

Agenda



Cabinet

Date: Wednesday, 10 November 2021

Time: 4.00 pm

Venue: Via Teams Live Event

To: Councillors Councillor J Mudd (Chair), J Hughes, Councillor R Jeavons, P Cockeram, D Harvey, D Mayer, Councillor R Truman and D Davies

Item		Wards Affected
1	<u>Apologies for Absence</u>	
2	<u>Declarations of Interest</u>	
3	<u>Minutes of the Last Meeting</u> (Pages 3 - 16)	
4	<u>Revenue Budget Monitor</u> (Pages 17 - 42)	All Wards
5	<u>Capital Budget Monitor and Additions</u> (Pages 43 - 62)	All Wards
6	<u>Annual Report: Compliments, Comments and Complaints Management 2020</u> (Pages 63 - 78)	All Wards
7	<u>Covid Update Report</u> (Pages 79 - 96)	All Wards
8	<u>Brexit Update Report</u> (Pages 97 - 102)	All Wards
9	<u>Work Programme</u> (Pages 103 - 110)	
10	<u>Live Event</u>	

To view the Cabinet meeting, click on the link below:

[Cabinet Meeting, 10 November 2021 - YouTube](#)

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Date of Issue: 3 November 2021

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Minutes

Cabinet

Date: 13 October 2021

Time: 4.00 pm

Present: Councillors Councillor J Mudd (Chair), J Hughes, Councillor R Jeavons, P Cockeram, D Harvey, D Mayer, Councillor R Truman and D Davies

Apologies: Councillors M Rahman

1 **Declarations of Interest**

None.

2 **Minutes of the Last Meeting**

The Minutes of the meeting from 8 September 2021 were recorded as a true and accurate record.

3 **Corporate Annual Report 2020/21**

The Leader presented the report to Cabinet.

This was the fourth Annual Report of the Council's five-year Corporate Plan.

The purpose of the report was to reflect on 2020/21 assessing the achievements this Council made, where we could improve and looking forward for the remainder of this Corporate Plan.

2020/21 was one of the most challenging that this Cabinet and officers across the Council had to manage as we responded to the Covid-19 pandemic and supported Newport's communities.

Despite these challenges, Newport's communities came together to support our public services, reaching out to their neighbours and helping our local businesses to recover and thrive again.

The report provided an overview of what Newport Council and its partners have delivered against this Cabinet's mission of 'Improving People's Lives' and the four Wellbeing Objectives

1. Improve skills, educational outcomes and employment opportunities
2. Promote economic growth and regeneration whilst protecting the environment
3. Enable people to be healthy, independent and resilient
4. Build cohesive and sustainable communities

Throughout the pandemic, many Council services were impacted by the restrictions and the Council committed to four Strategic Recovery Aims to support the response and recovery of services, Newport's communities and businesses. The Strategic Recovery Aims were:

1. Understand and respond to the additional challenges which Covid-19 has presented including loss of employment, impact on businesses and on the progress, achievement and wellbeing of both mainstream and vulnerable learners.
2. Understand and respond to the impact of Covid-19 on the city's economic and environmental goals to enable Newport to thrive again.
3. Promote and protect the health and wellbeing of people, safeguarding our most vulnerable and building strong, resilient communities.
4. Provide people with the resources and support they need to move out of the crisis, considering in particular, the impact that Covid-19 has had on our minority and marginalised communities.

The Annual Report was presented in September to the Council's Overview and Management Scrutiny Committee. Detailed discussions on the Council's Covid-19 response and feedback were in the contents of the Annual Report. The Committees recommendations were considered and updated in the final version of this report presented today.

Following the Cabinet's endorsement, the Annual Report would be published and made available in Welsh.

In the last year, Newport Council had to adapt to deliver its services and have had to change long established habits and practices to meet the urgent needs of the crisis. Services switched incredibly quickly wherever possible to remote ways of working, video calls, and wearing protective clothing to minimise the spread of the virus.

From the start of the pandemic, this Council's priority was to protect the most vulnerable across our communities.

This could not have been achieved without the collaborative approach that Newport Council, public and third sector organisations took to achieve this and it was hoped that this was one of the legacies of this experience that could be sustained and built upon for the future.

The Annual Report demonstrated that the Council continued to make good progress against its Well-being Objectives despite the challenge faced and increasing continuing financial pressures faced by the Council's front-line services.

The Council's finance position was in a good position at the end of 2020/21 which was helped by the Welsh Government funding to support the Council's response to the pandemic.

Cabinet was aware that there were new financial challenges as services were seeing increasing demand, which would require the Council to make difficult and bold decisions going forward.

The report also highlighted some of the areas in the Council that would require improvement and where the Council would make necessary changes in the delivery of its services. These being:

Well-being Objective 1 (Improve skills, educational outcomes and employment opportunities) – Education / Regeneration.

- Despite the challenges schools and pupils gained good results in their GCSE and A levels.
- The Council recognised the need to ensure the achievement gap did not widen for the most disadvantaged pupils in the future.

- For schools, pupils and their families it was a challenge with home schooling. The Council was able to provide devices and internet access for many pupils to ensure they did not lose out on their learning.
- Throughout the year schools supported Free School Meals pupils and families by providing supermarket vouchers.
- The Council's 21st Century schools programme was impacted by the pandemic but despite this, existing projects at Ysgol Gyfun Gwent Is Coed, Bassaleg School, Caerleon Comprehensive School and a new school at Whiteheads would be delivered throughout 2021/22.
- The Community Regeneration Team were impacted by the pandemic making it difficult to offer face to face programmes. Despite this and working with Digital Communities Wales the Council was able to offer IT equipment and support to people to undertake remote learning.
- The Council also offered online and virtual support through the Reach / Restart programme to refugees in the City which resulted in 95 assessments and supporting 74 people to gain employability skills and qualifications.
- Collaborative working with the DWP, Careers Wales, Coleg Gwent Adult Community Learning was vital to giving opportunities to many people in the City to retrain, gain new qualifications and employment.
- Newport Youth Academy and Aspire enabled young people not in education, employment or training to gain qualifications and entry into employment and further education.
- There were clear signs that Newport as a digital industry hub would continue to thrive, creating first class jobs and opportunities.

Well-being Objective 2 (To promote economic growth and regeneration whilst protecting the environment) – Regeneration Investment & Housing, City Services.

- Supporting businesses was vital, helping 1,000 businesses access £19 million of the financial support available from Welsh and UK Governments and acting as a conduit for national advice and support.
- An incubator space was planned for start-up businesses in the digital, technology and creative sectors in the Information Station which was already home to the National Software Academy.
- The redevelopment of Newport Market and Market Arcade were among the city's most exciting projects.
- Once again, Newport was recognised as one of the best performing authorities on our waste and recycling in Wales and the UK.
- Newport was the first Council in Wales to purchase electric refuse vehicle as part of our ongoing programme to upgrade the Council's fleet to electric vehicles.
- Installed 20 charge points across Newport sites for electric vehicles and upgraded street / parking lighting across car park sites.
- Significant funding was achieved towards repairs of the Transporter Bridge and development of the Heritage Centre.
- Continued work to reduce and respond to fly tipping in the city and worked on a number of projects to improve wildlife and biodiversity in the city, such as No Mow May.

Wellbeing Objective 3 (To enable people to be healthy, independent and resilient) – Social Services, City Services, Law & Regulation, Regeneration Investment & Housing

- The social service and community regeneration teams worked tirelessly through the pandemic alongside social care partners and the NHS to support some of our most vulnerable residents.
- Innovative work enabled us to develop a toolkit for children at risk of exploitation which was being adopted across Gwent and shared throughout Wales.

- A new outreach service developed to reduce isolation and loneliness during the pandemic would become a permanent service offer to offer respite in the absence of the former day service for Newport citizens.
- The Community Connector team provided a service to over 2,000 residents providing information, telephone advice and one to one support.
- The Council and Newport Live supported the NHS throughout the vaccination programme, providing buildings, staff and other facilities to ensure as many people as possible were vaccinated in the city.
- Intermediate Care Funding (ICF) enabled the employment of Transitions Occupational Therapist to assist young people's transition into adulthood.
- The pandemic also demonstrated the benefits of not relying on cars to travel around the city. Active Travel projects delivered this year demonstrated the benefits of walking, cycling and using public transport. There was an improvement to the air quality in the city because of people being encouraged to work from home.
- Our work with the Cardiff Capital Region, Gwent Public Services Board and Western Gateway would start to bring significant investment over the next decade to improve our infrastructure making it more integrated across the region.

Well-being Objective 4 (To build Cohesive and sustainable communities) – People & Business Change, Regeneration Investment & Housing.

- Tackling homelessness through the pandemic with accommodation, mental and physical health support through our well-developed relationships with partner organisations and funding from Welsh Government. We are determined to build on our positive achievements.
- Neighbourhood Hub teams supported residents at need, through 5,000 phone calls to shielding residents, delivering 800 food parcels to isolated and vulnerable families, coordinating the Welsh Government Food Parcel scheme and home food growing initiative in Ringland.
- Flying Start settings provided childcare for children of keyworkers through lockdowns and summer holidays.
- Strong partnership work created a Safety and Anti-social behaviour data dashboard to collaboratively focus efforts and find solutions to make greenspace safe and accessible for all.
- Newport had a long history of offering welcome and sanctuary to people who choose to make the city their home and was proud of its diverse communities. Throughout the last year this Council supported and stood alongside its Black, Asian and minority ethnic communities as the Black Lives Matter movement gained momentum and the Council remained committed to tackling all forms of hate crime with our partners in Gwent Police.
- Our community cohesion team worked hard alongside third sector partners to ensure that our EU residents and others were supported to continue to live and work in Newport.
- We would also continue to support refugee families that have been displaced due to conflicts in Syria and Afghanistan.
- Undertaking Community Impact Assessment to understand the impact of Covid-19 and lockdown measures on communities in Newport.

Comments from Cabinet Members

- Councillor Cockeram stated that this was the most positive corporate plan that he had seen in his history with the Council. Councillor Cockeram highlighted items that stood out for him within the report. Home First was a reablement service preventing unnecessary admissions and there were savings involved as a result of this initiative. Community Connectors supported residents who engaged their services. Councillor Cockeram was proud to be part of the plan and thanked the Leader who articulated the report well and congratulated all those engaged in the report.

- Councillor Davies referred to the strategic recovery work undertaken in relation to schools, including the implementation of the Socio-Economic Duty. Remote learning for pupils was a challenge and by using the WG funding the Council was able to provide over 6,000 devices in children's homes as well as installing wifi for those pupils with no internet access. Impact on the emotional wellbeing and post covid recovery work was in place to help students and staff. The report also focussed on the success of the Neighbourhood hubs in delivering education programmes such as the Newport Youth Academy and Aspire, providing bespoke training and ensuring young adults were prepared for work and engage within the system. The Reach/Restart programme was delivered across Newport despite pandemic, with many support modules in place to support refugees.
- Councillor Truman echoed councillor Cockeram's comments that the report was the best report to date despite the pandemic. The Track, Trace and Protect (TTP) system was set up quickly and was considered to be one of the best in Wales. The mobile testing unit, community hubs, support for rough sleepers in addition to many other reactive services to the pandemic was testament to the hard work put in place by the Council. Councillor Truman thanked all employees of Newport City Council who pulled together and contributed to the positive content of the report.
- Councillor Hughes mentioned that the officers met the challenges of sustainability and the environment in Newport to meet the Net Zero Carbon Neutral target by 2030. Achievements highlighted were, changing LED lighting to low energy and Newport was the first Council in Wales to introduce electric refuse lorries. Newport City Council also received the prestigious Alan Clarke award for local/community energy at the Solar and Storage Live Awards in December 2020. The success of various projects to improve the environment in the city by Newport was also pointed out by Councillor Hughes.
- Councillor Harvey referred to the continuous regeneration of the city, including the Chartist Towe, Indoor Market, the Market Arcade and the Mill Street Post Office building, Devon Place footbridge, Information Station to name a few. Councillor Harvey congratulated the Leader and Deputy Leader for the report and was proud of the senior team of the council for their hard work and involvement within the report.
- Deputy Leader also was very impressed with the report and said well done to all those involved. The Deputy Leader extended his thanks to the residents, with the introduction of the smaller refuse bins the recycling which had contributed to reducing refuse. The Deputy Leader also echoed the comments of Councillor regarding the regeneration of the City and also referred to the active travel scheme which was increased by 47% this year.
- Councillor Mayer echoed comments of colleagues and highlighted the amount of times that the Neighbourhood and Intelligent hubs were mentioned in the report and that they had progressed during the challenging times. Councillor Mayer referred to page 33 within the report which showed a case study of the hubs was which extremely informative.

The Leader thanked colleagues for their considered comments.

Decision:

That Cabinet endorsed the Annual Report 2020/21 to enable the report to be published by the 31 October 2021.

4 Replacement Local Development Plan (LDP)

The Leader presented the report to Cabinet.

Full Council endorsed the review of Newport's Local Development Plan in May earlier this year. The Council's process for review also received formal approval from Welsh Government.

A call was put out for candidate sites and the Council also consulted on an Integrated Sustainability Appraisal Scoping Report. This report would help to ensure that sustainability was at the heart of the replacement LDP. It would include assessments on equality, language, health and well-being and would be key to assessing candidate sites and all proposed replacement LDP policies.

The proposed Integrated Sustainability Appraisal Scoping Report included a framework which focuses on ten themes:

- Economy and employment
- Population and communities
- Health and well-being
- Equality, diversity and inclusion
- Transport and movement
- Natural Resources
- Biodiversity
- Historic Environment
- Landscape
- Climate Change

Proposed sites and draft policies would all need to be considered against these themes. The themes had a number of assessment questions associated with them which could be viewed in Appendix A of the Cabinet Report. In summary, sites and policies that received positive answers to these assessment questions would have a greater chance of making it into the adopted replacement LDP.

The Integrated Sustainability Appraisal Scoping Report and framework was subject to public consultation. Comments received could be viewed in Appendix B along with the changes made following consultation.

Issues covered in the responses included:

- Importance of green infrastructure
- Welsh Government's declaration of a Nature Emergency
- Investment in the City Centre
- Further protection of the Gwent Levels

In summary, Cabinet were being asked to consider the responses received and approve the Integrated Sustainability Appraisal Scoping Report and Framework which were updated following consultation. If this was approved, the Council was also being asked to agree that officers could move to the next stage of the replacement LDP preparation. This involved engaging with stakeholders in order to prepare a draft vision and proposed objectives for the replacement LDP, plus discussing the level of growth, particularly in terms of housing and employment land that we may wish to deliver in Newport.

All proposals and feedback on this next engagement stage would be returned to Cabinet for further discussion and consideration in the future.

Comments from Cabinet Members

- Councillor Hughes picked up on consultation comments within the report by the Council's partners and stakeholders, such as Friends of the Gwent Levels and many others.

Councillor Hughes welcomed the need to protect rural landscape and that the work being done was recognised more nationally and picked up by the BBC which highlighted that Newport was ahead of the game in several areas regarding conservation.

- Councillor Davies supported Councillor Hughes comments on the Gwent Levels focussing on the biodiversity and birdlife. This was also fundamental to LDP for the future wellbeing for Newport residents and was therefore pleased that LDP was taking this into consideration.

Decision:

Cabinet:

1. Noted and considered the consultation comments received on the ISA Report along with the proposed officer responses.
2. Approved the ISA Framework and the ISA Report (updated post consultation).
3. Agreed that officers could start engaging with stakeholders in order to prepare a draft Vision and Objectives for Newport plus growth options for the plan period. (Proposals and feedback would then be returned to Cabinet for consideration).

5 **Strategic Equality Plan Annual Report 2019/20**

The Leader presented the report to Cabinet.

Under the Equality Act (2010) the Council was required to report annually on the progress it made against the strategic equality objectives contained within its Strategic Equality Plan. The Equality Act also required Local Authorities to publish staff equalities data, which this report also contained. This Annual Report related to the first year of delivery against the Council's new Strategic Equality Objectives, published on 31 March 2020.

The new Objectives were developed in partnership with key internal and external stakeholders and were subject to extensive community engagement. The involvement of grassroots communities ensured that whilst the Plan delivered a strategic vision for equality in Newport, it also ensured tangible outcomes for communities on the ground.

The pandemic presented significant challenges in delivering against some areas of work, for example, in relation to customer services. However, other areas had gained traction as a direct result of the impact of COVID-19. The Council's equality work this year had to be flexible, responding to emerging challenges, particularly around access to information, education and addressing race-based hate crime.

The impacts of the UK leaving the EU was deeply felt by our EU migrant communities this year, and our focus on supporting people to remain in Newport and protect their rights and entitlements continued. The Council had also taken stock of the effectiveness of its monitoring arrangements throughout the year and taken steps to improve them.

Highlights from the past year included:

- The council signed up to Race Council Cymru's Zero Tolerance to Racism Policy for Wales and Victim Support's Hate Crime Charter
- The council Leader has established a Black, Asian and Ethnic Minority community roundtable which meets on a quarterly basis
- Significant dates, including Pride Month, Black History 365, Refugee Week, Holocaust Memorial Day and Hate Crime Awareness Week were recognised and promoted across the city, including within our schools
- Themed delivery groups were established to deliver against each Equality Objective
- The Terms of Reference and membership of the council's Strategic Equalities Group (SEG) was reviewed and updated and the Group now received quarterly progress reports

- Responsibilities under the Socio-economic Duty were embedded in council processes, including strategic decision-making
- The council had a Diversity (ethnic minority) LGBTQ+ and Disability staff network, all of which were now represented at SEG
- £100,000 of funding was distributed to grassroots community projects, overseen by Newport's Fairness Commission and a representative community steering group
- An Accessibility Stakeholder Group was established and was advising on council projects with a focus on access for disabled people
- Equality support has been provided to all Test, Trace, Protect staff to ensure COVID-19 response was culturally and linguistically sensitive
- A review of the council's complaints policy is complete, providing clearer guidance on how the council would respond to complaints relating to discrimination
- Partnership programme delivered with Ffilm Cymru encouraged under-represented groups to learn more about careers in the film sector
- Representative workforce group established and updates made to application forms (removal of personal details) and exit interview process (considers experiences of discrimination)
- Significant support provided to EU citizens ensured high levels of EUSS applications received from Newport residents (currently 10,500)
- Welsh Government's new Anti-Bullying Guidance embedded in local processes
- Youth Council developed LGBTQ+ schools guidance
- New scheme launched for people with learning disabilities to increase opportunities for independent living
- 302 people were supported by the council's ethnic minority Community Connectors
- Online hate crime seminar delivered in partnership with the Centre for Countering Digital Hate and Hope not Hate for professionals and community groups

The analysis of the data for our workforce highlighted key areas for improvement, including improving the levels of recorded equality data, better aligning recording categories with census data, and understanding why our levels of leavers were higher for particular groups (eg people from an ethnic minority background and disabled people).

The Council's ethnic minority representation remained the same this year despite a slight drop in staff numbers and the gender pay gap reduced for this period. The council still had work to do to improve representation of minority ethnic staff at all levels of the organisation, and this would be a focus for our work during 2021/22. The council established specific Recruitment and Representative Workforce working groups to progress this.

The Annual Report was also reviewed by Scrutiny earlier this month and their comments were included in the Cabinet Report.

The Leader invited the Cabinet Member for Community and Resources to address Cabinet.

The Cabinet Member for Community and Resources advised colleagues that the report was a summary of the work that was undertaken during first year of our new Strategic Equality Plan. It set out the Council's commitment to a workplace culture and approach to service delivery that valued inclusion and diversity.

We would continue to progress this work over the next 12 months, and the Annual Report set out clear priorities for the next period based on a review of our workforce data and progress against our Equality Objectives to date.

Work this year was delivered against a challenging backdrop which resulted in an acute focus on inequalities and scrutiny of public services' response to the pandemic, particularly in supporting minority communities. A key strength this period was the increased engagement of key stakeholders, including both our grassroots communities and minority staff. This had

not only informed the Council's response to COVID-19, but also its priorities during recovery and wider equalities work.

The Council's Strategic Equalities Group was refreshed and now received quarterly highlight reports, was attended by Elected Member Champions and Network Chairs and was notably more outcome focussed in its approach to supporting this work.

The Leader thanked Councillor Mayer for his hard work in relation to his work.

Comments from Cabinet Members

- Councillor Davies stated that this was a statutory piece of legislation which required adherence to the socio economic duty and thanked officers ensuring that this was embedded in the legislation. This also enabled councillors to focus on equality within Newport and supported those and give positive reinforcement to those who were most economically disadvantaged. Councillor Davies welcomed the work undertaken by officers to ensure the training of councillors and staff regarding this legislation.
- Councillor Hughes recently attended Wales Strategic Partnership Meeting, where the work of local authorities was recognised, in particular, Newport by the Home Office and internationally. Councillor Hughes wanted to note the FEIA Comments, and the positive impact Newport had on the ethnic communities and was proud that Newport and Wales was seen as a sanctuary and a welcoming place for people moving into the City.
- Councillor Cockeram made an observation on the complaints and customer service for the Council and that compliments were not included. It was hoped that in future we would look at compliments as well as complaints.

Decision:

Cabinet approved the Strategic Equality Plan Annual Report 2019/20 for consideration by Council in November.

6 Covid-19 Response and Recovery Update

The Leader presented the report to Cabinet.

The Report provided an update on the Council's and its partners' response to the Covid-19 crisis supporting the City (Residents and Businesses) to comply with the current restrictions and progress in the Council's Strategic Recovery Aims and Corporate Plan.

More up to date information was available from [Public Health Wales Covid-19 Dashboards](#) on the latest figures and also Welsh Government on restriction changes.

Since the last Cabinet meeting in September, case rates for Newport and other areas in Wales remained high as restrictions were eased allowing people to socialise more and undertake more normal routines.

The Leader reminded those present that it remained important for people to continue to adhere to the Welsh Government guidelines wearing face coverings, maintaining social distancing (where possible) and being aware of people whether that was friends or family, that there are still vulnerable people who are susceptible to the virus.

Hospitals in Newport and Gwent were continuing to see people being treated for Covid and while the numbers were not as high as those experienced during the last winter, they remained significant enough to impact on other NHS services. To reiterate the Welsh Government's position, additional restrictions could be reimposed if the NHS and new variants of concern emerged.

For people over 50 and the most vulnerable, boosters were now being offered as well as the seasonal flu jab.

12 to 15 year olds were being offered to receive the vaccination.

It remained very important for residents to take up these offers and for those still unvaccinated in the other age groups, they too could still receive the vaccine.

Communities were also facing wider economic impacts as the economy was recovering from Covid. As highlighted in the Brexit report to this Cabinet, this winter period would be seeing increasing household costs due to food and energy prices increasing as well as supply issues. This would impact many low income households in Newport and place further demand on Council and third sector support.

Newport City Council Update

Front line services continued to be delivered and the Council continued to follow the Welsh Government's advice for staff (where they could) to continue to work from home.

This equally applied to Members and access to the Civic Centre and democratic functions would continue to be undertaken virtually.

The Council has also been finalising the technology requirements and the necessary protocols for hybrid meetings to take place in the Council.

The Council's New Normal report would be reporting back to this Cabinet in November regarding the policy changes, building utilisation along with the associated benefits, risks and impacts.

Schools returned in September and the rate of attendance was lower than anticipated due to positive covid cases, asymptomatic pupils kept at home and parents not sending pupils into school due to Covid-19

All Community Hub and libraries were open and available for people to access services, training and other council services.

Newport Council launched £300,000 Newport Business Fund for new and emerging start-up businesses to grow.

The Council's regulatory teams continued to ensure business premises are complying with covid restrictions.

The Council's trading standards team continued to deliver enforcement work to ensure businesses were not delivering underage sales.

The Council was making preparations to launch its next participatory budget to community groups to support the Covid recovery of the City.

The Leader reiterated the importance of adhering to the Welsh Government guidance, encouraging people from all communities to take up the vaccine.

Further updates on the Council's progress would be provided next month.

Comments from Cabinet Members

- Councillor Davies referred to the rise in numbers of cases since the return to school and that Newport was at amber level to ensure that children stayed safe and to sustain measures such as staggered start/leave times, break and movement in corridors being one way to reduce the risk of spreading the virus. Councillor Davies was delighted that there was a vaccination programme in place for 12-15 year olds and it was vital that appointments for vaccines were taken up to help with learning. Councillor Davies was also receiving twice weekly briefings with officers on infection and attendance levels within schools. We could not have attendance falling and there was a high level of anxiety with parents however with vaccinations being undertaken anxiety levels should reduce. Nonattendance other than for covid reasons was also being closely monitored and children were entitled to the best opportunity in terms of education and this would happen if they attended school.
- Deputy Leader referred to supply issues and front-line staff who did not have safety of working from home. The Deputy Leader also mentioned fuel shortage and lack of HGV drivers highlighting that Newport City Council was not immune from this and that planning was put in place swiftly by the Council to address this and therefore thanked staff for their hard work.
- Councillor Harvey raised her concern in light of the recent cut in Universal Credit and the inequalities this would lead to in young children regarding poverty and food shortage as well as the imminent price hike in fuel as winter approached. There was a potential dilemma being faced by struggling families on whether to feed the family or fuel their homes.
- Councillor Truman stated that the lifting of restrictions meant Enforcement staff were working closely with business owners of retail and licensed premises, giving advice and guidance as well as helping them with risk assessments.
- Councillor Cockeram supported Councillor Harvey's comments and highlighted that every service area was directly impacted by covid and across Gwent there were 540 places in care and residential homes. This was because of covid restrictions and this was putting pressure on hospital discharge and the council providing domiciliary care packages. There was however a change for the positive with individual care home managers making decisions on filling these spaces.

The Leader advised that it was essential to keep this item on the Cabinet Agenda considering the comments made by Cabinet Members.

Decision:

Cabinet noted the progress being made to date and the risks that were still faced by the Council and the city.

7 Post Brexit Update

The Leader presented the report to Cabinet.

The next Cabinet Report was an update on the post EU Transition arrangements since the UK left the EU in December 2020.

Progress to Date

- Since the previous report in September, Wales and the wider UK economy encountered several disruptions which impacted households and businesses across Newport.
- We have seen the impact that the labour market was having across different sectors such as logistics disrupting food and fuel supply, social care, construction, farming and hospitality.

- This was also impacting Council services with disruptions to City Services and social care.
- The cost of energy (electric and gas) had increased which would see households on standard and pre-payment tariffs see an increase in the energy costs. For low income households in Newport this would have a significant impact and would put further pressure on those vulnerable households.
- Food prices were increasing as well as disruptions in supply resulting in certain foods not reaching supermarkets and impacting on food banks across Newport and Wales.
- Whilst these issues were solely attributed to the UK leaving the EU and the impact of Covid was a significant contributor, it was becoming clearer about the impact that Brexit was having on businesses to be able to function as effectively prior to leaving.
- The Council's Civil Contingencies team, were supporting the Council's Gold team to respond to these issues and collaborating with other local authorities as part of its wider Local Resilience Forum.
- The Council's Finance teams were also monitoring the situation as part of its monthly monitoring and revenue planning.
- It was over three months since the deadline passed for EU/EAA citizens to apply for EU Settled Status.
- In Newport 10,990 applications were received since this process started.
- 5,410 EU/EAA citizens received full Settled Status while 3,620 citizens received Pre-settled status.
- There were however over 1,000 residents still awaiting a decision.
- Cabinet wanted to reiterate its support for EU/EAA citizens living and working in Newport and that they all had a part to play in making Newport a great city to live and work in. The Leader encouraged anyone who was still awaiting a decision or having difficulties to conclude their application to contact the Council and other organisations such as Citizens Advice Bureau.
- Newport Council was continuing to work with community groups and third sector organisations to ensure EU citizens had access to the services and support they need.
- The Council was working with GAVO to make arrangements to support further food poverty work.
- Community Cohesion officers were now focusing on post Brexit rights and making sure EU citizens, businesses and services understand their obligations to access services.

Comments from Cabinet Members

- Councillor Harvey reiterated her previous comments as mentioned on the previous agenda item.
- Councillor Davies agreed with Councillor Harvey's comments and expressed concern regarding winter fuel crisis and the impact of main Newport employers such as the local steel plant. With a potential lack of fuel in the supply chain this could have a significant impact on jobs and redundancies.
- Councillor Truman echoed comments of the Leader and colleagues and referred to possible dilemma faced by as mentioned before on families that were struggling financially to pay for food or their energy bills this winter.
- Councillor Hughes sat on board of trustees for one of Newport's food banks and shared colleagues concerns but also highlighted that volunteers in Newport were working very hard during the pandemic. Councillor Hughes expressed his gratitude for the wealth of volunteers that worked at food banks, it was unfortunate that they were needed but their work was important.
- Councillor Mayer also expressed his concerns about unfairness and inequality and agreed with his colleagues.

- Councillor Jeavons reiterated his previous comments regarding HGV drivers and referred to the 20 foreign lorry drivers who were granted a visa to work in Britain and hoped more would come forward.
- Councillor Cockeram also shared the concern of his colleagues regarding food banks.

As mentioned in the previous agenda item, the Leader advised that it was essential to keep this item on the Cabinet Agenda considering the comments received by Cabinet Members.

Decision:

That Cabinet noted the Council's Brexit response.

8 PSB Summary of Business

The link to the summary of business was noted by Cabinet.

9 Work Programme

This was the regular monthly report on the work programme.

Decision:

Cabinet noted and accepted the updated programme.

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Report

Cabinet

Part 1

Date: 10 November 2021

Subject **September Revenue Budget Monitor**

Purpose To highlight the current forecast position on the Council's revenue budget and the financial risks and opportunities that present themselves within the September position.

Author Head of Finance (HoF)

Ward All

Summary The September 2021 revenue position forecasts an underspend of £7,978k. This forecast is inclusive of the continued financial impact of the COVID-19 pandemic and assumes full reimbursement of all significant costs and lost income during the entirety of the year. This follows confirmation from Welsh Government that the Hardship Fund will remain available until March 2022. Recently there has been revisions made to the terms of the Fund and although these changes are expected to have an insignificant impact upon forecasts at this time, areas will continue to be closely monitored as subsequent revisions to terms are anticipated following a review of infection rates during the Autumn.

Although there is an overall underspend being forecast, some service areas are reporting overspends against specific activities. In previous years these overspends have related to demand-led activity areas, such as Social Services, however overspending this year is evident across both the People and Place Directorates. Given the inherent risks within demand led areas there is the potential that forecasts worsen should demand levels increase.

More than offsetting these specific pressures are projected underspends in relation to Capital Financing, the general contingency budget, the Council Tax Reduction Scheme, Council Tax surplus and other non-service budget headings. A number of these underspends are one-off in nature and will not necessarily recur in future years.

The key areas contributing to the overall position are:

(i)	Undelivered 2021/22 and prior year budget savings	£556k
(ii)	Key demand led areas across Social Services	£229k
(iii)	Staffing and other service area underspends	(£2,525k)
(iv)	Capital Financing	(£2,739k)
(v)	General Contingency	(£1,373k)
(vi)	CTRS and Council Tax surplus	(£878k)
(vii)	Other non service	(£1,248k)

The position in relation to schools is somewhat different in comparison to previous years, due to the higher level of surplus balances carried forward from 2020/21. To some extent, these balances are being utilised during 2021/22, which is reflected by the projected £2,150k overspend. However, the overall level of balances anticipated to be carried

forward into the 2022/23 financial year remains higher than in recent years. Despite this, thorough monitoring needs to be maintained in this area, as three schools remain in a deficit position, and there is a possibility that this overall healthier position is only a temporary one.

The appendices to the report are as follows:

- Appendix 1 Overall budget dashboard
- Appendix 2 Revenue summary monitor
- Appendix 3 Schools funding and balances
- Appendix 4 Planned movement in reserves

Proposal Cabinet is asked to:

- Note the overall budget forecast position and the potential for an underspend position to exist at the end of the financial year.
- Note the continued financial challenges being experienced by certain, demand-led, services and the need for robust financial management in these areas, as well as the level of currently unachieved budget savings.
- Note the risks identified throughout the report and in the HoF comments, particularly in relation to future years and the lasting impacts of the pandemic.
- Note the forecast movements in reserves.
- Note the improved overall position in relation to schools, when compared to previous years, but also note the remaining deficit positions for some schools and the risk of past issues re-emerging if good financial planning and management is not undertaken.

Action by Cabinet Members / Head of Finance / Corporate Management Team to:

- HoS continue to keep under review the key risk cost areas and taking action, with Cabinet Members, to move towards balanced positions for those budgets currently projected to overspend.
- HoS deliver agreed 2021/22 budget savings as soon as practically possible, but by the end of the financial year at the latest.
- HoS and budget holders to closely monitor the impact of the restrictions relating to the pandemic and in respect of the subsequent changes to the WG Hardship Fund terms identify, escalate, and mitigate emerging risks in a timely manner.
- Cabinet Members and HoS promote and ensure robust forecasting throughout all service areas, including agreeing and implementing appropriate actions to balance spend and available budgets.

Timetable On going

This report was prepared after consultation with:

Chief Executive
Strategic Directors
Heads of Service
Budget Holders
Accountancy Staff

Signed

1 Background

- 1.1 As with the previous financial year, the first half of 2021/22 has seen the Council, and all other councils, contend with the financial impact arising from the COVID-19 pandemic. Although the rollout of the vaccination programme has enabled a lifting of restrictions and reopening of the economy, it is evident that the financial impact continues to be felt. In recognition of this, the Welsh Government (WG) have continued to make available a Hardship Fund, which serves to reimburse local authorities for costs incurred in responding to the effects of the pandemic and income lost through services and facilities not being able to operate at pre-pandemic levels. Although WG have confirmed that the Hardship Fund will be available for the entirety of the 2021/22 financial year, it is anticipated that the hardship fund will not be in place beyond 31 March 2022.
- 1.2 Significant areas of cost being incurred include the ongoing need to support the adult social care sector, ensuring providers can meet the costs associated with additional cleaning, staffing requirements, PPE and the impact of voids. Free school meal support has continued to be a significant cost, with the need to continue to provide vouchers to eligible pupils and families not diminishing. Furthermore, high levels of cost are still being incurred in relation to areas such as homelessness, the impact of staff absences, additional cleaning requirements and the provision of financial support for individuals who are self-isolating. In terms of lost income, which is claimed on a quarterly basis, the main areas affected are car parking, Newport Live and school catering.
- 1.3 Whilst WG have confirmed the availability of the Hardship Fund for the remainder of the year, revisions are being made to the terms of the Fund as there is an expectation that local authorities and partners will start to move away from reliance upon additional financial support. For example:
- the tapering of adult social care uplifts and void payments during the second half of the financial year.
 - additional waste costs related to increased tonnage, resulting from homeworking, reimbursed at 50%.
 - DSE equipment / homeworking equipment and social distancing markers are no longer eligible.

Forecasts have built in the impact of the above and other changes in the second half of the year to the fund as best as possible. The terms of the fund may change again dependant on the Covid position through the Autumn / Winter and forecasts will need to change accordingly.

- 1.4 In addition to the financial impact of the pandemic, which is neutralised within the monitoring position by the support from WG, certain service and demand-led pressures, in particular, continue to present a challenge, including, in particular:
- specific challenges within Children's Services.
 - undelivered budget savings.
 - schools are currently forecasting an overall overspend, although this will ultimately be offset by the balances carried forward from 2020/21, which were underpinned by late WG grant funding allocated during March 2021, most of these are planned to be utilised during this financial year.
- 1.5 In saying this, the pattern emerging this current year is similar to last year with:
- services generally underspending due to delays/ difficulties in recruitment / staff spend, lower costs being incurred in areas such as office related costs / staff travel for example and in some of its normal day to day spending as resources continue to be focussed on Covid related issues.
 - reimbursement of additional Covid related costs and lost income.
 - some non-service costs significantly underspending, and the revenue contingency budget not being needed.

2 Summary and areas contributing to forecast position

2.1 The following section summarises and details some of the key areas that make up the position.

Summary

Service area underspending (£1,740k)

Consisting of:

Undelivered 2021/22 savings	(para. 2.4)	£190k
Undelivered prior year savings	(para. 2.4)	£366k
'Risk based' budget areas – demand led	(para. 2.9-2.11)	(£132k)
'Risk based' budget areas – others	(para. 2.13)	(£560k)
Other emerging issues	(para. 2.14)	£611k
Staffing budgets, net	(para. 2.15)	(£456k)
Other variances	(para 2.16)	(£1,759k)

School budgets	(para. 3.1)	£2,150k
Use of school reserves	(para. 3.3)	(£2,039k)
Amalgamation balance transfers to Education		(£111k)

Non-service area underspending (£6,238k)

Consisting of:

Capital Financing budget	(para. 2.18)	(£2,739k)
Council Tax Reduction Scheme	(para. 2.19)	(£383k)
Council Tax collection	(para 2.20)	(£495k)
Contingency budget not required		(£1,373k)
Other budget areas		(£1,248k)

In addition to the above, the Council has claimed almost £7m from the Hardship Fund for specific Covid related costs and loss of income and these are shown in paragraphs 2.2 – 2.3 below.

As always, these are forecasts as of the date shown and will be subject to on-going review. Whilst the trajectory of Covid and its potential impact on services and demand led budgets cannot be underestimated, there is also the real potential for the underspend to increase due to (i) further WG specific grants (ii) further improvement in Council Tax collection (iii) conclusion of pay award negotiations.

Additional expenditure in relation to COVID-19 - £6,580k

2.2 To date, the Council has submitted six monthly claims against the Hardship Fund during 2021/22, which are summarised in the table below. Adult Social Care, Free School Meals and Homelessness remain the largest components of the claims. The General category covers a range of costs and services, with expenditure incurred by schools forming one of the largest elements. It is currently assumed that all costs claimed to date will be reimbursed by WG, although responses to the August and September claim, and certain elements within other claims, are yet to be received.

Category	Q1 (£000)	Q2 (£000)	Total (£000)
Adult Social Care	1,122	848	1,970
Enforcement	29	16	45
Free School Meals	55	951	1,006
General	524	1,193	1,717
Homelessness	600	372	972
Opening Visitor Economy	41	228	269
Self-Isolation Payments	39	384	423
SSP Enhancement	4	0	4
Testing in Care Homes	157	17	174
Total Additional Expenditure	2,571	4,009	6,580

Loss of income due to COVID-19 - £1,089k (Net £454k after Q4 2020/21 Adjustment)

- 2.3 In addition to the increased costs, the Council continues to be impacted by reduced external income from activities such as car parking and music services. Claims for lost income against the Hardship Fund are made on a quarterly basis, with the table below providing an overview of the Quarter 1 claim for 2021/22. The net claim was for £454k, however this was due to an adjustment needing to be included in relation to the final claim for the 2020/21 financial year. The Quarter 1 claim has been paid in full and the Quarter 2 claim is due at the end of October.

Service Area	Actual Lost Income (£000)	Mitigating Savings (£000)	Adjustment for 20/21 Estimates (£000)	Net Lost Income (£000)
Adult Services	3	0	16	19
Education	544	(263)	(25)	256
Schools	24	0	21	45
City Services	408	0	(51)	357
RIH	17	0	0	17
Corporate	5	0	(104)	(99)
External	550	(199)	(492)	(141)
Total	1,551	(462)	(635)	454

SERVICE AREA BUDGET VARIANCES (exc Schools)

Delivery of agreed 2021/22 budget savings - £190k overspend
Delivery of agreed previous financial year's savings - £366k overspend

- 2.4 The position on delivery of savings is shown in Appendix 1, with an overview provided in the table below. The performance on forecast delivery of 2021/22 savings reflects an anticipated shortfall of £190k, which is largely due to delays in progressing the necessary actions, some of which is a result of the pandemic. Most savings have been delivered and the shortfall makes up 6% of the total savings agreed.

In addition, there remains a higher level of unachieved savings from previous years, with a further £366k shortfall being projected. These savings relate to Children's Services (£88k), Adult Services (£78k) and Non-Service (£200k). In the case of the Social Services savings, these have not been achieved due to COVID-19 either delaying the implementation of plans or causing an increase in demand in areas where savings had previously been targeted. In the case of the non-service saving, relating to generating more income through an amended investment strategy, the HoF has delayed undertaking riskier investments due to (i) to preserve cash-flow during the

Covid period last year (ii) the uncertain economic climate caused by Covid (iii) the prospect of higher base interest rates in the future leading to other opportunities to achieve this at lower risk.

Summary by Portfolio	People	Place	Corporate	Non Service	Total
2021/22 MTRP Target (£) Total	1,421	670	430	870	3,391
Total Savings Realised by Year End 2021/22	1,321	580	430	870	3,201
Variation to MTRP Target	-100	-90	0	0	-190
Variation % to MTRP Target	-7%	-13%	0%	0%	-6%
Undelivered Savings from Previous Years	-166	0	0	-200	-366
Total Undelivered Savings	-266	-90	0	-200	-556

2.5 Whilst the level of unachieved savings in relation to the current financial year is lower than in previous years, there remains a need to ensure that all savings are delivered, in full, as soon as possible. This is of even more significance when coupled with the unachieved savings from prior years. Although the total impact of £556k on the monitoring position is currently manageable, this may not be the case in future years and delivery needs to be achieved as soon as possible.

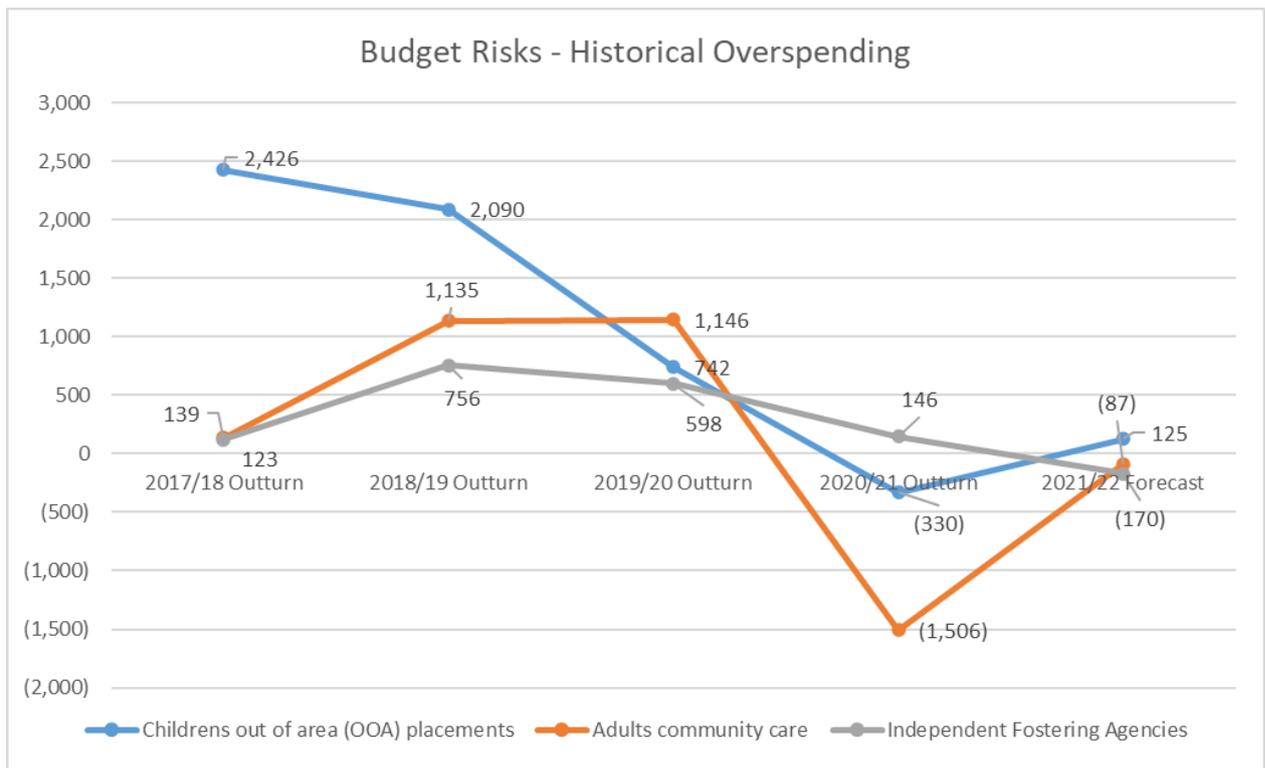
Risk based budgets - demand led – (£132k) underspend

2.6 It was well documented throughout previous years that there were three areas of continued risk in terms of significant overspending against budget:

- Children's out of area placements
- Independent fostering agencies
- Adult community care

2.7 These have, historically, been recurring issues where demand has continued to accelerate beyond the significant investment and budget available. The 2020/21 and 2021/22 financial years are not a true representation of this challenge due to the pandemic and the reimbursement of additional costs that is received from the WG Hardship Fund. The risk, therefore, of significant overspend emerging has not necessarily gone away and these areas remain critical in terms of their potential impact upon the overall monitoring position.

2.8 The following chart reflects the outturn position in these areas over the last 4 years, as well as the most recent forecasts. It demonstrates that spend has generally reduced over time, with significant underspends occurring during 2020/21, due to investments as part of the 2021/22 budget and the impact of the pandemic. 2020/21 and 2021/22 are not reflective of typical years and once the support from the Hardship Fund comes to an end the true, underlying position will be much more challenging than this.



- 2.9 **Children's out of area placements** – Following additional investment as part of the 2021/22 budget, this budget can support 20 placements. In September, the number of out of area placements are at 19, however the average cost of placements exceeds the level upon which the budget is predicated. As a result, an overspend of £125k is currently projected.
- 2.10 **Children's independent fostering** – As with out of area placements, this budget received significant investment as part of the 2021/22 budget and can support 58 placements at an average cost. This year, demand is currently broadly in line with the previous year, with 63 placements currently being supported. However, it has been possible to recover the cost of some of these placements via the Hardship Fund, resulting in a projected underspend of £170k.
- 2.11 **Adults community care** - £976k has been invested into the adult's community care budget for 2021/22, over and above inflation. The current position shows that the number of service users is slightly higher than at this time last year (2020/21 – 1,544 and 2021/22 – 1,574) and is forecast to continue this trajectory for the remainder of the year. The overall position for this area is a projected underspend of £88k, although there are some significant offsetting variances within that figure, including an overspend of £1,912k against residential packages and £1,110k in relation to community care packages income, aided by higher levels of property income compared with previous years.
- 2.12 Given the inherent nature of these budget risks, numbers in these areas could change throughout the year, as has been evident in previous years. Therefore, these areas present an inherent financial risk and will continue to be closely monitored.

Risk based budgets – other areas – (£560k) underspend

- 2.13 Whilst other risk-based areas are forecasting an underspend, these areas will continue to be closely monitored as the combined financial impact of adverse changes to these budgets has the potential to be significant. A summary of all risk-based areas can be found within the overall dashboard in Appendix 1.

Other emerging issues - £611k overspend

2.14 In addition to the areas of continued risk explained above, there are emerging issues presenting themselves which will continue to be closely monitored throughout the year:

- Regeneration commercial and industrial remedial works across the estate - £181k
- City services – increased costs in respect of ash die back - £430k

Staffing budgets – (£456k) underspend

2.15 As can be seen within the overall dashboard in Appendix 1, mitigating savings are being projected against staffing budgets. Service areas are forecasting an underspend against staff budgets as a result of delays in recruitment and any covid related activities being reimbursed by the WG hardship fund. This is something that affects many service areas, and this is reducing, in part, areas of overspending.

Other Variances – (£1,579k) underspend

2.16 Whilst the cumulative impact of lower value variances makes up some of this variance the key items included here are:

- Adult residential homes (£348k) underspend – hardship claim reimbursement received for testing, voids and uplifts which has been extended until the end of March 22. Furthermore, although in house residential homes have seen an increase in the number of vacant beds, they are seeing the current cohort of users paying more income than had been planned through user contribution
- Adult day opportunities (£198k) underspend – savings resulting in the closure of the internal day centre and the early achievement of an agreed saving assumed as part of the medium term financial plan
- Education SEN – (£801k) underspend - overachievement of income against the recoupment income budget and an underspend in relation to the reduction in anticipated placements to the year end
- People and Business Change – (£179k) underspend against training and development budget

2.17 Whilst the overall dashboard in Appendix 1 sets out the key areas contributing to the forecast position, individual service areas dashboards provide further detail on service specific variances.

NON-SERVICE AREA BUDGET VARIANCES

Capital Financing - (£2,739k) underspend

2.18 One of the main elements of the overall underspend position is a projected underspend of £2,739k in relation to the Capital Financing budget. As part of the budget setting for 2021/22, the capital financing costs of the current capital programme, which ends in 2022/23, were funded up front. This has resulted in a saving within the Minimum Revenue Provision budget and the interest payable costs, as this budget is not yet required. Due to the slippage reported with the Capital Monitoring & Additions report, the interest payable budget is also showing a small saving due to the expected slippage within 2021/22 capital programme.

Council Tax Reduction Scheme - (£383k) underspend

2.19 The forecast saving of £383k is due to a lower number of council tax benefit claimants than expected. Given that future year savings have already been agreed from this budget there is unlikely to be any mitigating savings from this area in future. Clearly, there remains an element of uncertainty surrounding the number of claimants in future given that the furlough scheme has ended. It is anticipated at this stage that the associated risk is low.

Council Tax collection - (£495k) underspend

- 2.20 Good progress has been made in supporting people to catch up on the council tax payments. This saving also includes a forecast surplus when compared to the budget.

3 Schools

- 3.1 Appendix 3 highlights that, overall, schools are anticipating a net overspend of £2,150k, after allowing for reimbursement of eligible expenditure and lost income from the Hardship Fund. In addition, the figure includes one-off grant funding which is expected to be received at the end of the financial year. This projection is based on expenditure forecasts against governing body approved budgets, updated for any recent changes. Within this overall forecast is the position in respect of schools in a deficit budget position, for which recovery plans are in place and being implemented. School's own reserves are assumed to absorb and fund this overspend where possible within the forecast position shown.
- 3.2 Although an overall overspend against budget is currently projected, it should be noted that schools carried forward significantly higher balances at the end of the 2020/21 financial year, compared with previous years. This higher level of balances is primarily the product of WG grants issued towards the end of the last financial year, which offset spend that schools had already budgeted for. As a result, schools carried forward higher than anticipated balances, which, in most individual cases, will be more than sufficient in offsetting the overspends being reported. As outlined by the table below, school balances are projected to remain healthy going into the following financial year, except for those schools in deficit, albeit two of those will report smaller deficits compared with previous years.
- 3.3 The majority of the gross overspend relates to the primary sector, with the special sector also projecting an overspend. The nursery and secondary sector are both projecting an overall in-year underspend. A summary table is shown below:

	Reserves balance 31/03/21	In year Under/(overspend)	Reserves Balance 31/03/22
	£	£	£
Nursery	(65,330)	15,357	(49,973)
Primary	8,528,594	(3,387,481)	5,141,113
Secondary	860,716	222,700	1,083,416
Special	234,441	(107,809)	126,632
Total	9,558,422	(3,257,233)	6,301,189
Assumed grant and other compensation		1,107,156	1,107,156
Total	9,558,422	(2,150,077)	7,408,345
Kimberley & Fair oak reserve balance transfers to Education		-	110,820
Q3 & Q4 Covid Financial Impact		-	-
Total	9,558,422	(2,150,077)	7,519,165

Appendix 3 provides details regarding individual school positions, including their projected balances at year-end. It can be seen that only three schools are projecting to hold deficit balances, totalling £879k, with two of those expecting to be smaller than the previous year. Whilst reductions in those deficit balances are being reported, it is critical that the impact of the aforementioned WG grant funding is understood, so that the true position is not masked by this funding. Therefore, it will be necessary to continue to closely scrutinise each position and ensure that deficit recovery plans are being delivered as intended. Work to support schools in achieving their individual school saving plans is on-going and meetings to review the positions are scheduled for November 2021.

- 3.4 As an update, Cabinet will remember that the pay provision allowed for in the Councils budget was held centrally, pending final confirmation of the increase. The Minister for Education and Welsh Language announced in September that the recommendation from the Independent

Welsh Pay Review Body would be accepted and that a pay award would be introduced from the 1 September 2021 to provide for a 1.75% uplift to all teachers' pay scales and allowances. This will now be transferred to school budgets in full, as agreed by Cabinet in their February meeting. It was also confirmed that £6.4m funding has been made available this year to support the cost of the pay award in schools and sixth forms across Wales.

3.5 The current position on school balances represents a significant change from the concerns evident in previous financial years. As recently as the 2020/21 financial year, there were concerns that the aggregate school balances could reach a negative position, which may have had wider financial implications across the authority. Now that an overall surplus position, projected to total £7,519k at the year-end, has been achieved, and appears set to continue for at least the next financial year, it is important that there remains a focus on school budgets, to ensure that, as much as possible, a return to the previous position is avoided.

4 Use of reserves

4.1 Appendix 4 illustrates the planned movements in reserves throughout the year. Cabinet should note the opening balance as of 31st March 2021, forecast planned transfers in/(out) of reserves in 2021/22 and the forecast balance as of 31st March 2022. Current projections suggest that 7% of the Council reserves will be utilised by the end of the financial year, which is in line with planned and expected use. The general fund reserve is projected at the minimum level required (£6.5m) representing 3.2% of the overall net budget, excluding school net budgets who have their own ring-fenced reserves.

4.2 The Council currently has a good level of reserves and whilst these are virtually all earmarked, they do ultimately provide, in the last resort, some mitigation for overspending. If this was to happen, then future projects, which were to be funded from these reserves, may not be able to progress or in using other reserves, budgetary provision would need to be made to 'repay' these, creating further pressure on the Council's MTFP. There are no easy, impact free solutions through reserves but they do ultimately provide some cover in the last resort and in the short term.

Timetable

Ongoing

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Risk of overspending	H	M	Regular forecasting and strong financial management. Revenue budget contingency.	CMT / SFBBPs and budget holders HoF
Poor forecasting	M	M	Better forecasting in non-service areas where large variances occurred in 20/21. Review and refinement in service areas of risk-based modelling. CX/HoF setting out clear expectations.	Asst. HoF SFBBP's and budget managers CX / SLT/ HoF

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Heightened by the existing and potential impacts of the pandemic, and associated recovery, strong financial management continues to underpin services and medium term financial planning.

Options Available and considered

In terms of the overall forecast position and financial management there are no options – the Council needs to operate within its overall budget. The current forecast suggests that this will be achieved, however it is imperative that thorough budget monitoring continues throughout the remainder of the year, to ensure that emerging risks are identified and addressed, and an overall positive position is maintained.

Preferred Option and Why

To continue careful review and management of key budgets and risks.

Comments of Chief Financial Officer

The financial position shows a good position and follows the same pattern as the previous year. Whilst risk to a deterioration always exists, there is also the prospect of the underspend increasing for reasons noted in the report.

Cabinet should consider early what uses might be made of an underspend and plan this in more detail in the last quarter as this will be required to facilitate a quicker closedown of the 2021/22 accounts. The key variances in the report and associated service area dashboards will be important to inform the development of the 2022/23 budget and how we deal with some of the significant key issues/risks which arise from Covid and some of the arrangements put in place which may need to continue.

Comments of Monitoring Officer

There are no legal issues arising from the report

Comments of Head of People and Business Change

The report notes the forecast financial position of the Council including further information on the funding that has been made available by Welsh Government to address some financial pressures incurred as a result of Covid-19.

The Well-being of Future Generations Act requires public bodies to apply the five ways of working to any financial planning, which will address short-term priorities with the need to safeguard the ability to meet long-term needs. This report gives an early indication of the revenue forecast position and the issues affecting financial management during 2020/21 and notes that any future reductions in funding will need to reflect and be consistent with the five ways of working. Sound financial planning and monitoring by the Council support the well-being goal of a Prosperous Wales.

There are no HR implications arising directly from this report.

Comments of Cabinet Member

The Chair of Cabinet, as Cabinet Member for resources has approved the report for consideration and approval by Cabinet.

Local issues

N/A

Scrutiny Committees

N/A

Fairness and Equality Impact Assessment:

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

For this report, a full Fairness and Equality Impact Assessment has not been undertaken. This is because this report is not seeking any strategic decisions or policy changes, with its purpose being to update Cabinet on the current year financial performance against the budget agreed for the year. However, fairness and equality are considered as part of service delivery and will feature in annual finance reports, such as the Budget Report and Capital Strategy.

In terms of the Wellbeing of Future Generations (Wales) Act, and the five ways of working contained within it, this report highlights examples of these being supported. For example, whilst this report is focussed on the current year, there are references to the longer-term impact, via medium term financial planning, and on taking preventative action, to ensure that financial problems existing now are addressed as quickly as possible, to ensure they do not have a detrimental impact in future years. Analysis and review of reserves, which are critical for financial resilience over the long term, is regularly undertaken by the Head of Finance and detailed in this report.

In the case of the Welsh Language, the service will continue to ensure that, wherever possible, services or information is available in the medium of Welsh.

Consultation

N/A

Background Papers

Dated: 3 November 2021

Appendix 1

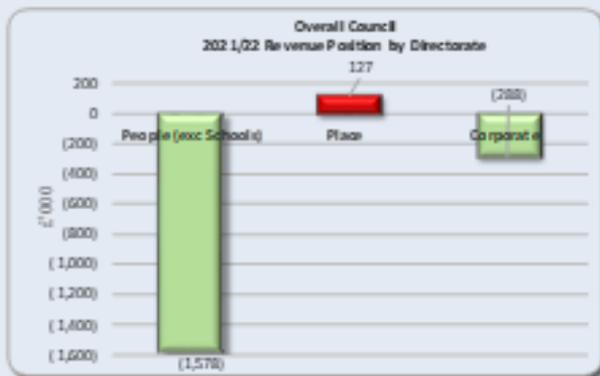
Budget Monitoring Position – September 2021

Position by Directorate	Current Budget £'000	Forecast £'000	Variance £'000
People (exc Schools)	93,978	92,400	(1,578)
Place	36,543	36,670	127
Corporate	19,651	19,363	(288)
Service Area Budget	150,172	148,432	(1,740)
Schools	110,581	112,731	2,150
Service Area Budget (Inc Schools)	260,752	261,162	410
Schools - transfer to reserve	0	(2,150)	(2,150)
Non Service	53,806	48,940	(4,866)
Total Budget (excluding contingency)	314,558	307,953	(6,606)
General Contingency	1,373	0	(1,373)
Total Budget (Including contingency)	315,931	307,953	(7,978)

Position Summary

- Revenue forecast reports an underspend of £7,978k. Although this is based on the assumption that all expenditure and lost income connected to the COVID-19 pandemic will be recoverable, WG have confirmed that the hardship terms will change from the 1st October. Although the impact on forecasts is not expected to be significant at this stage, any subsequent changes to terms, following the review of infection rates, may mean that eligibility will be restricted to key areas.
- Whilst service area underspending (£1,740k) contributes to the forecast position, a large proportion of the underspending comes from:
 - Underspend against general contingency (£1,373k);
 - £2,739k underspend against capital financing costs;
 - £878k underspend against council tax benefit rebates and council tax surplus;
 - £427k underspend due to provision for teachers pay being greater than expected.
- Schools forecast position shows an overspend against budget. Although significant, much of this is due to the use of reserves following significant one off income being received last financial year. A review is currently underway to determine what proportion of this overspend is recurring. Based on prior year trends, this position also takes in to account an assumed level of income traditionally received at year end.
- The forecast has benefitted from one-off budget savings:
 - Delays in recruitment resulting in vacancy savings;
 - A number of staffing costs e.g. overtime claimed under the Hardship Fund;
 - Loss of income assumed to be reimbursed although some areas may have seen a downturn in income levels despite COVID-19;
 - Less miscellaneous expenditure being incurred than would have been ordinarily.

Detailed explanations can be found within service area dashboards



Undelivered Savings:

- 2021/22 - £190k
- Previous years - £366k
- Overall, undelivered savings are resulting in forecast overspend against budget of £556k. This is predominantly due to delays in implementation, some of which are due to the impact of COVID-19.

Budget Monitoring Position – September 2021

- Although the overall position is positive there are key budget issues to be addressed:
 - Undelivered 21/22 and prior year savings (£556k);
 - Increased demand for children's out of area residential placements (£125k);
 - Increased demand for inter agency adoption fees (£105k);
 - Overspend within the commercial and industrial portfolio as a result of income under recovery (£184k) and replacement roller shutter doors following health and safety checks (£181k);
 - Environmental services overspend due to increase expenditure on trees (£430k);
 - Increased Wastesavers contract payments on Recycling budget (£200k).
 - Increased traffic management safety and reduced external income has resulted in forecast overspend within grounds maintenance (£154k).
- It is important to note that the future of the pandemic and the likely financial consequence of further local and national lockdowns is unknown and has the potential to affect forecasts should the WG Hardship Fund be insufficient to cover.

Key Assumptions and Risks

WG Financial support

- Forecasts have been made on the basis that the Welsh Government (WG) Hardship Fund will continue for the remainder of the financial year, however, WG have confirmed that the scope of the hardship fund will change from 1st October. Whilst the initial changes are not expected to have a significant impact upon forecasts, subsequent changes that are being discussed have the potential to be much greater. Forecasts will be adjusted once further information is made available. WG have also confirmed that the fund will not exist beyond March 2022.
- Any additional expenditure or lost income incurred during the six months of the year have been neutralised within the position on the basis that they will be reimbursed in full. Significant areas that will be claiming from this fund include homelessness costs; free school meals; continued support of adult social care and cover cost of overtime and agency for additional tasks required in response to COVID-19 and any COVID-19 related sickness. Key areas of lost income include Education (Gwent Music and school catering), City Services (waste services, bus station departures and car parking) and Newport Live.
- WG have announced social care recovery fund of £2m for Newport for recovery of social care services. The purpose of the fund is to support appropriate recovery of social care services across Wales, aligning with the priorities set out within the Social Care Recovery Framework. Authorities are required to submit spend plans by 20th October and budget forecasts will be updated once spend plans have been confirmed.

Budget Monitoring Position – September 2021

Other Assumptions/ Key Points

- A saving of £427k has been forecast this month against non service budgets following the confirmation of the teachers pay award from September 2021. A provision for 2% was made as the budget setting stage and the agreed pay award is 1.75%.
- A final NJC pay award is yet to be agreed. The 2021/22 budget was agreed based on a 2% uplift and so anything less than this will increase the in in year underspend further. The position will be updated once this becomes known.

In summary the forecast position is made up of the following:

MTFP undelivered savings 2021/22 and prior years	£556k
Key demand led areas across social care	£229k
Staffing and other service area variances	(£2,525k)
Capital financing	(£2,739k)
General contingency	(£1,373k)
Council tax reduction scheme and other non service	<u>(£2,126k)</u>
Forecast position	(£7,978k)

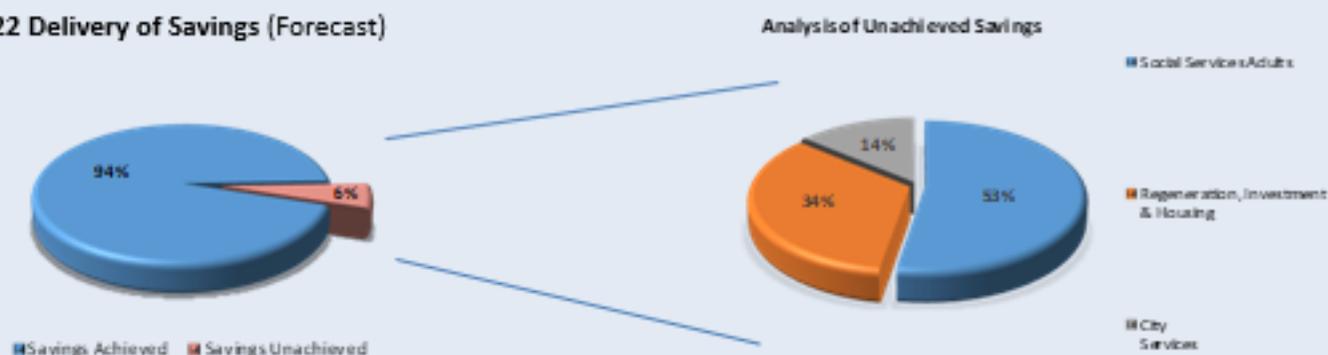
Budget Monitoring Position – September 2021

Staff Forecasts

Overall Staffing	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Budget (£'000)		61,327	61,295	61,091	61,120	61,244	61,244	61,244	61,244	61,244	61,244	61,244
Forecast (£'000)		61,477	60,539	61,000	61,239	60,788	60,788	60,788	60,788	60,788	60,788	60,788
Variance (£'000)		150	(756)	(91)	119	(456)	(456)	(456)	(456)	(456)	(456)	(456)

- Whilst there are a number of vacancies across the council and recruitment into these posts have been delayed in some areas these savings are being offset in part by an increased requirement for additional staff time and agency staff. The saving against service area budgets has increased this month, in part, due to the first phase of the senior management team appointments being implemented and subsequent assumptions around the filling of the remaining posts being made.

2021/22 Delivery of Savings (Forecast)



- The first chart shows that 94% of the total savings are forecast for full delivery in 2021/22;
- The second chart illustrates the areas where savings are forecast not to be delivered (6% of overall target);
- The delivery of savings in 2021/22 has been affected by the ongoing pandemic and the resulting overspends against budget have been reflected within the forecast;
- In addition to the £190k undelivered savings in 21/22 there remains £366k of undelivered savings from previous years, of which £166k relates to social care.

Overall Summary by Directorate	People	Place	Corporate	Non Service	Total
2021/22 MTRP Target (£) Total	1,421	670	430	870	3,391
Total Savings Realised by Year End 2021/22	1,321	580	430	870	3,201
Variation to MTRP Target	-100	90	0	0	-190
Variation % to MTRP Target	-7%	13%	0%	0%	-6%

Budget Monitoring Position – September 2021

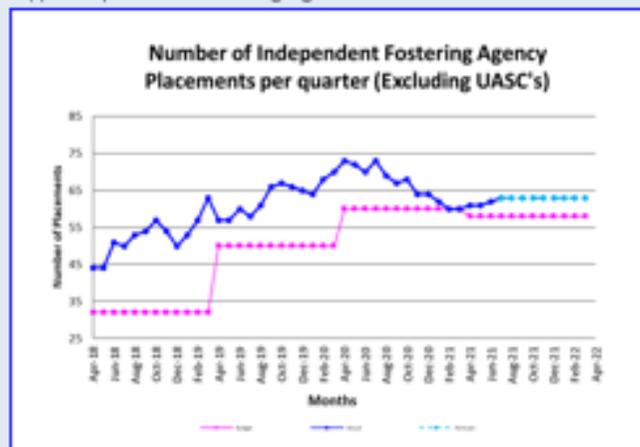
Risk Based Areas	Annual Budget £'000	Forecast £'000	Variance £'000	Graph Reference
Children & Young People				
Independent Fostering Agencies	2,462	2,292	(170)	i
Out of Area Residential	3,155	3,280	125	ii
In House Fostering	3,593	3,394	(199)	
When I'm Ready	24	86	62	
Legal fees	930	819	(111)	
In House Residential	1,968	2,079	111	
Emergency Placements	200	176	(24)	
Inter Agency Adoption Fees	326	431	105	
Direct Payments - Children Services	176	258	82	
Adult & Community Services				
Community Care - Residential	22,600	24,512	1,912	
Community Care - Supported Living	11,713	11,204	(509)	iii
Community Care - Non Residential	12,010	11,863	(147)	iv
Community Care Income - Residential & Non Residential	(8,615)	(9,725)	(1,110)	
Education				
SEN Out of County - Local Authority	2,222	1,258	(964)	v
SEN Out of County - Independents	1,935	2,240	305	v
SEN Local Provision Development	879	823	(56)	
SEN Transport	1,739	1,739	0	
Special Home to School Transport	848	848	0	
Bridge Achievement Centre	1,250	1,250	0	
Regeneration, Investment & Housing				
Homelessness - B&B Costs	139	139	0	
Commercial & Industrial Properties Income	(1,406)	(1,222)	184	
City Services				
Commercial/ Asbestos Income	(1,424)	(1,605)	(181)	
Home to School Transport - Primary	1,029	963	(66)	
Home to School Transport - Secondary	1,218	1,245	27	
Home to School Transport - College	122	66	(56)	
CPE - Fines Income	(691)	(691)	0	
Burial fees	(653)	(653)	0	
Car parking income	(1,598)	(1,567)	31	
Law & Regulation				
Licensing - Hackney carriages / private hire	(369)	(413)	(44)	
Total Net Budget	55,780	55,088	(692)	

- In 2021/22, there are almost 30 budget areas identified as having the potential to be high risk or highly volatile. This list is reviewed on an on-going basis
- Although some of these areas have come in underspent against budget, they have continued to be monitored given the potential to have a significant impact, should the position worsen in any of these areas.
- There are six budget 'hotspot' areas within the risk based monitoring which demonstrate the significant financial impact and risk that only a small number of areas pose to the financial position of the Authority (graph ref i - v)
- The figures here do not reflect the COVID-19 related loss of income being claimed from WG to highlight the risk in these areas.

Budget Monitoring Position – September 2021

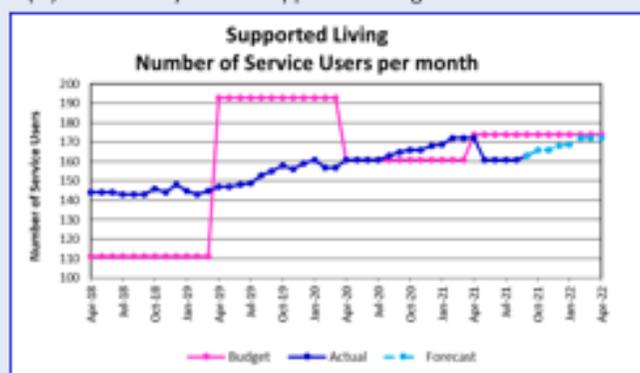
Risk Based Monitoring graphs

(i) Independent Fostering Agencies



- The 2021/22 budget can afford 58 placements at an average cost. The number of placements have increased to 63 at the end of July. It is assumed that numbers will be maintained at this level. However, an overall underspend of £170k is projected due to certain costs being claimed against the Hardship Fund.

(iii) Community Care – Supported Living



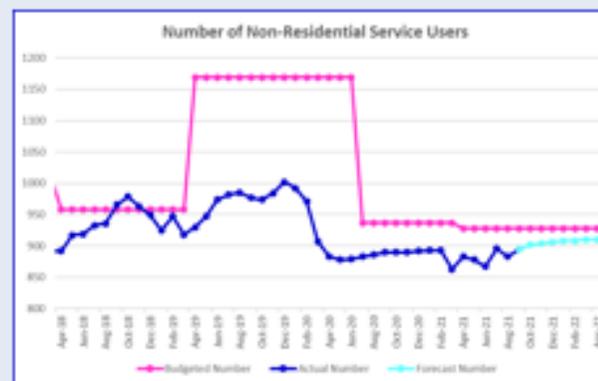
- Budget can afford 174 placements at an average cost. Currently numbers are at 165 and although almost a third of costs are higher than the average a forecast underspend of £509k is anticipated.

(ii) Out of Area (OOA) Residential Placements



- Budget can afford 20 placements at an average cost. The total number of placements remained at 19 at the end of July and is expected to remain at that level for the remainder of the year. It is the weekly costs of these placements that result in the forecast overspend of £125k.

(iv) Community Care – Non Residential

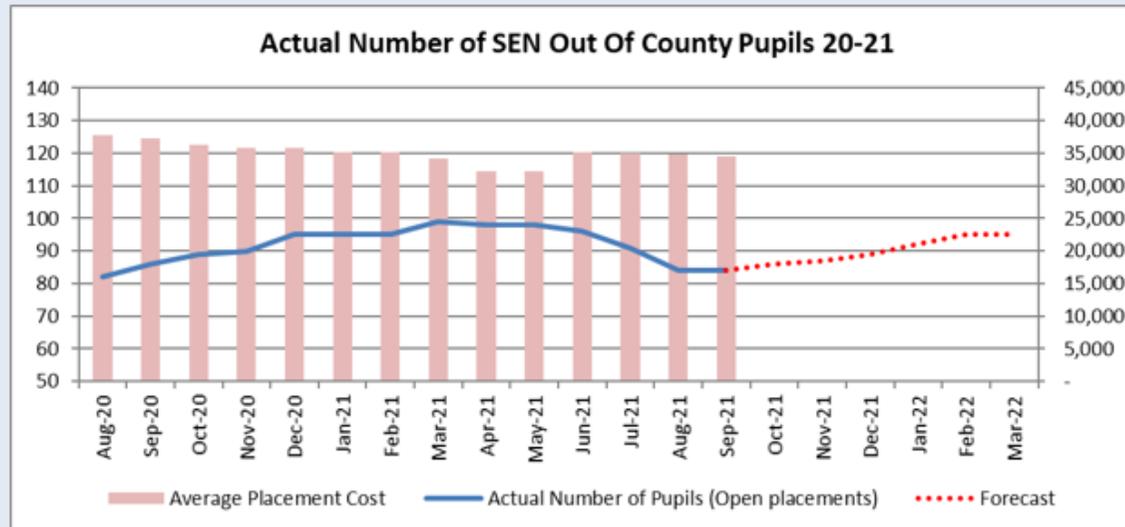


- Budget can afford 926 users per month at an average cost. Of the 895 users, there are currently 114 users with a care package cost of over £500 per week which is contributing to the budget overspend.

Budget Monitoring Position – September 2021

Risk Based Monitoring graphs

(v) SEN Out of County Placements – Local Authority and Independent



- SEN OOC budget can accommodate 120 placements at an average cost of £34k. There are currently 84 open placements and Inclusion anticipate 95 placements by the end of the financial year which has meant that SEN out of county placements forecast an underspend against budget of £964k.
- Placements ranging between £10k and £20k account for 22% of the total number of placements. There are 2 placements costing in excess of £100k per year due to the complex needs of the individuals.

Budget Monitoring Position – September 2021

Schools

Overall, schools are anticipating an overspend of £2,150k after taking account of assumed one off grant and other compensation that is likely to be received at year end (£1,107k) and assuming that the financial impact of COVID-19 is neutralised via the Hardship Fund. It is important to note that significant additional income was received at year end and this income was added to schools balances to enable schools to utilise during this financial year. Although a significant proportion of the in year overspend will be attributable to this, an exercise is being undertaken to determine what element of the in year overspend is recurring.

46 out of 58 schools forecast an in year overspend.

Forecasts by sector are shown below;

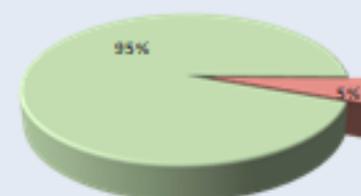
- Nursery £15k underspend (2 out of 3 nurseries reporting an in-year overspend position)
- Primary £3.387m overspend (39 out of 44 schools reporting an in-year overspend position)
- Secondary £223k underspend (4 out of 9 schools reporting an in-year overspend position)
- Special £108k overspend (1 out of 2 special schools reporting an in-year overspend position)

School Forecasting Year End Deficits	Sep
Caerleon Comprehensive	(183)
Llanwrin High	(233)
Llswerry High	(463)
Kimberley Nursery	0
Variance (£'000)	(879)

Schools are forecasting an in year overspend of £2,150k therefore reducing school balances to £7,408k from £9,558k as at the end of March 2022. The balance of £111k relates to Kimberley & Fair oak reserve balance that has been transferred to Education.

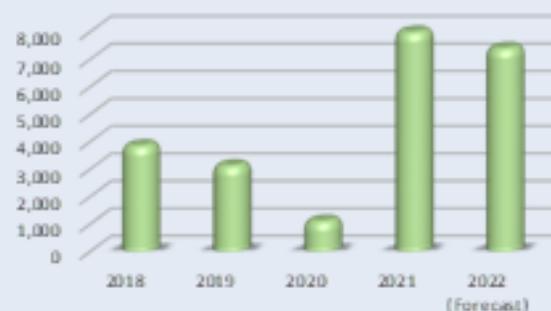
Whilst this is much improved position compared to previous years, this is as a result of significant savings made last year as a result of closures and also the significant grant income received from WG at year end. It is important to assess the review of recurring overspends at individual school level.

Proportion of Schools Forecasting Deficit as at 31st March 2022



■ Schools in surplus as at 31st March 2022
 ■ Schools in deficit as at 31st March 2022

Balances held by Schools as at 31st March



APPENDIX 2 Revenue Summary Monitor – September 2021

	Current Budget	Projection Revised	(Under) / Over
	£'000	£'000	£'000
Summary Revenue Budget 2021/22			
People			
Children and Young People	26,743	26,596	(147)
Adult and Community Services	51,495	50,941	(554)
Education	15,740	14,863	(877)
Schools	110,581	112,731	2,150
	204,559	205,130	572
Place			
Regeneration, Investment and Housing	10,911	11,072	161
City Services	25,632	25,598	(34)
	36,543	36,670	127
Chief Executive			
Directorate	525	467	(58)
Finance	3,251	3,251	-
People and Business Change	9,111	8,818	(293)
Law and Regulation	6,763	6,826	63
	19,651	19,363	(288)
Capital Financing Costs and Interest			
Capital Financing Costs and Interest (Non-PFI)	16,403	13,664	(2,739)
Public Finance Initiative (PFI)	9,007	9,007	-
	25,410	22,672	(2,739)
Sub Total - Service/Capital Financing	286,163	283,834	(2,329)
Contingency Provisions			
General Contingency	1,373	-	(1,373)
Restructuring / Other Savings	-	-	-
Centralised Insurance Fund	593	593	-
Non Departmental Costs	40	40	-
Other Income and Expenditure	4,190	3,053	(1,137)
	6,195	3,686	(2,510)
Levies / Other			
Discontinued Operations - pensions	1,447	1,351	(96)
Discontinued Operations - Ex Gratia Payments	3	3	(0)
Levies - Drainage Board, Fire service etc	9,200	9,183	(17)
CTAX Benefit Rebates	13,375	12,992	(383)
Extraordinary Items	-	-	-
	24,025	23,529	(496)
Transfers To/From Reserves			
Base budget - Planned Transfers to/(from) Reserves	(452)	(452)	-
Earmarked reserves: Transfer to/(from) Capital	-	-	-
Earmarked reserves: Transfer to/(from) Schools	-	(2,150)	(2,150)
Earmarked reserves: Transfer to/(from) Schools Redundancy	-	-	-
Invest to Save Reserve	-	1,366	1,366
Invest to Save Reserve (from)	-	(1,366)	(1,366)
	(452)	(2,602)	(2,150)
Total	315,930	308,447	(7,484)
Funded By			
WG funding (RSG and NNDR)	(240,796)	(240,796)	-
Council Tax	(75,134)	(75,134)	-
Council Tax Surplus	-	(495)	(495)
Total	(0)	(7,978)	(7,978)

APPENDIX 3 – Schools Funding and Balances

School Name	Opening Reserve 21/	Final ISB Allocation (inc Post 1£	In Year U/(O) Spend March 22	Closing Reserve 31/03/22
	£	£	£	£
10287 Bassaleg School	750,960	8,129,723	(150,409)	600,552
10280 Newport High	172,214	5,523,379	43,823	216,037
10281 Caerleon Comprehensive	(607,091)	7,112,723	424,017	(183,074)
10282 The John Frost School	415,936	6,969,939	(284,184)	131,752
10283 Llanwern High	(120,987)	4,974,158	(111,841)	(232,827)
10284 Lliswerry High	(548,940)	4,916,583	86,063	(462,877)
10285 St Josephs R.C. High	403,577	6,486,070	162,409	565,985
10286 St Julians School	292,851	7,600,647	120,467	413,317
10288 Ysgol Gyfun Gwent Is Coed	102,196	2,501,712	(67,644)	34,552
Sub Total	860,716	54,214,935	222,700	1,083,416
10228 Alway Primary	201,676	1,595,545	(115,369)	86,306
10237 Caerleon Lodge Hill	231,628	1,208,440	(84,545)	147,083
10238 Charles Williams CIW	459,262	1,828,997	(237,530)	221,733
10203 Clytha Primary	78,885	820,065	(47,115)	31,771
10204 Crindau Primary	210,870	1,387,028	(110,275)	100,595
10205 Eveswell Primary	366,809	1,580,067	34,782	401,591
10201 Gaer Primary	254,663	1,691,732	(182,559)	72,104
10231 Glan Usk Primary	255,337	2,183,374	(147,556)	107,782
10270 Glan Llyn Primary	114,736	1,291,498	12,718	127,454
10206 Glasllwch Primary	115,850	829,696	(95,419)	20,431
10207 High Cross Primary	26,327	936,982	(25,603)	724
10250 Jubilee Park	145,587	1,362,656	(26,016)	119,571
10208 Langstone Primary	224,708	1,146,731	(109,059)	115,649
10209 Llanmartin Primary	94,405	786,189	(17,257)	77,147
10233 Lliswerry Primary	356,802	2,050,288	(150,296)	206,506
10210 Maesglas Primary	113,867	1,062,045	(68,420)	45,447
10211 Maindee Primary	203,186	1,769,441	(136,386)	66,801
10248 Malpas CIW Primary	106,911	1,108,372	(2,987)	103,923
10212 Malpas Court Primary	158,924	1,156,425	(91,138)	67,786
10213 Malpas Park Primary	142,273	872,623	(57,000)	85,274
10214 Marshfield Primary	133,314	1,488,819	(89,099)	44,215
10230 Millbrook Primary	208,194	1,096,928	(158,874)	49,320
10249 Milton Primary	172,468	1,669,943	(48,728)	123,740
10232 Monnow Primary	217,620	1,537,806	(194,881)	22,739
10215 Mount Pleasant	84,154	897,804	(53,953)	30,201
10216 Pentrepoeth Primary	108,221	1,592,615	(39,053)	69,168
10217 Pillgwenlly Primary	194,196	2,167,142	(116,708)	77,488
10229 Ringland Primary	136,473	1,040,028	(71,329)	65,144
10202 Rogerstone Primary	178,970	2,129,685	(82,532)	96,438
10218 Somerton Primary	154,768	603,385	(64,326)	90,442
10239 St Andrews Primary	230,911	2,429,335	(61,926)	168,985
10220 St Davids RC Primary	157,110	791,126	(24,633)	132,477
10221 St Gabriels RC Primary	120,919	702,220	(3,744)	117,175
10222 St Josephs RC Primary	117,521	745,960	(33,624)	83,897
10235 St Julians Primary	589,669	2,237,775	(38,990)	550,679
10223 St Marys Rc Primary	182,770	1,376,623	(125,371)	57,399
10224 St Michaels RC Primary	165,210	808,873	(126,049)	39,161
10225 St Patricks RC Primary	100,364	756,575	(32,845)	67,519
10226 St Woolos Primary	73,302	1,141,251	(58,033)	15,269
10243 Tredegar Park Primary	536,353	1,547,012	(311,961)	224,392
10236 Ysgol Gym Bro Teyrnon	289,981	765,914	22,210	312,191
10227 Ysgol Gym Casnewydd	341,608	1,323,727	(107,756)	233,852
10234 Ysgol Gym Ifor Hael	171,794	752,165	5,275	177,070
10271 Ysgol Gym Nant Gwenlli	0	226,310	86,477	86,477
Sub Total	8,528,594	56,497,219	(3,387,481)	5,141,113
10060 Fair oak Nursery	29,783	67,103	(9,512)	20,271
10065 Kimberley Nursery	(95,112)	92,489	(35,979)	(131,091)
10061 Newport Nursery	0	279,668	60,848	60,848
Sub Total	(65,330)	439,259	15,357	(49,973)
10405 Maes Ebbw	21,990	3,635,743	38,871	60,861
10410 Bryn Derw	212,451	1,820,741	(146,680)	65,771
Sub Total	234,441	5,456,483	(107,809)	126,632
Assumed additional grant and other compensation			1,107,156	1,107,156
Kimberley & Fair oak reserve balance transfers to Education			0	110,820
Q3 & Q4 Covid Financial Impact - Alert Level 1			0	0
Grand Total	9,558,422	116,607,896	(2,150,077)	7,519,165

Reserve	Balance at 31-Mar-21	Planned Movements in Year												Balance at 31-Mar-22
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Theatre & Arts Centre	(232)													(232)
Cymorth Income	(25)													(25)
Blaen Y Pant	(4)													(4)
Homelessness Prevention	(38)													(38)
Environmental Health - Improve Air Quality	(49)													(49)
Refurbishment of a Children / Older People Homes	(41)							28					13	-
Apprenticeship Scheme	(17)													(17)
City Economic Development Reserve	(90)													(90)
Welsh Language Standards	(129)												46	(84)
Health	(16)												(3)	(19)
IT	(52)													(52)
Financial System Upgrade	(600)													(600)
Events	(216)													(216)
MTFP Reserve (Covid Recovery Reserve) - CS and SS	(5,117)												237	(4,880)
Voluntary Sector Grants	(43)												29	(14)
Bus Wifi	-													-
Bus Subsidy	(15)												15	-
Feasibility Reserve	(54)													(54)
IT Development	(53)												52	(1)
Leisure Delivery Plan	(103)												103	-
Chartist Tower	(256)													(256)
Joint Committee City Deal Reserve	(626)													(626)
NEW - Civil Parking Enforcement	(245)												94	(151)
Community Covid Recovery Fund	(500)													(500)
City Services – refurbishment & cleansing of open spaces	(500)												500	-
Green Recovery Task Force	(1,000)												300	(700)
Business Recovery Fund	(250)												250	-
Business Development Grants	(56)												56	-
Children's Service legal fees	(150)												150	-
Community Occupational Therapy	(53)												-	(53)
Directly Managed Community Centres Maintenance	(50)												50	-
IT Infrastructure	(120)													(120)
PSB Contribution	(40)													(40)
COVID Reserve	(596)													(596)
Highways road repairs [potholes]	(116)												-	(116)

Reserve	Balance at 31-Mar-21	Planned Movements in Year												Balance at 31-Mar-22
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Homelessness Prevention	(289)												289	-
Chief Education Grant	(765)												112	(653)
Home to School Transport - St Andrew s (City Services Reserve)	(801)												567	(234)
Housing Supply review	(25)												25	-
Anniversary tree planting / green canopy	(20)												20	-
Cariad Casnew ydd	(350)													(350)
	(13,723)	-	-	-	-	-	-	28	-	-	-	-	2,905	(10,790)
														-
RESERVES TOTAL	(106,747)	-	-	-	-	-	-	28	-	-	-	-	7,204	(99,515)

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Report

Cabinet

Part 1

Date: 10 November 2021

Subject Capital Programme Monitoring and Additions – September 2021

Purpose To submit to Cabinet for approval, requests for capital projects to be added to the Council's Capital Programme.

To update Cabinet on the current available capital resources ('headroom').

To update Cabinet on current spending against the Capital Programme schemes highlighting the forecast outturn position for the programme as at September 2021

Author Chief Accountant

Ward All

Summary The Council has an extensive capital programme, investing across the authority in areas such as schools, heritage assets, energy efficiency schemes, invest to save programmes and investing in the regeneration of the city centre. This report builds on the investment already approved by Capital and the programme has increased by an additional £2,065k.

The September 2021 monitoring position highlights the following:

- £216k forecast net underspend
- £6,550k re-profiling of existing schemes/spend from 2021/22 into future years
- Additions of £1,931k in new projects and amendments to the capital programme of £132k taking the overall programme to £65,985k in 2021/22

Proposal

1. To approve the additions and amendments to the capital programme (Appendix A), including the use of reserves and capital receipts requested in the report
2. To approve re-profiling of £6,550k into future years
3. To note the update on the remaining capital resources ('headroom') up to and including 2022/23
4. To note the capital expenditure forecast position as at September 2021

Action by Assistant Head of Finance

Timetable Immediate
This report was prepared after consultation with:

- Heads of Service
- Accountancy teams for relevant service areas
- Relevant Service Area Project Managers
- Norse Property Services

Signed

Background

The Council has set an extensive capital programme that was extended to 7 years to reflect projects whose completion date continues beyond the original 5-year programme. Cabinet have received monitoring updates throughout the financial years and the capital programme has been updated to reflect changes as they are received i.e. additions, slippage (moving budget into future years) and any amendments as detailed in Appendix A

The changes to the programme made throughout the financial year are shown in the table below, the detail of which is shown in Appendix B.

Report	2018/19 Outturn	2019/20 Outturn	2020/21 Outturn	2021/22 Budget	2022/23 Budget	2023/24 Budget	2024/25 Budget	Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Outturn Report (Outturn 19/20)	29,466	31,358	64,544	48,474	13,868	11,517	2,349	201,578
August Report (July Forecast)	29,466	31,360	36,450	54,615	45,069	9,623	140	206,723
Nov Report (Sept Forecast)	29,466	31,360	36,450	54,615	45,069	9,623	140	206,723
January Report (Nov Forecast)	29,466	31,360	31,966	60,205	49,064	8,437	140	210,638
Capital Strategy Report February	29,466	31,359	33,054	60,705	70,635	17,924	5,622	248,766
Outturn Report (Outturn 20/21)	29,466	31,360	26,210	100,223	62,341	19,243	5,622	274,465
August Report (July Forecast)	29,466	31,360	26,210	70,472	84,660	34,698	5,647	282,514
Nov Report (Sept Forecast)	29,466	31,360	26,210	65,985	91,212	34,698	5,647	284,579

The budget changes and their associated funding are detailed in Appendix A and are requested to be approved by Cabinet. A summary of the latest additions to the programme are detailed below:

<u>Scheme</u>	<u>Value £'000</u>	<u>Funding Source</u>	<u>Note</u>
Flying Start Settings City Wide Equipment Replacement	110	Grant	To replace equipment, furniture reaching end of life, also to replace soft furnishings.
Flying Start East Hub ROSPA Inspection	25	Grant	ROSPA inspection highlighted the need to urgently repair play equipment and replace security fencing.
Flying Start Hubs City Wide Redecoration & Repair	90	Grant	Redecoration and repair, new carpets, painting , kitchens and storage
Childcare Offer IT	60	Grant	Flying Start grant funding to replace out dated ICT equipment
Childcare Offer Capital COVID	100	Grant	Flying Start grant funding to provide furniture and equipment at various flying start settings
Disabled Facilities	77	ICF Grant	Additional grant awarded to allow extension and refurbishment works to a three properties

POBL Empty Properties Phase One	15	S106	Contribution towards POBL empty properties scheme to bring two empty properties to beneficial use
Disbursed Accommodation	240	Grant	Additional grant money provided for the provision of disbursed accommodation in relation to 'violence against women'
Nature Networks - Monkey Island	88	Grant	Nature Network Grant money provided to develop, install and improve nature areas surrounding Monkey Island
Nature Networks - Shaftsbury Allotments	53	Grant	Nature Network Grant money provided to commission specialists to develop currently contaminated land into allotments
Nature Networks - Old Tredegar Golf Course	73	Grant	Nature Network Grant money provided to develop riverbank habitat area and improve bio-diversity
Indoor Market Loan	1,000	Borrowing	Additional Loan (original £4.5m) for the Indoor Market following increased costs.
Total	1,931*		

*The above excludes any amendments made to the programme, details on these can be found in Appendix A

2021/22 Capital Expenditure Position as at September 2021

Following the additions, amendments and slippage detailed earlier in the report, the 2021/22 capital programme budget totals £65,985k. Capital expenditure incurred up to the end of September 2021 totalled £16,465k, which is 25% of the overall budget within the first 6 months of the financial year. A significant level of capital expenditure tends to be incurred in the third and fourth quarters of the financial year, and has been the trend for many years and is often unavoidable. However, there is a significant gap between spend and forecast at this stage of the year and this is after the programme has re-profiled a further £6,550k of spend into future years after discussions and agreement with budget/project managers. This work is still ongoing and it is expected that there will be other budgets that are likely to be required to be re-profiled, such as the 21st Century Band B programme when the SOP extension has been submitted to Welsh Government for approval. Finance officers will continue to work alongside budget managers to confirm this.

The impact of 'Covid' and Brexit is still a concern, this will need close scrutiny and monitoring over the next few months to assess the impact. There appears to be uncertainty within the construction industry at this time. Materials such as steel and wood are in high demand and also in short supply which has had an impact on price. Project and budget managers are expected to continue to control their schemes robustly and monitor them closely. Accurate forecasting is important for the Council's Treasury Management activities and its associated costs, and the management of the delivery of these important projects.

The forecast outturn position for the 2021/22 programme is currently estimated to be £65,769k as detailed in the following table. As noted above some uncertainty still exists regarding some of the forecasts, this will be reviewed with Norse over the next reporting period and further slippage, as needed, will be reported / requested. An update on the headline/ high value schemes is provided in the next section.

Service Area	Adjusted Budget* 2021/22 £000's	Forecast Outturn £000's	Variance £000's	Slippage £000's	(Under)/Over Spend £000's
Education	23,901	20,514	(3,387)	(3,418)	31
Regeneration, Investment & Housing	20,558	16,326	(4,232)	(4,132)	(100)
People & Business Change	862	862	-	-	-
Adult & Community Services	195	195	-	-	-
Children & Young People Services	1,734	1,734	-	-	-
City Services	25,285	26,138	853	1,000	(147)
TOTAL	72,535	65,769	(6,766)	(6,550)	(216)
2021/22 Budget After slippage	65,985	65,769	(216)	N/A	(216)

*Budget approved in September cabinet, plus any additions since July

Update on Headline / High Value Schemes

Education

- Following meetings which have been held with Welsh Government, it has been accepted that Newport will submit a Strategic Outturn Programme Extension following the tender works related to Bassaleg School. Once the outcome of the Bassaleg tenders are known, a Cabinet report will be drafted to seek approval for the programme review and the potential to bring the St Andrew's Primary project into the Band B Programme. It should be noted that an additional business case will be submitted to Welsh Government through the Welsh-medium Education Grant, which is expected to be in October 21. This will seek to achieve a further enhancement of the Welsh-medium education provision within Newport and should be considered alongside the 21st Century School Band B SOP revision to ensure the most effective use of funding is considered.
- A Business Justification Case has been submitted and approved for the emergency works for St Andrew's Primary, meaning that Welsh Government will fund 65% of the total project cost. Works have now begun on site and considerations are now to be reviewed for the permanent solution for the repair and replacement of the junior building.
- Capital Maintenance Grants (20/21 and 21/22) – The final project from the 20/21 capital maintenance grant, the vacant Kimberley Nursery building has progressed. Works are ongoing and the project is on course to be complete for April 2022. A programme of works has been developed with Newport Norse for the Capital Maintenance Grant for 2021/22, schools have been identified for concrete repairs however due to time constraints and scale of some works, £2.1m of the grant will be slipped into 22-23.
- A partial reprofiling exercise has been undertaken on the Band B programme, although further work will need to be undertaken when the business cases for Bassaleg and Whiteheads are submitted to the Welsh Government panel. Within the current monitoring, £8.1m has been reprofiled into future years, which, in the main, relates to Whiteheads.

Regeneration, Investment and Housing

- Market Arcade – The scheme is progressing well, despite some delays from COVID restrictions having an impact, works were continued where possible but the contractor is still having some difficulty with the supply and delivery of materials such as the glass tiling. Progress is continuing to repair and restore the first floor common areas and the removal of the scaffold has allowed the contractor to begin works within the arcade, such as the installation of the services. Works are aiming to be completed in January.

- Transporter Bridge – Delivery Phase - The scheme has gone back out to tender and all information should be with the council by the end of November allowing an informed decision to be made on how to take the project forward. Reverse slippage has been requested as additional works for a retaining wall have been identified that we are hoping will be progressed quickly before the end of the financial year.
- Information Station / Museum and Library – Works are now expected to begin in the Museum and library at the end of 2021, beginning of 2022.
- Flying Start – A further £385k of Grant have been offered to help continue to deliver various flying start services around Newport.
- Asset Maintenance – Reverse slippage of £422k has been requested as maintenance works have been identified that can be completed by the end of 21-22.

Children’s and Young People Services

- Windmill Farm - This project is to provide residential accommodation for children in the care of the local authority by refurbishing and extending an existing Council property and building an annex adjacent to the existing farmhouse.

This project is funded via an Intermediate Care Fund (ICF) grant allocation from the Regional Planning Board totalling £1.5m. The project is on site and progressing well although completion is now anticipated to be end of January beginning of February due to unforeseen delays.

City Services

- Queensway Active Travel Bridge – Works on the Active Travel Footbridge are progressing well with anticipated completion date to still be in Summer 2022.
- New Leisure Centre - The new facility will replace the existing Newport Centre. The new facility is being developed on the “Expansion land site” situated at the rear of the University of South Wales. The planning application will go to November Planning Committee. An updated spend profile in September has requested that we reverse slip £160k as additional costs identified that can be paid in 21-22.
- City Services Grants –City Services have received a further £214k of Nature Networks Grants to be spent by the end of the financial year. Budget managers will have to robustly monitor and manage these grants in order to get them spent by the end of the financial year or look to see whether there is any potential that those grants could be carried forward into 2022/23.
- Fleet Replacement Programme – Reverse slippage of £400k requested for new orders for vehicles placed with lead times of delivery before the end of 21-22.

Update on Capital Receipts

The table below shows the latest position in regard to capital receipts. The Council had a brought forward capital receipts balance of circa £5.5m at the start of 2021/22, and it has received no capital receipts so far this financial year.

Asset Disposed	Receipts Received in Year	Total Available Receipts 2021/22
	£	£
GENERAL CAPITAL RECEIPTS		
Balance b/f from 2020/21		5,506,158
Land Adjoining 39 Brangwyn Crescent		9,000
Total Committed – Fleet Replacement Programme		-1,618,929
Total Committed - Education maintenance 20/21		-1,718,485
Total Committed - New Leisure Centre		-1,000,000
Total Amount Uncommitted		1,177,744
NEWPORT UNLIMITED		
Balance b/f from 2020/21		1,245,875
Total Amount Uncommitted		1,245,875
TOTAL NCC RECEIPTS (Uncommitted)		2,423,619

This table shows that circa £4.3m receipts has already been spent/committed for projects funding shown above, leaving c£1.2m capital receipts uncommitted currently for the Council's general programme and £1.2m of the 'JV Venture Funds' uncommitted, leaving total receipts uncommitted of £2.4m.

Update on available capital resources ('headroom')

Since February 2018, the Council has been working within a framework agreed which maximises capital expenditure whilst keeping within the level of capital resources and planned borrowing funded within the Council's Medium Term Financial Projections (MTFP). The framework agreed that:

- Funding from sources other than borrowing needs to be maximised, by securing grant funding whenever possible and, maximising capital receipts
- Regeneration schemes would be funded from ring-fencing the capital expenditure reserve only and Joint Venture funds. Other kinds of support through making of loans etc. would then be considered to support schemes, where it was needed and appropriate, in particular taking account of existing loans already confirmed/approved and the risk profile this represents at any point in time.
- Any change and efficiency schemes or schemes which save money requiring capital expenditure would be funded by netting off the savings achieved.
- Schemes and projects which generate new sources of income would need to fund any capital expenditure associated with those schemes.

The framework seeks to limit the revenue pressures resulting from increased borrowing as far as possible, whilst maximising capacity to generate capital resources for use.

Capital Headroom to 2024/25	£'000
Confirmed and already available	
Unallocated Capital Expenditure Reserve	4,468
Unallocated Capital Receipts*	1,178
<u>Potential Commitment</u>	
21st Century Schools - SOP Extension	1,267
Total	4,378
Level of Borrowing Approved as per 2021/22 Capital and TM Strategy	4,500
<u>Total Committed to Date</u>	
Transporter Bridge - Underwriting unconfirmed funding	365
Rose Cottage Sewerage Works	23
St Andrews Demountables	349
Education Accessibility Works - Phase Two	372
Newport Indoor Market	1,000
<u>Potential Schemes -subject to change – not in the capital programme</u>	
Northern Gateway regeneration match funding potential	2,000
Amount Remaining	391
Total NCC Headroom	4,769
Unallocated JV monies	1,246
Total JV Headroom	1,246

The unallocated headroom has changed from the last reporting period due to Welsh Government funding of 65% being agreed for the demountables at St Andrews, £1.3m has also been included as an additional potential commitment to increase the overall 21st Century Band B programme. There was also a further addition of £1m for the Newport Indoor Market.

Risks

Risk Title / Description	Risk Impact score of Risk if it occurs* (H/M/L)	Risk Probability of risk occurring (H/M/L)	Risk Mitigation Action(s)	Risk Owner
Overspend against approved budget	M	L	Regular monitoring and reporting of expenditure in accordance with the timetables set by Cabinet/Council should identify any issues at an early stage and allow for planned slippage of spend.	Corporate Directors / Heads of Service / Head of Finance
Programme growing due to unforeseen events	M	M	Good capital monitoring procedures and effective management of the programme should identify issues and allow for plans to defer expenditure to accommodate urgent works. Priority asset management issues are now being dealt with through a specific programme allocation.	Corporate Directors / Heads of Service / Head of Finance

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

The programme supports a large number of the Council's aims and objectives

Options Available and considered

- To approve the changes to the Capital Programme and note the monitoring position as set out in the report, including the use of capital receipts.
- To note the current available headroom and prioritise future capital expenditure in order to maintain spend within the current affordability envelope.
- The Cabinet has the option not to take forward some or all of the changes to the Capital Programme set out in the report

Preferred Option and Why

- To approve the changes to the Capital Programme and note the monitoring position as set out in the report, including the use of capital receipts.
- Agree to prioritise capital expenditure to maintain spend within current affordability envelope, recognising that the revenue pressures from future borrowing are part of the overall MTFP budget gap.

Comments of Chief Financial Officer

Significant budget re-profiling has been undertaken since last reported to Cabinet across the whole programme. It is an on-going process and further review of other parts of the programme are needed to complete this task. The reduced 2021/22 budget is still high compared to spend achieved in previous years and further re-profiling will be needed, which is expected to continue into early Autumn.

Comments of Monitoring Officer

There are no legal issues arising from this report.

Comments of Head of People and Business Change

There are no direct HR implications associated with the report.

Budget additions will need to continue be considerate of the requirements of the Well-being of Future Generations Act.

Scrutiny Committees

N/A

Fairness and Equality Impact Assessment:

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

For this report, a full Fairness and Equality Impact Assessment has not been undertaken. This is because this report is not seeking any strategic decisions or policy changes, with its purpose being to update Cabinet on the current year financial performance against the approved capital programme. However, fairness and equality are considered as part of service delivery and will feature in annual finance reports, such as the Budget Report and Capital Strategy.

An effective capital programme enables the Council to support long term planning in line with the sustainable development principle of the Wellbeing of Future Generation (Wales) Act

Long-term - This capital programme looks at both short and long term and links with the Corporate Plan and its priorities. It considers the overall capital programme in terms of the Council's Treasury Management activities and its associated costs, both short and long term to the Council.

Prevention – The capital programme, where possible, acts to prevent problems occurring or getting worse by considering the overall Council estate and how that can best be managed and maintained.

Integration - This report meets a number of wellbeing goals and in addition supports three of Newport City Council's wellbeing objectives;

- To promote economic growth and regeneration while protecting the environment
- To enable people to be healthy, independent and resilient
- To build cohesive and sustainable communities

Collaboration - The capital programme is developed and updated through engagement across the Council and certain projects are also being delivered in collaboration with other external bodies which helps the Council meet its Wellbeing objectives

Involvement – Due to the variety of projects which are within the capital programme, there is involvement from a variety of stakeholders across the Council and the City and ensure that there is a key focus on sustainability, community benefit and wellbeing of citizens

The Equality Act 2010 contains a Public Sector Equality Duty, which came into force on 06 April 2011. The Act identifies a number of 'protected characteristics', namely age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation; marriage and civil partnership. The new single duty aims to integrate consideration of equality and good relations into the regular business of public authorities. Compliance with the duty is a legal obligation and is intended to result in better-informed decision-making and policy development and services that are more effective for users.

The development and the monitoring of the Capital programme will ensure it does not discriminate but promotes equality and delivers the objectives of the corporate plan

Consultation

N/A

Background Papers

Capital Strategy and Treasury Strategy - February 2021

Capital Programme Outturn 2020/21 – July 2021

Dated: 3 November 2021

Appendix A – Additions and changes to the Programme

Report / Scheme Change	Funding Source	Service Area	18/19 Actual Change (£000's)	19/20 Actual Change (£000's)	20/21 Actual Change (£000's)	21/22 Budget Change (£000's)	22/23 Budget Change (£000's)	23/24 Budget Change (£000's)	24/25 Budget Change (£000's)	Total Budget Change (£000's)
2020/21 Outturn Report			29,466	31,360	26,210	70,472	84,658	34,698	5647	282,514
Reprofile										
Slippage						(6,550)	6,550			0
New										
FS Settings City Wide Equipment Replacement	Grant	RIH				110				110
FS East Hub ROSPA Inspection	Grant	RIH				25				25
FS Hubs City Wide Redecoration & Repair	Grant	RIH				90				90
Childcare Offer IT	Grant	RIH				60				60
Childcare Offer Capital COVID	Grant	RIH				100				100
Disabled Facilities	Grant	RIH				77				77
POBL Empty Properties Phase One	S106	RIH				15				15
Disbursed Accommodation	Grant	RIH				240				240
Nature Networks - Monkey Island	Grant	City Services				88				88
Nature Networks - Shaftsbury Allotments	Grant	City Services				53				53
Nature Networks - Old Tredegar Golf Course	Grant	City Services				73				73
Indoor Market	Borrowing	RIH				1,000				1,000
Amendments										
Year 7 Admissions	Borrowing	Education				14				14
Safe Routes-St David's RC Primary Yr2	Grant	City Services				20				20
Corn St + Skinner St Footway Widening	Grant	City Services				1				1
Creation of a Reuse+Repair Hub	Grant	City Services				57				57
Core Allocation Year 2	Grant	City Services				28				28
Cemetery Infrastructure Improvements	Revenue	City Services				12				12
Updated Programme			29,466	31,360	26,210	65,985	91,212	34,698	5,647	284,579

Appendix B – Detailed Budget Breakdown of the 7 year Programme

	Outturn 18/19	Outturn 19/20	Outturn 20/21	Forecast 21/22	Budget 22/23	Budget 23/24	Budget 24/25	Total
21st Century Schools - Band A	8,046	1,220	30	-	-	-	-	9,296
21st Century Schools - Band B	675	1,711	3,421	14,971	41,005	13,424	165	75,372
Jubilee Park - Fixtures, Furniture & Equipment	13	-	-	-	-	-	-	13
Gaer Annexe Education Use	-	416	95	-	-	-	-	511
Blaen-y-Pant Bungalow (Educational Use)	52	-	14	-	-	-	-	66
St Mary's Toilet Refurbishment.	-	42	-	-	-	-	-	42
Somerton Primary - ICT Equipment	11	-	-	-	-	-	-	11
Feminine hygiene hardware & toilet facilities.	34	-	-	-	-	-	-	34
Lliswerry High (S106 Funds)	110	80	1	7	-	-	-	198
Maesglas Reducing classroom size	-	64	109	429	-	-	-	602
Lliswerry IT Replacements	53	-	-	-	-	-	-	53
Welsh Medium Primary School	-	150	44	1,457	1,850	2,300	-	5,801
Reducing Classroom size bids	-	61	647	-	-	-	-	708
Bassaleg Demountables	-	116	102	-	-	-	-	218
ICT Equipment Lease (Clytha Primary)	-	20	-	-	-	-	-	20
ICT Equipment Lease (St Mary's)	-	11	-	-	-	-	-	11
St Patricks ICT	-	12	-	-	-	-	-	12
Bassaleg ICT	-	69	-	-	-	-	-	69
ICT Equip Lease Ysgol Gymraeg Ifor Hael	-	10	-	-	-	-	-	10
Ringland Perimeter Fence	-	-	85	-	-	-	-	85
Llanmartin Primary ICT	10	-	-	-	-	-	-	10
Malpas Park Primary	11	-	-	-	-	-	-	11
Education Maintenance Grant 2018/19	-	1,470	574	-	-	-	-	2,044
Education Maintenance Grant 2019/20	-	-	732	942	130	-	-	1,804
Education Maintenance Grant 2020/21	-	-	-	351	2,185	-	-	2,537
Education Asset Improvements - balance to be drawn down	1,055	200	1	-	-	-	-	1,256
Bassaleg Demountables - year 7	-	-	765	14	-	-	-	779
EdTech Grant	-	-	202	160	-	-	-	362
Education Accessibility Studies	-	-	2	296	-	-	-	298
Education Accessibility Studies - Phase 2	-	-	-	-	632	-	-	632
Charles Williams Renovations	-	-	104	800	716	-	-	1,620
Lliswerry Safeguarding	-	-	51	-	-	-	-	51
Maindee Toilets	-	-	177	-	-	-	-	177

Milton IT replacement	-	-	25	-	-	-	-	25
St Michaels IT	-	-	16	-	-	-	-	16
Pentrepoeth - site accessibility	-	-	-	144	550	-	-	694
St Andrews	-	-	-	843	157	-	-	1,000
St Mary's Urgent Capital repairs grant	-	-	-	100	2,540	-	-	2,640
Prior Year Scheme - Various	(38)	(39)	(3)	-	-	-	-	(80)
Education	10,032	5,614	7,194	20,515	49,766	15,724	165	109,009
Gypsy/Traveller Site Development	2,993	78	10	55	-	-	-	3,136
Indoor Newport Market	-	-	1,086	4,414	-	-	-	5,500
HLF Market Arcade Townscape Heritage Scheme	39	266	1,043	1,429	-	-	-	2,777
Indoor Market Facilities Improvements	(2)	-	-	-	-	-	-	(2)
Civic Centre / Info Station Service Relocations	116	121	-	29	-	-	-	266
Info Station NSA enabling	536	-	-	-	-	-	-	536
123-129 Commercial Street (Pobl Regen)	623	623	-	-	-	-	-	1,246
Cardiff City Region Deal	1,208	-	196	-	7,998	-	-	9,402
Cardiff City Region Deal - Cost of Carry	-	-	-	-	1,850	9,987	5,482	17,319
Mill Street Development Loan	-	2,341	1,184	475	-	-	-	4,000
Neighbourhood Hubs	915	1,344	-	-	-	-	-	2,259
Arva Investment Loan	385	333	-	32	-	-	-	750
Disabled Facilities	898	1,092	784	1,193	1,122	-	-	5,089
Safety at Home	364	375	243	250	378	-	-	1,610
Disabled Facilities ICF Funding	-	-	-	77	-	-	-	77
ENABLE Adaptations Grant	197	197	197	197	-	-	-	788
Homelessness Prevention Grant	98	-	-	-	-	-	-	98
Asset Management Programme	1,066	1,245	1,801	2,026	1,811	-	-	7,949
FS Maintenance 1819 / 1920	31	38	-	-	-	-	-	69
FS Shaftsbury Community Centre	183	-	-	-	-	-	-	183
FS City Wide Maintenance & Repair of Premises	-	-	59	74	-	-	-	133
All Wales Play Opportunities	-	-	144	-	-	-	-	144
Castle Kids Refurbishment Works	-	-	17	-	-	-	-	17
Improvements to Flying Start Facilities	-	-	116	-	-	-	-	116
Childcare - Flying Start	-	546	256	1,101	195	-	-	2,098
Flying Start Capital Grant	-	-	-	300	-	-	-	300
FS Settings City Wide Equipment Replacement	-	-	-	110	-	-	-	110
FS East Hub ROSPA Inspection	-	-	-	25	-	-	-	25
FS Hubs City Wide Redecoration & Repair	-	-	-	90	-	-	-	90
Childcare Offer IT	-	-	-	60	-	-	-	60

Childcare Offer Capital COVID				100				100
Central Library - Structural Works	72	17	30	18	526	-	-	663
Transporter Bridge	72	913	80	400	7,000	3,716	-	12,180
Chartist Tower	-	1,344	(1)	256	-	-	-	1,599
POBL Empty Properties Phase One				15				15
PAC System	-	57	-	-	-	-	-	57
Medieval Ship	-	-	-	12	-	-	-	12
Information Station	-	-	141	1,528	-	-	-	1,669
Renewable Energy Investment	-	2	-	150	1,577	-	-	1,729
TRI Thematic Funding	-	-	49	758	272	-	-	1,078
Refit	-	-	-	400	1,000	600	-	2,000
Placemaking capital projects	-	-	-	-	1,650	-	-	1,650
Clarence House	-	-	-	750	-	-	-	750
Prior Year Scheme - Various	(7)	(18)	(9)	-	-	-	-	(34)
Regeneration, Investment and Housing	9,787	10,915	7,424	16,325	25,379	14,302	5,482	89,613
IT Replacement Schemes	94	9	-	500	315	-	-	918
Corporate EDMS Rollout	-	13	-	-	-	-	-	13
CRM	250	276	246	163	-	-	-	934
I Trent Development	-	91	164	-	-	-	-	255
Print 2010- Managed Printer Service	131	-	50	199	-	-	-	380
People and Business Change	475	389	460	862	315	-	-	2,500
Telecare Service Equipment	97	12	35	30	30	-	-	204
Equipment for Disabled Grant (GWICES)	165	165	165	165	165	-	-	825
Home Care System	32	-	-	-	-	-	-	32
Centrica Lodge	(6)	(3)	-	-	-	-	-	(9)
SMAPF	320	305	296	-	-	-	-	921
Adult Call up System	-	-	76	-	-	-	-	76
Adults and Community Services	608	479	572	195	195	-	-	2,049
Disbursed accommodation and Covid-19 equipment	-	-	331	346	-	-	-	677
3 New Homes	701	792	588	-	-	-	-	2,081
Oaklands Respite Home	505	102	-	-	-	-	-	607
Windmill Feasibility Study	41	110	25	1,365	-	-	-	1,541

Rose Cottage Sewerage Tank	-	-	0	23	-	-	-	23
Children's and Families Services	1,247	1,004	945	1,734	-	-	-	4,930
Fleet Replacement Programme	797	1,912	2,039	1,900	1,549	-	-	8,197
Bus station - Friars Walk Development	29	93	-	-	-	-	-	122
Flood Risk Regulation Grant	24	34	27	-	-	-	-	85
Cemetery Infrastructure Improvements	16	30	30	46	-	-	-	122
Peterstone Sewage Scheme	1	28	(13)	596	-	-	-	612
Road Safety Capital 2018/19	-	1,379	-	-	-	-	-	1,379
Composting	567	-	-	-	-	-	-	567
Docksway Cell 4 Development	1,555	1,046	-	-	-	-	-	2,601
CCTV	-	37	8	-	-	-	-	45
Smaller Bins - MTRP BC	70	1,177	-	-	-	-	-	1,247
Newport Station Footbridge - LTF	77	314	655	8,878	-	-	-	9,924
Decriminalised Parking	232	874	21	-	-	-	-	1,127
Update Facilities in Parks	18	47	-	-	-	-	-	65
Decommissioning of Cemetery Office & Toilets	11	-	-	-	-	-	-	11
Building Improvements to Lodges	14	94	-	-	-	-	-	108
Small Scale Works Grant	34	-	-	-	-	-	-	34
Road Refurbishment Grant Scheme	931	198	711	716	-	-	-	2,556
Street Lighting LEDs	564	2,202	152	-	-	-	-	2,918
Park Square Lights	-	-	71	-	-	-	-	71
Velodrome Lights	-	173	128	36	-	-	-	337
Local Transport Fund - Active Travel Northern 2018/19	290	196	102	-	-	-	-	588
Tredegar Park Car Park	-	-	12	-	-	-	-	12
Tredegar Park - Pedal Power	-	3	62	44	35	-	-	144
Llswerry Road (81)	-	9	-	-	-	-	-	9
28-30 Stow Hill (11/0269)	-	7	-	-	-	-	-	7
Forbisher Road (15/0720)	-	9	-	-	-	-	-	9
Festive lighting	-	109	-	-	-	-	-	109
Local Transport Fund - Active Travel Design 2018/19	240	-	-	-	-	-	-	240
Bus Stop Enhancements	-	24	375	-	-	-	-	399
Core AFT Allocation	-	340	-	-	-	-	-	340
Inner City Links	-	684	249	-	-	-	-	933
LTNF - ECO Stars	42	41	-	-	-	-	-	83
Safe Routes - St David's RC Primary	84	145	37	20	-	-	-	286
Gwastad Mawr Flood Attenuation Improvement Works	2	-	25	32	-	-	-	59
18-19 Collection Collaborative Change Programme	1,175	-	-	-	-	-	-	1,175
LTF Monkey Island Bridge Llswerry Pill	29	121	587	225	-	-	-	962

LTF Sustainable Transport	25	309	-	-	-	-	-	334
Riverside Park	20	-	-	-	-	-	-	20
Pye Corner Railway Station Development Works	21	-	-	-	-	-	-	21
Nappy Grant	-	202	-	-	-	-	-	202
Improving Flats Recycling Towards 70%	-	344	-	-	-	-	-	344
Increased Recycling at Docks Way	-	86	-	-	-	-	-	86
Plastic Waste Prevention Project	-	30	-	-	-	-	-	30
Green Infrastructure	-	-	35	199	-	-	-	234
Highways Annual Sums	455	322	125	613	555	-	-	2,070
Llisbury Recreation Ground Changing Rooms	4	339	-	-	-	-	-	343
Safe Routes - St David's RC Primary Year 2	-	-	21	-	-	-	-	21
Sustainable Transport Improvements Year 2	-	-	208	83	-	-	-	291
Upgrading and Replacement of Bus Stops	-	-	128	-	-	-	-	128
Road Safety Capital A48 Llandevaud	-	-	74	-	-	-	-	74
Resilient Roads	-	-	65	-	-	-	-	65
Carnegie Court Emergency River Works	-	-	1,096	167	-	-	-	1,263
Western Corridor-Inner City Links	-	-	536	1,144	-	-	-	1,680
Core Allocation Year 2	-	-	69	49	-	-	-	118
Parry Drive Play Area Improvements	-	-	19	-	-	-	-	19
Brecon Road Play Area Improvements	-	-	3	-	-	-	-	3
Improvements to Throwing Facilities at Newport Athletics Stadium	-	-	156	-	-	-	-	156
Sorrell Drive Repairs	-	-	26	-	-	-	-	26
Improvements to Marshfield Village Sports Pitches	-	-	14	13	-	-	-	27
Local sustainable transport measures in response to Coved	-	-	499	14	-	-	-	513
Ultra Low Emission Grants	-	-	205	-	-	-	-	205
Kingsway car park operation	-	-	343	-	-	-	-	343
Increased Recycling - Bag Sorting at Household Waste Recycling Centre	-	-	-	25	-	-	-	25
Creation of a Reuse Repair Hub	-	-	456	57	-	-	-	513
Repair & Reuse Activities in Town Centres	-	-	-	-	-	-	-	-
Repair & Reuse Newport Makerspace	-	-	69	-	-	-	-	69
Green Recovery (Ash Die Back)	-	-	190	-	-	-	-	190
Leisure centre New build	-	-	-	1,628	13,420	4,673	-	19,721
Bus Stop Enhancements - Year 2	-	-	-	760	-	-	-	760
A467 Improvements Resilient roads	-	-	-	3,890	-	-	-	3,890
EV Development and Infrastructure	-	-	-	690	-	-	-	690
Bettws and Malpas Canal Link	-	-	-	1,207	-	-	-	1,207

Core Allocation Year 3	-	-	-	751	-	-	-	751
Upgrade of Facilities NISV	-	-	-	238	-	-	-	238
Eastern Links	-	-	-	61	-	-	-	61
Road Safety Traffic Enforcement Cameras	-	-	-	160	-	-	-	160
Newport Fflesci Demand Responsive Bus Pilot Scheme	-	-	-	968	-	-	-	968
SRIC & Road Safety Grant	-	-	-	203	-	-	-	203
Somerton Park	-	-	-	8	-	-	-	8
Underwood Play Area	-	-	-	12	-	-	-	12
Local Places for Nature Grant	-	-	-	109	-	-	-	109
Allotment Grant	-	-	-	35	-	-	-	35
Depot Infrastructure Charging	-	-	-	300	-	-	-	300
Pentonville Development (Sorrell Hill, Barack Hill and Allt-yr-yn)	-	-	-	47	-	-	-	47
Nature Networks - Monkey Island	-	-	-	88	-	-	-	88
Nature Networks - Shaftsbury Allotments	-	-	-	53	-	-	-	53
Nature Networks - Old Tredegar Golf Course	-	-	-	73	-	-	-	73
Prior Year Scheme - Various	(11)	-	-	-	-	-	-	(11)
City Services	7,316	12,958	9,614	26,137	15,559	4,673	-	76,258
Total	29,466	31,358	26,210	65,769	91,210	34,699	5,647	284,361
<u>Financed By:</u>								
General Capital Grant	4,754	3,858	4,107	4,083	4,000	1,173	37	22,012
Supported Borrowing	4,058	4,077	4,097	4,072	4,000	-	-	20,304
Unsupported Borrowing	2,126	5,787	1,771	12,901	28,511	17,038	5,519	73,653
Prudential Borrowing	84	123	-	-	-	-	-	207
External Grants	12,911	13,053	15,174	38,586	44,221	15,061	91	139,097
S106	868	523	410	1,772	2,550	1,412	-	7,535
Other Contributions	242	268	75	182	503	15	-	1,285
Capital Receipts	3,136	820	25	1,284	3,054	-	-	8,319
Revenue Conts	75	68	38	545	500	-	-	1,226
Reserve	1,081	2,777	464	2,144	3,874	-	-	10,341
Finance Lease	131	-	50	199	-	-	-	380
Total	29,466	31,358	26,210	65,769	91,210	34,699	5,647	284,361

Appendix C – Capital Programme 2021/22

	Adjusted Budget 2021/21 £000's	Forecast Outturn £000's	Variance £000's	Slippage £000's	(Under)/Over Spend £000's
21st Century Schools - Band A	0	0	0	0	0
21st Century Schools -Band B	15,197	14,971	226	(226)	0
Gaer Annexe Education Use	0	0	0	0	0
Blaen-y-Pant Bungalow (Educational Use)	0	0	0	0	0
Maesglas Reducing classroom size	398	429	(31)	0	31
Llswerry High (S106 Funds)	7	7	0	0	0
Welsh Medium Primary School	1,526	1,457	69	(69)	0
Reducing Classroom size bids	0	0	0	0	0
Bassaleg Demountables	0	0	0	0	0
Ringland Perimeter Fence	0	0	0	0	0
Bassaleg Demountables - Year 7 Admissions	14	14	0	0	0
Education Maintenance Grant	0	0	0	0	0
Education Maintenance Grant - 1920	1,072	942	130	(130)	0
Education Maintenance Grant - 20/21	2,537	351	2,185	(2,185)	0
ED Tech Grant	160	160	0	0	0
Education Accessibility Studies	296	296	0	0	0
Education Asset Improvements - balance to be drawn down	0	0	0	0	0
Charles Williams Renovations	800	800	0	0	0
Llswerry Safeguarding	0	0	0	0	0
Maindee Primary Toilets	0	0	0	0	0
Milton IT replacement	0	0	0	0	0
ST Michaels IT	0	0	0	0	0
Pentrepoeth - site accessibility	694	144	550	(550)	0
St Andrews Demountables	1,000	843	157	(157)	0
St Mary's Urgent Capital repairs grant	200	100	100	(100)	0
Prior Year Scheme - Various	0	0	0	0	0
Total Education	23,901	20,514	3,386	3,418	31
Gypsy/Traveller Site Development	55	55	0	0	0
Indoor Newport Market	4,414	4,414	(0)	0	0
HLF Market Arcade Townscape Heritage Scheme	1,429	1,429	0	0	0

Civic Centre / Info Station Service Relocations	29	29	0	0	0
Cardiff City Region Deal	2,810	0	2,810	(2,810)	0
Mill Street Development Loan	475	475	0	0	0
Arva Investment Loan	32	32	0	0	0
Disabled Facilities	1,193	1,193	0	0	0
Safety at Home	250	250	0	0	0
Disabled Facilities ICF Funding	77	77	0	0	0
ENABLE Adaptations Grant	217	197	20	0	(20)
Asset Management Programme	1,604	2,026	(422)	422	0
Childcare - Flying Start	1,296	1,101	195	(195)	0
Flying Start Capital Grant 21/22	300	300	0	0	0
FS City Wide Maintenance & Repair of Premises	74	74	(0)	0	0
FS Settings City Wide Equipment Replacement	110	110	0	0	0
FS East Hub ROSPA Inspection	25	25	0	0	0
FS Hubs City Wide Redecoration & Repair	90	90	0	0	0
Childcare Offer IT	60	60	0	0	0
Childcare Offer Capital COVID	100	100	0	0	0
Central Library - Structural Works	18	18	0	0	0
Transporter Bridge	300	400	(100)	100	0
Chartist Tower	256	256	0	0	0
POBL Empty Properties Phase One	15	15	0	0	0
Information Station	1,609	1,528	81	0	(81)
Medieval Ship	12	12	0	0	0
Renewable Energy Investment	150	150	0	0	0
TRI Thematic Funding	758	758	0	0	0
Clarence House	750	750	0	0	0
Refit	400	400	0	0	0
Placemaking capital projects	1,650	0	1,650	(1,650)	0
Prior Year Scheme - Various	0	0	0	0	0
Total Regeneration, Investment and Housing	20,558	16,326	4,233	(4,132)	(100)
IT Replacement Schemes	500	500	0	0	0
CRM	163	163	0	0	0
Print 2010- Managed Printer Service	199	199	0	0	0
Total People and Business Change	862	862	0	0	0
Telecare Service Equipment	30	30	0	0	0
Equipment for Disabled Grant (GWICES)	165	165	0	0	0

Total Adults and Community	195	195	0	0	0
Disbursed accommodation and Covid-19 equipment	346	346	0	0	0
3 New Homes	0	0	0	0	0
Oaklands Respite Home	0	0	0	0	0
Windmill Feasibility Study	1,365	1,365	0	0	(0)
Rose Cottage Sewerage Tank	23	23	(0)	0	0
Total Children and Families Services	1,734	1,734	0	0	(0)
Fleet Replacement Programme	1,500	1,900	(400)	400	0
Cemetery Infrastructure Improvements	46	46	0	0	(0)
Peterstone Sewage Scheme	444	596	(152)	0	152
Newport Station Footbridge - LTF	8,878	8,878	0	0	0
Road Refurbishment Grant Scheme 2021/22	716	716	0	0	0
Velodrome Lights	38	36	2	0	(2)
Tredegar Park - Pedal Power	125	44	81	0	(81)
Llswerry Road (81)	0	0	0	0	0
Gwastad Mawr Flood Attenuation Improvement Works	31	32	(1)	0	1
Green Infrastructure	199	199	0	0	0
Safe Routes - St Davids RC Primary Year 2	20	20	0	0	0
Sustainable Transport Improvements Year 2	118	83	35	0	(31)
Road Safety Capital A48 Llandevaud	0	0	0	0	0
Carnegie Court Emergency River Works	167	167	(0)	0	0
Western Corridor-Inner City Links	1,144	1,144	(0)	0	0
Monkey Island Bridge Yr 2	225	225	(0)	0	0
Core Allocation Yr 2	49	49	0	0	0
Improvements to Marshfield Village Sports Pitches	11	13	(2)	0	2
Local sustainable transport measures in response to Covid	1	14	(13)	0	13
Increased Recycling - Bag Sorting at Household Waste Recycling Centre	25	25	0	0	0
Creation of a Reuse+Repair Hub	57	57	0	0	0
Leisure Centre New Build	1,468	1,628	(160)	160	0
Bus Stop Enhancements - Yr 2	760	760	0	0	0
A467 Improvements Resilient roads	3,890	3,890	0	0	0
EV Development and Infrastructure	690	690	0	0	0
Bettws and Maplas Canal Link	1,207	1,207	0	0	0
Upgrade of Facilities NISV	234	238	(4)	0	4
Core Allocation Yr 3	751	751	0	0	0
Eastern Links	61	61	0	0	0

Road Safety Traffic Enforcement Cameras	160	160	0	0	0
Newport Fflesci Demand Responsive Bus Pilot Scheme	1,000	968	32	0	(32)
SRIC & Road Safety Grant	203	203	0	0	0
Somerton Park	8	8	0	0	0
Underwood Play Area	12	12	0	0	0
Local Places for Nature Grant	109	109	0	0	0
Allotment Grant	35	35	0	0	0
Depot Infrastructure Charging	300	300	0	0	0
Pentonville Development (Sorrell Hill, Barack Hill and Allt-yr-yn)	50	47	2	0	(2)
Nature Networks - Monkey Island	88	88	0	0	0
Nature Networks - Shaftsbury Allotments	53	53	0	0	0
Nature Networks - Old Tredegar Golf Course	73	73	0	0	0
City Services Annual Sums	339	613	(274)	440	(170)
Total City Services	25,285	26,138	(853)	1,000	(147)
Total Capital Outturn 2021/22	72,535	65,769	6,766	(6,550)	(216)



Report

Cabinet

Part 1

Date: 10 November 2021

Subject **Annual Report on Compliments, Comments and Complaints Management 2021**

Purpose The purpose of this report is to provide the Cabinet with an overview of all Corporate and Social Services compliments, comments and complaints received during 2020/2021. The report provides a summary of complaints received and recommendations for improvement. This report provides an update of statutory duties conducted in line with Public Services Ombudsman Act 2019, that received Royal Assent in July 2019. This report shares the Ombudsman's 2020/2021 Annual Letter to Newport City Council.

Author Complaint Resolution Manager

Ward All

Summary In May 2021 the Council's Cabinet agreed the new Compliments, Comments and Complaints policy for the Council. This report provides an overview of how the Council manages compliments, comments and complaints and the Council's performance in 2020/21. Complaints about schools are reported separately as they are subject to a distinct statutory framework; however, complaints are taken about Education services such as administrative processes i.e., not receiving timely invites to Governor meetings.

This report provides an overview for the year 2020/2021, broken down by service areas and complaint types. The report highlights key trends or themes drawn from the data for consideration. In 2020/21 the Council received 174 compliments, 3111 comments and 222 complaints. Through the council's process 208 complaints were resolved before going to the ombudsman and out of those the Ombudsman intervened with five. The Ombudsman express that the focus isn't on keeping complaints to a minimum but giving customers various platforms in which to raise their concerns.

The report reflects on lessons learned for the council to improve and actions to deliver these improvements. More engagement with service areas will ensure a deeper understanding of the work of the Ombudsman including their powers and overall goals but also the importance of more structured training which would be beneficial at both employee induction and on-going annual refresher training.

Proposal Cabinet is asked to consider the contents of the report regarding the process and performance of the Council's corporate compliments, comments and complaints annual report 2020/21 and make any recommendations for improvement to the annual report.

Action by Complaint Resolution Manager

Timetable Immediate

This report was prepared in consultation with:

- Head of Finance
- Head of Law and Regulation
- Head of People and Business Change

Signed

Background

The policies and procedures in place for Compliments, Comments and Complaints comply with the legislative requirements of the Welsh Language (Wales) Measure 2011 and associated standards, specifically ensuring that the Council promote the 'Active Offer'. Social Services statutory requirements remain in operation alongside the Corporate Policy to ensure they are aligning with; Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014, ("the Regulations").

In May 2021, the [Council's Cabinet](#) approved the Compliments, Comments and Complaints Policy which is aligned based to the guidance issued by the Public Services Ombudsman for Wales and were passed by Cabinet. Work is continuing with our on-line forms and improvements on the way we collate complaint's data.

The Ombudsman's Principles of Good Administration and Good Records Management focus on six principles:

- Getting it right: In accordance with the law and authority's policy and guidance. Providing appropriately trained and competent staff
- Being customer focused: ensuring people can access services easily. Informing customers what they can expect. Responding to customers' needs flexibly, including, where appropriate, co-ordinating a response from other service areas
- Being open and accountable: Be clear about policies and procedures, provide clear and accurate advice. Taking responsibility
- Acting fairly and proportionately: Treat people with respect and courtesy without unlawful discrimination, ensuring no conflict of interests
- Putting things right: Acknowledge mistakes and apologise. Put things right quickly and effectively with information on how to appeal
- Seeking continuous improvement: Review policies and procedures regularly to ensure they remain effective. Asking and utilising feedback to improve services and improvement
- Creating good quality records: Keeping records accurate and up to date.

The new powers created under the Public Services Ombudsman (Wales) Act 2019 include.

- accepting complaints verbally, not just in writing
- investigating complaint handling when a patient's National Health Service (NHS) care is inextricably linked with private healthcare
- the ability to undertake 'own initiative' investigations when the Ombudsman considers them to be in the public interest
- gathering complaints data from public services in Wales on a quarterly basis (**Complaints Only**)

The quantity of complaints which are related to joint handling procedures are not solely the Council's responsibility and as such the report may not contain full data which is received and handled independently by the Council's partners and contractors

Data collection (period April 2020- March 2021)

Data has been collected quarterly as follows;

Q1- April 1st 2020 – June 30th 2020

Q2- July 1st 2020- September 30th 2020

Q3- October 1st 2020- December 31st 2020

Q4- January 1st 2021- March 31st 2021

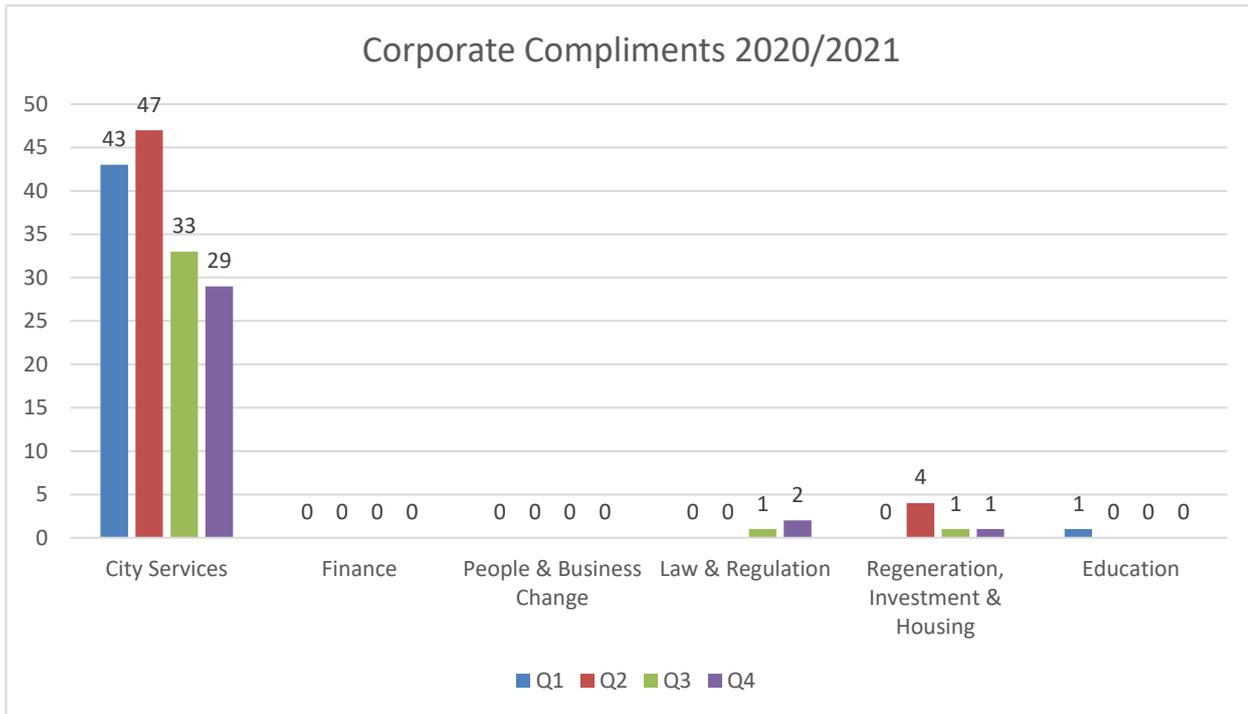
Compliments, Comments and Complaints Annual Report 2020/21

COMPLIMENTS

A total of 162 compliments were recorded in 2020/2021. The opportunity to provide positive feedback is accessible to residents using improved webforms, the Council app or customer accounts.

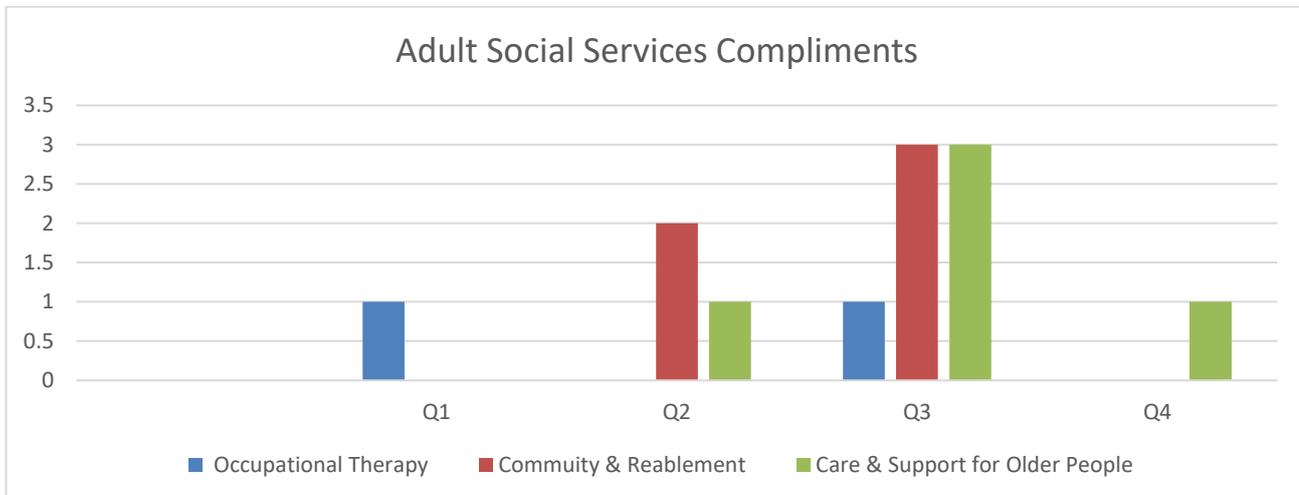
City Services received most of these compliments which is largely due to the high visibility of these services to the public and high number of interactions with residents.

The graph below shows the number of compliments received by each corporate service area.



Compliments Social Services

A total of 12 compliments were received for Adult Social Services during 2020/21. No compliments for Childrens Services were received during this timeframe. The graph below shows the breakdown:



COMMENTS

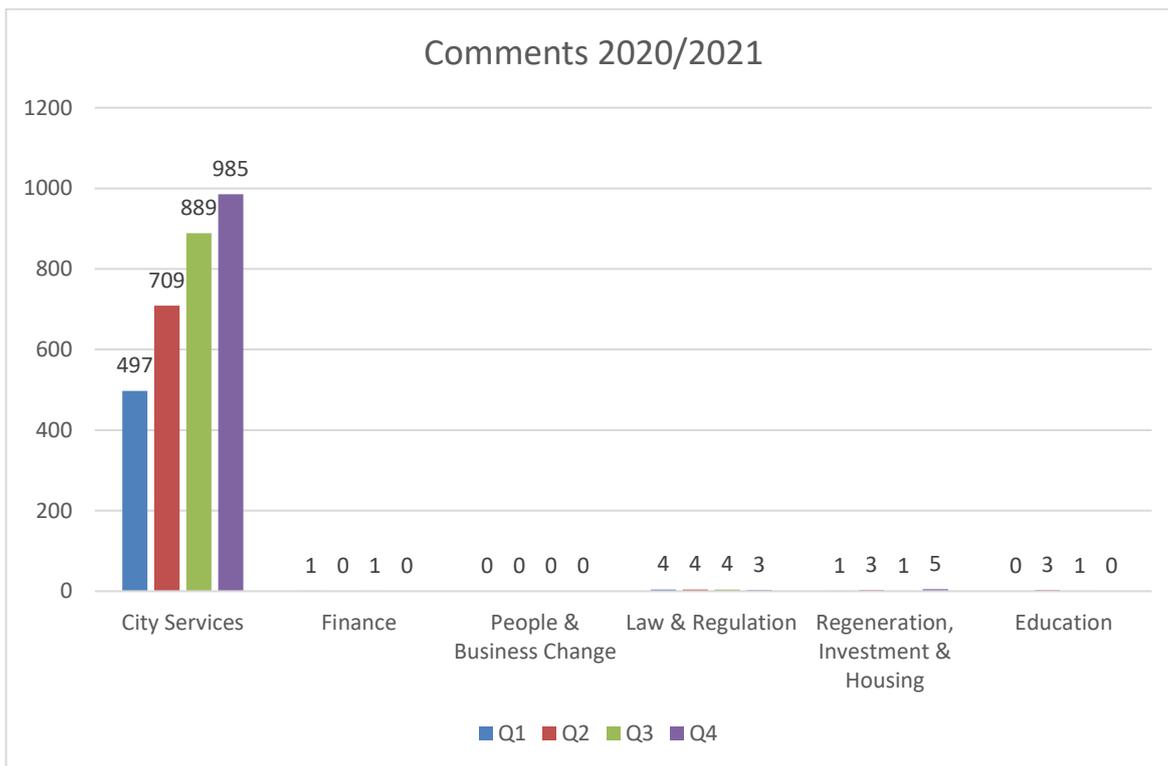
3111 (7 Adults and Children Services) comments were recorded during 2020/2021. Comments are recorded where a resident is dissatisfied with a policy or decision made by the Council that has been implemented or applied correctly. For example, residents may be unhappy with the scheduled number of grass cuts in the City. In line with the Ombudsman’s guidance this feedback is recorded and if appropriate, responded to, but is not recorded as a complaint.

This record is the highest we have seen. The Complaints Team will carefully analyse all comments and complaints received to ensure they fit the relevant categories. Often what can be perceived as a complaint by the customer is only a comment from the Council’s perspective as it relates to a policy decision. Quality checks are in operation to ensure the appropriateness of this category and this will continue.

This period created an unprecedented period of change and adaptations were made due to the Covid-19 Pandemic to keep both staff and residents safe. Consequently, a further increase in comments were seen. Examples of changes include booking at the refuse and recycling sites and closing all face-to-face premises such as the Information Station and Libraries.

The comments do provide the Council with an opportunity to utilise this feedback where trends are seen such as our refuse department helping Wastesavers deliver food caddy bags to reduce issues with the supply chain

Similarly, to compliments, the highest number of comments recorded are for City Services in line with the visibility of the services they provide, which is shown below. You will also see the increase during each quarter. This demonstrates the period where changes had the most impact.



COMPLAINTS – Corporate Summary

Year	Stage 1 Complaint	Stage 2 Complaint	Stage 2 Complaint %	Ombudsman Complaint	Ombudsman Complaint %
2011/2012	375	18	4.80	1	0.30
2012/2013	520	21	4.00	1	0.20
2013/2014	475	30	6.30	2	0.40
2014/2015	386	50	13.00	8	2.10
2015/2016	293	34	11.60	9	3.10
2016/2017	297	30	10.10	28	9.40
2017/2018	284	24	8.50	37	13.00
2018/2019	271	28	10.30	38	14.00
2019/2020	354	33	9.32	31	8.76
2020/2021	181	19	10.50	14	7.73

Since 2017/2018 the percentage of Ombudsman complaints that have been accepted has reduced dramatically. The Complaints Team have worked closely with service areas to resolve complaints at an earlier stage wherever possible.

Complaints Stage 1

Quarters	Q1		Q2		Q3		Q4		Stage 1	Stage 2
	Stage 1	Stage 2								
Contact Centre	1	0	8	0	7	0	9	0	25	0
Highways	2	0	3	1	2	1	5	2	12	4
Refuse & Waste	1	1	21	0	15	1	0	0	37	2
Parks & Cemeteries	2	1	3	1	2	1	2	0	9	3
Website	0	0	1	0	0	0	3	0	4	0
Household Waste Recycling	2	0	2	0	1	0	5	2	10	2
Street Cleansing	0	0	1	0	2	0	2	0	5	0
Landfill	1	0	0	0	0	0	1	0	2	0
Information Station	0	0	0	0	0	0	1	0	1	0
Grounds	2	0	0	0	1	1	1	1	4	2
Benefits	0	0	0	0	1	0	3	1	4	1
School Admissions	0	0	1	2	0	0	0	0	1	2
School Transport	0	0	2	0	2	0	1	0	5	0
Licensing	0	0	1	0	2	0	1	0	4	0
Coroners	0	0	0	0	0	0	1	0	1	0
Public Protection	0	0	4	4	0	1	2	3	6	8
Council Tax	0	0	4	0	3	1	2	2	9	3
Special Education Needs	0	0	0	0	1	0	1	1	2	1
Housing, Planning & Regeneration	1	0	4	1	2	1	4	5	11	7

Planning & Building Control	0	0	2	0	3	0	2	0	7	0
Registration Services	0	0	0	0	1	0	0	0	1	0
Transport & Roads	0	0	1	1	1	0	0	1	2	2
Flying Start	0	0	0	0	0	0	0	1	0	1
Communications & Public Relations	0	0	0	0	0	0	2	0	2	0
Total	12	2	58	10	46	7	48	19	164	38
Stage 1 & Stage 2 = 202										

Waste and Refuse received a lot of complaints during the pandemic as crews were having to self-isolate.

The Benefits team were incredibly busy during this period administering self-isolation payments and other Welsh Assembly grants.

Parks & Cemeteries were receiving complaints during lock-down as they were closed to the public, who felt they should be open to allow them to exercise in an open space due to gyms and other fitness centres being closed.

Public Protection received several complaints around cafes and restaurants not following COVID-19 guidance.

An increase in Complaints for homelessness was generally around trying to find accommodation to keep them safe during the pandemic. A lot of the homeless were camping out near one of the flyovers in the City, which became the target of arson which further increased the urgency of getting them into a safe place.

Highways were generally around the closing of the City Centre and reinstating the bollards to support businesses for outside seating in line with COVID-19 guidance. Road closures were also in place for tree felling for the Ash dieback which resulted in closures for several weeks.

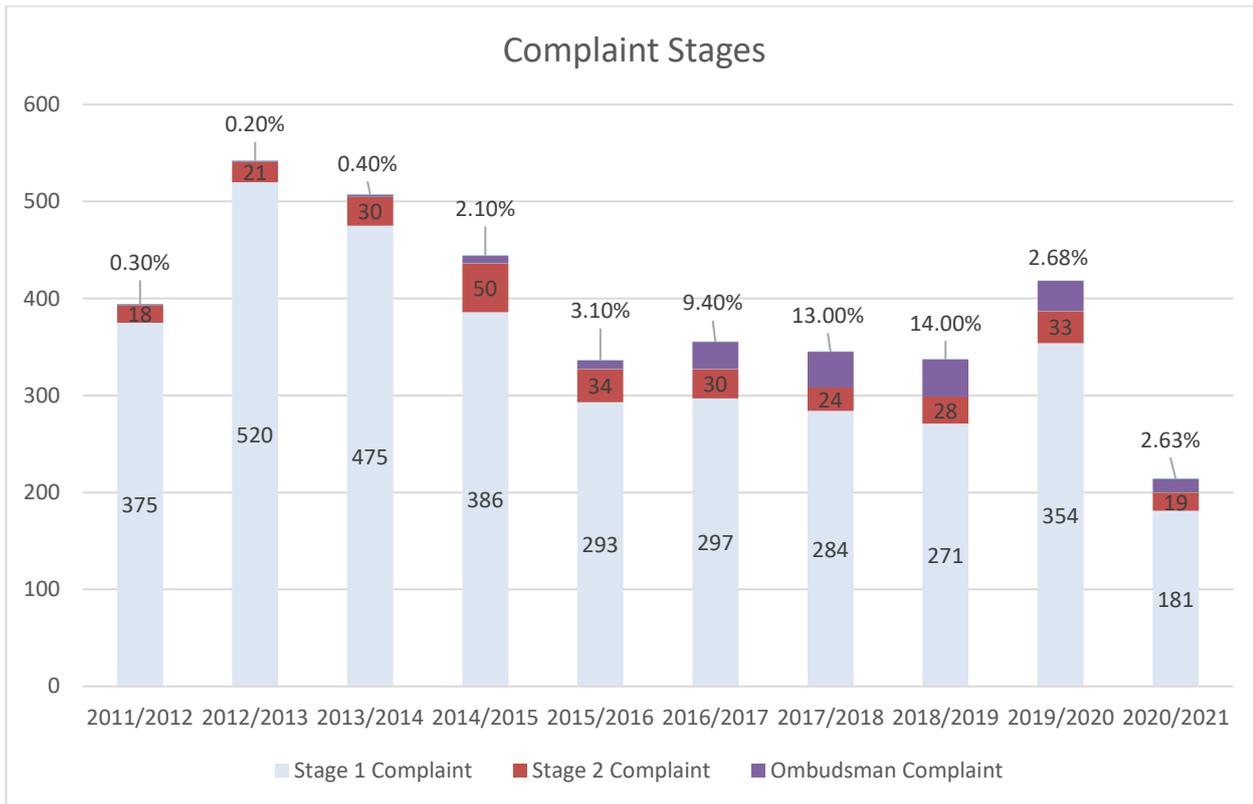
Education were dealing with complaints around which schools remained open during the pandemic.

School transport centred around the safety arrangement for children during the pandemic.

Landfill and household waste recycling complaints were initially around them being closed during lockdown. Later the complaints were centred around the introduction of a booking system to ensure the safety of residents and staff.

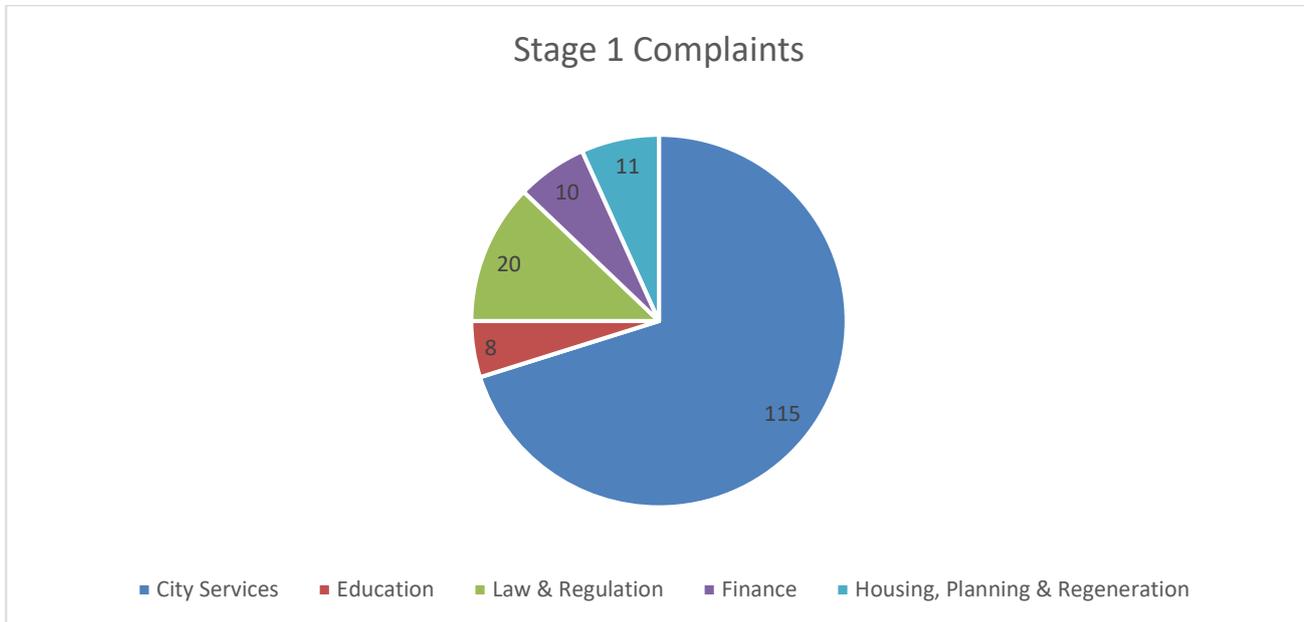
The contact centre complaints fall mainly into two categories, call waiting times and how staff have handled the calls. Any conduct issues are fed back to the operator and dealt with accordingly however when investigating these complaints, it is sometimes found that callers often don't like the information being provided and perceive the operator being difficult which ends up as a complaint. The call wait times relate mainly to Council Tax when there is a peak in demand for example, when statements, Court summons and Bailiff letters are sent out. The back office staff support as and when needed if they have sufficient resource available.

The graph below shows the complaints dealt with at each of the three stages since 2011/2012. Stage 1 complaints rose in 2019/2020 and reduced significantly in 2020/2021. The percentage going to Ombudsman has remained static over the last few years.



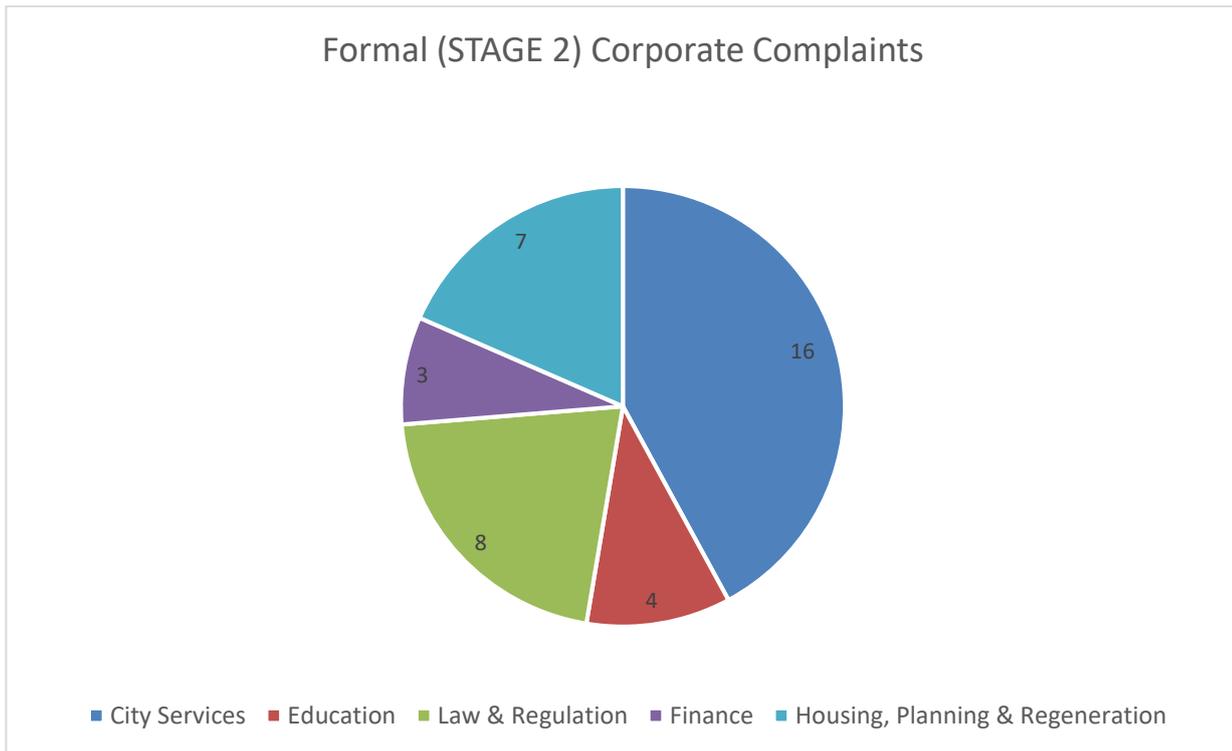
Informal (STAGE 1) - Corporate Complaints

The breakdown by service area for stage one complaints is as follows:



This represents a total of 164 stage one complaints for 2020/2021. One complaint for Law and Regulation was received in Welsh.

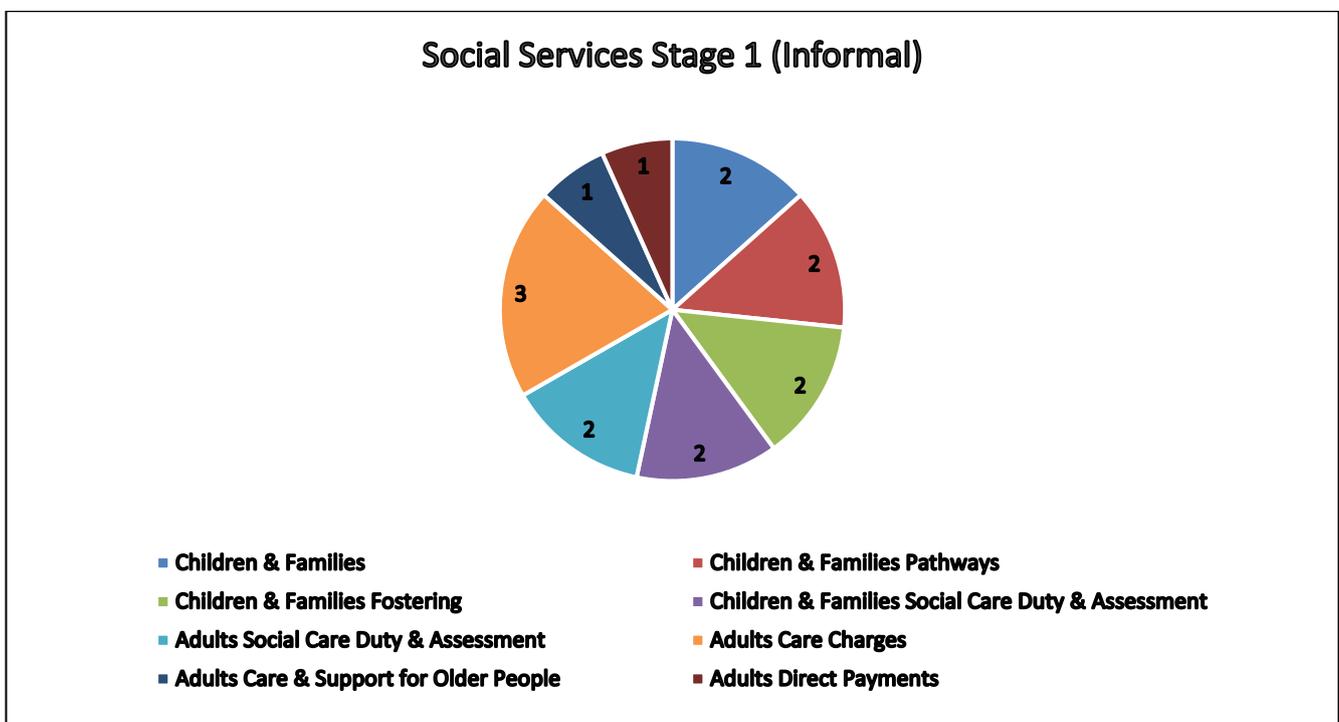
Formal (STAGE 2) Corporate Complaints



Total number of stage 2 complaints is 38 for 2020/2021

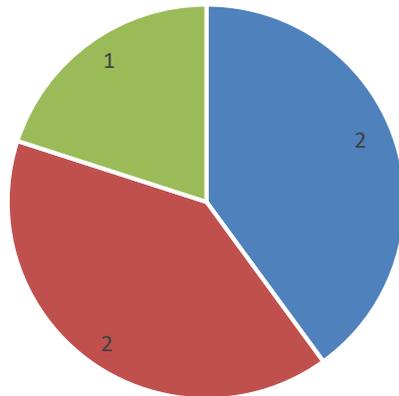
Social Services Complaints

This represents a total of 15 informal stage 1 complaints for 2020/2021



There were a total of 5 formal stage 2 social services complaints between 2020/2021.

Social Services Stage 2 (Formal)



■ Adults Care & Support for Older People ■ Children & Families ■ Adults Social Care Duty & Assessment

Social Services Stage 3 Investigation

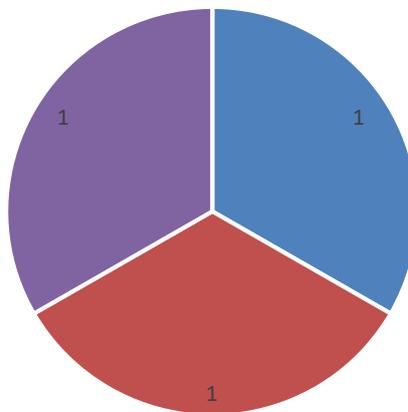
With social services complaints at times, it will be deemed appropriate to appoint an independent investigator where the case is deemed complex and labour intensive. For 2020/2021 only one independent assessor was appointed.

Ombudsman Corporate Complaints

During 2020/2021 the Ombudsman agreed to review a total of 14 corporate complaints and 3 social services complaints. This number does not include the total number of complainants whose complaints the Ombudsman declined to investigate. To follow is a summary of the outcome of those investigations:

Out of the 14 corporate complaints reviewed there were 3 cases where Newport Council needed to act:

Ombudsman Outcomes



■ Highways Early Settlement ■ Education, School Admissions. Full Investigation, Council at Fault ■ Housing Early Settlement

Highways Early Settlement was following a customer's dissatisfaction that they were not approved a permit. As part of the early settlement, it was agreed to look at the application and provide a detailed response as the previous response had not explained the decision-making process.

The complaint regarding School Admissions was that Newport Council had incorrectly applied the oversubscription criteria of its policy. The policy has since been amended to reflect the correct criteria when dealing with oversubscriptions to primary schools and its definition of relevant siblings, to ensure it fully reflects the intentions of the Code.

A resident was dissatisfied regarding a housing assessment and how Newport Council handled their concerns. An early settlement was agreed on the basis that once lockdown restrictions eased the resident would receive a visit from the Home Options team so they can assess the resident's difficulties and an up-to-date occupational health assessment to be arranged. This case is currently being monitored.

Ombudsman Social Services Complaints

The Ombudsman agreed to review 2 of the social services complaints. An early settlement was agreed on one and the other a settlement was agreed.

The early settlement was for Adults Care & Support for Older People. The customer was unhappy that their complaint had not been escalated to a stage 2 and concerns regarding staff conduct. The early settlement was agreed on the basis that we would investigate as a stage 2 complaint.

A settlement was agreed regarding Children & Families, Child Protection around the failure to properly assess, support or assist a family regarding the placement of their grandsons. £250 was paid to the complainants for the considerable delay in providing them with the response to their complaint which may have impacted on their ability to engage with the further assessments by Social Services.

Complaints to the Public Services Ombudsman for Wales

The Annual Letter for 2020/2021 acknowledges that our statistics may not be useful for establishing trends or patterns due to the pandemic. New complaints received by Local Authorities decreased by 12.5% compared with the previous year. The Ombudsman did receive a sharp increase in the number of Code of Conduct complaints for local authorities. Newport City Council had two such complaints, however there was no evidence of a breach.

Each quarter all local authorities in Wales must report back to the Ombudsman by completing a template. Over the years the template has changed to capture different or additional information. The table below represents the last 5 years key information that has been reported back via the Ombudsman's Annual Letter. During the pandemic, complaints reduced significantly as this was not considered a priority over the need to stay home and remain safe. During this period there was significant fear due to the hold the pandemic had with many people struggling with their health. As lockdown eases an increase in complaints can be seen.

Year	New Complaints Received by NCC	Received per 1000 Residents	Cases with PSOW Intervention	% of Interventions	Code of Conduct Complaints	Community Council Code of Complaints
2016/17	26		7	23%	1 (closed)	0
2017/18	37		8	24%	3 (closed)	3 (closed)
2018/19	38		7	16%	3 (closed)	0
2019/20	39	0.25	4	11%	5 (closed)	1 (closed)
2020/21	31	0.20	5	17%	2 (no evidence of breach)	1 (no evidence of breach)

The Complaints Standards Authority have published data to the Public Services Ombudsman Wales website for the first time and this may be something as an authority we would want to replicate.

Although the Ombudsman are continuing to offer free training to all Officers, there are currently no available dates due to rolling out training to the NHS. The Complaints team however are currently designing their own training to support service areas. This will be broken down into modules and supported with e-learning. The team will also be getting involved in all induction training into the Authority to explain the importance of complaint handling, identifying missed opportunities and learning from these and the role that the Ombudsman play.

Having recently met with Matthew Harris, Head of Complaints Standards, PSOW, he was keen to express that Authorities and other organisations should not view complaints as a negative thing. If complaints are too low questions may be asked around whether our processes are clear enough and whether customers are given enough opportunities and access points to raise these concerns. Therefore, the Ombudsman do not provide league tables.

Service Development

The Council is committed to developing the service provided to meet the legislation and to meet the expectations of residents who wish to submit their feedback.

Significant progress has been made in 2020/2021 towards delivering this with a full project plan in place for 2021/2022.

2020/2021 saw the following:

- Developed the recording system further to increase accountability and transparency regarding complaint management. More work is still required to further fine tune reporting.
- Developed some training modules concerning complaint management and customer service that all Officers can access. Due to significant staff shortages due to Covid 19 and the reallocation of staff to support core front line services, much of this work is being carried forward into 2021/2022.
- Introduce a continuous improvement approach so that the feedback and lessons learnt from complaints can be tracked through to service improvements. Again due to the above only a spreadsheet for tracking was implemented. This action has been incorporated into 2021/2022 project planner.
- Invite complainants to tell us more about themselves when they make complaints so that we can understand if complainants are representative of all Newport residents. We have worked in partnership with the Strategic Equalities Group to devise a questionnaire. This form now needs to be built into MCS which will be sent out to all complainants whose cases are closed.
- Reviewed policies and procedures to align with Public Services Ombudsman (Wales) Act 2019, following the conclusion of the Ombudsman's consultation.

During 2021/2022 we will continue to work with service areas and review our processes with the MCS team. There are concerns on how many options are available when closing complaints and this may be impacting on the quality of data being extracted. This will be included in the work for 2020/2021.

Lessons Learned

- More service area engagement to increase level of understanding in terms of the Ombudsman's powers and what they are looking to achieve.
- More supplier engagement to increase level of understanding of the Ombudsman. This is a significant piece of work that will be rolling year on year.
- Identify trends and opportunities to further improve how we reach out to certain customers who may feel disadvantaged in some way

Actions for Improvement

The table below outlines the actions that the team is undertaking in 2021/22 to improve the delivery of the service.

Action	Anticipated Completion date
Design modular based training that will be a mix of face to face or Teams training and e-learning. Contribute to all new induction training within the Council	April 2022
Work with third party providers who deliver services on behalf of the Council and look to align their complaint's policies with the Ombudsman requirements. Provide guidance when needed.	Start April 2022 - rolling
Work with relevant Council teams to analyse complaint demographics to seek further opportunities for improvement	October 2022

Financial Summary

There are no direct financial implications associated with this report.

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Failure to comply with the requirements of the Public Services Ombudsman for Wales in dealing with complaints	H	L	The Council has; <ul style="list-style-type: none"> All policies have been reviewed in line with Public Services Ombudsman (Wales) Act 2019 	Service Manager – Customer Experience
Failure to meet the public's expectation for dealing with complaints	H	L	The Council has; <ul style="list-style-type: none"> Consulted with the public to find out what is important to them relating to complaints and complaint handling Consulted with Officers to find out what support is needed to help them respond to complaints effectively 	Service Manager – Customer Experience

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Compliments, Comments and Complaints Policy

Options Available and considered

- To consider the contents of this report for the Authority, providing any additional commentary and/or recommendations to Cabinet
- To request further information or reject the contents of this report

Preferred Option and Why

1. Option 1 is the preferred option with recommendations raised by the Audit Committee to be considered and reported to Cabinet and Officers in accordance with the Council's Constitution.

Comments of Chief Financial Officer

There will be no adverse budgetary impact as a result of this report. Any recommendations for improvements will be considered using existing budget provision.

Comments of Monitoring Officer

There are no specific legal issues arising from the report. This report provides an overview of the comments, compliments and complaints received by the Council during 2020/21, sets out how they were dealt with and also includes the Ombudsman's annual performance letter. The Council's Corporate Compliments, Comments and Complaints Policy, as previously approved by Cabinet, complies with the guidance issued by the Ombudsman in relation to the handling of complaints, while the statutory social services complaints procedures are in accordance with the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014.

Governance and Audit Committee have considered the effectiveness of the Council's complaints-handling procedures in accordance with their new statutory functions under the Local Government and Elections (Wales) Act 2021. However, any individual actions and service delivery issues arising from the complaints are matters for the relevant officers and Cabinet.

Comments of Head of People and Business Change

The Council has a responsibility for ensuring that services are provided to a satisfactory level to its users and that we ensure continuous improvement where issues have been raised. This report provides an overview of how we have performed in 2020/21 and where we need to improve on how we manage compliments, comments and complaints in the organisation. The Council actively promotes citizen engagement within its operations to act in a more preventative way and promote citizens involvement in its services.

There are no HR implications relating directly to this report. The action plan for 2021/22 outlines how we will ensure improvements are made to managing complaints and customer service.

Scrutiny Committees

The report is due to be received by the Governance and Audit Committee at their meeting on 11th November 2021

In May 2021, the Governance and Audit Committee agreed new terms of reference to align with the Local Government and Elections (Wales) Act 2021. One of the new requirements of the Committee is to: Make reports and recommendations in relation to the authority's ability to handle complaints effectively. This was the first report to the Committee about how the Council manages complaints and comments and its performance in 2020/21.

Fairness and Equality Impact Assessment: Wellbeing of Future Generation (Wales) Act

This report enables Members to monitor the current position of the council's performance, this helps to drive improvement over the short and long-term and prevent poor performance.

Performance measures are also reported through the service plans and the improvement plan, which consider the sustainable development principle promoted in the Act and the five ways of working; long-term, prevention, integration, collaboration and involvement.

Any changes to service provision because of feedback received would consider the five ways of working and the sustainable development principle as part of the decision-making process.

- Long term: the actions being put into place will ensure that the Council is able to respond to feedback and complaints now and in the future.
- Prevention: Understanding what is important to residents and why we have received complaints will help the Council to make improvements that prevent similar complaints from occurring again.
- Integration: Reviewing the Council's policies regarding feedback from residents will help to ensure that the principles of the Public Services Ombudsman (Wales) Act 2019 are embedded in service provision.
- Collaboration: the approach to responding to feedback from complainants requires collaboration across the Council. All service areas receive and deal with complaints and their feedback as part of consultation will inform the development of training, guidance, and support.
- Involvement: Public consultation has provided valuable insight into what is important for customers when they are unhappy with a service provided by the Council. This will be used to inform the development of training, guidance, and support.

Equalities Impact Assessment

Not applicable as this is an information only report to Cabinet.

Welsh Language (Wales) Measure 2011

The Welsh Language Measure is considered in this report and is also covered by the Compliments, Comments and Complaints Policy.

Crime and Disorder Act 1998

Not Applicable

Consultation

N/A

Background Papers

<https://www.ombudsman.wales/wp-content/uploads/2018/03/Principles-of-Good-Administration-and-Good-Records-Management-Final-2016.pdf>



Annual Letter
September 2021.pdf

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Report

Cabinet

Part 1

Date: 10 November 2021

Subject Newport City Council Covid-19 Response and Recovery Update

Purpose To present to Cabinet an update on the Council's progress being made towards recovering services and supporting Newport's communities as part of its Strategic Recovery Aims.

Author Chief Executive
Head of People and Business Change

Ward All

Summary The UK and Wales is now into its 20th month (since February 2020) of the Covid-19 pandemic. During this time, the crisis has impacted all communities, businesses and services delivered by the Council and partners across Newport. Newport as a city has had to adapt and respond as necessary to the restrictions to minimise the spread of the virus. The Council's priority has been to ensure the continuity of services with our strategic partners, supporting the most vulnerable residents, support businesses and ensure the safety of staff and customers. This report provides an overview of what action the Council has taken to date progress against its Strategic Recovery aims and Wellbeing Objectives.

Since the last Cabinet report in September, Wales and the region has continued to see positive Covid cases increase but hospital admissions remain lower in comparison to last year and the winter period. As the city and the Council enter into the autumn and winter period, there is likely to be further increase with the case rate which will have an impact on the hospital admissions. The focus over the autumn will be to get the over 50s, vulnerable and health & social care workers boosters alongside vaccinating 12 to 15 year olds across secondary school settings.

Proposal Cabinet is asked to consider the contents of the report and note the progress being made to date, the risks that are still faced by the Council and the city.

Action by Corporate Management Team

Timetable Immediate

This report was prepared after consultation with:

- Gold Recovery Group
- Corporate Management Team

Signed

Background

Since the last Cabinet Report on [13th October](#), Newport Council and its partners have continued to monitor the Covid-19 cases in the city through its role at the multi-agency Gwent Incident Management Team the Council's Emergency Response and Recovery Group (Covid Gold) and liaison with Welsh Government (WG), Public Health Wales (PHW) and ABUHB partners.

Wales Covid-19 Update (October/November)

Since the last report to Cabinet in October, Covid cases continue to remain prevalent across communities in Wales and Newport. The case rate remains over the last four weeks has been above 600 per 100,000 of the population with the seven day trend in Wales is showing an increase in the overall case rate ([Public Health Wales Dashboard](#)). Since August, hospitals across ABUHB have been experiencing increases in the number of covid related admissions requiring critical care. Whilst these remain lower than those experience during last winter, this is still having an impact on the NHS to provide services to residents and sadly Wales is still experiencing covid-19 related deaths.

Since the vaccination programme commenced in December 2020, over 2.4 million people have received a first dose of the vaccine with over 2.2 million receiving 2 doses. Since September the booster programme for over 50s and the most vulnerable commenced across Wales as well as the annual seasonal flu jabs. 12 to 15 year olds also became eligible to receive the covid vaccine which is being administered across school settings in Newport and Wales.

In October, the Welsh Government the legislation was passed for [NHS Covid passes](#) to be required before attending large events and nightclubs in Wales. The legislation requires people from Wales and the rest of the UK to present the pass either to demonstrate that they have been vaccinated or that have had a negative lateral flow test result. Venues in Newport and Wales will be required to ensure those attending show a copy of their pass before entering the venue. This new requirement is in addition to the existing measures from WG who still require people to socially distance wherever possible, and to continue to wear face coverings indoors except for hospitality premises. It will also be important for people and businesses (where they can) to continue to work from home.

As the economy has been reopening, Wales and Newport are starting to be impacted by wider economic factors due to vacancies, increasing household costs due to food and energy, disruption to food and goods supply chains. These impacts will be affecting those in low-income households and could disrupt economic recovery. These are being monitored by the Council as part of its business continuity arrangements.

Newport City Council Update

To date the vast majority of Newport City Council staff have continued to deliver front line services and the Council has continued to follow WG advice for staff (where they can) to continue to work from home. This message has been relayed to staff via regular staff communications. This equally applies to Members and access to the Civic Centre and the democratic functions of the Council continue to be undertaken virtually.

Risk assessments are in place for all work that we do, and these take into consideration work environment and task, health and safety legislation and current Government guidance. In this way we can ensure that staff can safely undertake their duties, protecting both themselves and people they are working with. For the 5,500 staff employed by Newport City Council (including schools) approximately 1200 have been regularly working from locations other than their usual place of work (including home working). The remaining staff and the services that they deliver have continued in line with the risk assessments in place and Government guidance during the Pandemic.

Where appropriate we have enabled teams to resume activity previously being undertaken from home as and when required. This has been possible because of the work done with service areas, Health and Safety, staff and Trade Unions to put in place robust risk assessment arrangements. We will continue this process over the coming months, whilst monitoring and responding to changes in the infection rates within the population. Services such as libraries and face to face customer services are again operational and are providing in-person activity.

We have also been working to undertake more face to face and hybrid meetings within the Council. Currently, due to restrictions in our Civic Centre, it is not possible to undertake face to face meetings for many activities. However, we have installed technology in a number of rooms that will enable us to provide hybrid meeting facilities.

For this to operate effectively we are finalising the technology requirements and will then develop specific protocols for the management of these meetings. To facilitate this, we will:

1. Operate a hybrid Corporate Management Team meeting
2. Undertake a hybrid Cabinet meeting
3. Based on the learning from these activities and where Covid restrictions and case numbers allow, we will aim for a hybrid Committee meeting

Work is on-going to ensure we can meet the requirements of the Local Government and Elections Act regarding hybrid meetings.

Key for us is maintaining the benefits achieved by working flexibly to this point (these benefits are set out in the New Normal report previously discussed at Cabinet). A separate report to Cabinet (November 2021) will outline a series of decisions regarding policy changes and building utilisation, along with the associated benefits, risks and impacts. Once agreed we will develop necessary policies and implement a detailed building utilisation plan which will also address usage during the current and future restrictions.

A summary of the Council's activity since the last Cabinet Report is outlined below with a full update provided in appendix 1.

Strategic Recovery Aim	Summary of Council's activities to 1 st November 2021
Strategic Recovery Aim 1 – Supporting Education & Employment	<ul style="list-style-type: none"> • The Council's school meals provider (Chartwell's) has reported some challenges within supply chains and as a result are experiencing difficulties obtaining certain food products and catering equipment. • High levels of pupil absence are still being reported by schools at the start of the new academic year. • 1,389 EdTech funded Chromebooks are due to be delivered to schools over the next week. These will come direct from the supplier. Delivery of the remaining devices is still anticipated by the end of the Autumn term. • The hospitality and HGV driving sector has an increasing demand for staff and we are working closely with employers and organisations to assist with this demand. • The Celtic Manor are running several jobs fairs, supported by NCC Work & Skills team in order to meet recruitment requirements.
Strategic Recovery Aim 2 – Supporting the Environment and the Economy	<ul style="list-style-type: none"> • ERF Summer Restrictions Grant supported 296 businesses with a grant of £1,000 - £10,000. £389,000 has been defrayed protecting a reported 334 jobs in the city. • City of Newport Business Development Grant launched offering new and expanding businesses up to £10k in funding. • The affordable housing development programme continues to be delivered in partnership with RSLs operating in Newport. To date over £5 million of Newport's funding award has been drawn down this financial year. • Supporting local supply chains through quick turnaround of invoice payments and encouraging use of local suppliers for small value contracts.
Strategic Recovery Aim 3 – Supporting the Health & Wellbeing of Citizens	<ul style="list-style-type: none"> • Joint impacts of Covid, Brexit and the beginnings of the usual winter pressures have led to major challenges in all areas in providing full care packages. • Higher than normal demand on services and staff shortages are also impacting on the delivery of Adult and Children services.

Strategic Recovery Aim	Summary of Council's activities to 1 st November 2021
	<ul style="list-style-type: none"> • Council's Sustainable Travel Strategy will feed into the forthcoming updated Air Quality Action Plan for NCC in respect of the 11 AQMAs we have. • All leisure facilities that have not been redeployed as either vaccination or testing centres, have been reopened to the public.
Strategic Recovery Aim 4 – Supporting Citizens post Covid-19	<ul style="list-style-type: none"> • The DFG team are dealing with a backlog of applications which amassed during previous lockdowns when only urgent cases were permitted. Materials cost increases have resulted in average grant costs significantly increasing with longer contractor/material lead time. This has been evident since Covid-19 and Brexit. • The Social Housing Grant programme is funding the development of over 500 new affordable housing units with several schemes due to complete early in the New Year. • Restart plans have been approved, with a triage process being well received. Home visits are an exception, with criteria developed to ensure consistency across all FS areas (e.g. language and play, parenting and ALN).

Financial Summary (Capital and Revenue)

The Council's financial (revenue and capital) update is reported separately as part of the Council's regular budget reports to Cabinet. The Covid-19 impact(s) are considered in the finance reports and are closely monitored as part of the Council's financial management processes.

Risks

Through the Council's Risk Management process, the Covid risk has been monitored every quarter to the Council's Cabinet and Audit and Governance Committee. Below is the latest update taken from Quarter 1 (April to June '21) 2021/22 risk report update. Quarter 2 update to be provided in November.

Risk Title / Description	Risk Impact score of Risk if it occurs* (1-5)	Risk Probability of risk occurring (1-5)	Risk Mitigation Action(s) What is the Council doing or what has it done to avoid the risk or reduce its effect?	Risk Owner Officer(s) responsible for dealing with the risk?
Covid 19 Pandemic Risk (Corporate Risk)	5	4	Mitigation actions outlined in the report and managed by the Council's Covid Gold Group.	Head of People & Business Change

Links to Council Policies and Priorities

Corporate Plan 2017-22
Strategic Recovery Aims

Options Available and considered

1. To consider and note the contents of the report and for Cabinet / Cabinet Members to receive updates from officers as part of their portfolio.
2. To request further information or reject the contents of the report

Preferred Option and Why

1. To consider and note the contents of the report and for Cabinet / Cabinet Members to receive updates from officers as part of their portfolio briefings.

Comments of Chief Financial Officer

Welsh Government have been supporting local authorities through the pandemic with a Hardship Fund intended to reimburse for all Covid related spend over and above existing budgets and within a set criteria. The fund also includes loss of income compensation; again, within a set criteria. The fund ran for the entire 20/21 financial year and will continue until the end of March 2022, albeit with a reduced scope for the second half of this financial year. In addition, where relevant, Welsh Government have provided specific grant funding to fund particular costs arising. This means that, overall, the financial impact of the pandemic upon the Council has been largely mitigated.

Close monitoring of the financial issues arising, as a result of Covid, will continue throughout the year and will be reported as part of the regular monitoring process. All activities up to November detailed in this report have either been funded via core budgets, specific grants or the Hardship Fund. To date, and in a similar vein to 2020/21, an overall underspend against the revenue budget is being projected. However, the underlying reasons for the underspend are not solely due to the effects of the pandemic and are largely one-off in nature. Also, there are a number of service pressures contained within the position and, therefore, this means that the medium term outlook remains challenging. Because of this, it will be important to identify and quantify any lasting financial impact of the pandemic, particularly in light of the Hardship Fund ending in March 2022. Consideration will need to be given as to whether any of the issues require funding as part of next year's budget and it will also be necessary to continue discussions with Welsh Government regarding the need for financial support for pressures specifically linked to the pandemic.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report, which provides an update on the actions taken to deliver the Council's Covid-19 Response and Strategic Recovery Aims and progress since the previous report. Any legal issues will be picked up at the appropriate time as part of the operational delivery of the individual actions, within service areas. The move the alert level zero and the relaxation of most restrictions have changed the nature of both the TTP contact tracing work and the work of the Environmental Health officers in managing clusters and containing transmission. The TTP team have taken on more of a "warning and informing" role with the reduction in requirements for self-isolation of contact cases and Environmental Health are focussing on closed care setting and support for schools, given the removal of strict social distancing requirements and the opening-up of community contacts. Enforcement staff are also focussing on providing advice and assistance in relation to the individual risk assessments that are now required for businesses and also monitoring compliance with the Covid-passes required for night-clubs and larger events. As the Covid response work is gradually scaling-down, then regulatory staff are able to resume other priority inspection and enforcement work, in accordance with the Covid-recovery aims.

Comments of Head of People and Business Change

As part of the Council's New Normal project, we will continue to encourage as many office based staff that are not required to work either on the frontline or in Council buildings to work from home in line with the Welsh Government. We will eventually move towards a hybrid approach for the Council that will provide flexibility for staff and mitigate the number of people in office spaces and this is the subject of a Cabinet Report

Building on what we have learned over the last 18 months, the Council's Human Resource team is developing new approaches to manage staff's wellbeing and delivery of services.

Scrutiny Committees

Not Applicable

Fairness and Equality Impact Assessment:

The areas covered in this report demonstrate the progress being made against the Strategic Recovery Aims which also support the Council's Corporate Plan 2017-22.

In consideration of the sustainable development principle, 5 ways of working:

Long Term – The progress reported against the Strategic Aims support the long term aims of the Council to improve people’s lives.

Preventative – The preventative work outlined in the report support the Council’s approach to minimising future Covid 19 outbreaks and as necessary provide targeted support to those that need it. Re-establishing services in line with necessary legislation and regulation enables the Council to operate in the new normal.

Integration – The Strategic Recovery Aims have been integrated with the Council’s Wellbeing Objectives set in the Corporate Plan as well as Service Plans. Recommendations from the Community Impact Assessment will also shape how the Council can improve the delivery of services across communities.

Involvement – Included in this report are actions to involve Newport’s communities to provide assurance and shape the way in which services are being delivered by the Council. Their feedback and involvement in the process will enable the Council to consider how services are delivered in the long term.

Collaboration - The actions in the report are being undertaken in collaboration with partners from the Council’s Public Services Board but also strategic partners within each service area. The collaborative work enables the Council to share resources and build expertise and knowledge.

Crime and Disorder Act 1998

Not applicable

Consultation

Not Applicable

Background Papers

Cabinet Report (Strategic Recovery Aims) – July 2020

Corporate Plan 2017-22

Strategic Recovery Aims

[Responding to the ‘New Normal’ Report to Overview and Management Scrutiny Committee](#)

Dated: 3 November 2021

Appendix 1 – Progress of Delivery against Strategic Recovery Aims (to 1st November 2021)

<p>Strategic Recovery Aim 1 – Supporting Education & Employment. Understand, and respond to, the additional challenges, which Covid19 has presented, including loss of employment, impact on business and on the progress, achievement and wellbeing of both mainstream and vulnerable learners.</p>	
<p>Supports Wellbeing Objective 1 – To improve skills, education and employment opportunities.</p>	
Strategic Aim Step	November 2021 Update (By Exception)
<p>Support schools and other educational establishments to safely reopen for staff and pupils.</p>	<p>Pupils eligible for free school meals received supermarket vouchers to cover the October half term holiday. The voucher scheme also continues to be used to support any free school meal eligible pupils who are unable to attend school after testing positive for Covid.</p> <p>Free Breakfast Clubs are operating at 37 of our 47 primary, nursery and special schools, in accordance with local risk assessments undertaken and monitored by the relevant Headteacher.</p> <p>The Council's school meals provider (Chartwell's) has reported some challenges within supply chains and as a result are experiencing difficulties obtaining certain food products and catering equipment. Where this is happening, the team is looking to offer suitable alternatives, but have advised that this may result in menu options being changed to accommodate shortages. Chartwell's have also highlighted difficulties with staff shortages due to sickness and recruitment. These issues continue to be monitored to ensure that the service can operate as close to normal as possible.</p>
<p>Work to prevent and reduce inequality of progress and outcomes in education for mainstream and vulnerable learners.</p>	<p>High levels of pupil absence are still being reported by schools at the start of the new academic year. Education Welfare Officers continue to work closely with schools to analyse individual learner level attendance. This work helps identify learners and families who are referred to the Education Welfare Service for follow up. Home visits are ongoing with a Covid-19 risk assessment in place to support this work. Education Welfare Officers attend school meetings with families and other agencies to offer support with an updated risk assessment in place to support this work.</p> <p>The current Welsh Government Operational Guidance for schools takes the view that punitive measures, including fines, are not be appropriate unless local authorities deem it necessary to pursue a small number of cases relating to persistent absence, which are unrelated to the Covid-19 pandemic; and there are concerns about the welfare of the child; or there have been extensive efforts to try and re-engage with the family by the school and / or the EWS. In such cases local authorities are advised to follow guidance set out in the All Wales Attendance Framework. Newport has not pursued any punitive measures to date.</p> <p>The number of parents notifying the local authority of their intention to home educate their children continues to rise. As of 30th September 2021, 185 children were known to be home educated. The Education Welfare Service has developed the first of a series of newsletters that will be circulated to home educating families on a regular basis. This provides details of how the local authority can support home educating families to provide an education for their children</p>

Strategic Recovery Aim 1 – Supporting Education & Employment.

Understand, and respond to, the additional challenges, which Covid19 has presented, including loss of employment, impact on business and on the progress, achievement and wellbeing of both mainstream and vulnerable learners.

Supports Wellbeing Objective 1 – To improve skills, education and employment opportunities.

Strategic Aim Step	November 2021 Update (By Exception)
Support schools to enhance and develop digital skills; digital teaching and learning platforms; and enhanced support for digitally excluded learners.	1,389 EdTech funded Chromebooks are due to be delivered to schools over the next week. These will come direct from the supplier. Delivery of the remaining devices is still anticipated by the end of the Autumn term. The ICT Strategic Group continues to meet on a termly basis. Membership of this group includes Headteachers, local authority officers and SRS officers who monitor implementation of the EdTech programme and delivery of the SRS SLA for schools. A project to migrate school users of @newport.gov.uk emails to Hwb using the @newportschools.wales domain is ongoing.
Support and enable people that are digitally excluded to access community IT programmes, Council services and other public services.	All libraries now open to direct access by the public, without the need to make an appointment. Public IT access is available in 8 of 9 sites. Get Connected Digital Ambassador project launched in partnership with EYST to support community members from an ethnic minority background to develop their digital skills. Ambassadors will be supported to work with their respective communities to support others to do the same. Feedback from minority ethnic staff and community members indicated that getting online using council enabled wifi was overly complex. 7 community locations now have 'one click' wifi enabled.
Support people who have been affected by unemployment to access new opportunities through training and re-employment required for post Covid 19 businesses.	Work & Skills teams continue to work with participants to support them into employment or upskill to enable them to move closer to the labour market. The hospitality and HGV driving sector has an increasing demand for staff and we are working closely with employers and organisations to assist with this demand. The Celtic Manor are running several jobs fairs, supported by NCC Work & Skills team in order to meet recruitment requirements. The Hubs are running engagement events throughout the half term week to increase engagements and referrals to our employment programmes.
Ensure our diverse communities are appropriately supported through tailored interventions specific to their needs, including consideration of language, culture and points of access.	The Digital devices are still being requested for use by families across Newport in order to access services and online meetings for matters relating to their children. This is a shift from previously where the requests were for families and children to attend online parenting courses or online lessons. The expansion of online group conferencing has meant that families need digital devices to participate effectively. Information on the Get Connected Programme has been translated into 10 community languages and delivery will be available in languages other than English.

Strategic Recovery Aim 1 – Supporting Education & Employment.

Understand, and respond to, the additional challenges, which Covid19 has presented, including loss of employment, impact on business and on the progress, achievement and wellbeing of both mainstream and vulnerable learners.

Supports Wellbeing Objective 1 – To improve skills, education and employment opportunities.

Strategic Aim Step	November 2021 Update (By Exception)

Strategic Recovery Aim 2 – Supporting the Environment and the Economy

Understand and respond to the impact of Covid19 on the city’s economic and environmental goals to enable Newport to thrive again.

Supports Wellbeing Objective 2 – To promote economic growth and regeneration whilst protecting the environment.

Strategic Aim Step	November’21 Update (By Exception)
Maintain our focus on regenerating Newport to deliver existing and new investment projects.	ERF Summer Restrictions Grant supported 296 businesses with a grant of £1,000 - £10,000. £389,000 has been defrayed protecting a reported 334 jobs in the city. City of Newport Business Development Grant launched offering new and expanding businesses up to £10k in funding.
Enable and support the construction industry to re-establish the supply of new and affordable housing.	The affordable housing development programme continues to be delivered in partnership with RSLs operating in Newport. To date over £5 million of Newport’s funding award has been drawn down this financial year. The construction industry is reporting issues with supply of materials and increased costs as a result of Brexit an Covid-19.
Enable and support businesses to re-establish normal operations whilst maintaining the health and safety of their workers and customers.	<p>Officers continue to carry out interventions to assess compliance with risk assessment requirements related to Level Zero controls. Officers are now integrating these compliance checks into general working. Each regulatory intervention will now have at least two purposes; the COVID check and the “business as usual” check. Work has been carried out to educate businesses requiring their customers to display a “COVID Pass”. Guidance was circulated to all businesses, and this has been backed up with visits and checks. Officers are still dealing with higher-than-normal levels of non-compliance in the “business as usual” work areas.</p> <p>Environmental Health activity is still primarily focussed on delivering the response to the Covid-19 pandemic, however programmed inspections of Food businesses have restarted to endeavour to meet the requirements of the Food Standards Agency’s Recovery Plan. Additional resources will be made available for this work as soon as resources can be pulled back from Covid. A new Food Safety EHO has been recruited.</p>
Enable and support businesses to prepare for future trade arrangements resulting from Brexit negotiations.	See Brexit Cabinet Report provided. The wider economic, Brexit issues combined with the covid pandemic are impacting businesses to be able to supply goods and services. Businesses are also experiencing increases in the costs in producing and selling goods, materials food and energy. These impacts are being realised across the Council in delivery of services and key projects.

Strategic Recovery Aim 2 – Supporting the Environment and the Economy

Understand and respond to the impact of Covid19 on the city's economic and environmental goals to enable Newport to thrive again.

Supports Wellbeing Objective 2 – To promote economic growth and regeneration whilst protecting the environment.

Strategic Aim Step	November'21 Update (By Exception)
<p>Protect and improve the environment, including air quality and decarbonisation of the city for its residents, businesses and visitors.</p>	<p>Whilst the Central Payments Team has been working remotely since the end of March 2020, we have maintained all payment functions and continue to meet our performance indicator of paying at least 90% of undisputed invoices within 30 days. Where local or other key suppliers have requested, we have sought to pay invoices as quick as possible, to ensure at risk businesses receive their payments without delay.</p> <p>We have worked within the scope of Welsh Government Procurement Policy to ensure at risk suppliers are also financially supported, where they can demonstrate that they need government funded support in order to continue trading, both in the short and medium term. The idea being that we need our key suppliers who are at risk to be financially sustainable, so they are still trading when full contractual obligations return post COVID.</p> <p>Our revised Contract Standing Orders also allow for local suppliers to be selected to bid for lower value contracts, without competition from suppliers further afield. This ensures the Newport pound stays either in Newport, or as close to home as possible, supporting our local supply chains.</p>
	<p>Action Planning associated with the Council's Sustainable Travel Strategy will feed into the forthcoming updated Air Quality Action Plan for NCC in respect of the 11 AQMAs we have. The two documents will work in tandem with subtly different emphasis. Plans to revoke some AQMAs are ongoing.</p> <p>RE:Fit building retrofit provider appointed, site surveys underway and works to commence before March 2022. Following a successful application, NCC have been awarded £400k from WG for heat pump installations in 21/22.</p> <p>Local Area Energy Planning energy system modelling complete and a workshop took place to share the outputs with wider stakeholders. A consultation draft of the Council's Organisational Climate Change Plan is now complete. Public consultation due to start in early November.</p> <p>As Development Control consultees, Air Quality mitigation requests currently include EV infrastructure, anti-idling schemes, low carbon boilers and ASHP, s.106 contributions towards updating/maintaining air quality monitoring infrastructure. These are being sought for all new development that needs to contribute towards reducing emissions. ECO Stars scheme is in follow up phase and metrics on fuel/emissions saved are being sought from members of scheme. Gwent PSB may provide opportunities to facilitate fresh sign ups in future.</p> <p>Trading Standards has been awarded a grant to seek to improve the energy efficiency of housing showing poor and unlawful energy performance. A programme has been commenced to ensure landlords improve the energy performance of 330 homes. Also, nearly 3000 homes do not have an assessment at all; Trading Standards will endeavour to improve this situation.</p>

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Strategic Aim Step	November'21 Update (By Exception)
	Funding secured from the Rural Development Fund to deliver carbon literacy training to organisations and residents in Newport wards that fall within the rural development area. The project includes a “train the trainer” element which will support wider roll out of carbon literacy training across the city as a legacy of the initial project.
Continuing support and safe delivery of the Council's City services including waste, cleansing and highways.	Driver shortages are having an impact on waste collecting services, with minor disruptions to recycling collections to date, support measures have been put in place but there is potential for this issue to become more significant if the driver situation worsens.

Strategic Recovery Aim 3 – Supporting the Health & Wellbeing of Citizens

Promote and protect the health and wellbeing of people, safeguarding the most vulnerable, and building strong, resilient communities

Supports Wellbeing Objective 3 – To enable people to be healthy, independent and resilient

Strategic Aim Step	November'21 Update (By Exception)
Support people to remain living independently in their homes and communities.	Domiciliary care has experienced a period of significant disruption. The joint impacts of Covid, Brexit and the beginnings of the usual winter pressures have led to major challenges in all areas in providing full care packages. This has led to some packages of care being reduced and some citizens having to wait for care. This has then impacted on family and friends who provide care with greater demands. While the difficulties have begun to ease in the past two weeks this is certainly going to be an area of continued challenge. Social workers are continuing to prioritise requests for care. Work is being undertaken locally, regionally and nationally to try to address the workforce shortages which underpin this current crisis in our ability to meet demand.
Fully restore Children and Adult Services, supporting partners that have been impacted by Covid 19 and ensuring service users and staff are supported and protected.	We continue to work with citizens and providers to build confidence and reinstate services as circumstances change. The relatively small number who have not returned are being reviewed and options discussed. All services are being negatively impacted by staffing challenges but staff continue to work to prioritise services and consider how to best deliver given these issues.
Assess the impact and the long-term sustainability of the social care sector in Newport informing future service requirements.	Across Adults and Children's Services further information has now been received about grant funding to aid covid recovery. While the funding is welcome it is in year funding and the issues of sustainability for services continues to exercise staff. Regional and National discussions are ongoing to look at increased demand and sustainable funding for the future.

<p>Strategic Recovery Aim 3 – Supporting the Health & Wellbeing of Citizens Promote and protect the health and wellbeing of people, safeguarding the most vulnerable, and building strong, resilient communities</p>	
<p>Supports Wellbeing Objective 3 – To enable people to be healthy, independent and resilient</p>	
<p>Strategic Aim Step</p>	<p>November'21 Update (By Exception)</p>
	<p>Demand for all services is at higher than normal levels and the biggest risk to sustainable provision is currently around staffing. Demand is continuing to rise and currently there is little sign of a reduction in the demand for services.</p>
<p>Safeguard and support children and young people to remain safely with their families.</p>	<p>Services are fully operational across Children's Services. The demand for service is exceptionally high. Staff are supporting an increased number of families. Some teams have seen an increase of over 20% in demand for services. It is extremely difficult to meet this sort of demand in the existing framework of services and with the current issues in staff recruitment and retention</p>
<p>Improve opportunities for Active Travel and work towards improved air quality.</p>	<p>Accessible Active Travel bridge project has moved into the Phase 2 Construction. Works have begun on site with the closure of the subway and confirmation of the Right of Way extinguishment. Footings are being dug ready for piling works beginning at end of September and into October. Taxi rank will be temporarily moved to the west of the main entrance by October. Works to crown reduce the trees will take place and precede the erection of a large crane in the taxi rank area ready for the Christmas lift. Spans are currently in fabrication at the base of ProSteel of Pontypool and the main spans on schedule to be lifted into place at Christmas 2021. All other Active Travel schemes are progressing with design and development including the canal towpath works and the city centre cycling scheme. Additional works on Gaer fort route are underway with lighting installation both there and at the old Tredegar golf course site.</p> <p>Action Planning associated with the Council's Sustainable Travel Strategy will feed into the forthcoming updated Air Quality Action Plan for NCC in respect of the 11 AQMAs we have. The two documents will work in tandem with subtly different emphasis. Plans to revoke some AQMAs are ongoing.</p> <p>Work with Air Inequalities and Healthy Open Spaces projects has allowed engagement with communities and vulnerable groups. Engagement will lead to community involvement in projects such as anti-idling schemes and local air quality monitoring at schools e.g. Charles Williams Primary, Caerleon. Introduction of real time monitors where resources allow will provide air quality intelligence that will assist in developing interventions.</p>
<p>Regulate businesses and support consumers / residents to protect and improve their health.</p>	<p>Environmental Health activity is still primarily focussed on delivering the response to the Covid-19 pandemic and this includes providing advice and support to citizens who have contracted Covid-19 and are still required to self-isolate i.e. the 'Protect' element of 'Test, Trace Protect'. The support also ensures that citizens are aware of the financial support to self-isolate which they may be eligible to claim.</p> <p>Officers continue to carry out interventions to assess compliance with risk assessment requirements related to Level Zero controls. Officers are now integrating these compliance checks into general working. Each regulatory intervention will now have at least two purposes; the COVID check and the "business as usual" check. Work has been carried out to educate businesses requiring their customers to display a "COVID Pass". Guidance was circulated to all businesses, and this has been backed up with visits and checks. Officers are still dealing with higher-than-normal levels of non-compliance in the "business as usual" work areas.</p>

Strategic Recovery Aim 3 – Supporting the Health & Wellbeing of Citizens

Promote and protect the health and wellbeing of people, safeguarding the most vulnerable, and building strong, resilient communities

Supports Wellbeing Objective 3 – To enable people to be healthy, independent and resilient

Strategic Aim Step	November'21 Update (By Exception)
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 91</p>	<p>The move to Level 0 has seen the removal of most business controls. There remains a requirement for each business to have in place a risk assessment to control the spread of coronavirus. Officers have analysed the compliance performance of each business and identified over 350 who had shown poor practices during the higher-level restrictions. These businesses have been targeted and a programme of engagement has been put in place to deliver the risk assessment requirement message. By the end of September this programme will have ended, and the service will move to a complaint/response model rather than proactive engagement.</p> <p>Trading Standards and Licensing are engaged enforcement programmes that will result in health improvement and protection.</p> <p>Food Standards Surveillance has been active since July 2021. The focus of the inspection effort is on the catering and hospitality sector and audits of 'allergen safe systems of work'. It is notable that whilst businesses were not subject to inspection during lockdowns, standards have slipped. Officers are reporting that higher numbers of businesses are showing poor and dangerous practices. Five food businesses are currently under investigation in this threat area.</p> <p>Trading Standards has been continuing enforcement in the illegal tobacco trade. Rogue businesses are targeted. ASB Closure Notices are being issued; seizures of tens of thousands of cigarettes are being completed; and prosecutions/investigations are being carried out.</p> <p>Trading Standards has carried out under-age-sales test purchase work. Higher non-compliance has been identified. Further advice and enforcement work is planned.</p>
<p>Work with key partners to safely re-open cultural and leisure facilities including the promotion of the city's parks, open spaces and coastal paths.</p>	<p>All leisure facilities that have not been redeployed as either vaccination or testing centres, have been reopened to the public. The exception remains the Newport Centre pool which requires significant building works to be undertaken.</p> <p>All public rights of way that were closed during covid are now fully open as are all countryside sites, parks and buildings. Volunteer groups have started back up on countryside sites and rights of way. New field sports season underway and all sites are now receiving plenty of bookings and usage. Where approved by risk assessments the changing room facilities have been allowed to reopen.</p> <p>Libraries, Museum and Art Gallery have now reopened on a drop-in basis. Numbers are slowly returning to normal but remain well below pre-pandemic levels. Enhanced cleaning procedures are in place.</p>
<p>Sustain a safe, healthy and productive workforce.</p>	<p>With the relaxation of restrictions as confirmed by Welsh Government in early August, the Council is reviewing the Civic Centre risk assessment to reflect any possible adaptations, whilst being mindful that as an employer we are accountable to the Health and Safety Executive (HSE) and will continue to be required to protect the workforce from any infectious disease transmission wherever possible. The removal of the legislative requirement for social distancing does not remove our obligation to seek to prevent transmission of infectious disease and our mitigation measures may alter as a</p>

Strategic Recovery Aim 3 – Supporting the Health & Wellbeing of Citizens	
Promote and protect the health and wellbeing of people, safeguarding the most vulnerable, and building strong, resilient communities	
Supports Wellbeing Objective 3 – To enable people to be healthy, independent and resilient	
Strategic Aim Step	November'21 Update (By Exception)
	result. In the meantime the Council continues to advise staff to work from home wherever possible, which remains in line with Welsh Government guidance. Separate Cabinet Report is being presented on the new ways of working options in November.

Strategic Recovery Aim 4 – Supporting Citizens post Covid-19	
Provide people with the resources and support that they need to move out of the crisis, considering in particular the impact that Covid 19 has had on our minority and marginalised communities.	
Supports Wellbeing Objective 4 – To build cohesive and sustainable communities	
Strategic Aim Step	November'21 Update (By Exception)
Work together with our partners to reduce poverty, address homelessness and support our most vulnerable people as a priority.	WG hardship funding is continuing to be used to support the additional pressures on temporary accommodation which have increased due to the pandemic. The authority continues to follow WG guidance to provide temporary accommodation to all homeless persons. We are working in partnership with RSLs to provide suitable, affordable move on accommodation. Additional funding has been provided by WG to prevent homelessness for those living in the private rented sector who have rent arrears because of the pandemic. The DFG team are dealing with a backlog of applications which amassed during previous lockdowns when only urgent cases were permitted. Materials cost increases have resulted in average grant costs significantly increasing with longer contractor/material lead time. This has been evident since Covid-19 and Brexit.
Assess and address the inequalities that Covid 19 has highlighted or contributed to within our communities.	Inequalities highlighted by COVID-19 are included in the focus of work ongoing to embed the Socio-economic Duty in council decision-making processes. This will ensure longer term planning and policy aims to reduce inequalities that have arisen as a result of both socio-economic disadvantage and for minority/marginalised communities and encourage more effective engagement with those groups who are affected by council decisions. The council is currently refreshing its Covid-19 Community Impact Assessment to better understand enduring or emerging inequalities since its development. This will inform the allocation of funding made available in our second Participatory Budgeting programme. The council has now published a new Fairness and Equality Impact Assessment template and accompanying guidance which has a greater focus on effective engagement with groups more likely to experience inequalities of outcome as a result of council decisions. Training has been made available to all staff. A community steering group has now been established to deliver Participatory Budgeting Programme 2 which will see around £500k distributed to grassroots and voluntary sector groups across the city. Funding priorities will be informed by

Strategic Recovery Aim 4 – Supporting Citizens post Covid-19

Provide people with the resources and support that they need to move out of the crisis, considering in particular the impact that Covid 19 has had on our minority and marginalised communities.

Supports Wellbeing Objective 4 – To build cohesive and sustainable communities

Strategic Aim Step	November'21 Update (By Exception)
	the refreshed Community Impact Assessment which will highlight those communities that continue to experience disadvantage as a result of the pandemic. PB training has been undertaken by steering group members and the first decision-making sessions commence in October.
Identify, develop and seek to sustain any positive developments emerging during the crisis.	<p>The Policy, Partnership and Involvement team will be conducting a survey with the Citizens Panel and the wider public through the bus wifi on the impacts of the second lockdown measures, the Council's (including partners) response and communication with Newport's communities. An NRPF group established during the height of the pandemic to respond to people experiencing hardship who may not have access to public funds has continued to meet as a refreshed 'Hardship Solutions Group', responding in the main to families and individuals affected by changes to immigration rules.</p> <p>The council is working in partnership with GAVO to ensure best use of the latest tranche of food poverty funding received from the WLGA. This will be the creation of a Food Sustainability Co-ordinator post who will work with established food networks and services across the city to manage a capital grant scheme and take a more strategic approach to addressing the root causes of food insecurity.</p>
Developing opportunities for people to access suitable and affordable housing.	The Social Housing Grant programme is funding the development of over 500 new affordable housing units with several schemes due to complete early in the New Year.
Deliver a community cohesion programme that effectively responds to community tensions and creates a shared sense of identity across the city.	<p>Welsh Government have confirmed funding for continuation of community cohesion work until 31st March 2022. The council's minority ethnic e-bulletin continues to update grassroots community groups on developments that affect them and a number of small grant schemes will be promoted during the autumn, focussed on encouraging community cohesion and supporting EU communities in particular.</p> <p>Community tensions continue to be monitored via partnership meetings with local authority colleagues from across Gwent and Gwent Police. The Connected Communities Team have increased the levels of internal and external communications focussed on cohesion and diversity, this period delivering events and awareness raising activities in relation to Black History Month and Hate Crime Awareness Week. Around 90 council staff undertook hate crime training delivered by Victim Support.</p> <p>Work continues to focus on supporting migrant communities who have been disproportionately affected by both the impacts of Covid 19 and Brexit. The council co-ordinates a regular EU citizens partnership forum and is well connected with grassroots communities in order to respond to emerging concerns (e.g. levels of anti-vaccination sentiment).</p>

Strategic Recovery Aim 4 – Supporting Citizens post Covid-19

Provide people with the resources and support that they need to move out of the crisis, considering in particular the impact that Covid 19 has had on our minority and marginalised communities.

Supports Wellbeing Objective 4 – To build cohesive and sustainable communities

Strategic Aim Step	November'21 Update (By Exception)
	<p>The council are developing a Welcome to Newport App in partnership with Cardiff University which will offer newcomers to the city a resource which supports integration, connects them to their local community and complements the Welsh Government's Sanctuary website.</p> <p>The council is supporting work towards Newport becoming a City of Sanctuary, focussing on improving integration and outcomes for migrant communities across key areas including health, employment and access to public services.</p>
Prevent and address instances of antisocial behaviour (ASB) impacting upon the residents and the business community of Newport.	<p>The response to addressing ASB is continuing to work dynamically, utilising a strong partnership approach through the twice monthly Problem Solving Group and CaSAMs. These are led, chaired and facilitated by the ASB Liaison Officers in Law & Regulation. It has been noted that there is possible link of the perception of ASB in the community and the increasing numbers of rough sleepers in the city.</p> <p>The Community Safety Warden Service will continue to respond to incidents of ASB as it has throughout the pandemic. Following a severe shortage of staff recently due to various factors, the Service returned to operating until 10pm each night from 13/9/21 and reductions of service provision due to Covid-19 hazards have been ended.</p> <p>ASB powers are being utilised to close businesses causing nuisance and ASB via their sale of illegal tobacco. Such businesses are operated by OCGs and have guards on their door to alert sellers of the presence of enforcement officers.</p> <p>Licensing and Trading Standards are working to reduce alcohol related ASB. Under-age-sales enforcement work has restarted. Following the 3 operations where 46 visits were undertaken and 17% of businesses sold products to a child; a formal test purchase programme has taken place. All but two businesses followed the correct procedures and refused to sell. The businesses that failed the test will now be investigated. Licensing Officers are active in improving the practices of businesses that facilitate drunken misbehaviour in communities and the city centre.</p> <p>Newport Live – Positive Futures, Alternative Education, and Families First Health & Wellbeing programmes continue to work with referred children, young people and families around improving education, attainment, wellbeing, and community safety/risk of criminality using sport as an engagement tool. Youth engagement and diversionary work with community safety partners continues in identified hotspot areas (e.g. Pill, Maesglas, Ringland, Always, Duffryn, etc.)</p>
Re-establish Community Regeneration facilities and services where it is safe to do so for staff and its service users.	Restart plans have been approved, with a triage process being well received. Home visits are an exception, with criteria developed to ensure consistency across all FS areas (e.g. language and play, parenting and ALN).

Strategic Recovery Aim 4 – Supporting Citizens post Covid-19

Provide people with the resources and support that they need to move out of the crisis, considering in particular the impact that Covid 19 has had on our minority and marginalised communities.

Supports Wellbeing Objective 4 – To build cohesive and sustainable communities

Strategic Aim Step	November'21 Update (By Exception)
	<p>Arrangements are in place for October half term playscheme delivery, including sessional play across all hubs, CIW registered sites in Pill and Bettws, plus complex provision in Llanwern. We are working with Newport Live to support the provision.</p> <p>Additional funding has been awarded through the Children and Communities Grant (CCG) for early help and support to increase the number of children, young people and families who can receive support and reduce waiting lists which have developed as a result of Covid-19 restrictions.</p>
Develop opportunities for community involvement participation and engagement.	<p>A budget allocation for £500k over 2 years has been made for a Covid Recovery Fund to support grass roots groups and projects. A participatory budgeting approach will be adopted to help build social capital, deliver social value and bottom-up recovery. An updated Community Impact Assessment will inform the programme and a high degree of community involvement in planning and delivery will be a key feature.</p> <p>Applications will open in November with arrangements underway to set up the steering group for voting events in January. This has also been distributed to partners.</p>

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Report

Cabinet

Part 1

Date: 10 November 2021

Subject Post Brexit Update for Newport City Council

Purpose To present an update to Cabinet on post Brexit arrangements and their impact on Newport Council services and Newport's communities and economy.

Author Chief Executive
Head of People and Business Change

Ward All

Summary The UK-EU trade arrangement has been in place since 31st December 2020. With the impacts of the global restrictions to manage the Covid pandemic and the implementation of the new UK-EU Trade arrangements the UK has seen a number of economic sectors citing these impacts where there have been issues in the availability and cost of goods and materials. The public sector including Newport Council is monitoring closely how wider economic impacts are affecting delivery of services, large scale projects and communities in the short term and the long term.

In June 2021, Newport Council submitted its bids to the Levelling Up Fund and UK Community Renewal Fund to the UK Government. In the Chancellors' budget announcement in October, Newport was unsuccessful with its Levelling Up Fund bid however was successful in securing over £2.8m UK Community Renewal Funding for seven projects in Newport.

Since the deadline (30th June) passed for EU citizens to submit their applications for EU Settled Status Home Office statistics (up to 30th June 2021) indicates 10,990 applications were made by citizens in Newport. 9,680 applications were concluded with 5,410 granted settled status and 3,620 granted pre-settled status. 1,310 applications were awaiting a decision not including applications received after the deadline.

Proposal Cabinet is asked to consider the contents of the report and note the Council's Brexit response.

Action by Corporate Management Team

Timetable Immediate

This report was prepared after consultation with:

- Heads of Service and Brexit 'Task and Finish' group.

Signed

Background

Since the UK officially left the European Union and the Single Market on 31st December 2020, the UK economy has encountered noticeable demand and supply impacts on certain sectors in the economy. This has also been exacerbated by the global Covid restrictions which have made it difficult for manufacturers to meet increased demand alongside low levels of supply in materials. UK economic analysts and representatives from trade bodies / organisations have reported issues relating to:

- Office for National Statistics reported over 1 million vacancies across the UK. Certain sectors such as logistics (HGV Drivers), social care, construction, farming and hospitality are areas of the economy where there are significant vacancies and have been partially caused by EU Citizens returning back.
- The UK Government has delayed introducing post-Brexit checks on food and farming imports to January 2023.
- Supply issues of specific food and goods from and to Europe are still occurring with demand on materials but also supply issues of materials imported from the EU such as concrete, timber and other products.
- Inflation of costs in household expenditure with rises being seen in fuel, gas and electric (price increases taking place in the autumn) as the economy recovers and demand is outstripping the supply of goods and materials.

In addition to these issues the UK has also seen increases to the wholesale gas price which has had a knock-on effect to energy suppliers and fertilizer produces that generate carbon dioxide as a by-product. This is used towards the food production and storage. Many food producers have raised concerns over their ability to provide certain produce such as meats, salad and other foods. The Council's caterers at schools and homes have already advised the Council of issues around the supply of certain food produce and are working with the providers to source alternative / substitute produce.

Social services have reported increasing costs in the procurement of equipment via Gwent Integrated Community Equipment Service) e.g. disabled aids and hoists etc as result of importing from the EU. For construction projects being delivered by the Council, contractors are noting increases in the cost of materials and ability to source materials from the EU. Businesses have also been reporting recruitment issues in Newport. City Services have also reported issues relating to the availability of drivers which is impacting service delivery.

These risks and issues are being considered as part of the Council's Medium Term Revenue Planning (MTRP) process. The Council's Finance team is working alongside service areas in the monitoring of the Council's in year budgets and will be reporting key risk and issues in their revenue and capital forecast reports to Cabinet. The Council's Revenues team are supporting residents who are struggling to make payments and signposting them to Debt advice agencies such as Citizens Advice bureau. Whilst the Council's Procurement team and services are also supporting local businesses with prompt payments to help local supply chains and revised Contract Standing Orders that enable local suppliers to be selected for lower value contracts without competition from suppliers further afield.

In June 2021, Newport Council submitted two bids for the Levelling Up Fund and UK Community Renewal Fund (UKCRF) to the UK Government. Both Funds support the UK's recovery from Covid but will also replace EU funding. The original timetable from UK Government indicated that local authorities will be notified of the outcome of the process in July / August 2021. In the Chancellor of Exchequer's budget announcement in October, Newport learned that it was unsuccessful with its Levelling Up bid to transform the Northern Gateway area of the city centre.

The Council was also informed of the announcement of the [UK CRF bids](#). Newport submitted eight bids for schemes to support employment, economic growth and future regeneration. We are delighted that seven bids secured over £2.8 million in funding for the City and will benefit the long-term regeneration and opportunities for Newport.

EU Settled Status / Rights of Non UK Citizens

The council recognise that as well as impacting on opportunities to live, work and contribute to life in Newport, the UK's exit from the EU can also have an impact on our communities' sense of belonging and wellbeing. The Council alongside its partners will continue to welcome and value our EU citizens and support them to remain living in the city.

The deadline for EU/EAA citizens to apply for EU Settled Status passed on 30th June 2021. The latest [Home Office statistics](#) covering the period up to 30th June 2021 reported:

- 10,990 applications have been received from EU/EAA citizens in Newport. Polish, Romanian, Slovakian and Czech Republic were the highest applicants.
- 2,370 applications received for under 18s; 2,390 for 18 to 64 year olds and 230 for 65+.
- 9,680 applications have been concluded. Full Settled Status has been granted to 5,410 EU/EAA citizens; Pre-settled status granted to 3,620 citizens and 660 received 'Other' decision.
- 1,310 as at 30th June were still awaiting a decision. This does not include applications received after the deadline.

The [UK Government](#) as of 31st August 2021 has reported over 108,940 applications were received after 30th June deadline across the UK. 264,650 applications have been concluded. Latest data is not available to the Council to identify the number of EU/EAA citizens living in Newport that are still awaiting a decision, however, third sector partners report that they are still supporting a significant number of people who have not had an outcome.

For applicants that applied before the deadline but have not received an outcome, existing rights and entitlements are protected pending the outcome of their application, providing that they had a right to reside in the UK on December 31st 2020 and they have obtained a Certificate of Application. EU citizens who were resident in the UK after the 31st December but haven't made an application no longer have their rights protected, including the right to live, work, study and access benefits and services in the UK. If an EU citizen is identified by someone in Immigration Control who may be eligible for the EUSS, they will be given 28 days to make a late application. From mid-September DWP also suspended benefits for all EEA citizens who do not apply for EUSS within 28 days of reminder letters.

The Home Office continue to receive late applications from any EU citizen who has 'reasonable grounds' for missing the deadline. Reasonable grounds include a serious medical condition, where a parent or guardian has failed to apply on behalf of a child, or where a person is isolated or digitally excluded and has not been able to access the application system.

It is anticipated that the number of families and individuals presenting as needing support to due restrictions of their rights and entitlements will continue to increase over the coming months. The council have established a multi-disciplinary hardship solutions group to respond to this demand, as well as other cases where people have no recourse to public funds due to precarious migration status (for example, asylum seekers who have received a negative decision on their claim).

Financial Summary (Capital and Revenue)

As part of the Council's financial monitoring process, the Council's Finance team are identifying, monitoring and reporting where appropriate, any impacts on budgets due to Covid-19 and Brexit.

Risks

The Council's Brexit risk is recorded on the Council's Corporate Risk Register which is presented to Cabinet and Audit Committee every quarter. The Quarter two risk score is detailed below:

Risk Title / Description	Risk Impact score of Risk if it occurs* (1-5)	Risk Probability of risk occurring (1-5)	Risk Mitigation Action(s) What is the Council doing or what has it done to avoid the risk or reduce its effect?	Risk Owner Officer(s) responsible for dealing with the risk?
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Brexit	4	3	See Report	Head of People & Business Change
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* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Corporate Plan
Strategic Recovery Aims

Options Available and considered

1. To consider and note the contents of the report and for Cabinet / Cabinet Members to receive updates from officers as part of their portfolio.
2. To request further information or reject the contents of the report

Preferred Option and Why

1. To consider and note the contents of the report and for Cabinet / Cabinet Members to receive updates from officers as part of their portfolio.

Comments of Chief Financial Officer

The lasting financial impact of Brexit is still uncertain, however, there are emerging issues, as referenced in this report, which have the potential to impact upon both capital and revenue budgets. Whilst no significant financial impact has been explicitly reported to date, increased costs and delays to schemes have been identified as part of the Capital Programme, which are partly due to increased costs of materials and challenges with the availability of labour. During the remainder of the year, budget / service managers, with finance team colleagues, will continue to monitor on a regular basis and any issues arising will be highlighted through the regular monitoring processes.

Should there be any impacts, on the in-year revenue budget in particular, it will be necessary to manage these from within existing resources and any overall Council underspend, as there are no specific reserves or contingencies for Brexit, aside from the following:

- £828k was allocated in the 2021/22 revenue budget for increased adult social care costs in relation to market stability, Covid recovery and Brexit;
- additional funds were set aside from the 20/21 underspend and added to the Council's 'general risk' reserve which could contribute towards this risk, amongst others. Details are included within the 2020/21 revenue budget outturn report.

Officers will continue to explore the possibilities of accessing the various grants that are being made available to public bodies in supporting the potential impact of the new arrangements. In addition, as part of the medium term financial planning process, consideration will be given to any Brexit-related financial pressures that may need to be funded within the Council's budget.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report, which provides an update for Cabinet regarding the Council's Brexit preparations. The specific risks associated with the withdrawal have now been mitigated by the belated trade deal, subject to ratification by the member states. However, despite the agreement regarding no tariffs and quotas on imported and exported goods, there is still remaining uncertainty regarding the impact on other areas, such as services and data security. Any legal implications for existing contracts for supplies, services and care provision, data security matters and any regulatory enforcement issues, particularly in relation to port health, will be addressed once the details of the trade agreement are clarified and implemented in national legislation. Despite the non-imposition of tariffs and quotas, additional port health checks will be required in terms of certifying compliance with new Regulations. Environmental Health officers have now been trained to undertake import and export food health certificate checks, and this will have significant resource implications once

the port activity increases. Local business advice and support is also being provided in relation to Brexit compliance. The UK Shared Prosperity Fund and the implementation of the Internal Markets legislation will have implications in terms of public sector contracts and procurement and also equivalent state-aid, fair competition requirements.

Comments of Head of People and Business Change

The Council's Brexit Task and Finish officer group is continuing to monitor the people aspects of support required and regular updates will continue to be provided by finance, regulatory and other supporting services. The Council and its partners remain committed to support EU/EAA citizens as outlined in the Report.

Scrutiny Committees

The Council's Audit Committee receives regular risk register updates on the Council's Risk Register which includes the Brexit Risk.

Fairness and Equality Impact Assessment:

Not applicable as this is an information only report

Wellbeing for Future Generations

There is potential long term impacts of Brexit Trade Negotiations which could affect the future demand on our services to provide the necessary support, advice and guidance. There may also be opportunities that could arise, and the Council will need to make preparations to accordingly. In preparation we have been working collaboratively across the Council and with our partners to make sure that our services to prevent any scenario where services are disrupted and to provide resilience across the City and to our local partners.

We have also been involving our stakeholders and where necessary providing the necessary advice and guidance to those that need our support. Going forward we will continue to monitor and report where necessary any impacts which Brexit could have on the delivery of our services.

Consultation

Not Applicable

Background Papers

Welsh Government website '[Preparing Wales to leave the EU](#)'

Welsh Local Government Association '[Brexit Website](#)'

Newport City Council's '[Brexit Webpage](#)'

Dated: 3rd November 2021

Appendix 1 – Summary of ongoing Council Activity

Theme	Progress of Activity completed by Newport Council to 1 st November 2021
Social Services and Education	<ul style="list-style-type: none"> • Education Welfare Officers and schools were reminding parents to apply to EUSS prior to the deadline. In September Education Welfare Officers will be supporting schools to identify any pupils that have not returned to school as a result of returning back to their home country. • All schools were reminded to inform EU families of the need to apply and offered further support from Newfield's Law who have been commissioned by Welsh Government to work within schools • The council has engaged Newport MIND to support all eligible children who are looked after to apply to the EUSS
Policy and Partnership Team	<ul style="list-style-type: none"> • The Council received additional funding for 2021/22. This funding is being used to support two officers to support Migration work and additional work related to Brexit. • Remaining funding will be used to support services with any Brexit / Covid work in 2021/22.
Local Community (Community Cohesion) <ul style="list-style-type: none"> • EU Settled Status / EU communities • Food Poverty • Homelessness (EU Citizens) • Community cohesion 	<ul style="list-style-type: none"> • Food Poverty work continues, including the distribution of small grants to food projects, and consideration of more sustainable solutions that respond to the root problems associated with food insecurity. • Newport Council is making arrangements with GAVO to support further Food Poverty work through the establishment of an officer to co-ordinate and deliver grant funding to organisations across Newport. • The work of our Community Cohesion officers continues to focus on post-Brexit rights and access to key services in the City for EU citizens • Complex migration cases continue to present to the council for support, and this is expected to continue • The council are aware of a growing number of EU and non-EU nationals who are finding themselves with no recourse to public funds as a result of EUSS outcomes, and the hidden demand for support which is at present masked by extended COVID duties which require LAs to house people with no recourse to public funds, as well as the current restrictions on private evictions. • We continue to provide free school meals to any family that is identified as having no recourse to public funds • Hardship Group has been established to consider complex migration cases and develop organisational policy in relation to NRPF • A weekly partnership drop in for EU communities continues to be co-ordinated and supported by the council • A bi-monthly EU Citizens forum continues to bring services providing support to EU citizens to maintain a cohesive response to emerging issues.

Report

Cabinet

Part 1

Date: 10 November 2021

Subject Cabinet Work Programme

Purpose To report and agree the details of the Cabinet's Work Programme.

Author Governance Team Leader/Cabinet Office Manager

Ward All Wards

Summary The purpose of a work programme is to enable Cabinet to organise and prioritise the reports and decisions that are brought to each meeting. Effective forward planning by Cabinet also impacts positively upon the Council's other Committees, in particular Scrutiny, because work needs to be coordinated on certain reports to ensure proper consultation takes place before a decision is taken.

The current work programme runs to May 2022, but it is a working document. It is important that the work programme is owned and prioritised by Cabinet Members directly, so each month the Cabinet Office Manager brings a report updating Cabinet on any changes, so that the revised programme can be formally approved.

The updated work programme is attached at Appendix 1.

Proposal To agree the updated work programme.

Action by Cabinet Office Manage /Governance Team Leader

Timetable Immediate

This report was prepared after consultation with:

- Chief Officers
- Monitoring Officer
- Head of Finance
- Head of People and Business Change

Background

The purpose of a work programme is to enable Cabinet to organise and prioritise the reports and decisions that are brought to each meeting. Effective forward planning by Cabinet also impacts positively upon the Council's other Committees, in particular Scrutiny, because work needs to be coordinated on certain reports to ensure proper consultation takes place before a decision is taken.

The Wales Audit Office's Corporate Assessment of Newport City Council, published in September 2013, highlighted the need to "strengthen committee work programming arrangements to ensure they are timely, meaningful, informative, transparent, balanced, monitored, and joined up". Since that report was published, these monthly reports have been introduced to provide Cabinet with regular updates on its work programme, and the opportunity to comment upon and shape its priorities as an executive group. The Democratic Services team have also been working to improve the links between this and other work programmes under its management (e.g. Council, Scrutiny, Audit) to ensure the various programmes are properly coordinated.

The current work programme runs to May 2022, but it is a working document. It is important that the work programme is owned and prioritised by Cabinet Members directly, so each month the Cabinet Office Manager brings a report updating Cabinet on any changes, so that the revised programme can be formally approved.

The updated work programme is attached at Appendix 1.

Financial Summary

There is no direct cost to adopting a programme of work.

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
No action taken	M	L	Work programming arrangements are in place to ensure they are timely, meaningful, informative, and transparent, balanced, monitored, and joined up.	Head of Democratic Services
The process is not embraced by report authors and members	M	M	If there is proliferation of unplanned or late items, the opportunity to ensure work programming is timely, meaningful, informative, and transparent, balanced, monitored, and joined up will diminish	Head of Democratic Services

Links to Council Policies and Priorities

These proposals will help the Council provide the best possible service to members and will provide information to the public and elected members.

Options Available and considered

- To adopt the process and adopt or amend the work programme
- To consider any alternative proposals raised by Cabinet members
- To take no action

Preferred Option and Why

To adopt the proposals which should help to ensure work programming arrangements are timely, meaningful, informative, and transparent, balanced, monitored, and joined up.

Comments of Chief Financial Officer

There are no financial implications in adopting a programme of work.

Comments of Monitoring Officer

There are no legal implications in adopting a programme of work.

Staffing Implications: Comments of Head of People and Business Change

There are no specific staffing implications in adopting a programme of work.

Comments of Cabinet Member

The Chair has approved the report for consideration by cabinet.

Local issues

There are no local issues as this report relates to the Council's processes

Scrutiny Committees

Monthly update reports allow the Scrutiny and Cabinet work programmes to be better coordinated. The Scrutiny team and Members are currently developing new ways of working through the new Committees, and continually reviewing the work programmes to focus more on risk, and ensure all scrutiny activity has a defined purpose and constructive outcome.

Equalities Impact Assessment and the Equalities Act 2010

This does not apply to this procedural report.

Children and Families (Wales) Measure

This procedural report does not impact on Children and Young People although certain reports contained in the programme may do and will need appropriate consultation and comment when they are presented to cabinet.

Wellbeing of Future Generations (Wales) Act 2015

This is a procedural report but reports contained within the programme will need to show how consideration has been given to the five things public bodies need to think about to show they have applied the sustainable development principle put into place by the Act.

Crime and Disorder Act 1998

This does not apply to this procedural report

Consultation

As set out above

Background Papers

[Newport City Council Corporate Assessment](#), Wales Audit Office (September 2013)

[Newport City Council – Corporate Assessment Follow Up 2015](#), Wales Audit Office (May 2015)

Dated: 3 November 2021

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Cabinet

Work Programme: June 2021 to May 2022

Meeting	Agenda Items	Lead Officer
Cabinet 02/06/21	<ul style="list-style-type: none"> ▪ School Reorganisation Proposal to Expand Bassaleg School ▪ Corporate Risk Register Update (Q4) ▪ Welsh Language Annual Report ▪ Levelling Up Fund ▪ UK Community Renewals Fund ▪ Covid Update Report ▪ Brexit Update Report ▪ Work Programme 	<ul style="list-style-type: none"> ▪ CEo ▪ HP&BC ▪ HP&BC ▪ HRIH ▪ HP&BC ▪ CX/HP&BC ▪ CX/HP&BC ▪ GTL
Council 29/06/21	<ul style="list-style-type: none"> ▪ Council Appointments ▪ Management Restructure Report ▪ PSPO 	<ul style="list-style-type: none"> ▪ DSM ▪ CX ▪ HL&R
Cabinet 07/07/21	<ul style="list-style-type: none"> ▪ 2020/21 Treasury Management Year End Report ▪ 2020/21 Revenue Budget Outturn ▪ 2020/21 Capital Outturn and Additions ▪ Responding to the New Normal Report ▪ MIM Strategic Partnership Agreement ▪ Covid Update Report ▪ Brexit Update Report ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HoF ▪ HP&BC ▪ CEo ▪ CX/HP&BC ▪ CX/HP&BC ▪ GTL
Council 20/07/21	<ul style="list-style-type: none"> ▪ Council Appointments ▪ 2020/21 Treasury Management Year End Report ▪ Regional PSB Report 	<ul style="list-style-type: none"> ▪ DSM ▪ HoF ▪ HP&BC
Cabinet 08/09/21	<ul style="list-style-type: none"> ▪ Revenue Budget Monitor ▪ Capital Budget Monitor ▪ Corporate Risk Register Update (Quarter 1) ▪ Annual Safeguarding Report ▪ Covid Update Report ▪ Brexit Update Report ▪ PSB Summary of Business ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HP&BC ▪ SD People ▪ CX/HP&BC ▪ CX/HP&BC ▪ HP&BC ▪ GTL
Council 28/09/21	<ul style="list-style-type: none"> ▪ Council Appointments ▪ Scrutiny Annual Report 	<ul style="list-style-type: none"> ▪ DSM ▪ HL&R
Cabinet 13/10/21	<ul style="list-style-type: none"> ▪ Corporate Plan Annual Report ▪ Replacement LDP – Feedback on Integrated Sustainability Appraisal and proposed next steps ▪ Strategic Equality Plan Annual Report ▪ Covid Update Report 	<ul style="list-style-type: none"> ▪ HP&BC ▪ HRIH ▪ HP&BC ▪ CX/HP&BC

	<ul style="list-style-type: none"> ▪ Brexit Update Report ▪ PSB Summary of Business ▪ Work Programme 	<ul style="list-style-type: none"> ▪ CX/HP&BC ▪ HP&BC ▪ GTL
Cabinet 10/11/21	<ul style="list-style-type: none"> ▪ Revenue Budget Monitor ▪ Capital Budget Monitor and Additions ▪ Annual Report on Compliments, Comments and Complaints Management 2020 ▪ Covid Update Report ▪ Brexit Update Report ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ Customer Services Mgr ▪ CX/HP&BC ▪ CX/HP&BC ▪ GTL
Council 23/11/21	<ul style="list-style-type: none"> ▪ Council Appointments ▪ Democratic Services Annual Report ▪ Standards Committee Annual Report ▪ Strategic Equality Plan Annual Report 	<ul style="list-style-type: none"> ▪ DSM ▪ HL&S ▪ HL&S ▪ HP&BC
Cabinet 15/12/21	<ul style="list-style-type: none"> ▪ 2022/23 Revenue Budget and MTFP: Draft Proposals ▪ 2021/22 Treasury Management 6 monthly Report ▪ Corporate Risk Register Update (Quarter 2) ▪ Risk Management Strategy ▪ AW Certificate of Compliance ▪ New Normal Report ▪ Director of Social Services Annual Report ▪ Welsh in Education Strategic Plan – 2021/2025 ▪ Covid Update Report ▪ Brexit Update Report ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HP&BC ▪ HP&BC ▪ HP&BC ▪ HP&BC ▪ HP&BC ▪ SD - People ▪ CEo ▪ CX/HP&BC ▪ CX/HP&BC ▪ GTL
Cabinet 12/01/22	<p><u>Budget:</u></p> <ul style="list-style-type: none"> ▪ 2022/23 Capital Strategy and Treasury Management Strategy ▪ 2022/23 Revenue Budget and MTFP: Final Proposals ▪ Revenue Budget Monitor ▪ Capital Budget Monitor ▪ Mid-Year Performance Analysis 2020/21 ▪ Verified Key Stage 4 and 5 Pupil Outcomes ▪ Brexit Update ▪ Covid Recovery ▪ PSB Summary Document (for information/awareness) ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HoF ▪ HoF ▪ HP&BC ▪ CEo ▪ CX/HP&BC ▪ CX/HP&BC ▪ For info ▪ GTL
Council 25/01/22	<ul style="list-style-type: none"> ▪ Council Appointments ▪ 2021/22 Treasury Management 6 monthly report ▪ Council Tax Reduction Scheme ▪ Director of Social Services Annual Report ▪ Schedule of Meetings 2022/23 ▪ Mayoral Nomination 2022/23 	<ul style="list-style-type: none"> ▪ DSM ▪ HoF ▪ HCS ▪ SD – People ▪ GTL ▪ GTL

Cabinet 09/02/22	<ul style="list-style-type: none"> ▪ Replacement LDP Feedback on Growth Options and Vision/Objectives ▪ Local Area Energy Plan ▪ Climate Change Strategy ▪ Welsh Language Five Year Strategy ▪ Covid Recovery Update ▪ Brexit Update ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HP&BC ▪ HP&BC ▪ HP&BC ▪ CX/HP&BC ▪ CX/HP&BC ▪ GTL
Council 22/02/22	<u>Budget:</u> <ul style="list-style-type: none"> ▪ Council Appointments ▪ 2022/23 Council Tax and Budget ▪ 2022/23 Capital Strategy and Treasury Management Strategy ▪ National Non-Domestic Rates: Discretionary Relief: High Street Relief Scheme 2022-23 ▪ Welsh Language Five Year Strategy 	<ul style="list-style-type: none"> ▪ DSM ▪ HoF ▪ HoF ▪ HoF ▪ HP&BC
Cabinet 09/03/22	<ul style="list-style-type: none"> ▪ Pay and Reward Statement 2022/23 ▪ EAS Business Plan 2020/21 ▪ Corporate Risk Register Update (Quarter 3) ▪ Covid Recovery Update ▪ Brexit Update ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HP&BC ▪ CEoO ▪ HP&BC ▪ CX/HP&BC ▪ CX/HP&BC ▪ GTL
Cabinet 06/04/22	<ul style="list-style-type: none"> ▪ Annual Corporate Safeguarding Report ▪ Covid Recovery Update ▪ Brexit Update ▪ PSB Summary Document (for information/awareness) ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HC&YPS ▪ CX/HP&BC ▪ CX/HP&BC ▪ For info ▪ GTL
Council 26/04/22	<ul style="list-style-type: none"> ▪ Council Appointments ▪ IRP Annual Report ▪ Pay and Reward Statement 21/22 	<ul style="list-style-type: none"> ▪ DSM ▪ HoL&R ▪ HP&BC
May 2022	Local Elections	
Council 17/05/22	<u>AGM:</u> <ul style="list-style-type: none"> ▪ Council Appointments 	<ul style="list-style-type: none"> ▪ DSM

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