile of the DOS/LADO within the organisation- particularly highlighting the function in relation to professional concerns.</p> <p>Ensuring that moving forward that service areas begin to be mindful about complaint statistics for their service area as outcomes should be informing priority planning/ practice, specifically in relation to safeguarding complaints and how these complaints should be recorded and stored themselves as a department and not just by the "Complaints" team or LADO.</p>	<p>Safeguarding Unit will run a campaign to feature the role of the LADO (2021/2022 workplan); SG Champions to also disseminate information.</p> <p>Comment will be provided through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021) in improving record keeping processes.</p>

Standard 2- Environment (Safe)- How safe does your service area feel to citizens that access your services, and to your staff working in your service area?

<i>Key Theme- What we identified</i>	<i>What we can do to improve/ support this</i>	<i>Who can do this? When and How?</i>
Service areas were unable to report if Designated Safeguarding Officers/Leads details are displayed at sites the public access and some were unsure that this was a requirement.	As part of the campaign regarding the role of DSL/O it will be made clear on the requirements where the need to display the details for a DSL/O for the members of the public to be aware of will be highlighted.	Safeguarding Unit will provide detail within a DSL/O specific campaign within the Work plan (2021/2022); also disseminate via SG champions forums. Comment will be provided through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021).
Service Areas have generally confirmed that volunteers are verbally informed of basic safeguarding matters often due to them working with Newport City Council employees when undertaking tasks. There appears to be minimal awareness that volunteers should be expected to adhere to the same corporate safeguarding responsibilities as a paid employee and that the mandatory training also applies to volunteers.	It is clear that the current project work regarding the centralised register of volunteers and the promotion of the revised "Volunteers Policy" that will come as a result of the processes resulting from this work is vitally needed to ensure that our processes around the use of volunteers is both safe and robust to protect our citizens.	People and Business Change and Safeguarding Unit from Annual Corporate Safeguarding WorkPlan 2019- 2020 and on-going. Campaign in relation to Volunteers/Mentors/ Chaperones Policy across the organisation and the new centralised register and training requirements to be launched as part of Work Plan (2021-2022)
Service areas believe that Commissioning and Contract teams will ensure that safeguarding expectations are communicated with contractors as per corporate procedures.	Site inspection/ mystery shopping/ auditing/ etc. by service areas could be introduced to test if contractors/ suppliers are fulfilling obligations in line with NCC corporate safeguarding policies and procedures.	Safeguarding Unit to review with Commissioning and Contracts in relation to their processes regarding reviews of safeguarding expectations for training/ compliance with tendered services (work plan 2021- 2022).

There are limited examples of site specific risk assessments and there is reliance on corporate policies only.	Advice and communications to be disseminated about planning for off-site risk assessments for staff when hosting meetings or engaging with citizens in other locations outside of council buildings.	Safeguarding Unit/ Health and Safety Department/ SG Champions (bi-annual forums) Comment will be provided through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021).
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Standard 3- Culture (Effective)- How effective is your service area approach to safeguarding?

<i>Key Theme- What we identified</i>	<i>What we can do to improve/ support this</i>	<i>Who can do this? When and How?</i>
The level of training for remote working staff was highlighted again as a barrier and the need for in-person sessions to be arranged due to minimal access to IT equipment.	To work with service areas specifically in identifying the challenges/ issues for remote workers and then find solutions with training department / SRS/ face to face resources/ etc. to remove barriers as quickly as possible now that pandemic situation is beginning to lift.	Safeguarding Unit/ SG Champions/ SRS/ Training Department/ People and Business Change/ Specific Service areas in identifying those remote workers/ teams who require face to face training or where IT is a barrier to complete e-learning. (Work plan 2021- 2022).
Safeguarding of data and information to members of the public is well understood and services areas are confident that their staff know not to pass on confidential/identifying information to the public. Gaps of knowledge have been identified where staff are unsure how to respond to requests from agencies such as police, solicitors and court and the need for certain data to be redacted to prevent data breaches and potential	The mandatory GDPR training for all employees is an opportunity to address this identified gap. Numbers for the training is low across service areas currently, therefore we need to look at improving uptake of this training and potential access issues for certain service areas. This needs to be linked to the mandatory training on-boarding process and current staff training work of People and Business Change. The Data Protection Group (co-ordinated by Information Management Team) is already in place and sends information across all service areas, more detailed information/ guidance on how teams	People and Business Change to ensure that GDPR training as a mandatory training course is also promoted and tracked for new and existing employees to ensure compliancy. Safeguarding Unit to pass a recommendation to the Information Management Team regarding specific advice/ guidance and the processes they must follow for teams when they are approached to provide information (April 2021).

safeguarding risks is an identified area of need.	respond to requests for information from agencies should be promoted/ progressed further.	Comment will be provided through the detailed feedback and analysis with Heads of Service directly on the self-assessment audit (commencing June 2021).
The promotion of safeguarding as a culture to staff and public is still developing and all service areas acknowledge work is required.	<p>Continued support through the bi-annual safeguarding champions forums; information and dissemination of safeguarding news and features through annual events such as “Safeguarding Week”- 16 Days of Activism- Newsletter Features. Promoting and highlighting the good work we do and the compliments we receive for our safeguarding work as a Council not just the negative aspects of the work.</p> <p>Completion of the annual self-assessment audit and support from the Safeguarding Unit in implementing identified actions from those audits in addressing identified areas of need.</p>	<p>Safeguarding Unit/ Safeguarding Champions/ NCC Employment Engagement- Staff News (Workplan 2021- 2022)</p> <p>Annual completion by the 8 service areas, detailed analyses by Safeguarding Unit and support in implementing recommended identified areas for action.</p>

8 Future Work, Areas of stress/ risk, and Recommendations

8.1 Due to the Covid-19 pandemic this has resulted in some delays in actions from the previous year’s work plan targets either being met or commenced for some work streams. The outstanding work has therefore been rolled over into this year’s work plan (2021- 2022) and new target dates have been set, however, due to the on-going endemic Members are respectfully asked to remember that the ever changing climate that we remain in that the service will always need to remain adaptable and reflexive, and the proposals stated will need to have a degree of flexibility to their completion.

8.2 The Council continues to prepare for the change in practice from Deprivation of Liberty Safeguards to Liberty Protection Safeguards which will now occur in 2022. As part of the on-going identified training strategy, both in-house and as part of the wider regional consortium, more training on the new legislation/ practice to increase knowledge and skill will be on-going and is clearly identified both within the Annual Corporate Work plan (2021/2022) and in the specific adult and children’s social services priority plans regarding training on new regulations/ legislation.

- 8.3 It has been clearly identified through the service area safeguarding self- assessments that the role of the Designated Safeguarding Lead/ Officer (*the person who is responsible for making child/ adult at risk referrals for the team/ department*) needs to be urgently re-clarified and a campaign is needed so that everyone is clear within the Council on who is the DSL/O in their team/ department to report their concerns to. Members should be assured that the DSL/O themselves across the organisation are generally line managers/ team managers, so when an employee reports a concern to them that they would know to make a referral (both due to their line management responsibilities but also due to their training they have received), however, it is likely that the terminology within service areas of identifying themselves as a “DSL/O” may have been misunderstood/ misinterpreted. This work is identified on the Work Plan (2021/ 2022).
- 8.4 The Safeguarding Unit, collaboratively with the Social Services Training Department and People and Business Change Department, will continue to progress on the secondary phase of “skill-scanning” of all job descriptions within the council (including volunteers) to ensure that every post is reviewed to ensure that the correct level of safeguarding training and checks required for that role is “assigned” and then can be reviewed by the responsible line manager at the correct intervals. This work is identified on the Work Plan (2021/ 2022).
- 8.5 Following the initial review and changes of Child Protection Conference Processes within Children’s Services a quality assurance audit will require to be undertaken to ensure that practice changes have delivered the anticipated outcomes. Next phases of the process review can then be progressed to include further consultation opportunity with children/ young people/ parents. This work is identified on the Work Plan (2021/ 2022).
- 8.6 As highlighted to Members, there is an area of risk to the Council in relation to poor performance for mandatory training where fines/ regulatory action may be taken regarding safeguarding training. Although there have been mitigating factors affecting performance (including the pandemic; access issues for specific service areas) which have been acknowledged by both the Senior Children/ Adult Management Team and Welsh Government to prevent action being taken currently, this on-going low performance and non-compliance requires to be formally addressed. It is therefore a strong recommendation to Members that Cabinet endorse the work plan action at 1. for People and Business Change to adopt new ways of working into their priority planning for both new starters to the authority and current employees (including volunteers) in completing mandatory Safeguarding training in order to improve compliance rates; meet the objectives of the Council’s commitment to ensuring “Safeguarding Involves Us All”; and in ensuring fines or regulatory action are not taken by governing bodies against Newport City Council.

9 Corporate Safeguarding Work Plan (2021/ 2022)

What outcomes do we want to achieve? (objectives to achieve)	How will we make this happen?	When will we achieve this?	How will we know it's making a difference? (performance measures)	RAG status
<p>1. Mandatory safeguarding training compliance to be corporately addressed by People and Business Change urgently via new ways of working for both new starters to the authority (via on-boarding process) and for current employees (via I-Trent tracking and employee check ins and if necessary, capability procedures for non completion) in order to avoid fines/ regulatory action for continued non-compliance.</p>	<p>People and Business Change to ensure that Mandatory Safeguarding Training is addressed as part of their priority planning for 2021/2022.</p> <p>New starters- via on-boarding process: Project currently being reviewed by Jane Westwood (PBC April 2021)</p> <p>Current Employees- via I-trent/ employee check-ins. Proposed by Rachael Davies (PBC April 2021)</p>	<p>Proposed for PBC to progress as a matter of urgency</p>	<p>Compliance rates for mandatory safeguarding training will improve across all service areas and the council will not receive fines or regulatory action.</p> <p>The council will be able to easily track compliance with mandatory training and address with service areas where there are issues with low up take and identify if barriers exist and address these swiftly.</p> <p>Completion of mandatory safeguarding training for all employees will result in a work force that is aware of its duties and responsibilities.</p>	<p>RED</p>
<p>2. Launch e-learning basic safeguarding training for ALL employees and members- ensure compliancy across all service areas within the first year for course completion is as close to target 90%</p>	<p>- E-learning side of module successfully launched; implementation of face to face (F2F) facilitation to be established as soon as endemic relaxation will allow.</p>	<p>- F2F training date tbd in relation to endemic situation</p> <p>- On boarding process tbc by PBC by July 2021</p>	<p>All new employees will have completed basic safeguarding awareness training and know their council duties and responsibilities prior to commencing their position.</p> <p>Target completion rate of existing employees and members will be met and be up to date with basic safeguarding awareness and their council duties and responsibilities.</p> <p>This can be scrutinised and tracked through the data within the annual figures within Corporate SG report and where non-compliance is identified the service area can be challenged.</p>	<p>AMBER for Face to Face learning and on-boarding process for new starters</p>
<p>3. Develop a corporate</p>	<p>Creation of a register where</p>	<p>- PBC to collate the details of</p>	<p>There will be a centrally located register</p>	<p>AMBER</p>

<p>register of volunteers/ chaperones/ mentors (paid/ unpaid) for all Council Service areas</p>	<p>Volunteers, etc. may be used within service areas and what training/ checks would be required for their role- this requires to be linked to the Volunteers Policy and then publicised; cascaded to staff through varying forums. (to be completed in collaboration with POD & training).</p>	<p>the current list of volunteers/ chaperones across the organisation (May 2021)</p> <ul style="list-style-type: none"> - PBC (with support of SG Unit) to update Volunteers Policy to ensure new processes reflect requirements and Corporate SG requirements regarding mandatory training (July 2021) - Campaign/ dissemination/ SG champ forum of revamped Volunteers Policy in August 2022 	<p>held by POD of all volunteers used across all council service areas. Should information be required about a volunteer (ie. their training/ safeguarding check status) then this information can be quickly accessed.</p>	<p>due to roll over from previous work plan task (19/20)</p>
<p>4. Develop a tiered safeguarding training framework for all roles across the organisation (including volunteers) to be clear on the level of safeguarding training and safeguarding check they must have in order to undertake their role</p>	<p>Early stages of the project with Social Services training department, identifying roles within services areas. Collaboration with POD is being arranged to develop this project.</p>	<p>Arrange project meeting with Safeguarding Unit; Training Department and PBC- lead officers Claire Broome (SS Training) and Lynsey Thomas (Safeguarding Unit) – July 2021</p>	<p>There will be a clear safeguarding training framework which staff/ managers from all council service areas can access to identify what level of safeguarding training is required for their employment role (including volunteers) to ensure compliancy in terms of safeguarding training.</p> <p>This tiered training framework could also be developed as a future project to be linked to the clear review and personal development plans of employees.</p>	<p>AMBER due to roll over from previous work plan task (19/20)</p>
<p>5. Improve how “safeguarding” information is communicated externally to the citizens of Newport in order to ensure that our citizens know who to contact if they need information,</p>	<p>Review the current Newport.gov webpages to ensure that the information is up to date/ useful/ engaging</p>	<ol style="list-style-type: none"> 1) Content development of pages and ratification of content by CSMT by August 2021 2) Dissemination strategy to be agreed with Comms & 	<p>Citizens of Newport report that they can access information, advice and assistance and feel that the information is communicated to them clearly.</p>	<p>AMBER due to roll over from previous work plan</p>

<p>advice or assistance and to promote the Council's commitment to safeguarding by communicating essential information and highlighting where changes have or will be made (ie. legislation/ policy/ council procedures).</p> <p>“Communicating Information to Citizens about the Children-Abolition of Defence of Reasonable Punishment Law” in 2022 is promoted on Newport.gov website.</p>		<p>Marketing department upon agreement of information content IT web page content development and launch by September 2021)</p>		<p>task (19/20)</p>
<p>6. Child Protection Conference Process quality assurance review and audit</p>	<p>Audit and evaluation of the process changes and feedback from practitioners/ partners/ service users.</p>	<p>1) Virtual conference change occurring early summer (June/ July 2021), therefore, 1st audit review within 3 months approx. October 2021</p> <p>2) Case file audit of WCCIS form development for Child Protection Conference to assure quality to coincide with virtual conference changes at 1.</p> <p>3) Practitioner/ child/ agency feedback on process changes to inform review and audit-findings to CSMT December 2021</p>	<p>Child Protection Conferences in Newport are a collaborative process which engage all of those participants involved, promoting the voice of the child and central to the process.</p>	<p>Green</p>
<p>7. Campaign Promoting the role of the “Designated Safeguarding Lead/Officer”</p>	<p>A clear need for a new campaign on identifying who the DSL/O is for every team in</p>	<p>- Individual service area feedback from self evaluations commencing June 2021</p>	<p>Within the 2022 annual corporate safeguarding self assessments there will be a more informed knowledge base and</p>	<p>GREEN</p>

<p>(ie. person responsible for making child/ adult at risk referrals) and the differences with the “Safeguarding Champion” for the Service Area (ie. person who disseminates information about Safeguarding and takes a corporate lead for information sharing)- it is vital employees know who to report their concerns to and that those with DSL/O responsibilities and duties have the adequate training/ resources/support to fulfil these obligations.</p>	<p>every service area is needed and ensuring that those people are adequately trained for the role/ supported and that they are known and promoted to their teams/ service areas as the person responsible for making child/adult at risk referrals.</p>	<p>- SG Champions forum highlighting information (September 2021) - DSL/O Campaign September 2021</p>	<p>response across the entire service area that it is the role of the “DSL/O” as the person who makes child/ adult at risk referrals.</p> <p>Improved knowledge across all service areas in safeguarding terminology/ language.</p> <p>Every employee knows who to report their concerns to if they have concerns for a child or adult at risk and the names of designated safeguarding leads/ officers are known/ displayed amongst teams/ departments.</p>	
<p>8. Liberty Protection Safeguard training across Newport adult and children services prior to regulation changes in 2022</p>		<p>Regional consortium training calender tbc</p>	<p>Adequately skilled workforce who have received the specialised regional training who are able to adapt to the transition from DoLs to LPS when it is applied in 2022.</p>	<p>GREEN</p>

9. Resource implications (employment and financial)

Members are reminded that the work plan (2021/2022) for corporate safeguarding will result in resource and financial commitments across the service areas. Including the DBS re-checks with Education; Improved monitoring and scrutiny of mandatory safeguarding training by People and Business Change; and the resource strains identified regarding the pressures on service areas where new procedures for safeguarding (LPS) are being implemented from 2022. Although, each service area is already extensively stretched the proposals within the corporate work-plan require to be objectively scrutinised and considered to ensure that as an authority we remain compliant in terms of WAO and Welsh Government recommendations, and where recommendations have been made through external/ internal audits and inspections we have done our utmost to make the required changes.

Appendices



Newport City
Council Corporate S



7 Minute Briefing-
Ending Physical Pun



Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: 9 July 2021

Subject **Annual Information Risk Report 2020/21**

Author Scrutiny Adviser

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

Invitee:	Area / Role / Subject
Rhys Cornwall	Head of People and Business Change
Mark Bleazard	Digital Services Manager
Tariq Slaoui	Information Manager

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to consider the Annual Information Risk Report 2020/21 attached as **Appendix 1** and provide comments for consideration by the Cabinet Member.

2 Context

Background

- 2.1 The council has a statutory requirement to look after the data it holds in line with General Data Protection Regulation (GDPR) and the associated Data Protection Act 2018. As a result of GDPR, the Information Commissioner’s Office (ICO) has the power to fine organisations up to 20 Million Euros or 4% of turnover. The majority of staff working from home as a result of the Coronavirus pandemic provides some specific challenges, especially with greater concerns over cyber attacks.
- 2.2 The Information Commissioner’s Office (ICO) currently has the power to fine organisations up to £500,000 for data breaches to ensure organisations take this responsibility seriously. In May 2018, the EU General Data Protection Regulation enables much higher fines of 20 Million Euros or 4% of turnover.

- 2.3 This is the ninth Annual Information Risk Report which provides an assessment of the information governance arrangements for the Council as outlined in the Information Risk Management Policy. and identify where further action is required to address weaknesses and make improvements.
- 2.4 The actions outlined in the attached report form part of the People and Business Change Service Plan further detail incorporated in the Digital and Information Team Annual Business Plan. Information risk is also considered in the Corporate Risk Management Strategy and Register.
- 2.5 The Overview and Scrutiny Management Committee has this opportunity to comment on the draft Annual Information Risk Report and the Council's information governance arrangements.

3 Information Submitted to the Committee

Appendix 1 – Annual Information Risk Report 2020-21

4. Suggested Areas of Focus

Role of the Committee

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

- The robustness of control measures and management arrangements;
- The Reduction in the number of incidents and not of major significance, the lowest number recorded in the five year period since the risk report has been produced and no incidents reported to the Information Commissioner's Office this year;
- Resilience of action to remedy incidents such as the ransomware attack this year and previous breaches;
- The Action plan included for on-going compliance and protection for the future and whether the planned actions are sufficient to mitigate any risks identified.

Section B – Supporting Information

5 Supporting Information

- 5.1 The 2017 -18 Annual Information Risk Report was presented to Scrutiny Committee on [15 November 2018](#) by the Head of People and Business Change when it was explained that it was not a mandatory report required by Regulators but good practice and provide scrutiny the opportunity to see how the Council was managing information.

6 Links to Council Policies and Priorities

- The Council's Information Risk Management Policy sets out the Council's approach to information risk management including roles and responsibilities. The policy also details the processes in place to manage information risks effectively, including the Annual Information Risk Report.

The [Digital Strategy](#), approved by Cabinet October 2015 sets the overall direction for the management of information, and information governance is also considered in the Annual Governance Statement produced for the inclusion in the Council's Annual Statement of Accounts and reported to Audit Committee.

The Annual Information Risk report has strong links to the modernising Council supporting function which supports the Corporate Plan Commitments and Well-being 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

5 Ways of Working	Types of Questions to consider:
<p>Long-term The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.</p>	Are there any long term trends developing that could affect how this plan is implemented to how the actions are prioritised?
<p>Prevention Prevent problems occurring or getting worse.</p>	How are you ensuring that the needs of the service users monitored and are taken into account when developing the long term strategy?
<p>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.</p>	How does the Council's implementation of the plan impact upon the services of other public bodies and their objectives?
<p>Collaboration Acting in collaboration with any other person (or different parts of the organisation itself).</p>	How are you using the knowledge / information / good practice of others to inform / influence the Council's work?
<p>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.</p>	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?
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8. Background Papers

- [Overview and Scrutiny Management Committee – 26 July 2018](#)
- [Digital Strategy 2015 - 2020](#)
- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017-2022](#)

Report Completed: November 2018

Annual Information Risk Report 2020/21

Created by	Information Governance
Date	24/03/2021
Reviewed by	Tariq Slaoui
Date	24/03/2021

Document Control

Version	Date	Author	Notes / changes
V0.1	23/03/2021	Tariq Slaoui	Initial draft based on previous report
V0.2	28/04/2021	Tariq Slaoui	Update
V0.3	27/05/2021	Tariq Slaoui	Update
V0.4	03/06/2021	Tariq Slaoui	Update
V0.5	28/06/2021	Mark Bleazard	Update
V0.6	30/06/2021	Tariq Slaoui	Update

Table of Contents

Contents

Executive Summary	1
1. Background and Purpose	3
1.1. Purpose of the Report and Benefits	3
2. Current Position	4
2.1. Compliance and Audit	4
Public Services Network (PSN) compliance	4
General Data Protection Regulation (GDPR)	4
Payment Card Industry Data Security Standards (PCI-DSS)	6
Cyber Stock Take	6
Audit Wales	7
2.2. Information Governance Culture and Organisation	7
Information Governance Culture	7
GDPR Staff Survey 2020/21	7
Organisation	8
2.3. Communications and Awareness Raising	10
Corporate Phishing Exercise	10
Staff Guidance	10
Training Courses	10
Information Policy Development	12
2.4. Information Risk Register	12
2.5. Information Security Incidents	13
2.6. Information Sharing	14
2.7. Business Continuity	15
2.8. Technology Solutions	15
2.9. Records Management	17
2.10. Freedom of Information and Subject Access Requests	18
3. Risk Management and Associated Action Plan	20
3.1. Risk Management	21
3.2. Action Plan	23

Executive Summary

The council has a statutory requirement to look after the data it holds in line with General Data Protection Regulation (GDPR) and the associated Data Protection Act 2018. As a result of GDPR, the Information Commissioner's Office (ICO) has the power to fine organisations up to 20 Million Euros or 4% of turnover. **The majority of staff working from home as a result of the Coronavirus pandemic provides some specific challenges, especially with greater concerns over cyber attacks.**

This is the ninth Annual Information Risk Report which provides an assessment of the information governance arrangements for the Council as outlined in the Information Risk Management Policy. The report highlights:

Compliance and audit

- **Public Services Network (PSN)** – two submissions unsuccessful. Escalated and prioritised by NCC/SRS
- **General Data Protection Regulation (GDPR). Progress was made in a number of areas**
 - Particular emphasis on the development of [privacy notices](#) across the organisation.
 - A Data Protection Policy is in place to communicate the rights of individuals to staff, especially around Subject Access Requests
 - Data Protection Impact Assessment (DPIA) carried out for Countryside, HWRC and Housing staff bodycams
- **Payment Card Industry (PCI) standard**
 - Work is required for PCI as a priority and the Council has engaged with PCI consultants to develop a gap analysis
- **Cyber Stock Take**
 - Newport City Council scored well in Cyber Stocktake 2. Cyber Stocktake 3 has been submitted and we await the findings

Information Governance culture and organisation

- Service Level Agreement is in place with primary schools and we continue to support schools across Newport
- A staff survey on GDPR was carried out and results analysed
- Continue to develop and manage relationships with Shared Resource Service (SRS)
- Quarterly meetings of the Information Governance Group and Data Protection group to oversee information risk management in conjunction with other stakeholders including Shared Resource Service

Communications and Awareness Raising

- Continue to raise awareness with staff including monthly newsletter produced and issued to Primary schools across Newport as part of new SLA
- Specific schools training delivered
- GDPR e-learning uptake has been excellent
- Staff GDPR survey will inform how we communicate this year

Information Risk Register

- Continues to be maintained with contribution to Annual Governance Statement as necessary
- Cyber threat has been added as a specific risk on the corporate risk register

Security incidents

- An increase in reported incidents, possibly as a result of increased awareness around issues as a result of GDPR and the increase of staff working from remotely from home.
- One major incident reported to the ICO. Newport was not at fault but share responsibility as a Joint Data Controller.

Information Sharing

- Development of Information Sharing Protocols (ISP's) continues along with Data Disclosure Agreements (DDA's)

Business Continuity

- The first phase of this project was achieved with replication of offsite backups from tape to disk
- Business continuity/disaster recovery plans will be reviewed with SRS and revised accordingly to align with planned data centre move and cloud migrations plans need to be reviewed with SRS

Technology Solutions

- Work commenced on the replacement of Egress facilities for secure e-mail and large/secure file transfer
- **We will consider the benefits of Security Information and Event Management (SIEM) system and Security Operations Centre (SOC) proposed by SRS to partners**
- We plan to replace the existing remote access solution with Microsoft Always ON VPN
- Small number of Windows 7 devices remain as a result of laptop supply issues but these will be replaced by Sep 21

Records Management

- Continued roll out of EDMS solution across council, project manager in post continues to progress deployment.

Freedom of Information

- **Exceeded target for year**
- Decrease in number of requests from last year due to Covid-19.
- Continue to promote the use of open data sets and adding new ones where appropriate

Subject Access Requests

- Guidance to staff included in the Data Protection Policy and all SAR's recorded in FOI system now
- SAR target not met for year due to difficulties in accessing Civic Centre paper records as a result of the Covid-19 emergency and the requirements to work from home.

1. Background and Purpose

As a local authority we collect, store, process, share and dispose of a vast amount of information as part of our duties. These duties are defined in EU General Data Protection Regulation (GDPR) that commenced on 25th May 2018 and the associated UK Data Protection Act 2018. This legislation places a greater responsibility on the council to be more clear and transparent about what data is processed and how to give citizens confidence that their data is being handled appropriately. Accordingly, it is even more important that the council meets its statutory responsibilities effectively and **protect the personal information it holds throughout its life cycle**; from creation through storage, use, retention, archiving and deletion. The principle of using and securing data is outlined in the [Digital Strategy](#) that is currently being reviewed. Data is a valuable organisational asset and a key development is the creation of the Newport Intelligence Hub. This team's role is to maximise the value of data to the organisation, especially for use in operational, tactical and strategic decision making by the organisation. This requires processing of information in line with GDPR.

The actions outlined in this report form part of the People and Business Change service plan and also considered in the Corporate Risk Management Strategy and Corporate Risk Register.

1.1. Purpose of the Report and Benefits

The purpose of this report is to provide an assessment of the information governance arrangements for the council and identify where action is required to address weaknesses and make improvements.

The benefits of this report are as follows:

- Provide an overview of the council's information governance arrangements
- Highlight the importance of information governance to the organisation, the risks faced and the current level of risk
- Where relevant this report will compare performance with previous years and with the aim of continuous improvement
- The staff survey enables specific comparisons with previous years together with specific questions on the impact of the Coronavirus pandemic
- This is the ninth Annual Information Risk Report.
- Identify and address weaknesses and develop an action plan
- Reduce the risk of failing to protect personal data and any subsequent reputational and financial penalties. The fines associated with General Data Protection Regulation (GDPR) came in to place on 25th May 2018 with a maximum fine of 20 Million Euros or 4% of turnover. To date a number of much larger fines have been issued including the highest fine of £20M to British Airways In cases where data breaches are referred to the ICO, its investigations highlight the importance of effective governance arrangements to reduce risks
- Ensure that appropriate risks are escalated to the Corporate Risk Register

2. Current Position

This part of the report identifies the council's current position in relation to information governance; this includes a number of external compliance requirements. The existing [Digital Strategy](#) highlights the importance of effective information management and data sharing with robust information security to protect business and citizen data from threats, loss or misuse. This will be at least as important as previously when the new Digital Strategy is created.

2.1. Compliance and Audit

The council is subject to accreditation to the Public Services Network (PSN) by the Cabinet Office. The council is also required to comply with the Payment Card Industry Data Security Standards (PCI-DSS) when it handles card payments for customers. In addition, the council is subject to audit from Audit Wales (formerly Wales Audit Office) to ensure appropriate information governance is in place.

Public Services Network (PSN) compliance

An annual IT Health Check was undertaken by a certified contractor in September 2020 and an initial submission to the Cabinet Office was made in March 2021. A Remediation Action Plan (RAP) was developed to mitigate and prioritise the high risks identified in the report. This was submitted in March 2021 but was rejected by the Cabinet Office as a number of the vulnerabilities were still outstanding. A further submission was made in June 2021 which was also rejected. Despite good progress, a number of vulnerabilities remain. At the time of writing, this work has been escalated and prioritised within SRS to accelerate progress and resolve the outstanding vulnerabilities urgently. The Shared Resource Service (SRS) procures and schedules health checks for partners together. The number and variety of risks mean that work is required throughout the year to protect the council's data and systems and this is included in the SRS' resource allocation. Risks around cyber security remain a specific concern as highlighted by the National Cyber Security Centre (NCSC) and they are included on the Corporate Risk Register and this remains a challenge to all organisations whether public or private sector. The council is committed to continued compliance with PSN standards.

General Data Protection Regulation (GDPR)

General Data Protection Regulation (GDPR) is a regulation that strengthens and unifies data protection for individuals within the European Union (EU). GDPR came in to force in the UK from 25 May 2018 as a result of the passing of the Data Protection Act 2018 in the UK. This legislation has been in place for about 3 years now and the UK has subsequently left the European Union as a result of Brexit. In this regard the UK has to demonstrate that its data protection regime is suitable for holding the data of EU citizens. The Information Commissioner's Office (ICO) leads on this for the UK. Currently an interim agreement on the adequacy of UK data protection has been provided and it is anticipated that this will be formally agreed in the near future. On the 28th June 2021, the EU Commission announced that adequacy decisions for the UK have been formally approved. This means that organisations in the UK can continue to receive data from the EU without having to make any changes to their data protection practices.

GDPR is a standard agenda item for the Information Governance Group. A Data Protection Group meets quarterly in recognition that data protection is an on-going activity.

As a reminder a summary of some of the changes are detailed below:

- The maximum fine is 20 Million Euros or 4% of turnover
- There is now a requirement to document the personal data held and keep a record of our processing activities.
- Data breach reporting is now mandatory for certain data breaches. The ICO should be informed of significant data breaches within 72 hours.

- Enhanced rights for data subjects. Privacy notices are now mandatory and the organisation must identify a 'lawful basis' for each of our processing activities. Consent has been strengthened. However, this is just one of a number of lawful bases. Specific guidance relating to children and their rights
- Local authorities can no longer rely upon "legitimate interests" as a legal basis for processing data
- The removal of maximum fee for Subject Access Requests and reduction in days to process (from 40 calendar days down to 30)
- Requirement for Data Protection Impact Assessments, particularly for new projects and/or technology implementations.
- Requirement for Data Protection Officer role
- Further consideration of data stored outside the EU although an adequacy decision has been approved.

A number of large fines have been issued to date demonstrating the greater power that the Information Commissioner's Office (ICO) and other national regulators have. The largest fine to date is of £20 Million to British Airways.

A GDPR Task and Finish Group was established in 2017, with representation from each service area and schools. The group continues to meet on a quarterly basis and with the assistance of the group, the council has progressed in the following areas:

- Awareness raising – the Data Protection group has ensured that GDPR is the subject of discussion at the various service area management meetings. The group is well attended and now includes representatives from primary schools. The Information Management team have used E-bulletins and corporate communications throughout the pandemic to provide corporate updates. Specifically, communications have been undertaken to ensure that staff working from home are doing so in a secure manner. The Information Management team produce and communicate monthly Primary Schools newsletters with advice and guidance on Data Protection, Freedom of Information and Information security matters.
- Communicating Privacy Information – The council must demonstrate proactively to individuals, how we are processing their data and the lawful basis for doing so. A Corporate Privacy Notice has been developed and published to allow us to be more accountable and transparent about this. The Data Protection group has undertaken a forms audit to understand what types of personal data we are collecting from individuals and to establish a lawful basis for processing this data. All relevant privacy notices are published on the Councils website and all appropriate services are covered. However, we continue monitor new services and changes in services to ensure appropriate coverage.
- Consent – the rules around consent have been significantly strengthened under GDPR. A consent checklist has been drawn up to assist managers/service areas who rely on consent as the lawful basis for processing personal data. It is important to recognise that consent is only one of six lawful bases under GDPR and consent should only be used where the other lawful basis have been ruled out. The Information Management team continue to provide advice and guidance to service areas in this respect.
- Data Protection Impact Assessments – DPIA's are mandatory for new technology implementations and projects that involve the systematic monitoring of individuals and/or the large scale processing of special category data. In 2020/21, DPIA's were undertaken for the deployment of Body Worn Video Cameras (BWVC) at the Household Waste and Recycling Centre, The Mission Court Housing Scheme and the use of BWVC's for countryside officers. Also, in response to the Covid emergency and as a joint data controller to the Welsh Test, Trace and Protect (TTP) service, we assisted in the development of an all Wales TTP DPIA both for the service and the IT systems. Others are being considered but the screening process will ultimately determine this. The SRS have confirmed that all technology requests from Newport City Council are subject to DPIA screening.
- Incident Reporting – the Information Security Incident Reporting Policy is aligned with the requirements of GDPR and the key points have been communicated to the organisation. As

noted above, the maximum fine is now 20 Million Euros or 4% of turnover and there is a specific requirement to notify the ICO of significant breaches within 72 hours. In certain circumstances, there will be a requirement to notify data subjects of breaches of their data. In light of the Covid-19 emergency, staff have been advised to remain vigilant and to report any suspected incidents to the information management team in a timely manner. In 2020/21 66 reported incidents were investigated by the Information Management team, a full breakdown of these are in section 2.5 of this report.

- The Information We Hold – the accountability principle states that we should document the data that we hold along with records of processing activities. The council already manages an Information Asset Register which is based upon the systems that have been identified as a priority. The Information Management team, in conjunction with Digital services and The Data Protection Group is currently prioritising work to expand this register and to include paper records. This work will also seek to identify cloud based provision of services and the governance arrangements around these.
- The rights of individuals – the rights of individuals and how to access them under GDPR are contained in the www.newport.gov.uk/privacynotice (see above). We have also published the Subject Access Request procedure and we continue to support the organisation and primary schools to meet these obligations.
- Data Processor/Joint Controller responsibilities – Data Processors (organisations who process personal data on our behalf/contractors) and joint controllers have further obligations under GDPR. Where possible, we continue to contact those organisations and communicate the changes to them. The procurement team have now updated all new contracts to reflect the clauses. Standard Controller/Processor and Controller/Controller clauses have been developed for inclusion in all contracts of this nature.
- Staff Training – Information Security Training is available to the organisation and to the primary schools. The pandemic has meant that face to face training has been switched to training via MS Teams. The GDPR e-learning module continues to be well attended and complements traditional learning methods. The team continue to reach out to departments and service areas who are unable to attend corporate training. Recent training has been delivered to all primary schools in Newport as part of our Service Level Agreement.
- Data Protection Policy – a Corporate Data Protection Policy is in place to provide guidance to staff on processes and procedures. This has been published and communicated to the organisation.
- Significant Information Governance work has been undertaken to support the Welsh Track, Trace and Protect (TTP) programme during 2020/21. A joint controllership agreement was established with all local authorities and Health Boards in Wales and an Information Sharing Protocol was developed to allow the sharing of data between organisations during the pandemic.

Payment Card Industry Data Security Standards (PCI-DSS)

The council was previously compliant with Payment Security Industry (PCI) Data Security Standards. A previous audit identified issues to be addressed. Accordingly, the council's PCI compliance has lapsed. To ensure these issues are formally resolved to meet PCI requirements, the council procured assistance from an external organisation. Staff from the council and SRS are working with this company to undertake a gap analysis and subsequent remediation action plan to address any shortfalls. Work to date has been very beneficial and positive but there has been a slight delay to this project due to unexpected resource issues in the company. The project has commenced again and should be completed by summer.

Cyber Stock Take

Newport City Council, along with all other local authorities in Wales, took part in the third Cyber Stock Take exercise designed to give an indication of each local authority's maturity in cyber security. This was compiled by means of a self-assessment questionnaire and we await the results of the benchmarking exercise.

The results of the stock take will require further evaluation and an associated action plan may be required.

Audit Wales

Audit Wales, formerly known as the Wales Audit Office (WAO) carries out audits annually of the risks around financial systems which involve IT and Information Governance. This work generally has some recommendations that need to be acted upon. During this period Audit Wales issued a report on cyber resilience across the public sector in Wales. This report was based on self-assessments of each organisation's preparedness on cyber resilience and was designed to identify potential themes and any concerns. Due to the sensitivity of the themes in the Audit Wales report and its requirement to discuss these appropriately, the report and the council's response was discussed excluding the public by a "part two" item at the Governance and Audit Committee in May 2021. The council's stance is certainly not complacent but it has robust and mature governance arrangements and implemented a specific solution designed to reduce the impact of ransomware.

2.2. Information Governance Culture and Organisation

The council has been a partner of the Shared Resource Service (SRS) since April 2017. Since then, representatives from the SRS attend various Newport City Council groups. There is also a client side role sits within the Digital team and this relationship has developed since joining the partnership.

Information Governance Culture

The information governance culture has previously been investigated by virtue of staff surveys. These demonstrated good staff awareness of information governance issues and good buy in. A revised survey has been designed incorporating some previous and some new questions. The Coronavirus position delayed our plans for a staff survey in 2019/20, however a survey was carried out in 2020/21 a summary of which is included below.

GDPR Staff Survey 2020/21

254 responses were received over a period of 3 weeks (26th April – 14th May). This represents the biggest response to such a survey over numbers that responded in previous reports. A headline summary of the results is below.

64% of staff said that they were aware of the Council's Information Management training offering but only 45% said that they have attended. This may be due to the relatively large number of responses compared with previous surveys and increased e-learning take up.

62.9% of staff responded by saying that they felt they had received enough training.

When asked about the preferred training delivery method, we received the following responses. Please note that respondents could vote for multiple answers.

Training Method	Number of responses
e-Learning	171
Virtual classroom training (MS Teams)	146
Videos	48
Classroom training	53
Workshop style training	33
Other	0

e-Learning and virtual classroom training was significantly preferred to the more traditional methods of learning.

93% of staff understand their role in relation to information security, a small percentage were unsure.

85% understood the changes and implications of GDPR and 74% know the correct procedure in the event of an incident.

67% of staff agreed that information security practises are regularly communicated. 11.5% did not agree while the remainder were unsure.

65% know who to contact if they received a request for personal information, 35% of staff did not know.

69% of staff agreed that levels of information security are consistently high while 25% were unsure.

45% of staff disagreed that home working had a negative effect on data protection working practises and 35% were unsure.

62% of staff feel that more advice and guidance is required on home working and data protection, 23% were unsure.

Organisation

Senior Information Risk Owner (SIRO) role

The council's Senior Information Risk Owner (SIRO) role is part of the Head of Law and Regulation role. The SIRO role is the senior officer responsible for information risks within the organisation and is part of the council's Corporate Management Team. Day to day operational management is provided by the Information Management team that reports to the Head of People and Business Change. As detailed below, the SIRO role is more senior and is distinct from the Data Protection Officer (DPO) role below.

Data Protection Officer (DPO) Role

Under General Data Protection Regulation) the council needs to specify its Data Protection Officer (DPO). This role is incorporated within the duties of the existing Digital Services Manager post. As part of the Service Level Agreement with primary schools, the Digital Services Manager post is also the DPO for primary schools.

Information Governance Group

The Information Governance Group meets quarterly chaired by the Strategic Director – Place. This ensures that there is no conflict of interests of the operational lead for information governance also being the chair of this group. Strategic information governance issues are discussed by this group with standard agenda items that includes GDPR. Membership of the group includes representation from the Shared Resource Service (SRS) which will be a major contributor to this work.

Shared Resource Service (SRS) - The IT Service became a partner in the Shared Resource Service (SRS) in April 2017. As well as Newport City Council the SRS is made up of Torfaen County Borough Council, Monmouthshire County Council, Blaenau Gwent County Borough Council and Gwent Police. There is SRS representation on the council's Information Governance Group as well as other groups such as the Digital City Board. The client side role is managed by the Digital team and this important relationship in service delivery as well as information governance continues to develop. The SRS has a small team that provides a complementary and slightly more technical function within the SRS that works closely with the Information Management team in Newport.

Councillor Data Protection

As detailed in last year's report, councillors are exempt from data protection registration following Information Commissioner's Office (ICO) guidance from 1 April 2019. *The Data Protection (Charges and Information) (Amendment) Regulations 2019 exempted the processing of personal data for:*

- *Members of the House of Lords*
- *Elected representatives*
- *Prospective representatives – someone seeking to become an 'elected representative'*

'Elected representatives' is defined by the Data Protection Act 2018 and includes, but is not limited to, MPs, MSPs, AMs in Wales, MEPs, elected councillors in county councils, district councils, London boroughs, parish councils, elected mayors and police and crime commissioners. 'Prospective representative' refers to anyone seeking to become an elected representative as defined above.

As a result of this change in guidance, Newport City Council councillors are no longer registered individually as data controllers under the Data Protection Act.

An important aim of this report is to ensure that members and senior officers are aware of the data protection responsibilities of the council and to enable guidance to be provided. This is especially relevant given GDPR and the Data Protection Act 2018. The annual risk report represents a useful opportunity for the Scrutiny Management Committee to comment and make suggestions on the past year's performance and improvements going forward. This has been beneficial in shaping the actions going forward.

Information Asset Register - the development of an Information Asset Register, based on a template from The National Archives was completed for priority systems during 2016/17. This identifies the owner of information, the information stored within the system, how this is shared and various other pieces of information. Further work is required to extend the Information Asset Register for all the information the council holds and this has now commenced and will be part of the work of the Data Protection group and Digital Services as appropriate. This will ultimately become a Record of Processing Activities (RoPA).

Schools

Schools are "data controllers" under the Data Protection Act and therefore need to be equipped to handle data appropriately. Guidance is provided to schools by staff in Education and Information Management. A Service Level Agreement (SLA) for primary schools with the Information Management team has been in operation for nearly two academic years now. Regular guidance and advice has been provided to primary schools on this basis and this service has been well received. The Information Management team has also provided specific training for schools as detailed elsewhere in this report with further positive feedback.

1.1. Communications and Awareness Raising

Employees are often the weakest link in terms of preventing incidents. The information security incidents section reflects this and technical measures will never be totally effective especially given the increased sophistication of cyber attacks including phishing. Awareness for employees is vitally important and this is generally achieved via staff training together with other forms of communication to improve awareness.

Corporate Phishing Exercise

The Welsh Government secured funding for all local authorities in Wales to undertake a simulated Phishing exercise in conjunction with a provider. Human error is the most common cause of data breaches in cyber security and the accidental clicking of malicious links or divulging of personal information to unauthorised recipients is one of the largest risks to an organisation. The proposed exercise will simulate such an attack on the organisation and present a series of phishing emails to randomly selected (or targeted as appropriate) members of staff. If any staff click those links, they will be asked to complete some online e-Learning to warn them of the risks of responding to malicious email. This is intended to be a staff awareness raising exercise and will help us understand how much of a risk this is to the organisation.

Staff Guidance

Regular reminders of good practice have been provided in the staff bulletin and on the intranet on various important subjects especially as a result of home working during the Coronavirus pandemic

The team regularly assess information from the Information Commissioner's Office (ICO) and other sources to ensure that key messages are communicated to employees including good and bad practice. The development of the Service Level Agreement with primary schools means that information is provided to primary schools too with appropriate revision as necessary.

Training Courses

The council continues to provide classroom style training to staff to provide the most interaction possible and improved learning experience. This is now provided virtually using Microsoft Teams and this has been very well received with good attendance. This complements e-learning required to be completed by new starters and for refresher purposes. The content is regularly kept up to date to reflect developments in this area and relevant news coverage.

- Social Services courses
- Corporate courses
- Councillor courses
- Schools courses
- Other courses and presentations
- Information Management team training
- E-learning

Training courses represent a continued commitment to information security by the council with a revised delivery method using Microsoft Teams. Training is a key area as people are generally considered the weakest link in relation to information security, especially when working from home as a result of the Coronavirus pandemic. There will never be totally comprehensive technical measures to protect data. Training provided to staff is a key part of investigations carried out by the Information Commissioner's Office (ICO).

Training for primary schools, delayed by the Coronavirus pandemic was carried out in early 2021 which is a positive step.

Social Services Courses

Social Services employees continue to represent a high risk group due to the nature of the information they handle as part of their roles and training is compulsory for these staff. No courses were scheduled during this period due to certain staff in particular roles accessing Teams based training. Some staff have attended the corporate training course. These issues were escalated with Social Services and will be followed up on.

A breakdown per year is included below.

Year	Number of staff who attended
2020/21	0
2019/20	172
2018/19	157
2017/18	237
2016/17	144
2015/16	147
2014/15	182
2013/14	226

Corporate Courses

These courses continue to be scheduled on a monthly basis, primarily for staff other than Social Services. Due to the Coronavirus pandemic there were less courses run than normal. 9 courses were run virtually using Microsoft Teams and these were well attended. The number of staff that attended the corporate course was 74 compared with 98 in 2019/20. Whilst attendance does vary a little year on year the number of staff attending remains consistent.

Year	Number of staff who attended
2020/21	74
2019/20	98
2018/19	105
2017/18	114
2016/17	118
2015/16	114
2014/15	152
2013/14	93
2012/13	57

Feedback from staff attending courses is gathered for each training course held and continues to be positive. The change to virtual training using Microsoft Teams has been well-received.

Councillor Courses

Previous training courses took place in November 2018 with 24 out of the 50 Councillors attending. Councillors, like all council staff, need to undertake mandatory e-learning before they are provided with access to the council's network. It is anticipated that further training sessions will follow the local government elections that take place in May 2022.

Schools Courses

Schools have been engaged with the Information Management team in relation to GDPR including representation on the Data Protection Group. A service level agreement for primary schools for information management has been agreed which includes regular training. **Training commenced in 2021 with Lliswerry, Bassaleg, Eveswell and Somerton clusters with a total of 78 staff trained.** The remaining clusters to be scheduled appropriately.

Year	Number of staff who attended
2020/21	78

Other Courses and Presentations

In September 2020, 15 CYPS staff were trained to use Egress secure email.

Information Management Team Training

All four current members of the Information Management team have passed the British Computer Society (BCS) Certificate in Data Protection including three members of staff on the updated legislation. The one remaining team member undertook this training in March 2020 and, following a delay, was successful with the exam and is now qualified with the BCS Certificate in Data Protection.

E-Learning

All staff that need access to the council's computer network are currently required to undertake GDPR e-learning before they can access the network. This e-learning was developed last year. The new GDPR e-learning module provides guidance to staff on their obligations under the Data Protection Act 2018. **In 2020/21 887 staff completed the NCC GDPR e-learning module.**

Information Policy Development

Policies form an invaluable way of documenting legal requirements and best practice. They provide guidance for employees to ensure information governance is integrated into the way the council operates. As well as developing new policies, it is also necessary that existing policies are updated to ensure that they remain fit for purpose, including any changes as a result of the partnership with the Shared Resource Service (SRS). Staff are reminded of these policies where appropriate.

Data Protection Policy

This policy provides advice and guidance to staff in all aspects of data protection including guidance on the rights of individuals and specifically around Subject Access Requests (SAR's).

Updated Policies

An extensive review of policies took place in 2019 to reflect the changes in the new GDPR legislation. As such, there has not been a requirement to make further significant changes other than general reviews to ensure that they are still valid and up to date. The following were updated this year:

- Biometrics Guidance for Schools

Staff are made aware of policy changes with reminders through the regular staff bulletin. All policies use 'key messages' for ease of understanding and are published as part of the overarching Information and IT Security Policy and on the Council's intranet, with appropriate version control.

2.4. Information Risk Register

An information risk register is maintained that identifies key information risks, their likelihood, impact and the measures in place to mitigate the risk. The risk register is regularly updated and shared with the Information Governance Group to keep them informed of risks.

Information risks are considered as part of the council's Annual Governance Statement and the Corporate Risk Register. Cyber Security is now formally recorded as a risk on the corporate risk register. The Chief Internal Auditor is a member of the Information Governance Group which helps to join up services. The control strategies for information risk are detailed within this report.

2.5. Information Security Incidents

All information security incidents are reported, logged and investigated. Information security incidents range from lost phones/other devices, password issues all the way to data breaches where data is lost or passed to the incorrect recipient. Lessons need to be learned from these incidents to improve practice in future to minimise the risk of recurrence. In line with GDPR, serious incidents that meet certain criteria must be communicated to the ICO within 72 hours and data subjects informed without delay.

66 security incidents were recorded in 2020/21 compared with 62 in the previous year. It is difficult to establish whether this reflects our position or if there has been an increased level of reporting. Given the increased awareness around GDPR and internal communications relating to incident reporting procedures, it is likely that that the increase can be attributed to GDPR awareness. The move to remote, home working in March 2020 resulted in a decrease in the amount of lost/stolen paperwork as staff needed to work more digitally and relied less on paperwork. There was also a significant drop in the number of incidents relating to lost or stolen devices. This is likely to be attributed to staff largely working from home using Microsoft Teams to hold meetings instead of travelling or moving around offices.

Details of reported incidents over previous years are provided below:

Year	Total incidents	Disclosed in Error	Lost or Stolen Hardware	Lost or Stolen Paperwork	Non secure disposal – paperwork	Other - non principle 7 (now DPA 2018 principle 6) incident	Other - principle 7 (now DPA 2018 principle 6 - security of personal information) incident	Technical security failing
2020/21	66	48	3	1	1	0	10	3
2019/20	62	39	11	4	1	0	6	1
2018/19	46	29	7	3	1	0	4	2
2017/18	34	18	6	4	0	0	4	2
2016/17	43	25	5	0	0	1	8	4
2015/16	62	23	12	2	0	9	11	5
2014/15	66	14	23	0	2	18	0	9
2013/14	64	14	9	6	1	8	4	22
2012/13	63	No split by category available						

Analysis by category is always to some extent subjective as incidents could easily be categorised in more than one category. Therefore, these categories should be seen as indicative only.

As is the pattern in previous years, the majority of security incidents were not of real significance. Some of the themes which are similar to previous years are as follows:

- Incidents arising as result of human error form the majority of incidents. This trend is typical across local government and other sectors.
- E-mails sent to the incorrect recipient or including information that that shouldn't have been included
- Paper documents sent to the incorrect recipient or including information that that shouldn't have been included
- Reduction in lost council issued encrypted devices (laptops, smartphones with no personal data so low risk)

The most significant incident during this year was:

In August 2020, Public Health Wales (PHW) accidentally published the personal data of 18,105 Welsh residents who had tested positive for Covid-19, to a public facing website. The information only consisted of initials, date of birth, geographical area and sex. In the 20 hours it was online, it had been viewed 56 times. The number of Newport residents affected was 910. The ICO were informed and following on from an investigation by NWIS, they decided to take no further action, although the NWIS investigation findings did include a remediation plan. While Newport City Council was not a fault, we are a joint Data Controller for the Test, Trace & Protect programme in Wales and as such, are jointly liable for data breach incidents such as this.

2.6. Information Sharing

Partnership and collaborative working drives sharing of increased amounts of information between the council and other organisations. The Wales Accord on the Sharing of Personal Information (WASPI) requires public sector organisations to follow agreed guidance in the development of Information Sharing Protocols (ISP's). The council signed up to WASPI in January 2011. The WASPI guidance has recently been updated to reflect the issues as a result of Coronavirus. The Information Management team leads on this work and has developed a number of ISP's with services and other organisations.

Documentation for WASPI has been reviewed by the WASPI Team in NWIS to ensure that it is appropriate for GDPR. A full list of the Council's ISPs is published on the Intranet. The following represents developments in 2020/21:

Information Sharing Protocols (ISP's)

An ISP for Newport's Youth Engagement and Progression Framework (YEPF) Not in Education, Employment or Training (NEET) Partnership has been developed and quality assured. An ISP to support the sharing of information for the Newport SPACE (Single Point of Access for Children's Emotional Wellbeing) Programme was developed and assured in March 2021.

A Covid-19 Joint Controller Agreement was established between Local Authorities, Health Boards and organisations who need to share personal data in order to deliver a coherent and collaborative Test, Trace & Protect service in response to the Covid-19 outbreak in Wales.

Data Disclosure Agreements (DDA's)

Data Disclosure Agreements (DDA's) are for one way disclosure of information from one organisation to another. These are recommended as part of the WASPI initiative and are seen as best practice for formalising such information disclosure.

Data Disclosure Agreements have been developed as follows:

DDA's in 2020/21:

- Care Inspectorate Wales Assurance Check for NCC Social Services
- Baby and me Barnardo's programme
- Council Tax data acquisition – Office for National Statistics
- Body Worn Cameras for Temporary Accommodation
- DDA Careers Wales
- Overt fly tipping camera's
- COVID – 19, £500 care workers payments
- COVID – 19, Start-Up grant fraud checking
- COVID – 19, Release of extremely vulnerable (Shielded) patient data
- COVID – 19, Testing of key workers

2.7. Business Continuity

There is an ever-increasing reliance on digital technology to support business activities and it is therefore important to maximise the availability of systems. Increased resilience was a factor in the decision to join the Shared Resource Service (SRS) and this is expected to be improved by the planned data centre move.

As a result of previous guidance from Audit Wales, the council is part way through a new hardware was set up with the migration of backups of key systems from tape to disk. Previous plans to provide access to systems should both server rooms at the Civic Centre not be available are being reviewed in light of the improved resilience from a move to the new SRS data centre and the existing and planned migration of systems to the cloud.

A quicker and more proactive move of systems to the cloud will take place in 21/22 that is designed to provide greater availability and better business continuity/disaster recovery.

A number of staff took part in a simulated cyber exercise set up by the Local Resilience Forum and included a variety of stakeholders This was very useful to all concerned.

1.1. Technology Solutions

A number of technical solutions are in place to minimise risk to information and the corporate network generally. PSN and PCI compliance together with the development of business continuity requirements continue to drive technical improvements for information governance. Audit Wales annually review the controls applied to key financial systems (also reported to Audit Committee). As a result of our partnership with the Shared Resource Service, the council will pursue options for collaboration and simplification wherever practical.

Devices

The council continues to increase the percentage of laptops as part of its total number of computers used to encourage more flexible and agile working with access to information and records from a variety of locations. This has been invaluable during the Coronavirus pandemic with the vast majority of staff working from home. Laptops are now estimated to represent about 95% of all devices. As detailed last year, the intention going forward is that desktop devices will only be issued if there is a technical reason why a laptop can't be deployed. The council expected to complete the deployment of Windows 10 to all its devices but this was not possible due to major delays receiving deliveries of laptops. This means a small number of Windows 7 devices exist and extended support was purchased for these devices. These devices will be replaced. A number of Windows 10 updates will also be required for a large number of devices

Microsoft Office 365 including Teams

The council previously migrated its e-mail solution to Microsoft Office 365. This currently means the use of Office 2016 and e-mail within the cloud. This provides improved collaborative, agile working facilities and information security. The solution uses Microsoft Multi Factor Authentication (MFA). In addition, the Microsoft Advanced Threat Protection (ATP) solution was implemented to protect against attachments and links sent in e-mails. The e-mail configuration includes the use of Transport Layer Security (TLS) to encrypt e-mail to external e-mail systems set up to the same standard which should include all local authorities and the public sector generally.

In March 2020 Microsoft Teams was rolled out. Teams provides instant messaging/chat facilities as well as video/audio conferencing facilities. These facilities have been used extensively since and enabled the organisation to hold a large number of virtual meetings and informal discussions. This has been invaluable to the organisation given the impact of the Coronavirus pandemic and the solution is regularly updated by Microsoft with additional features and other improvements. The latest version of the Office 365 client will be rolled out to all Windows devices that will automatically be updated as a result. As below, the plan is to migrate to Microsoft AlwaysOn VPN for remote access.

Devices for Members

The first Annual Digital Report highlighted the procurement of tablet devices for members. These, in combination with existing laptop devices have provided a good solution for members in carrying out their role and have been especially beneficial. Given that paper documents have not been provided as a result of the Coronavirus pandemic, this is planned to continue going forward with associated costs savings, environmental benefits, information security improvements and administrative efficiencies .

Digital Champions

The council has approximately 30 "Digital Champions" who are advocates for the use of digital technology. They provide a key contact point for services using digital technology. They were a key part of the testing for Microsoft Teams roll out and will be involved in 21/22 in the roll out of updated versions of Office 365 and associated features in 21/22.

Mobility solution

The use of a mobility solution is available to all staff who need to work from home following improvements in response to the Coronavirus pandemic in March 2019. Staff are able to work from anywhere where a wireless network is available, as if they were sat at their desk, which also reduces the requirement to carry paper documents. The solution uses Microsoft Multi Factor Authentication (MFA) as used for Office 365 access. Going forward, the plan is to migrate to Microsoft AlwaysOn VPN that will be even easier to use and will be rolled out in 21/22.

Multi-Function Devices

'Follow Me' print is available to all users, who are able to access Council printers from any location. A new Multi-Function Device (printer/copier/scanner) contract was rolled out in October 2017 with increased security features together with enhanced scanning facilities to drive the move to digital. Due to the impact of the Coronavirus there has been much reduced use of these devices and consideration will be given to what is an appropriate number of devices in future given the likely changes to the number and frequency of staff attending some buildings.

Secure/Large File transfer solution

Egress Switch is rolled out to all users. This enables the secure transfer of e-mails and associated documents to organisations and individuals without secure e-mail facilities. The solution provides the ability to restrict access to specific documents and audit access to the information provided. It also allows large files to be safely shared via email. In line with the implementation of Egress Switch generally, the council will remove personal network storage for staff wherever possible. The plan is to replace Egress functionality with that provided within Office 365 solutions going forward including Office Message Encryption. It is expected that the roll out of these solutions will take place from June 2021.

Xerox Mail “hybrid mail”

Further services have been set up to use the “hybrid mail” system to streamline the production of paper and electronic outputs. This enables documents to be sent to production printers in the print room and then processed through the mail room folder/insert machine. This improves security by ensuring that print outputs are split in to envelopes automatically in the folder/insert machine. The system’s use continues to increase including recently Planning consultation letters that has saved time and money and streamlined the consultation letter process.

Wireless Staff Access

Wireless Access points are provided in many council buildings. This includes appropriate security controls in place. Major updates planned for 20/21 are now planned for 21/22 due to the impact of Coronavirus.

Wireless Public Access

Wireless public access is provided in select council locations and this is protected using appropriate security measures where users can create logins for a limited period. Public Wi-Fi is also now available as part of the ‘Digital Newport’ work in the city centre (Newport City Connect), over 50 public buildings and on public transport (Newport Community Cloud). Friendly Wi-Fi accreditation has been achieved for this set up. Gov Wi-Fi is available in various public buildings too. A budget saving proposal for 20/21 meant that this provision was being reviewed in efforts to save money but this review was deferred due to the impact of the Coronavirus and the impact of any removal of any public Wi-Fi services at any sites. This will be reviewed in 21/22 accordingly.

Physical Security

Major buildings (Civic Centre and Information Station) are limited to staff with physical access tokens and alarmed outside of opening hours. As detailed in the physical access policy:

- IT facilities must be located in secure areas protected from unauthorised access
- Any visitors to IT secure areas must be signed in and accompanied at all times
- Computer rooms are subject to additional security measures to protect them from unauthorised access, damage and interference
- Plans are in place to upgrade the system used for door access in the Civic Centre

The policy and Building Access policy also require staff to display identity badges at all times.

Mobile Phones

The council has a large number of mobile phones issued to staff. The vast majority are now smart phones with e-mail, internet access etc. For those that just need calls and texts, basic phones are provided as they are much cheaper. All phones are managed using a Mobile Device Management (MDM) solution to limit access and the ability to wipe phones remotely if required. The existing mobile phone contract continues due to the impact of Coronavirus and will be reviewed in 21/22 to ensure it is fit for purpose and offers value for money going forward.

Tablets

A relatively small number of tablets are in use across the organisation for specific purposes including tablets for members. These devices are managed using the same Mobile Device Management (MDM) solution as for mobile phones.

2.8. Records Management

Much of the information held by the council would conventionally be stored as paper copies, on network file shares or within teams and service areas. The use of an Electronic Document Management System (EDMS) provides the council with a modern, efficient, electronic system for managing documents, improving the way information and documents are used and the flow of information around the council. Documents are scanned on receipt into the mail room and made available to services in the EDMS system.

EDMS has a number of benefits including security, access to information and records management by storing all service related documents securely in one place. EDMS is key to ensuring appropriate retention periods of documents stored in the system.

Since the start of the Coronavirus Pandemic, a number of departments across the council have expressed an interest in using the EDMS solution, due to the many benefits it brings including the ability to support agile working. Despite challenges faced due to the Coronavirus Pandemic, 20/21 was a successful year for new implementations across the Council. Gwent Music Service, Communities for Work, and Private Sector Housing were implemented and are now live. In addition to this, over the past year two system upgrades have been achieved. One of which being a major upgrade, which involved training over 300 staff remotely and providing guidance to over 1000 users.

Looking ahead to 2021/22, Street Naming & Numbering, Flying Start, Strategic Housing, and Public Protection are in progress and expected to be delivered in the coming months. A new module called Email Connect is also expected to be deployed across file systems. This new module will create further efficiencies for departments, which aims to cut down document processing times.

Several hundred boxes of archived files passed their destruction date during the year. The majority of these have been securely destroyed with some further work required. This has freed up capacity in Modern Records. It is hoped that this will remove the need for any further, temporary storage elsewhere in the building.

2.9. Freedom of Information and Subject Access Requests

As a public authority, the council also handles requests for information and data. There are risks associated with responding to Freedom of Information and Subject Access requests. With Freedom of Information requests, care should be taken not to include any personal information as part of responses, for instance when sending out spread sheets that might originally include personal data.

Freedom of Information

This is the seventh time that the number of Freedom of Information (FOI) requests has been included. The number of requests received in 2020/21 was 797 which is a significant decrease from last year of 303 requests or 27.5%. The impact of the Coronavirus from March 2020 probably accounts for this reduction in the number of requests but this also made the target more challenging with its impact on the council's operation especially in the early months. It is always difficult to understand the reasons behind variation in numbers as there are a number of factors that may impact on the figures, especially issues that are of particular local or national interest e.g. Brexit. These tend to generate a number of FOI requests and the number tends to reflect the level of public interest. Performance for 2020/21 was 90.8% of requests responded to within 20 working days. This was above the target of 88% of requests. The council has met its target for eight of the ten years since a target was identified.

A breakdown per year is included below:

Year	Number of requests	Performance (Target)
2020/21	797	90.8% (88%)
2019/20	1100	90.2% (88%)
2018/19	1167	90.1% (88%)
2017/18	1037	88.3% (88%)
2016/17	1087	84.1% (88%)
2015/16	914	92.3% (87%)
2014/15	895	87.7% (87%)
2013/14	869	87.1% (87%)
2012/13	698	90.4% (87%)
2011/12	540	84.4% (87%)

The existing system for managing FOI requests is being extended on a quarterly basis with options being considered for future years including use of the new CRM system.

Publishing data

Government and ICO guidance encourage the publication of data as good practice for public bodies and this is referenced in the [ICO model publication scheme](#) as part of our commitment to openness and transparency. The [transparency page](#) was developed to improve signposting of council data.

This page includes:

- Council spend over £500
- Councillor allowances and expenses
- Business rates data
- Public health funerals
- Council pay and grading including gender pay gap information
- Pupil numbers in Newport
- Newport Matters production costs
- Housing Information Contact Centre statistics

This data is free to re-use under the terms of the [Open Government Licence](#).

Subject Access Requests

Subject Access Requests (SAR's) are requests for personal information requested by the data subject and care needs to be given to ensure that personal information relating to other data subjects is removed. As a result of General Data Protection Regulation, fees have not been charged since April 2018. A new Data Protection Policy was developed and this includes the rights of individuals under the Data Protection Act 2018. Specific guidance on processing Subject Access Requests is included in the policy and guidance to staff has been provided on the intranet and in staff bulletins. A personal information request form is used to identify specific subject areas for requests as well as gathering details of the requestor. It is crucial to gather proof of identity so personal data is not disclosed to a third party accidentally. The council missed its performance target for dealing with Subject Access Requests meetings the deadline for 60% of requests against a target of 75%. Gaining access to paper records has been a greater challenge as a result of the Coronavirus pandemic. This especially impacted on one area of the council which brought down the overall council performance. This has been addressed by the area concerned that should result in improved performance there with a positive effect on overall council performance.

Year	Number of requests	Performance (Target)
2020/21	70	60% (75%)
2019/20	77	77.9% (75%)

3. Risk Management and Associated Action Plan

The sections above highlight the work required to address the obligations under General Data Protection Regulation (GDPR) and the associated Data Protection Act 2018. The number and complexity of services the council provides means this remains a very large task. **The majority of staff working from home as a result of the Coronavirus pandemic provides some specific challenges, especially with greater concerns over cyber attacks.**

GDPR means that organisations need to be clearer and more transparent about how they process data. Organisations need to get a better understanding of what data they hold and the legal basis for the processing. Citizens are also provided with enhanced rights previously detailed in a new Data Protection Policy which provides guidance to staff and special emphasis on processes for Subject Access Requests. Information risks change regularly and these are managed by the Information Management team by an information risk register and other processes. The increase in the level of fines highlights the increased importance of the obligations under the Data Protection Act 2018 despite the UK's exit from the EU (Brexit). The theoretical maximum fine is now 20 Million Euros or 4% of turnover with the maximum to date being a £20M fine to British Airways that was greatly reduced from the original proposed fine.

Maintaining compliance with Public Services Network has been more of a challenge this year, mainly due to the timing in the cycles of Microsoft de-supported systems and issues with specific systems. This work is now dependent on the SRS to resolve on behalf of the council in conjunction with the Information Management team. Good progress has been made with Payment Card Industry data security standards and this is expected to be completed in summer 21. Audit Wales (formerly Wales Audit Office) continue to provide an independent review of practice.

Only one incident was referred to the Information Commissioner's Office (ICO) and this was due to the joint data controller status of the council and was not caused by the council directly. Incidents continue to be investigated when they arise to respond to the incident effectively and learn lessons to minimise the likelihood of re-occurrence.

The Information Governance Group continues its important work of monitoring risk across services and providing strategic direction with representation from the Shared Resource Service (SRS) and this will require a different method of operation. This group is complemented by the Data Protection Group that operates at a more operational and tactical level. The SRS client side role continues to develop and this is recognised as a crucial area to meet the digital needs of the council as an SRS partner organisation. The aim is for improvements in information security across all partners by a simplified and standardised infrastructure where possible and there has been progress with this including standardised laptops, the roll out of Microsoft Office 365 including Office Message Encryption and OneDrive. As part of a more proactive move to the cloud, all proposed services will be reviewed to ensure they meet data protection requirements.

The council maintains a strong commitment to information governance as demonstrated by the organisation and activities detailed within this report.

3.1. Risk Management

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Staff unaware of information risks and data breach occurs	H	L	Staff awareness raising especially around GDPR Provision of data protection training Intranet content and staff bulletins Development of new policies and update of existing ones On-going role of Data Protection group	Digital Services Manager (DSM) in conjunction with Information Management team
PSN (Public Services Network) accreditation not gained	H	L	Undertake IT Health Check and resolve any vulnerabilities identified. Evidence information governance arrangements as detailed in this document. Ongoing patch management and other activities to reduce risks. Continued engagement with Members	Digital Services Manager (DSM) in conjunction with in conjunction with SRS
Delivery of IT Service by Shared Resource Service (SRS) provides less control	M	M	Continue to develop relationship with the SRS Develop client side role to provide strategic input and performance monitoring Continue to develop complementary activities with SRS Governance team	Digital Services Manager (DSM) in conjunction with Head of PBC / SRS management
Do not meet requirements of EU General Data Protection Regulation	M	M	Staff Awareness raising especially senior management GDPR tracker being managed and shared with Data Protection Group Standing agenda item at Information Governance Group	Digital Services Manager (DSM) in conjunction with Head of PBC / SRS management
PCI- DSS (Payment Card Industry Data Security Standards) compliance not achieved	M	M	Working with external supplier to identify gaps in compliance with a view to bridging this gap to achieve compliance	Digital Services Manager (DSM) in conjunction with in conjunction with SRS
Technical Solutions are not available to meet the needs of service delivery and data breach occurs	H	L	Microsoft Multi factor Authentication (MFA) solution for secure access to office 365 e-mail. Microsoft Office Message Encryption and One Drive to be rolled out to replace Egress system functionality Encrypted laptop devices Multi-Function Devices	Digital Services Manager (DSM) in conjunction with Information Management team

			(printer/copier) has increased security features Data stored on servers and not on local devices unless encrypted Review solutions, identify and plug any gaps Maintain health check and compliance requirements Review the security of cloud based technical solutions	
Information is not shared appropriately and securely	H	L	Development of new Information Sharing Protocols and Data Disclosure Agreements and review of existing ones Advice and guidance	Digital Services Manager (DSM) in conjunction with Information Management team
Critical IT systems are not available to services	H	L	Phase 1 of disaster recovery solution completed by SRS. Review requirements for phase 2 as a result of SRS planned data centre move and NCC's plans to migrate systems to the cloud. Develop solutions to ensure business continuity as a result of Coronavirus	SRS in conjunction with Digital Services Manager and services
Information security is not considered for new projects	M	L	Data Protection Impact Assessments (DPIA's) carried out for new projects with further DPIA's required going forward. Use ICO process including screening	Digital Services Manager in conjunction with services

3.2 Action Plan

Action	Deadline
Compliance and Audit	
PSN accreditation	
Follow up on remediation action plans and make re-submission for PSN prioritising this work in SRS/NCC	Jul 21
Carry out annual IT Health Check - timing depends on existing PSN submission	TBA
EU General Data Protection Regulation (GDPR) and DPA 2018	
GDPR to be discussed as standard item at Information Governance Group and Data Protection Group	On-going
Review any new forms and associated privacy notices for the organisation. This will include the legal basis and consent where appropriate	On-going
Information Asset Register to be reviewed, updated and extended as necessary	Dec 21
Conduct Data Protection Impact Assessments (DPIA's) where necessary	On-going
PCI accreditation	
Payment Card Industry Data Security Standard work with external supplier to identify gaps and resolve these	Oct 21
Cyber Stock Take	
Review results of stock take 3 and develop action plan when results provided	TBA
Information Governance Culture and Organisation	
Further review and associated actions as a result of staff GDPR survey	Sep 21
Continue to develop and manage relationships with Shared Resource Service (SRS)	On-going
Contribute to information governance considerations across all SRS partners	On-going
Quarterly meetings of the Information Governance Group to oversee information risk management in conjunction with other stakeholders including Shared Resource Services representation	On-going
Quarterly meetings of Data Protection Group to discuss operational data protection issues	On-going
SIRO and Cabinet Member to be briefed on relevant information governance issues	On-going
Members updated through Annual Information Risk Report, including review by Scrutiny Committee	Jul 21
Continue with action plan to take forward agreed Service Level Agreement with schools	On-going
Communications and Awareness Raising	
Regular data protection training sessions corporately and for Social Services including additional monthly courses to meet demand	On-going
Work with Social Services to schedule suitable training course schedule	July 21
Further policies and guidance will be developed to support the organisation	On-going
Complete review of Information and IT Security policy to be reviewed in reference to Data Protection Policy	Dec 21
Existing policies and guidance will be reviewed and updated to ensure they are appropriate	On-going
Provide advice and guidance to support primary schools in conjunction with Service Level Agreement	On-going
Complete primary school data protection training	Jul 21
Information Risk Register	
Management of the information risk register	On-going
Information Security Incidents	
Investigation of security incidents and identification of issues to be followed up	On-going
Information Sharing	
Further Information Sharing Protocols will be developed to support collaborative	On-going

working	
Review existing Information Sharing Protocols	On-going
Develop additional Data Disclosure Agreements as required	On-going
Business Continuity	
Review business continuity/disaster recovery plans with SRS and revise accordingly to align with planned data centre move and cloud migrations	Oct 21
Technology Solutions	
As a result of our partnership with the Shared Resource Service, the council will pursue options for collaboration and simplification wherever practical	On-going
Review technical solutions to ensure they meet information governance needs including cloud-based systems	On-going
Consider the need for new technical solutions to address weaknesses	On-going
Consider the benefits of Security Information and Event Management (SIEM) system and Security Operations Centre (SOC) proposed by SRS to partners	Jul 21
Replacement of Egress functionality using Microsoft Office Message Encryption and OneDrive	Jun 21
Migration to AlwaysOn VPN solution for remote access	Oct 21
Complete migration of all devices to Windows 10	Sep 21
Extend use of Xerox Mail solution to improve mail distribution processes	On-going
Records Management	
Continued roll out of EDMS solution across council	On-going
Review options for Modern Records and storage	On-going
Freedom of Information and Subject Access Requests	
Freedom of Information	
Publication of further open data for suitable data sets	On-going
Subject Access Requests	
Work to service areas to improve performance on Subject Access Request response given challenges as a result of Coronavirus pandemic	Sep 21



Scrutiny Report

Management Committee

Part 1

Date: 9th July 2021

Subject **Annual Digital Report**

Author Overview and Scrutiny Officer

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

Invitee:	Area / Role / Subject
Rhys Cornwall	Head of People and Business Change
Mark Bleazard	Digital Services Manager
Dominic Gibbons	Digital Projects Manager
Sam Ali	Digital Projects Manager
Tariq Slaoui	Information Manager

Section A – Committee Guidance and Recommendations

<p>1</p> <p>The Committee is asked</p> <p>1. Consider the report and provide feedback on past performance and future actions</p>	<p>Recommendations to the Committee</p>
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2 Context

Background

2.1 This report is designed for best practice rather than of a statutory nature. The purpose of this report is to provide an assessment of the IT and digital arrangements for the council and identify where action is required to identify weaknesses and deliver improvements.

The benefits of the report are as follows:

- Provide an overview of the council's IT and digital services
- Highlight the importance of digital services to the organisation especially given the impact of the Coronavirus pandemic, the opportunities they provide and the risks of under-investment
- To compare performance with previous years with the aim of continuous improvement
- This is the second Annual Digital Report designed to complement the Annual Information Risk Report which is now in its ninth year
- Identify opportunities, address weaknesses and develop an action plan

Previous Consideration of this item

- 2.2 Due to scheduling challenges, the first Annual Digital report for 2019/20 was not presented to Scrutiny Management Committee as planned last year. Therefore, this is the first time this type of report has been provided to this meeting.

3 Information Submitted to the Committee

- 3.1 This report provides a summary of the council's IT and digital services. It looks at the work carried out primarily during the 2020-21 financial year across the council.
- 3.2 The report has an executive summary followed by information on activity during 2020-21. Conclusions as a result of this activity are then detailed followed by an action plan for 2021-22.
- 3.3 The reports contents are:-
- Digital Strategy
 - Organisation and governance
 - Performance
 - Funding
 - Projects
 - Core planned
 - Reactive
 - Compliance, security and audit
 - Infrastructure, capital programme and cloud
 - Devices and operating systems
 - Digital developments
 - Business continuity/disaster recovery
 - CoronaVirus Impact and 'New Normal'

4. Suggested Areas of Focus

Role of the Committee

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

Consider the report and provide feedback on past performance and future actions

- Take a backward look at activity around IT/digital during 20/21 and how it contributes to the effectiveness of service delivery
- Assess and make comment on:
 - The contribution of IT/Digital to service delivery
 - The future plans for 21/22 and their appropriateness
 - Whether the Committee is satisfied that it has had all of the relevant information to consider

Suggested Lines of Enquiry

- 4.1 General review of previous activity and future action plan

Section B – Supporting Information

5 Supporting Information

- 5.1 This work supports the council's Digital Strategy and the Modernised Council theme.

6 Links to Council Policies and Priorities

- This report is most relevant to the council's Digital Strategy that is referenced in the report. Many of the activities are in line with the principles of a Modernised Council referenced in the Corporate Plan.

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

- Details of the sustainable development principles are below

7.2 Wellbeing Goals

- IT/digital can make a positive contribution to the wellbeing goals detailed in the Act.

7.3 Sustainable Development Principles

- The report demonstrates how as an authority we are working in accordance with the sustainable development principles from the act

- **Long Term**

Initiatives in IT/digital need to consider the long term and follow a plan as demonstrated in the existing Digital Strategy. The planned review of the Digital Strategy will enable a review of the long term dimension of the strategy. The strategic move to the cloud is one example of this long term vision.

- **Prevention**

Preventative measures are key to ensure the effectiveness of the service by ensuring the infrastructure and systems are fit for purpose and appropriately supported and protected. The proactive migration of systems to the cloud is designed to prevent system availability problems. IT systems can provide data to inform better decision making and preventative measures.

- **Integration**

IT needs to be designed as part of business processes rather than an add-on at the end. The Digital team plays an important role integrating IT into business processes in conjunction with SRS

- **Collaboration**

IT delivery relies on the collaboration between the council's IT service delivery partner, the Shared Resource Service (SRS) the Digital team and all council services as well as with suppliers.

- **Involvement**

the council has contact with internal services, members of the public and businesses in relation to IT delivery. The review and refresh of the Digital Strategy will include wide engagement with internal and external stakeholders. More generally, the council has IT systems to engage with the public including via its web site and bus Wi-Fi

8. Background Papers

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

Report Completed: July 2021

Annual Digital Report 2020/21

Created by	Mark Bleazard
Date	09/04/21
Reviewed by	Digital Services
Date	30/06/21

Document Control

Version	Date	Author	Notes / changes
V0.1	09/04/21	Mark Bleazard	Initial draft based on previous report
V0.2	26/04/21	Mark Bleazard	Early draft
V0.3	24/05/21	Mark Bleazard	Further draft
V0.4	28/06/21	Mark Bleazard	Further updates

Contents

Executive Summary	3
1. Background and Purpose	5
1.1. Purpose of the Report and Benefits	5
2. Current Position	6
2.1. Digital Strategy.....	6
2.2. Organisation and Governance	6
IT Service – Shared Resource Service (SRS)	6
Digital Services	7
Service Areas	8
Groups.....	8
Schools.....	8
2.3. Performance	9
Performance Information.....	9
2.4. Funding.....	9
2.5. Projects	10
Test,Trace and Protect Project	10
HR/Payroll System Development	10
Crematorium and Live Streaming of Services.....	10
Office 365 – E-mail and Teams and Teams Live Events.....	11
Committee Room and Meeting Room Audio Visual Equipment	11
CRM	11
Capita One Digital.....	11
“EdTech”	11
School Network Migrations.....	11
Other Projects	12
2.6. Core Planned.....	12
2.7. Reactive	13
2.8. Compliance, Security and Audit	13
2.9. Infrastructure, Capital Programme and Cloud.....	13
2.10. Devices and Operating Systems.....	14
2.11. Digital Developments.....	16
Digital Democracy	16
Electronic Document Management System (EDMS)	16
Document Services.....	17
Public Building Wi-Fi.....	17
City Centre Wi-Fi.....	17
Bus Wi-Fi.....	17
Local Full Fibre Networks (LFFN)	18
LoRaWAN (Long Range Wide Area Network) pilot.....	18
Mobile Networks and 5G.....	18
2.12. Business Continuity/Disaster Recovery.....	19
2.13. CoronaVirus Impact and ‘New Normal’	19
3. Conclusions	20
4. Action Plan	23
4.1. Risk Management.....	25
4.2. Action Plan.....	26

Executive Summary

Digital Strategy

- **This reports recognises the increasing importance of IT/digital services to the organisation especially given the impact of the Coronavirus pandemic**
- Work to review the existing [Digital Strategy](#) has commenced in collaboration with key stakeholders with a view to devising a new Digital Strategy

Organisation and Governance

- **To ensure effective and efficient service delivery, the Shared Resource Service (SRS) remains critical combined with a major contribution from Digital Services and Service Areas**
- **Additional resources in the Digital team are already having a positive effect for the council**
- Governance is provided by means of a number of SRS boards attended by SRS and partners, a Delivery Group plus various internal council meetings and processes
- Groups are in place to support schools in developing a digital strategy and deliver the “EdTech” project funded by Welsh Government

Performance

- Of the four performance measures, SRS is green on one and amber on the other three as was the case in 19/20 also
- **The most significant measure is performance against Service Level Agreement (SLA) which is well over the target of 85% with 91.8% of calls resolved against SLA**
- Less significant measures around customer satisfaction, call waiting times, and resolution at first point of contact are below target as in 19/20 so these need to be investigated further with SRS

Funding

- **Shared Resource Service (SRS) is funded by partner organisations**
- **The council has a number of retained budgets** including capital programme, PC replacement budget and “retained contracts” for major systems
- Additional budget pressure allocated an additional £470k p.a. from 20/21 and this has been allocated to priority areas
- **Additional £250k p.a. allocation for 21/22 onwards to be allocated based on strategic needs**
- Schools fund their own IT provision, boosted recently by Welsh Government “EdTech” funding

Projects

- The number and size of projects identified highlights the important projects carried out and the positive impact they make to service delivery.
- The majority of current and on-going projects include a significant technology element
- **Key projects during 20/21 were Test,Trace and Protect, HR/Payroll System Development, Crematorium Live Streaming, Office 365 Teams Live Events, Committee Room AV Equipment, “EdTech” and School Network Migrations**

Core Planned

- Whilst core planned work is generally less time-consuming than projects, it is very important to ensure continued effective operation of services especially from a security perspective.
- Over the last year there have been improvements in core planned work by SRS

Reactive

- The reactive IT service is often the most recognised IT function, the IT Service Desk
- Performance for reactive incidents is provided in the Performance section of this report
- An initiative to promote self-service logging of incidents rather than by telephone will be promoted.

Compliance, Security and Audit

- Most of this work is detailed in the Annual Information Risk Report
- This is crucial work, especially in the current environment

Infrastructure, Capital Programme and Cloud

- **A major project led by the SRS for the migration to a new data centre was agreed by all partners**

- A number of important systems are in the cloud, with two further systems migrated in 20/21 and a third system committed to migrating in 21/22
- As part of new system procurement, future financial system to be cloud based
- More proactive move of system to the cloud planned

Devices and Operating Systems

- The final removal of all Windows 7 devices was delayed due to supply issues with laptops but this will take place in summer 21
- Microsoft Office Message Encryption and OneDrive will be rolled out to replace current Egress system for secure messaging and large/secure file sharing
- Windows devices will be updated to have the latest version of the Office 365 client that will be updated automatically

Digital Developments

- **A successful bid made to Welsh Government as part of the Digital Democracy Fund – this will facilitate hardware in the Council Chamber and software to support “hybrid meetings”**
- The roll out of the Electronic Document Management System (EDMS) has been very successful across a large number of areas of the council
- Further roll out of the hybrid mail system will also be beneficial
- There remains a need for handling paper documents and the Document Services team carries out this important function
- **Public Wi-Fi is provided in the city centre, on buses and in a number of public buildings**
- **Target public building Wi-Fi savings were not realised in 20/21. Usage and costs will be reviewed. It is likely that services will continue with more modest potential savings targeted**

Business Continuity/Disaster Recovery

- The first phase of this project was achieved with replication of offsite backups from tape to disk
- Business continuity/disaster recovery plans will be reviewed with SRS and revised accordingly to align with planned data centre move and cloud migrations plans need to be reviewed with SRS

CoronaVirus Impact and the ‘New Normal’

- The impact of CoronaVirus on organisations is huge. The organisation has managed very well especially as a result of previous work to facilitate home and remote working. Systems will be reviewed over the forthcoming months to ensure technology supports the organisation going forward in the ‘new normal’

1. Background and Purpose

Technology is critically important to all organisations in effective and efficient service delivery. Newport City Council relies massively on IT systems for its effective day to day operation. Whilst the council has business continuity processes enabling it to continue to function when IT systems are unavailable, this is inevitably at the detriment of the effectiveness and efficiency of service delivery. Continued effective service delivery despite the vast majority of staff working from as a result of the Coronavirus pandemic has demonstrated the robustness of IT systems although further improvements are planned. In addition, the provision of digital infrastructure for the city is another important aspect of the use of technology in the day to day lives of citizens.

The actions outlined in this report form part of the People and Business Change service plan and further detail is incorporated in the Digital team annual business plan.

1.1. Purpose of the Report and Benefits

The purpose of this report is to provide an assessment of the IT and digital arrangements for the council and identify where action is required to identify weaknesses and deliver improvements.

The benefits of the report are as follows:

- Provide an overview of the council's IT and digital services
- Highlight the importance of digital services to the organisation especially given the impact of the Coronavirus pandemic, the opportunities they provide and the risks of under-investment
- To compare performance with previous years with the aim of continuous improvement
- This is the second Annual Digital Report designed to complement the Annual Information Risk Report which is now in its ninth year
- Identify opportunities, address weaknesses and develop an action plan

2. Current Position

This part of the report identifies the council's current position in relation to digital services.

2.1. Digital Strategy

In 2015 the [Digital Strategy](#) was developed which highlights the importance of effective digital services. This report in various ways recognises the increasing importance of IT/digital services to the organisation especially given the impact of the Coronavirus pandemic. Work to review the existing Digital Strategy has commenced in collaboration with key stakeholders with a view to devising a new Digital Strategy. This will identify the key principles of digital service delivery and priority actions.

2.2. Organisation and Governance

IT Service – Shared Resource Service (SRS)

The IT Service became a partner in the Shared Resource Service (SRS) on 1/4/17 so Newport City Council has been a partner for four years. As well as Newport City Council, the SRS is made up of Torfaen County Borough Council, Monmouthshire County Council, Blaenau Gwent County Borough Council and Gwent Police. There is SRS representation on the council's Digital City Board as well as other groups such as the council's Information Governance Group. As detailed further in the section below, the Digital team provides the link between the council and the SRS. This important relationship continues to develop and mature. The SRS produced a report to the SRS Strategic Board on progress over the last year, especially given the impact of the Coronavirus pandemic.

SRS Governance Arrangements

The SRS continues with three boards. All documents are now available to members of all boards to improve communication and transparency. The three boards are as follows:-

Strategic Board

This purpose of this board is to set the Strategic Direction of the SRS. It provides collective challenge to the Business and Collaboration Board around alignment to the SRS Strategy and identifying collaborative opportunities across all partners. It provides collective challenge to the Finance and Governance Board around alignment to the SRS Strategy and assurance to all partners. It provides collective challenge to the SRS Chief Operating Officer to drive forward SRS strategic principles. NCC is represented on this board by the Chief Executive and the Cabinet Member for Community & Resources.

Finance and Governance Board

The purpose of this board is to assure the Strategic Board that the SRS is delivering value for money, support the development of a medium term financial plan for the SRS, support the audit programme at the SRS and receive updates from audit in relation to the combined audit programme, provide collective challenge to each other around alignment to the SRS Strategy. It also provides collective challenge to the SRS Chief Operating Officer to drive forward the SRS strategic principles. NCC is represented on this board by the Head of Finance.

Business and Collaboration Board

The purpose of this board is to provide collective challenge to the SRS Chief Operating Officer to drive forward the SRS strategic principles including to deliver effective ICT services from a single combined unit and operate as one SRS, to improve services to provide a solid foundation upon which partner organisations can operate, to ensure the investment in technology is focused on delivery of the corporate priorities of the partner organisations, to develop a capable, professional workforce that can meet the challenges within technology over the coming years and to provide a collaborative platform for public sector organisations to share common ground. NCC is represented on this board by the Head of People and Business Change.

These boards are improving in maturity with a strong sense of collaboration from board members although clearly partners will represent their organisations' individual needs too. All decisions made by boards need agreement by all partners. Developing a strategic, cohesive vision for all partners is challenging despite each partner's commitment to the partnership and its aims.

In addition to the three boards there is also a Delivery Group.

Delivery Group

The SRS holds four weekly Delivery Group meetings with each partner separately. At these meetings, performance data is reviewed with individual partners and work is prioritised for the next four week period. NCC is represented by its client function led by the Head of People and Business Change. The focus of these meetings is being shifted to more strategic initiatives as operational service delivery improves.

Digital Services

The Digital Services team sits in the People and Business Change Service Area. It was developed from an existing team that was restructured to reflect the new requirements of a new IT Service provision. The Digital team is complemented by the existing Information Management team to form Digital Services. As a result of increased funding detailed elsewhere in the report and, in recognition of the importance of digital to service provision, two additional posts were created and are both now filled. These have increased capacity and capability of the team and are a very positive move. This is designed to provide a more strategic and wider outlook in terms of the city as well as the council. In addition, this resource enables greater engagement and a more significant contribution to plans and strategies of council services.

The Digital team plays a key role for the council. It provides the link between the council and the SRS for IT work and developments and is designed to add value in the role. It maintains an important relationship with the SRS and undertakes a client management role on behalf of the council including performance management with the SRS. It has a strategic role for the council and accordingly is reviewing [Newport City Council's Digital Strategy](#) as detailed above. It also has an important part to play in the Digital City Board. Another part of this role is to manage a number of "retained" IT budgets including contracts for most large IT applications (financials, HR etc.), a PC replacement budget for the council and a capital programme for major infrastructure updates. The addition of new staff is also designed to contribute to an improved digital infrastructure for the city with a more proactive approach. As identified in the 'Funding' section of this report, changes have been made during this year as a result of increased funding.

The Digital team also has a more operational/tactical role. This role is around:-

- reactive incidents
- core planned work to maintain the existing IT infrastructure
- projects
- compliance including Public Services Network (PSN)

In all these areas the Digital team manages the escalation and prioritisation with the SRS as necessary, working with services on behalf of the council. It also provides general advice and guidance to the council and plays a key communications role. This role is an important one for the council and the relationship with the SRS which continues to mature. Work has improved on managing core planned work over the last year.

Service Areas

Service Areas use a number of IT systems to operate their services. These systems are largely provided and managed by the IT service. Services are responsible for the information stored in their respective systems and to maximise the benefits of technology in conjunction with Digital and the SRS. As part of additional budget allocation for IT provision a fund has been set up to pay for necessary system updates that would previously have been paid for by services directly. The review of the Digital Strategy will include a large amount of engagement with internal stakeholders to ensure that their priorities are incorporated in to future plans.

Groups

“New Normal”

The “New Normal” Board was set up to develop plans for the longer term strategy of the council as a result of the Coronavirus pandemic. This is with a view to recognising benefits identified during the pandemic and incorporating this in to future plans for service delivery going forward. This is chaired by the Head of People and Business Change

Digital City Board

This board provides the strategic direction for the Council on digital matters including development and management of the council’s Digital Strategy. The role of the board has been reviewed, its terms of reference updated and future membership considered. When necessary the role of the board is to prioritise large scale projects. The Board is chaired by the Head of People Business Change and comprises representatives from areas of the Council. This group has membership from NCC and SRS.

Digital Champions

The council has approximately 30 “Digital Champions” who are advocates for the use of digital technology. They provide a key contact point for services using digital technology. They were a key part of the testing for Office 365 as detailed below.

Schools

Schools fund their own IT provision and the majority use the in house schools service provided by the Shared Resource Service (SRS) although a number have provision from other service providers. A strategic group called the Schools IT Strategic Group with representation from schools, the Education service, Shared Resource Service and Digital meets regularly. The group will undertake the following roles:-

- ensure that the ICT Strategic Group is kept informed of digital developments in education, identifying new opportunities and trends
- identify and support opportunities to innovate and share best practice, particularly in the use of Hwb and assist with the provision of professional learning opportunities and development of case studies
- support the ICT Strategic Group in researching what digital technology could help and enhance provision in schools
- provide professional advice from a teaching and learning perspective on the suitability and use of digital devices in schools

This strategic group focuses on the development of the IT provision in schools and recognises the importance of this to effective teaching and learning. Welsh Government provided additional funding designed to improve the infrastructure of schools under the “EdTech” programme. This and other initiatives have been progressed with the Education service, Shared Resource Service and Digital.

2.3. Performance

Performance Information

The Shared Resource Service has a number of common performance measures across all their respective partners. As such all partners have common targets and are measured on the same basis.

Performance Measures

The SRS has a number of common Performance Indicators (PI's) agreed and monitored across all partners as part of the Service Level Agreement.

Percentage of Calls Resolved Against Service Level Agreement (SLA)

The performance for the year 20/21 as a whole is 91.8% against a target of 85.0 This compares with 19/20 performance of 93.0%. This represents very good performance for reactive calls and is significantly above target. This demonstrates that reactive calls are being responded to well and generally resolved within target. Performance is consistently good throughout the year although clearly there are variations month by month ranging from 84.6% to 96.7%.

Customer Satisfaction

The performance for the year 20/21 as a whole is 64.7% of those responding were satisfied against a target of 80% so below the target. This compares with 76% for 19/20. Questionnaires are now sent electronically to all service desk incidents so this will provide a better sample going forward.

Calls Resolved at First Point of Contact

The performance for the year 20/21 as a whole is 58.8% against a target of 70.0% so performance is below target. 19/20 as a whole was 60.5%. This is a challenging target that is affected by the variety and complexity of systems supported as well as turnover over of staff as the Service desk tends to be a route to other jobs and has higher turnover as a result.

Average Call Response time

The average call response time for the year is 5 minutes 27 seconds (327 seconds) against a target of 90 seconds so calls were not answered as swiftly as the target. This compares with 5 minutes 31 seconds for 19/20. The way the service desk operates has changed to try to resolve more calls at first point of contact so the target may need to be changed to reflect this move away from logging calls to resolving them.

Of the four performance measures, SRS is green on one and amber on the other three. These measures are the same for 19/20 too. However, calls resolved against SLA is the most significant measure and this is well above the target. Performance on the other measures will be raised with SRS with a view to identifying improvements required.

2.4. Funding

As detailed in the organisation section above, spend on IT/digital is incurred in various areas. The majority of the funding is provided to the Shared Resource Service (SRS) that employs IT staff and pays for a number of contracts on behalf of the council. In line with its strategy, this year the council in collaboration with SRS, has identified a number of savings in 21/22 by rationalising and retiring IT systems equating to £90k per annum. The council also has a number of budgets that remain with the council including for major systems "retained contracts", capital programme and equipment spend. The council continues to look to rationalise systems wherever possible.

As highlighted in last year's report, the Head of People and Business Change identified previously that additional funding was required to bring the council's IT spend up to the median spend across local government IT in Wales. An additional £220,000 was allocated in 2019/20 although this was required to offset budget pressures. In 2020/21 a further £470,000 was allocated to budgets and a further £250,000 is added to budgets in 2021/22. The increased 20/21 budget was allocated as anticipated in last year's report in the following areas:-

- PC replacement budget – this has started to improve the equipment being used by staff, increasing the frequency of the laptop replacement programme which will provide future improvements due to additional annual budget
- Cloud funding – this will provide funding for migration to the cloud in terms of initial and recurring costs to supplement the existing capital programme
- Cyber security – a ransomware containment solution was procured provides increased protection and a policy management solution to educate and engage with staff will be procured in 21/22
- Innovation and development fund – this provides support for digital innovation and was used to provide touch screens for committee rooms providing the ability for meetings with attendees in the building and remotely
- Digital team resources – as highlighted in the organisation section of this report two additional posts were created to increase capacity and capability
- System updates fund – this contributed to some costs associated with important system updates and will provide this annually going forward, removing ad hoc pressures on Service Area budgets
- Robotic Process Automation - this technology is designed to automate activities carried out by IT system users to free up time to spend on higher value tasks than data entry. Initial fact finding has taken place and a solution is expected to be procured in 21/22

Spend in these areas is expected to provide improvements in a number of areas including infrastructure, equipment for staff, resources and systems. These are expected to improve the effectiveness and efficiency of service delivery given the large part technology plays in this. This additional budget was formally allocated to specific budgets in 20/21. Additional funding of £250,000 for 21/22 onwards needs to be allocated to relevant areas to ensure this is targeted at areas of specific need.

As mentioned above, schools fund their own IT provision from their own budgets. This has been supplemented by Welsh Government "EdTech" funding highlighted elsewhere in this report

2.5. Projects

Test, Trace and Protect Project

This has been a key project for the council to respond to the Coronavirus pandemic with this service provided by local authorities across Wales in collaboration with key strategic partners. The project has been supported from a technology perspective by Digital Services and SRS. This includes the provision and distribution of equipment for the team, support with digital issues including out of hours support by SRS as well as the printing and sending of letters where e-mails were not possible.

HR/Payroll System Development

A strategic review undertaken identified areas for improvement in the current HR and Payroll processes.. The objectives of the project were to support the digital transformation strategy, move away from paper based HR processes and improve employee and manager engagement. This project has been very successful and has included online checkins/performance with managers and employees, chatbot facilities, improved self service facilities, manager led recruitment and online timesheets.

Crematorium and Live Streaming of Services

SRS and Digital Services worked with Gwent Crematorium to upgrade its infrastructure and systems to facilitate the recording and live streaming of funerals to enable families and friends to witness services that they were unable to attend in person due to restrictions on the number of funeral attendees during the Coronavirus pandemic.

Office 365 – E-mail and Teams and Teams Live Events

As detailed in last year's report, Microsoft Teams was rolled out in late March 2020. This has made a huge contribution to continued, effective service delivery with the vast majority of staff working from home as a result of the Coronavirus pandemic. It rapidly became the primary tool for internal communication as well as an important solution for external meetings. It has been used for communicating with members of the public including for school admission appeals.

Teams Live Events was implemented for Council and Cabinet meetings in July 2020 and has been used subsequently for these meetings. This enabled the democratic process to continue despite councillors and staff working from home and has worked well. Meetings are streamed live for the public and recordings are made available to the public as previously.

Initial work has been carried out to investigate Office 365 facilities for secure e-mail and large file transfer using the Office Mail Encryption solution. This is planned to be rolled out in the early part of 21/22.

Committee Room and Meeting Room Audio Visual Equipment

Interactive screens installed in Committee Rooms and meeting rooms. These will enable Teams meetings for those in the building as well as enabling people to join remotely. Screens have camera, speaker and microphone. These will assist as part of the 'New Normal' way of working.

CRM

The council's Customer Relationship Management (CRM) system was replaced about 2 years ago. The council implemented the Abavus MyCouncilServices solution to include a new waste module and use of hand held devices.

Capita One Digital

The project is to enable residents to access their own data regarding Council Tax and Housing Benefits via their online customer account.

“EdTech”

55 Schools infrastructure and wireless provision has been upgraded to meet the EdTech and SRS Edu standards and systems. By 30th April 2021 a total of 6,434 devices have been provided for schools made up of 4,591 Chromebooks, 967 laptops and 419 Apple devices. An additional 3,043 EdTech funded Chromebooks were also allocated to Newport in February 2021 and these will be delivered direct to schools from the supplier.

From 1st April 2021, EdTech funding is available to pay the carrier charges on 502 MiFi devices up to 31st July 2021 to support pupils who need access to connectivity and do not have a MiFi device, Welsh Government has negotiated mobile data uplifts with a number of mobile network operators (BT Mobile, EE, SMARTY, Tesco Mobile, Three, Virgin Mobile and Vodafone). To date, 149 parents who have existing contracts with these providers have applied for mobile data uplifts via the school and local authority.

School Network Migrations

A total of 42 schools were migrated off the old Newport City Council “STEP” network to the SRS “Edu” network over the period April 2020 to April 2021. This was funded by the council corporately to support schools in this migration. The migration provides a separate, dedicated schools network that enables more appropriate services to schools and their differing needs to the corporate network.

Other Projects

Financial System Replacement

The work to procure an improved, cloud based financial system for the council has commenced and is planned to go live in the financial year 22-23. This is a very large project given the complexity and importance of the corporate financial system.

Legal Case Management System

The Legal team will migrate to a new version of its case management system that will be cloud hosted and bring a number of improvements.

iShare Move to Cloud

The council's web mapping system for internal and external usage was migrated to the cloud in June 2020

Windows 7/10 upgrade - the council continues its roll out of Windows 10 and this has been the standard used for the last few years. Some Windows 7 devices still remain due to issues with laptop supplies but these will be removed shortly.

Electronic Document Management System (EDMS) System Upgrade

A major upgrade to the council's Electronic Document Management System (EDMS) was carried out to provide improved facilities including the use of a web client. Some technical issues are being addressed since go live.

HWRC Bodycams

As a result of issues arising from the Coronavirus pandemic body worn cameras were implemented to record incidents when necessary.

Office Relocation Project

Initial planning for project to move staff out of certain strategic sites currently and the move to other sites.

2.6. Core Planned

As well as larger time-limited projects, there are required pieces of work that are not reactive. This may be to provide additional system features, required updates for security purposes or work as a result of organisational changes. This work is categorised as core planned work. This work needs to be incorporated in to the wider work of the IT Service. Some of this work can be quite small but it can also be more significant despite not being as large as a project. Over the last year there have been improvements in core planned work by SRS as was the plan from last year.

The most significant of this type of work is:-

- ATOS Telephony migration/upgrade - upgrade for support and maintenance reasons and to provide headset functionality
- Childview upgrade - upgrade to the Youth Justice system with important enhancements.
- Revenues and Benefit upgrade - installation of patch release
- Capita One upgrade - various regular releases with updates and improvements to education management system
- Newport Live internet upgrade - required for UCI track cycling Nations cup series
- Oracle Financials database upgrade – test upgrade with live system to follow
- MY PC Booking system - allows members of the public to book themselves a time on public access PC's in the library
- IDOX Uniform upgrade – work commenced on upgrade to maintain support version

Most of this work requires some element of downtime. The impact of this is identified with SRS, the system provider and Digital Services and agreed by an appropriate method depending on the potential impact

2.7. Reactive

Whilst there is an important process to reduce issues with technology not working properly, clearly things don't always work and therefore the IT service needs to respond to incidents that happen in a reactive way. These incidents are logged on a service desk system by the SRS service desk or self-service by users. The management of incidents is primarily managed by the SRS but the Digital team get involved to escalate and assist with higher priority incidents by exception. Clearly the Coronavirus pandemic has caused some challenges given the need for devices to be fixed for instance when a remote fix is not possible. In the main this has been facilitated by prearranged appointments with the SRS. Details of the performance in relation to reactive incidents are included in the wider performance information section above. An initiative to promote self-service logging of incidents rather than by telephone will be promoted.

Occasionally major incidents occur that may result in some system down time. These incidents are managed by SRS with support from Digital Services. On these occasions SRS and Digital Services will identify lessons learned and implement any improvements as a result.

2.8. Compliance, Security and Audit

As well as core planned work, there is work to ensure compliance with requirements such as the Public Services Network (PSN). This and other work around compliance and audit needs to be scheduled and managed between the SRS and the council. There is a small, more technical security team within the SRS that complements the Information Management team in the council.

As recommended in an SRS audit and in line with good practice, SRS has tendered for a Security Information and Event Management (SIEM) solution and a Security Operations Centre (SOC) designed to boost preventative measures to protect the council's data and systems. This proposal will be reviewed and if agreed implemented during 21/22.

The Information Management team develops and publishes an Annual Information Risk Report that is reviewed by Overview and Scrutiny Management Committee. The report for 20/21 has been drafted and will be reviewed when the Overview and Scrutiny Management Committee meets again following the impact of Coronavirus.

2.9. Infrastructure, Capital Programme and Cloud

A major project led by the SRS commenced in 20/21. This was a plan to move all SRS partners to a new data centre. All the respective partners formally signed off the business case for the data centre move which is a major milestone. For Newport specifically the [business case was agreed by Cabinet in October 2020](#). This means the migration to a new data centre replacing equipment the vast majority of which is currently in Newport's computer rooms. This will provide better resilience and availability including a core network with SRS partners. Some local network equipment in council buildings will still be required and plans are in place to commence this refresh that will include considerations around the "new normal". The council's capital programme was rolled forward from 20/21 to enable the procurement and provision of the necessary infrastructure in the data centre commencing in 21/22.

As detailed in last year's report and aligned to the Digital Strategy, more systems are being moved to the cloud over time. This has been made more sustainable by the additional budget for cloud services included in the funding section of this report. This enables the more proactive migration of systems to the cloud. This is demonstrated below with existing and future cloud migration plans. Council systems that are currently provided in the cloud are detailed as below:-

- E-mail is now in the cloud as part of the Office 365 project
- Telephony (a recent migration has removed the need for any on-premise hardware)
- Social Services system, WCCIS an all Wales cloud hosted system
- Customer Relationship Management (CRM)
- iTrent HR/Payroll system is in a MHR cloud environment.
- Payment solution
- Home Care scheduling system

New cloud migrations that took place in 20/21

- Income management system migrated to the cloud.
- iShare web mapping solution migrated to the cloud
- Legal case management system – this project has commenced with planned migration in 21/22

Planned Cloud Migrations for 21/22 onwards

- The project to replace the existing Financial system will include migration to the cloud over currently estimated as October 2022
- It is proposed to use the cloud services budget to migrate systems to the cloud during 21/22 with some discussions that have already taken place

2.10. Devices and Operating Systems

Devices

The council continues to increase the percentage of laptops as part of its total number of computers used to encourage more flexible and agile working with access to information and records from a variety of locations. This has been invaluable during the Coronavirus pandemic with the vast majority of staff working from home. Laptops are now estimated to represent about 95% of all devices. As detailed last year, the intention going forward is that desktop devices will only be issued if there is a technical reason why a laptop can't be deployed. The council expected to complete the deployment of Windows 10 to all its devices but this was not possible due to major delays receiving deliveries of laptops. This means a small number of Windows 7 devices exist and extended support was purchased for these devices. These devices will be replaced. A number of Windows 10 updates will also be required for a large number of devices

Microsoft Office 365 including Teams

The council previously migrated its e-mail solution to Microsoft Office 365. This currently means the use of Office 2016 and e-mail within the cloud. This provides improved collaborative, agile working facilities and information security. The solution uses Microsoft Multi Factor Authentication (MFA). In addition, the Microsoft Advanced Threat Protection (ATP) solution was implemented to protect against attachments and links sent in e-mails. The e-mail configuration includes the use of Transport Layer Security (TLS) to encrypt e-mail to external e-mail systems set up to the same standard which should include all local authorities and the public sector generally.

In March 2020 Microsoft Teams was rolled out. Teams provides instant messaging/chat facilities as well as video/audio conferencing facilities. These facilities have been used extensively since and enabled the organisation to hold a large number of virtual meetings and informal discussions. This has been invaluable to the organisation given the impact of the Coronavirus pandemic and the solution is regularly updated by Microsoft with additional features and other improvements. The latest version of the Office 365 client will be rolled out to all Windows devices that will automatically updated as a result. As below, the plan is to migrate to Microsoft AlwaysOn VPN for remote access.

Devices for Members

The first Annual Digital Report highlighted the procurement of tablet devices for members. These, in combination with existing laptop devices have provided a good solution for members in carrying out their role and have been especially beneficial. Given that paper documents have not been provided as a result of the Coronavirus pandemic, this is planned to continue going forward with associated costs savings, environmental benefits, information security improvements and administrative efficiencies .

Digital Champions

The council has approximately 30 "Digital Champions" who are advocates for the use of digital technology. They provide a key contact point for services using digital technology. They were a key part of the testing for Microsoft Teams roll out and will be involved in 21/22 in the roll out of updated versions of Office 365 and associated features in 21/22.

Mobility solution

The use of a mobility solution is available to all staff who need to work from home following improvements in response to the Coronavirus pandemic in March 2019. Staff are able to work from anywhere where a wireless network is available, as if they were sat at their desk, which also reduces the requirement to carry paper documents. The solution uses Microsoft Multi Factor Authentication (MFA) as used for Office 365 access. Going forward, the plan is to migrate to Microsoft AlwaysOn VPN that will be even easier to use and will be rolled out in 21/22.

Multi-Function Devices

'Follow Me' print is available to all users, who are able to access Council printers from any location. A new Multi-Function Device (printer/copier/scanner) contract was rolled out in October 2017 with increased security features together with enhanced scanning facilities to drive the move to digital. Due to the impact of the Coronavirus there has been much reduced use of these devices and consideration will be given to what is an appropriate number of devices in future given the likely changes to the number and frequency of staff attending some buildings.

Secure/Large File transfer solution

Egress Switch is rolled out to all users. This enables the secure transfer of e-mails and associated documents to organisations and individuals without secure e-mail facilities. The solution provides the ability to restrict access to specific documents and audit access to the information provided. It also allows large files to be safely shared via email. In line with the implementation of Egress Switch generally, the council will remove personal network storage for staff wherever possible. The plan is to replace Egress functionality with that provided within Office 365 solutions going forward including Office Message Encryption. It is expected that the roll out of these solutions will take place from June 2021.

Xerox Mail "hybrid mail"

Further services have been set up to use the "hybrid mail" system to streamline the production of paper and electronic outputs. This enables documents to be sent to production printers in the print room and then processed through the mail room folder/insert machine. This improves security by ensuring that print outputs are split in to envelopes automatically in the folder/insert machine. The system's use continues to increase including recently Planning consultation letters that has saved time and money and streamlined the consultation letter process.

Wireless Staff Access

Wireless Access points are provided in many council buildings. This includes appropriate security controls in place. Major updates planned for 20/21 are now planned for 21/22 due to the impact of Coronavirus.

Wireless Public Access

Wireless public access is provided in select council locations and this is protected using appropriate security measures where users can create logins for a limited period. Public Wi-Fi is also now available as part of the 'Digital Newport' work in the city centre (Newport City Connect), over 50 public buildings and on public transport (Newport Community Cloud). Friendly Wi-Fi accreditation has been achieved for this set up. Gov Wi-Fi is available in various public buildings too. A budget saving proposal for 20/21 meant that this provision was being reviewed in efforts to save money but this review was deferred due to the impact of the Coronavirus and the impact of any removal of any public Wi-Fi services at any sites. This will be reviewed in 21/22 accordingly.

Physical Security

Major buildings (Civic Centre and Information Station) are limited to staff with physical access tokens and alarmed outside of opening hours. As detailed in the physical access policy:

- IT facilities must be located in secure areas protected from unauthorised access
- Any visitors to IT secure areas must be signed in and accompanied at all times
- Computer rooms are subject to additional security measures to protect them from unauthorised access, damage and interference
- Plans are in place to upgrade the system used for door access in the Civic Centre

The policy and Building Access policy also require staff to display identity badges at all times.

Mobile Phones

The council has a large number of mobile phones issued to staff. The vast majority are now smart phones with e-mail, internet access etc. For those that just need calls and texts, basic phones are provided as they are much cheaper. All phones are managed using a Mobile Device Management (MDM) solution to limit access and the ability to wipe phones remotely if required. The existing mobile phone contract continues due to the impact of Coronavirus and will be reviewed in 21/22 to ensure it is fit for purpose and offers value for money going forward.

Tablets

A relatively small number of tablets are in use across the organisation for specific purposes including tablets for members. These devices are managed using the same Mobile Device Management (MDM) solution as for mobile phones.

2.11. Digital Developments

Digital Democracy

A successful bid was made by the Governance Team and Digital to a Welsh Government Digital Democracy Fund. The bid includes the replacement of equipment and software in the Council Chamber to improve the facility. Crucially this enables the use of “hybrid meetings” where some people attend in person and some people can attend remotely. This is in part to fulfil the requirements of the Local Government and Elections (Wales) Act 2021. This is good news and provides welcome funding to support digital democracy.

Electronic Document Management System (EDMS)

Much of the information held by the council would conventionally be stored as paper copies, on network file shares or within teams and service areas. The use of an Electronic Document Management System (EDMS) provides the council with a modern, efficient, electronic system for managing documents, improving the way information and documents are used and the flow of information around the council.

EDMS has a number of benefits including security, access to information and records management by storing all service related documents securely in one place. EDMS is key to ensuring appropriate retention periods of documents stored in the system.

Since the start of the Coronavirus Pandemic, a number of departments across the Council have expressed an interest in using the EDMS solution, due the many benefits it brings including the ability to support agile working.

Despite challenges faced due to the Coronavirus Pandemic, 20/21 was a successful year for new implementations across the Council. Gwent Music Service, Communities for Work, and Private Sector Housing were implemented and are now live. In addition to this, over the past year two system upgrades have been achieved. One of which being a major upgrade, which involved training over 300 staff remotely and providing guidance to over 1000 users.

Looking ahead to 2021/22, Street Naming & Numbering, Flying Start, Strategic Housing, and Public Protection are in progress and expected to be delivered in the coming months. A new module called Email Connect is also expected to be deployed across file systems. This new module will create further efficiencies for departments, which aims to cut down document processing times.

Document Services

Whilst the intention of the organisation is to use digital methods wherever possible, there is clearly a need for handling paper documents and the Document Services team carries out this important function. The team manages mail, print, scanning and paper document storage.

Mail and other items are received by the council from Royal Mail and various couriers/suppliers. Out-going mail is prepared by Document Services and collected via Royal Mail daily. The council has a central print room with digital equipment for printing internal documents, leaflets etc. The contract for the print room equipment will be reviewed and future options considered. Where necessary Document Services commissions external printers for specific jobs. Document Services carries out central scanning for a large number of services using the EDMS system detailed above.

The Coronavirus pandemic has highlighted the importance of all this work to support the wider organisation with mail, print and scanning. In addition to the central print facilities the council has a fleet of multi-function devices (MFD's) across sites that provide printing, copying and scanning facilities. Print volumes generally are reducing over time and scanning is increasing in a move to more digital ways of working. MFD print volumes have been down as a result of the Coronavirus pandemic. The exiting MFD contract was extended for a year to enable a review in relation to future needs given the impact of the Coronavirus pandemic. This contract will be reviewed this year with consideration of a future contact.

The council also has a hybrid mail solution that is designed to simplify and streamline the processes for out-going mail including the ability to send more information electronically. The proportion of documents going through this system continues to increase that in turns reduces the amount of franking carried out. Mail costs via the hybrid mail solution are cheaper than the equivalent franked mail costs which is one of the main drivers for the roll out of this system. This is quite a time-consuming process to roll out as this needs processes for document creation of documents to be reviewed and reengineered. Going forward it has been agreed that the EDMS Project Manager will lead on this to provide greater resource and impetus and this work is very complementary to the work on the EDMS solution.

Public Building Wi-Fi

Originally "Super Connected Cities" funding was provided which enabled a service called "Newport Community Connect", a free public Wi-Fi service in over 50 public buildings in the city. Council funding was then identified to maintain service provision. A savings proposal to reduce and remove services with little usage was agreed for 2020/2021 but this will be reviewed in light of the impact of the Coronavirus pandemic. Whilst a number of changes were made to the service to make some savings, these were less than originally planned as a result of the potential impact with the uncertainties due to the Coronavirus pandemic.

As community centres open from 17th May 21 we will be able to anticipate usage of these centres post lockdown, 2020 has been a year of long and short-term lockdowns, so a true reflection of usage cannot be measured. A quarter's usage post lockdown and engagement with engagement with these centres and community groups that use these centres will give us more insight into accurate usage.

City Centre Wi-Fi

The City Centre Wi-Fi is provided as a concession with a company and this serves the area around the city centre only.

Bus Wi-Fi

Similar to the public building Wi-Fi, the council had funding from Super Connected Cities that provided free Wi-Fi on Newport buses. Council funding was then identified to maintain service provision in conjunction with Newport Transport. This service has always been well used and the council uses it as a way to engage with the public with short online surveys.

Local Full Fibre Networks (LFFN)

A successful bid led by the council on behalf of the Cardiff Capital City Region City Deal (CCRCD) was made to the Department for Digital, Culture, Media and Sport (DCMS). Due to previous issues, this project was revised and managed by the Public Sector Broadband Aggregation (PSBA) team in Welsh Government. This revised delivery is across the ten CCRCD authorities but will have a more rural emphasis and is unlikely to deliver the anticipated economic benefits to the Newport area.

LoRaWAN (Long Range Wide Area Network) pilot

In conjunction with a supplier, the council has been piloting a LoRaWAN network. This is effectively an Internet of Things (IoT) network that includes trialling sensors connected to the network for various purposes. As this is at a pilot stage, there have been some issues with the underlying sensors and more work is required to evaluate future benefits and potential expansion of the network. A specific project has been identified to test the technology further with improved sensors designed specifically for a LoRaWAN network and this will take place in the summer of 2021.

Mobile Networks and 5G

5G networks are starting to be rolled out by mobile operators across the UK but, at the time of writing this report, Newport is not included in any current plans for 5G. Whilst there may be some planning considerations when mobile operators want to change their infrastructure, the council has no real influence on the roll out of such networks or general mobile networks. 5G is significantly faster than existing 4G networks and therefore provides benefits to consumers for streaming high quality video and other tasks that need increased bandwidth.

2.12. Business Continuity/Disaster Recovery

There is an ever-increasing reliance on digital technology to support business activities and it is therefore important to maximise the availability of systems. Increased resilience was a factor in the decision to join the Shared Resource Service (SRS) and this is expected to be improved by the planned data centre move.

As a result of previous guidance from Audit Wales, the council is part way through a new hardware was set up with the migration of backups of key systems from tape to disk. Previous plans to provide access to systems should both server rooms at the Civic Centre not be available are being reviewed in light of the improved resilience from a move to the new SRS data centre and the existing and planned migration of systems to the cloud.

A quicker and more proactive move of systems to the cloud will take place in 21/22 that is designed to provide greater availability and better business continuity/disaster recovery.

A number of staff took part in a simulated cyber exercise set up by the Local Resilience Forum and included a variety of stakeholders. This was very useful to all concerned.

2.13. CoronaVirus Impact and 'New Normal'

A number of areas of this report mention the impact of the CoronaVirus pandemic which had the most significant effect on organisations from "lockdown" which commenced on 23rd March 2020. There has been a huge impact on the organisation since then in common with nationally/internationally. As detailed in last year's report Coronavirus health emergency has posed significant and unprecedented challenge to the way we deliver our services and our way of life. Since March 2020, the Council's focus has been to preserve life, minimise the spread of the virus and support our communities and the vulnerable.

In moving towards the recovery of Council services, enable operation under a 'new normal' and to maintain focus on the Council's Corporate Plan 2017-22, new Strategic Aims were approved by Cabinet. The Strategic Recovery Aims have been drafted in reflection of the work undertaken by the Council in response to the crisis while also considering the Council's long-term aim to '*build a better Newport*' and supporting the Wellbeing of Future Generations Act 2015. The Strategic Aims and supporting actions in that report set out the Council's focus and prioritisation of its work as Newport and Wales eases out of the lockdown and back into a 'new normal'.

It is clear as a result of CoronaVirus pandemic that digital technology has even greater importance than before, evidenced by the council's implementation of massively increased home working. This places even greater emphasis on the availability and performance of IT systems in this new environment. It also means greater information governance challenges from increased home working. In the wider perspective of the city, the council recognises the potential for digital exclusion in these particularly challenging times. This was recognised in the council's community impact assessment for CoronaVirus with the need to address this this challenge going forward.

As detailed elsewhere in this report, a New Normal Project Board is looking at issues arising from the Coronavirus impact and how the organisation operates going forward. A 'New Normal' report was initially considered by Scrutiny Management Committee in February and April 2021. A report will go to Cabinet in July asking for approval to move to the next, more detailed phase.

3. Conclusions

Digital Strategy

This report in various ways recognises the increasing importance of IT/digital services to the organisation especially given the impact of the Coronavirus pandemic. Work to review the existing Digital Strategy has commenced in collaboration with key stakeholders with a view to devising a new Digital Strategy. This will identify the key principles of digital service delivery and priority actions and is a key strategy linked to the council's corporate plan.

Organisation and Governance

The report highlights the key importance of the Shared Resource Service, the council's Digital team and Service Areas in improving IT provision and the associated impact on wider service delivery. The SRS is becoming more mature in partnership with the Digital team, Service Areas and the other partners. A number of Boards and groups exist that provide governance around service delivery and these are maturing. **Additional resources in the Digital team are already having a positive effect for the council** the importance of IT in schools is also recognised and this is being developed by a strategic group. This is complemented by Welsh Government funding of its "Edtech" programme across Wales and the implementation of this in Newport has been successfully delivered to date in partnership between SRS, Education, schools and the Digital team.

Performance

For 20/21 and 19/20, of the four performance measures SRS is green on one and amber on the other three. Whilst calls resolved against SLA is the most significant measure and this was well above the target for both years, the other measures need to be reviewed further and appropriate actions taken by SRS and the Digital team. This may include changes to targets around call times to reflect the drive to resolve issues rather than just log calls. Promotion of more self-service is likely to be one of the actions required but others will be considered

Funding

This report details the funding for IT services and explains that Shared Resource Service (SRS) funding is provided by partner organisations. Whilst funding is allocated primarily to the Shared Resource Service, the Digital team also manages a number of significant retained budgets. The importance of technology has been recognised and the additional funding in 20/21 has been allocated to specific budgets for specific purposes. Additional resources in the Digital team have made a positive contribution already. The additional funding is a very positive commitment by the council especially in the current challenging financial environment supplemented by an additional £250k in 21/22. This will be allocated to appropriate budgets following a review of the most strategic needs.

Projects

The number and size of projects identified in the section above highlights the important projects carried out and the positive impact they make to service delivery. Nearly all projects include a significant technology part and key projects during 20/21 were Test, Trace and Protect, HR/Payroll System Development, Crematorium Live Streaming, Office 365 Teams Live Events, Committee Room AV Equipment, "EdTech" and School Network Migrations.

Core Planned

Whilst core planned work is generally less time-consuming than projects, it is very important to ensure continued effective operation of services especially from a security perspective. As usual, a number of important updates were made to various systems including telephony, education system and the Revenues and Benefits system. Over the last year there have been improvements in core planned work by SRS

Compliance, Security and Audit

The majority of this work is detailed in the Annual Information Risk Report so this report makes little mention but this is crucial work especially in the current environment. The Information Management team, Digital team and the SRS work collectively to progress this work to keep systems and information secure. Consideration will be given to an SRS partner procurement for a Security Information and Event Management (SIEM) system and a Security Operations Centre (SOC)

Reactive

The reactive IT service is often the most recognised IT function given that IT systems don't work all the time and a reactive service desk is required to respond to these incidents. This service is provided by the SRS. An initiative to promote self-service logging of incidents rather than by telephone will be promoted. Where major incidents happen these need to be managed by SRS and Digital Services with the identification of appropriate lessons learned and improvements made.

Infrastructure, Capital Programme and Cloud

A business case was agreed by all SRS partners for a data centre move to include core shared infrastructure and this is being progressed by SRS. This will also include local networking equipment that is being procured. A number of important systems are now in the cloud with two further systems migrated during 20/21 and a third committed to. This strategy will continue with the move to more of a revenue funding model and the more proactive migration of key systems to the cloud.

Devices and Operating Systems

The organisation is in a good position in relation to the use of Windows 10. A small number of Windows 7 devices remain due to supply issues with new laptops. The intention is to remove all Windows 7 laptops by August 2021. A number of Windows 10 updates will need to take place. Windows devices will be updated to have the latest version of Office 365 that will provide new features and security improvements that will also be updated automatically going forward. Microsoft Office Message Encryption and OneDrive solutions will be rolled out for secure messaging and large/secure file sharing. The existing mobile phone contract needs to be reviewed and a suitable solution procured.

Digital Developments

Digital Democracy – a successful bid to Welsh Government will result in enhanced hardware and software to facilitate “hybrid meetings” as part of the requirements of the Local Government and Elections (Wales) Act 2021.

EDMS - Gwent Music Service, Communities for Work, and Private Sector Housing were implemented and are now live on EDMS in addition to the large number of previous services using. A major upgrade to the system was carried out using a web client that simplifies deployment and provides greater agility. A new module called E-mail Connect will be implemented in 21/22.

Document Services is an important enabler for mail, print and paper document storage with an increasing move to scanning documents in to the EDMS system. This has assisted with the organisation's operation due to Coronavirus pandemic. Further work is required in the roll out of the hybrid mail system to improve mail and print processes and this will now be led by the EDMs Project Manager to increase the resource to support this roll out.

Public Wi-Fi is provided in the city centre, on buses and in a number of public buildings. The projected public building Wi-Fi savings were not realised in 20/21 and going forward usage and costs will be reviewed. Given the impact of Coronavirus pandemic and challenges over digital inclusion it is likely that services will continue with more modest potential savings targeted.

Business Continuity/Disaster Recovery

The first phase of this project was achieved with replication of offsite backups from tape to disk. Previous plans to provide access to systems should both server rooms at the Civic Centre not be available are being reviewed in light of the improved resilience from a move to the new SRS data centre and the existing and planned migration of systems to the cloud.

CoronaVirus Impact and 'New Normal'

This has had a major impact on Newport City Council along with all other organisations. It has accelerated a number of initiatives whilst placing greater emphasis on IT systems and information governance challenges. A 'New Normal' report was initially considered by Scrutiny Management Committee in February 2021. A report will go to Cabinet in July asking for approval to move to the next, more detailed phase. Much of the technology required for the new normal is already in place but future infrastructure plans will be tailored to the requirements of the new normal. The council maintains a strong commitment to digital as demonstrated by its increased funding together with the activities detailed within this report many of which facilitate a 'New Normal' way of working.

4. Action Plan

Digital Strategy

It is recognised that the council's existing Digital Strategy needs to be reviewed and updated accordingly and this is to be completed by March 22. This involves a lot of work, especially engagement with internal and external stakeholders.

Organisation and Governance - the relationship between the council and the Shared Resource Service (SRS) continues to mature but the aim is to improve this further still and the Digital team especially has a key role in this. Going forward, the council will work with SRS on the deliverables of the new Digital Strategy. The Digital team also has an on-going role to engage with other services and contribute to their respective plans and strategies.

Performance - this is generally very good in terms of calls resolved against SLA. Three other measures are amber and improvements will be followed up on in these areas with SRS and Digital. The Digital team will work with SRS to review and address the measures from SRS where performance is below target.

Funding - the need for additional funding for IT/digital was identified and the additional funding for 21/22 will be allocated based on strategic needs going forward with plans developed.

Projects - going forward there will be a number of important projects in 21/22. This will include facilitating hybrid council meetings, the procurement of a new financial system, further roll out of Office 365 and various other facilities to support the 'New Normal'.

Core Planned - core planned work is required to ensure systems are kept up to date. A number took place in 20/21 and will be required in 21/22 and future years.

Compliance, Security and Audit

Consideration will be given to an SRS partner procurement for a Security Information and Event Management (SIEM) system and a Security Operations Centre (SOC)

Reactive - incidents are logged on a service desk system by the SRS service desk or self-service by users. SRS and Digital will continue to manage and escalate incidents as necessary based on priorities. An initiative to promote self-service logging of incidents rather than by telephone will be promoted.

Infrastructure, Capital Programme and Cloud – SRS will progress the data centre move with partners together with the council's local network infrastructure refresh. The council plans to migrate to a cloud based financial system as part of a procurement process for a new financial system. The council will also proactively move more system to the cloud.

Devices and Operating Systems – the last Windows 7 devices will be replaced by Windows 10 devices. Windows devices will be updated to have the latest version of Office 365. Microsoft Office Message Encryption and OneDrive solutions will be rolled out of solutions for secure messaging and large/secure file sharing. The Microsoft AlwaysOn VPN solution will be rolled out as the remote access solution replacing the current solution that will result in costs savings. The existing mobile phone contract needs to be reviewed and a suitable solution procured.

Digital Developments

Digital Democracy – the implementation of hardware in the Council Chamber and software to support "hybrid meetings" will be installed and set up.

EDMS – further roll out across services is planned, including the roll out of the E-Mail Connect module.

Public building Wi-Fi usage and costs will be reviewed. Given the impact of Coronavirus pandemic and challenges over digital inclusion it is likely that services will continue with more modest potential savings targeted.

Further roll out of the hybrid mail system will also be beneficial and will now be led by the EDMS Project Manager. The contracts for the central print room and the Multi Function Device (MFD) contracts will be reviewed. The public Wi-Fi service will be reviewed to balance savings targets with its potential contribution to digital inclusion as part of the Digital Strategy review. Use of the LoRaWAN network will be reviewed and further roll out considered.

Business Continuity/Disaster Recovery - business continuity/disaster recovery plans will be reviewed with SRS and revise accordingly to align with planned data centre move and cloud migrations plans need to be reviewed with SRS.

CoronaVirus Impact and 'New Normal'

The impact of CoronaVirus is huge on organisations and the reliance on and use of technology is reviewed to ensure technology supports the organisation going forward in the "new normal".

4.1. Risk Management

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Digital Strategy is not up to date/relevant	M	L	Review and update Digital Strategy with stakeholders	Digital Services Manager (DSM) and Digital Projects Manager with internal and external stakeholders in partnership with SRS
Funding of service is not sufficient to meet the organisation's demands and aspirations, especially given the impact of the Coronavirus pandemic	M	L	Additional funding identified and to be allocated to areas of need	Digital Services Manager (DSM) and Digital Projects Manager in conjunction with Head of PBC / SRS management
Delivery of IT Service by Shared Resource Service (SRS) provides less control	M	M	Develop relationship with the SRS further and contribute to its strategic direction and governance. Develop client side role to provide strategic input and performance monitoring. Continue to contribute to the delivery of projects, core planned and reactive work	Digital Services Manager (DSM) and Digital Projects Manager in conjunction with Head of PBC / SRS management
Critical IT systems are not available to services	H	L	Continue to review and refine priorities for critical IT systems. Plan for data centre migration. Make a more proactive move of systems to the cloud to provide improved availability and resilience	Digital Services Manager and Digital Projects Manager in conjunction with SRS and services
Appropriate devices and operating systems are not available	M	L	Windows 10 on almost all devices now. Consider the most appropriate devices as part of the Digital Strategy review and refresh	Digital Services Manager (DSM) and Digital Projects Manager in conjunction with in conjunction with SRS

4.2. Action Plan

Action	Deadline
Digital Strategy	
Review - existing Digital Strategy to be reviewed and updated following internal and external stakeholder engagement	Mar 22
Organisation and Governance	
SRS Boards - represent Council at Shared Resource Service (SRS) Board meetings	On-going
Relationship management - continue to develop relationship between Council and SRS especially in relation to the planned deliverables in the revised Digital Strategy.	On-going
“EdTech” project - work with Education service and SRS in delivery of Welsh Government “Edtech” funding for 21/22 mainly around audio visual equipment	Mar 22
Education/schools support – support Education service, schools and SRS in development of digital strategy for schools in Newport	On-going
Digital team engagement with services and contribution to other plans and strategies throughout the organisation	On-going
Performance	
Monitor and manage performance between SRS and Digital team	On-going
Review and monitor performance on the measures that have not met target	Sep 21
Funding	
Additional funding - identify areas for allocation of additional funding for 21/22 and develop specific plans for this	Aug 21
Projects	
Management/support – Management/support of projects in conjunction with SRS and Service Areas	On-going
Core Planned	
Core planned work - management of core planned work in conjunction with SRS and Service Areas	On-going
Compliance, Security and Audit	
Consideration will be given to an SRS partner procurement for a Security Information and Event Management (SIEM) system and a Security Operations Centre (SOC)	Jul 21
Reactive	
Work with SRS and Digital to escalate as necessary	On-going
Digital team and SRS to promote self-service logging of incidents rather than by telephone	Sep 21
Infrastructure and Capital programme	
Data centre move and capital programme - work with SRS on this project to improve resilience	On-going
Cloud services – proactively look to migrate systems to the cloud as with cloud the preferred option when practical	On-going
Cloud services - new financial system to be cloud based expected to migrate within the next 18 months.	
Devices and Operating Systems	
Windows 7/10 - replace/upgrade final Windows 7 devices to Windows 10	Aug 21
Windows 10 – a large number of upgrades of existing Windows 10 version required	Aug 21
Microsoft Office Message Encryption and OneDrive - roll out of solutions for secure messaging and large/secure file sharing	Jun 21
Office 365 - Windows devices will be updated to have the latest version that will be updated automatically	Sep 21
Microsoft AlwaysOn VPN solution – roll out of solution	Oct 21

Mobile Phones - the existing mobile phone contract needs to be reviewed and a suitable solution procured.	Sep 21
Laptops – laptops are to be the preferred replacement devices unless there is a strong and specific reason to have a desktop device	On-going
Digital Developments	
Digital Democracy – the implementation of hardware in the Council Chamber and software to support “hybrid meetings” will be installed and set up.	Oct 21
Electronic Document Management System (EDMS) - continue roll out of (EDMS) through organisation	On-going
Implementation of E-mail Connect module	Sep 21
Document Services - continued management of mail, print, scanning and paper file storage	On-going
Hybrid Mail Solution – roll out across further areas of hybrid mail solution to streamline process for mail	On-going
Multi-Function Devices – further review of existing Multi-Function Device contract and future plans in the light of “new normal”	Oct 21
Print Room Equipment contract – review of existing contract and future needs	Aug 21
Public Buildings Wi-Fi - further review of options for public buildings Wi-Fi provision given savings target and impact of Coronavirus	Oct 21
LoRaWAN network - consider extension and future roll out as appropriate	On-going
Business Continuity/Disaster Recovery	
Plans - review business continuity/disaster recovery plans with SRS and revise accordingly to align with planned data centre move and cloud migrations	Oct 21
CoronaVirus Impact	
Review IT provision and implement changes required as a result of CoronaVirus and the “new normal”	On-going

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Scrutiny Report

Overview and Scrutiny Management Committee

Part 1

Date: 9 July 2021

Subject Scrutiny Adviser Report

Author Scrutiny Adviser

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

Invitee:	Role
Connor Hall (Scrutiny Adviser)	Present the Committee with the Scrutiny Adviser Report for discussion and update the Committee on any changes.

Section A – Committee Guidance and Recommendations

Recommendations to the Committee

The Committee is asked to:

1. Committee’s Work Programme:

Consider the Committee’s Forward Work Programme Update (**Appendix 1**):

- *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 topics?*
- *Is there any additional information that the Committee would like to request?*

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 Update

- 2.4 The Committee's work programme was set in April 2021, 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 Attached as **Appendix 1** is the Committee's Forward Work Programme Update. The Committee is asked to consider:
- *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 topics?*
 - *Is there any additional information that the Committee would like to request?*

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 amendments to the Work Programme.

3 Information Submitted to the Committee

- 3.1 The following information is attached:

Appendix 1: The Committee's Forward Work Programme Update;

4. Suggested Areas of Focus

Role of the Committee

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

- **Forward Work Programme Update - Appendix 1**
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 topics?
 - 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. Links to Council Policies and Priorities

- 6.1 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.
- 6.2 This report relates to the Committee's Work Programme, Actions from Committee's and Information Reports that support the achievement of the Scrutiny Committee, in accordance with the Law and Regulation Service Plan, Objectives, Actions and Measures and the 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 The Wellbeing of Future Generations Act 2015 which came into force in April 2016 sets the context for the move towards long term planning of services.
- 7.2 **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?
- 7.3 **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*

7.4 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

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017 - 2022](#)
- The Corporate Assessment and [follow up assessment](#).

Report Completed: 9 July 2021

Overview and Scrutiny Management Committee – Forward Work Programme Update

Friday, 30 July 2021 at 10am	
Topic	Information Required / Committee's Role
Parks PSPO	To provide comment and recommendation to the Cabinet on the renewal of the PSPO in Parks and Cemeteries.

Topic	Information Required / Committee's Role
Corporate Plan Annual Report	To provide comment and recommendation to the Cabinet on the performance of the Council towards their objectives set out in the Corporate Plan.
Strategic Equalities Plan Annual Report	<p>To consider the Council's progress towards achieving the objectives that were defined in the Strategic Equality Plan (SEP) 2020 – 2024.</p> <p>Whether the Strategic Equality Plan Annual Report 2020/21 contains sufficient information to monitor the achievement of the 9 Objectives.</p> <p>Whether it wishes to provide comment and recommendations on the SEP annual report to Cabinet.</p>

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**Overview and Scrutiny Management Committee
ACTION SHEET – 11 June 2021**

	Agenda Item	Service area / Performance measure	Action	Responsibility	Outcome
1	The New Normal – Newport City Council Operational Model	People and Business Change	Scrutiny Adviser to send the Committee's comments and recommendations to the Head of People and Business Change and Cabinet Member for acknowledgement.	Scrutiny Adviser	Completed – emailed to Head of People and Business Change.
2	Scrutiny Adviser Reports	Law and Regulation	Forward Work Programme The Committee agreed: <u>9th July 2021</u> – Extra meeting to be arranged to discuss Parks PSPO.	Scrutiny Adviser	ACTIONED - Forward Work Programme updated accordingly. - Diary appointment sent out for 9th July meeting.

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