

Agenda



Performance Scrutiny Committee - Partnerships

Date: Wednesday, 1 December 2021

Time: 4.00 pm

Venue: Virtual Meeting

To: Councillors J Clarke (Chair), Hussain, M Linton, S Marshall, R Mogford, M Spencer, T Suller and K Whitehead

Item	Wards Affected
1	<u>Apologies</u>
2	<u>Declarations of Interest</u>
3	<u>Minutes of the previous meeting held on 3 November 2021</u> (Pages 3 - 14)
4	<u>Shared Resource Services (SRS) Update</u> (Pages 15 - 48)
5	<u>Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV)</u> (Pages 49 - 88)
6	<u>Conclusions 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.
7	<u>Scrutiny Adviser Reports</u> (Pages 89 - 98) <ul style="list-style-type: none">a) Forward Work Programme Update (Appendix 1)b) Actions Plan (Appendix 2)

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Date of Issue: Wednesday, 24 November 2021

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Minutes



Performance Scrutiny Committee - Partnerships

Date: 3 November 2021

Time: 5.00 pm

Present: Councillors J Clarke (Chair), Hussain, M Linton, S Marshall, R Mogford, M Spencer and T Suller

In Attendance: Rhys Cornwall (Strategic Director – Transformation & Corporate Centre), Tracey Brooks (Head of Regeneration, Investment and Housing), Daniel Cooke (Property Manager), Lyndon Watkins (Managing Director of Newport Norse), Mark McSweeney (Director of Professional and Contract Services, Newport Norse) Geraint Willington (Director – Resources, Business and Governance, EAS), Ed Pryce – Assistant Director Policy and Strategy, EAS), Sarah Morgan (Head of Education), Neil Barnett (Scrutiny Adviser) Felicity Collins (Governance Officer) and Connor Hall (Scrutiny Adviser)

Apologies: Councillors K Whitehead

1 Declarations of Interest

None.

2 Minutes of the previous meeting held on 6 October 2021

The Members of the Committee **approved** of the minutes from the meeting held on 6 October 2021 as a true and accurate record of the meeting.

A Member of the Committee asked with page 13 with regard to the mention of the informal briefing with officers; to include the main focus of the briefing which was to focus on what they will be discussing with Newport Norse. The Scrutiny Adviser advised this would be amended.

3 Norse Joint Venture Partnership

Invitees:

- Tracey Brooks (Head of Regeneration, Investment and Housing)
- Lyndon Watkins (Managing Director – Newport Norse)
- Mark McSweeney (Director of Professional and Contract Services – Newport Norse)

The Head of Regeneration and Investment and Housing advised the Committee that the purpose of the report is to inform Scrutiny Committee of the performance of the Council partnership company Newport Norse Limited. Members were provided with the background of the partnership, where Newport City Council entered the 10 year joint venture agreement in July 2014. All of the professional services were transferred from Newport Property Services to Newport Norse to offer a total facilities management service. It provided an alternative to privately delivered outsourcing and met the Council's needs. It was pointed out

that all assets remain owned by council, it is just how they manage these assets, is done by joint venture.

The Managing Director and Director and Contract Services for Newport Norse gave an overview and breakdown of the benefits that Newport Norse Partnership offers the community through many means such as the economy and education services. They highlighted within the report how Norse ensure that the council optimises their assets and the work in successful bids with the Welsh Government. The Managing Director acknowledged the challenges. The Managing Director highlighted that the partnership has three years left to run and that they would like a longer term.

Members asked the following:

- A Member noted their appreciation for the comprehensive presentation and asked if there is anyway the Council can help Newport Norse more.

The Managing Director responded by stating that the relationship has always been good with the Council; in the earlier days of the partnership there was obviously levels of distrust but noted they have now formed good working relationships at senior and management levels. The Member appreciated that it is good that it is about working well together, not just the money made from the joint venture. The Managing Director acknowledged that they would not be the cheapest because they do the right job in a professional way and that their focus is on the partnership.

- A Member queried with regard to the £16 million turnover with 300 employees and worked out that is about 5,300 per employee. The Member asked how that compares to management companies as it appears low to them.

The Managing Director explained that the makeup of the turnover, is that some of the delivery of services such as cleaning with professional fees, there are joint ventures across the companies and the turnover is relatively high because they are one of the biggest joint ventures in scope of the services that they undertake. The Member then asked the Officer to confirm the turnover per employee. In response, the Managing Director highlighted that many of the employees range from cleaners to technical staff and stated that out of the 300 staff, there are around 150 of those that are cleaners. And a number of those will be part time and also have facilities assistance workers, technical and professional staff and administration support with the region of around 60-70 employees being office based.

- Can the Director break down the terms of the turnover; with regard to profit sharing, to explain where the money of £60 million comes from, for instance, how much from the council and other activities?

The Managing Director confirmed that the majority comes from the council. Within that, they differentiate between contracted work and money is guaranteed is around £6-7 million. With spending, they do not have a choice over this and about 46% of it is tendered or discretionary, with around a 5% income from non-Newport City Council clients. So in all, Members were advised that around 95% of the work is from Newport City Council and much of that is linked to Welsh Government funding.

- The Member then asked the Managing Director to clarify if the Welsh Government funding is to Newport Norse or to Newport City Council. And mentioned issues raised at St. Andrew's Primary School so queried if the Newport Norse could give any comments on how pro-active they are on the issues that have impacted the school and if other schools might experience such issues.

The Managing Director confirmed both. The Director asserted that type of issue is difficult to comment on in full detail within this type of forum. In general terms, the issue was local to St. Andrew's Primary School and would not be an issue that would be common with other schools; there were a particular set of circumstances relating to the school in question.

The Chair suggested to the Member that if they would like Newport Norse to go into more detail, that they can go directly to them about that individual school. The Managing Director confirmed that Deborah Weston is the client for that team who that query should be directed to as Norse will support her with that. This was noted by the Chair and Committee.

- A Member referred to page 21 of the report and thanked Newport Norse officers for addressing the negative conceptions around the organisation; and queried how big of a portfolio Newport Norse has across local schools in percentage and if that is a challenge. Then asked where Newport Norse sees itself moving forward.

The Managing Director clarified that Newport Norse works with all schools, they supply all of the statutory testing for all schools on behalf of Newport City Council. In terms of school discretionary spend, the Director confirmed they would have to come back to the Member on that for definite however it was stated that discretionary spending was 235% up this year with schools. In terms of the challenge with both schools and the council has been around funding. Sometimes schools lead to cutting corners to make savings on who they wish to use when Newport Norse are looking to protect the council by providing quality services.

In terms of moving forward, Norse set up a contact group with Deborah Weston with colleagues where primary schools are involved and secondary schools. They discuss issues that arise around education on an ongoing basis to know how Newport Norse can make those improvements. Newport Norse are rolling out Compliance 365 software and that there are building development plans in discussions with education which are constantly evolving. The Director for Contracts added that Norse provides a number of roles and act as the Landlords' agents in the case where the budget holders wish to undertake works, as they have to do is safely with contractors hired and employed. The work done in schools has to be done safely, such as working with asbestos. Therefore, the work has to be done properly and not cheaply.

- A Committee Member queried in terms of Newport Norse using themselves as a joint venture and asked the team what the benefits are in having joint ventures.

The Managing Director confirmed that they benchmark their rate, for instance with plumbers and carpenters against local rates and that they are around average and the same with the materials used. They noted that Norse provide a rebate on the profits made, which go back to the council; they would not get that from the private sector. An example was used where Norse priced up window replacement work for a school and they responded by saying they got the same work for half the price. The windows that Norse priced up were structural aluminium with the asbestos to be removed; whereas the contractor put in PVC which is not structurally sound and disturbed the asbestos. The Director for Contracts added that it has been an exceptional year for profit/rebate, they are putting together the statutory accounts for audit and council rebate is around £745,000.

- Members further asked with regard to the 50% received back to the council, if schools made payment for the works, would the 50% received on the council side go into a general pot or is it ring fenced for the school?

The Head of Regeneration Investment and Housing confirmed that it is put into the profit shares where £465,000 is built into the budget and the council expects that every year. Anything in excess of that would be above budget. To clarify with the Member, it stays within the Norse budget and forms part of the built budget to make a budget balance.

- Members queried about the council having aging buildings with some being Grade I & II listed buildings. In terms of estate stock, the Member asked where Newport Norse sees it in the future, as the assets age with time?

The Managing Director replied that the average age of a council building is 60 years which brings a number of challenges including the raising of standards when trying to be carbon net zero. Members were informed that Norse works closely with colleagues in the client side and with education to gain extra funding from Welsh Government. They mentioned the £2.6 million in the report and advised they were successful in trying to secure a greater share of the pot for Newport. Also advised they are looking to provide guidance to schools and rolling out a process for building development plans. Through feedback from schools; schools have not been sure what priorities they should be investing in so this is communicated to schools for improvement with the council.

- Members queried if schools have a full understanding of how to approach the bureaucracy of project planning to ensure it would be legal.

The Managing Director confirmed that there is a better understanding than there was before and that there are guidance documents available. Warren Teague manages that and they prefer schools to contact them first to explain what needs to be done. There is not a charge for that as the team are happy to engage with colleagues. The Director for Contract Services added that they ensure the landlord process is operating and ensure that the schools are operating safely with a level of control. It is also to protect the Council for liability.

- A Member appreciated the concise report and queried whether the difficulty on getting tenders returned, lack of labour and contractors not coming back is impacting the delivery of schemes. The Member went on to ask how this would impact the present time with projects with sub-contractors, on getting them to return for more projects.

The Managing Director confirmed that the pandemic impacted this and at the start of the pandemic, they were up to tender the John Frost project with just under £19 million worth of investment. It was confirmed they received five tenders back for that offer. In terms of contractual problems, they mentioned having others approaching council looking for claims. As part of Newport Norse's role as chartered surveyors; they must protect the council from such claims. The Director recognised that it is difficult to get contractors interested in acting for the public sector. For instance, they have had successful tenders but a few went into liquidation such as the Transporter Bridge project. As a result, the Newport Norse team are doing a lot more networking to get others interested in tendering for the council. The Director explained that this is something that the Leader questions Newport Norse on regularly with regard to impact.

The Director for Contracts went into details of how costs for materials have significantly increased over the past year. Mechanical and electrical subcontractors were mentioned as the biggest challenge but Norse has a good electrical team who work well with Newport City Council who have worked in-house to save money rather than to put it out there to private companies.

- A Member asked the Newport Norse representatives to confirm what local apprenticeships they have taken on and in what fields.

The Managing Director confirmed with direct labour they have now got 35 on the tools. They have brought in another 3 apprentices in the last few months as 5 others in carpentry and multi-trade apprentices have all gone into being full time craftsmen. 2 businesses apprentices have been brought in the office and 2 trainee quantity surveyors have been promoted. A student has just come into the valuation department.

- A Committee Member queried what the wage is that Newport Norse pay apprenticeships and in order to decrease the gender pay gap, asked the officers what the organisation is doing to increase women going into tooled apprenticeships and where they see that going in the future.

The Managing Director recognised that they have not done enough and it is one of the things they need to develop. At Llanwern High School Careers Fair; they found it hard to gain interest from the young women into the industry. Some still come in for work experience which takes them to develop into another route for instance one has come in from pensions but has gone into valuation and asset management. Many operate as mentors and ambassadors to give presentations in schools. The Director for Contracts acknowledged they have addressed the gender balance within the office but not with the direct labour force and that is something they intend to work on.

- A Committee Member expressed concern about the value of the wage that mature apprentices are on and asked if the terms and conditions are on the same basis as a council employee.

The Managing Director confirm that the pay the national living wage equivalent and agreed to follow that up and provide information on that.

- A Member queried with regard to the management structure if the senior management team meets often with the work force.

The Managing Director responded and confirmed they hold regular meetings but have not been able to hold one in twelve months. These used to be run in Lysaghts and they would do ceremonies such as nominating colleagues for customer service awards and they had a ceremony yesterday offering a voucher with a certificate to recognise success.

- A Member of the Committee asked in terms of tenders, as Newport Norse take on a lot of work, do they know when to draw the line. The Member felt necessary to express their local school's praise for Newport Norse.

The Managing Director confirmed that it is on a risk register in terms of growth to ensure they have the skills and capacity to deliver it. They are recruiting more staff constantly for services. The Director thanked the Member for the positive feedback.

- A Member stated that the feedback on the partnership itself can be from a negative perception. The Member queried the officers on what they think the main concerns are of this negativity and what they have done to rectify them.

The Managing Director informed the Committee that urban myths are hard to dispel. An example was with a cost where a school thought Norse charged them £1000 for one job. When it was broken down in accounts; they charged the school £1000 for a number of jobs accumulatively. They investigate price comparisons and use the contract group for that. It was acknowledged that they have not articulated the benchmarking and trade rates very well to prove they are within an average range. If a mistake arises, Newport Norse take ownership of this and are fully transparent with their partners on that. Newport Norse advised they were happy to attend forums to communicate better with others within the partnership who have negative feelings to help address them.

- The Committee Member asked what the main challenges are of working together in a partnership and asked Norse what their relationship is like with the Council.

The Managing Director confirmed there has been a culture change during the 7 years; first few years were challenging to those who did not embrace change. Behavioural change has been the biggest thing but they noted that insufficient resources for budgets have been an issue but they work together to make it stretch as far as they can. The Head of Regeneration agreed that it has been a journey where the partnership has matured and trust has been built.

- Member asked if there would be a dispute, how that would be resolved?

The Managing Director clarified there is a dispute resolution set out in the contract. The Director for Contracts confirmed the joint bench contract is collaborative with the council. Both officers confirmed the Council and the Chief Executive provide fair scrutiny for improvement.

- A Committee Member asked the Directors of Norse where they see themselves moving forward in the next two to three years and how would they ensure the Members benefit for the duration.

The Managing Director responded by making sure they deliver the huge pipeline of work for the Council. They confirmed that they are looking to generate further external income at some point but at their moment their resources are not deployed on trying to meet the needs. The focus is making sure they deliver larger projects alongside the cleaning for all local schools and short term projects.

- The Chair asked the Norse representatives to confirm when the C365 will be completed and if there has been a backlog of work due to the impact of Covid.

The Director for Contracts and Services confirmed that it will be rolled out within the next 6 months. The Managing Director added that there has been no backlog as their staff worked right through the pandemic; all risk assessments complied with and they have been successful in maintaining services. The only delays worth mentioning are the issues with contractors going into liquidation therefore making them restart the process.

The Chair and Committee thanked the Newport Norse team for their commitment and for their report and quick responses within the meeting.

Conclusions:

The Committee **noted** the briefing paper and presentation on the Newport Norse Joint Venture partnership and wished to make the following comments:

- The Committee were happy with the information that were presented to them wished to thank all the officers and staff throughout the partnership for all of their hard throughout the pandemic, and continued high quality of service. The Committee commented that it is great to see the passion, openness and transparency of the partnership. They were pleased to hear that the partnership are not afraid to admit when something goes wrong and will investigate to rectify any issues raised.
- Could the partnership provide more detail that was discussed during the meeting regarding the schools discretionary spend.
- Communication should improve about their benchmarking and how the partnership's trade rates and own costs are within an average range, as this would increase positive perception.
- The Committee were pleased to hear that Norse would attend School Governor meetings to have briefings.
- Members made comment about learning today that our buildings and assets are on average around 60 years of age. They queried what is the lifespan of the assets, as it was felt it was important as a part of what the committee are scrutinising is to know what it is the partners are maintaining for the Council. The Committee also queried if they could receive information of the portfolio, the condition of the assets and how many of the buildings need to be renewed to make them more energy efficient.
- Members were surprised to hear that Norse are behind large scale projects, such as the Transport Bridge. Members then asked if it would be possible to have more information about the size and scale of projects that Norse are heavily involved in, such as any case studies of the larger types of work they carry out.
- The Committee and Norse acknowledged the point of the negative media and wished to know why there is a negative conception against Norse. Discussions amongst the Committee suggested it was more of a worry when they came in as people were hesitant.
- Members request that the Norse Joint Venture Partnership return to the Committee annually to give updates on performance.
- The Committee suggested the idea of a few Members if interested to attend places with Norse to see what they do to protect the buildings.

4 Education Achievement Service (EAS) - Value for Money 2020-21

Invitees:

Geraint Willington - Director – Resources, Business and Governance, EAS

Ed Pryce - Assistant Director Policy and Strategy, EAS

Sarah Morgan - Head of Education, Newport City Council

The EAS Director presented a brief overview to the Committee and highlighted they key areas for consideration. The report to the Committee assessing the performance of the EAS

concluded that the EAS is providing good value for money in terms of those aspects that are within its control, notably: economy; efficiency; equity and; sustainability. However against the backdrop of a global pandemic; the approach has been rethought in vulnerable and disadvantaged wellbeing. The Director went through the report in detail for the Committee and highlighted that the focus is spending less and spending well, the external contender introduced equity of spending fairly and for the long term. They found effectiveness affects wellbeing and therefore assessed how the EAS mitigated the impact on those from poor backgrounds.

The officers covered the sustainability area of the report and went through the data on how to get a greater range of accountability about what was going on in schools rather than exam performance. As they did not have the exam grades due to the pandemic the team had to improvise their approach and also discussed the feedback from the schools on this. The officer noted it is about ensuring that the recommendations from the report have been implemented as part of the value for money and they continue to compare the outcomes outlined from the surveys.

The Committee asked the following:

- A Committee Member noted the a third of the staff numbers being reduced. With that, will they still see a resilient service and what the differences will be? For instance would that be putting more on the head-teachers on providing a service more so than before?

The Assistant Director covered the headteacher element by stating that the majority of heads are improvement schools that they backfill and ensure that their funding they receive are able to other leaders to buy and supply and. Their partner school advisors report gained huge amount of support in another school; can learn a lot by providing the support back into the school.

The Director for Resources confirmed with the resilient point, they had to make major savings but the issue with grants has hit them hard as they had to reduce what was needed to be taken again and have had to re-structure. They assured Members they are mindful with the improvement service area, that it cannot go any lower. They are mindful of the support going to the staff; for instance they received the gold award while going through a re-structure.

- The Member asked if the reduction in funding from Welsh Government was foreseen or unforeseen and in terms of risk balance; would there be a risk if there is further reduction; and if there is clarity between the Welsh Government and Council of this difficulty.

The EAS Director confirmed that the Joint Executive Group (JEG) is under a lot of pressure and that they are 50 percent funded via grants and due to the pandemic; funding was late coming through. They were unaware they had this until late January, but was already in communication with the Welsh Government. They were under the impression they had to make savings whilst being in touch with unions; as they did not know what the funding was going to be. Members were informed they had a meeting today to see what it is like as they are mindful they want to avoid a re-structure for stability.

- A Member queried how EAS compares to other regional bodies.

In response, the Assistant Director stated they work collaboratively with other regions and are well established within the Cardiff/Bridgend area. The Director for EAS added

that the pandemic has brought the bodies closer together because of the virtual environment which has helped with collaboration in leadership.

- The Committee Member then queried in relation to the Welsh Government funding; would they have been able to foresee that the Government is funding less in order to encourage the bodies to merge.

The Assistant Director confirmed that they would not as they only know what each region is getting in terms of money and use that collaboratively.

- A Committee Member queried whether head teachers will be prepared for more cuts and if they are in the know of these so they can work within the set budgets.

The Head of Education confirmed that with school individual budgets; the Committee are discussing a different topic but explained the EAS provide money to schools for school support. A fraction of the grants they have are their budgets; as public servants the Council has limited resources so potentially there could be reductions at any point but they do their very best with supporting the schools with financial training. The Council have to watch and wait in terms of Welsh Government settlements with grants but are prepared to manage money appropriately.

- The Member then asked the officers to confirm what would be the lowest amount they can manage on, grants wise.

The EAS Director of Resources replied stating that the grants go to the local authorities and through the Head of Education, they commission the work. For instance they have £52 million coming in, and 44 grants within that total all trying to do something different. They try to simplify that for schools to give them more autonomy and use one grant to do one function.

- A Committee Member referred to the recovery situation from covid-19 and queried the team on how they feel they have challenged themselves and how the Local Authority challenged them.

The Assistant Director stated that schools have adapted and where schools have not responded for strategies; this has been addressed collaboratively with schools to get the right provisions in place for pupils to be supported appropriately. They have been listening to school leadership. From the EAS perspective; for quality assurances there has been good attendance between Local Authority officers and Principal Officers with a lot of dialogue on individual schools on a monthly basis.

The Head of Education concluded that they have regular dialogue in terms of experience through quality assurances. Over the pandemic, the JEG group monitored the performance of the EAS; nothing stopped during the pandemic but noted they found school partners have been receptive to change with professional learning to keep teachers teaching through blended learning. The officer was pleased with the performance of EAS for what they have done for the school improvement partners is valued.

- The Member asked if the officers foresee any future challenges or can comment on the past challenges, and if any Local Authorities ventured off from what Newport are trying to achieve.

The Assistant Director confirmed they work very close with Managing Director Debbie Hartevelde and look at priorities with similar in terms of equity. The Head of Education

highlighted an example of the Local Authority request would be the ESTYN recommendations from the services within their Local Authority annex of the action plan; within that are specific actions bespoke to Newport.

- How does the partnership try to maintain innovation and new ways of working?

The Assistant Director confirmed in terms of innovation this is ongoing but is slow as the engagement with teachers because the schools struggle with staffing in terms of Covid. There has been a range of work with workshops working with school leaders, selective groups and governors for reflection. With curriculum reform, they are constantly challenging thoughts and have had external advisers who are highly experienced, joining them on virtual engagement activities to challenge the leaders.

- The Committee mentioned that with failures; usually leadership comes down to being one of them. Is there work being done to ensure leadership?

The Head of Education asserted that categorisation is not part of it anymore, so there would be no 'Red' areas. There is a professional learning menu that goes on all different levels including middle leadership with those considering going into deputy headship with professional courses available. In addition to new leadership courses; they have been responsive to the pandemic by focusing on agile leadership.

The Assistant Director complimented this by explaining that now categorisation has gone; there has been dialogue with local authorities with schools on their concerns. Funding is linked to that model and up to 25 days of support; this offers far more flexibility to support the mentioned programmes.

- Members referred to the tables with coloured feedback and queried what type of work and actions are being discussed. It was observed there were a lot within the 'agreed' section. How would officers get those to be move to the 'strongly agreed' section?

The Assistant Director confirmed that it is a small part of a large bit of qualitative feedback. That was not shared in the report from Rod Alcott; it is a 'you said, we did' style of table. The columns form the approach for the business plan for their data which will include quantitative and qualitative feedback.

- The Chair recognised that the pandemic has been tough but through the report and presentation, it seems to have developed stronger relationships; the chair asked the officers if this is something they agree with.

The Head of Education agreed and that is important to feedback they talk directly to the school and the authority is direct with EAS. They have all had to think quickly on their feet to be innovative through the pandemic. They have developed helpful relationships to ensure they are listening and responding. The Assistant Director also agreed that the accessibility has been important for colleagues in schools and LEA interfacing.

The Chair and Committee thanked the Officers for their time and asked them to express their thanks to their colleagues as they recognise that they have moved forward over the past 18 months.

Conclusions:

The Committee **noted** the Education Achievement Service Value for Money Financial Year 2018-19 report and **agreed** to forward the Minute to the Education Achievement Service and

the Cabinet Member as a summary of the issues raised and in particular, the following comments:

- The Committee were satisfied with the report concluding overall value for money and commended the evidence of constructive relationships between the EAS and the Local Authority; the programme of robust support (tools) available, and; the mutual professional respect to challenge and develop the support provided, especially during the pandemic. The Committee also wished to thank the partners and all their staff for all of their hard throughout the pandemic, and continued high quality of service.
- The Committee expressed concern at the unknown Welsh Government funding position for the Education Achievement Service for next year. Concerns were also expressed at the reduction of third of the workforce over a period of five years. Even though EAS are doing well currently with the number of staff and resources available, Members raised the concern of future staffing problems.
- The Committee felt that the partnership had conducted themselves well, which was evident in the report. It was also felt that they risk assessed each other well, were not afraid of innovation and could sense the strong, positive relationship between the consortium. It was hoped that this will continue.

5 Scrutiny Adviser Reports

Invitees;

- Neil Barnett – Scrutiny Adviser

a) Forward Work Programme Update

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

17th November 2021 –

- Unaccompanied Asylum Seeking Children

1st December 2021

- Violence against Women and Sexual Abuse against Women
- Shared Resource Services (SRS) Update

Members asked the following:

- A few years ago, the Committee were supposed to undertake a site visit of Wastesavers, however this never materialised. It was queried if this could possibly be organised, according to Covid regulations and whether Wastesavers could come to committee to discuss their performance. The Scrutiny Adviser told the Committee that he would check with officers regarding the site visit. Early next year, Scrutiny Advisers will meet up with Heads of Service to put together the draft Annual Forward Work Programme for the committees for 2022-23, so will see if this can also be an agenda item.

b) Actions Plan

The Scrutiny Adviser advised the Committee that since 6th October 2021; they have actioned the comments and sent them to Cabinet and the partnership for the Public Services Board Well-being Plan Annual Report.

The meeting terminated at 7.50 pm



Scrutiny Report

Performance Scrutiny Committee - Partnerships

Part 1

Date: 1st December 2021

Subject Shared Resource Service Monitoring Update

Author Scrutiny Adviser

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

Invitee:	Designation:
Matt Lewis	Chief Officer Shared Resource Service
Kath Beavan-Seymour	Assistant Director Shared Resource Service
Mike Doverman	User Support Manager Shared Resource Service
Rhys Cornwall	Strategic Director – Transformation and Corporate Centre
Mark Bleazard	Digital Services Manager
Dominic Gibbons	Digital Projects Manager

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to:

1. Consider the update on the Shared Resource Service’s arrangements for IT service delivery;
2. Determine if it wishes to make any comments to the Shared Resource Service.
3. Determine the timescale for monitoring this partnership as part of the Committee’s work programme for 2022-23.

2 Context

Background

2.1 Following a Scrutiny Review of IT services the Cabinet accepted the Recommendations of the Community Planning & Development Scrutiny Committee on 14 March 2016 to:

- accept the Scrutiny Committee’s preferred option of developing a detailed business case for a partnership with the Shared Resource Service

- agree in principle the preferred option for Newport City Council to establish a collaborative public sector partnership with the SRS and to provide update reports to the Cabinet
- delegate authority to the Head of People & Business Change and Statutory Officers to develop a final business case for the preferred option, to establish a collaborative public sector partnership with the SRS
- delegate authority to the Head of People & Business Change and Statutory Officers to implement the preferred option to establish a collaborative public sector partnership with the SRS, subject to the arrangement being financially viable and operating to at least the financial requirements stated in the Part 2 report. The arrangement will also be subject to not falling below the expected benefits as detailed within the Business Case
(A link to the Cabinet Report held on 14 March 2016 and Minute is included in Background Papers in Section 8 of this report.)

Following further development of the business case, Newport's IT Service formally joined the Shared Resource Service on 1 April 2017. The Shared Resource Service (SRS) is a collaborative ICT provision in South East Wales that comprises Gwent Police Authority, Monmouthshire County Council, Torfaen County Borough Council and Blaenau Gwent County Borough Council.

Previous Consideration of this item

- 2.2 At its meeting on 25 April 2018, this Committee considered an Update on the Shared Resource Service's service delivery at the end of the first year and made the following conclusions:

The Committee **agreed** that:

- Overall clearly there was more work to be done, but that while the explanations and reasons provided by Officers verbally had not been included and evidenced in the report, the additional verbal information provided at the meeting in answer to Members' questions and supplementary to the report had reassured the Committee and provided confidence.
- The Performance data needed to include more detail, comparable data and clear actions on outstanding objectives in future reports.
- While it had concerns over the missed dates it accepted the reasons provided by Officers. The Investment Objective deadlines need to be reviewed and updated for inclusion in the next report to Committee, particularly for those investment objectives which had not been met within the original timescales and which had passed.
- The Committee to receive a more detailed updated monitoring report upon the SRS in 12months, to be included in the Committee's draft Annual Forward Work Programme.
- There should be wider evaluation of engagement through other mechanisms, due to concerns regarding the very low response rate to customer satisfaction.
- The Committee wanted it to be noted that there had been a lack of appetite for other Local Authorities to engage in the Shared Resource Service (SRS) since the Welsh Government Green Paper: *Strengthening Local Government* had been published and this was a risk to the SRS moving forward.
(A link to the Performance Scrutiny Committee – Partnerships held on 25 April 2018 Report and Minute is included in the Background Papers in Section 8 of this report.)

- 2.3 At its meeting on 3 April 2019, this Committee considered an Update on the Shared Resource Service's service delivery at the end of the second year and made the following conclusions:

1. The Head of People and Business Change will provide an updated report to the Committee for information.

2. The Committee recommended that the Investment Objectives were made clearer and their relevance to other Investment Objectives is highlighted.
3. The Committee recommended that the SRS included Education Digital Leaders either on their different boards or as an agenda item, the aim of this is to improve the service for schools and education providers.
4. The Committee requested a timeline to be provided for SRS developing the Education Infrastructure.
5. The Committee requested that SRS provide an action plan for how they aim to achieve each of the Investment Objective and present back to the Committee in 6 months' time. The Committee were concerned that the finances of SRS were not reported adequately back to Members and that this be included all updates to the Committee.

(A link to the Performance Scrutiny Committee – Partnerships held on 3 April 2019 Report and Minute is included in the Background Papers in Section 8 of this report.)

- 2.4 The SRS has provided a number of updates to Scrutiny since Newport City Council joined the partnership in April 2017. Due to the impact of the Covid-19 pandemic and the development of a new work programme this has not been scheduled until now.

3 Information Submitted to the Committee

- 3.1 The following are attached for the Committee's Consideration:

Appendix A - Submission of Evidence to Scrutiny - Shared Resource Service (SRS) Update

4. Suggested Areas of Focus

- 4.1 **Role of the Committee**

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

- Assess the update upon the SRS's progress to date particularly on delivering the Investment Objectives
- Assess and make comment on:
 - Whether there are any barriers to delivering the investment objectives that have been embedded into business as usual.
- In drawing its conclusions, the Committee should assess:
 - What was the overall conclusion on the information contained within the reports?
 - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the delivery of the Investment Objectives by the SRS?
 - Do any areas require a more in-depth review by the Committee?
 - Does the Committee wish to make any Comments to the SRS?
 - What are the requirements for ongoing monitoring of SRS on the Committee's work programme?

Suggested Lines of Enquiry

- 4.2 In evaluating the SRS's progress in delivering the Investment Objectives included in **Appendix A**, the Committee may wish to consider:

<p>Investment Objectives:</p> <ul style="list-style-type: none"> • What is the overall view of the SRS's progress in delivering the Investment Objectives at this stage? • What is planned to progress investment objectives that are outstanding at this stage? • What barriers are there to delivering the investment objectives? • For those objectives not met within timescales, what mitigations are in place to enable the SRS to complete them and within what timescales? <p>Partnership Arrangements:</p> <ul style="list-style-type: none"> • How effectively the Shared Resource Service partnership arrangement is working? • Are any other methods are being used to evaluate effectiveness of the arrangements e.g. Regulatory Reports or Reviews?

Wellbeing of Future Generations (Wales) Act

- 4.3 The Committee's consideration of the Shared Resource Service Monitoring Update should consider how the Partnership is maximising its contribution to the five ways of working. The following are examples of the types of questions to consider:

5 Ways of Working	Types of Questions to consider:
<p>Long-term</p> <p>The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.</p>	What long term trends will impact upon the future delivery of the Investment Objectives?
	How will changes in long term needs impact upon the delivery of the Investment Objectives in the future?
<p>Prevention</p> <p>Prevent problems occurring or getting worse.</p>	What issues are facing the Partnership's service users at the moment?
	How is the Partnership addressing these issues to prevent a future problem?
<p>Integration</p> <p>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 Partnership's performance upon the delivery of the Investment Objectives impact upon the services of other public bodies and their objectives?

5 Ways of Working	Types of Questions to consider:
<p style="text-align: center;">Collaboration</p> <p>Acting in collaboration with any other person (or different parts of the organisation itself).</p>	Who has the Partnership been working with to deliver the Investment Objectives?
	How is the Partnership using knowledge / information / good practice of others to inform / influence delivery of the Investment Objectives?
	How effectively the Shared Resource Service partnership arrangement is working?
	Are there examples of good practice of collaborative working?
<p style="text-align: center;">Involvement</p> <p>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 has the Partnership sought the views of those who are impacted by the delivery of the Improvement Objectives?
	How are service user experiences being used to assess performance?

Section B – Supporting Information

5 Supporting Information

Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards issued by Welsh Government in August 2017:

5.1 The Characteristics of Effective Partnership Scrutiny set out in the Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards issued by Welsh Government in August 2017 can equally be applied to the scrutiny of other Partnerships and states that:

“Research into the practice of collaborative or joint scrutiny in England and Wales identifies that arrangements are effective when they demonstrate the following characteristics:

Characteristics of effective partnership scrutiny:

- Scrutiny regards itself as a form of ‘critical friendship with positive intent’ in which scrutiny practitioners act as advocates for the success of joint working.
- Collaborative performance is evaluated from the citizen’s perspective.
- Strong efforts are made to understand the complexity of partnership arrangements and to facilitate learning about the culture and assumptions of different organizations.
- Scrutiny creates positive expectations by focussing on issues regarded as useful to the partnership or where there is consensus that ‘things need to change’.
- Scrutiny demonstrates intellectual independence and investigative rigour in all of its activities.
- Scrutiny demonstrates a positive impact by developing clear, timely, evidence-based recommendations aimed at enhancing collaborative performance.
- Scrutiny critically evaluates its own performance utilising partnership perspectives.

(For Members' information, a link to the full Welsh Government Guidance is included in Section 8 of this report in the Background Papers.)

6 Links to Council Policies and Priorities

- Newport City Council's Corporate Plan and 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 Impact Assessment:

- Wellbeing of Future Generation (Wales) Act**
- Equality Act 2010**
- Socio-economic Duty**
- Welsh Language (Wales) Measure 2011**

The council has a number of legislative responsibilities to assess the impact of any strategic decision, proposal or policy on people that may experience disadvantage or inequality.

7.1 Summary of impact – Wellbeing of Future Generation (Wales) Act

The SRS operates in accordance with the five ways of working which are also reflected in the content of the report. There is a strong emphasis on collaboration as the SRS recognises the need to work with partners to deliver services and improve local well-being.

7.2 Summary of impact – Equality Act 2010

The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh language have been considered in the preparation of this report. As a public body in Wales, the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. This is an information report, therefore it is not necessary to carry out an Equality Impact assessment in the production of this report. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

8. Background Papers

- Cabinet [14 March 2016 Report \(Item 13 refers\) and Minutes.](#)
- Performance Scrutiny Committee – Partnerships – [3 April 2019 Report \(Item 5 refers\) and Minutes](#)
- Performance Scrutiny Committee – Partnerships - [25 April 2018 Report \(Item 5 refers\) and Minutes](#)
- [Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards](#) (Issued by Welsh Government August 2017)
- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017-22](#)
- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)
- [Socio-economic Duty Guidance](#)

- [Public Sector Equality Duty](#)
- [Welsh Language Measure 2015](#)

Report Completed: 1 December 2021

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Newport Scrutiny Meeting December 2021

DATE: Wednesday 1st December

SUBJECT: Scrutiny Update

Report Submitted by: Matt Lewis (Chief Operating Officer SRS)

Report Written by: Matt Lewis (Chief Operating Officer SRS) in consultation with SRS SLT and Newport Digital Team

1. Area Affected

1.1 City wide for Newport City Council.

2. Purpose of Report

2.1 To provide the Newport Performance – Partnerships Scrutiny panel with an update on three key areas:

- Financial Arrangements (section 4)
- Education Improvements (section 5)
- The Council's eleven investment objectives agreed upon joining the SRS (section 6)

3. Background

3.1 The Shared Resource Service (SRS) is a collaborative IT Service comprising Gwent Police, Torfaen County Borough Council, Monmouthshire County Council, Blaenau Gwent County Borough Council and Newport City Council (NCC). Following recommendations by Community Development and Development Scrutiny Committee, in March 2016 Cabinet was asked to:

- agree the preferred option for NCC to establish a collaborative public sector partnership with the SRS.
- delegate authority to the Head of People & Business Change and Statutory Officers to develop a final business case for the preferred option, to establish a collaborative public sector partnership with the SRS.
- delegate authority to the Head of People & Business Change and Statutory Officers to implement the preferred option to establish a collaborative public sector partnership with the SRS, subject to the



arrangement being financially viable and operating to at least the financial requirements stated in the Part 2 report. The arrangement will also be subject to not falling below the expected benefits as detailed within the Business Case.

Cabinet agreed to these proposals on 14th March 2016. Following further development of the business case, NCC's IT Service formally joined the Shared Resource Service on 1st April 2017. In July 2019, the strategic board agreed to a 'Memorandum Of Understanding' extension of five years, this will take the end of the agreement from July 4th 2021 to July 4th 2026.

The service has been part of this partnership since April 2017. A report was presented to Partnerships Scrutiny Committee in April 2018 and 2019. Following feedback from the Committee, the structure and content of this report has been amended accordingly.

- 3.2 There has not been, in the history of the SRS, nor indeed the internet, such a massive and sudden shift in the way we all expected to use and rely on technology as in the last year. With so many of us having been unable to meet in person, our ways of working suddenly shifted from direct contact to having meetings and working virtually overnight.

Whether it was holding team meetings, running Emergency Response Team (ERT) meetings, social services settings, teaching children remotely or making sure our staff were coping in partial lockdown, people were using their technology in a way and to an extent they had never done before.

The SRS itself maintained relatively low levels of COVID positive staff and we were able to continue to deliver services effectively in the remote working position. However, for other teams, they had to continue to work through the challenges and find new ways of working on the various sites they needed to be at.

As this report will show, our performance remained relatively unaffected by the remote working position, which in light of the volume of requests coming through at one point is remarkable. The project and core functions schedules were hugely impacted across Corporate and Education teams due to the significant shift in demand to enabling new ways of working, having to find new solutions to very different problems and having to continually pivot to meet new demands at short notice



4. The Financial Arrangements and the 21/22 Budget

4.1 The SRS has its budget approved on an annual basis by the Finance and Governance board which includes Section 151 representatives from all five partner organisations, including Newport.

SRS spend is categorised within two headings, controllable and non-controllable.

- Controllable spend relates to staffing, data halls and shared costs of running the service.
- Non-controllable spend are those that the partner authority has responsibility, such as contract requirements, PSBA and data lines, net of any SLA and other Income.

Newport City Council		
Account Description	21/22	Variance
CONTROLLABLE	1,360,221	-53,267
NON CONTROLLABLE	1,700,176	0
TOTAL	3,060,397	-53,267

4.2 The Financial Forecast (2021-21)

SR2025 Newport City Council			
Account Description	TOTAL	21/22	Variance
Salaries	£1,816,108	£1,759,592	-£56,516
Vacancy Factor	-£36,322	-£35,192	£1,130
Salaries Overtime	£15,202	£15,000	-£202
Call out and Standby Allowance	£13,998	£11,960	-£2,038
STEP Budget	£0	£0	£0
Contracts	£998,625	£998,625	£0
Voice Network	£514,000	£514,000	£0
PSBA	£187,551	£187,551	£0
Rack Rental Recharge	£9,418	£10,476	£1,057
Shared Costs Apportionment	£124,962	£127,798	£2,836
Support Service Costs	£24,107	£24,572	£465
Income	-£553,985	-£553,985	£0
GRAND TOTAL	£3,113,664	£3,060,397	-£53,267



The current 2021-22 financial forecast is showing a saving and these areas can be broken down in greater detail for the purposes of scrutiny.

- Salaries relate to the staffing levels required to provide Newport with the service levels agreed.
- A staff vacancy factor of 2% is applied, this reduces the staffing budget and contribution required with the view of savings being achieved due to the time taken to appoint staff into vacant posts.
- Overtime and on-call budget allow the SRS to provide an out of hours support function.
- Schools are now funding SLA's 100% so the STEP line will be removed.
- Contracts are those contracts required by NCC mainly for the provision of software and infrastructure. The Microsoft licensing budget currently equates to £499k (half of the total required budget). This budget requirement was reduced by £93k from 2020-21 to 2021-22 even with an increase to Microsoft license costs of £32k.

The remaining is split across 40 other contracts on systems and services. This can broadly be split into two further areas. They are (i) services to provide a secure environment and (ii) services to support applications. They cover support for items such as Newport's Netmotion systems, the Council Firewalls, the protection of your end point devices, network support and smaller software maintenance agreements etc.

- The Voice Network is largely the cost for the hosted voice contract that Newport has with Unify / ATOS for all voice services in Newport and BT lines. This budget was reduced by £10k from 2020-21 to 2021-22.
- PSBA (public sector broadband) is the cost of Newport's network connecting all corporate and Education sites. The summary list of sites and their cost is shown at section 4.4 for scrutiny to review. Due to changes to lines requirements this has reduced by £11k.

The PSBA is a Welsh national network provision that the SRS consumes services from. It enables Public Sector connectivity from any site across Wales.

The locations and the costs of running the Newport network are broken down in per site granular detail on a quarterly basis from BT



who are the underlying provider of the PSBA network. There are typically around 90 to 100 sites funded by Newport on an annual basis which covers all corporate and Education sites.

Site network speeds range from 10Mb, to 100Mb to 1Gb and cost around £300 a year, to £2,500 a year to over £16k per year respectively. The majority of Newport sites are 100Mb and around the £2,500 a year cost.

- Rack rental charges are the cost of the racks currently housed in Blaenavon Data Centre and to move to the new data centre in Newport.
- Shared costs includes many items such as training, health and safety equipment, cleaning contracts, refuse collection, vehicle leases, diesel, travel claims, professional fees and mobile phone charges as examples. This is a collective running costs of the SRS which is apportioned to partners based on an agreed charging method.
- The support service costs category relates to the charges to all partners that they contribute to Torfaen to fund the support services such as the cost to host SRS employees in Torfaen, the section 151 support, audit support and so on. This was awarded to Torfaen by the partnership Strategic Board after a process in 2018.

4.3 Newport reserves

Each year the SRS may generate an underspend in relation to a specific partner. Over two years the SRS has generated a Newport specific reserve fund and currently stands at £292k. This reserve is held and utilized for service improvement in agreement with Newport.



5. Education Update

5.1 EdTech

The EdTech program is a grant of approximately £100M, given over three years, for new equipment in schools across Wales. The aim is to improve teaching and learning by elevating the level of technology capability and capacity. The grant for Newport has been used for years one, two and three and was approximately £4.75M.

Welsh Government set up a technical team to define a set of standards for infrastructure for schools. This standards list defines the technical specification that infrastructure must reach to deliver the level of service required.

Between August and October 2019, the SRS and third party vendors carried out baseline assessments in every school to find out “what is the current state of the schools infrastructure?”. These baseline assessments were then compared to the standards and a gap analysis carried out. This was then fed into a delivery plan which was a complete list of all the items we needed to improve the infrastructure.

To get the best value out of the £100M, Welsh Government sought to collate all of the equipment purchases under one umbrella purchasing scheme. This scheme is called a DPS and has been run by Caerphilly Council. The DPS is a framework with multiple technology options and a defined vendor for each technology as a pick and mix approach.

Overall Newport’s project was much larger and much more complex than any Authority in Wales. At a previous Scrutiny meeting the SRS were asked why schools were not yet migrated to the SRS centralised platform, this was due to needing to implement EdTech at the same time.



The project is delivered in waves as shown below:

Wave 1	Wave 2	Wave 3	Wave 4
Broadband Connectivity	In-school cabling	Whole-school MDM	Replace unsupported devices
Data Network Cabinets	Edge Switches	Caching solutions supporting classroom learning	Acquire additional devices
Core Switches	Wireless Access Points	Servers (Supporting Explanation Required)	Charging trolleys
Routers	Wired Access Points		
Associated Cabling			
UPS			

The way the £4.75M has been spent is described below.

- Newport received £2.3 million in year one. This was primarily the infrastructure and cabling plus contractor costs to install the physical kit.
- Year two funding was £1.6 million. This was to complete any outstanding infrastructure work and purchase devices for implementation Wave 4.
- Year 3 funding was £860k for devices and Audio Visual and this work is ongoing currently.

There has been significant delays during the project due to the global supply chain difficulties as a result of COVID which have impacted on the timeline for schools receiving replacement devices. In the main this was for the devices they had donated to the digitally disadvantaged learners.

One of the main conditions of receiving the grant was that each Authority had to commit that a sustainability plan was in place to replace the equipment on an agreed schedule. Moving forward, the strategy group will determine how the allocation will be spent but it must be used to support the sustainability planning Newport City Council cannot guarantee sustainability of spend, therefore the individual schools agreed that they would undertake the necessary planning to ensure sustainability and take responsibility for the necessary upgrades and maintenance was carried out in the future.



5.2 **COVID Support**

The plan to deliver the Schools Edu network to Newport Schools was done in conjunction with the EdTech equipment refresh. This was a huge amount of work, delivered on time and budget during the pandemic.

44 of 57 schools have joined the SRS SLA and are on the centralised infrastructure.

5.3 **Digitally Disadvantaged Learners**

Gathered in 715 laptops donated by schools to be distributed fairly to digitally disadvantaged pupils. Rebuilt each device with Neverware which turned them into chromebooks, enrolled into Hwb to allow pupils to access remote learning.

The SRS also Distributed 1300 MiFI devices for pupils who didn't have access to internet from home.

5.4 **The SLA**

During 2020-21 it became apparent that the SLA was not delivering what Newport schools wanted from us. We worked with a group of Headteachers to rewrite the SLA and created the Partnership Agreement.

The SRS proposed a planned visit schedule to align with the model in place in other SRS partners and all schools agreed to adopt this new approach from April 2021.

A positive outcome of the new agreement is that the SRS has brought a number of schools back in to SLA who were previously outsourced. The reasons for this range from cost, to security, to quality of delivery and it confirms that when you compare like for like, the service is very hard to beat.

Ongoing programme of work to move the non SLA schools off the step infrastructure for files, folders and home drives. This work is due to conclude in December 2021 subject to resource availability (NCC).

5.5 **Head Teacher / Business Manager Drop In Sessions**

In June / July the SRS, working with the Education Service, took part in Headteacher drop in sessions. This was timed to have given a term of the new SLA to have been delivered to find out direct from schools if it



was working or not. The feedback from those sessions has been really positive and we are running them again in early December to ensure that we are meeting the needs of schools.

5.6 **Strategy Engagement**

During the last scrutiny meeting the SRS committed to driving a wider engagement with the schools via a strategy group.

The role of the Education ICT Strategy Group is to oversee, prioritise and monitor the delivery and investment in ICT in schools. In addition to this, the Shared Resource Service (SRS) provides ICT services to many schools in Newport and this group will have the additional responsibility of monitoring the Service Level Agreement and defining future service levels and requirements.

Current representatives are:

- Assistant Head of Education - Chair
- NCC Digital
- Data Protection)
- SRS
- St Julian's Primary
- Ysgol Bryn Derw
- St Andrews
- Maindee Primary
- Caerleon Comprehensive
- St Joseph's High School
- Bassaleg School
- Jubilee Park
- NCC Finance

The focus for the meeting has been the delivery and implementation of Ed Tech (NCC Strategy for schools), Hwb email migration and how to proportion the funding for each wave fairly across schools.

Since the last meeting there has also been the creation of a Digital Advisory Group which advises the Education ICT Strategic Group and influences how the local authority's vision and strategy are developed.



5.7 Digital Advisory Group

Newport have set up a Digital Advisory Group which advises the ICT Strategic Group and influences how the local authority's vision and strategy are developed. The SRS are a key part of that group and we embedded in supporting the DAG to:

- 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
- 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
- act as an advocate for the ICT Strategic Group and local authority's digital work



6.1 Investment Objectives

6.1 The Council identified eleven investment objectives when the business case for the Shared Resource Service (SRS) was developed. The original dates are included however they were based on an earlier transfer date which was delayed until 01/04/2017.

Certain investment objectives were identified as being more important than others. These are investment objectives 1, 2, 3, 4, 8 and 11.

For the purposes of this update investment objectives 2 + 8, plus 5 + 9 have been grouped together. This is because of the interdependencies between the objectives.

6.2 Investment objective 1:

to reduce the future need for ICT to draw on the capital programme, establishing a ceiling for future budget planning (less costly, value for money, providing the best deal for Newport)

This objective has previously been embedded into business as usual.

Original Date:

30.06.16

The Finance and Governance Board have agreed the initial Medium Term Finance Plan, this supports future budget planning for the SRS and the impact on the partner contributions for both revenue and capital investments.

Status:

Considered complete. This objective has been embedded into business as usual.

The SRS has also created a capital planning strategy in place, which has been agreed by all partners and is currently out to tender. This will mean there is a 5 year plan to cover Desktop and Server and a 7 year plan for Infrastructure (networking). This will inform the partners MTFP documents.

A positive example of this has been the data centre business case and the greatly reduced capital cost that the partners have had to fund in comparison to having to invest in the same project if each of them were doing it in isolation.



6.3

<p>Investment objective 2: to provide a satisfactory disaster recovery and business continuity solution for the operation of ICT infrastructure and application systems software (resilient, more responsive)</p> <p>Investment objective 8: to provide for appropriate data replication on agreed applications system software and associated data (resilient, continuously improving)</p>	
<p>Disaster Recovery Phase 1 was fully delivered in March 2019. This was the move from tape replication and offsite storage to disk to disk replication. This phase allows the recovery of files at Blaenavon, should there be a loss of connectivity at Newport. All files are now replicated from the SAN in Newport, via a dedicated 1Gb DR line to the corresponding SAN located in the SRS data centre in Blaenavon.</p>	<p>Original Date: Investment Objective 2 31.03.17 Investment Objective 8 30.09.18</p>
<p>During 2020 there was a move from Tape to Disk backup, currently moving to immutable by utilising cloud replication technology.</p> <p>The current status of the disaster recovery is an established model. The virtual infrastructure can be enabled from the Blaenavon site for any virtual applications.</p> <p>The physical kit is subject to a continued programme of work to review the applications such as the Financials system which is currently out to tender. The ongoing position will be determined by the solution selected whether that is cloud hosted or on premise. If on premise it will follow the SRS technical design standards so will fit within the virtualised DR solution.</p> <p>As part of the work undertaken by SRS Education to move schools to the EDU network, schools have moved off the corporate equipment onto an Education platform. This will be decommissioned after 2022. The non SLA schools are being picked up separately and will be on the corporate backup solution.</p>	<p>Status: Investment Objective 2 Scoping was prioritised to commence in October 2019. The move to the alternative data centre will necessitate a review of Disaster recovery and this will be subject to a new timeline.</p> <p>Investment Objective 8 Complete</p>



The SRS Business Continuity team are continuing to work through a 3 year programme of work to develop, deliver and test a full business continuity plan to accepted standards and guidelines. They are currently nearing the end of year 2 and the progress of the project will be audited early in 2022.

This project has included the delivery of a Business Continuity Plan to dovetail in to all partners plans as well as the generation of Business Impact Assessments (BIA). BIA's are critical for the SRS to understand recovery priorities if the plans are invoked, for example, they help us understand the reliance that NCC has on external contracts and for SRS to outline the risks. A good example would be the Norse air conditioning contract for the computer rooms in Civic Centre, Newport, the maintenance and upkeep of the aircon system has a direct influence on the running of the IT provision for Newport. In the event of a failure the SRS rely on Norse for aircon repair, however this is a SLA between Newport and Norse and therefore Newport's contract so outside of SRS control.

In October 2020 the SRS Boards and Partner Cabinets approved the move to an alternative data centre, throughout 2021-22 we have successfully agreed contract arrangements with Vantage in Newport as our alternative data centre provision and procured the goods and services required. Newports data will be completely transferred by 2022-23 which will provide additional resilience and improved service. The move to the new alternative data centre will mean a change of existing Disaster Recovery provision and arrangements. This is currently being developed and a timeline will be published to set expectations for delivery.



6.4	<p>Investment objective 3:</p> <p>to ensure that enough skilled resource is available for front line service delivery (sustainability)</p>				
	<table border="1"> <tr> <td data-bbox="295 459 1093 683"> <p>The SRS has approximately 220 staff working across all the service areas and organisations. Significant progress has been made in development of these staff to ensure the flexing of appropriate resources across all partners to share knowledge and experience.</p> </td> <td data-bbox="1093 459 1402 571"> <p>Original Date: 30.09.16</p> </td> </tr> <tr> <td data-bbox="295 683 1093 1890"> <p>There has been significant progress with the cross skilling of staff and we have reduced to single infrastructure and application on call rota to support all partners. There are still many different systems in operation by the SRS partners which affects the rate at which cross skilling can progress however dependencies on single individuals has continued to reduce.</p> <p>Below is an example of the level of change across the staff that used to be employed by Newport, there were 32 named staff on original transfer, and this is the current numbers as from November 2021;</p> <p>Of those 32:</p> <ul style="list-style-type: none"> • 14 have new roles within the SRS • 12 have left and have been replaced by SRS staff • 2 are in the same role • 3 were already SRS staff loaned to Newport • 1 other <p>This equates to 6% of the staff are in the same role as they were pretransfer, however they cross skilled across all partners.</p> <p>This is a positive position for cross skilling with the staff who have taken on new roles being capable of supporting cross partner delivery. With cross skilling comes the benefits of increased knowledge sharing, resilience and problem-solving capability which positively impacts SLA percentages for all partners.</p> </td> <td data-bbox="1093 571 1402 1890"> <p>Status:</p> <p>Considered complete. This objective has been embedded into business as usual.</p> </td> </tr> </table>	<p>The SRS has approximately 220 staff working across all the service areas and organisations. Significant progress has been made in development of these staff to ensure the flexing of appropriate resources across all partners to share knowledge and experience.</p>	<p>Original Date: 30.09.16</p>	<p>There has been significant progress with the cross skilling of staff and we have reduced to single infrastructure and application on call rota to support all partners. There are still many different systems in operation by the SRS partners which affects the rate at which cross skilling can progress however dependencies on single individuals has continued to reduce.</p> <p>Below is an example of the level of change across the staff that used to be employed by Newport, there were 32 named staff on original transfer, and this is the current numbers as from November 2021;</p> <p>Of those 32:</p> <ul style="list-style-type: none"> • 14 have new roles within the SRS • 12 have left and have been replaced by SRS staff • 2 are in the same role • 3 were already SRS staff loaned to Newport • 1 other <p>This equates to 6% of the staff are in the same role as they were pretransfer, however they cross skilled across all partners.</p> <p>This is a positive position for cross skilling with the staff who have taken on new roles being capable of supporting cross partner delivery. With cross skilling comes the benefits of increased knowledge sharing, resilience and problem-solving capability which positively impacts SLA percentages for all partners.</p>	<p>Status:</p> <p>Considered complete. This objective has been embedded into business as usual.</p>
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<p>To support the first line call resolution SLA (FCR) and to ensure that colleagues answering the phones on the frontline service are equipped to manage all partners we have 86% of all 15 service desk colleagues cross skilled.</p> <p>7 colleagues can work on queues for any partner and are capable of training new starters. 5 colleagues are multi-skilled and work on three queues or more while 3 colleagues are new starters and work on a maximum of two queues.</p>	
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6.5	<p>Investment objective 4:</p> <p>to deliver an ICT service at the infrastructure level which achieves the agreed levels of performance over a 12-month rolling period (resilience and quality of service): outage numbers; outage durations; infrastructure service availability by function: (data Centre; network; voice; agreed application systems software).</p>
<p>There are several risks associated with the current infrastructure in Newport, as there are with all partners. The SRS has undergone a process of identifying the key infrastructure needing replacing in Newport with a view to feeding the output into the capital refresh programme. The output of this work is currently being worked through and the SRS are making improvements where it can for no cost or minimal resource.</p> <p>Since the October 2019 update, we have:</p> <ul style="list-style-type: none"> Using smart collectors across the authority's infrastructure, we have created a capital refresh programme for the next 5 (server and desktop) and 7 years (networking infrastructure) that looks at the replacement and renewal of support across the network estate. This also works towards ensuring PSN compliance. we have replaced the Newport DMZ with new architecture identified through the capital refresh 	<p>Original Date: 30.09.17</p> <p>Status: Considered complete. This objective has been embedded into business as usual. Progress monitored through the Delivery Group jointly by NCC and SRS</p>



<p>plan. This equipment provides secure connectivity between the outside world and Newport's internal infrastructure.</p> <ul style="list-style-type: none"> • we have identified key areas across the Newport corporate estate that require infrastructure replacement within the first year. We are focusing on the Civic Centre and Newport Library buildings as directed by the digital team. The SRS are also working with Norse to support any building changes as result of the New Normal programme. • we are continuing to work on virtualisation taking advantage of current Microsoft Licensing agreements and removing costs on existing licensing. This will be complete as part of the prerequisites for the migration of all infrastructure to the alternative data centre. • continuation of Disaster Recovery planning to include deployment to an alternative Data Centre once the migration to the new data centre is complete. 	
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6.6	<p>Investment objective 5:</p> <p>to reduce duplication of effort and move to commodity platforms including email (continuous improvement, less costly)</p> <p>Investment objective 9:</p> <p>to move to an ICT usage consumption model (sustainability) considering cloud based delivery (continuously improving)</p> <table border="1" data-bbox="293 1563 1401 1890"> <tr> <td data-bbox="293 1563 1102 1890"> <p>All partners have migrated to Office 365, including Teams delivered from the OneWales cloud environment. During the pandemic, there has been a large scale move to work from home which has accelerated the delivery of cloud services to users.</p> <p>We are currently implementing AlwaysOn VPN, and utilising the SRS design standards we will shortly be</p> </td> <td data-bbox="1102 1563 1401 1890"> <p>Original Date: Investment Objective 5 30.09.17</p> <p>Investment Objective 9</p> </td> </tr> </table>	<p>All partners have migrated to Office 365, including Teams delivered from the OneWales cloud environment. During the pandemic, there has been a large scale move to work from home which has accelerated the delivery of cloud services to users.</p> <p>We are currently implementing AlwaysOn VPN, and utilising the SRS design standards we will shortly be</p>	<p>Original Date: Investment Objective 5 30.09.17</p> <p>Investment Objective 9</p>
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<p>able to deliver “in place” upgrades and critical patching from non-office locations. These objectives are designed to move to standardised systems and delivery methods across SRS partners and is driven by the Business and Collaboration Board. In support of the SRS strategic aims, as agreed at the Strategic Board:</p>	30.03.20												
<table border="1" data-bbox="359 533 1072 1189"> <thead> <tr> <th data-bbox="359 533 491 584">Aim No.</th> <th data-bbox="491 533 1072 584">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="359 584 491 703">1</td> <td data-bbox="491 584 1072 703">Deliver effective ICT services from a single combined unit and operate as one SRS.</td> </tr> <tr> <td data-bbox="359 703 491 822">2</td> <td data-bbox="491 703 1072 822">Improve services to provide a solid foundation upon which partner organisations can operate.</td> </tr> <tr> <td data-bbox="359 822 491 938">3</td> <td data-bbox="491 822 1072 938">Ensure the investment in technology is focused on delivery of the corporate priorities of the partner organisations.</td> </tr> <tr> <td data-bbox="359 938 491 1077">4</td> <td data-bbox="491 938 1072 1077">Develop a capable, professional workforce that can meet the challenges within technology over the coming years.</td> </tr> <tr> <td data-bbox="359 1077 491 1189">5</td> <td data-bbox="491 1077 1072 1189">Provide a collaborative platform for public sector organisations to share common ground.</td> </tr> </tbody> </table>	Aim No.	Description	1	Deliver effective ICT services from a single combined unit and operate as one SRS.	2	Improve services to provide a solid foundation upon which partner organisations can operate.	3	Ensure the investment in technology is focused on delivery of the corporate priorities of the partner organisations.	4	Develop a capable, professional workforce that can meet the challenges within technology over the coming years.	5	Provide a collaborative platform for public sector organisations to share common ground.	<p>Status:</p> <p>Investment Objective 5 Complete</p> <p>Investment Objective 9</p> <p>Considered complete. This objective has been embedded into business as usual.</p>
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5	Provide a collaborative platform for public sector organisations to share common ground.												
<p>A platform approach has been agreed by the Strategic Board is called OneWales. The platform offers collaborative opportunities that have not been available to our partner organisations in the past. The platform as a project and standard set of services, is owned by the SRS. Each partner’s process of migrating into the platform will be an individual organisation project tailored to the needs of each partner.</p> <p>Secure Mobile Working The SRS have built a single method of securing mobile / smart / tablet technology when accessing corporate Email / Teams / Office 365 services. The solution has been rolled out in Newport and delivers a secure mobility wrapper for both corporately owned and personally owned devices.</p>													



<p>Secure File Sharing</p> <p>Due to the shared environment, the SRS has been able to deliver a secure file sharing replacement service into Newport to allow the removal of existing licensing. These savings were made in Newport and the project was successfully completed prior to the contract needing to be renewed.</p>	
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6.7

<p>Investment objective 6:</p> <p>to meet the agreed performance objectives for business specific ICT services as defined by the users within NCC (more responsive, continuously improving). These being around: success of implementation of planned changes; SLA targets met over a 12 month period; projects that have successfully delivered the customer agreed scope; customer satisfaction ratings; savings released within the organisation; delivery to desk top; incident resolution; resolution at first point of contact; managing within budget.</p>	
<p>This objective has been embedded into business as usual. Performance information is reviewed at Delivery Group meetings along with priority work and strategic issues. For partners to be assured that the work we are completing utilises the partners resources in the right way the SRS introduced 5 categories of work that are fully transparent and discussed in monthly Delivery Groups.</p> <p>The 5 channels are below, and the percentage of partner resource allocated;</p> <ol style="list-style-type: none"> 1. PSN – Security work required to ensure we remain connected to the Department of Work and Pensions – 30% of resource 2. Audit – Complete any actions from Audits – 10% of resource 3. SRS Recommended work – work required to keep key partner systems functioning – 20% of resource 	<p>Original Date: 30.09.17</p> <p>Status: Considered complete. This objective has been embedded into business as usual.</p>



4. Customer recommended work – work required by the partner on key systems (new features or upgrades) – 20% of resource

5. Project Work – 20% of resource

Performance Measures

There are currently five performance measures which are recorded and monitored by the SRS and NCC. These are designed to provide an overview of the performance of the SRS and are reviewed monthly at Delivery Group meetings (see Governance Arrangements section below). A new Service Level Agreement (SLA) was developed and approved by SRS partners in 2021.

Of the 5 specific performance measures all 5 are green against their respective targets. These performance figures for the year 20/21 April 2020 – April 2021 inclusive) are detailed in the table below.

Measure	Performance against target	Target (Year to date)	Actual (Year to date)
PBC/062 % ICT Helpdesk calls resolved at first point of contact	Green	70%	78%
PBC/061 ICT customer satisfaction %	Green	80%	92.5%
PBC/060 ICT calls resolved against SLA %	Green	85%	91%
PBC/059 ICT System Availability %	Green	99%	99.63%
PBC/058 Number of P1 High Priority calls within a month	Green	50	4



ICT Calls resolved at first point of contact

The SRS target to resolve 70% of all calls at the first point of contact. This is designed to remove the need for issues to be assigned to other teams that are more technical in nature and for those staff to focus on more complex tasks.

This is a challenging target due to the breadth and complexity of many IT problems. For this year, the SRS' performance for NCC is 78%, this shows a continued trend upwards from 19/20 which was reported as 70%. This performance has improved over the year despite a large turnover of new staff being recruited to the SRS Service Desk and more significantly the move to service desk staff working from home locations.

An important factor that contributes to these statistics is that the current Service Desk tool previously measured performance against all calls. There are calls that the Service Desk will never be able to resolve at first point of contact, such as a power outage, the failure of equipment, the loss of a service or purchasing request. All these things are resolved by teams in other areas or external service providers.

Within the new service desk tool calls that cannot be fixed at First Line are not included in the reporting.

ICT Customer Satisfaction

The SRS automatically sends customer satisfaction surveys on a random basis to a percentage of those that raised requests via its service desk.

The surveys were redesigned in 2021 to reflect a more simplified system for providing feedback. The 'Ikea faces' model was adopted in October 2021 and has been rolled out to all partners.

The responses to these surveys are used for analysing customer satisfaction for those that use the IT Service and inform our resource planning.

The target for all partners is 90%. SRS' performance for NCC is 92.5%, and has remained within the 90% area again similar to previous years (94% in 19/20). Customers that express that they are



<p>'completely dissatisfied' have their comments reviewed and these are discussed at Delivery Group meetings as appropriate.</p>	
<p><u>ICT Calls Resolved Against SLA</u> This measure is designed to quantify the percentage of all requests that meet the performance target for resolution. The target is 85% and the performance for the year 20/21 is 91%. While still being green the slight fall (from 93.55% in 19/20) is due to the levels of new technology implemented during the pandemic. Interaction with 3rd parties such as Microsoft, increased substantially and that meant that calls that would have been fixed within an SLA window would have breached due to waiting on 3rd party responses that were outside of the control of the SRS. This is a wide measure of performance across all calls so it remains a positive figure.</p>	
<p><u>ICT System Availability</u> This measure is designed to measure the availability of IT systems. The current measure is based on network availability and for the year to date the figure is 99.63%. which is above the target of 99.52%.</p>	
<p><u>Number of High Priority Calls Within A Month</u> This measure is designed to measure the number of high priority calls within a month. These reflect problems with priority IT systems with the target of no more than 10 per month. The number of high priority issues recorded for the year to date is 4 so significantly better than the target. This target will need to be reviewed from April 2022 to ensure that it is still relevant.</p>	

6.8	<p>Investment objective 7:</p> <p>to benefit from economies of scale in procurement by means of a shared hardware catalogue to reduce the spend on devices by an agreed % (5%) over 3 years (less costly) although this is an ongoing process of savings</p>		
	<table border="1"> <tr> <td data-bbox="293 1749 1102 1892"> <p>As detailed in other objectives, simplification and standardisation is an important theme. Specific organisations have their own specific needs that can cause some challenges. The SRS invited suppliers to</p> </td> <td data-bbox="1102 1749 1401 1892"> <p>Original Date: 31.12.19</p> </td> </tr> </table>	<p>As detailed in other objectives, simplification and standardisation is an important theme. Specific organisations have their own specific needs that can cause some challenges. The SRS invited suppliers to</p>	<p>Original Date: 31.12.19</p>
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<p>tender for hardware across all Local Authority partners to ensure all gained the benefit from device standardisation, ease of deployment and economies of scale. The SRS awarded a contract for a single supplier to meet the standard equipment requirement of its partners. We continue to procure at rates lower than market rates, however this has not been without complication due to material shortages as a result of COVID, we have managed to absorb these increased costs and have not directly impacted Newport.</p> <p>A shared procurement using the Caerphilly Dynamic Purchasing System for the Capital Refresh programme with the aim of achieving economies of scale has just concluded. This is currently being awarded and will ensure value for money for the desktop, server and infrastructure estate.</p> <p>The business case for the move of the data centre has all been agreed on a four way equal split of cost between Newport, Torfaen, Monmouthshire and Blaenau Gwent. The savings compared to having to do that alone will be in the hundreds of thousands of pounds. For example, the storage system to be used by all four partners was negotiated at circa £500k which will be used across four partners whereas Newport would have had to invest in this on their own if individually implemented. The expense in equipment like this is in the brains / management which is why costs are equivalent. The same principle is applied to all equipment being procured as part of the project. So, as well as the benefits in the business case there are large cost avoidance numbers for Newport.</p> <p>The SOC / SIEM tender has been approved by all four partners now and a reduced cost has been agreed due to the volume of equipment being monitored which is hugely beneficial to Newport.</p>	<p>Status:</p> <p>This objective has been embedded into business as usual.</p>
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6.9	<p>Investment objective 10:</p> <p>to deliver a secure ICT architecture to protect the organisation and its data by means of pooled solution design within the wider public sector to maximise knowledge and to reduce security threats (resilience, less costly, more responsive and continuously improving)</p> <p>Newport have migrated all Email and Teams services into the OneWales platform since the last scrutiny meeting. We have had widespread positive feedback from the organisation on this first step and many of the services provided to Newport are now more secure such as email, Teams, VPN etc.</p> <p>The Strategic Board have taken a decision to focus on key technology collaboration projects and to move business collaboration projects to the future, a date yet to be defined. This means that the pooled system design described in this investment objective is only possible on the technology platforms described in Inv Obj 5 and 9.</p> <p>Recognising the growing threat of Cyber attacks. In 2020 the Digital Team and SRS delivered a Ransomcare solution to protect against potential ransomware attacks. The benefit for Newport City Council is that the product supplements existing cyber security measures with a defence against attack.</p> <p>Newport are also part of an SRS tender process to implement a SIEM/SOC. This system is due to go live in Q4 of 21/22.</p>
	<p>Original Date: 30.09.19</p>
	<p>Status: The SRS feel this objective has been embedded into business as usual.</p>
6.10	<p>Investment objective 11:</p> <p>to provide a means of being able to deliver the agreed digital goals of NCC (providing the best deal for Newport)</p> <p>Since the last scrutiny update the partnership arrangements across the Newport City Council and SRS have continued to strengthen. The SRS Partnership Manager works closely with and across the council. This has led to increased transparency of work</p>
	<p>Original Date: 31.3.19</p>
	<p>Status:</p>



<p>that is being delivered and what is required on both sides of the partnership to work effectively together. There are great levels of understanding of our ICT landscape with improved ability to maximise our investment, manage supplier relationships and identify opportunities to collaborate within the Council and externally.</p> <p>The Partnership manager and Operations Assistant Director attends the Digital City Board, so SRS are aware and report on of any key projects raised to support and deliver the Digital Strategy.</p> <p>The prioritisation of need is a very well governed, documented and managed process. The partner definition of need is their submission of an engagement request that results in work being presented in the Delivery Group for prioritisation. Any work that comes from Newport City Council via an engagement request, including items identified in the tactical plan, items approved by the Business and Collaboration Board or Strategic Board, ends up at the Delivery Group meeting for discussion and prioritisation. The only way a project can progress is if it has been approved to be prioritised at the Delivery Group meeting by the NCC Client Stakeholder.</p> <p>The tactical plans for delivery are the delivery reports prepared and provided to the Delivery Group on a monthly basis.</p> <p>The SRS allocates Project Managers to each NCC corporate project to manage the ICT project plans. These are all reported into the individual NCC project boards, the Digital City Board (where appropriate) and the SRS/NCC Delivery Group.</p> <p>In 2021 Newport started to attend the 3 monthly Information Security Leadership Board (ISLB) and One Wales Governance Group which has representation by all SRS partners. This board discusses key areas around information governance, business continuity and risks and incidents that have the potential to impact all partner organisations.</p>	<p>Embedded into the principles of Newport's Digital group and delivery is monitored through that mechanism.</p>
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Scrutiny Report

Performance Scrutiny Committee - Partnerships

Part 1

Date: 17 November 2021

Subject Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) 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 Services/Strategic Director – Social Services.
Mary Ryan	Head of Corporate Safeguarding/Head of Adult Services
Janice Dent	Regional VAWDASV lead
Ann Hamlet	Head of Safeguarding ABUHB

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to

1. Consider the executive summary report, to scrutinise and review the progress of the key strategic priority work plans for VAWDASV within the corporate arrangements 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 to incorporate all VAWDASV requirements within the Act

2 Context

Background

- 2.1 The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 places a duty on Local Authorities and Local Health Boards to publish a report of the progress made during each financial year in achieving the objectives specified in local/regional strategies. The

statutory responsibilities under the VAWDASV (Wales) Act 2015 are discharged through the VAWDASV Partnership Board and annual reporting against the regional strategy and delivery plan are submitted into Gwent Public Services Boards.

- 2.2 The Gwent Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) strategy 2018 – 2023, approved by each of the Gwent Public Services Boards in 2018 prior to publication in May 2018, sets out Gwent’s aims against the six strategic priorities. This report describes the progress made against the Strategy in 2020/21. A glossary of abbreviations used within the document can be found at the end of the report for reference.
- 2.3 Through a structure of working groups the VAWDASV Partnership Board, ensures that the priorities identified in the regional Strategy translate into actions that can make a real difference to the well-being and safety of people living in Newport and across Gwent, both now and in the future.
- 2.4 Newport City Council are the host for the regional VAWDASV team.

Newport council Officers are involved in all the working groups that report into the VAWDASV partnership Board, as listed below:

- Gwent VAWDASV Strategic Delivery Group
 - Gwent Domestic Homicide Review (DHR) Planning Group
 - Gwent VAWDASV Communication and Engagement Group
 - Gwent VAWDASV Whole Education Approach Group
 - Gwent VAWDASV Commissioners Group
 - Gwent MARAC Steering Group
 - Gwent VAWDASV Perpetrator Response Group
 - Gwent VAWDASV Training Subgroup
 - Gwent VAWDASV Specialist Sector meeting
 - Gwent VAWDASV Community of Practice
- 2.4 To strengthen the work of the region and beyond, Gwent VAWDASV is represented on Welsh Government groups including: Sustainable funding group; National Training Framework Ask and Act Steering Group; Single Unified Safeguarding Review Steering Group and associated subgroups; All Wales Honour Based Abuse Leadership Group; and the Welsh Government (WG) Perpetrator Work Stream and associated task and finish groups. All learning from these groups is shared with Board and relevant subgroups and provides Gwent with the opportunity to raise any concerns with the appropriate members of Welsh Government.
 - 2.5 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.
 - 2.6 As Elected Members, and Scrutiny Members, the Committee has an important role in considering the arrangements that the Council has in place as a relevant authority within the VAWDASV Act. To ensure the Council is carrying out all key requirements of the Act to ensure citizens affected by VAWDASV have services available to them on a local footprint.

3 Information Submitted to the Committee

- 3.1 The Gwent VAWDASV Strategy has Six Strategic Priorities based on the Welsh Government National Strategy. Key headlines for 2020-2021 are highlighted below with the full VAWDASV Gwent progress report attached at section 8. A new Gwent VAWDASV Commissioning Board convened in November 2021 with the Director of Social Services of Newport Council as Chair, this Board will provide governance and oversight and hold all relevant authorities to account against the regional and national strategy and Acts.

- 3.2 2020-21 was an unprecedented year due to the impact of the COVID-19 pandemic, this resulted in reduced ability of victims and perpetrators to seek support and necessitated a change in practice for all partner organisations.
- 3.3 Despite media reports of increased calls to helplines in England, in Newport and across Gwent we saw a drop in police calls and referrals to specialist support services. As a response we worked with key partners to develop and share a social media campaign encouraging people to seek help and support.
- 3.4 Additional regional funding bids to Welsh Government and the Ministry of Justice were successful and allocated to support specialist sector organisations in Newport and wider Gwent. This included Barnardos Opening Closed Doors projects based in NCC that secured Home Office funding to continue their work with families affected by Domestic Abuse. Senior leaders in NCC were instrumental this year in securing sustainable partnership funding for the regional IDVA and MARAC coordination resource.
- 3.5 A regional conference was facilitated in March 2021 aimed at improving awareness of all forms of VAWDASV, including domestic abuse, coercive control, domestic homicide, honour-based abuse and forced marriage. 92 individuals from across Gwent and beyond attended during the day. With 16 of those from NCC. In September and October 2021, we followed this conference with a series of three regional group 6 seminars aimed towards senior leaders. 10 NCC senior leaders attended one or more of those sessions which demonstrates the commitment across the council for this agenda.
- 3.7 Representatives from NCC and wider Gwent have been instrumental in piloting a new approach for Domestic Homicide and other practice reviews, with a senior leader from NCC leading the work with Welsh Government on a Single Unified Review Process (SUSR), and piloting conducting Domestic Homicide Reviews using the Adult Practice Review methodology.
- 3.8 Newport Neighbourhood Care Networks led the implementation of the IRISi project across the region was agreed with a start date of 2021-22. This will enable early identification and referral via GP practices of domestic abuse.
- 3.9 Group 1 VAWDASV training saw a greatly increased update during 2020-21 in comparison with previous years with NCC reporting completion by 60% of the workforce. In their letter responding to the National Framework annual reports, Welsh Government states 'the average completion rate for the combined local authorities is: 68%', Newport City Council is currently 13 in the table of 22 local authorities across Wales in relation to Group 1 completions. Face to face training at Group 2 and 3 was significantly affected by the lockdown, however, 29 NCC staff completed Group 2 during the year.

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.
- 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.
- 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.

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. ‘:

4.1.1 Partnership Working:

- Is the relationship between the Council and the newly formed Regional VAWDASV Commissioning Board clear and working effectively to improve outcomes for citizens in Newport?
- 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 the VAWDASV Partnership arrangements across the region has led to service improvement at system and frontline practitioner level? For example, how embedded and integrated is the learning following Domestic Homicides/ Child Practice Reviews and Adult Practice Reviews to local practice within Newport Social Services?
- How is the Council and the Regional VAWDASV Board gathering and using the experiences of children, young people, and survivors of VAWDASV to inform improvements in community safety and immediate safeguarding arrangements?

4.1.3 Practice:

- Are members confident specialist sector services supporting victims, survivors, and perpetrators of VAWDASV well and are there adequate and effective early intervention or prevention services in place?
- Are appropriate systems in place across NCC to meet statutory requirements, including training targets at each level of the National Training Framework?
- Role of Members – is the role for Members clear, and accountable?

Section B – Supporting Information

5 Supporting Information

- 5.1 The Gwent VAWDASV regional delivery plan 2020-2021 provides an update of key actions against each of the strategic priorities.
- 5.2 The Gwent VAWDASV implementation plan 2021-2022 details this year's objectives and actions.

6 Links to Council Policies and Priorities

- The Annual VAWDASV 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

The Committee's consideration of the delivery of the VAWDASV Strategy in Newport should consider how the Partnership is maximising its contribution to the five ways of working. The following are examples of the types of questions to consider:

5 Ways of Working	Types of Questions to consider:
Long-term The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.	What long term trends will impact upon the delivery of the VAWDASV Priorities?
	How will changes in long term needs impact upon the delivery of the VAWDASV Priorities in the future?
Prevention Prevent problems occurring or getting worse.	What issues are facing the Partnership's service users at the moment?
	How is the Partnership addressing these issues to prevent a future problem?
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.	Are there any other organisations providing similar / complementary services?
	How does the Partnership's performance upon the delivery of the VAWDASV Priorities impact upon the services of other public bodies and their objectives?
Collaboration Acting in collaboration with any other person (or different parts of the organisation itself).	Who has the Partnership been working with to deliver the VAWDASV Priorities?
	How is the Partnership using knowledge / information / good practice of others to inform / influence delivery of the VAWDASV Priorities?

<p style="text-align: center;">Involvement</p> <p>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 has the Partnership sought the views of those who are impacted by the delivery of the VAWDASV Priorities?
	How has the Partnership taken into account diverse communities in decision making?

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 Gwent Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018 - 2023 \(gwentsafeguarding.org.uk\)](https://gwentsafeguarding.org.uk)
- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan](#)



- 1. Letter - National Training Framework

Report Completed: November 2021



VAWDASV

Gwent Violence Against Women, Domestic Abuse and Sexual Violence
Trais Yn Erbyn Menywod, Cham-drin Domestig a Thrais Rhywiol Gwent

Title: UPDATE REPORT ON BEHALF OF THE GWENT VIOLENCE AGAINST WOMEN, DOMESTIC ABUSE AND SEXUAL VIOLENCE PARTNERSHIP BOARD

Subject: GWENT VAWDASV PARTNERSHIP BOARD ANNUAL REPORT 2020-21

Version: 1

Date: June 2021

1.0 Purpose

The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 places a duty on Local Authorities and Local Health Boards to publish a report of the progress made during each financial year in achieving the objectives specified in local/regional strategies. The statutory responsibilities under the VAWDASV (Wales) Act 2015 are discharged through the VAWDASV Partnership Board and annual reporting against the regional strategy and delivery plan are submitted into Gwent Public Services Boards.

The Gwent Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) strategy 2018 – 2023, approved by each of the Gwent Public Services Boards in 2018 prior to publication in May 2018, sets out Gwent's aims against the six strategic priorities. This report describes the progress made against the Strategy in 2020/21. A glossary of abbreviations used within the document can be found at the end of the report for reference.

This report has yet to be signed off by each Public Services Board, and as such has been published on the Gwent Safeguarding website, subject to final endorsement on behalf of all 5 Public Services Boards.

2.0 Background

The Gwent Regional Team was established in April 2015 to formalise regional collaboration; to bring together and further develop structures to implement new legislative requirements under the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015. The early development of the regional model based on progress made as the pilot area for regionalisation for Welsh Government. Cordis Bright independently evaluated this in 2015, based on a set of recommendations that set the direction for continued regional working. As the national pathfinder region, we have brought together the strategic governance, development and co-ordination of the VAWDASV agenda ahead of other regions in Wales.

The Welsh Government VAWDASV Grant is one element of funding that contributes to the regional response to VAWDASV. This grant funds the regional coordination team, training, communication and engagement and just over 50% towards the regional IDVA service. Funding is on annual basis on approval of the regional delivery plan.

The Gwent VAWDASV Partnership Board (Board) provides governance for the region in respect to VAWDASV. Board membership includes representatives from each of the five local authorities, Gwent Police and the Office of the Police and Crime Commissioner, Aneurin Bevan University Health Board, Wales Ambulance Service Trust, Her Majesty's Prison and Probation Service, Registered Social Landlords, Supporting People (Housing Support Grant) Regional Teams, South Wales Fire and Rescue Service, Gwent Safeguarding Boards, and VAWDASV specialist sector partners. A senior Welsh Government Official attends each Board meeting enabling two way sharing of information, practice sharing and risk management.

Through a structure of working groups the VAWDASV Partnership Board, ensures that the priorities identified in the regional Strategy translate into actions that can make a real difference to the well-being and safety of people living in Gwent, both now and in the future.

Working groups, reporting into the Board, are listed below:

- Gwent VAWDASV Strategic Delivery Group
- Gwent Domestic Homicide Review (DHR) Planning Group
- Gwent VAWDASV Communication and Engagement Group
- Gwent VAWDASV Whole Education Approach Group
- Gwent VAWDASV Commissioners Group
- Gwent MARAC Steering Group
- Gwent VAWDASV Perpetrator Response Group
- Gwent VAWDASV Training Sub Group
- Gwent VAWDASV Specialist Sector meeting

The level of membership and collaboration across the groups enables representation from all partners, maintaining a strong focus on those affected by VAWDASV across Gwent.

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To strengthen the work of the region and beyond, Gwent is represented on Welsh Government groups including: Sustainable funding group; National Training Framework Ask and Act Steering Group; Single Unified Safeguarding Review Steering Group and associated sub groups; All Wales Honour Based Abuse Leadership Group; and the Welsh Government (WG) Perpetrator Work Stream and associated task and finish groups. All learning from these groups is shared with Board and relevant sub groups, and provides Gwent with the opportunity to raise any concerns with the appropriate members of Welsh Government.

3.0 Strategy and Delivery plan

As detailed above the initial focus for the Board was to formalise regional collaboration by developing and publicising The Gwent VAWDASV Strategy 2018 – 2023. Published in May 2018, the strategy identifies six Strategic priorities that will contribute to the pursuit of the **prevention** of violence and abuse, the **protection** of victims and the **support** of all those affected. <https://www.gwentsafeguarding.org.uk/Documents-en/VAWDASV/Gwent-VAWDASV-Strategy.pdf> .

Since publication, detailed objectives and actions under each strategic priority (SP) are identified and monitored through the annual delivery plan. The Gwent Strategic Delivery Group is responsible for monitoring and evaluating progress against this delivery plan, with key risks escalated to the Gwent VAWDASV Partnership Board. In addition to the monitoring and evaluation undertaken by the Strategic Delivery Group (SDG) and Board, relevant authority scrutiny processes also evaluate performance through an annual progress report. Key progress against each strategic priority is detailed in the appendix.

4.0 Key 2020-21 Considerations

2020-21 was an unprecedented year due to the impact of the COVID-19 pandemic. The beginning of the year saw a pause in Board and sub group meetings and the delivery plan to enable a focus on supporting all partners to respond to the needs of those accessing support and services, and enabling a change from more face-to-face support to virtual methods such as phone and video calls for the majority of people.

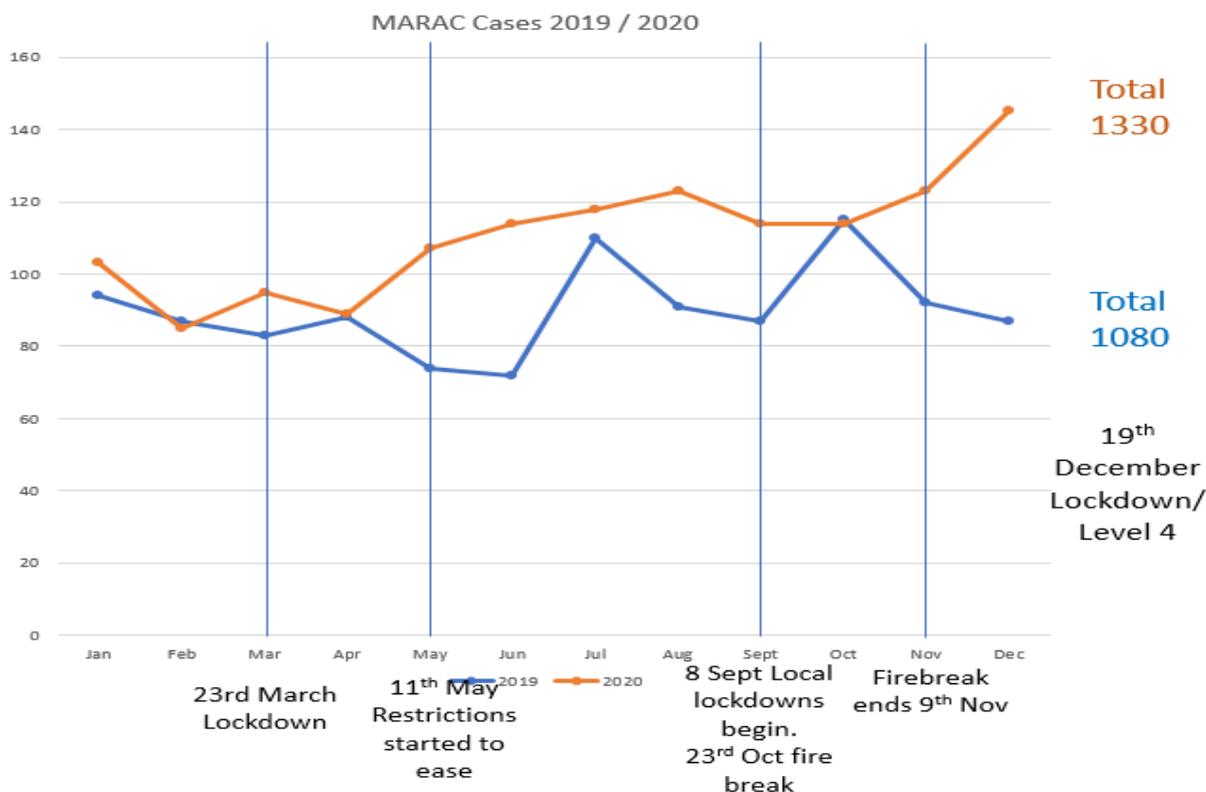
Despite media reports of increased calls to helplines in England, in Gwent we saw a drop in police calls and referrals to specialist support services. In order to support all agencies with this we worked with partners including the specialist sector, Gwent OPCC and Gwent Police to develop key campaign messages shared on social media to highlight how support services were still open and providing advice and support provision. This was in addition to the region supporting the Welsh Government 'Home Shouldn't be a Place of Fear' campaign.

For partners we developed a monthly Gwent VAWDASV COVID-19 update which updated all agencies on key challenges across the region, along with highlighting any areas of concern with other Board members and member organisations. This helped to work with agencies to address issues such as a reduction in social service referrals to specialist services as an example. A daily information round up circulation list further enabled a process to share any local and national information and communications thus supporting all those involved in supporting those affected by VAWDASV across the region.

The specialist sector met regularly following initial changes to support methods to share best practice and work on solutions together. This group helped to identify and prioritise service needs and provision to utilise additional WG, Housing Support Grant funding, and Ministry of Justice funding, together with the Gwent Commissioning Group. Within the region we were successful in obtaining some significant additional funding from WG, the MoJ and other sources to support those affected by all forms of VAWDASV via specialist sector organisations. By working together the region has been able to increase its provision of dispersed accommodation units via WG Capital funding and HSG revenue funding for support.

The regional delivery plan for 2020-21 remained flexible to respond to changes in need and demand at different points throughout the year in line with relaxing and increasing restrictions in relation to the pandemic. The graph below details the impact of these changes on the MARAC demand in particular: The graph also evidences the decrease in referrals

at times of 'lockdown' and a surge when restrictions are lifted and the importance of local and national campaigns, such as the WG 'Home shouldn't be a place of fear' campaign.



5.0 Survivor Engagement

Survivor engagement is key to the work and focus of the region and the regional strategy. Towards the end of this financial year we utilised additional WG funding to commission Re:cognition to engage with and learn from seldom heard communities. This engagement work focused on four key protected characteristic communities:

- LGBTQ+
- Older people
- Black, Asian and Minoritised Ethnic communities
- Disabled adults

This report was completed at the end of the financial year, and contains the findings from engagement with citizens and organisations. The findings and associated recommendations will be used to form the basis of a Gwent VAWDASV Community of Practice to further develop our engagement work across all communities to inform the regional needs assessment, commissioning decisions and service development across the region.

Online methods of engagement and communication have been key during this year. In addition to local and national awareness raising activities, a regional conference was facilitated in March 2021 aimed at improving awareness of all forms of VAWDASV across practitioners and citizens in Gwent. 92 individuals from across Gwent and beyond attended during the day to hear from a range of local and national speakers including Luke Hart sharing his family's history of domestic abuse, coercive control and domestic homicide, and Jasvinder Sanghera sharing her experience of honour based abuse and forced marriage.

6.0 Commissioning and Partnership Collaboration

Partnership collaboration has a strong foundation across Gwent, and this has been further enhanced during 2020-21. The link with the Gwent Safeguarding Boards strengthened during the year with a focus on working together to safeguarding all those affected, or at risk of VAWDASV. Exception Safeguarding Board meetings were held with VAWDASV issues and concerns forming part of the standing agenda. This enabled an effective way of working together where any issues in relation to citizens and processes arose. An example of this is where specialist service managers were reporting a drop in referrals from social services, this was raised with Board members and a reminder of pathways, and support available, shared with all local authority social service teams. The established communication partnerships across the region with all Local Authorities and Health services ensured all staff groups and communities could access specialist services for themselves and the communities they worked for. The Gwent Safeguarding Boards held a virtual practitioner event during safeguarding week, and the VAWDASV agenda was integral to the event.

An independent review of the regional resource and governance for the VAWDASV agenda was commissioned and shared at the end of the 2020-21 financial year. This report identified a number of areas of improvement and further work to strengthen this area is ongoing with 2021-22 to be a transitional year. This coincides with planning for a regional Public Services Board for Gwent. This will look to build upon existing arrangements, and ensure VAWDASV is seen as *'everybody's business'* across regional boards rather than purely for the VAWDASV Partnership Board. Joint working was illustrated clearly this year with an Adult Practice Review finding evidence of Coercive Control within an intimate partnership of someone with social care needs. The report, and associated action plan, was shared with the Gwent Safeguarding Boards and the Gwent VAWDASV Partnership Board with a clear focus of the need for joint working.

During 2020-21 the Case Review Group which sits under the Gwent Safeguarding Board supported the work of the region in relation to the Domestic Homicide-Adult Practice Review (DH-APR) pilots. This pilot is part of the work of the Single Unified Safeguarding Review work being led by Liane James at Welsh Government, and involves using the Adult Protection Review methodology within a Domestic Homicide. This pilot has many positives and Gwent are fully involved in the WG Steering and working groups to further develop a SUSR process across the whole of Wales. It became clear to the VAWDASV DHR regional group that a single review with a practitioner learning event would provide better learning outcomes for the region, practitioners and families. Gwent piloted the first DH-APR and presented the report and findings to the Home Office Quality assurance panel. This was the basis for the current Welsh Government development of the Single Unified Safeguarding Review (SUSR).

The regional VAWDASV Commissioning Strategy developed by the Commissioners Group following the WG Statutory Guidance for the Commissioning of VAWDASV Services was approved by the relevant Boards during 2020-21 and the framework was used to identify and prioritise requests for additional funding via Welsh Government and the Ministry of Justice, based on the regional needs assessment and up to date information from the specialist sector and other key partners. The group developed and utilised a prioritisation matrix to help allocated WG funding for 2021-22 at the end of this financial year and this will be further developed during 2021-22. This group has supported the relationship with all commissioners of VAWDASV services across the region and has enabled successful bids for services from WG and the Ministry of Justice via the Office of the Police and Crime Commissioner.

Looking forward

Public bodies and specialist sector organisations across the region are expecting a significant rise in referrals and need for support across all communities now restrictions are starting to ease. Concerns have been discussed since lockdown was introduced in 2020 about limited opportunities for people affected by VAWDASV to be able to report and/or seek support, this is a particular concern in relation to children and young people who had very little opportunity to speak to trusted adults such as teachers and welfare staff in schools. Additional funding has been successfully received from Welsh Government and the Ministry of Justice to support specialist sector services to prepare for and address this expected rise in need. The 2021-22 regional delivery plan is designed to adapt flexible to variations in demand and opportunities for additional funding and service development.

As mentioned in section 4.0, sustainable funding to safeguard high risk victims of domestic abuse across Gwent is a key priority for partner agencies. Discussions during 2020-21 continue into early 2021-22 in relation to sustainable funding for both services and processes. Work is ongoing on the regionalisation of Sexual Assault Referral Centre (SARC) provision which is likely to mean changes for those affected by sexual violence in Gwent, and the region is involved in a review of sexual violence services starting early 2021-22.

The implementation of the Domestic Abuse Act covering England and non-devolved agencies in Wales, along with the updated Welsh Government VAWDASV National Strategy due to be published towards the end of 2021 will also influence the work across the region and will be reflected within the regional implementation plan. Considerations will be made as to the need to update the regional strategy based on the Act, the National Strategy and any associated guidance and indicators.

Signed:

A handwritten signature in black ink, appearing to read 'Rob Hartshorn', written in a cursive style.

Rob Hartshorn
Chair, on behalf of Gwent VAWDASV Partnership Board

APPENDIX

Highlighted progress against each of the six strategic priorities during 2019-20 are listed below, although it is important to note some overlap. As highlighted earlier, not all data for 2019-20 is available, but has been incorporated where available.

Strategic Priority 1: Increase awareness and challenge attitudes of VAWDASV across Gwent:

Overseen by the Gwent VAWDASV Communication and Engagement Group

- There has been a shift of focus and building of a social media presence and use during 2020-21 due to pandemic and limited access to physical buildings. All partners have worked together to develop, and share key local and national campaigns to raise awareness of VAWDASV and where to seek help and support. Information and campaigns shared included the Welsh Government 'Home shouldn't be a place of fear' campaign, Stop it Now Wales! Sexual exploitation campaign, the Ask for Ani initiative, Gwent Police 'between the lines' campaign and locally developed materials and campaigns. This was particularly important at the beginning of the pandemic when there was a sharp drop in police calls and sector referrals.
- Facilitation of a regional online conference aimed at raising awareness of all aspects of VAWDASV and support available across all community groups and practitioners. Feedback from the day included:
 - *This was a brilliant, moving, inspiring and informative day. I was deeply so much of it. Thank you for organising such a fantastic day.*
 - *Thank you so much for allowing me to attend, one of the few benefits of Lockdown is being able to attend some incredible events online, yours being the best one over the past 12 months! The range of speakers you had was fantastic, I had heard and follow several of your speakers so it was great to see them speak but also others like Luke Hart, wow! I remembered the story in the press but to hear him speak and so eloquently, well that will stay with me forever honestly. Everyone who spoke was so passionate with their story and it was very thought provoking, interesting perspective from Cath Hill at Phoenix and absolutely right though the work that needs to be undertaken with perpetrators if anything is going to change. Thank you so much for being such an industry leader with this conference and network, if there are any further events I would love to attend if possible.*
- Developed a partner communication pack including printed, social media and partner website campaign materials to support a number of key VAWDASV related dates, including the following:
 - World elder abuse day 15th June 2020
 - International Men's Day
 - Sexual Violence Awareness Week
- The region has facilitated a community based event to mark White Ribbon Day on the 25th November each year. Due to the pandemic restrictions this was transferred to an online event #149challenge. This encouraged organisations, clubs and individuals to raise awareness of the 149 women killed by men in the previous year by undertaking various challenges. This was hugely successful with various challenges shared via social media including hidden rocks and fitness challenges, and Newport County Football club wearing white ribbon t-shirts when warming up for their televised match.
- Additional community based communication funding from Welsh Government was used to purchase and disseminate hand sanitiser bottles with the Live Fear Free details, together with printed information on local services, to vaccination sites across the region

Strategic Priority 2: Increase awareness of children and young people on safe, equal and healthy relationships, and that abusive behaviour is always wrong

Overseen by the Gwent VAWDASV Whole Education Approach Group

- The WEA group continued to meet in order to maintain open lines of communication, with a particular focus on ensuring learners were monitored and issues identified in the absence from school.
- The impact of COVID-19 and the associated restrictions was seen strongly in the ongoing increase of Operation Encompass calls and notifications.
- Amendments to the Gwent Operation Encompass Guidance were made by Newport City Council educational safeguarding staff to ensure that teachers and schools staff felt supported in how to make contact with families in a safe and effective way.
- A review of the Gwent Guidance for schools was undertaken with an updated version was signed off in December 2020 and circulated within each Local Authority.
- During the national and local lockdowns three local authorities made use of this time for teachers and rolled Ask and Act Group 2 into schools across the LA's. This enabled 99 school staff to complete Group 2 Ask and Act training between January and March 2021.

Strategic Priority 3: Increased focus on holding perpetrators to account and provide opportunities to change their behaviour based around victim safety

Overseen by the Gwent VAWDASV Perpetrator Response Group

- Following successful bids for WG and Ministry of justice funding for perpetrator services, Phoenix DAS were able to continue the services for female perpetrators and other people not suitable for existing support groups across all areas in the region. Throughout the year, Phoenix DAS secured £378,466 from Home Office Perpetrator Programme Fund and PCC core funding to extend and expand youth and adult perpetrator services in Gwent, increase support for victims and pilot online interventions.
- A Gwent Action Plan was developed by the sub group which identifies areas of good practice and development opportunities based on the WG best practice guidance. This will be utilised to improve the response of public bodies across the region from 2021-22.
- The Barnardos Opening Closed Doors projects secured Home Office funding to continue their work with families affected by Domestic Abuse across all local authority areas other than Caerphilly which is supported by Llamau
- Presentation at the regional conference in March 2021 raised awareness across all attendees of the importance of supporting perpetrators in a trauma informed way
- Wider influence has been achieved through membership and cross sharing of information, priorities and best practice with the Welsh Government Perpetrator work stream group and associated task and finish groups
- Phoenix DAS and Barnardos continued working with academics on the evaluation of interventions for although the completion and publication of results has been extended due to the difficult of providing group based support during the pandemic

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Strategic Priority 4: Make early intervention and prevention a priority

Shared oversight by the DHR Planning Group and the MARAC Steering Group

- As with survivor engagement, early intervention and prevention is articulated for each strategic priority throughout the delivery plan and ensures a focus on the whole VAWDASV agenda and all protected characteristics.
- Gwent participated in a DHR Review undertaken by the Universities of Lancaster and Manchester. A website launched in March 2021 details the scope and initial findings of this research, <https://domestichomicide-halt.co.uk>
- MARAC process changes, including a move to online meetings, were embedded throughout this year, with positive feedback from partner agencies. The newly appointed MARAC coordinator enabled a greater understanding of all key stakeholders on the wider picture across Gwent with presentations provided to key agencies including via the Gwent Safeguarding Board and the Health Board Safeguarding Group.
- The DH-APR pilots and Gwent practitioners continued to support the development of the Single Unified Safeguarding Review led by Lianne James at Welsh Government.
- Funding for the IRISi project to be implemented in a number of Neighbourhood Care Networks across the region was agreed with a start date of 2021-22. This will enable early identification and referral via GP practices. This is being enhanced by a greater focus on sharing MARAC information with the associated GP via the Health Board Safeguarding Team

Strategic Priority 5: Relevant professionals are trained to provide effective, timely and appropriate responses to victims

Overseen by the Gwent VAWDASV Training Sub Group

- Training was halted for the first 2 quarters of last year due to lockdowns. As a region the training sub group and training consortium utilised this time to adapt face to face training to online training maintaining quality and ensuring a focus on risk management and support for those attending
- Ask and Act Group 2 training and some specialist syllabus training was rolled from October 2020 through to end of March 2021. Feedback from the roll out of online training was very positive and is planned to remain online into 2021-2022
- The regional NTF training information for 2020-2021 is as follows;

Group 1 – Gwent Numbers

Group 1 this year has seen a keen uptake in comparison to previous years. The effect of COVID-19, working from home and the increased news and media coverage of VAWDASV Survivors in this time have all contributed to an increased in completion.

Relevant Authority	Aneurin Bevin University Health Board	Blaenau Gwent CBC	Caerphilly CBC	Monmouthshire CC	Newport CC	Torfaen CBC
Workforce	13060	3096	7758	3070	6500	3900
Year Total 2020-2021	1520	328	486	284	1426	422

group 1 completed training from roll out to date	13652	2729	4636	3018	4110	4480
As percentage of workforce - those trained from rollout to date	104.53%	88.15%	59.76%	98.31%	71.79%	114.87%

Group 2 and Group 3 – Gwent Numbers

2020-2021 was significantly impact by the pandemic and lockdowns, meaning that Q1 and Q2 were focused of development and research as to the best and safest way to roll out this training on line. We were able to modify training and implement roll out online from October through to end of March.

Part of the impact of this year has meant that focus remained on Group 2 and ensuring the safety and engagement of Staff on this course. Group 3 is planned for 2021-2022.

All delivery across this last year has been online and regionally delivered. The plans for the year ahead remain with the focus on online delivery.

Attendee numbers for Group 2 training below - :

	ABUHB	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	NOTES Not all this training is from Subsidy funding. CCBC and BGCBC both have delivered education in house. ABUHB have solely delivered the Health Ask and Act Package. All training outside of Education and Health date have be delivered on a regional. *non subsidy
Area Totals Attendance Group 2	5	52	59	38	29	23	
Education *	0	11	61	27	0	0	
ABUHB Health package *	1525	-	-	-	-	-	
Overall Totals	1530	63	120	65	29	23	
Gwent Year Total	1830						

Specialist Syllabus

As part of our ongoing commitment to training staff across Gwent on various aspects of VAWDASV we have continued when we could as we could in to fund specialist syllabus training. With partners, we have provided the region with;

Course	Provider	Delivery Days	Attendees
Understanding Domestic Abuse	Hafan Cymru	3	27
Understanding Domestic Abuse, Multi-agency Risk Assessment Conference	Llamau	3	37
Understanding Sexual Violence	New Pathways	9	86
Total for 2020-2021			150

This activity was limited to end of Q3 and Q4 due to adaption of training for online delivery. This training is open to the region as a whole and is fully multi agency. RSL's Police and third sectors as well as RA's being able to access and attend the courses. They are always very popular and are often oversubscribed.

Strategic Priority 6: To provide victims with equal access to appropriately resourced high quality need led strength based gender responsive services.

Overseen by the Strategic Delivery Group and Gwent VAWDASV Commissioners Group

- The VAWDASV Commissioners Group developed and agreed the Gwent VAWDASV Commissioning Strategy and Framework which was approved by the associated Boards during 2020-21. This was utilised to identify and prioritise additional Capital and revenue funding to increase service provision including dispersed unit accommodation across the region.
- Prioritisation matrix developed to identify and prioritise key areas for funding via all commissioning routes in the region including WG, MoJ and HSG.
- Engagement work undertaken with seldom heard communities with associated report and recommendations to be used during 2021-22 to develop a community of practice in the region aimed at further commissioning and service developed to ensure equal access to high quality provision
- Sustainable funding for high risk services a key priority during 2020-21 and into 2021-22.

GLOSSARY

A&A – Ask and Act

APR – Adult Practice Review

DHR – Domestic Homicide Review

GTC – Gwent Training Consortium

HSG – Housing Support Grant

IDVA – Independent Domestic Violence Advocate

ISVA – Independent Sexual Violence Adviser

LGBTQ+ - Lesbian, Bi-sexual, Gay, Transsexual, Queer

Live Fear Free Helpline – National Advice Help line

LSN – Local Safeguarding Network

MARAC – Multi Agency Risk Assessment Conference

MoJ – Ministry of Justice

NTF – National Training Framework

OPCC – Office of the Police and Crime Commissioner

PSB – Public Services Board

RA – Relevant Authorities

RSL – Registered Social Landlord

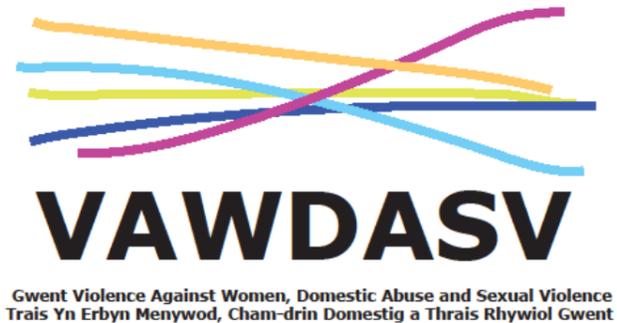
SARC – Sexual Assault Referral Centre

SDG – Strategic Delivery Group

TSG – Training Sub Group

VAWDASV – Violence against Women, Domestic Abuse and Sexual Violence

WG – Welsh Government



Overview to Strategic Delivery Plan 2020-2021

The statutory responsibilities under the VAWDASV (Wales) Act 2015 will be discharged through the VAWDASV Partnership Board and annual reporting against the Regional Strategy and this Delivery Plan will be submitted into Gwent Public Services Boards.

The 6 Strategic Priorities detailed within this Delivery Plan will contribute to the pursuit of the **prevention** of violence and abuse, the **protection** of victims and the **support** of all those affected.

Delivery against the six Strategic Priorities relies upon effective governance and strategic oversight. The VAWDASV Board will continue to develop collaborative partnerships with other regional boards in Gwent. The Board have responsibility for overseeing the work of the Strategic Delivery Group and addressing any systemic barriers to delivering the strategy. The role of the Board needs to evolve and support the changing priorities outlined in this year's Delivery Plan; this includes roles and responsibilities around commissioning. Strategic risks to delivering the VAWDASV strategy are monitored quarterly through a risk register and by exception reported to the Partnership Board.

Engagement and communication with people affected by VAWDASV runs through all Strategic Priorities and is an essential element to effective delivery (this work is detailed in Strategic Priority 1).

Further detail relating to each of the Strategic Priorities can be found in the [Gwent VAWDASV Strategy 2018-2023](#).

The objectives set for 2020/21 will be evaluated during Quarter 4 and the Delivery Plan developed in line with progress made against the six Strategic Priorities.

*This Delivery Plan will be a 'live' document with changes made based on the results of the updated regional Needs Assessment and Gap Analysis, along with any other regional or national changes.

* Due to the unknown impact of COVID medium to longer term, and the escalating 'second wave' in quarter 3, changes in delivery and priorities may be affected by any priorities that emerge.

BRAG Status Definitions

Blue -completed

Red – not started or significant challenges

Amber – started but some challenges

Green – progressing well and within timescales

Strategic Priority 1 – Increase awareness and challenge attitudes of VAWDASV across Gwent							
Sub Group / Task Group	Key Actions	By When	Progress and Concerns				RAG Status
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Communication and Engagement Sub Group	<p>Develop a Gwent key dates/events calendar to support the wider Welsh Government activities, with specific local campaigns for 2020/21</p> <p>Develop campaigns and activities to raise awareness of these campaigns across Gwent</p>	<p>Calendar to be in place by May 2020</p> <p>Events throughout 2020-21</p>	<p>Printed local campaign, in partnership with survivors, Gwent Police, Gwent OPCC and E&C group partners, to raise awareness and link to specialist sector provision moved to online via twitter, Facebook, Instagram and partner websites.</p> <p>Report below:</p> <p> VAWDASV stats up to April 20.docx</p> <p>Printed, social media and partner website campaign to support World elder abuse day 15th June 2020. Please see statistics below showing success:</p> <p> Elder Abuse Analysis.docx</p>	<p>Supported and widely shared the Gwent Police Child Sexual Exploitation campaign, along with information from Stop it Now! Wales who have the same message.</p> <p>Worked with the Communication and Engagement Group on an alternative campaign for White Ribbon 2020. A challenge event was agreed and work began to develop a communication pack to encourage involvement from individuals, organisations and groups across Gwent.</p>	<p>Due to the COVID pandemic the annual White Ribbon walk to raise awareness was not able to go ahead. The E&C Sub Group developed, promoted and shared participation in the Gwent White Ribbon #149 challenge on the 25th November 2020 and the following 16 days of action. The campaign was hugely successful in engaging with partner organisations and citizens as reported in the report below:</p> <p> White Ribbon Day Evaluation 2021.pdf</p> <p>Ran a local campaign via social media to raise awareness of male victims on International Men's day on the 19th November including sharing experiences of those supported by local services.</p> <p>Began working on a community based virtual event for the 11th March 2021.</p> <p>C&E Sub Group supported local services to plan activities and campaigns for Sexual violence awareness week in Quarter 4</p>	<p>Sexual violence and awareness week took place on the first week of February 2021. Social media was used to raise awareness of the national campaign with a key message of local services being open and available for support</p> <p>Regional community targeted conference facilitated via Microsoft Teams. 92 individuals attended at different points throughout the day, and excellent feedback has been received.</p> <p>Live Fear Free helpline and local services information posters and other materials distributed to vaccination and testing centres</p> <p>Ask and Ani promoted to pharmacies across the region by local police officers</p>	
	<p>Increase social media and online presence to consistently promote accessibility and awareness during all phases of lockdown and COVID-19 restrictions</p>	<p>Develop a presence by the end of April 2020, and utilise throughout the year</p>	<p>Gwent Regional VAWDASV Twitter account utilised throughout the quarter for internal, partner, Welsh Government and other key agency awareness raising.</p>	<p>Following local lockdowns key members of the C&E Group met with WG, Gwent Police and Gwent OPCC to share coordinated messages and communication campaigns following local lockdown in</p>	<p>As mentioned above and included in the embedded report, social media and online presence was consistent across this Quarter. To support this work we partnered with</p>	<p>Social media used as key communication and awareness raising method.</p> <p>National and local campaigns and</p>	

			<p>Promoted the availability and support available from specialist services across Gwent.</p> <p>Shared own campaigns, and Gwent Police Reading Between the Lines coercive control campaign.</p>	<p>Caerphilly, and then other local authority areas.</p> <p>Worked with relevant authority partners and Gwent services to support and share each other's campaigns to improve 'reach', including greater use of Twitter in particular to share information.</p> <p>Shared key information from WG and all partners via Board, SDG, sub groups and cascade group via email. Initially as a daily updated but now when appropriate.</p> <p>Printed campaign materials provided to Cyfannol Women's Aid upon opening of new Blaenau Gwent base.</p>	<p>community connectors across the region to ensure materials, including sources of support, were available in the top 10 used languages across Gwent. The regional messages shared had a key focus on where to get help in Gwent, and sharing Gwent Police and WG targeted campaigns.</p> <p>Identify and promoted services through key sector employers and organisations, such as sports agencies and clubs, to reach those who may not traditionally access services and support. Newport County Football Club, the Welsh Dragons Rugby Team and Caerphilly Sports Development Teams were highly supportive during this quarter.</p>	<p>messages shared and supported including for sexual violence awareness week</p> <p>Social media pack developed for partners to share information regarding the regional conference which was well attended.</p> <p>Live Fear Free Spring 2021 partner pack used during this quarter to promote LFF helpline and other ways than voice calls to contact</p>	
	<p>Develop a facilitator pack to support Older People engagement, and engagement with other 'seldom heard' groups</p>	<p><i>September 2020</i></p> <p><i>December 2020</i></p> <p>Facilitator pack on hold until 2021 following this year's engagement findings</p>	<p>This was put on hold during this quarter due to the COVID-19 pandemic, although the world elder abuse day has helped raise awareness in preparation.</p>	<p>Attended EYST meeting to present a section on 'domestic abuse and older persons' to their local BAME group via Zoom.</p> <p>All other work in this objective postponed to next Quarter with the support of an additional resource funded via WG grant. This is due to focusing on local lockdown communication campaigns and White Ribbon planning.</p>	<p>Sell2Wales tender paperwork completed during this quarter to commission research into 'seldom heard' groups and individuals across Gwent. This will be advertised early in Quarter 4 as funding confirmed quite late in the financial year</p>	<p>Engagement project successful allocated to Re:cognition. Engagement undertaken with underrepresented groups: Older people LGBTQ+ BAME Disabled people</p> <p>Report and recommendations completed to be shared</p>	<p>Report and recommendations to be presented at the next SDG meeting with action plan in place for 2021-22</p>
	<p>Facilitate a Gwent and National conference – theme to be agreed</p>	<p>March 2021</p>			<p>Planning began during this Quarter to agree the theme, focus and format for this event.</p> <p>Booked for 11th March prior to purdah and save the date sent to key partners. List of possible speakers and workshop leads identified.</p>	<p>Conference aimed at practitioners and community members facilitated via Microsoft Teams on the 11th March 2021.</p> <p>92 individuals in attendance and</p>	

					This will be hosted over Microsoft Teams with planned key note speakers and workshop leads if possible.	excellent feedback received Live Fear Free helpline details along with local service contacts shared throughout the day	
	Develop and produce a regular Regional VAWDASV briefing, highlighting key quarterly activities and achievements	Develop by August 2020. Disseminate quarterly	Due to the nature of the pandemic, this objective moved forward to this quarter. Regular, often daily, information updates from all key partners disseminated via Board, sub groups and cascade network. Fortnightly and then monthly updates provided to Board and SDG members sharing COVID-19 related plans and areas of concern/shared learning.	This quarter saw the continuation of daily sharing of key information to all contacts and concentration on local lockdown information. Monthly updates provided to Board and SDG members to share up to date information on the situation related to VAWDASV during the pandemic and associated restrictions.	Sharing of key information to all contacts and concentration on local lockdown information continued via electronic and virtual methods in this quarter. Monthly COVID updates provided to Board and SDG members to share up to date information on the situation related to VAWDASV during the pandemic and associated restrictions.	Information round up briefings continued throughout this quarter, along with monthly COVID updates for practitioners.	
	Work closely with Gwent Safeguarding Board Communication and Engagement Group to align campaigns and actions	March 2021	Discussions held with Gwent Safeguarding Business Unit regarding merging the group, decision made to improve alignment rather than merge	Joint working with Gwent Safeguarding Boards E&C sub group to ensure the effectiveness of key and shared campaigns including the Gwent Police CSE campaign continued during this month. Regional Advisor now vice chair of the Gwent Safeguarding E&C group thus further supporting alignment.	Closer links and alignment with shared social media campaigns with the Gwent Safeguarding E&C group continued in this quarter.	Two Local Network sessions held in each local authority during this quarter. VAWDASV update shared at each by the team. 2021-22 plans to be led by engagement feedback	
	Further develop the VAWDASV pages on the Gwent Safeguarding website based on feedback and research	March 2021				Due to priorities this has not been completed formally this year and will be rolled into 2021-22	On hold
	Support the further development of the M.A.R.S (Male Abuse and Rape Survivors) group and consider other consultation groups	March 2021	M.A.R.S meetings arranged fortnightly during this quarter where members provided peer support in relation to lockdown, and specifically child contact arrangements exasperated during this time	Group members composed and sent a letter to CAFCASS offering an invitation to a future group, where the specific issues from male victims and survivors can be shared. CAFCASS representative agreed to attend although this was cancelled due to lockdown.			Focus and work of the group completed and disbanded

				All members decided not to continue the group under current circumstances.			
	SUMMARY	QUARTERLY	<p>Strong focus on communication during this period following significant drop in calls and referrals to the police and specialist services during lockdown. Worked in partnership with partners to develop and disseminate campaigns via social media, including specifically for world elder abuse day.</p> <p>Additional information shared with all partners and all communication partners in relation to COVID challenges and initiatives.</p>	<p>Local lockdown communication enhanced during this quarter, working in partnership with WG and local communication partners. Partner communication increased via email, and shared social media messages.</p> <p>Work began on planning an alternative White Ribbon campaign for November.</p> <p>Unfortunately, M.A.R.S. members have decided to put meetings on hold until face to face meetings are appropriate.</p>	<p>Great engagement with the Gwent White Ribbon #149challenge campaign with interest from non-traditionally engaged organisations and individuals</p> <p>Social media and email used to share as much information and sources of support as possible with local and national campaigns</p> <p>Planning for community based virtual event in March 2021 began</p>	<p>Conference facilitated with great speakers, attendance and feedback</p> <p>Social media used to share local and national campaigns and messages</p> <p>Engagement project completed with four underrepresented groups</p> <p>Hand sanitisers and other LFF and local service information disseminated to local vaccination centres</p> <p>Local pharmacies encouraged to sign up for the Ask for Ani campaign</p>	

Strategic Priority 2 – Increase awareness of children and young people on safe, equal and healthy relationships, and that abusive behaviour is always wrong							
Sub Group / Task Group	Key Actions	By When	Progress and Concerns				RAG Status
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Whole Education Approach Sub Group	Further develop WEA meetings to ensure affective participation and decision making; <ul style="list-style-type: none"> - Invite other key areas to meetings for discussion - Adapt membership as required e.g. HE, non-traditional educational settings 	March 2021	Meetings have continued to take place in this quarter A Planned presentation and meeting with FE and HE via USW Newport was postponed due to COVID for this quarter	Membership has remained the same over this quarter with one brief meeting.	Membership has once again remained the same through this quarter. The ongoing need to be mindful of the impact of Covid on all education settings has been essential. Links have remained with the members and one to ones carried out through this time to establish specific local needs.	Membership has remained the same with the focus being on preparations for the next financial year with the hope of some increased stability within Education. Initial work has begun in establishing communications and engagement with non-traditional educational settings and PRU services. Renewed connections with FE and HE providers via University of South Wales have been made with the hope of productive work taking place early Q1 2021-2022.	Back on track
	Monitor impact and use of Gwent Guidance for Schools and update	<i>November 2020</i> January 2021	This document is currently in circulation with Schools across Gwent.	A review and revision of the WEA School guidance ready for new academic year has been undertaken by the Training and Education Coordinator. This includes issues arising and in relation to the impact of COVID-19 for, pupils, parents, teachers and school staff. It is awaiting sign off by the WEA sub group at the next meeting. It was felt by the WEA Sub group it was important to give time for schools to establish a new normal before adding in additional information.	Conversations with each LA was had and an updated version is done and will be sent to schools along with the RSE guidance to ensure clear line between both are drawn.	Links with Governors in local schools for feedback and evaluation has not been possible at this time. Guidance for schools has been finalised and sits with each local Education Safeguarding Lead for distribution to schools across the Region.	Work on track with revised date
	Work in collaboration with WWA to help form meaningful and conjoined auditing processes for schools.	January 2021	WWA have been WG funded to audit this work. This work is being considered by a small group from the	Due to ongoing COVID response priorities, the draft is still to be finalised.	Newport has added amendments to auditing and will be discussed with WEA group for constancy. And	Newport has made adjustments to their audit with this being shared across the other	On track

			WEA to best meet the needs of the audit and the impact on the schools.		ongoing development ahead of audits in the summer.	localities in Gwent for further consideration via WEA Group. The group is keenly awaiting progress on the national indicators to provider clearer measures that may be captured in within their existing, robust, audits.	
	Align work between NTF and WEA to best support staff working with children. Consider appropriate suggestions for training.	January 2021	The WEA Guide for Schools supports the exploration of schools considering training needs against the NTF and the wider VAWDASV topics.	Some schools have made taken the opportunity to complete Group 1 training. Details as to which schools and numbers are to be gathered. Group 2 training will now take place online with opportunities to be made for schools to access where appropriate.	Many LA's are keen to roll out in new year Ask and Act training for DSP and other school staff as online training helps this to happen more effectively for schools	Training was provided for Blaenau Gwent, Caerphilly and Monmouthshire at Group 2 – Ask and Act. The remaining areas plan to hold local Group 2 events in the next 2 quarters. Regional Educations mop ups are also scheduled for 2021-2022.	On track
	Utilise data and procedures from Operation Encompass to meaningfully support schools, staff and pupils.	March 2021	Provided updates reports to the WEA and SDG. Developed OE Survey in readiness for dissemination.	OE Survey has been circulated. Operation encompass has provided valuable insights into figures and trends through this time and continues to be a key link for the region.	Ongoing review and impact of OE is present within the region. This is a main point of discussion for the new year and the WEA meeting in January 21.	Involvement of WEA and alignment with OE in the region remains strong. We are waiting end of year data with some specific data breakdowns from Gwent Police highlighting additional areas for consideration as we enter 2021-2022	Completed for this year
	Engage with Spectrum to better promote the service/programme in schools. Map school engagement of spectrum with needs from OE data. Engage with specialist partners to provide consistent approaches to additional school and wider WTE establishment support	March 2021	Due to the Coronavirus outbreak, the Spectrum Project has been unable to visit schools since 17 th March. Details of bookings, which were cancelled, have been kept, with the view to prioritising these schools once the project is able to deliver sessions again, whether this is in person or digitally. During the last Quarter Spectrum's Team of Schools Liaison Officers have been working on Activity Packs, resources, updating lessons and creating and trialling sessions to be delivered online.	Ongoing information, activities and support offered has been shared across the region.	Connections with Spectrum remain yet with the ongoing Covid situation some lessons have moved to online and additional resources are online.	Results from the survey have not yet been seen by the WEA. Partnership working across the region remains key to all development and remains strong.	Completed for this year – OE Survey is the only outstanding action.

	Engage with specialist support services to provide effective support for pupils and parents. Monitor and receive data on increased referrals to service	March 2021	Some key information for this will be gained from the OE Survey	Much of this data is seen in weekly round ups from services.	Much of this data is seen in weekly round ups from services.	Much of this data is seen in weekly round ups from services. Additional work on this will be considered in the next financial year when education work and settings are more settled.	On track and ongoing
	Consider greater links to perpetrator work and consider the perpetration of abuse by young people.	March 2021	Discussions began with the specialist sector during this quarter. Actions agreed include: <ul style="list-style-type: none"> Review of language used in relation to children and young people starting to demonstrate unhealthy relationship behaviours Consideration of this within any guidance and work with CYP Include all aspects including adolescent to parents, sibling on sibling, and young person sexual violence. 	The review of the guide for schools has now included to ensure it reflects online support and information that can be shared with parents. For example; national online safety.com, Meic, Stop it Now etc. for inclusion within School Guidance	The work of perpetrator and CYP services, are in the update guidance based on discussions started in quarter 1.	Additional communications on perpetrator work, signs and signals are now covered by education access and participation with Group 2 Ask and Act training with full signposting included.	Ongoing
	Use evaluation of the school ambassador programme piloted in 2019-20 to disseminate this across other Gwent schools	September 2020				COVID has delayed, any progression of being able to revisit the school ambassador working group to evaluate, adapt and agree the future of the ambassador role in Gwent schools Work with other schools to develop and action plan. This will roll over into 2021-22.	COVID delay impact
	SUMMARY	QUARTERLY	This quarter has seen limited activity due to the ongoing Covid-19 restrictions. WEA group still met and has engaged in ongoing conversations around the concerns and need for support of children who at this time remain at home. This time has shown how education settings adapt. This has led to plans for review of the WEA Gwent Guidance for schools to provide ongoing information and support for staff and pupils. Work	This quarter has once again been limited due to ongoing Covid-19 priorities. The priority has been focused on enabling schools to settle back in to the new normal and to review and reflect these changes in guidance. Spectrum and WWA have both constantly provided information and update which have been circulated through the region. A few actions have needed to be pushed over to the next quarter	This quarter remains impacted by Covid and the impact and pressures on education going back in and also responding to ongoing changes and fire brakes. One to ones with LA leads and Healthy School Coordinators took place in NOV and DEC to assess the local need and discuss priorities for the new year. This will be picked up in the WEA meeting in January.	As with most of this year Education has been hard hit by COVID and as a result instability and uncertainty have hugely impacted progression of projects within WEA. There has been positive progress with many things able to restart and refocus within this last quarter. Hope is	

			through this year remains positive with clear ongoing plans.	to give space for all in education to adjust and respond to returning pupils effectively. Operation encompass has provided valuable insights into figures and trends through this time and continues to be a key link for the region.	There has been in these discussions, and increase in interest and desire for Group 2 in schools and this will be a priority in Q4.	strong for increased activity as things settle down some more within the education setting.	
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Strategic Priority 3 – Increased focus on holding perpetrators to account and provide opportunities to change behaviour based around victim safety							
Sub Group / Task Group	Key Actions	By When	Progress and Concerns				RAG Status
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Perpetrator Sub Group	Analyse and respond regionally to on-going university research programmes in conjunction with Phoenix, Barnardos and GDAS	March 2021	Research with agencies is continuing, may be extended due to COVID-19	There are three separate service evaluations in Gwent. A representative from each service is engaged with the group and able to feedback at each meeting.	Due to pandemic restrictions evaluations have not been completed but this continues to be discussed at each meeting where progress/concerns are discussed	All research put on hold during COVID pandemic this action to be carried into 2021-22	Carried into 2021-22 due to pandemic restrictions
	Develop and act upon a Gwent Action Plan based on the WG Good Practice Guidance for Non-Specialist Public Services on working with Adult perpetrators, including identification of cross-learning across Children services such as YOS	September 2020 December 2020	No progress during this quarter due to reallocation of priorities and service concentration on adaptation of all support mechanisms	Perpetrator Group renamed Perpetrator Response Group and developed the framework for a Gwent Action Plan to meet the requirements of the best practice guidance.	Populated and agreed draft action plan to be shared with key partners for agreement based on sub group assessment against WG Good Practice Guidance	Action plan developed and agreed by Perpetrator Response Sub Group – briefings to be developed in 2021-22 to support dissemination and implementation	Action plan to form 2021-22 delivery plan actions
	Explore needs of female perpetrators and those who do not fit in 'standard services' based on findings from additional WG funding in all regions during 2019/20	December 2020 March 2021	This project was suspended towards the end of 2019-20 due to the COVID pandemic and restrictions on face-to-face contact. Additional funding received from Welsh Government for 2020-21 secured. Due to the number of people to be supported over the two years, evaluation rolled into 2020-21.	Update provided by Cath, CEO of Phoenix on work with female perpetrators, this has been extended into 2020-21 following additional WG funding. Promoted additional services with partners across Gwent, including spaces for female perpetrators Supported an application to the Home Office by Gwent OPCC to further develop this area of work	Home Office funding bid successful and work began on increasing capacity to provide such support by Phoenix DAS Attended WG perpetrator practice sharing event and work stream meeting during this quarter. Suggested task and finish group at part of this work stream to consider perpetrator support across wider VAWDASV areas, including sexual violence, forced marriage, Female Genital Mutilation and 'honour' based abuse Cath Hill (Phoenix DAS) and Jordon Watkins of Gwent OPCC are working together to add to the female perpetrator research and paper based on additional support provided from the year's grant	WG and Home Office funding used to provide a service accessible to all DA perpetrators across all local authority areas in Gwent Gwent represented on WG work stream and task and finish meetings during this quarter and information shared in both directions Research ongoing – not completed as yet due to limited referrals to date. To be rolled into 2021-22	All achieved other than female perpetrator research which will roll into 2021-22
	Identify methods to support the implementation of Perpetrator Service Standards and development of on-going quality assurance process	January 2021	The service standards were shared with all key partners during 2019-20	Discussed at this quarter's meeting. All agreed current Gwent services are meeting requirements. To be reviewed at each meeting.	This quarter's meeting focused on the action plan and was postponed to next meeting	This has been shared and discussed with all commissioners and embedded within services	

	Develop and communicate a Gwent perpetrators journey map highlighting contact opportunities	September 2020 December 2020	No progress during this quarter due to postponement of meetings	Due to limited meetings during lockdown this area of work is postponed to the next quarter's meeting	Completed this area at this quarter's sub group meeting. This involved identifying those early behaviours and how/who these will be identified/disclosed Gathered information from perpetrator/early intervention services such as sexual harmful programmes facilitated by Barnardos and perpetrator services delivered by Phoenix DAS	Completed during this quarter, to be added to the briefing note for the action plan during 2021-22	To be added to briefing in 2021-22
	Support the local and WG perpetrator group and task and finish groups, in order to share good practice and improve Gwent response	March 2021	Good representation in Gwent in all meetings and sub groups. WG meeting held during this quarter via Microsoft teams and minutes shared with Gwent Group	Sub Group met during this quarter and revisited key actions. Membership reviewed with identified gaps from SWFRS, GDAS and Future Four. Representatives from these additional services requested. Gwent provided an update on additional funding during 2019-20 at this quarter's perpetrator work stream meeting, along with attendance at the WG perpetrator practice group.	Attendance at WG perpetrator meetings this quarter by sub group members and information shared. Shared ideas from the group with WG for possible task and finish groups with a focus on non DA and stereotypical perpetrators. Draft updated ToR shared with group members for comment and ratification	Delivery plan, action plan and partner updates now form standard agenda for the group WG updates also standard agenda item and updates from WG shared via information round up to all stakeholders	
	Assess training needs in relation to wider front-line workforce development requirements, based on actions above	December 2020	Discussions at a recent meeting identified a learning gap in this area across Gwent agencies, in particular outside domestic abuse perpetrators	Training discussed within the context of the Gwent Action plan. Draft at the meeting highlighted key areas of development.	Shared completed Action plan to identify the need to develop/commission relevant training for practitioners across Gwent. To be developed further in quarter 4 and 2021/22	Incorporated findings in the regional needs assessment and regional evaluation against the best practice guidance used to develop regional action plan Working with perpetrators training added to virtual offer for 2021-22 Stop it Now! Wales TTT delivered to key practitioners during this quarter	On hold until later this year

	SUMMARY	QUARTERLY	<p>This quarter has seen limited activity due to the ongoing Covid-19 restrictions. WG group to identify key concerns and share areas of good practice. Funding from WG for perpetrator services utilised to continue the services for female perpetrators and other people not suitable for existing support groups.</p>	<p>Sub Group resumed meetings this quarter and revisited membership and goals since pandemic. Work began on a Gwent Action Plan to identify areas of good practice and developed based on the WG best practice guidance.</p> <p>Gwent well represented on WG perpetrator work stream and practice sharing meetings.</p>	<p>Work in this area continues to progress. Key celebration this quarter is Phoenix DAS secured £378,466 from Home Office Perpetrator Programme Fund and PCC core funding to extend and expand youth and adult perpetrator services in Gwent, increase support for victims and pilot online interventions.</p>	<p>Funding bids enabled range of services across the whole region</p> <p>Gwent Action Plan developed and agreed by the sub group and forming the basis of the delivery plan and outcomes/outputs for the group in 2021-22</p>	
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Strategic Priority 4 – Make early intervention and prevention a priority							
Sub Group / Task Group	Key Actions	By When	Progress and Concerns				RAG Status
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	
DHR Planning Group	Actively participate in the University of Leicester research project on Domestic Homicides and share learning across the region	March 2021	Key contacts and copies of previous reviews shared with the University researchers.	Gwent Chairs and panel members interviewed during this quarter. Now a partnership between the University of Leicester and Manchester.	Interviews have continued during this quarter with key partners. Progress hindered somewhat by the pandemic and associated restrictions	All local participation interviews completed. Website launched https://domestichomicide-halt.co.uk Project completes in 2022	Report to be shared once completed
	Share key learning from DH-APR findings with all key partners and stakeholders to further develop a supportive process for families and professionals alike	September 2020	DH-APR learning shared with key partners at this quarter's meeting. This work will now form the basis of the single unified review				
	Support the Welsh Government Single Unified Safeguarding Review work	March 2021	Steering Group meeting this week, with task and finish groups agreed and scheduled. Gwent is represented on the steering group (as Chair) and all task and finish groups.	Progress ongoing with the review by WG. Gwent continues to influence and contribute to the review via steering group and task and finish groups DH-APR pilot process continuing in Gwent and informing elements of the WG review. Regional Advisor on the panel. Regional advisor member of the Gwent Case Review Group to help influence the learning across Gwent for the SUSR	Three regional partners enrolled on the SILP review training to support all review work development across the region, and help inform this WG review Attendance and participation in WG meetings of the steering group and task and finish groups continued with progress being made in each area.	SILP review training completed by Regional Advisor and Chair of DHR Planning Group Gwent well represented on the SUSR and updates shared at all key meetings across the region Work of the Case Review Group continues with recent engagement with the Home Office	SUSR work ongoing into 2021-22
MARAC Steering Group	Develop and improve the MARAC process in Gwent based on previous action plan and the appointment of the MARAC Coordinator through a Quality Improvement focus	March 2021	Partnership funded MARAC Coordinator now in place and overseeing the action plan. Processes adapted during COVID with positive engagement and feedback from partners	MARAC meetings now undertaken via Teams. Engagement continues to be high. MARAC members feedback has been sought on views of temporary virtual system; 61% prefer virtual set-up and 39% prefer traditional MARAC model Improvements made around action tracking, information sharing and case recording Lockdown has directly impacted on levels of referrals into MARAC, 27% increase compared to same period last year	Progress reviewed and action plan updated Virtual MARAC training developed and trainee multi-agency chairs identified for training in Quarter 4 Gwent MARAC Operating Protocol updated in line with virtual set-up and renewed action plan	MARAC presentation facilitated at key meetings by the MARAC coordinator and work commenced looking for sustainable funding for the MARAC coordinator and team Chair training redesigned to incorporate online meetings	

	Improve information sharing processes to support both high risk and early intervention approaches by all key partners	<i>June 2020</i> December 2020	Specialist sector, Connect Gwent and Gwent OPCC representatives met to agree a new information sharing and referral process	Sign off meeting for the new referral process undertaken during this quarter. Agreed in principle following small changes ready to go live next quarter.	Updated process to be disseminated and went live during this quarter	IRISi pilot began during this quarter to support early recognition and referral by GPs	
SDG and Board	Support sustainable funding and discussions for services across Gwent, including the IDVA and ISVA services as discussed at SDG and Board	March 2021	Worked with Welsh Government to map all commissioned funding across Gwent VAWDASV specialist services Board paper developed in relation to the commissioning of the IDVA service	Sustainable funding of the IDVA service discussed at Board meeting with a supporting paper. Work began with Gwent OPCC, Newport City Council and WG on the tendering and sustainability and adaptability of the service Sustainable funding incorporated within the Gwent VAWDASV Commissioning Strategy. Strategy shared with key partners and awaiting sign off next quarter to share with SDG and Board	Commissioning strategy signed off by Board members during this quarter – sustainability highlighted in the risk exception report and discussed with Alyson Francis of WG at the meeting	Regional advisor attended first WG sustainable commissioning meeting and fed in re. IDVA service in particular Statutory partners meeting held to discuss papers in relation to funding of IDVA and MARAC resources	Discussions held but no agreement on additional funding reached
	Further develop work with the Gwent Safeguarding Board to ensure preventing and supporting VAWDASV becomes everyone's business	March 2021	Standing agenda item on Gwent Safeguarding Boards agenda. Regional Advisor working with the executive safeguarding boards during COVID lockdown	Regional VAWDASV team members embedded within Safeguarding Boards and sub groups and Safeguarding Business Unit members embedded within the VAWDASV Board and sub groups. Regional Advisor Vice Chair of Safeguarding Communication Group. Each Board Chair had initial Board met to discuss further alignment prior to lockdown and a steer for the regional teams to develop a paper for consideration. Regional Advisor attended the inaugural meeting of the Gwent Regional Housing Support Collaborative Group (RHSCG) meeting at the end of this quarter with VAWDASV a standing agenda item. Regular meetings with leads from a number of regional Boards to share challenges and best practice across all	Meetings held during this quarter with regional board leads to develop a flowchart with cross-working opportunities and governance processes. To be completed and shared in Quarter 4 Shared agenda items on key regional board meetings to ensure a focus on VAWDASV being part of 'everybody's business'	Independent evaluation of regional resource and governance cited strength of links between VAWDASV and the Gwent Safeguarding Boards	

				vulnerable groups continued during this quarter.			
	Develop further opportunities for early intervention within the region	March 2021	<p>The pandemic and associated lockdown has increased the importance of early intervention, and the need to ensure services are available and accessible across Gwent to prevent VAWDASV as much as possible</p> <p>Work began with Monmouthshire CBC to map areas with police and community safety 'hot spots' to identify key areas for early intervention</p>	<p>The Commissioners Group met this quarter to start mapping all funding streams of VAWDASV services including early intervention. This information will be used to identify all early intervention services across the region.</p> <p>Due to local and regional COVID planning work with Monmouthshire was not progressed during this quarter.</p>	<p>Used the funding spreadsheet to develop a needs mapping tool to review what early intervention programmes and services are in the region</p> <p>Monmouthshire task and finish group meeting to discuss how information can be accessed, shared and reported upon to identify the key early intervention needs in this local authority as a pilot.</p>	<p>Work with Monmouthshire pilot ongoing into 2021-22 due to constraints with pandemic</p>	To be continued into 2021-22
	Work with SDG to develop a better understanding of the VAW aspect of the VAWDASV agenda across Gwent, including the monitoring of forced marriage and FGM protection orders	January 2021	<p>Work throughout this quarter identified a gap in knowledge in this area across Gwent partners.</p> <p>Feedback from the All Wales Honour Based Abuse group added at discussed at the quarter's SDG meeting and is now a standing agenda item.</p>	<p>The Strategic Delivery Group didn't meet during this quarter and actions have been postponed to Quarter 3.</p> <p>Meetings with WG and BAME community group held to gather some information.</p> <p>Applied for revenue funding to further this work across Gwent.</p> <p>Regular Gwent Specialist Sector meetings held this year to help understand and share with SDG and Board members information about the whole VAWDASV agenda and how services are adapting to the 'new world'</p>	<p>Funded resources to develop links with community groups and partner agencies working in communities around VAW issues to develop actions for 2020-21 and beyond.</p> <p>Liaised with Gwent Police to develop a mechanism to obtain FM and FGM protection order data for Gwent. Incorporated this within monthly COVID update for December 2020</p>	<p>Agreement reached for an HBA sub group to be formed early 2021-22. Gwent Police agreed to Chair</p> <p>HBA, FM and FGM data now included within monthly update</p>	Processes to be embedded during 2021-22
	SUMMARY	QUARTERLY	<p>This quarter concentrated on building relationships and processes to ensure learning from across the region and Wales enables a great focus on prevention, protection and support.</p>	<p>MARAC process changes embedded throughout this quarter. Work began to understand the wider VAWDASV picture across Gwent.</p> <p>Plans and progress made to further develop links across all relevant regional Boards.</p> <p>Commissioners Group and local commissioning strategy starting to influence and inform actions within this strategic priority.</p>	<p>Closer links with all key partners developed during this quarter, to understand how regional boards can work together and ensure a focus on early intervention and prevention.</p>	<p>IRISi pilot began NCNs</p> <p>MARAC and IDVA funding paper discussed with statutory partners in exception meeting</p> <p>HBA sub group agreed for 2021-22</p> <p>Draft data framework for Monmouthshire developed for agreement early 2021-22</p>	

Strategic Priority 5 – Relevant professionals are trained to provide effective, timely and appropriate responses to victims							
Sub Group / Task Group	Key Actions	By When	Progress and Concerns				RAG Status
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Training Sub Group	Implementation of Group 1 – monitor numbers of Group 1 for the region and consider strategies to increase these numbers including <ul style="list-style-type: none"> - Group 1 refresher video 	Quarterly reporting June 2020 September 2020 December 2020 March 2021	Due to COVID 19 impact WG released guest login for Group 1 eLearning. This has seen 15,000 participants since opening up the link for access to wider groups. Impacts however have been on those who were in need of Face-to-Face delivery.	Promotion of Group 1 training has continued as a priority given the current need to be aware of other and the ongoing effects of a long lockdown. Numbers have continued to increase and the guest login of the group 1 continues to be popular. Though recommendations to WG have been made to suggest long-term tracking of this to enable a LA drop down so that these number can be attributed, where appreciate to the LA's.	Scripted has progress and is in final consultation.	The Group 1 video script has progressed to final stages and aiming for a Q1 completion and circulation on this. Group 1 renewal work with WG has also taken place with Helen representing the region in a national meeting on this. Group 1 uptake has improved greatly across the region during this year.	Group 1 roll out is still ongoing and moving forward on target
	Roll out of Ask and Act (Group 2 &3) Support RA's to roll out and deliver Ask and Act within their Organisation consideration of communication strategies; <ul style="list-style-type: none"> - Promotional video - Meetings with service managers 	March 2021	Covid-19 has had the greatest impact on the progression of this training as this delivery is all done via face-to-face classroom training sessions. This quarter has been dedicated to reviewing and developing training to take Group 2 online	Training development of Ask and Act was completed by the GTC with training adapted for MS team's delivery. Safety of participants has been a high priority concern when taking this training online. We wanted to ensure participants felt safe and supported. To do this pre-course information was made to be more robust and informative. This has been achieved and ready for roll out. Dates to be rolled out from October 2020 and monitored. Gwent continue to feed in these developments directly to WG and will do so also within the national evaluation of Ask and Act.	The online training was evaluated and rolled out from October with dates planned till April and excellent feedback received.	Group 2 has continued to roll out in Gwent including education from 3 LA's. All feedback has been positive from the online training provision. Group 3 development has taken place and to be finalised in the coming weeks for regional delivery in Q2 od 2021-2022. Local meetings are taking place to consider the end of year review and preparation for Annual report and training plans for WG (due MAY 2021)	On target with positive progressions into next year
	Gwent Training Consortia growth via increased train the trainers for RA Staff consideration will need to be given to: <ul style="list-style-type: none"> - Training up dates - Regular meetings Considering a Gwent Train the Trainer with WG	August 2020	Increasing Trained Trainers within Gwent has been difficult over the last few years due to competing demands on availability. However, under the current climate online TTT has helped. This has resulted in a trainer for Torfaen which was an area of concern. This trainer provided	The ongoing development of this has been placed on hold to instead be responsive to the outcomes of the national evaluation and its recommendations.	Recommendations for train the trainer have been fed in to national evaluation initial conversation. Improvement confidence and confidence of regional trainers with in online delivery has	Development of a proposal for Welsh Government for a Gwent TTT approach and framework has been undertaken with WG set to receive this in April/May.	On target working with WG evaluation closely.

			positive feedback on this method of TTT delivery.	The GTC have been very actively involved in the development of online training and so confidence in online training of Ask and Act is now the focus.	taken place with observations of training.		
	Implement Groups 4 & 5 specialist training: Monitor Gwent's take up of Group 4 and 5 training places to be done via Gwent TSG Meetings	March 2021	IDVA/ISVA AND IDVA/ISVA Manager training not delivered during this period due to COVID-19. Discussions ongoing at WG level to research the ability of online training for practitioners across Gwent.	WG issued a tender for ongoing developments of what is on offer under Group 4 to include; Sexual Violence Children and Young people Honour Based Abuse LGBTQ+ Older People The awards for some of these are to be finalised at next quarter. OP and LGBTQ+ training have rolled out and been booked up very quickly. Group 4 and 5 IDVA/ISVA and IDVA/ISVA Manger training session have rolled out online.	WG Funded training for Group 4 and 5 is rolling out and promoted in the region.	Report of progress and impact will be via end of year report in May 2021.	On target and being monitored
	Implement Group 6 to public service leaders: <ul style="list-style-type: none"> - Develop opportunities for strategic leads to receive/disseminate information - Support and work with WWA to arrange meetings with strategic leads and chief executives - Increase communications with senior managers and leaders - Promote Ask and Act training to elected members 	January 2021	Group 6 has been the most limited area of the NTF with little information to review in terms of completion. It is essential to progress this area, to ensure culture is supported across each organisation/relevant authority WWA have additional funding for this. In line with this work WWA were given information to be able to access the G10 though this was isn't done as yet.	Rolling out to the more senior members of the council and staff has continued to be a priority and each LA continues to assess the best ways of rolling this out. Once again, COVID has had an impact on this somewhat.	Conversations at a local level have taken place and will be picked up in TSG meetings.	Following on the success of this year's Gwent Conference, Plans are in place for a Gwent regional Group 6 conference on 8 th October. Details of this will be sent out to all CE and Strategic leads in April 2021. April will also need to see a reflection and review of the WWA Group 6 attendance for Gwent. Impact, development and progress are in progress and will be reviewed and included within the NTF annual reports and training plans in May.	On track with good plans for 2021-2022
	Review ongoing regional training plans and better align / formalise	October 2020	All training does align to the specialist syllabus units and enhances learning	Formalising this area is still ongoing and has had to take a back seat in development, where	Ongoing but delayed as to roll out due to Covid and specialist availability.	Retendering for this in Gwent has gone out and all responses are	On Track

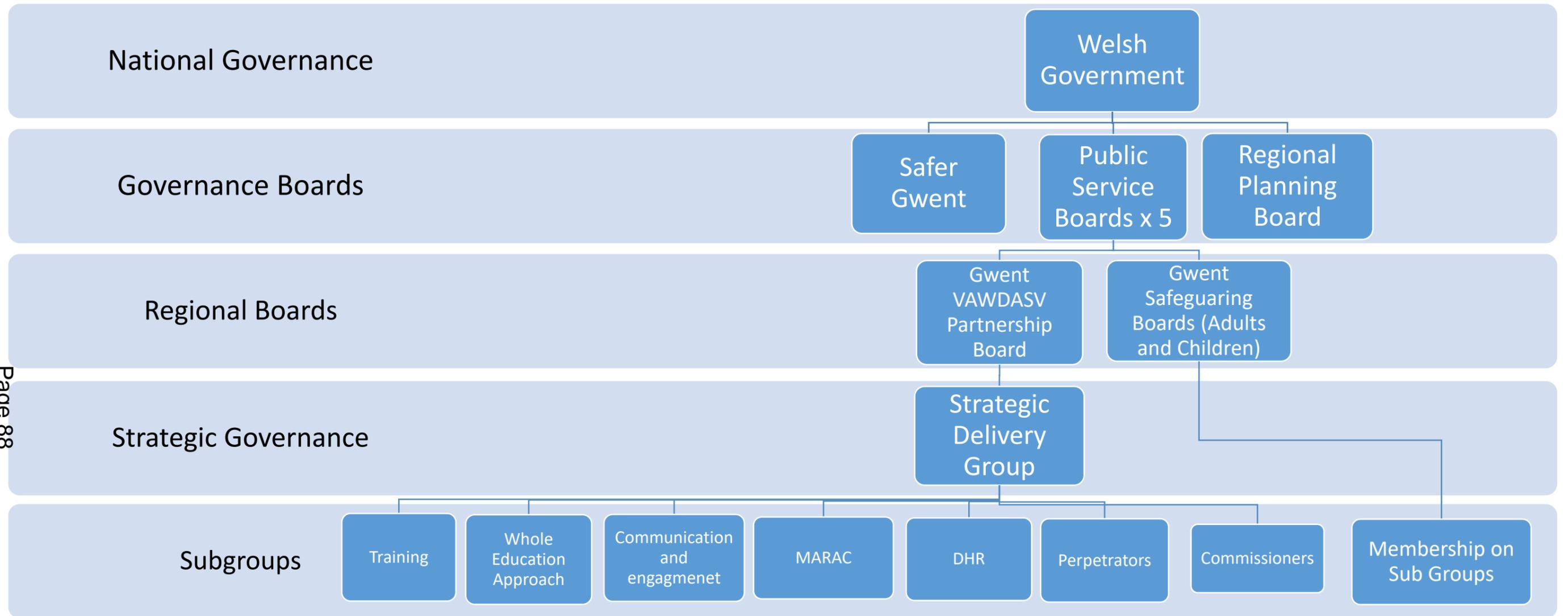
	alignment with the specialist syllabus units.		with all public and third sector services across Gwent. Need to decide on formalising this area.	training has had to be adapted for online.		due back in last week of march. TSG reps will review bids and award contracts based on 80/20 Quality/Cost split.	
	Develop a training plan that includes Specialist Syllabus modules and wider VAWDASV training topics to enhance and continue professional development of professionals within the region. Develop tools used to facilitate sessions to increase availability – e.g. online training	May 2021	This has been on hold though conversations around roll out online have taken place.	Online training is now the focus based on need. Training has been planned for delivered online with booking available on Eventbrite. Not every provider is in the same position for rollout online and so this will be staggered and closely monitored.	roll out training for the region online has taken place and planned till April 2021	Done for Ask and Act with Group 2 and 3 dates set April-September 2021. Specialist syllabus plans will be set from May onward.	On Track
	Enable effective and meaningful work place policies are embedded within all RA to support undertaking training	January 2021	this work has been put on hold for COVID 19 essential work	Pause for recovery from COVID19 impact	Re-establishing links and conversations on WWP within Gwent take place ad-hoc when support is requested from LA and wider partners.	This has not been priorities, though some work with partners has taken place.	Limited progress
	SUMMARY	QUARTERLY	This quarter has seen limited roll out activity due to the ongoing Covid-19 restrictions. Development of taking Ask and Act online has been a key priority as has ensuring that LA, community groups and volunteers have access to Group 1 and safety guidance and advise in completing this. Plans and meetings to ensure training is moving forward from Q2 have been made.	This Quarter has been focused on development and planning for autumn roll out of online training and promotion. The TSG and GTC have been vital in the development of reconstructing the Ask and Act package, exploration of relevant platforms for delivery and promotion of dates when they are available.	This Quarter has focused on roll out and implementation of the developments of the previous quarter. This has been successful and Training across the region has taken place with positive results and keen uptake.	This Quarter has continued to focus on roll out and education involvement. There has also been significant future planning with plans for regional ask and act set and also new tendering for the specialist syllabus. Future plans for Group 6 are also in place. Review and evaluation for this year is in motion with proposals on TTT set to go to WG Q1 2021-2022.	

Strategic Priority 6 – provide victims with equal access to appropriately resourced high quality needs led strength based gender responsive services							
Sub Group / Task Group	Key Actions	By When	Progress and Concerns				RAG Status
			Quarter 1	Quarter 2	Quarter 3	Quarter 4	
SDG and Board	Develop an Gwent Regional Action plan, using this Delivery Plan, based upon findings of the updated Regional Needs Assessment	<i>May 2020</i> December 2020	This hasn't progressed within this quarter due to the postponement of meetings and concentration on COVID-19. This delivery plan has been updated during this quarter but the findings were pre-COVID so will need to be updated.	Draft needs assessment signed off at this quarter's Board meeting with a discussion and agreement on adding addendums based on our understanding and implications of post COVID restrictions/second wave.	Worked with Gwent agencies to develop a new data format to support the updating of the needs assessment in the 'new world'	Due to a continued constant change in funding and service delivery based on the pandemic this will be rolled into 21-22	Rolled into 2021-22
	Develop and improve communication methods to ensure VAWDASV focus amongst all regional boards	September 2020	This has been expedited during this quarter due to the pandemic. VAWDASV is now a succinct agenda item for the Gwent Safeguarding Boards and the regional advisor links with the Area Planning Board	Regional Advisor joined the inaugural Regional Housing Support Collaborative Group (RHSCG) with VAWDASV as a standard agenda item. Discussions on further alignment with Gwent Safeguarding Boards progressed during this quarter. Meetings held during this quarter with the newly appointed Safer Gwent Coordinator to start developing greater links with community safety	Continued to build this during the quarter. Draft flowchart developed to understand how each board works together Meetings with representative from VAWDASV and other regional leads developed Safer Gwent meeting this quarter with VAWDASV as a standing agenda item	This is progressing well and embedded ready for the regional PSB	Foundation in place to build upon in 2021-22
Commissioners Group	Share Gwent Commissioning strategy and principles with all key partners and support consideration of these in all local commissioning decisions and processes	<i>May 2020</i> December 2020	The strategy has not been as shared and embedded as we would like due to the postponement of meetings. The principles of the strategy used during this quarter with commissioning bodies and the specialist sector to identify priorities for COVID related additional funding.	Draft strategy revisited at this quarter's commissioners sub group meeting. Draft strategy shared with all relevant regional Boards for comment Discussions over WG commissioning priorities held during this quarter's commissioners and specialist sector meetings.	Commissioning strategy ratified by Gwent VAWDASV Partnership Board and shared with other regional boards for ratification. Continued to use commissioners and specialist sector meetings to discuss and agree all VAWDASV commissioning decisions to ensure opportunities for collaboration and regional approach	Utilised the strategy to develop a commissioning priority matrix with the commissioners group to agree 2021-22 funding	Strategy in place but work during 2021-22 based on independent evaluation
	Work with the Gwent Commissioners Group to understand the link with all VAWDASV funding streams (including Families First) and to ensure a collaborative and regional approach	<i>September 2020</i> December 2020	This work had begun but progress was limited. WG sustainable funding mapping has enabled this to be achieved within Gwent, collating supporting people, OPCC and Family First funding	Discussed at this quarter's commissioners meeting and current mapping questionnaire updated to meet the needs of all agencies across Gwent	Completed gaps from Quarter 2 and Incorporated this into the discussions scheduled above. Gaps completed by all commissioners, resulting in a Gwent VAWDASV funding map and summary of VAWDASV services by commissioner, Local	This is now in place and will form the standard agenda for the new commissioning group to ensure it is always up to date and enables a collaborative and regional response	To be updated during 2021-22

					Authority, Service Provider and cohorts/demographics		
	Understand the implication of the Housing Support Grant Guidance and how this affects funding to all VAWDASV services	August 2020 March 2021	Housing Support Grant Guidance adapted to meet COVID requirements so this will be on hold until quarter 4 at the earliest			VAWDASV agenda firmly embedded within the Regional Housing Support Collaborative Group and links understood	
Commissioning Group, SDG and Board	Work with agencies and commissioners to ensure the sustainability of specialist high risk services across Gwent including SEASS, IDVA and ISVA services	March 2021	This has been discussed during this quarter with additional ministry of justice funding for services. IDVA commissioning paper written during this quarter for discussion at Board during Quarter 2	IDVA commissioning paper discussed at this quarter's Board meeting, with a steer to develop a tender specification and process. Report presented at Board on how additional funding is being utilised across the region including an update on funding awaiting confirmation.	Further work undertaken on the speculative notice for the IDVA service with Board agreement	This issue discussed at Board and exception meetings during this quarter to attempt to find a sustainable funding outcome for the IDVA and MARAC service ISVA services funded well via additional MoJ funding	This needs resolving during early 2021-22
	Work with agencies and commissioners to ensure the sustainability and development of early intervention services throughout Gwent for adults and CYP	March 2021	Use needs assessment to identify early intervention provision for adults and CYP	Report presented to Board on how and additional COVID related funding is being utilised	Highlighted and discussed the implications of the end all additional funding in March 2021 and how this can be mitigated against during this Quarter's SDG and Board meetings, and added to the risk exception report. To be reported upon in Quarter 4.	COVID funding extended into 2021-22.	Work to continue into 2021-22
	Work with agencies and commissioners to ensure all victims have access to appropriate support, including male victims, and those in same-sex relationships	March 2021	Addressed within the draft needs assessment, although this will need to be readdressed at the end of this year. Easing of funding restrictions supported this for this and next quarter at least. Additional perpetrator funding agreed for this area of support.	Needs assessment agreed at this quarter's Board meeting with discussion on adapting and adapting this, as our understanding of the implications of COVID improve. Work is progressing with the additional capital funding for dispersed units, update provided in capital funding return	Sell2Wales paperwork completed during this quarter to understand needs of those 'seldom heard' groups across Gwent. Additional funding for perpetrator services to support female perpetrators and those in same sex relationships	Additional funding has enabled a full perpetrator service offer across the region Engagement project and recommendations completed his quarter with a presentation to SDG in May 2021 to agree the action plan	Female perpetrator research continuing into 2021-22 with more update Action plan to be discussed at May SDG
SDG and Board, Strategic Sex Worker Group	Continue the development of a Gwent plan to support those trying to escape exploitation in the sex industry	March 2021	Work on hold due to COVID. Newport Strategic Adult Sexual Exploitation renamed during this quarter to better meet this area of understanding.	A bespoke multi agency practitioner review panel met for the first time during this quarter. This is to review a position with one of the women attempting to escape exploitation to identify and share best practice and raise	Meetings postponed for this quarter due to COVID 3 rd lockdown and associated focus on frontline services	Related MAPF review continued during this quarter which will look at learning to be shared across the region	MAPF learning to be shared and any actions supported

				awareness along with challenging some outdated bias.		Embedded as part of the agenda within the region	
	SUMMARY	QUARTERLY	<p>As with other strategic priorities, progress within this area was not as expected. That said, the pandemic has supported progress in working in partnership via different methods and identifying priorities for additional COVID related funding.</p> <p>Capital funding to develop additional dispersed units across Gwent was agreed during this quarter, and work has begun to identify key partners and properties.</p>	<p>Needs assessment agreed by Board this quarter with a caveat of updating in the new year/when the longer term implications of COVID may be better understood.</p> <p>Draft commissioning strategy and supportive funding map supporting collaborative and evidence based commissioning moving forward. Work to design IDVA specification initiated.</p>	<p>Gwent VAWDASV Commissioning Strategy signed off by the Partnership Board this quarter and commissioners group working to utilise the strategy in practice with commissioning decisions.</p>	<p>IDVA and MARAC funding being discussed at Board and exception meetings to attempt to resolve sustainable funding issues</p> <p>MAPF continuing to better understand regional response to those exploited by the sex industry</p> <p>Capital funding used to increase dispersed unit offer across the region</p>	

Board Structure and Groups





Scrutiny Report

Performance Scrutiny Committee – Partnerships

Part 1

Date: 1 December 2021

Subject Scrutiny Adviser Report

Author Scrutiny Adviser

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

Invitee:	Role
Neil Barnett (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. Action Plan

Consider the Actions from previous meetings (**Appendix 2**):

- *Note the responses for the actions;*
- *Determine if any further information / action is required;*
- *Agree to receive an update on outstanding issues at the next meeting.*

3. Information Reports

Note that no Information Reports have been circulated to the Committee

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 October 2020, 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.

Action Sheet from Previous Meetings

- 2.6 Attached at **Appendix 2** is the Action Sheet from the Committee meetings. The updated completed actions are included in the table.
- 2.7 Any actions that do not have a response will be included on the Action Sheet at the next meeting to ensure that the Committee can keep track of outstanding actions.

Information Reports

- 2.8 There were no Information Reports circulated to the Committee.

3 Information Submitted to the Committee

- 3.1 The following information is attached:

Appendix 1: The Committee's Forward Work Programme Update;
Appendix 2: Action Sheet from Previous Meetings.

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?
- **Action Sheet from Previous Meetings - Appendix 2**
 - Consider the responses to the actions from the meeting;
 - Are you satisfied that you have received the necessary information?
 - Are there any further issues arising from the responses that you would like to raise?
 - For the actions that do not have responses – these actions will be rolled over to the next meeting and reported back to the Committee.
- **Information Reports**
Note that no Information Reports were circulated to the Committee.

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: 1 December 2021

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**Performance Scrutiny Committee – Partnerships
– Forward Work Programme Update**

Thursday, 20 th January 2022 at 5pm		
Topic	Information Required / Committee's Role	Invitees
Gwent Local Assessment of Well-being Consultation	To consider the first draft Well-Being Assessment for the region.	Strategic Director – Transformation and Corporate Centre; Policy Partnership and Involvement Manager

Wednesday, 2 February 2022 at 5pm		
Topic	Information Required / Committee's Role	Potential Invitees
Education Achievement Services (EAS) Business Plan	Performance Scrutiny – of the EAS Partnership and its achievement of the objectives within the Business Plan and consider the impact of the plan for communities within Newport The Business plan is the regional strategic plan for accelerating educational outcomes during 2017-2018. It sets out the priorities, programmes and outcomes to be achieved by the Education Achievement Service on behalf of the South East Wales Consortium. The South East Wales Consortium is required to submit to the Welsh Government a three-year Business Plan that will be updated annually and the local authorities Scrutiny Committees are consulted as part of this process.	EAS Representative Chief Education Officer Deputy Chief Education Officer
One Newport Wellbeing Plan 2021-22 Q2 Performance	Performance Monitoring of the delivery of the Wellbeing Plan by the PSB Statutory obligation within the Wellbeing of Future Generations (Wales) Act 2014 for this item to be included on the work programme.	One of the Leads for each of the interventions which are: - The Newport Offer; - Strong Resilient Communities; - Right Skills; - Green and Safe Spaces; - Sustainable Travel.

**Performance Scrutiny Committee – Partnerships
– Forward Work Programme Update**

Performance Scrutiny Committee - Partnerships

ACTION SHEET – 17 November 2021

	Agenda Item	Action	Responsibility	Outcome
1	Unaccompanied Asylum Seeking Children	The Committee noted the recommendations in the report and made a number of comments to the officers and partnership.	Scrutiny / Lead Officers ad Partnership	ACTIONED – Comments from the Committee forwarded to the Partnership on 19th November 2021.
2	Scrutiny Adviser Report	<u>Forward Work Programme Update:</u> The Scrutiny Adviser requested that an additional meeting would be arranged in January to accommodate for the consultation of the draft of the first Gwent Assessment of Local Well-being. The date to be considered was Thursday 20 th January 2022 at 5pm.	Scrutiny Team and Appropriate Lead Officers	ACTIONED – a) The Committee agreed to set up the additional meeting. The Committee’s Forward Work Programme has been updated to take account of the Committee’s approval and diary appointments have been sent out to Members and appropriate lead officers. Teams Meeting appointment to be sent out shortly.

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