

Agenda



Cabinet

Date: Wednesday, 14 June 2023

Time: 4.00 pm

Venue: Hybrid / Council Chambers

To: Councillors J Mudd (Chair), D Davies, D Batrouni, J Clarke, Y Forsey, D Harvey, J Hughes, L Lacey and S Marshall

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 - 10)
4	<u>Director of Social Services Annual Report</u> (Pages 11 - 106)
5	<u>Annual Safeguarding Report</u> (Pages 107 - 148)
6	<u>2022/23 Treasury Management Year End Report</u> (Pages 149 - 168)
7	<u>NCC External Pressures - Cost of Living</u> (Pages 169 - 174)
8	<u>OneNewport Summary Document (for information/awareness)</u> (Pages 175 - 176)
9	<u>Work Programme</u> (Pages 177 - 184)

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Date of Issue: 8 June 2023

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Minutes

Cabinet

Date: 10 May 2023

Time: 4.00 pm

Present: Councillors J Mudd (Chair), D Davies, D Batrouni, J Clarke, Y Forsey, D Harvey, J Hughes, L Lacey and S Marshall

1 Apologies for Absence

None.

2 Declarations of Interest

None.

3 Minutes of the Last Meeting

The Minutes from 12 April were accepted as a true record.

4 Shared Prosperity Fund

The Leader introduced the first agenda report on the Shared Prosperity Fund.

In April 2022, the UK Government published details of the new £2.6bn Shared Prosperity Fund which sought to support the Government's Levelling Up objectives.

These objectives aimed to:

Boost productivity, pay, jobs and living standards by growing the private sector

Create opportunities and improve public services

Restore a sense of community, local pride and belonging, and

Empower local leaders and communities, especially in those places lacking local agency.

To achieve this, the Shared Prosperity Fund focussed on three investment priorities, namely:

- Communities and Place
- Supporting Local Business; and
- People and Skills
- There was also a fund called Multiply, which focused on improving adult numeracy skills.

The Shared Prosperity Funding was allocated across the UK on a needs-assessed basis and the 10 Local Authorities in the Cardiff Capital Region received a combined allocation of over £230m, and a further £48m for Multiply. Newport was allocated just over £27m for core spend and a further £5.6m for Multiply, for the period April 2022 until the end of March 2025.

To draw down this funding, all local authorities within the Cardiff Capital Region were required to develop a single collaborative regional investment plan. At July's Cabinet in 2022, Cabinet agreed to endorse the submission of the regional investment plan by the Lead Authority.

Whilst the decision was taken in July last year, there were significant delays from UK Government in the approval of the regional investment plans and the development of formal agreements for governance arrangements.

The Leader reported that these issues had been resolved, but some 10 months of delivery from Year 1 of the programme has been lost. Nonetheless, there had been some SPF spend in 2022/23. The report noted that nearly £700,000 was being claimed for Year 1 for several projects and Cabinet were asked to endorse this spend.

Whilst it was noted that the significant delays experienced to date meant the spend was below the total Year 1 allocation, UK Government had recognised this and confirmed that underspend would be carried over into Year 2. The Lead Authority is required to submit a credible plan which demonstrates how the rolled over funding will be spent in the current financial year. Further details of this are contained within the report.

A significant amount of work has gone into ensuring that the fund was managed and monitored in an appropriate way through robust internal governance arrangements,

Given the need to proceed at pace with the delivery of the Local Investment Plan, Cabinet was asked to agree a range of delegated functions to specific Officers and the creation of an internal board which comprised relevant senior officers from across the Council. Agreement relating to specific projects would be undertaken in consultation with the Leader, as the Cabinet Member for Economic Growth and Strategic Investment and respective Cabinet Members would be kept up to date through briefings with relevant Service Area leads.

The Leader drew colleagues attention to the proposed Local Investment Plan contained in Appendix 1. This plan lists the projects under each priority which will deliver the objectives outlined by UK Government. SPF Funding is mainly for revenue funding with capital spend limited to a maximum of 44% of the total allocation. Newport's local investment plan does not currently propose more than 40% spend on capital projects.

Alongside a number of projects being delivered at the local level, the UK Government prospectus also encouraged collaboration with external partners for both local and regional projects. The Local Investment Plan includes projects which will be delivered by external partners, as well as an allocation to projects which will be delivered at a regional level. This included regional employability commissioning and business innovation, Research and Development Growth, and tourism.

Cabinet has listened to the views of residents and stakeholders and acknowledged that people wish to see investment in communities and places. The Local Investment Plan proposes investment in spaces such as Tredegar Park and the Monmouthshire Brecon Canal, as well as support for partners wanting to invest in improvements to some important sports facilities, including Rodney Parade and the Newport County Cricket ground. Significant investment is also proposed in People and Skills to support young people, help residents into employment and upskill the existing workforce to ensure that residents have access to good quality jobs and businesses have access to a suitably skilled and resilient workforce.

Supporting Local Businesses is a separate priority with a proposal to expand and build upon the support offered by the City of Newport Business Development Grants. Additionally, supporting businesses with embedding circular economy principles, and bolstering the retrofit supply chains supports the Council to deliver on climate change commitments.

Colleagues noted the significant outcomes which were expected to be derived from the various projects. These included planting 750 new trees planted, creating 66 new jobs in the arts/culture/heritage sector, creating 50 new businesses, and supporting at least 400 existing businesses. Other examples commented upon included supporting over 950 people into employment and supporting over 1000 people in gaining qualifications, licences, and skills. Cabinet commented that these are incredible numbers and remarked that this funding has the potential to make a significant difference to the places residents live in, the resilience of businesses and the lives of residents. There are also a number of funding pots which would empower local groups to host events and expand their activities.

Comments of Cabinet Members:

- Councillor Davies considered that it was excellent news that the funding was going to be invested in the city and consultation with residents was being undertaken to see what they wanted rather than making assumptions. Councillor Davis stated that Newport's wellbeing objectives prioritised the economy, wellbeing, jobs, education and sustainability. The Cabinet Member for Education and Early Years went on to remark that it was great to see that these objectives could be delivered with an investment in green spaces, local businesses and jobs.
- Councillor Harvey mentioned that the local investment plan currently had 47 projects, not including those under Multiply, which is raising maths grades through 900 interventions. Councillor Harvey reflected that this was what residents had asked for and the SPF covered so many different aspects from a pop-up park to a feasibility study on where to house the Newport Ship. Communities would see £30M of investment over the next three years, which Cabinet was grateful to receive.
- Councillor Hughes felt that it was important that the funding was aligned to the Newport Local Investment Plan, and this was informed by local residents and stake holders. Councillor Hughes perceived that this is reflected in the variety of projects supported that strengthen communities in Newport. Councillor Hughes highlighted the support given to local businesses was also important. Councillor Hughes also noted that this would have a positive impact by enabling the Council to improve its facilities and the general environment of the city, supporting the principles of the Wellbeing of Future Generations Act. The Cabinet Member for Social Services therefore fully endorsed the report.
- Councillor Forsey also supported the SPF allocation. Councillor Forsey considered that these are great projects that demonstrated what the council could do, given the investment. Councillor Forsey went on to say that the development of work on the Mon and Brecon Canal, including measures to improve the water supply, the biodiversity, disabled access and upgrading of the visitor centre would be appreciated by the residents of Rogerstone. Councillor Forsey went on to state that there were many projects that were pleasing, including the development at Tredegar Park which will make a big difference for those residents who visited and used the park. The Cabinet Member for Climate Change and Biodiversity therefore supported all the projects and welcomed the report.
- Councillor Marshall added that the report was positive and was happy to see it going forward. Councillor Marshall considered that it showed what could be done with the right investment. Councillor Marshall noted that the plans boosted the number of jobs in the city and helped incomes which would be especially helpful given the cost-of-living crisis, and 400 existing businesses would benefit from the SPF. Councillor Marshall considered that the big focus here was listening to residents, who would now see the difference that these additions would bring to the city, including the Youth Academy, Tredegar Park and furthering the culture of the city, including the Newport Ship and tourism.

- The Leader thanked colleagues for their comments whilst noting that the scale of the challenge and the need to deliver at pace could not be underestimated and remarked that there were potential on-going revenue implications once the SPF funding ended. As already mentioned, robust governance and administration arrangements are required to ensure funding is properly managed and monitored and that ongoing risks are identified and mitigated.

Alternatively, it could be decided that the scale of this challenge is too great and agree not to deliver any of the projects listed in the Local Investment Plan. However, this would be a lost opportunity for investment in local areas, local communities, and local businesses.

The Leader therefore proposed that Cabinet endorsed the recommendations of the report and asked officers to press on with the delivery of the proposed Local Investment Plan without further delay.

Decision

Cabinet:

1. Endorsed the delivery to date in the first year of SPF solely relating to 2022/2023,
2. Approved the proposed administration and governance arrangements.
3. Endorsed the proposed Newport Local Investment Plan comprising a comprehensive range of SPF-funded projects for years 2 and 3; Noting expected outputs and outcomes for the City and authorising the Head of Regeneration and Economic Development and Head of Finance to claim relevant funding from the Lead Authority.
4. Delegated authority to the internal SPF Board, chaired by the Head of Regeneration and Economic Development, in consultation with the Cabinet Member for Economic Growth and Strategic Investment, to agree specific projects under each of the three SPF priorities and multiply, recalibrate and realign as necessary in order to achieve outputs and outcomes against SPF interventions.
5. Delegated authority to the Head of Law and Standards to prepare, complete and execute the required legal documentation to enable third party suppliers/providers to be appointed for internal and externally commissioned projects, and to provide grants to third party applicants.
6. Authorised the SPF Board to operate within the suggested financial framework in order to manage the financial risk associated with the SPF programme.

5 Pillgwenlly Master Plan

The Leader turned to the next report on the agenda, the Pill Master Plan. The cover report and link to the Master Planning document were included in the agenda pack.

One Newport, with the support of Welsh Government, commissioned an urban design and master planning organisation called The Urbanists to work with partners, businesses, and the community, in order to develop a challenging and aspirational Master Plan for Pill.

This followed concerns raised by Pill residents regarding a number of issues within the Ward.

A social enterprise called MELA Cymru were also involved in the work and undertook an in-depth community engagement exercise within the area.

The plan focused on a series of Community Ambitions and also recognised work already underway within the area.

Cabinet was asked to approve the strategic intentions, developed following extensive engagement with Pill residents, businesses, and partners, of the Master Plan.

Work began on the Master Plan in November 2021 and included a significant amount of community engagement, with 51 one to one interviews with key community stakeholders, 14 engagement events with targeted groups, 2650 individuals reached through social media and Pill Connects, and views gathered from 605 people from diverse backgrounds.

Following analysis of the geographic space, retail and service provision, green space, and community safety indicators, three Community Ambitions aligned to the community and business feedback were formed:

- Improved green and public spaces
- Better business and shopping offer and environment
- Mix of community and youth facilities

The report also recognised work already underway, which evolved over the course of the work. This included Safer Pill, which reprioritised work following the results of the community engagement undertaken and continued to be jointly led by Newport City Council and Gwent Police.

The Master Plan also included work to improve communications, tackle fly-tipping and refuse, improve housing, provide better support and engagement for businesses, and improve the physical environment and green spaces.

The Master Plan was agreed by One Newport and must now be adopted by each partner.

The Leader felt it was important to reiterate, that Cabinet was agreeing to the strategic intentions of the Master Plan and to align decision making to the aspirations of the community, as detailed within the Master Plan.

The Leader added that Cabinet must ensure that it continued to work together as partners to identify and attract external funding to help support the delivery of key projects identified within the Master Plan. This is a long-term commitment and Cabinet must ensure that it continues to engage with the community to develop planning and achieve change.

Crucially, Cabinet will not over promise and under deliver for residents.

Comments of Cabinet Members:

- Councillor Davies agreed that this is vital work to improve Pill and make it a prosperous place in which to live. Councillor Davies remarked that it was great to see the community ambitions realised with a key focus on quality of life for both children and adults. Councillor Davies welcomed this, including prioritising play and youth community facilities as well as prioritising jobs, and opportunities being created for local people. Councillor Davies concluded that this is an aspirational project, and it is exciting to be part of the journey.
- Councillor Harvey referred to the terminology used, 'strong not wrong' which she felt was a breath of fresh air, considering the negative comments usually directed at Pill. Councillor Harvey reflected that her family lived there, and it had always been a vibrant place. The Cabinet Member for Community Wellbeing considered that this was a wonderful idea for Pill and fully supported the report going forward.
- From personal experience, Councillor Hughes agreed that Pill was one of the most exciting and diverse places to live in Newport, including the food, music and people. Councillor Hughes recognised that there were huge challenges, but it gave an opportunity for the people of Pill to empower themselves and reach their full potential.

- Councillor Clarke referred to the tough economic circumstances, and considered the positive knock-on effect the master plan would have in Newport. Councillor Clarke was pleased to see that community engagement was at the forefront of the plan and remarked on the honesty of the document. The Cabinet Member commented that he was at a meeting earlier in the day, talking to one of the partners involved with this project who welcomed the opportunity to put their views forward and felt it was good that the council was listening.
- The Leader mentioned that this was not a commitment to financial investment, but a commitment that asked partners to align their decision-making regarding services and/or developments within the Pill area with the aspirations and ambitions of the Master Plan. The Plan asked partners to remain committed to utilising resources in Pill in a way that best supported these ambitions, and to identify ways to tackle the challenges faced by the community. The Leader stated that Officers are tasked to continue to work with partners to identify and access external funding to deliver on the aims of Master Plan.

The Leader also felt it would be remiss not to acknowledge the support from Welsh Government in developing the master plan including funding.

Decision

Cabinet agreed to adopt the Master Plan as the key, strategic driver for decision making and service delivery within the Pillgwenlly Ward and tasked Officers to continue to work with Partners to identify and access external funding to deliver on the Master Plan.

6 NCC External Pressures - Cost of Living

The Leader presented the latest update on the main external pressures facing the council, businesses, residents, and communities to Cabinet.

The cost-of-living crisis continues, with a report from the Office of National Statistics released last week stating 95% of 450 food items in the consumer prices inflation basket increased in price in the past year, some by close to 50%.

In addition, the base rate remained higher than last year's average.

In the context of areas noted in the report, collaborative working with partners across the city remained a priority. The multi-agency cost-of-living event in the Riverfront on the 26 April attracted approximately 180 of residents who were able to access advice and guidance on managing finances, income maximisation and support with household expenses.

The Leader urged residents experiencing difficulties to contact the council for information and signposting on the advice and support available; in person, by phone or by visiting the support and advice pages on the Council website.

As Members would see in the report, a recent survey of the Involve Citizen's Panel found approximately three quarters of the people who responded (164) said they were very or a little worried or anxious about the cost-of-living crisis.

Newport schools continued to support the most vulnerable children and young people and were planning ways of supporting families during the May half-term holiday and bank holidays. Schools would also be facilitating the dissemination of seven days' worth of food vouchers to those families entitled to free school meals.

The Leader added that it was a privilege to visit St Julian's Primary School where they had the Big Bocs Boyd in place which helped support those families in need at the school and the community. This initiative was educating young people, not only on food waste but also

social responsibility and developing numeracy skills. The Leader reflected that this was a fantastic initiative and was delighted to see that other primary schools in Newport would also be implementing this initiative. The Leader had recently visited Maindee Primary School and they were almost ready to open their shop. At every level, Newport City Council was supporting and doing everything they could to help people. If there was anyone facing any challenges, the Leader urged them to come forward as the help would be in place for them.

Comments of Cabinet Members:

- Councillor Harvey mentioned the stark reality that 77% of residents were concerned about the cost of living and reiterated that residents must reach out for help from the Council. The Cabinet Member thanked the Leader for acknowledging the work taking place in her portfolio, and also wanted to acknowledge the support from staff who went above and beyond, looking after everyone in Newport. Residents could telephone 01633 656656 or contact their ward councillor to reach out for help and support to make life a little less stressful.
- Councillor Davies thanked the Leader for mentioning St Julian's School, the Cabinet Member was a governor there since 2002 and Chair since 2007 and was immensely proud, as well as being involved in the Big Bocs Boyd. The community support was being seen across the city with many schools supporting families, and taking on the mantle of community hub, with food provision, clothing and advice. The Cabinet Member was pleased to add that Welsh Government are providing food vouchers over the May bank holiday. Free School Meals are available for foundation phase which will ramp up and move to KS2 in September, however parents needed to apply to receive allocation of the vouchers. Hopefully, WG will listen to the needs of residents and continue to make this provision available for the summer holiday. The Cabinet Member is lobbying the Education Minister (MS) for extra provision.
- Councillor Forsey commented on the Ukraine refugees and mentioned that payments to host families had gone up to £500 per month, which was a considerable help and if anyone felt they were in the position to support families, they could contact the Council for more information.

Decision

Cabinet considered the contents of the report on the Council's activity to respond to the external factors on Newport's communities, businesses, and council services.

7 Work Programme - 2023/24

This was the regular monthly report on the work programme.

Decision:

Cabinet agreed the Work Programme.

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Report

Cabinet

Part 1

Date: 14 June 2023

Subject Annual Report of the Director of Social Services

Purpose Presentation of the Annual Report of the Director of Social Services as required in the Social Services and Wellbeing (Wales) Act 2014

Author Strategic Director Social Services

Ward All Wards

Summary The Social Services and Wellbeing (Wales) Act 2014 lays out the statutory framework for the presentation of an annual report on the work of Social Services. The format and nature of the report is determined by Welsh Government with a requirement for the report to be submitted to both Welsh Government and Care Inspectorate Wales. This is the Annual Report of the Director of Social Services for 2022/23.

Proposal Cabinet is requested:

- 1.1 Cabinet is asked to note the annual report of the Director of Social Services.
- 1.2 Cabinet is asked for comments on the content of the annual report of the Director of Social Services.

Action by Strategic Director Social Services

Timetable Immediate

This report was prepared after consultation with:

- Head of Adult Services
- Head of Children's Services
- Finance Business Partner

Signed

Background

Under the Social Services and Wellbeing (Wales) Act 2014 all Local Authorities must produce a report considering the work of Social Services. The outline for this report is laid out by Welsh Government.

The report must consider the work of the Local Authority to deliver Social Services within the framework of the Social Services and Wellbeing (Wales) Act 2014. When complete and following submission through the governance of the Local Authority the report must be submitted to both Welsh Government and Care Inspectorate Wales.

The current format of the report is under review. There is a live consultation seeking views as to the future reporting requirements. It is therefore likely for 2023/24 there will be a revised reporting framework.

The report for 2021/22 was presented late in the year. In order to ensure the report has a greater degree of relevance it has been brought forward. While this does present some challenges in terms of verified data it does bring coherence with the preparation of the corporate end of year reports and Welsh Government data submissions. Hence this report is placed before Cabinet just over six months after the last report.

Financial Summary (Capital and Revenue)

This report has no financial implications.

Risks

This report is a retrospective consideration of the work of Social Services. There are risks identified in the Corporate Risk Register for Social Services for 2022/23 with Pressure on Services, Risks to providers and Safeguarding being the key risks. While this report references the challenges this report does not require decisions which would impact on these risks.

Links to Council Policies and Priorities

This report covers the period in which the Corporate Plan was being prepared and finalised. It reflects the work of the three Service Plans for Adult Services, Children Services and Prevention and Inclusion.

Social Services works across the four Well-being Objectives within the Corporate plan. While this report merely reflects a small part of the work of Social Service it reflects the span and breadth of provision.

Well-being Objective 1 (Economy, Education and Skills) - Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.

Well-being Objective 2 (Environment and Infrastructure) – Newport is a city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.

Well-being Objective 3 (Quality Social Care and Community Services) - Newport is a supportive city where communities and care are at the heart of what we do.

Well-being Objective 4 (An Inclusive, Fair and Sustainable Council) - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

The Social Services and Wellbeing (Wales) Act 2014 underpins the work of Social Services and core to the legislation is the well-being of citizens. Care and support which meets the needs of citizens as they themselves see those needs and work to ensure all are able to live safely and independently are fundamental to the work of both Adult and Children's Services.

Ensuring citizens can live in their own communities with hope for the present and the future drive social care in all the delivery of services.

Options Available and considered.

Cabinet is asked to consider and accept the report from the Director of Social Services. This report is the view of the statutory Director and Cabinet may wish to comment on the report.

Preferred Option and Why

For Cabinet to accept the report.

Comments of Chief Financial Officer

The Director of Social Services annual report gives an overview of the performance of Social Services in 2022-23. Whilst there are no financial implications arising specifically from this report it is important that the service has an awareness and consideration of the financial position when making any decisions. The service areas had and continue to have significant challenges on their finances, in particular Children's services and the annual report shows in detail the financial performance in 2022/23.

There are significant savings to achieve in 23/24 within the social care services and there will be a requirement to identify further efficiencies and savings in 24-25 and onwards across the Council's budgets. This will be an on-going challenge to manage whilst delivering services.

Comments of Monitoring Officer

The Strategic Director, as the designated Director for Social Services, has a statutory duty under the Social Services and Wellbeing (Wales) Act 2014 (as amended by the Regulation and Inspection of Social Care (Wales) Act 2016) to produce an annual report to the Council, setting out a personal assessment of the performance of Social Services in delivering its social care functions during the preceding 12 months. This Annual report covers the financial year 2022/23 and has been prepared in accordance the Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2016 and statutory guidance, as set out in the Local Authority Annual Social Services Report guidance document. The Report also sets the Director's assessment of how well the Council has promoted and delivered well-being standards for service users and carers in need of care and support.

The Report confirms that the Director of Social Services is satisfied that, despite the challenges of the Covid-19 pandemic and the economy, the Council continues to comply with its statutory duties under the Services and Wellbeing (Wales) Act and is meeting the requirements of the Future Generations and Well Being Act and the corporate well-being objectives. This statutory Annual Report reflects the Director's personal assessment of the performance of Social Services and is, therefore, being presented to Cabinet for information purposes and comment but not for amendment.

Comments of Head of People, Policy, and Transformation

This statutory report as part of the Social Services and Wellbeing (Wales) Act sets out the Director of Social Services' own assessment of the performance of Social Services in 2022/23.

Social Services is one of the key service areas within the council and the report sets out both the challenges and positive impact that service faced during the year.

HR Business Partners continue to support the service areas with workforce planning and development, recruitment and retention initiatives, management of attendance through the Council's Wellness at Work Policy and increasing Welsh Language skills. Our forthcoming People Plan will further enhance support throughout the Council to create a skilled, supported, and representational workforce.

Scrutiny Committees

Scrutiny considered this Report on 06.06.2023. Comments as noted below, for Cabinet, 14.06.2023:

- The Committee wanted to express their thanks to Social Services for their continued hard work.
- The Committee felt that the term “coproduction” when referring to care packages could be clarified within the report.
- The Committee recommended that service user data regarding information such as race, ethnicity, age etc should be included in the report so that they could better understand those accessing services.
- The Committee were content with the report.

Fairness and Equality Impact Assessment:

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

As there is no decision required for this report a FEIA has not been completed. This is a retrospective report for the work of 2022/23 and while it holds considerations for the future it is primarily a look back at the work of last year. It will not fundamentally lead to changes in the way services are delivered. Reflecting on the past will inform the future but this is not the core aim of this report.

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

Well-being of Future Generation (Wales) Act

- Long term: the importance of balancing short- term needs with the need to safeguard the ability to also meet long – term needs.
- Prevention: How acting to prevent problems occurring or getting worse may help us meet our objectives
- Integration: Consider how the proposals will impact on our wellbeing objectives, our wellbeing goals, other objectives, or those of other public bodies
- Collaboration: have you considered how acting in collaboration with any other person, or any other part of our organisation could help meet our wellbeing objectives
- Involvement: The importance of involving people with an interest in achieving the wellbeing goals and ensuring that those people reflect the diversity of the city we serve.

Throughout this report the core principles of the WFG are referenced and interwoven. Prevention and Inclusion underpins the work of Social Services. Sadly, while much of the direct work of Social Services teams is crisis and risk driven the aim is always to reach a place where citizens can support their own families and manage their own care with as little statutory intervention as possible. Integration with other elements of the Council and public bodies is key to the success of the work of Social Services. Working in collaboration with families and vulnerable adults as well as partner agencies is vital and drives this work. Throughout Social Services we are constantly looking for new ways to fully involve and engage children, young people, parents, vulnerable adults, and carers.

Summary of impact – Equality Act 2010

Social Services are largely reactive services with provision available to across the city. The services must be open to all fairly. Given the nature of vulnerability the two key elements of particular note are age and sex. Young and old are more likely to access services while women are more likely to feature as caregivers.

Summary of impact – Socio-economic Duty

Just as with the Equality Act and the protected characteristics Social Services work with all regardless of their socio-economic position. In Children's Services the correlation between accessing care and support and poverty has been well documented in research while in adult social care the role of unpaid care givers creates particular socio-economic challenges for those with high levels of vulnerability.

During 2022/23 the impact of the cost-of-living challenge can be seen in the referrals and requests for support to Social Services and increasing demand for Prevention and Inclusion Services. This impact is reflected throughout this report.

Summary of impact – Welsh language

Within Social Services staff work to "More than Words" to promote the Welsh language. All who are referred to Social Services receive the "Active Offer" of service in Welsh or English. The choice is then recorded on WCCIS to ensure appropriate service. The report contains a specific section regarding "More than Words".

Crime and Disorder Act 1998

The Youth Justice Services sit within Social Services. The work of Youth Justice is considered separately to meet the requirements of the Youth Justice Board.

Consultation

No comments at this stage

Background Papers

There are no additional background papers.

Dated: 8 June 2023

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DIRECTOR OF SOCIAL SERVICES

ANNUAL REPORT

2022/2023



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1) Director of Social Services Summary

The Director's Report for 2021/2022 was submitted late during the year following the senior management restructure. Hence the report for 2022/2023 is presented only six months after the last report. 2022/2023 has been my first full year as the Director of Social Services.

The long shadow of covid still lingers across Social Services and for both citizens and staff the impact of the period of the pandemic is being felt daily be it in the changing patterns for children because of the periods of isolation or the loneliness for older adults or for all the continued health issues and the losses of health, friends and families as well as opportunities and experiences. The challenges of the financial crisis emerged very early in 2022/2023 and much of the year was focused on managing the need to mitigate the impact of the budgetary changes.

Across all Social Services we continue to see emerging trends and challenges. Quantitatively the numbers of referrals continue to rise in both Adults and Children's Services. Daily the front doors see examples of increased complexity and pressure. Within Children's Services our enhanced understanding of exploitation, the drain of social media, the mental health demands on children and young people and our comprehension of the impact of trauma as well as pre-birth care are leading to a need for greater expertise and knowledge. While in adults the enduring legacy of covid on mental well-being, pressure on families experiencing dementia, and physical ill health as well as the implications of staffing challenges in the domiciliary care sector, lead to increased calls on the services. Across all Social Services, Prevention, and Inclusion the deprivations arising from the of the cost-of-living crisis, housing issues, domestic abuse and substance misuse as well as the need to support newly arrived families and individuals against a backdrop of staffing challenges and restrictions in other services are generating increasing evidence of a need for care and support.

Staff within Social Services and Prevention and Inclusion have demonstrated a commitment and enthusiasm despite the at times relentless and all-consuming demands. The willingness to fully embrace innovative changes and focus on doing their very best whatever is thrown at them is humbling. Within social care our staff are the cornerstone of all we deliver and the enduring challenges of recruiting and retaining the workforce has again been both a focus and an area of considerable concern. The national and regional work to grow the social care workforce is of course welcome but there is an urgent need to bring pace and drive to attracting staff and ensuring we can reward and support them to progress and develop.

Included within this report are a detailed breakdown of our staffing resources and our financial position.

Much of the report brings together examples of practice from across Social Services to demonstrate how practically we fulfil the key outcomes. Staff from across the services have contributed examples of work undertaken and have provided case studies to demonstrate the impact of practice. While the data for Social Services provide us with a quantitative foundation the case studies enhance our understanding of lived experience and give us a rich qualitative picture.

Going into 2023/24 we are looking forward to a settled period for our senior management team. There will be exceptional challenges because of the continued cost of living crisis, ongoing health issues and the wider pressures on families. However, staff are enthusiastic and determined to continue to deliver the best possible services across every element of Social Services.

2) Introduction

This report provides a summary of the work which Newport Council's Social Services departments and our partners have delivered over the last year, self-reflecting on what we have achieved, the challenges we have faced, and looking forward with our priorities. The report is produced in compliance with the [Social Services and Well-being \(Wales\) Act 2014](#) and considers other key legislation critical to the delivery of Social Services in Newport.

As outlined in the Director' summary 2022/23 has been both a challenging and rewarding year as we emerge from the Covid-19 pandemic, tackle the cost-of-living crisis, and support some of our most vulnerable and disadvantaged citizens in Newport. More importantly, the staff, volunteers, carers, families, and other key stakeholders have been integral to ensure that Newport can provide the best service possible, sharing our experiences with others when we have delivered well and learning the lessons where we have fallen short of the expectations of those who use our services.

Corporate Plan 2022-27

In November 2022, Newport City Council agreed its new [Corporate Plan 2022-27](#), to deliver an *Ambitious, Fairer, Greener Newport for everyone*. This Plan supports the delivery of the [Well-being of Future Generations Act](#). To support the delivery of this plan, the work of Social Services is integrated into and across all of the Council's Well-being Objectives:



Well-being Objective 1 (Economy, Education and Skills) - *Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.*

Well-being Objective 2 (Environment and Infrastructure) – *Newport is a city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.*

Well-being Objective 3 (Quality Social Care and Community Services) - *Newport is a supportive city where communities and care are at the heart of what we do.*

Well-being Objective 4 (An Inclusive, Fair and Sustainable Council) - *Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.*

To support the delivery of the Corporate Plan, Newport Council and Social Services has adopted four principles *Fair and Inclusive; Empowering; A Listening Council; and Citizen Focused* which support our statutory duties within the Socio-economic Duty, Well-being of Future Generations Act and the Social Services Wellbeing (Wales) Act 2014 as well as developments across our area such as the work towards becoming a Marmot region.

Newport City Council Social Services

To support the delivery of the Corporate Plan and deliver continuous improvement, Social Services has three service areas. None of the service areas work in isolation from each other or the rest of the organisation. Each service area has a service plan which provide an overview of their strategic priorities which support the delivery of the Corporate Plan and contribute towards improving services to the residents of Newport. The service plans are available upon request.

Adult Services

Newport Adult services has seen significant pressure across all service areas throughout the year. There are several factors that continue to present pressure on services. Newport residents emerging from the pandemic without any early intervention or prevention support are presenting with complex issues for their health and social care, which require multi-faceted professional assessments. Workforce pressures and inability to recruit to specifically professional qualified posts to manage referrals in a timely manner, has meant waiting lists for assessment and service provision. Additional management tasks to review the waiting lists and ensure the most vulnerable residents are receiving the correct support and intervention, is a daily pressure. Cost of living pressures for vulnerable households are adding to pre-existing difficulties and for some households are exacerbating needs to the point of crisis.

We started the year with approximately 300 referrals a month into adult services and end it with over 500 a month. We have seen a rise in the number of residential placements from over 512 to 609 that have been required throughout the year, some of which will be because of not enough providers able to broker packages of care in the community. The transformation and redesign agenda across adult services has continued to be a work in progress. Reviewing core processes and how best we can meet statutory requirements are at the centre of all decisions. Completed Adult assessments have increased from 120 to on average 210 per month, including reviews of care.

Domiciliary care provided by commissioned services is now starting to recover but remains vulnerable due to workforce issues of recruitment and retention. Currently we are providing 815 packages of care in peoples own homes which is a return to last year's figures, after a very difficult year for provider services when we have seen up to 1200 hours not commissioned for one week. Currently, we have 23 hours waiting to be commissioned. The voice of the Adults and carers that we work with has been pivotal to the challenges within the budget setting for the Council and how we deliver services going forward for our most vulnerable residents and Carers.

At the end of the year, we have reviewed where we are with the redesign of adult services, and this will continue into 2023/24. Several achievements against a backdrop of pressure have been successful, for example the Carer accreditation for the Council, and securing funding to develop the Older People World Health Organisation accreditation will enable the Council internally and externally to meet the requirements for accreditation. The opening of a SMART hub in the Newport Market to support residents of Newport to see what is on offer and how it could assist in their own homes is a positive tool for staff and citizens. These technologies can ensure people remain independent and do not become overly reliant on formal care arrangements.

Recognition of the importance of people directing and establishing their own care and support needs has enabled adult services to review the Direct Payment offer for Newport residents, and consider the required transformation of the service locally and regionally. This will also remove further reliance on the vulnerable provider services. Our short breaks offer to Newport residents for those with care needs and their carers is a highly valued service. We also offer a short break service with a national provider, 'Bridging the Gap' a newly commissioned service to enable Carers and the cared for to identify their own support needs and how they would like them met.

Additional external pressures from our partners in Health and hospital admissions has required additional pathways of care to be developed. We have played a part in looking at all the Welsh Government agenda's such as the Redesign of Services for Older People, and winter initiatives. Newport led on the Home First service for the Gwent region, placing a trusted assessor model within the front doors of the hospitals to ensure social care is considered prior to admission. Newport have further expanded this model using core services within the Royal Gwent Hospital, where most Newport residents attend for their health needs and work with the wards to ensure there are no delays in discharging Newport residents due to social care factors.

Reablement services continue to work to capacity and have had an excellent Care Inspectorate Wales inspection, the first since pre pandemic. Staff and those that have used their services spoke highly of the support and focus by staff to support and re-able residents in a timely manner.

Children's Services

The key factors for Children Services have not changed. Fundamental to all our work is firstly to support children to remain safely with their families. Our emphasis on preventative services alongside support for families to explore their strengths and meet the needs of their children is crucial in meeting this first outcome. Secondly when children are in our care and leave our care, we must do everything to support them to ensure positive outcomes. Children and families deserve services that are truly holistic and recognise the multifaceted nature of family's lives. To ensure we can work to meet this need partnership underpins our service. We work with families and a broad range of agencies to meet our stated outcomes and to offer the best possible services.

22/23 has certainly brought some challenges for Children's Services. The national recruitment and retention challenge, the immense day to day pressure on front line social workers who are working with children and families who are at considerable risk, societal pressures linked to public perceptions of risk and perceived failings, the volume of need and handling the expectations and fears of the public and other agencies, managing changing expectations from CIW, significantly increasing demands on social workers from the judiciary, finding suitable placements for children with complex needs and challenging behaviour have now been compounded by the not for profit eliminate agenda, managing significant budget pressures particularly those arising from placement costs. Balancing emerging evidence in practice developments and changes in guidance, regulation and requirements runs alongside these pressures.

The aftermath of the pandemic on families continues to emerge and has been reflected in both the increasing numbers and complexity of referrals to Children Services. Despite the increases in referrals the number of children looked after has remained stable and we have not seen a significant rise in the number of children on the child protection register. Social work teams continue to engage with partners to ensure a whole systems approach is taken to ensure that children remain safely at home with their families.

Despite the challenges 22/23 has brought many opportunities for Children Services to evaluate and develop needs led provision to safely meet the needs of children and families. The new Service Manager group have brought a wealth of knowledge and experience and are instrumental in developing our service plan moving forward.

There are a number of projects underway in Children Services which include:

- Maethu Cymru/Foster Wales continues to drive a way forward to increase the number of foster carers in Local Authorities and to ensure the quality of care.
- In residential care Windmill Farm has been completed and Cambridge House is under renovation. Mill Barn annexes are very close to registration by Care Inspectorate Wales (CIW), Forest Lodge and Rosedale annexes are under renovation. A disabled children residential provision is currently being scoped with the assistance of a Registered Social Landlord (RSL).
- A regional team is being developed by Children Services assisted by Welsh Government funding to lead on the eliminate agenda.
- Properties have been identified to progress with a care leaver project and 16–18-year-old supported accommodation provision.
- Newport Children Services continues to lead on developing a regional approach to assist Local Authorities in building an infrastructure to meet the need of the unaccompanied children arriving through the now mandated National Transfer Scheme or by spontaneous arrival.
- Our Disabled Children's Team continues to develop services to promote the independence of some of the most vulnerable children we support.
- The Youth Justice Service (YJS) Turnaround project has been launched to assist Newport in preventing young people entering the criminal justice system.

Looking forward to 23/24 Children Services has a few exciting projects in motion assisted by Welsh Government grant funding for radical reform. These include:

- The redevelopment of the CWTCH (our supervised family contact service).
- The enhanced rapid response and therapeutic offer.
- Enhancing our current portfolio of in house fostering and residential provision.

Prevention & Inclusion

2022/23 saw the new Prevention and Inclusion service area established after a senior management and service area restructure. For the first time, it meant that many of the services providing front line early intervention and preventative support to individuals and families were aligned together and relocated within Social Services. This approach is in direct support of the Social Services and Wellbeing Act 2014 Wales, where Section 15 (1) highlights the duty on local authorities to provide or arrange for the provision of a range and level of services which will contribute towards preventing or delaying the development of people's needs for care and support. This legislation identifies several other key areas where preventative approaches can take a key role in both avoiding escalation of care and support needs and supporting families and individuals to remain in their own homes and communities for as long as they wish to and is practicably possible.

The service area has identified clear actions it wishes to prioritise, with its new Service Area Plan directly contributing to the delivery of the Corporate Plan. There is particular emphasis on its Wellbeing objective 3 - Newport is a city where equitable, preventative care and support is available for our citizens and communities and Wellbeing objective 4 - Newport City Council is an inclusive organisation that provides equitable access and valued services to its citizens.

The first year of Prevention and Inclusion has seen much activity in moving services and teams, welcoming them all to Social Services. Overall, the team moves have been extremely positive with staff reporting to be happy, adding they feel their services are in the right place, now working more closely alongside Adults and Childrens services. The move has seen a merger of 2 teams, improving seamlessness and efficiencies, whilst reducing duplication and multiple assessments faced by individuals.

Opportunities have arisen for engagement with the Childrens and Young persons' substance misuse consultation work as we work towards recommissioning this area, and support to the Adaptations Team to develop its preventative offer alongside its core adaptations projects. Encouraging teams to reflect and consider how their services can be delivered in different and more creative ways has been very much the theme of discussions in the past year.

We are currently working on the Flying Start Expansion plans which will see a strengthening of the childcare and parental support offer across Newport, and we continue to work towards a city-wide Youth Service provision, offering consistent place-based support to young people, building up trusted relationships in their own communities. These early intervention approaches are identified as positive and effective in several ways including- building parental confidence and skills, engaging children with early social skills and language development, and assisting young people to find their own path that reduces the risks of becoming involved with antisocial behaviour or exploitation (as examples). In our regulated services we have seen positive inspections while in youth work the staff successfully submitted the assessment for the Bronze Quality Mark and are now working towards the silver award.

As we head towards 2023-24, we are excited at the prospect of having the Community Connectors and the Carers team join Prevention and Inclusion, allowing for further synergy across adult and children's provision. We want to build on the great work these teams do and strengthen the preventative opportunities and offer within communities to all residents of Newport.

3) Working with people to define and co-produce personal well-being outcomes that people wish to achieve.

Across Social Services the drive is always to work with individuals and families towards the outcomes of their choice. Care and support must enhance the independence and individuality for every person in the service. Coproduction in the context of complex family situations is often challenging but the role of our staff is to navigate those complexities with the needs of all in mind but the needs of those requiring care and support to the fore. Below are two individual case studies and a service case study demonstrating very different ways that services have sought to work to co-produce and achieve personal well-being outcomes.

Individual Case Study - AJ (First Contact, Adult Services)

Self-Referral received, Information Advice and Assistance for citizen AJ.

Very upset on the phone, explaining that she was awaiting an eye operation, lives alone, partially hard of hearing and many other health issues. No local family, only friend is a neighbour whom she would see “now and again”, but not left the house in 18 months as “too scared” due to significant sight loss and no suitable walking aids. Citizen A explained that she was finding day to day activities more difficult due to her mobility and sight loss. Citizen A had received a letter from Housing Benefit within NCC, advising her that they had overpaid her near £3000 over the past 2 years and requesting the money be paid back. Citizen A said she had been trying her hardest to speak with Citizens Advice and Age Cymru for help but “was getting nowhere”. Citizen was very upset and said that she would not be able to afford care at home.

Actions

- 2 x calls daily to support with meals and personal care.

- Referral made to Citizens Advice for benefit check and support with Housing Benefit who are claiming back £3000 in overpayments. Mrs A is very anxious and worried she will not have the finances to continue paying her increasing utility bills. Mrs. A reported she does not get out of bed until late morning as she is saving on using her electric and gas. Citizens Advice have confirmed that they have already made contact with Mrs. A and confirmation that they shall arrange a home visit.
- Referral made to Finance Team to request home visit to complete Financial Assessment - Mrs. A unable to clearly see paperwork.
- Referral made to Ffriend I Mi befriender service - Prevent Social Isolation
- Referral email sent to Rehabilitation Officer for the Visually Impaired
- Referral to Reablement Tech / OT - Bathing assessment and Suitable Mobility Aids – Prevent further falls and to assess for access to use shower.

For A these simple steps completed by First Contact set her on the path to resolving her challenges and retaining her independence at home.

Service Case Study (Reablement, Adult Services)

Newport Reablement Care Team are based within the Newport Integrated Frailty service. The Team provides short term Reablement Care for older people living in Newport. The aim is to support people to be as independent as possible following a stay in hospital or to prevent people being admitted to hospital.

During the past twelve months the Reablement Care team support staff have continued to visit people in their own home after they have been discharged from hospital or become unwell at home and required some support. Initially when someone commences support with the team, they may feel very vulnerable and have experienced a loss of confidence. The team have a close, professional working relationship working with Frailty falls service, rapid nurses, occupational therapists, physiotherapists, mental health nurses, district nurses as well as social workers, NHS staff and GPs.

At the end of the reablement care support some people are assessed as requiring a more long-term care package and a social worker will complete an assessment of needs to put this in place.

During the past six months 60% of people the care team have supported through reablement were discharged from the service as being independent. We regularly receive compliments from people, or their relatives and they often individually name staff. Please see an example below:

Service Case Study (Reablement, Adult Services) Continued...

"My husband had a SAH and x 2 strokes last year and spent almost 10 months in hospital, resulting in care needs when he came home in December. He came under your reablement team from day one.

The reason for my email is to give you feedback on the service as we always hear the bad and often not the good. The initial assessment was carried out in a polite and caring manner, followed up by weekly calls from R to review and come to the decision for longer term social care, which we changed to this week. Whenever I needed to call the office for any reason or asked to speak with R, the response from the team was always friendly and helpful. Thank you, R, and please pass this on to the ladies who answer the phone too.

Your care team across the board have been excellent and outstanding in their care and support for J as the client and me as the NOK.

Even making friends with our doggies and making them part of the visit.

Nothing has been too much trouble for anyone.

They have all been kind, caring, professional and helpful, always demonstrating respect for this being our home. They not only delivered the care but also chatted with J in meaningful ways to help him recover from his acute brain injury as they did the call, listened to him talking about his doggies with pride and never showed they had probably heard it many times before. They gave him laughter to start his day, and safety to end it.

We both cannot thank you all enough for everything.

We had lots of different people calling but some were more regular so whilst we thank them all can I note the following staff and personally thank them for their excellent care.

- *J and T -what a team, never failed to make J Day, and also got our little rescue to love them.*
 - *R and J – always nice to hear them chatting with John and laughing at his awful jokes.*
 - *K – who came regularly to start doing morning calls, then we lost her to other packages. She was just wonderful with our little rescue dog and even made friends with her before she left us, we didn't get chance to thank her.*
 - *L - doing morning calls always respectful of j's slow response on waking and kind in her support of me after many sleepless nights*
 - *L – Fabulous and skilled at engaging J in the real world chatting about rugby football and normal life which he loved.*
 - *Others who came and went but were just as wonderful – L, D, K and some whose names I can't remember sorry.*
- C our large old dog of almost 15 loved them all. So please say a massive thank you from our family and tell them all to be proud of the difference they make in someone's home."*

We recently had a Care Inspectorate Wales inspection. The report we received was very positive and people the inspectors had spoken to all stated they felt very supported by the care they had received, families they'd spoken to had said the care team had given them great "peace of mind". The report also added that support staff who the inspector spoke to all had a "can-do attitude".

In addition to this, all the professional staff that the inspectors spoke with all confirmed that they had a good working relationship with the reablement team. All of our staff are registered with Social Care Wales.

Individual Case Study – TP (First Contact, Adult Services)

First Contact received an urgent concern from a young adult who advised they didn't feel safe to go home because of them being subjected to ongoing physical violence and emotional abuse. The individual was transgender and informed us that their family was not accepting of their decision to identify as a female. Contact made with IDVA and women's aid for urgent refuge – no capacity to accommodate. Duty team planned for the individual to be transported to Ceredigion where they could stay with alternative family with whom they felt safe. Emergency medication and wheelchair provision was organised to prevent the individual from having to return home.

- The individual disclosed later that week that they had taken the decision to permanently relocate.
- Time was taken to support them reinstating control of their benefits, bank accounts, mobile phone contract, blue badge etc and for them to be empowered to live the life that they wanted, identifying as the person they wanted to be.

4) Working with people and partners to protect and promote people's physical and mental health and emotional well-being.

Physical and mental health and emotional well-being underpin all the work we do. Care and support are predicated on being able to both protect and promote how people can improve their well-being. Inevitably given the vulnerability of those needing our services there are always physical and mental health and emotional well-being challenges. We strive to seek out all possible ways to enhance well-being but always with the wishes of the individual at the heart of our work. Balancing needs within families to source creative ways to maximise wellbeing is particularly important because of competing demands and at times different interpretations of risk, independence, control, and capacity.

Service Case Study - Oaklands

The time that Oaklands will never forget was when 2 little boys arrived confused and anxious. C was 8 and B was 6. Both young people had a diagnosis of ASD. The two brothers came to stay at Oaklands following the breakdown of a short period in foster care. It soon became apparent how utterly adorable the 2 boys were and how much nurturing, love and affection that they needed. The only food they would eat was chicken nuggets from McDonalds, a pizza from a particular take away and billy bear ham. B was unable to walk up and down the stairs unsupported and was terrified of water. Both boys were unable to communicate verbally, they were both obsessed with their electrical tablets, very little interaction, very emotional and under nourished.

The team soon became family to the boys attending all medical appointments and parents' evenings. Their care was given alongside other children who were staying for short breaks care and friendships and relationships overtime developed, some very comical.

Over the year that they lived in Oaklands they thrived. To change their dependence on take away food Oaklands requested empty happy meal boxes from McDonalds and started cooking the food at home, this progressed to trying different foods, B being more adventurous than C, who although would try new foods still preferred bill bear ham and beige food. They began to gain weight and eventually discharged from children's health services. B no longer needed iron supplements as he was now getting all he needed from his food. B with support and with encouragement was able to climb up and down the stairs unaided. At the beginning bath time for B was a very negative experience, a paddling pool was introduced to the bathroom so that B could spend time splashing around this eventually progressed into B enjoying bath time with lots of bubbles.

B had an interest in books it was arranged for him to join the library and B also enjoyed the bus ride there and back. Both boys loved story time especially at bedtime and C would keep you there if he thought he could get away with it by requesting another book often turning into three.

C's speech came on leaps and bounds where he was able to say sentences. B remained nonverbal for most of the year but towards the end he began to count and sound out letters which was amazing. The most incredible achievement was learning to play, laugh, joke, give and receive affection and be happy.

It was evident that the boys had an attachment to each other and the team caring for them. From two little boys who spent their early years separated, one upstairs and one downstairs spending all their time on devices the transformation was incredible they no longer spent all day on their devices, the time was limited and at certain times of the day the rest of their time was spent positively engaging in activities.

The time came when a forever home was found for them, although this was heart-breaking to see them go, we all knew it was the right thing for them. The home they were moving to was purpose built with a new hand-picked staff team. The team began coming to Oaklands to observe the way the boys were cared for. Gradually they began to take the lead in their care under the watchful eye of the Oaklands team. They began to take over the morning routine, bedtime routine and going out on activities. Oaklands was always on hand to show the team how to support and comfort the children during times of distress. Eventually our work was done and the transition for the boys was complete.

Individual Case Study – Mr Z (Spring Gardens)

Mr Z has several health and medical issues which mean that he now lives the majority of his life in bed, cared for by his partner who gave up her career to look after him. Mr Z has paid for carers who visit to ensure that he is washed and has a change of clothes each day – care that requires the support of two people. His partner walks their dog whilst the paid for carers visit and began to suffer from depression and anxiety, unable to visit her own parents or to undertake prolonged exercise. A carers assessment was undertaken and as a result, a member of the Short Break team visits Mr Z at home each week enabling his partner to get out for a few hours. Mr Z has enjoyed the change of company and his partner has felt able to undertake an exercise class and visit her parents.

Individual Case Study - Carers

The team supported a parent carer who cares for her child who has ADHD and Developmental Trauma, requiring care and support at home and within the community. On top of regular parenting, the caring role involves lots of reassurance during night waking, supporting behavioural 'meltdowns', and support and encouragement with socialising and attending school, which are all challenging for her child. Outside of school, the carer accompanies her child to after school clubs and activities in the holidays to encourage socialisation, though she reports this becomes expensive. As a single parent, the carer is unable to work due to her caring role and has another younger child to care for as well, meaning that finances are tight. The carer reports that she has noticed a significant increase in the cost of living, which has added to her anxiety and stress.

The Carers Support Fund helped the carer with a supermarket voucher and Newport Live Membership, totalling £270.50. She explained that the Newport Live membership will improve her mental and physical wellbeing by enabling her to have time to herself when her children are at school and nursery. The carer stated that the 'pressure is a lot' and the supermarket voucher was 'amazing; a huge help'.

The carer also joined the Newport Carers Network to receive regular information and attended a Newport Carers Network Meeting to hear from organisations who can support carers and the people they care for. Through engagement with the carer, the team were able to improve the carer's knowledge and awareness of where to access support in the future, therefore increasing support for her to continue in her caring role.

Within Newport the growth in population for under 25s and over 65s is accompanied by an increase in the number of people from a very broad range of backgrounds. Supporting a diverse community with a rapidly changing demographic does create the opportunity for learning and a strengthening of the knowledge base for a wide sweep of nationalities and ethnicities. Staff across Social Services are proud of the skills and experience in place to meet the needs of our changing populations.

Individual Case Study – Fostering (Taken from a news report promoting fostering)

Mike Foster has been housing three teenagers in Newport, and is convinced it is the best thing he has ever done. Now that his own children have left home the former businessman spends his time on his allotment.

It's there that the teenagers, from Iraq, Iran and Eritrea, visit to steal his strawberries, he jokes. He has a philosophy he applies to looking after those in his care: "You have to keep it real," the keen motorcyclist said. "You can have all the theories you like but I will really fight for the kids in my care. "I will rock the boat until people back me. I advocate for them because they don't have a voice."

Mike said language was a barrier, but he and the teens use Google Translate, sign language and mime to communicate.

The biggest challenge has been earning their respect. He said that developed once they accepted he was working for them.

"I know I am making a difference with these kids," he said. "You can see them thrive and it is wonderful."

5) Protecting and safeguarding people from abuse, neglect, or harm

Throughout 2022/2023 we saw increasing numbers of safeguarding referrals to both Children and Adult Services. Most referrals continue to come from other agencies particularly Gwent police and education. Self-referrals and referrals from the public for safeguarding concerns are uncommon. We manage all referrals using a positive strength-based approach and within a clear framework of understanding risk with a need to balance personal determination and recognising risk is rarely a straightforward binary position. The multi-agency nature of the HUB and First Contact are invaluable in being able to make safe but quick decisions with the right information. As in many areas of Social Services staffing challenges are acute within these teams. However, there is excellent support in both teams and an ethos of managing exceptionally high workloads with robust management oversight.

Service Case Study – Safeguarding Hub

The Safeguarding HUB is the first point of contact for the public and professionals who are making referrals with concerns for children who are at risk of significant harm or have care and support needs. The team processes a variety of enquiries ranging from requests for information and services through to concerns about the welfare or safety of a young person between the ages of 0 – 18 years.

The HUB is responsible for making initial decisions about what should be done in regard to referrals to Social Services. The Hub is extremely busy and processes more than 1000 referrals a month, ranging from care and support needs to high end child protection concerns. The HUB is multi-disciplinary and has close working relationships with partner agencies including, Youth Justice Service, Early intervention and Prevention, Adult Safeguarding, Police, Education, health and IDVA's. Having multi agency partners all sat together in one room is invaluable in ensuring that families get the right support at the right time. As we know safeguarding is everyone's business and not just social services.

There are several positive success stories for the hub, where working together has supported families to feel empowered and included in the assessment process. The Hub staff work tirelessly to ensure that families are supported, and children remain safe. They work in a strengths-based way, whilst considering the families personal outcomes to exact and maintain change.

Individual Case Study – Safeguarding Hub

The Hub received a referral for a family where significant domestic violence was prevalent and the only safe option for mother and the children was to flee the relationship. It was very clear that the family were unsafe so a multi-agency strategy discussion was held to consider how we could best support mother and her children. Working in collaboration with the family and agencies we were able to rapidly support and remove mother and the children from the home that day and put them in a place of safety. This was support by the police and Women's Aid. In the weeks that followed the Family Support Team, Health and Education all supported the family and we were able to offer a robust package of support. This support included:

- Completing all paperwork and supporting evidence for a DDV application allowing Mother to receive a biometric card.
- Changing her email address so that she could receive correspondence without fear that she may be located by her husband or his family.
- Closure of her joint bank account
- Setting up a new bank account in readiness for her to receive state benefit and manage her own finances.
- Assistance with Universal Credit and Child Benefit applications.
- Transporting family to the GP in Newport for medical appointments
- Provision of additional clothing, toys, and toiletries for the family
- Help with setting up the family in the refuge, so they felt at home, which included taking them to supermarket so they plenty of provisions.

It was very rewarding to see the family's confidence develop and the children settle and feel more stable and secure in their new home environment. The family have also been supported through the family court process. Having all the professionals on hand within the safeguarding hub meant that this family were able to get the right support at the right time, which is invaluable.

Individual Case Study – First Contact

Intervention following safeguarding concerns received.

- Citizen Mr. D - 93yr old gentleman from Newport.
- Presented through Police involvement following complaints of possible Domestic Violence at his home with his wife.
- Mr D arrested and held overnight at Newport Police station. Wales Safeguarding procedures instigated and multi-disciplinary strategy discussion help.

Outcome:

- First Contact Adults team to meet with Mr D and support to find alternative accommodation and assess the situation. There were evident needs to clarify the charges given and police recommendations placed on Mr D.
- Mr D informed that the Bail conditions are:
 - Not to return to his home address.
 - Not to return to his home street
 - Not to contact his wife until further notice.
- Social Worker helped place Mr D in an hotel with the view that an assessment would be completed with him the following day. However, Mr D went missing the following day and was not located for 2 weeks.
- It transpired that the customer used his car, which he went to his home to collect, to sleep in and used supermarket car parks to stay and use their services for toileting and basic washing.
- Mr D arrested again as he was found back in his home. Social worker and Housing support workers found a placement at the Travelodge for 2 weeks.
- Another placement was required as the above placement ended with Mr D placed in another Newport Hotel. Mr D has now been provided with a permanent placement at single person accommodation.
- Issues presented indicated Mr D required multi-agency work with emergency needs for accommodation. Personal support and emotional guidance for him given his age, length of marriage and his consistent view that he had not hurt or harmed his wife.
- Weekly visits required to provide support and supported visits to the Housing Department for completion of applications. Financial support required and weekly food shopping essential. Mr D showed signs of low moods, confusion and requested the opportunity to return home on a regular basis. Attempts to hold a family meeting to discuss the possibility of re-integration were denied by the family.
- Awareness of isolation and loneliness played a role throughout this time alongside ensuring Mr D had an Advocate, who will support him in collecting further personal items from his home and other legal responsibilities that Mr D has attached to his home of 52yrs.
- Emotional support to continue with the worker until Mr D has established a safe and caring routine at his new placement. Communication with agencies to continue to maintain this approach.

In addition to operating the front doors for both adults and children's Social Services also support corporate safeguarding. The Head of Safeguarding sits within the Social Services team with a Council wide brief as well as working with the Safeguarding Boards and providing safeguarding advice and support for the whole community. Within the Safeguarding team Newport City Council host the Violence Against Women Domestic Abuse and Sexual Violence team. The Annual Safeguarding Report for 2022/2023 details the work within Safeguarding and in particular highlights the work in respect of training, volunteers, and council wide processes.

6) Encouraging and supporting people to learn, develop and participate in society.

Individual Case Study – Spring Gardens

Mr and Mrs X are in their 70s and have been foster carers most of their married life. In recent years, Mrs X was diagnosed with dementia and has been looked after by her husband at home helping her to wash, dress and eat each day. With support from other family members, they also continued to provide support for one of the children, now an adult who they had fostered. Without any sort of regular break and as his wife was becoming increasingly dependent on him, Mr X was finding day in, day out provision of care for his wife, increasingly difficult. Feeling increasingly isolated and wanting to keep the family together, he approached Social Services, and a carers assessment was undertaken. As a result, Mrs X attends the Short Break service twice a week where she enjoys socialising with other people, playing bingo and quizzes. Mr X has time to get out and about – generally to visit the shops and undertake other tasks.

Many of those we support are distanced from education, employment, leisure activities and their communities. Across our services there are innumerable examples of small steps taken to provide a platform for citizens to engage in ways that work for them. These might be the care leavers who set off for university or the young person who steps into a Youth Club or a disabled person who takes up paid employment. For each of them the sometimes-small steps transform lives.

Across Social Services there are several groups who provide views and feedback about services. These give a voice to some of those who use provision. However, this is an area of work we intend to build upon as we focus on ensuring the lived experience is to the fore in all our delivery.

Service Case Study – Newport Voice and Influence Group

The Newport Partnership now has a well established Youth Forum made up of young people who have had experienced statutory services. This group has provided a range of opportunities for the young people who have had a particular focus on young people's mental health. As such, in collaboration with Literature Wales, they have created a short, animated video outlining their experiences of growing up in Newport their mental health challenges. The young people are planning a formal launch of their video on the 12th June at the Dolman theatre.



Service Case Study – Independent Living Strategy

The Independent Living Strategy 2017-22 continued to achieve fantastic outcomes for adults with learning disabilities and/or autism during 2022. A consultation event with key stakeholders was held in December 2022, which highlighted many of the successes and achievements of people from the learning disability community in Newport. The evidence from the event shows that the accommodation and support models developed in Newport over the last decade have really made a tangible and meaningful difference in people's lives. The event was co-operative in design, enabling feedback from adults with learning disabilities and / or autism, RSL representatives, social workers, housing representatives, and commissioners.

We heard great first-hand accounts from people of how living in services such as TE, TDS, and CPW had led to really positive outcomes for them in their lives. We asked people what it meant to them to live in these places. A selection of the comments below gives a flavour of their response:

"I get to make my own choices."

"I have control."

"I have a private place for conversations."

"It has helped me become more confident."

"We have help when we need it."

"I have learnt new skills."

"I have my own front door and I chose all my own furniture."

Individual Case Study – Independent Living Strategy

Chris is a man in his 40's with complex autism. He was supported by Pobl staff for over 20 years at a single-person service. While the staff team built a very strong rapport with Chris, he now reflects that his behaviour could sometimes be "grumpy." Chris moved to the new service commissioned by NCC in late 2021 at CPW. Pobl continue to support him, which means that their familiarity with Chris and their strong rapport with him has been maintained. Extensive planning took place prior to the move, involving Chris, his Social Worker, his advocate, and the Pobl support staff team who knew him so well. While everyone hoped that Chris would benefit from living in a support service where he would be able to meet other people who lived in the setting, nobody envisaged the huge steps that Chris made in developing his social skills throughout the next year.



CPW also supports 4 women, all in their 20's. The group have formed a strong bond, and Chris now regards them as friends. This has helped him to reduce his dependency on paid staff and opened up a whole new world of social interaction for him. Chris now has a girlfriend who lives at TE. Chris acknowledges that he has changed, and he says that he is very happy that he had the opportunity to make a new life for himself. Here is a photo of Chris at CPW, surrounded by his new friends.

7) Supporting people to develop safely and to maintain healthy domestic, family, and personal relationships.

Social Services interventions rest on the relationships of the individuals and their families. Strengthening and supporting all positive relationships is key to ensuring formal care and support is appropriate and proportionate. The relationships staff build with those we support set the tone for developing healthy dependencies in all areas of individuals lives.

Service Case Study – Child Protection Teams

There are 4 Child Protection Teams within Newport. Child Protection Team 1 is an Edge of Care/Exploitation Team, who work closely with partner agencies and it strives to adopt a strengths-based model of work, in order to maintain children safely within their home environment. CP1, CP2 and CP3 are more generic teams, which work with families from Care and Support plan through to Adoption. Social workers work with children who need support services under The Social Services and Wellbeing Act (2014) or children at risk of significant harm. The teams are responsible for implementing child support plans. The teams case hold pre-proceedings work and throughout the court process until a final care plan is identified.

The work within these teams is diverse and encompasses working with parents, carers, children, and a range of professionals from varying sectors, in both the capacities of 'care and support' and safeguarding (child protection) roles. The work ranges from supporting families to engage with the agencies in Newport to achieve appropriate standards of care. We endeavour to safeguard children and enable the child to achieve their full potential. We work in a strengths-based way and offer bespoke care plans to best suit the identified needs of the family. This can mean that a social worker's case load within these teams may include care and support cases, child protection cases, cases subject to the Public Law Outline process and cases in proceedings. The social worker will be responsible for the coordination of the child's support plan and assessing the impact of the intervention on the child's wellbeing.

The recommended case load for Social Workers is 15, however all of our social workers are working considerably over that level with the average being approx. 25. Within the CP teams there are currently 25 families within the Court Arena. The amount of work that goes in to supporting families within the Court Arena is substantial. Social Workers also undertake their own Parenting Capacity Assessments to determine if parents are able to safely care for their children throughout their minority. The social workers are very passionate about the children/families they work with and go to extraordinary lengths to ensure that children are safe, protected and have a positive care experience.

Individual Case Study – Child Protection Teams

Family X were working with the authority under a Child Protection Plan due to concerns around Mothers alcohol use. Over a period, concerns escalated, and the children were clearly unsafe in their mother's care. Considering this, an urgent legal meeting was held where it was deemed the children were not safe to remain in the family home. The LA made an application to the Family Court for the children to be placed into foster care. During this time the LA were able to undertake an assessment of the father of one of the children, this was positive and one of the children went to live with their father outside of Wales. The Social worker was really worried about the siblings being separated, one with father in England and the other in foster care in Newport. The social worker set up contact and drove weekly to England after working hours to enable the two siblings saw each other and had meaningful contact. During this family time the father was able to then establish a relationship with the other child also. Throughout the course of care proceedings there are several assessments that are undertaken, and the LA were ordered to undertake assessments of family members within the European Union. We then commissioned a social worker to travel to undertake these assessments. When in court there are several assessments that can be commissioned. Within this case, there were- family assessments, drug and alcohol testing and parenting assessments. All of which required an interpreter and all documents had to be translated into the families first language.

The social worker worked tirelessly to support the children and offer them the best outcome possible. During the proceedings the father of the child in foster care came forward and advised he would like to be assessed. The child had no relationship with this father as all contact had previously been withheld by mother. The assessment then concluded positively following an extensive period of re-establishing the relationship. The results for these children following the care proceedings were that both children whilst separated were placed with their respective fathers. The fathers have established a relationship between each other, the children will be having very regular contact with weekend stays and longer stays at each other's home in the school holidays. To achieve this outcome for the children multi agency working and collaboration with the family was key. Without those in-depth assessments and the social worker going above and beyond (like all social workers do every day) we would not have achieved such a positive outcome for this family.

Service Case Study – The Newport Partnership

The Newport Family Support Service is a Strategic Partnership between Newport City Council and Barnardo's Cymru. The primary focus of the service is to provide support to children on the 'edge of care' and their families by offering trauma informed and evidence-based services. This means where, without receiving specialist and intensive support, that there is a risk that the child or children could be placed into care. Despite the financial challenges of the past 12 months the service has continued to offer a number of specialist services detailed below:

Family Support (FSS)

This element of the service delivers focussed interventions, with plans and goals developed in collaboration with the children, families, and relevant agencies where children are on the 'edge of care' and have specific needs assessed by a case-holding Social Worker. Over the past 12 months **378** referrals were received by FSS and **230 out of 244** children's cases closed during the year either did not escalate or reduced from their initial status. **100%** of families would recommend FSS to other families experiencing similar difficulties.

Baby & Me Pre-birth support and assessment

The Baby & Me service provides tailored group work programme and bespoke, intensive 1:1 support. We work with parents where there is a risk that the baby may be brought into care, creating a safe space for families to explore their identified issues and use a range of therapeutic approaches to empower them to reach their goals of keeping their family together. In a recent service evaluation completed by Research In Practice, it was observed that in the 2 years Baby and Me has been operating Newport has seen a 47% reduction in the number of babies being brought into care at birth.

This picture is from a recent Baby & Me Families Workshop.



Family Group Conferences and Lifelong Links

Family Group Conferences (FGC's) are voluntary decision-making meetings to help families find their own solutions to problems. For cases where the outcome is known, 100% saw their legal status improve or remain the same. In 46% of these cases, a young person was diverted from being looked after. Lifelong Links is a project to ensure a child has a positive support network around them to help them during their time in care and into adulthood. We received 11 referrals this year which has resulted in young people on average increasing their connections by 5 people.

Rapid Response

Working in partnership with the Safeguarding Hub, the aim of the service is to prevent breakdown and support the child to safely remain within the family home by provide rapid intensive support for families. These cases are identified by Social Workers in the Hub who have identified a significant risk of needing to bring the young person into care without immediate intervention. The team have been incredibly busy this year, working with some of our most complex cases. Despite this, **94%** of the young people, we worked with remained at home or were returned home because of our intervention.

Individual Case Study – The Newport Partnership

Family: Mother: Leanne (28), Partner: Darren (30), Children: Robyn (9), Anna (6), Ben (3) (not real names)

Background: There had been extensive social services involvement with the family; Leanne's relationship with the Darren was the third instance of her being a victim of domestic violence. There were also long-standing issues around home conditions, poor school attendance and Leanne's mental health; she had diagnoses of PTSD, anorexia, anxiety and depression. Leanne had experienced significant abuse as a child. Despite the concerns, professionals reported positive relationships and warm interactions between Leanne and her children.

Intervention: Initially, the Intervention Worker spent several sessions with Leanne, getting to know her and establishing safety within their relationship. Practical support to get the children to school was put in place, though it became clear that the issue was not Leanne's inability to organise herself, rather a struggle to remain consistently motivated; it became apparent that this was closely linked to Leanne's mental health. Leanne agreed with her intervention worker to complete work around psychoeducation to address this.

There was an incident where Darren arrived at the school to collect the children whilst intoxicated and though Leanne agreed not to have him in the family home, she was advised to get a solicitor as Children's Services were escalating to PLO. Leanne subsequently breached the PLO agreement by having Darren at the family home.

Individual Case Study – The Newport Partnership

Family: Mother: Leanne (28), Partner: Darren (30), Children: Robyn (9), Anna (6), Ben (3) (not real names)

Leanne's Intervention Worker persisted in offering psychoeducation as well as practical and emotional support. Leanne engaged well in sessions which covered: traumatic memories, relationships, intergenerational trauma, avoidance, grounding techniques, smell (triggers), radical acceptance and self-formulation. Leanne was very open about her trauma and with support was able to establish links between her past experiences, her mental health and the difficulties she had meeting some of the children's needs.

Eventually Leanne accepted the concerns put to her by her Intervention Worker and Social Worker and ended the relationship with Darren, taking the children to a refuge. Leanne said she had learnt how Darren's presence in her life was impacting the children and her mental health. Leanne reported that because of the support she had received she was confident in her ability to recover from her traumatic experiences, to avoid risky relationships and to meet the needs of the children.

Leanne received eight months of support from her Intervention Worker. Following her move to the refuge, the PLO was ended, the children's names were removed from the child protection register at the next Review Conference (following two years of registration) and the family are no longer open to social services.

Leanne's Feedback: "Family support help people with a background of trauma, they address the root causes of problems and do therapeutic work with you. I know if I hadn't had my worker- someone who understood- I wouldn't have changed. I wouldn't be here in this position now. Things could have gone so drastically bad, I could have still been with my abusive ex thinking it was me and him against the world, my kids would have been removed, my mental health would have declined."

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

Service Case Study – Carers Support Fund

The Carers Support Fund primarily focussed on offering financial support. The Connector team spoke to 236 unpaid carers in March 2022 who were experiencing real financial hardship due to low income and the cost-of-living crisis. The unpaid carers who received a shopping voucher were so grateful, which is evidenced in some of the comments below.

Many people spoke about being able to stock up on food, relieving a bit of pressure for them and some told us that they would be able to treat themselves to food they could not usually afford. Some of the direct grants allowed unpaid carers to purchase items that they may not usually be able to afford. For example, Newport Live membership and X Box Live vouchers.

By supporting unpaid carers financially, it was possible to improve their mental wellbeing and quality of life by being able to afford to treat themselves or take short breaks for themselves. The open grants also allowed unpaid carers to think outside of the box to receive items that were important to them. For example, it was possible to fund a residential school trip and clothing for a young carer, who otherwise would not have been able to attend the trip with his peers due to a low family income. In total 423 vouchers were issued valuing £74,000 GBP.

Individual Case Study – Carers Support Fund

An unpaid carer caring for her Mum, who is recovering from open-heart surgery, was supported through the Carers Support Fund. The carer is a single mother of two, who is unemployed due to her full-time caring role. She helps her Mum, who lives at a different address, with cleaning, laundry, cooking, shopping, medical appointments, emotional support, and physical activities such as walking in nature and gentle bike rides to aid her recovery.

The carer is struggling financially due to the Covid19 pandemic impact and the cost-of-living crisis. The carer received a supermarket, Love2shop, Just Eat and Xbox vouchers through the Carers Support Fund, totalling £300.

Through engagement, the Community Connector for Ethnic Minorities was also able to support with longer-term solutions. The carer was signposted to the Citizens Advice Bureau for a benefits check and support to complete a Carers Allowance application. In addition, she was also referred to the NCC East hub food bank and Feed Newport to access a multicultural food bank. Furthermore, the Community Connector signposted her to Newport Credit Union, a not-for-profit financial co-operative, for financial savings.

The Carers Support Fund and the support offered by the Community Connector has reduced financial hardship for the carer, improved her mental wellbeing and provided a connection for further support in the future, thus supporting the sustainability of her caring role.

The carer emotionally thanked the Community Connector, 'Christmas has come early and I never expected this help which will change our financial situation'

Individual Case Study – Carers Feedback received by email (Carers Support Fund)

This is an unbelievable gift for me and my partner, especially in these difficult times, not only would ease some financial burden, but it also, helps mentally, knowing we can fill our cupboards and fridge freezer up, for the next couple of weeks. Thank you very much.

Thank you all so much for the Aldi voucher. It has helped our family so much. Since Christmas we have been bombarded with bills going up, car failing its mot and costing a small fortune. Just being able to stock up the food cupboards has been a massive, massive help.

Thank you so much for all your efforts. I am so pleased that a very deserving boy gets to have such a fabulous boost. Much gratitude.

As an unpaid carer this voucher will help me be able to provide food that I would normally not be able to buy. Food that most people take for granted as the money I receive off the powers that be is absolutely disgraceful. You can just about exist I feel undervalued and forgotten for what I provide. so this voucher is a godsend and I really do want to thank whomever who was involved with the voucher. Thank you so very much.

Individual Case Study – Carers Feedback received by email (Carers Support Fund)

Thank you so much for the steam cleaner. It has been a godsend and we think it is marvellous and has helped us no end.

This will be so helpful. I am decorating my son's bedroom, and this is fantastic. Keep up the good work, you're making a difference. This is amazing, thank you so much.

I just want to say a massive thank you for my £100 cost of living voucher it helped us no end and we even had a little treat I bought us both a little steak to celebrate I also managed to buy more tinned food to keep. So once again thank you.

I have dropped the Love2Shop voucher and bus passes to (clients). They are extremely grateful for the vouchers and passes. I know that the bus passes for (client names) have also been hugely appreciated.

Thank you so much for providing this fantastic grant funding!

Individual Case Study – Commissioning

- Citizens Ms B and Ms C have been self-funding at BI Nursing homes on a self-funding basis for two years and approached the Local Authority as their funds dropped below the threshold and they were no longer able to pay for the care.
- After considerable work from our commissioning team, and social work team they were successful in negotiating a fee with BI to accept the NCC rates. Had this piece of work not had a successful outcome, both residents B and C would have been faced with a move to another care homes, or families having to pay expensive top up fess, which neither could afford. Resident Ms C is 90 years of age and Ms. B is in her later 80's. The process caused a degree of distress to both residents and families. However, much relief when the personal outcomes were achieved.

9) Mwy na Geriau - More than Words

We are developing an action plan to support the implementation of Mwy na Geriau, which as Executive Lead, I will oversee. I will be undertaking the Leading in a bilingual country training programme when available.

Newport is starting from a good base line position where we have systems in place to monitor that the Welsh Active Offer is made and recorded on WCCIS and in Personal Plans in our regulated services. Corporately we monitor the Welsh language skills of our workforce and offer training for learners, improvers and people who want to develop confidence with their language in the workplace. We encourage staff to take part in these courses and include in their Continuing Professional Development for Social Care Wales registration as we see it is an important means of developing our services.

We provide data on our own employees' Welsh language skills and those of commissioned services to Social Care Wales annually. We promote the use of occasional, courtesy Welsh and have a policy for correspondence and other communications and how to use on-line platforms.

Whilst recruitment in social care has been challenging, we ensure that job our vacancies are advertised bi-lingually, and that Welsh language is desirable for all posts.

10) The Way we Work: Leadership and Governance

During the past year the management team in Social Services has coalesced after a significant period of change. There has been a rollout of extensive engagement across all three areas of service with a strong emphasis on communication and transparency. The four senior managers have prioritised direct contact with staff and visits to service delivery teams. This has included engaging staff in external consultations and ensuring staff have been involved in a variety of fora. There is a well-established policy of “open door” management, and this is welcomed by staff.

The governance within Social Services is sited within the corporate structures and pathways. During the year a regular meeting schedule has been put in place with corporate colleagues with consistent agendas.

As well as the changes in management arrangements we have also seen a change in political leadership with new Cabinet Members leading for Social Services. Again, there is a regular meeting schedule with the three Heads of Service and a separate regular briefing with the Director.

Social Services have extensive working relationships with a range of statutory partner agencies and third sector colleagues. Many of these relationships sit across regional and national boundaries. Newport Social Services have a high profile in regional and national discussions and meetings with strong evidence of effective partnerships.

Service Case Study – Strategic Leadership and Partnership

Overall, strategic partners are expected to work together to improve their service delivery outcomes / meet the needs of their local population. We have been able to work exceptionally well together, due to our shared strategic aims and objective of supporting our teams in addressing the challenges faced by the health and social care system in Gwent with a particular focus on preventative care; working together to find new ways of meeting people’s needs and identifying ways of doing things more effectively and efficiently has led us to develop new ways of working.

Our service is our local approach to delivering the national plan and steps that we must take to get everyone to work together as a cojoined system to improve health and social care outcomes.

Partnership working with Newport - Our relationship / strategic partnership has been a critical success, primarily due to our shared core purpose of ensuring that our local population can continue to have safe access to good quality and sustainable services to meet their needs. We’ve worked on how our services can remain fit to meet the complexity and respond successfully to growing demands that are being placed on it and remain fit for the future through engagement with our staff, stakeholders, and service users.

Colleagues in Newport provide excellent role models as they help all the strategic partners in Gwent to plan/provide excellent health and social care. They provide remarkable strategic leadership not just by taking charge but by leading the partnership with support, with an emphasis on driving continual service improvement and ensuring all our workforce are fully supported/developed. In all my dealings they have always displayed excellent leadership and people management skills and always brings attention to detail to whatever they are leading on. We all love working with Newport 😊

11) The Way we Work: Resources (Finance & Workforce)

A. Our Financial Resources and How We Plan for the Future

The revenue outturn across the authority underspent against budget by £3.1m, after core budget contributions to and from reserves. Across Social Services, the overall outturn for 22/23 was £565k overspend on an £88m budget, split as follows:

Service Area	22-23 Budget (£)	Outturn (£)	Variance to Budget (£)
Children Services	28,206,827	30,481,539	2,274,712
Adult Services	59,263,696	57,896,129	-1,367,567
Prevention & Inclusion	924,841	583,043	-341,798
Total	88,395,365	88,960,711	565,346

The significant variances across each of the service areas can be found in the tables below.

Children Services Area of Spend	Outturn Variance to Budget (£000)	Final Variance against budget
Emergency Placements	1,733	Placements exceeded budget allocation. Some costs of up to £50k per week throughout the year. Gross cost of £3,478k offset by Eliminate and Radical reform grant income of £1,544.
Out of Area Residential	1,089	The budget was set to afford 15 placements. Placements have been higher than the budget throughout the year with final numbers of 22 at the end of March.
Legal Fees	316	Overspend largely due to 24-hour supervision of a family which has now ended.
CP Teams Care & Support Budgets	230	Taxi costs for Out of County placements currently in care proceedings and legal requirement to provide translation services.
In-House Residential Establishments	229	£27k new sewerage system, £51k property repairs due to damage caused. £120k staffing overspend at Forest Lodge due to 100% occupancy and complex cases (2 to 1 needed)
Pathways Children Looked After additional support	124	Increased costs of fuel/taxi fees and translation costs. Linked to the fuel and cost of living crisis. MTFP pressure accepted for 23/24
Disabled Childrens Team Care and support budget	122	Overspend is due to one placement which is costing c£17000 per week.
Oaklands Respite Service	96	£96k overspend due to 2 children living at the establishment as no suitable placements could be found. Therefore, exceeded staffing budgets.
Special Guardianship Orders (SGO's)	83	Despite the placements being under what the budget could afford (budgeted 218 placements but final numbers 202), the monthly package costs are increasing.
Leaving Care	-77	Total of 37 placements in 22-23 with weekly costs between £1355 and £1691. This was within the budget and resulted in a £77k saving.
Independent Fostering Agencies	-91	Numbers have been lower than what the budget can afford. Intention of the elimination of profit agenda is to decrease numbers placed with external agencies.

Children Services Area of Spend	Outturn Variance to Budget (£000)	Final Variance against budget
When I'm Ready	-141	Lower numbers than the budget can afford (12 against a budget of 33). Fewer young people accessed WIR arrangements and had needs met by adult services.
Youth Offending Team	-157	Staff secondment and high level of vacancies. Recruitment and retention issues.
Inter-agency Adoption Fees	-177	Placement meetings due in March were delayed until May resulting in an underspend in 22-23
In-House Foster Carers Fees	-184	Lower numbers than the budget can afford (204 in March, budget can afford 209). Difficulty recruiting and retaining foster carers, yet this is improving.
Child Protection and Family Support Teams	-325	savings from vacant posts (social workers/team manager), reduced hours, maternity leave not being covered, funding from the regional integrated fund and staff secondment income.
Unaccompanied Asylum Seekers Grant	-344	There is a standard fee paid for each UASC and income exceeds the costs incurred. The Home Office do not request repayment.
Children & Families Management a/c	-362	Head of Service and Service manager post charged to grants
Other variances but not significant	110	
TOTAL CHILDREN SERVICES OVERSPEND	2,274	

Adult Services Area of Spend	Outturn Variance to Budget (£000)	Explanation of main variances against outturn and budget
Community Care Packages	1,677	Budget realignment has been done for 23-24 but main reason for overspend is the number and cost of residential packages in 22-23. The budget was uplifted by 11% however providers demanded uplifts of 15% and over linked to the Cost of Living crisis.
Community Care Income	-2,028	Budget realignment has been done for 23-24. Linked to the comment above about overspends on the cost of packages, service users who are able to pay for their package in full were also paying higher fees than budgeted so the overspends on packages were offset by surplus income.
In-House Residential Establishments (net of income)	74	Covering staff sickness across the homes resulted in overspends however the income exceeded target as more residents are full payers.
Training Budget	-69	Underspend on core due to transferring eligible training costs to the SCWWDP (Social Care Wales Workforce Development Programme) grant.
Centrica Lodge Respite Service	-112	£63k surplus income than budgeted due to other authorities occupying beds for a full year plus a £51k saving on the contract due to occupancy levels.

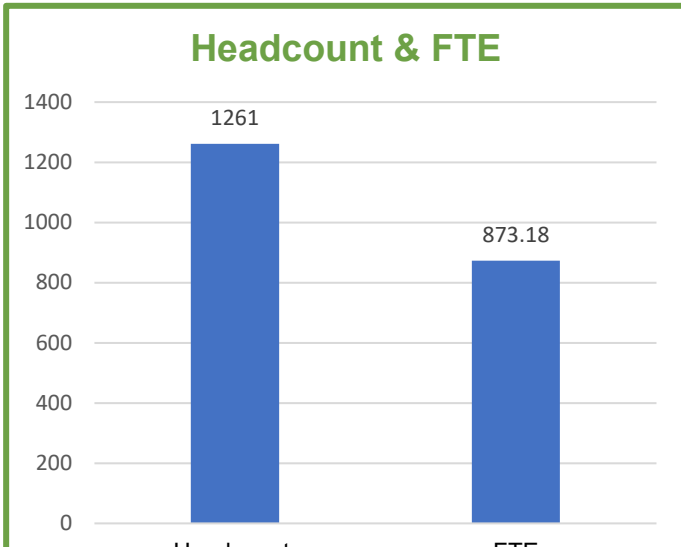
Adult Services Area of Spend	Outturn Variance to Budget (£000)	Explanation of main variances against outturn and budget
Frailty Pooled Budget	-125	Lower contribution to regional pool needed in 22/23
Adult Management A/c	-217	£164k FNC Grant from WG relating to 17-18 is not being repaid. £92k worth of grant income has also been used against management posts
Short Breaks	-285	Large underspend due to staff vacancies in advance of MTFP saving in 23-24.
Social Work Teams	-287	Winter pressures funding notified in March towards staffing costs. Also, additional vacancies which were not covered.
Other insignificant variances	-347	
TOTAL ADULT SERVICES UNDERSPEND	-1,368	

Prevention & Inclusion Area of Spend	Outturn Variance to Budget (£000)	Explanation of main variances against outturn and budget
Youth Service Core	-129	Youth Core - Base budget included approx. £110k of additional budget, only part of which was committed in 22/23. Delivery Manager post vacant most of year (£44k)/ transfer causals to Youth Support Grant (£15k)/Misc. £14k (fees, training and equipment)
P & I Management A/c	-86	Service Manager post was charged to the CCG grant
Private Sector Housing	-24	Additional capital contribution
Early Years	-71	Transfer of salaries (£19k) and other expenditure (£30k) to CCG grant also additional income for management of SHEP contract (£10k)
Other - no significant variance	-32	
TOTAL P & I UNDERSPEND	-342	

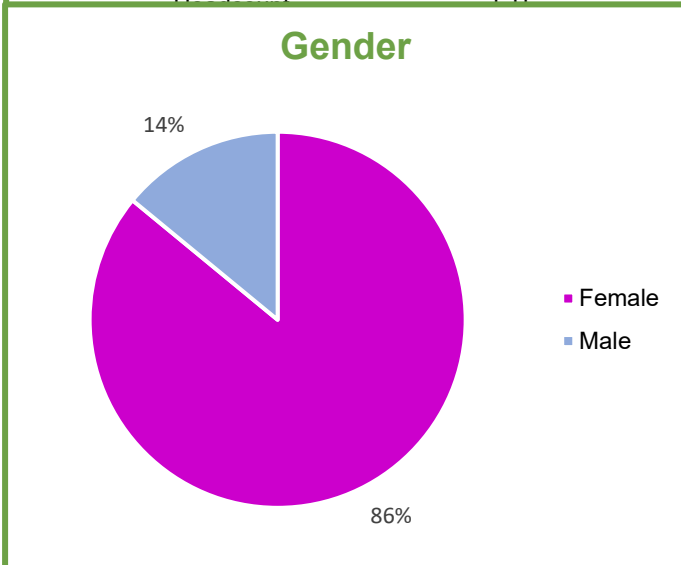
The council continues to work collaboratively with regional partners to maximise the use of regional resources to develop services within Newport. The annual budget in 2022/23 for social services was £88.4m. There is a well-developed financial management process in place across service areas that supports the medium-term financial plan and enables the identification and management of budget risks.

B. Our Workforce (Social Services Directorate)

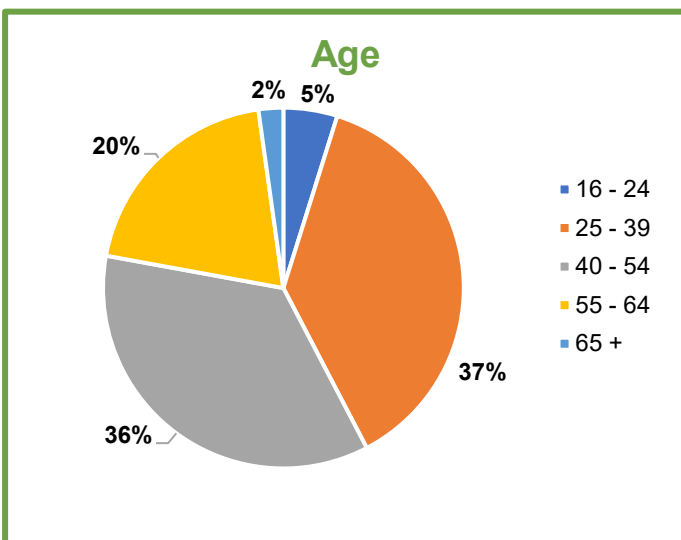
All data is accurate as of 31st March 2023.



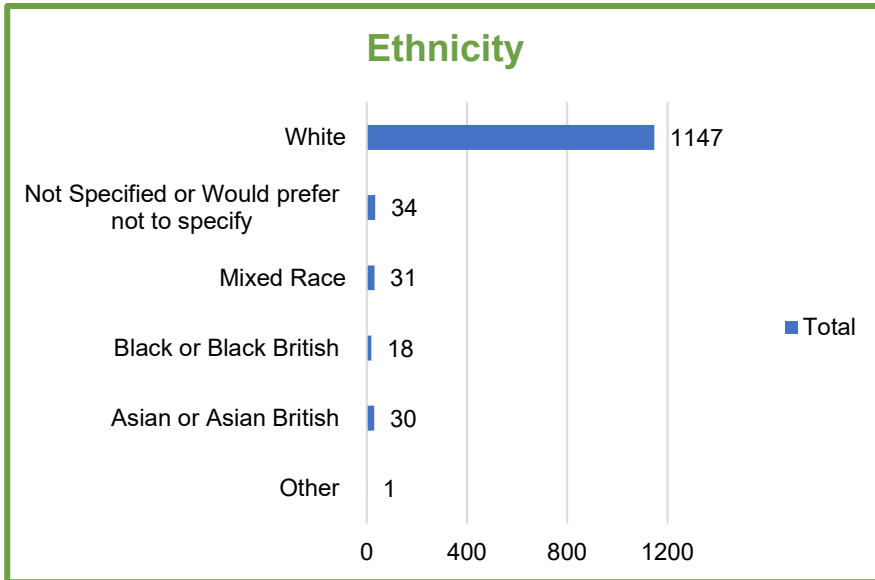
The current headcount of the three service areas (Adult Services, Children Services and Prevention and Inclusion) is 1,261. This headcount is equivalent to 873.18 full time equivalent (FTE) employees, linked to flexible working practices such as part time working and job-share arrangements.



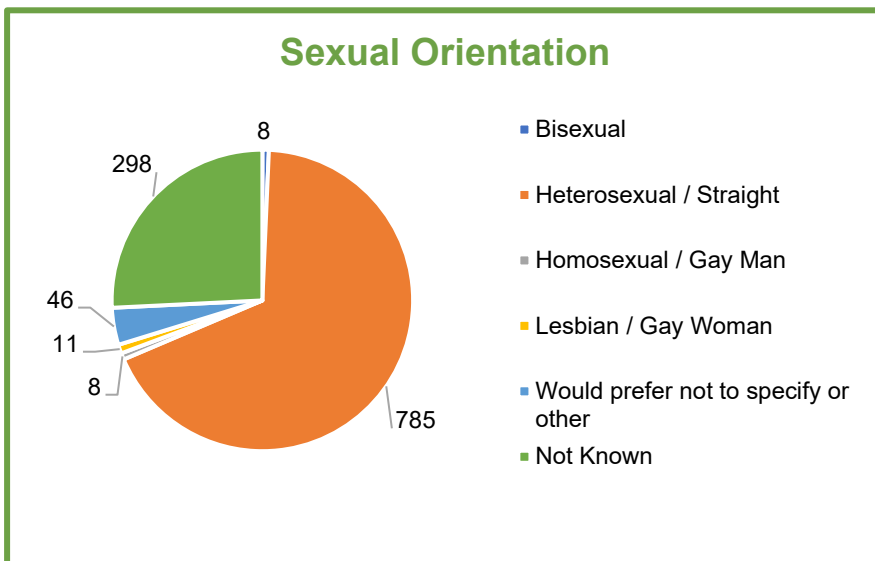
The gender make-up of Social Services is 86% female and 14% male.



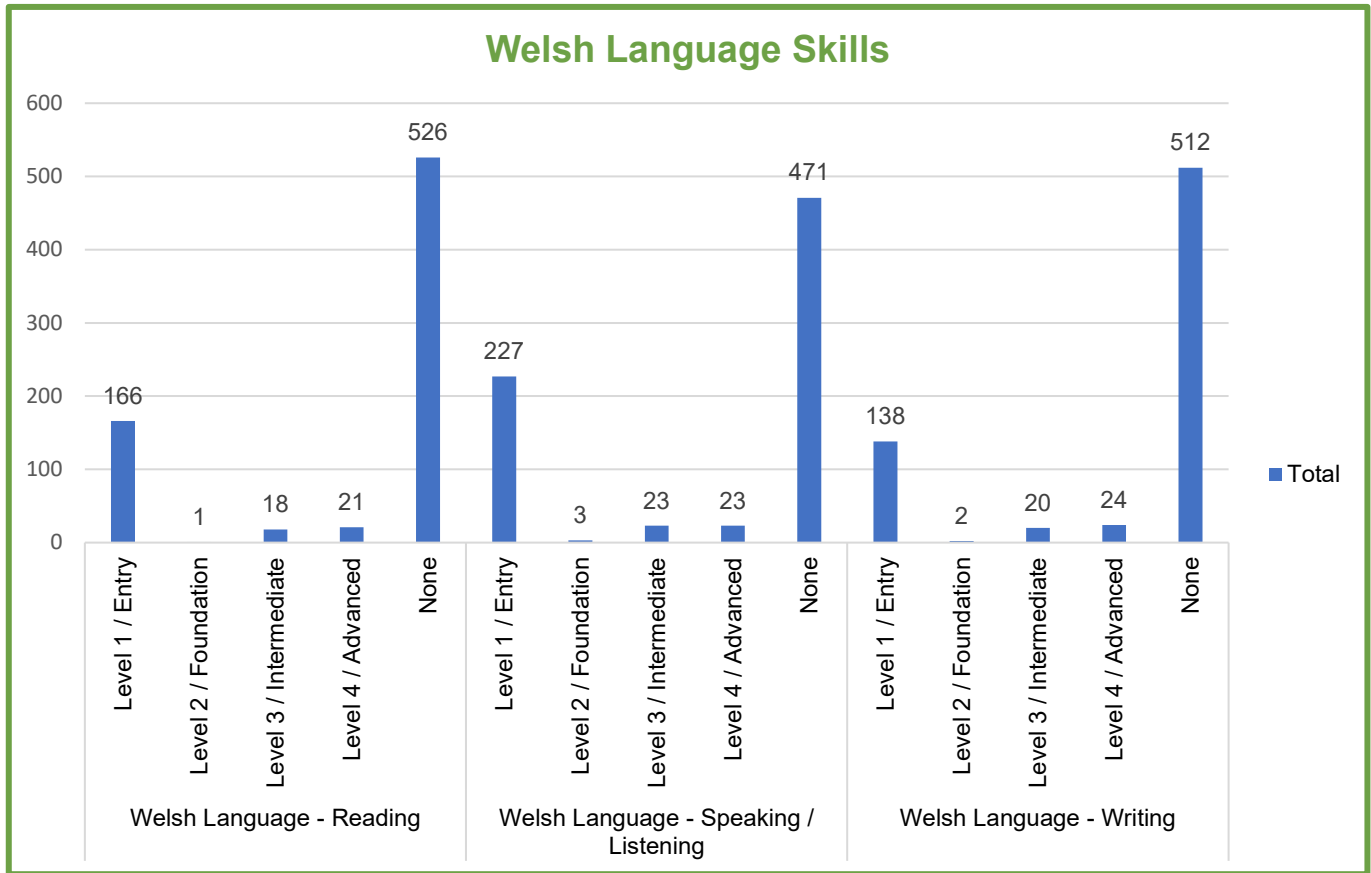
The chart demonstrates that 5% of the workforce within Social Services falls in the 16-24 age bracket, 37% within the 25-39 age bracket, 36% in the 40-54 age bracket, 20% in the 55-64 age bracket and 2% of staff are aged over 65.



The graph demonstrates that the majority of the Council’s workforce within Social Services is of White ethnicity (1147 headcount), but there are staff that are of Black (18 headcount), Asian (30 headcount) and mixed race (31 headcount) ethnicities. A total of 34 employees did not specify their ethnicity during onboarding, or would prefer not to disclose this information. This data has been presented at directorate level only, to be compliant with GDPR legislation.

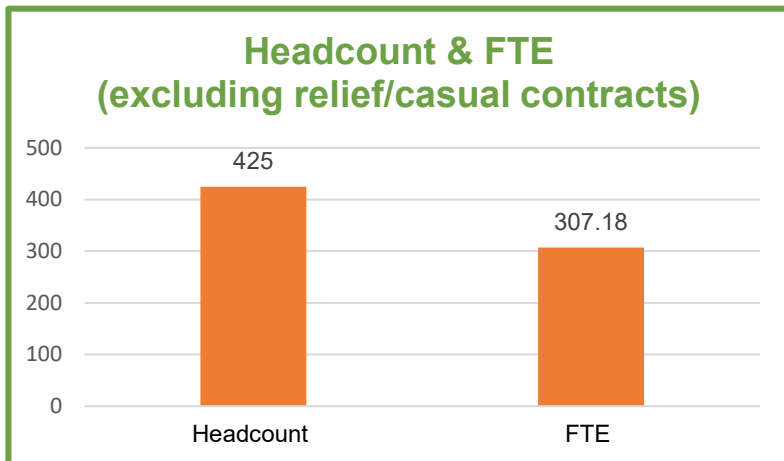


The graph demonstrates that for 298 members of staff employed within Social Services their sexual orientation is not known, 785 staff members identify to be heterosexual male or female and 46 members of staff preferred not to disclose their sexuality. 8 members of staff identified as a gay man, 11 members of staff as a lesbian/gay woman and 8 members of staff as bisexual. This data has been presented at directorate level only, to be compliant with GDPR legislation.

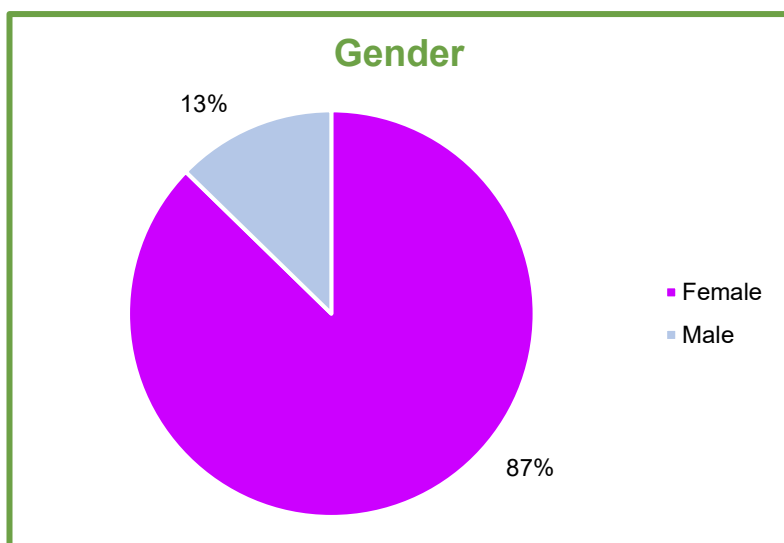


The graph demonstrates that majority of staff within Social Services do not have any Welsh language skills. 21 employees have advanced Welsh language reading ability, 23 employees having advanced Welsh language speaking/listing ability and 24 employees having advanced Welsh language writing ability.

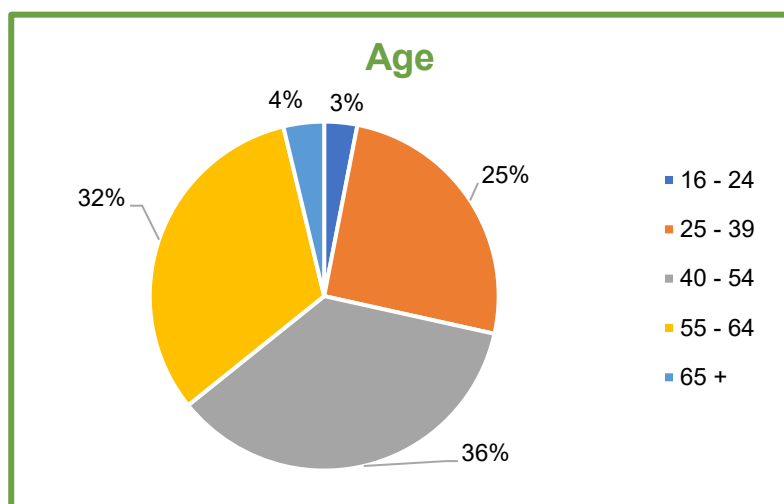
ADULTS SERVICES



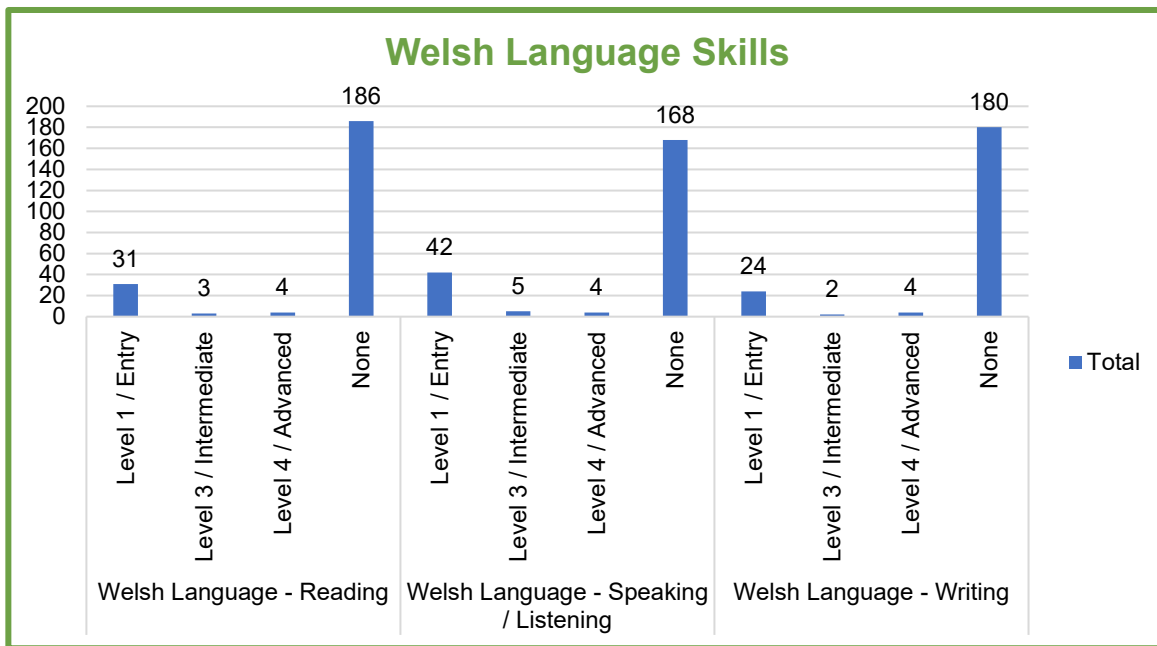
The current headcount of Adult Services is 425 employees. This headcount is equivalent to 307.18 full time equivalent employees, linked to flexible working practices such as part time working and job-share arrangements.



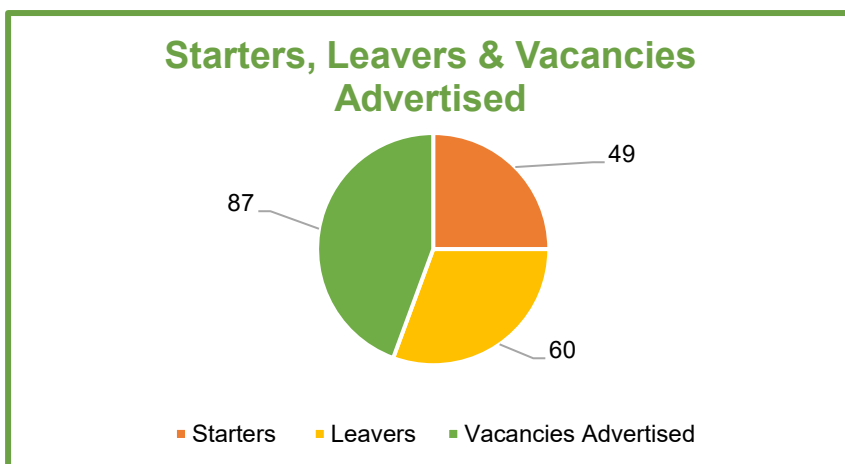
The gender make-up of Adult Services is 87% female and 13% male.



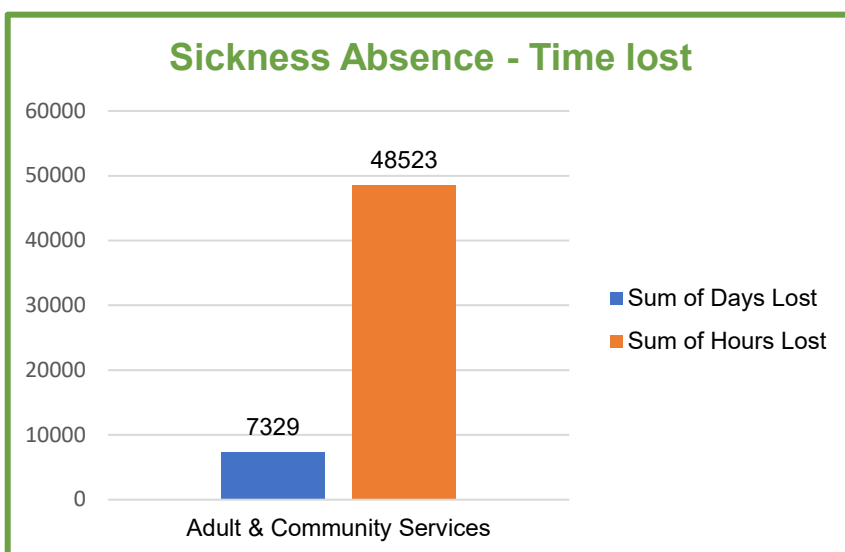
The pie-chart demonstrates that 3% of the workforce within Adult Services falls in the 16-24 age bracket, 25% within the 25-39 age bracket, 36% in the 40-54 age bracket, 32% in the 55-64 age bracket and 4% of staff are aged over 65.



The graph demonstrates that majority of staff within Adult Services do not have any Welsh language skills. 4 employees have advanced Welsh language reading, speaking/listening ability and writing ability.

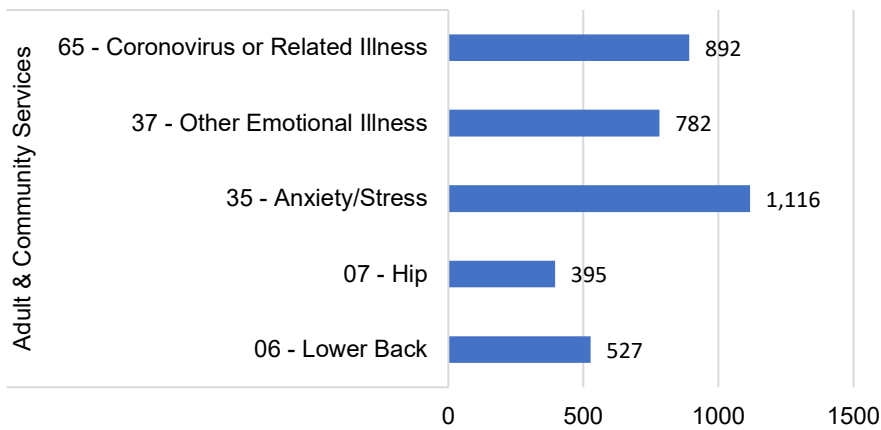


Within Adult Services, between 1st April 2022 – 31st March 2023, there were 87 vacancies advertised via Newport City Council’s website. There were 60 employees that left their role within Adult Services during the same period, and 49 employees that started a new role.



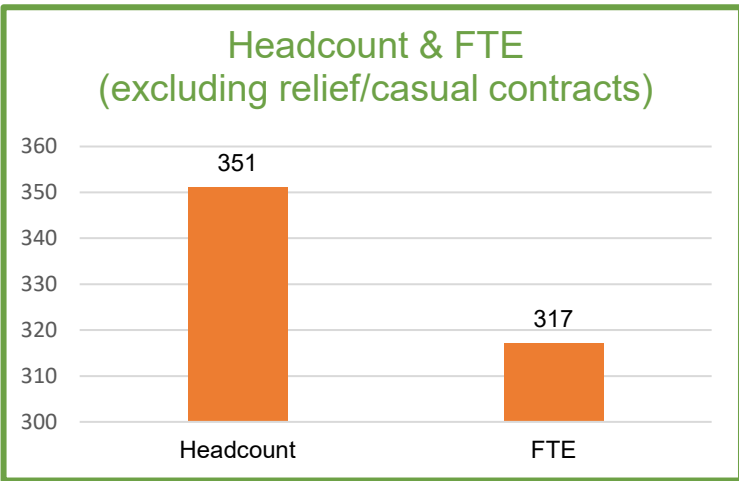
Within Adult Services, between 1st April 2022 – 31st March 2023, a total of 7329 days were lost via sickness absence, which equates to 48,523 hours lost.

Days Lost per Absence Reason - Main Absence Reasons

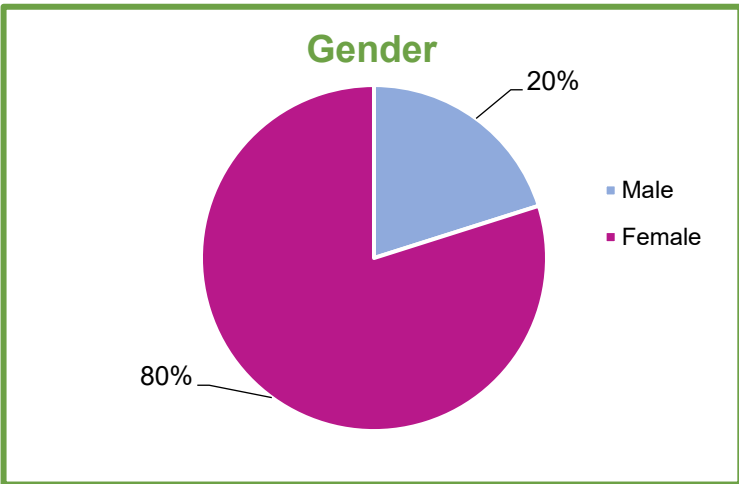


The graph identifies the main reasons for sickness absence within Adult Services, between 1st April 2022 – 31st March 2023. The main cause of sickness absence is linked to anxiety and stress which totalled 1,116 days lost. The other main causes of sickness absence were coronavirus or related illness (892 days lost), other emotional illnesses (782 days lost), lower back (527 days lost) and hip (395 days lost).

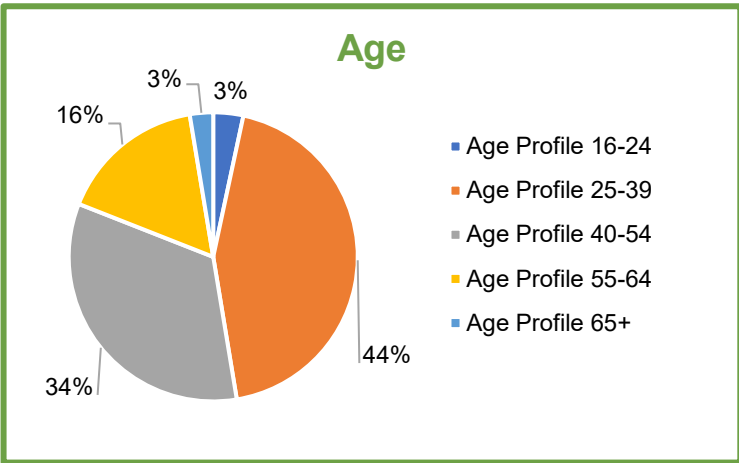
CHILDREN'S SERVICES



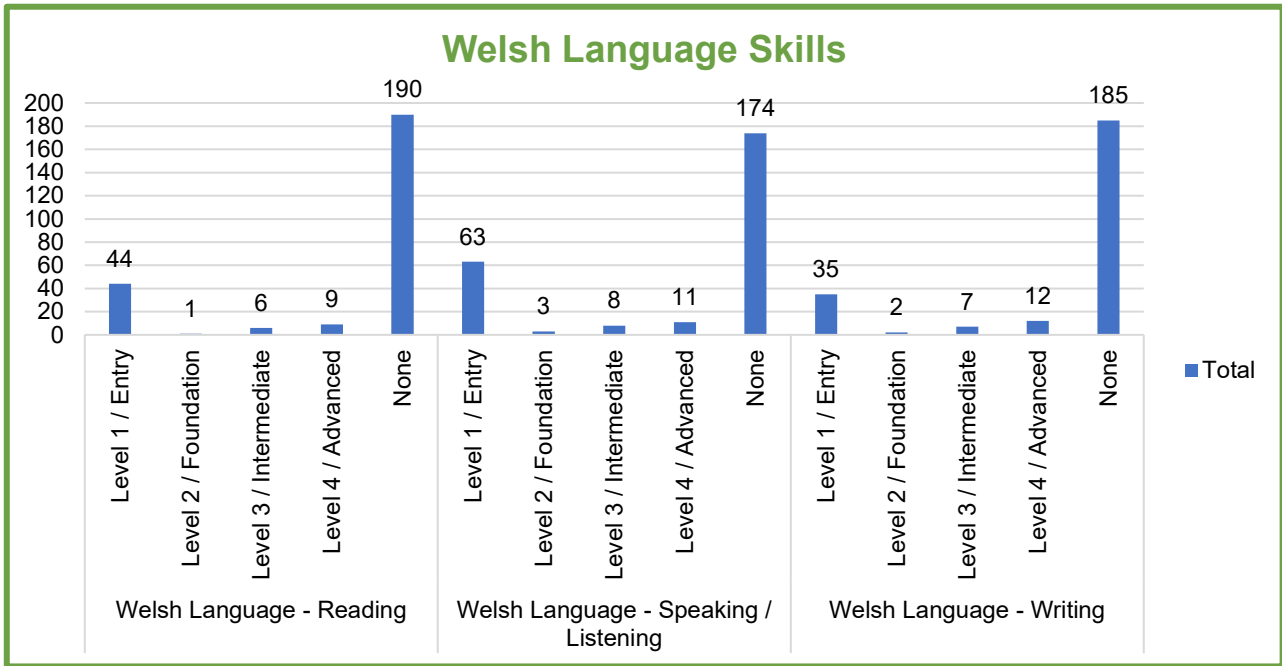
The current headcount of Childrens Services is 351 employees. This headcount is equivalent to 317 full time equivalent employees, linked to flexible working practices such as part time working and job-share arrangements.



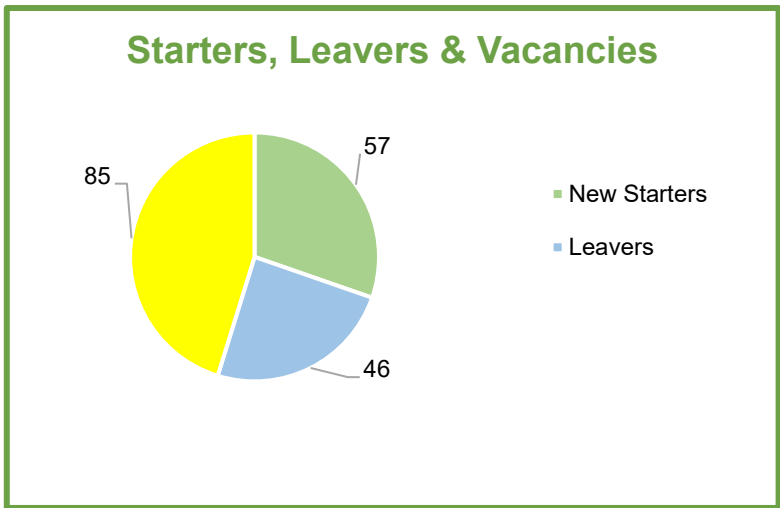
The gender make-up of Childrens Services is 80% female and 20% male.



The pie-chart demonstrates that 3% of the workforce within Childrens Services falls in the 16-24 age bracket, 44% within the 25-39 age bracket, 34% in the 40-54 age bracket, 16% in the 55-64 age bracket and 3% of staff are aged over 65.

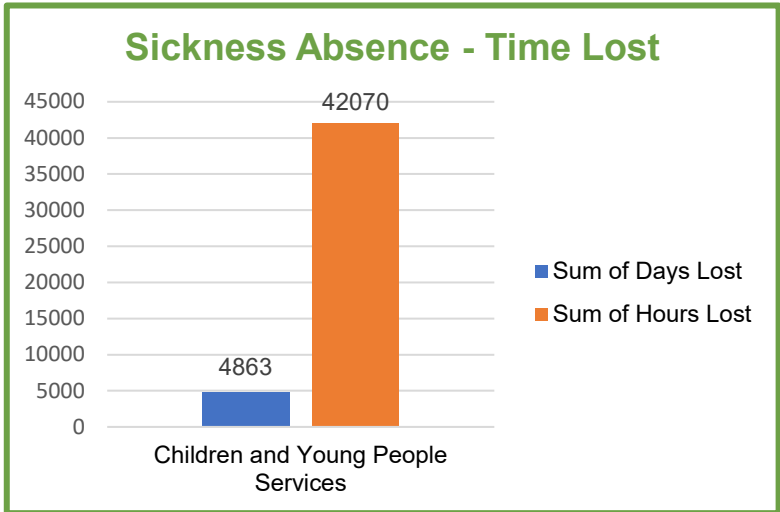


The graph demonstrates that majority of staff within Childrens Services do not have any Welsh language skills. A small number of employees have advanced Welsh language reading (9 employees), speaking/listing ability (11 employees) and writing ability (12 employees).



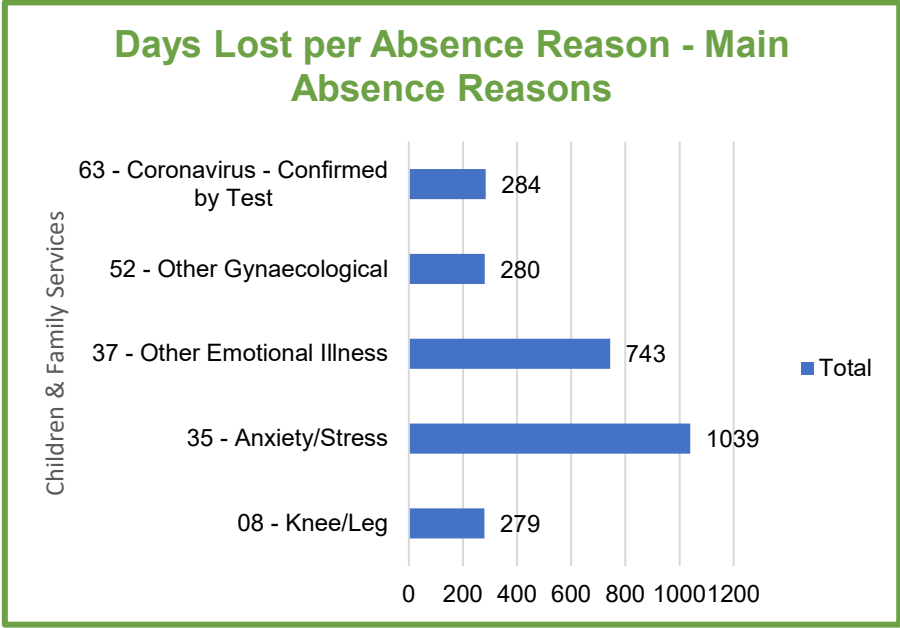
Within Childrens Services, between 1st April 2022 – 31st March 2023, there were 85 vacancies advertised via Newport City Council’s website.

There were 46 employees that left their role within Childrens Services during the same period, and 57 employees that started a new role.



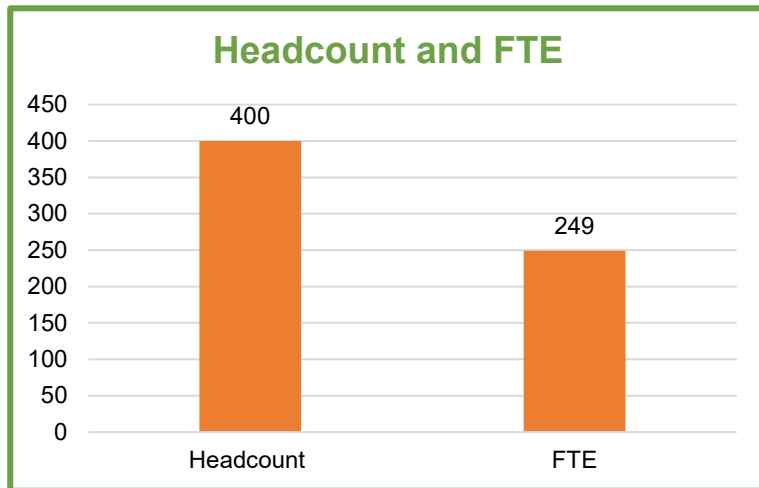
Within Childrens Services, between 1st April 2022 – 31st March 2023, a total of 4863 days were lost via sickness absence, which equates to 42,070 hours lost.

Days Lost per Absence Reason - Main Absence Reasons

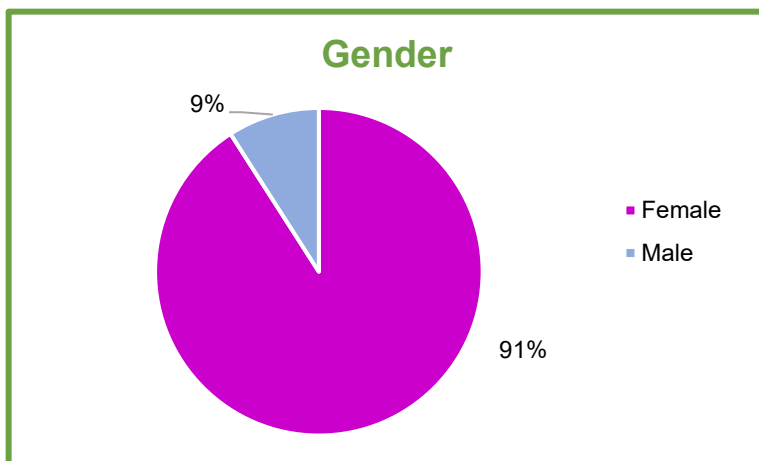


The graph identifies the main reasons for sickness absence within Childrens Services between 1st April 2022 – 31st March 2023. The main cause of sickness absence is linked to anxiety and stress which totalled 1039 days lost. The other main causes of sickness absence were other emotional illnesses (743 days lost), Coronavirus (284 days lost), gynaecological illnesses (280 days lost) and knee/leg (279 days lost).

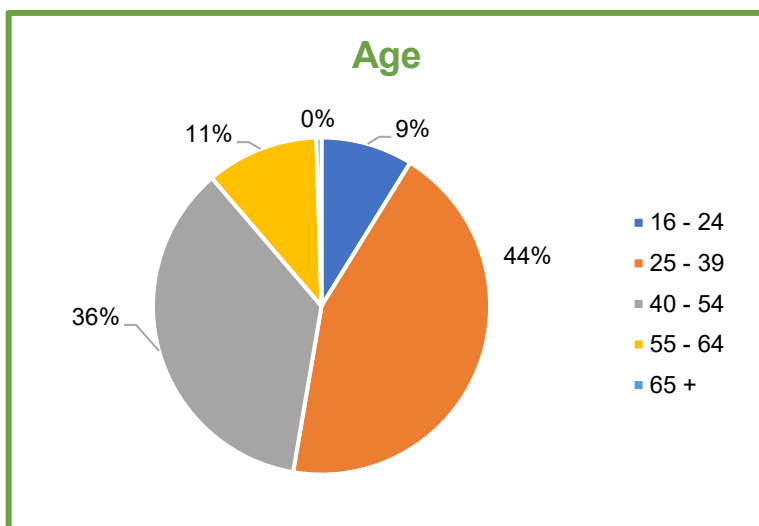
PREVENTION AND INCLUSION



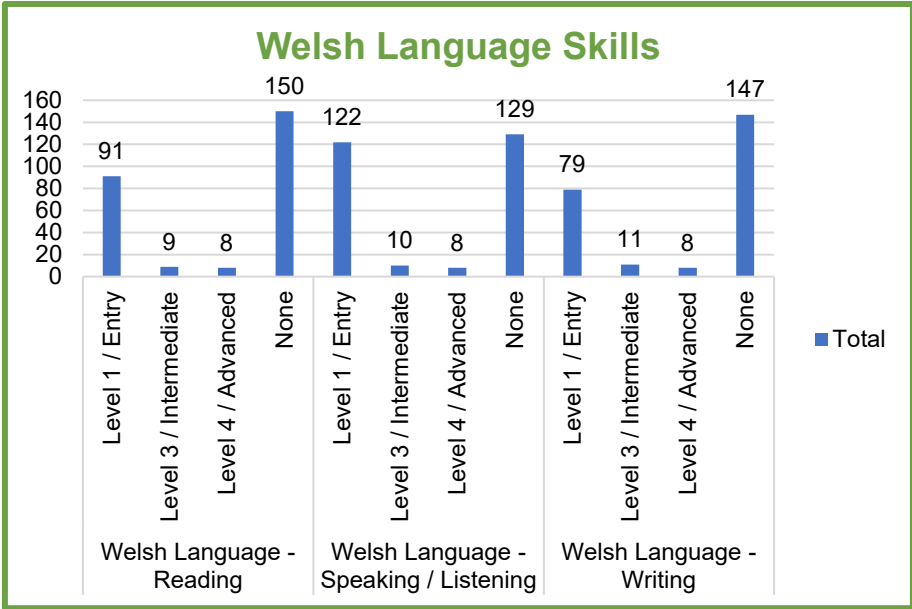
The current headcount of Prevention and Inclusion is 400 employees. This headcount is equivalent to 249 full time equivalent employees, linked to flexible working practices such as part time working and job-share arrangements. Casual and relief members of staff have been included in this summary, as large parts of the team are reliant on seasonal and casual staff, due to the nature of the work.



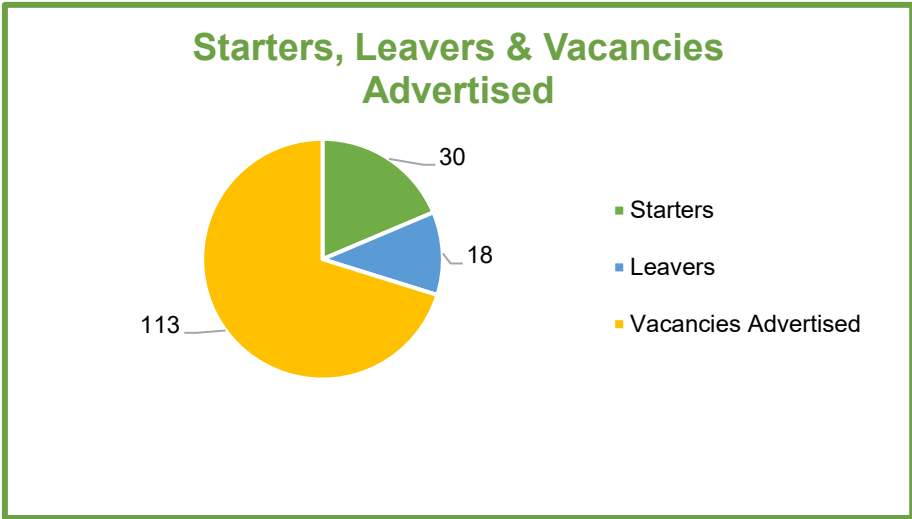
The gender make-up of Prevention and Inclusion is 91% female and 9% male.



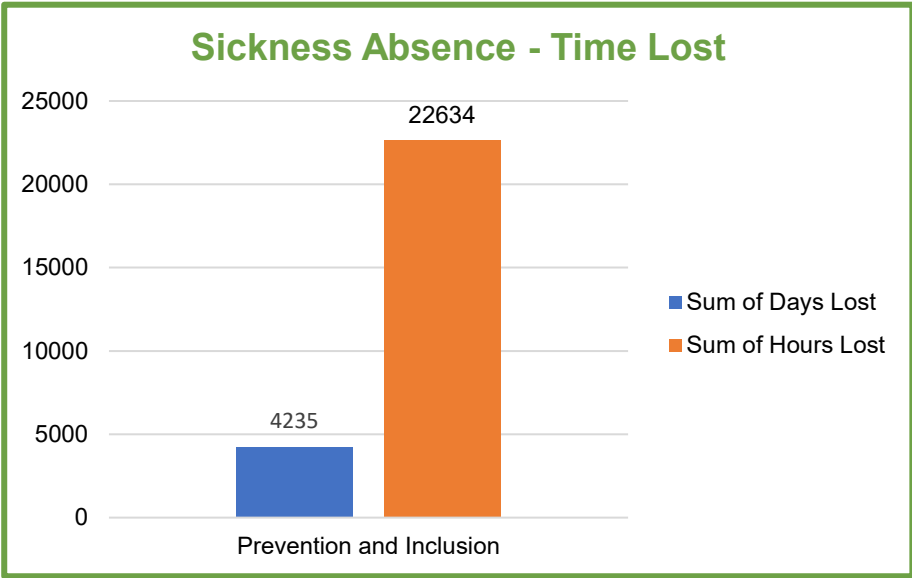
The pie-chart demonstrates that 9% of the workforce within Prevention and Inclusion falls in the 16-24 age bracket, 44% within the 25-39 age bracket, 36% in the 40-54 age bracket, 11% in the 55-64 age bracket and 0% of staff are aged over 65.



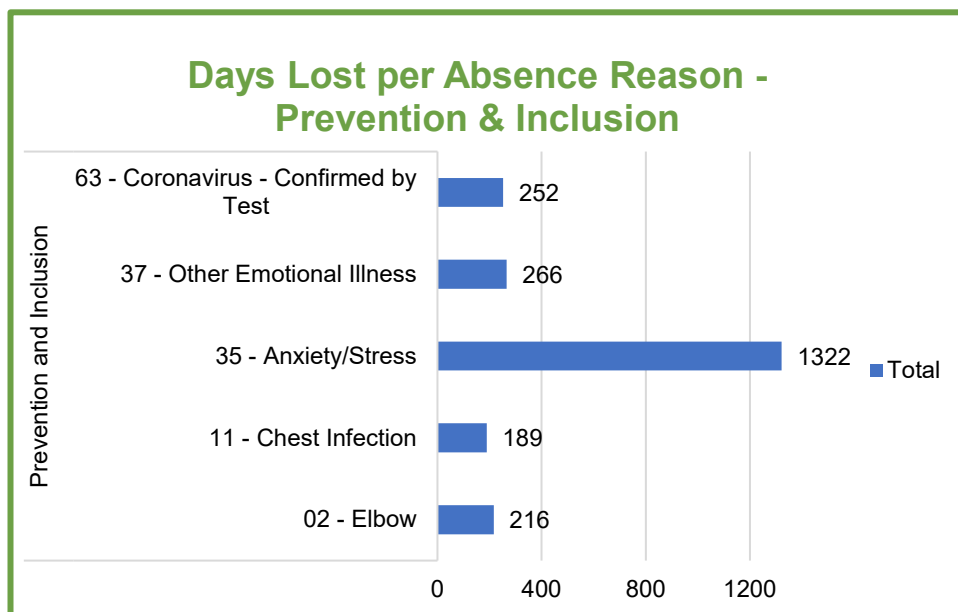
The graph demonstrates that majority of staff within Prevention and Inclusion do not have any Welsh language skills or have entry level Welsh language skills. 8 employees have advanced Welsh language reading, speaking/listing ability and writing ability.



Within Prevention and Inclusion, between 1st April 2022 – 31st March 2023, there were 113 vacancies advertised via Newport City Council’s website. There were 30 employees that left their role within Prevention and Inclusion during the same period, and 18 employees that started a new role.



Within Prevention and Inclusion, between 1st April 2022 – 31st March 2023, a total of 4235 days were lost via sickness absence, which equates to 22,634 hours lost.



The graph identifies the main reasons for sickness absence within Prevention and Inclusion, between 1st April 2022 – 31st March 2023. The main cause of sickness absence is linked to anxiety and stress, which totalled 1322 days lost. The other main causes of sickness absence were other emotional illnesses (266 days lost), Coronavirus (252 days lost), elbow (216 days lost) and chest infections (189 days lost).

i. Performance Management

Within Newport City Council, there is an established performance management system, which is undertaken via iTrent. This system supports performance management through check ins, setting performance and personal objectives and focussing on employee wellbeing, in line with the Council's Wellness at Work Policy. The check in function allows managers to select conversation types, based on traditional check-ins, probation conversations, performance improvement reviews, wellbeing needs or Social Services Supervision processes.

The Social Services Supervision process is outlined in the Social Services Supervision Policy and should be used by those staff in Social Services that are covered by the agreed supervision policy only. The use of the iTrent system for recording is a shift from previous custom and practice, and there have been challenges across the services in embedding the use of iTrent as a tool. This has resulted in the current data available not being an accurate reflection of the performance management being undertaken across the service areas, but this should improve in the future.

ii. Development

Each year, there is an opportunity for staff working within Social Services to apply for sponsorship, to undertake a Social Work Degree, via the Open University, alongside their role within Newport City Council. Currently, there are three employees being sponsored in their first year of qualification, five employees in their second year of qualification and three employees in their third year of qualification.

Consideration is being given to additional development streams, to encourage more staff to enter Social Work roles in future years, such as the Social Care Wales accredited Social Services Practitioner qualification, which is one year in length, but on completion gives students the equivalent qualification and experience of the first year of the Social Work Degree.

There are currently 15 employees in Childrens Services undertaking the All Wales Induction Framework and currently 16 employees in Adults Services undertaking the Qualifications and Credit Framework, Level 3 in Health and Social Care.

Within Prevention and Inclusion, four members of staff have been supported through a Level 2 Qualification, twenty members of staff Level 3 Qualification, four members of staff through a Level 4 Qualification and six members of staff through a Level 5 Qualification, between 1st April 2022 and 31st March 2023.

iii. Workforce Planning

The Corporate HR Team supports Heads of Service and Service Managers in embedding workforce planning activities, as part of the day-to-day business. A formal analysis of workforce planning data takes place annually, to support in guiding these activities and enabling decision making.

In addition, each service is supported by the Social Services Workforce Development Team, to complete a Training Needs Analysis (TNA), prior to the start of the financial year. The TNA is informed by the monitoring matrix, which tracks the training that employees have undertaken, whether required for qualification and registration, to meet the specific needs of the service identified in the Statement of Purpose, or as required by Newport Council for its managers and employees.

Each member of the team has regular supervisions and an annual appraisal, at which their individual development and training requirements are identified. The TNAs are considered by our Social Care Workforce Development Team who deliver or commission any specialist training required. Training is booked and takes place in work time. Certificates received following training/qualification are saved on file.

iv. Workforce Challenges

- Local Authority Budgets in relation to staffing.
- National Skills shortage of Social Worker positions.
- Sickness/burnout of employees.
- Retention (agency jobs have higher rates of pay).

12) The Way we Work: Involvement and Engagement

As described on page 17 Social Services has several mechanisms for involvement and engagement. Our work with citizens directly drives innovation and development. Many of the initiatives of the past year have started with national statutory changes and shifts in policy direction. The Programme for Government, the work of the Regional Partnership Board, the changes in family justice and our engagement with research heavily influence developments. Those developments are then in turn given vigour and momentum with the engagement of some of those we support, our staff and our partners.

Daily social care staff support individuals to bring about positive change and to over time move away from involvement with statutory agencies. Throughout this report there are examples of this type of involvement and while many of these changes will be small they amount to life changing shifts for the individuals and their families.

Service Case Study – Support for Unaccompanied Asylum-Seeking Children

Childrens Services has maximised the effectiveness of the grant funding available for UASC (Unaccompanied Asylum-Seeking Minors) by creating a specialist UASC team within Newport. An experienced team manager is building a team dedicated to this specialist area and she is providing a confident approach to the combination of care planning and immigration law that this area of work requires.

In addition, a Project Manager post has been created to support the team's development and to promote regional working across Gwent.

These new posts have driven a step change in the work that is undertaken locally and regionally with UASC. We are working in a more collaborative way with other agencies, and we hope this is reflected in more effective working and better outcomes for our young people. A more confident approach to working with the Home Office has ensured that age challenges are managed, asylum claims are submitted in a timely manner and funding is claimed. We are supporting workers across Wales, and Gwent is now seen as leading the way in terms of a regional approach to UASC work.

However, the outcome that we are most pleased about is that our partners have fed back that the young people who have recently arrived have developed enough trust and sense of safety to start to engage with other activities months ahead of previous arrivals. Whilst plenty of challenges remain, we are proud of that!

Individual Case Study – Support for Unaccompanied Asylum-Seeking Children

Child A (age 16)

This young person fled his home country after religious extremists seeking his father in connection with work he had done for the western military, said they would take him instead. He travelled to the UK over a period of months and describes two severe beatings from police along the way. One of these beatings has left his feet scarred. He entered the UK via the port at Kent and was part of the Home Office's compulsory National Transfer Scheme.

He has settled in semi-independent accommodation and is focused on learning English so he can continue to study and get into tertiary education. He is frustrated that opportunities to attend college are limited and the childcare team is working to create more ESOL time so he can learn English at a rate that suits him. Joining a local sports club has provided friendships with young people from his home country, as well as the opportunity to integrate into a wider group of young people.

He has made his claim for asylum and is awaiting the outcome. (98% of claims from his home country are successful).

Individual Case Study – Support for Unaccompanied Asylum-Seeking Children Children B (age 15) and C (age 15)

These two young people have both been accepted by Newport in order that they might live with or near close family members. This enables them to benefit from family support which is rare for unaccompanied minors. Child B has been placed with a family member following a successful assessment. Child C is living with foster carers as he is unable to live with his family member but contact between the two is being encouraged.

Child D (age 16)

Child D arrived in Newport having travelled here from his home country in the backs of lorries. He arrived with no possessions, wearing only a T shirt, tracksuit bottoms and flip flops. He was dazed and unclear where he was, having not eaten or drunk for some time. He described receiving beatings from the traffickers on the way. After a shower, some warm clothes and a meal he started to adjust to his new surroundings.

A few months on he is trying to learn English as fast as he can so he can access tertiary education. He has developed good relationships with staff but is struggling with his mental health and experiencing anxiety when away from home. His asylum claim is logged, and he is awaiting an interview with the Home Office.

13) The Way we Work: Adult Services Priorities 23/24

Objective 1 - Supporting individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.

Objective 2 - Ensure safeguarding arrangements for adults and their carers remain robust and NCC remains compliant with the Social Services and Well-being Act.

Objective 3 - Continue developing and improving the sustainability of adult services through a co-production model with providers, service users and carers to meet our statutory duties, and future demands based upon Population Needs Assessment.

14) The Way we Work: Children Services Priorities 23/24

Objective 1 – Deliver effective services to support children to safely remain with their families.

Objective 2 – Improve outcomes for children in care and care leavers including a focus on safe reunification.

Objective 3 – Ensure a range of placements are available for children looked after.

Objective 4 – Prevent offending and re-offending by children and young people.

15) The Way we Work: Prevention & Inclusion Priorities 23/24

Objective 1 - Deliver effective early intervention and preventative services for children, young people and families to remain in their own communities.

Objective 2 - Deliver an appropriate range of inclusive early intervention and preventative services to meet the needs of children, young people and families.

Objective 3 - Support families to lead emotionally healthy and happy lives in their communities.

Objective 4 - Improve outcomes for children, young people and families building self-worth. Working with strengths based and trauma informed approaches.

16) How to Contact us

We welcome your views on this report, Social Services plans for the future and how it did last year. We would also like to know how you; your family and your community have been affected by our work to improve the services that we deliver. More specific information on Newport's Social Services can be found via <https://www.newport.gov.uk/en/Care-Support/Care-and-Support.aspx>

Also, if you are concerned about a member of your family, friends and neighbours (including children), you can email us on info@newport.gov.uk or telephone (01633) 656656. Emergencies outside of normal office hours are:

Freephone: 0800 328 4432

Minicom: 0800 587 9963

Fax: 01495 767057

Ways to get in touch:

Newport City Council Website: www.newport.gov.uk



Download the My Newport App to your Smartphone device.
Available on Apple and Android devices.



Twitter - [@NewportCouncil](https://twitter.com/NewportCouncil)



Facebook – www.facebook.com/NewportCityCouncil



Email: info@newportcouncil.gov.uk



Telephone – (01633) 656 656 between 8.00am and 6.00pm Monday to Friday



Text – NCC followed by your message to 60777

Minicom – (01633) 656 657



Write to Newport City Council, Civic Centre, Godfrey Road, Newport NP20 4U.



WG Checkpoint

NCC Adult Services

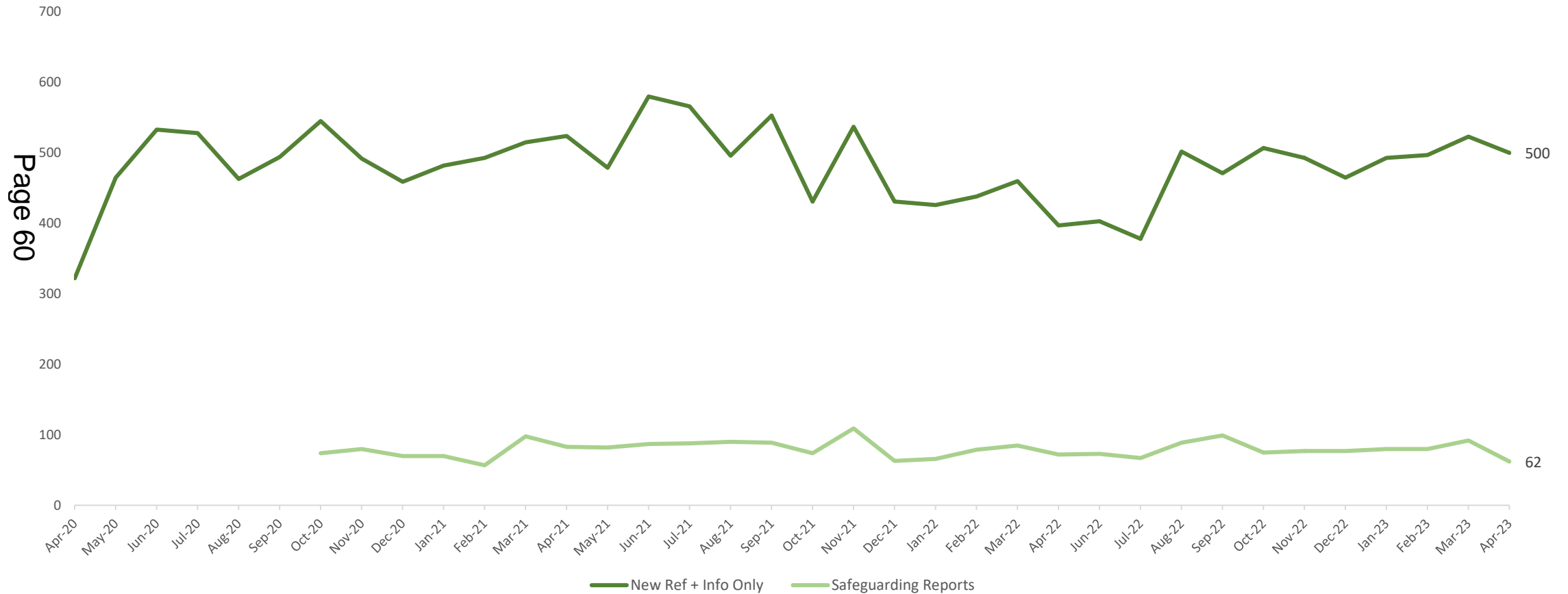
April 2023





Referral + Info only*, Safeguarding Reports

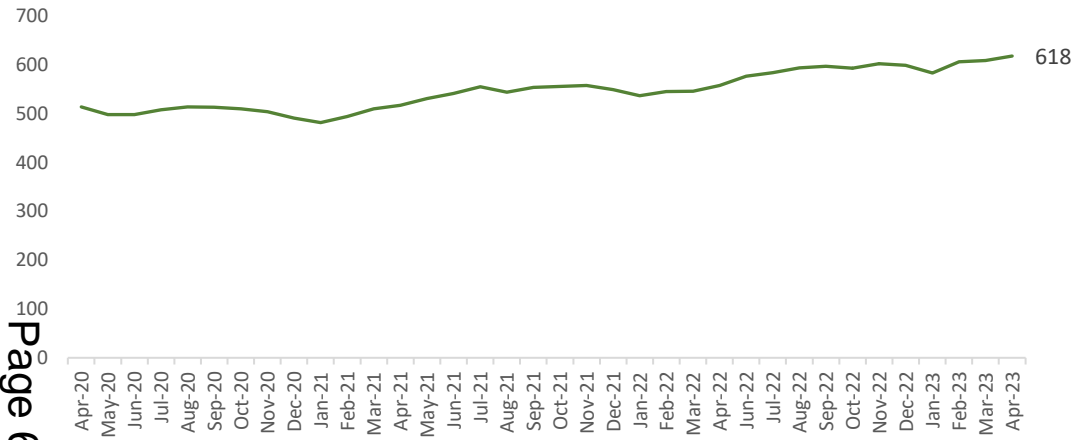
Totals Per Calendar Month



*Info Only data available from 1 Apr 2022 onwards

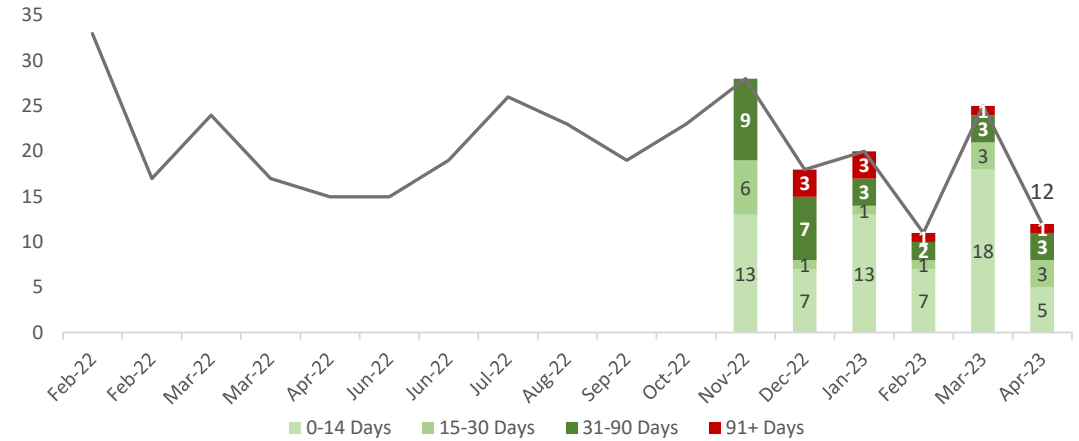
Receiving Residential Care

@ Sample Date (EOM)



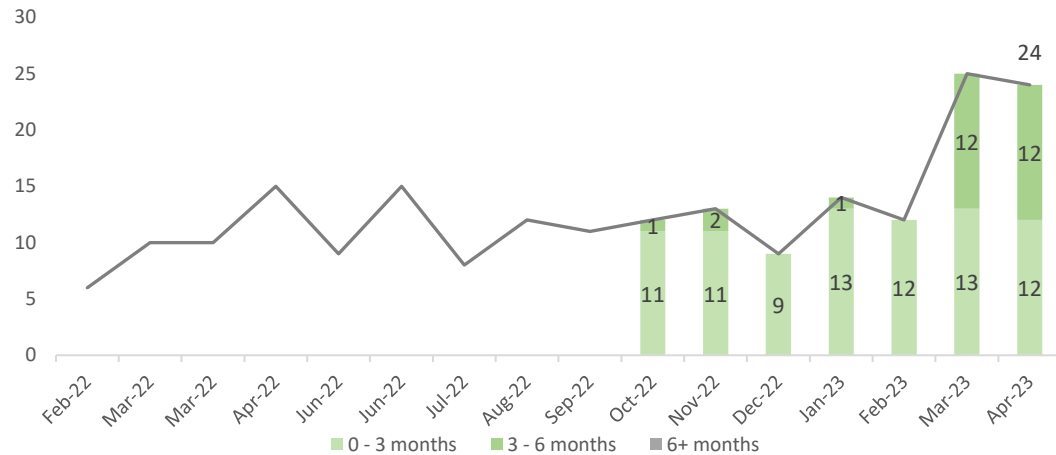
Waiting For Care Home

@ Sample Date (EOM July 22 onwards)

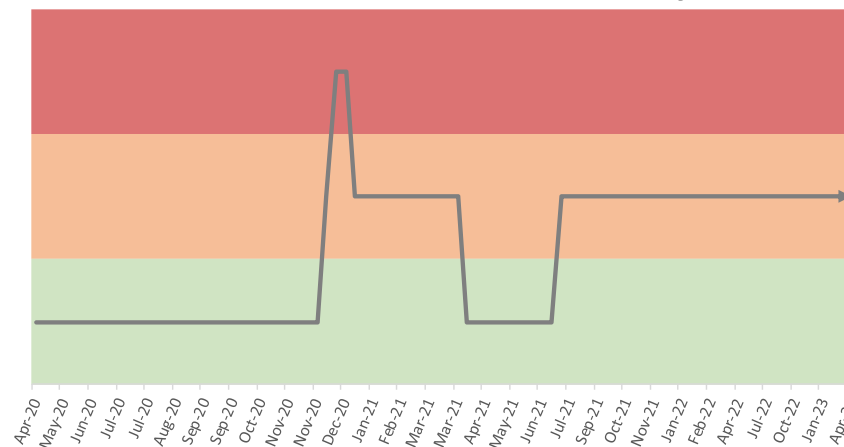


In Temporary Accommodation

@ Sample Date (EOM July 22 onwards)



Status History

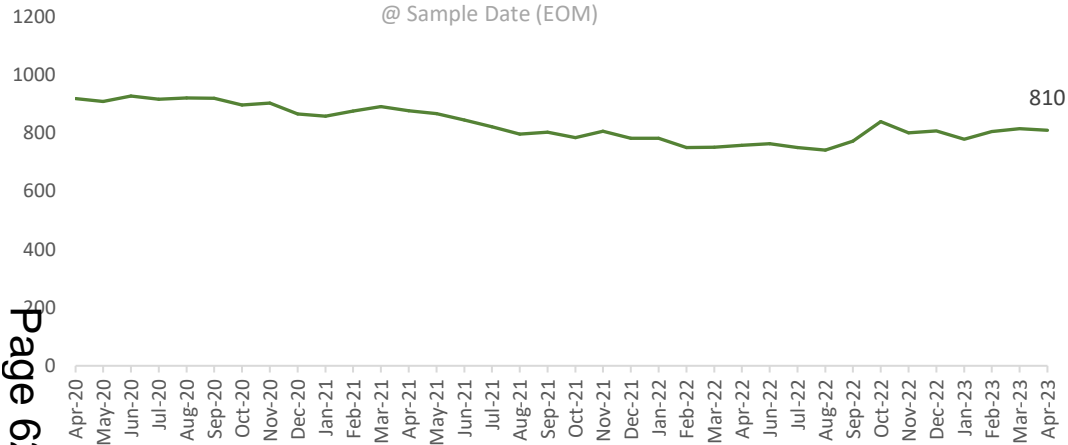


Current Status :
Amber (↔)
Comment :
Improvement on capability of placing service users. Majority of residential waitlist is 30 days or less

Domiciliary

Receiving Domiciliary Care

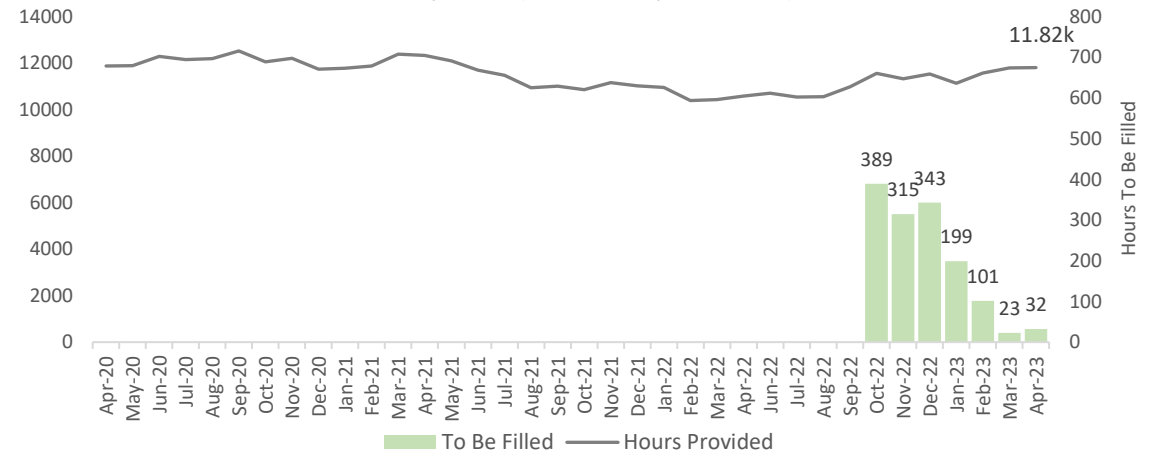
@ Sample Date (EOM)



Page 62

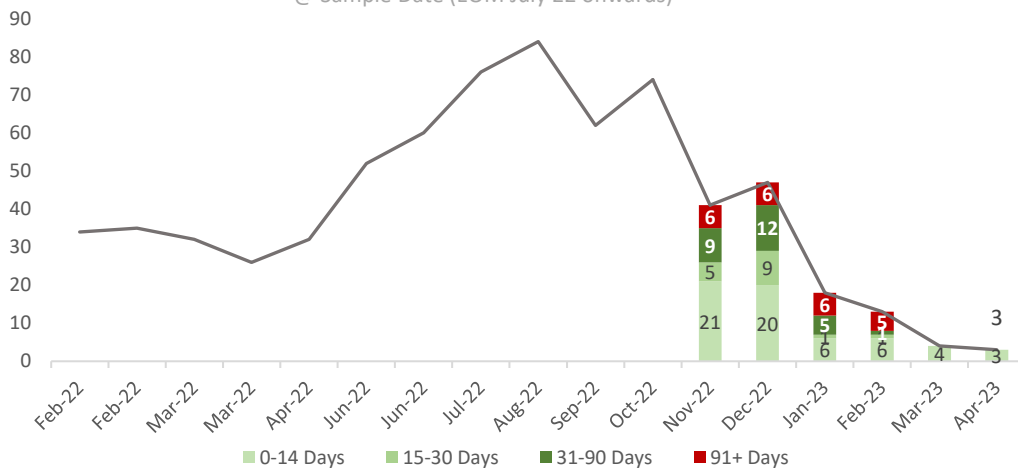
Domiciliary Hours Provided, To Be Filled

@ Sample Date (EOM - weekly hours totals)

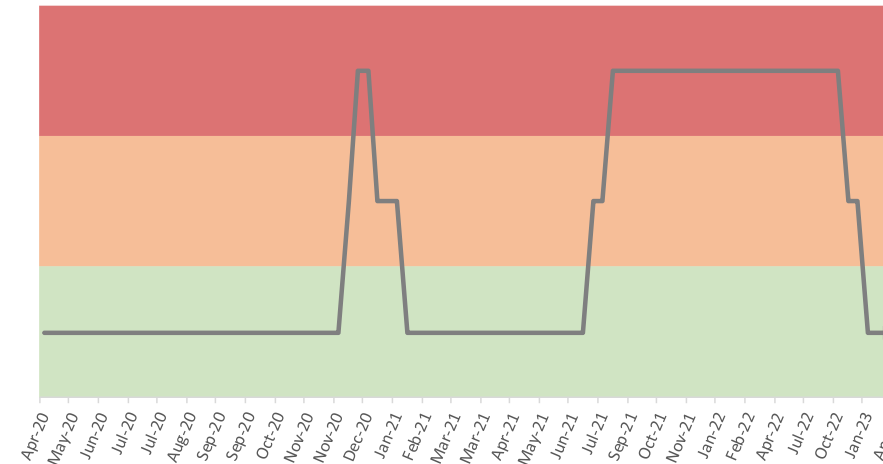


Waiting For Domiciliary Care

@ Sample Date (EOM July 22 onwards)



Status History

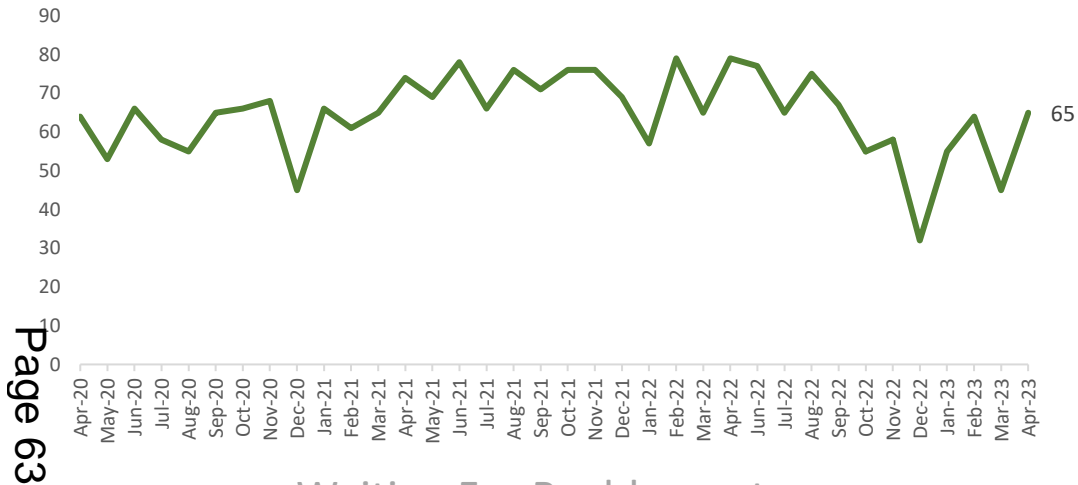


Current Status : **Green** (↔)
 Comment : Significant improvement in recent weeks however market is still volatile - prioritisation is in place and being monitored daily



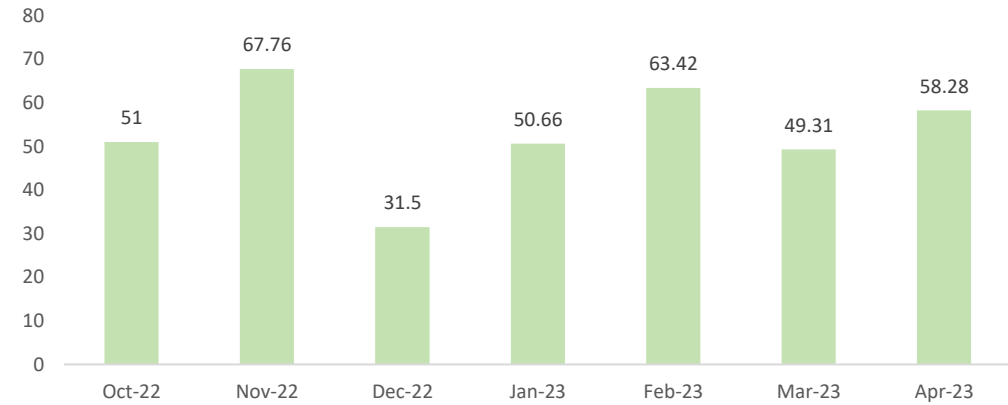
Reablement

Adults Receiving Reablement



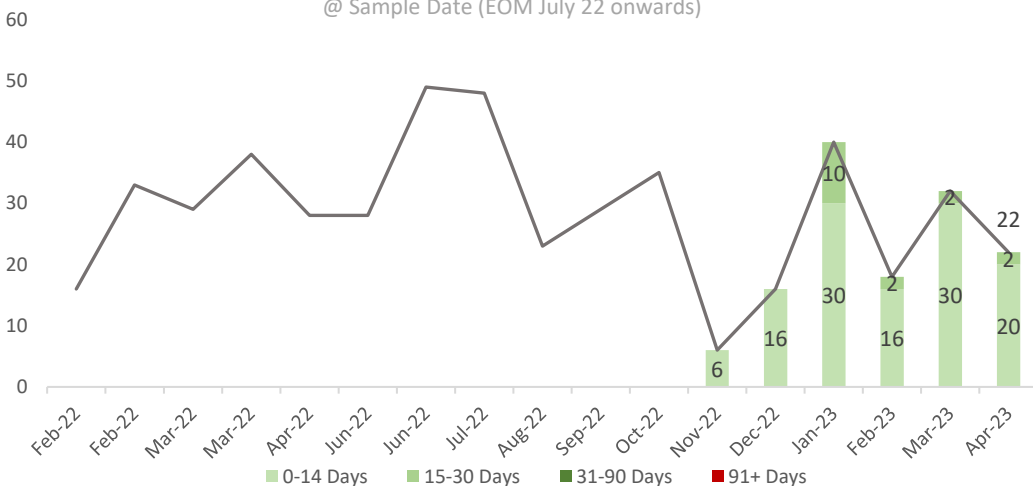
Hours Provided (for 1 day)

@ Sample Date (EOM)

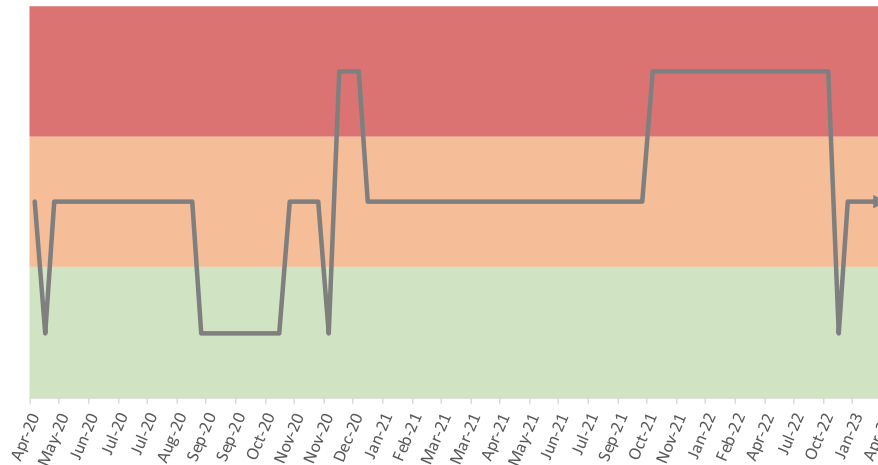


Waiting For Reablement

@ Sample Date (EOM July 22 onwards)



Status History



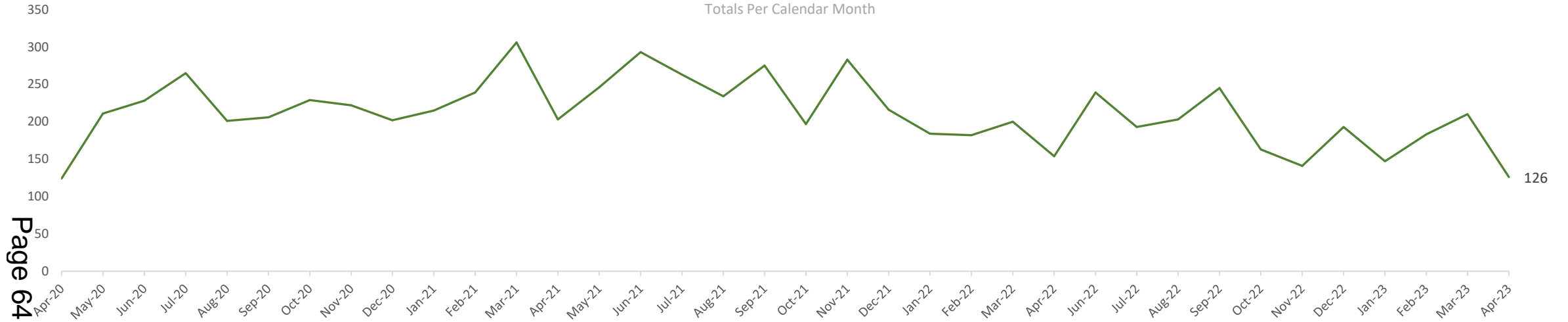
Current Status : **Amber** (↔)
 Comment :
 Waiting list has reduced but NCC is still experiencing staff capacity issues



Assessments

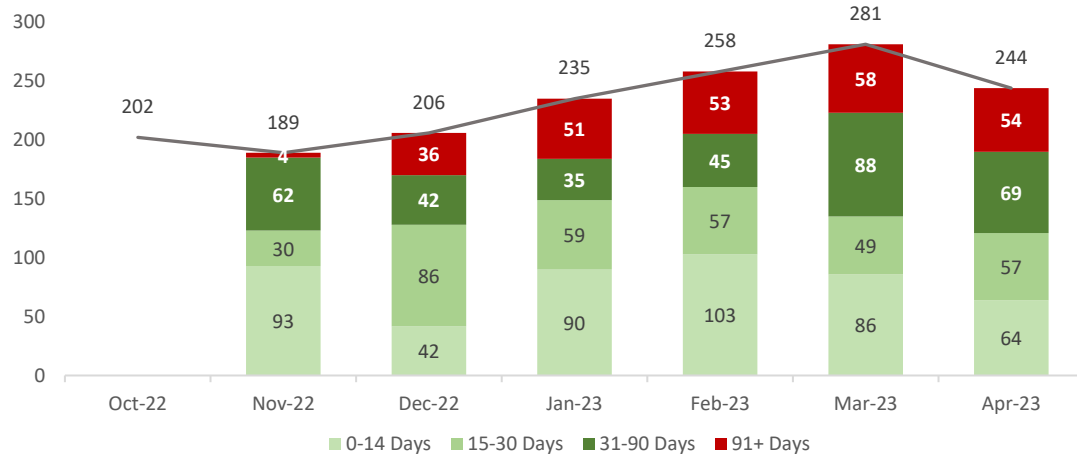
Completed (Authorised) Assessments & Re-assessments¹

Totals Per Calendar Month

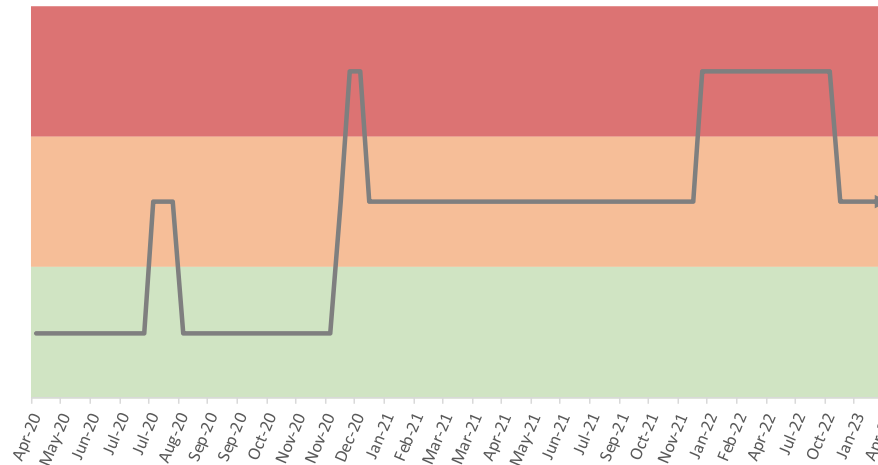


Waiting For Assessment/Re-assessment²

@ Sample Date (EOM July 22 onwards)



Status History



Current Status :
Amber (↔)
Comment :
Complexity of cases, staff availability and vacancies are limiting ability to provide assessments and re-assessments

1. PA/IA's inc. specialist assessments, excl. carer's assessments
2. NCN & Hospital team's only, excl. specialist assessments



WG Checkpoint

NCC Childrens Services

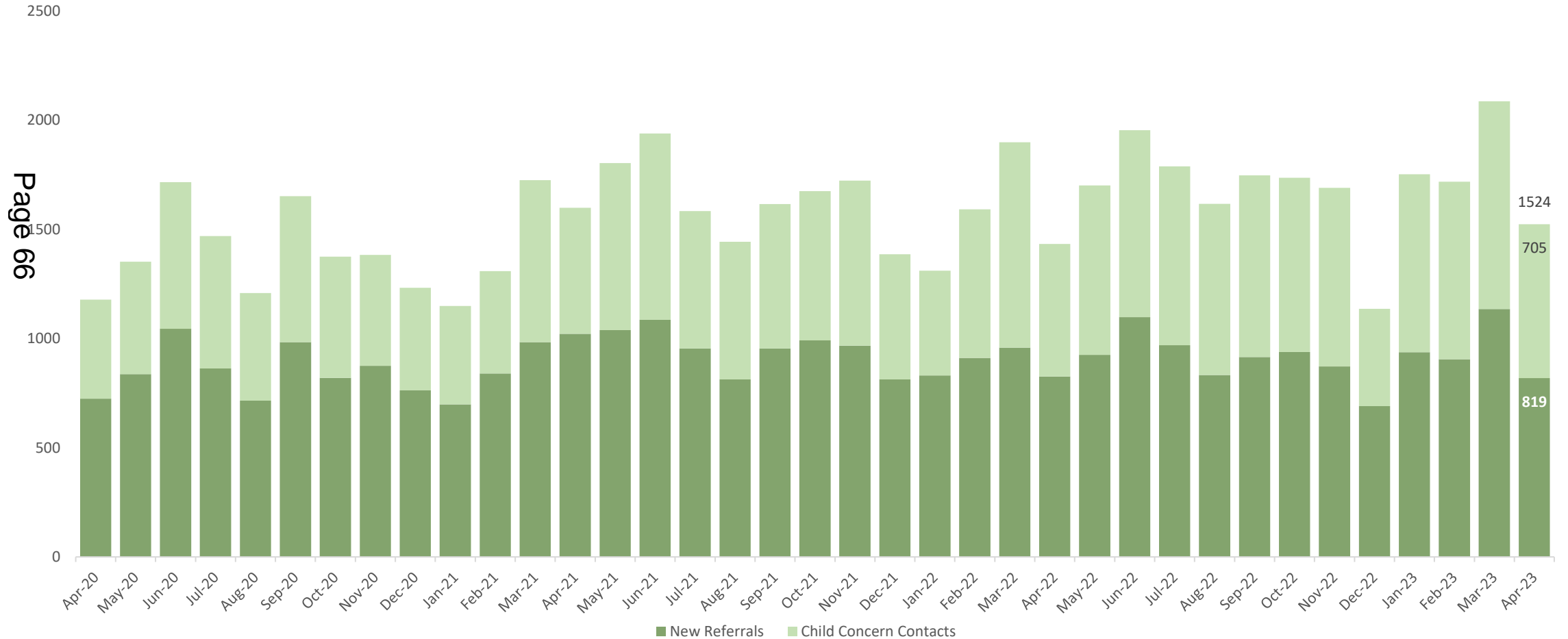
April 2023



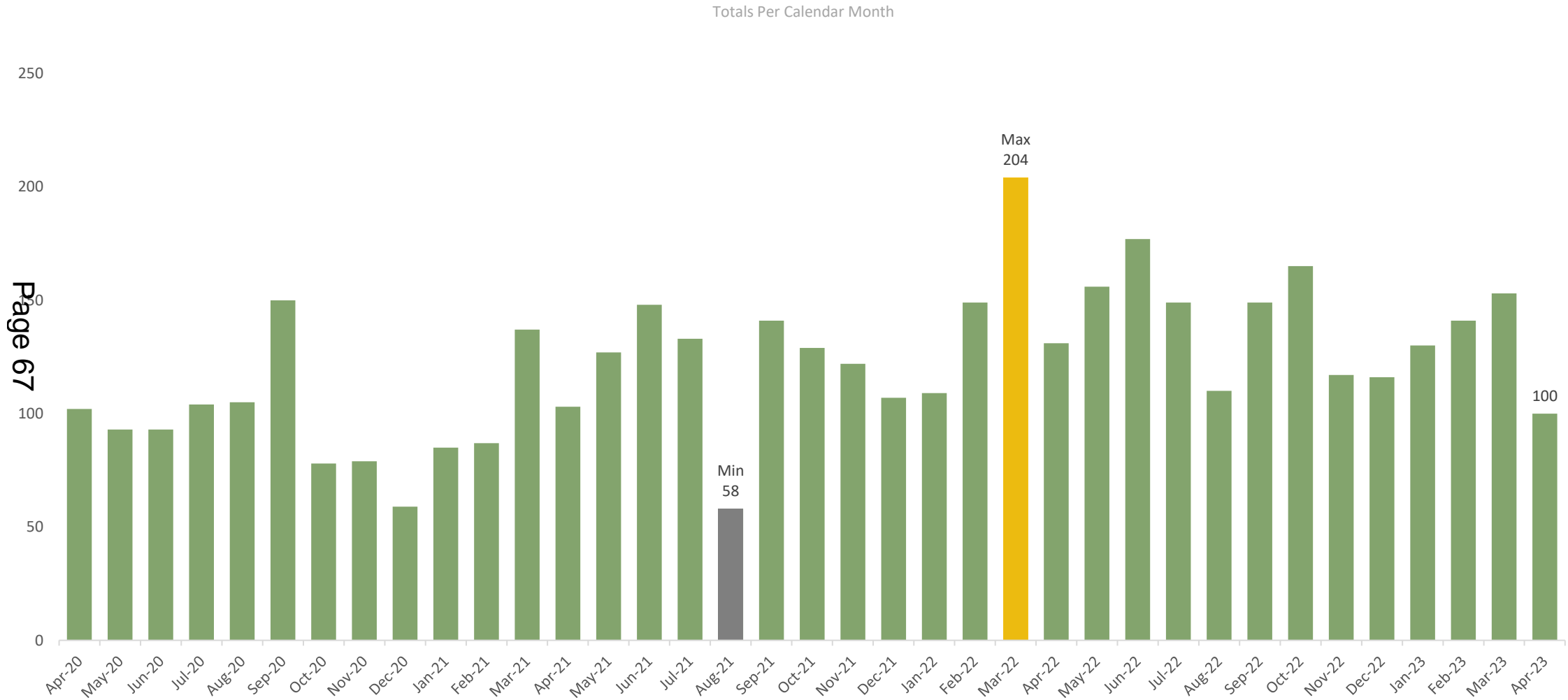


New Referrals & Child Concern Contacts

Totals Per Calendar Month



Child Protection Enquiries¹

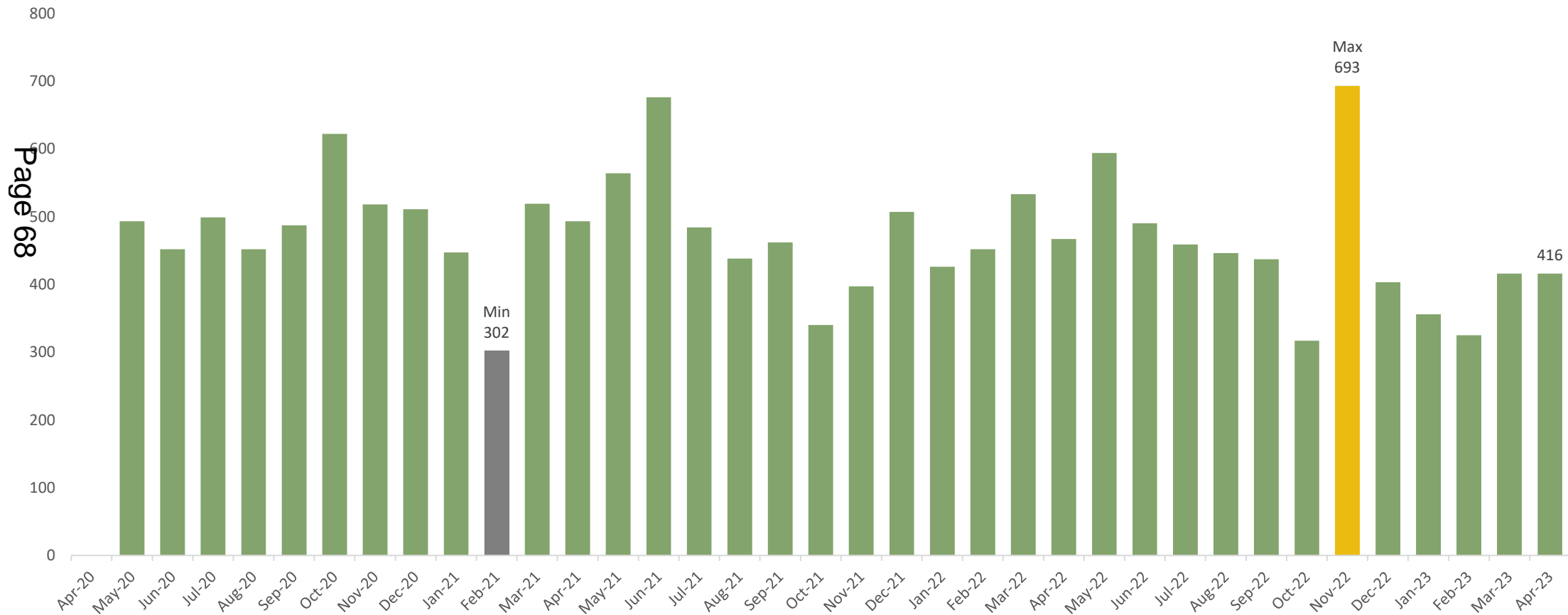


1. Strategy Discussions (Initial only)



Assessments¹ (including re-assessments)

Totals Per Calendar Month

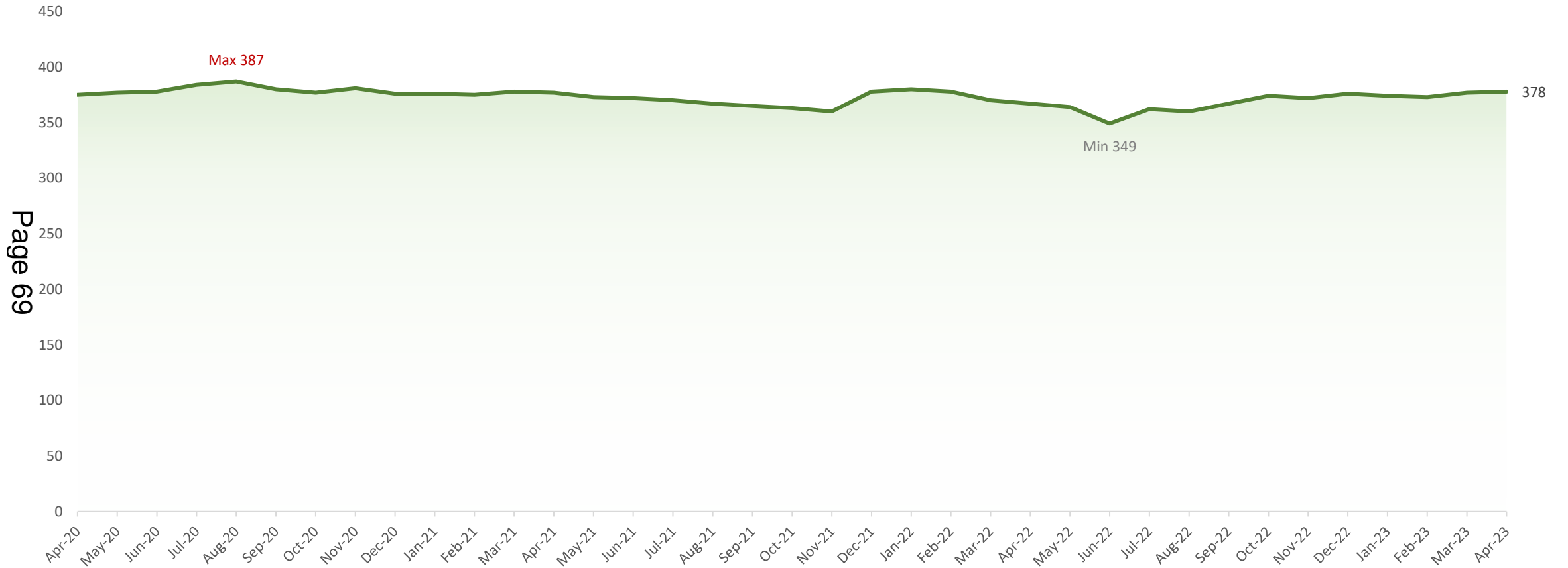


1. Closed, authorised assessments only. Multi-part assessments counted as 1 (where possible) on authorisation date of final part



Children Looked After¹

@ Sample Date (EOM)

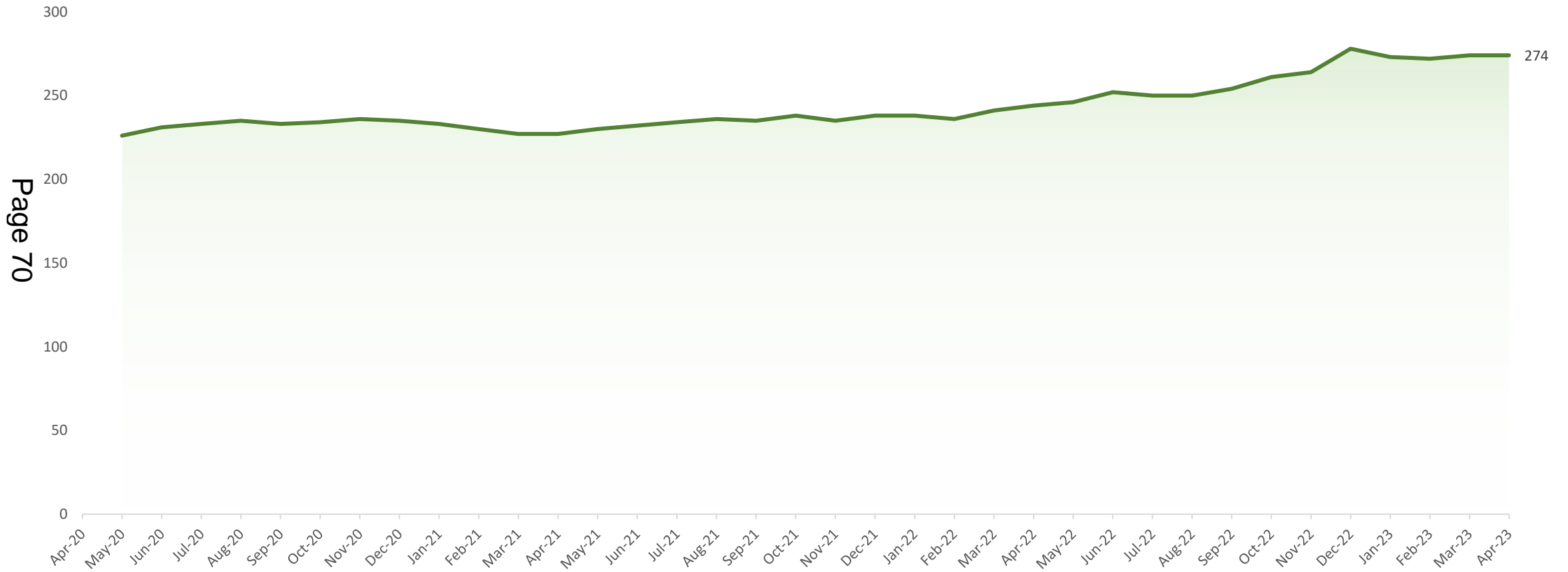


1. Excluding V1's



Care Leavers - Category 1 to 4

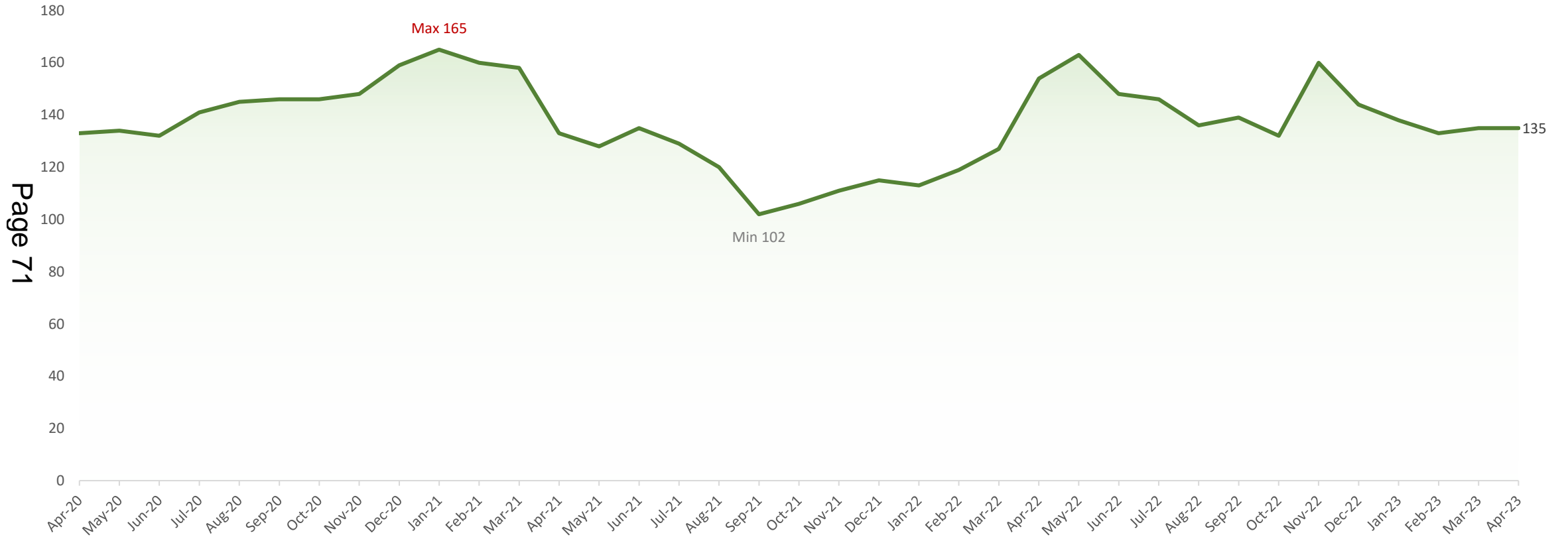
@ Sample Date (EOM)





Child Protection Register¹

@ Sample Date (EOM)



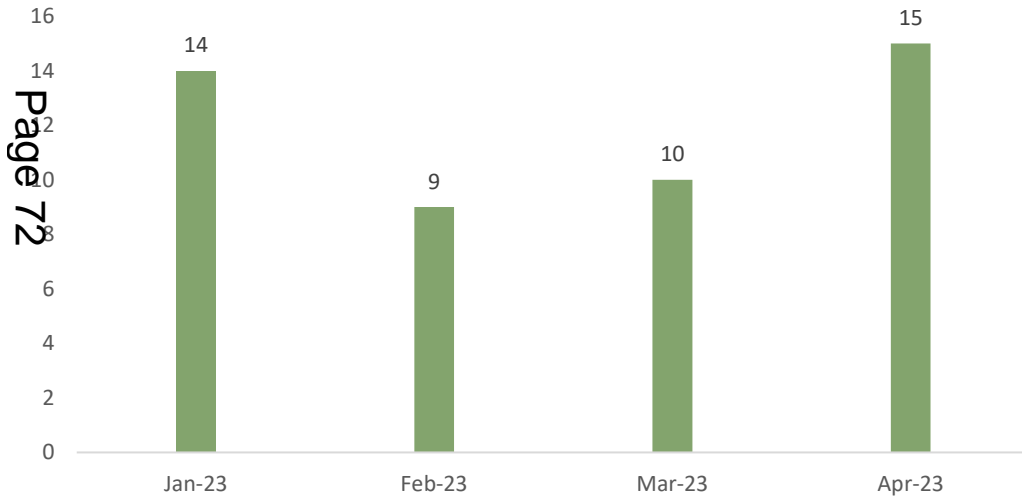
1. Excluding Temporary Registrations



No Placements Secured/Unplanned Moves

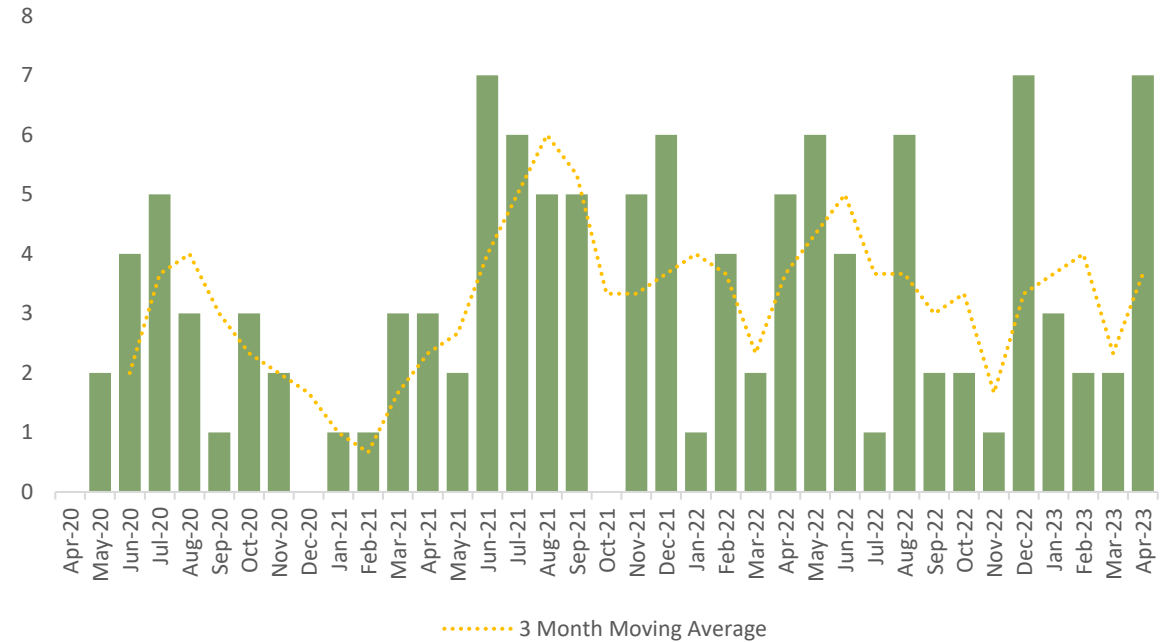
No Placement Secured¹

@ Sample Date (EOM)



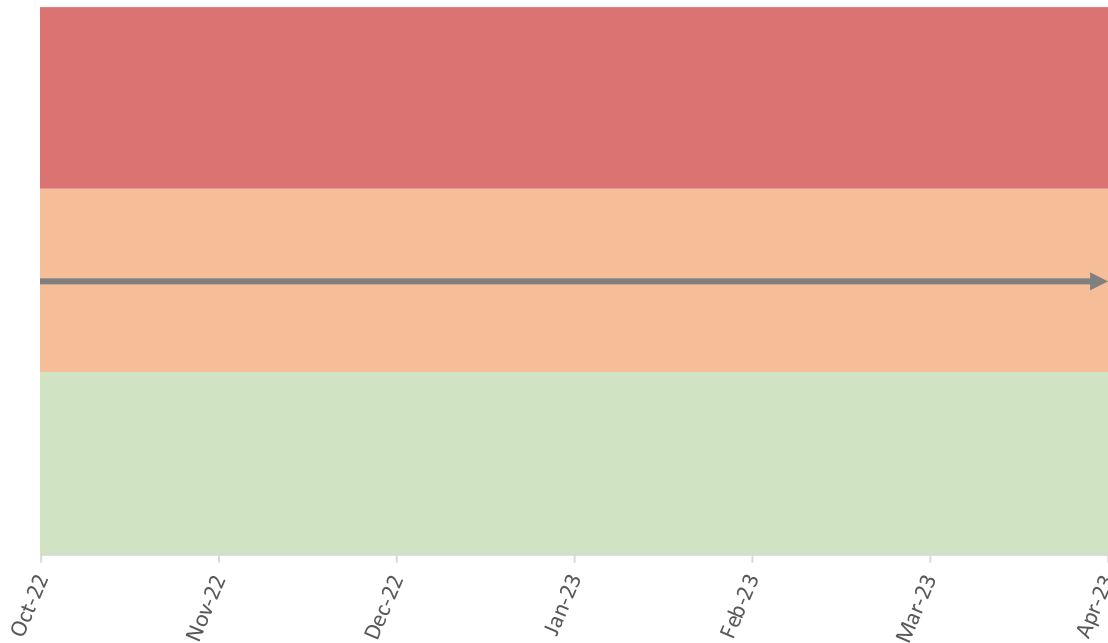
Unplanned Moves

Totals Per Calendar Month



1. Data only available from 31 Jan 2023 onwards, manual collection

Overall Status & Comments



Current Status :

Amber (↔)

Comment :

Cost of living crisis is having a significant impact on children, families and the NCC workforce. The Eliminate Profit agenda is already seeing a reduced offer from placement providers.

The financial position of all LA's across Wales is currently a challenge, as in order to ensure we achieve a balanced budget the core budget from our Family Support Service and Family Contact Centre was absorbed into the overall corporate budget, however, for next two years these services will continue to operate with the assistance of grant funding secured from WG under the terms and conditions of Eliminate and Radical Reform

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DIRECTOR'S REPORT 22/23
APPENDIX 2 OF 4 - ADULTS'
SERVICES CARE DATA

Jenkins, Sally Ann - Strategic Director, Social Services
NEWPORT CITY COUNCIL

Adults: Social Services Performance and Improvement Framework, 2022-23

Newport

[Table 2 - Assessments \(AD2\)](#)

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Table 1: Information, Advice and Assistance (Referrals)

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

The number of contacts received for adult carers by statutory adult services during the year

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/001a	The total number of contacts received for adults by statutory social services during the year	5,788	✓	Note NCC are not able to provide additional contact on existing open referrals. Include in this total are the 5265 +	5,681	✓	
AD/001b	The number of new contacts received for adults by statutory social services during the year	5,265	✓		-	✓	
AD/002	The number of new contacts for adults received by statutory Social Services during the year where advice or assistance was provided	1,571	✓		-	✓	

Adults: Social Services Performance and Improvement Framework, 2022-23

Newport

[Table 3 - Early Intervention and Prevention and Plans \(AD3\)](#)

[Back to Home Page](#)

Table 2: Assessments

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/004	The number of new assessments completed for adults during the year	1,306	✓		1,444	✓	
Of which:							
AD/005a	Needs were only able to be met with a care and support plan	629	✓		432	✗	2022/23 has seen an increase in complex cases and in particular people with
AD/005b	Needs were able to be met by any other means	613	✓		964	✗	2022/23 has seen an increase in complex cases and in particular people with
AD/005c	There were no eligible needs to meet	64	✓		48	✗	2022/23 has seen an increase in complex cases and in particular people with
AD/005	Total number of new assessments	1,306	✓		1,444	✓	

Table 3: Early Intervention and Prevention and Plans

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/010	The total number of packages of reablement completed during the year	439	✓		601	✗	Workforce pressures and more complex cases may be the reason behind the reduction in completed reablement POC in
Of which:							
AD/011a	Reduced the need for support	32	✓		24	✓	
AD/011b	Maintained the need for the same level of support	64	✓		62	✓	
AD/011c	Mitigated the need for support	314	✓		484	✗	The variance is due to the reduction of reablement POC that were completed in
AD/011d	Neither reduced, maintained nor mitigated the need for support	29	✓		31	✓	
AD/011	Total number of packages of reablement	439	✓		601	✗	Workforce pressures and more complex cases may be the reason behind the

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/012a	The number of adults with a care and support plan on 31 March	2,249	✓		1,940	✓	
AD/012b	A care and support plan on 31 March and also a carer's support plan, where the adult has both their own care and support needs and responsibilities as a carer	55	✓		-	✓	

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/013	The total number of adults with a care and support plan where needs are met through a Direct Payment at 31 March	101	✓		94	✓	

The total number of services for adults started during the year where that service is:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/015a	Adult Care Home	320	✓		-	✓	
AD/015b	Domiciliary Care	687	✓		497	✗	Working with new providers has increased the number of hours available.
AD/015c	Respite Care	61	✓		-	✓	
AD/015	Total number of services	1,068	✓		801	✗	Working with new providers has increased the number of hours available.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/016	The number of care and support plans for adults that were due a review during the collection year	1,452	✓		1,519	✓	
AD/017	The number of care and support plans for adults that were due a review in the collection year and were reviewed at least once during the collection year	765	✓		-	✓	

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/018	The number of care and support plans for adults supported by direct payments that were due a review during the collection year	111	✓		-	✓	
AD/019	The number of care and support plans for adults supported by direct payments that were due a review during the collection year and that had at least one review during the collection year	61	✓		-	✓	

AD/026	The total number of enquiries where it was determined that additional action should be taken	113	✓		208	✗	Not only those DRS that required a safeguarding action of Adult at risk action to protect needed. Those that did not require safeguarding but may require Care and Support have not been counted or those that required Immediate Protection. This measure has reduced
AD/027	The total number of enquiries where the individual refused to participate in the identified action	3	✓		7	✗	These are low numbers and are not a significant change.
AD/028a	The total number of enquiries in the collection year where it was determined additional action was required and resulting in an active care and support protection plan	30	✓		-	✓	
AD/028b	The total number of active care and support protection plans for adults on 31 March where the local authority considers it necessary to protect an adult from abuse or neglect or a risk of abuse or neglect	24	✓		-	✓	

Investigations

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AS/006a	The number of criminal investigations that concluded during the year	92	✓		67	✗	There has been improved collaboration between the LA and Police.
AS/006b	The number of non-criminal investigations that concluded during the year	154	✓		73	✗	Increase in complex cases.
AS/006	Total investigations	246	✓		140	✗	See comments above

Table 6a - Charging

The number of adults with a care and support plan who during the year:

	2022-23	V1	V1 Comment
AD/029a	Paid the maximum weekly charge towards the cost of non-residential care	357	✓
AD/029b	Paid a flat rate charge towards care and support services (If you don't use flat rates, please insert a zero and provide a comment explaining why this is).	0	✓ Newport City Council's fairer charging policy does not use a flat rate.
AD/029c	Were found to be over the capital limit for residential care	64	✓

AD/030 The total number of adults on 31 March with care and support by type of care and support and age:

		Domiciliary care	Day care	Respite care	Short breaks / Replacement care	Adult placements	Supported accommodation / supported living	Direct payments	Adult care homes (without nursing)	Adult care homes with nursing	Telecare	Total of services (volume)
		a	b	c	d	e	f	g	h	i	j	
AD/030a	Total aged 18-24	8	40	6	0	8	44	17	10	0	1	134
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/030b	Total aged 25-34	32	54	16	0	17	39	18	16	0	2	194
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/030c	Total aged 35-44	33	22	3	0	10	33	11	9	2	1	124
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											

AD/030d	Total aged 45-54	53	13	4	0	4	22	7	12	2	4	121
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/030e	Total aged 55-64	87	15	7	4	4	29	18	29	11	12	216
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/030f	Total aged 65-74	117	5	3	6	3	17	14	35	46	18	264
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/030g	Total aged 75-84	178	1	13	3	3	6	5	86	84	15	394
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/030h	Total aged 85+	293	0	14	7	2	0	11	143	122	25	617
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/030	Total aged 18+	801	150	66	20	51	190	101	340	267	78	2,064
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											

Table 6b - Charging

V2: Please use the comments boxes to explain any difference of 50 between data items, when comparing 2022-23 data with 2021-22 data.

AD/031 The total number of adults with a care and support plan on 31 March who were charged for care and support by type of care and support and age (AD/031a-i should be less than or equal to the AD/030a-i):

		Domiciliary care	Day Care	Respite Care	Short breaks	Adult Placements	Supported accommodation/sup ported living	Direct payments	Adult care homes (without nursing)	Adult care homes with nursing	Telecare	Total of services (volume)
		a	b	c	d	e	f	g	h	i	j	
AD/031a	Total aged 18-24	8	33	0	0	6	6	7	7	0	0	67
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031b	Total aged 25-34	29	45	0	0	16	15	16	12	0	0	133
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031c	Total aged 35-44	32	21	0	0	7	21	8	8	1	0	98
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											

AD/031d	Total aged 45-54	53	13	0	0	4	17	5	11	2	1	106
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031e	Total aged 55-64	82	11	0	0	2	19	6	22	9	0	151
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031f	Total aged 65-74	106	3	0	0	0	17	9	29	42	0	206
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031g	Total aged 75-84	156	1	0	0	0	3	5	65	81	0	311
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031h	Total aged 85+	253	0	1	0	0	0	9	120	121	0	504
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											
AD/031	Total aged 18+	719	127	1	0	35	98	65	274	256	1	1,576
	V1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	V1 Comment											

Adults: Social Services Performance and Improvement Framework, 2022-23

Newport
[Table 8 - Adult Carers \(AD8\)](#)
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Table 7 - Advocacy

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
AD/032	The total number of adults during the year where the need for an independent professional advocate was identified	128	✓		57	✗	During 2022/23 NCC have actively improved the offering and providing of advocacy to our service users.
AD/033	The total number of adults during the year where the need for an independent professional advocate was identified and an independent professional advocate was provided	73	✓		32	✗	During 2022/23 NCC have actively improved the offering and providing of advocacy to our service users.

Adult Carer Contacts

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/001	The total number of contacts to statutory social services by adult carers or professionals contacting the service on their behalf received during the year	502	✓		281	✗	NCC continue to communicate an active offer for carers and we are seeing continual improvement in this area.
CA/002	The number of contacts by adult carers received by statutory social services during the year where advice or assistance was provided	259	✓		206	✗	NCC continue to communicate an active offer for carers and we are seeing continual improvement in this area.

The number of contacts received for adult carers by statutory adult services during the year received from:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/003a	Self	104	✓		87	✓	
CA/003b	Relative	51	✓		47	✓	
CA/003c	Friend or neighbour	6	✓		2	✗	Small variation due to low numbers, which is not significant.
CA/003d	Early intervention prevention service (Step-up)	1	✓		1	✓	
CA/003e	Health	52	✓		52	✓	
CA/003f	Education	0	✓		0	✓	
CA/003g	Housing	3	✓		2	✗	Small variation due to low numbers, which is not significant.
CA/003h	Police	9	✓		5	✗	Small variation due to low numbers, which is not significant.
CA/003i	Probation	0	✓		0	✓	
CA/003j	Third Sector Organisation	23	✓		24	✓	
CA/003k	Local Authority	172	✓		20	✗	NCC LA has been proactive in contacting prospective carers.
CA/003l	Independent Hospital	0	✓		0	✓	
CA/003m	Ambulance Service	0	✓		0	✓	
CA/003n	Care Regulator	0	✓		0	✓	
CA/003o	Provider	1	✓		1	✓	

CA/003p	Advocate	1	✓		0	✓	Small variation due to low numbers, which is not significant.
CA/003q	Internal (Social Worker, Other Team)	58	✓		30	✓	NCC social workers have been made more aware of the carers' options available.
CA/003r	Other	21	✓		10	✓	Small variation due to low numbers, which is not significant.
CA/003	Total	502	✓		281	✓	This is due to the variation in the figures above - due to an increase in the number of carers referrals in

Adult Carer Assessments

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/004	The total number of carers needs assessments for adults undertaken during the year	253	✓		221	✓	
<i>Of which:</i>							
CA/005a	Needs could be met with a carer's support plan or care and support plan	71	✓		28	✓	NCC social work teams have been more proactive in offering carers support in their caring role.
CA/005b	Needs were able to be met by any other means	178	✓		183	✓	
CA/005c	There were no eligible needs to meet	4	✓		10	✓	Small variation due to low numbers, which is not significant.
CA/005	Total	253	✓		221	✓	

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/006	The number of carers needs assessments for adults refused during the year	1	✓		7	✓	Small variation due to low numbers, which is not significant.

The number of carers needs assessments for adults completed (CA/004) during the year where:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/007a	There was evidence of the active offer of Welsh	245	✓		210	✓	
CA/007b	The Active Offer of Welsh was accepted	0	✓		0	✓	
CA/007c*	The assessment was undertaken using the language of choice	253	✓		220	✓	

*Record whether the assessment was undertaken using the language of choice regardless of what the language was

Adult Carer Support Plans

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/008a	The number of adult carers with a carer's support plan on 31 March	44	✓		52	✓	
CA/008b	The number of adult carers with a carer's support plan on 31 March and also a care and support plan, where the adult has both responsibilities as a carer and their own care and support needs	0	✓	The 2021/2022 figure included the carers services and not a service for the carers own needs. Reviewing the data for 2022/2023 indicated that there were no carers with poc in place for their individual needs, just poc such as respite / sitting services to assist them in their care role. NCC will continue to work within this area.	44	✓	

Reviews

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/009	The number of reviews of support plans for adult carers that were due during the collection year	38	✓		23	✓	
CA/010	The number of reviews of support plans for adult carers that were due during the collection year and were completed	19	✓		16	✓	

End of Appendix 2.

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DIRECTOR'S REPORT 22/23
APPENDIX 3 OF 4 –
CHILDREN'S SERVICES SURVEY
DATA

Jenkins, Sally Ann - Strategic Director, Social Services

NEWPORT CITY COUNCIL

Table 1: Information, Advice and Assistance (Referrals)

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/001	The number of contacts for children received by statutory Social Services during the year	11,024	✓		11,311	✓	
CH/002	The number of contacts for children received by statutory social services during the year where advice or assistance was provided	5,067	✓		5,419	✓	
CH/003	The number of contacts received by statutory children's social services during the year where a decision was made by the end of the next working day	10,509	✓	The NCC process means that all referrals are looked at within 24hrs, the discrepancy between CH/001 and CH003 can be explained by delays in closing referrals and not by them being screened.	10,086	✓	

The number of contacts received by statutory Children's Social Services during the year received from:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/004a	Self	111	✓		74	✓	The total referrals received during 2022/23 is similar to 2021/22 and the variation seen in referral source
CH/004b	Relative	232	✓		725	✓	The total referrals received during 2022/23 is similar to 2021/22 and the variation seen in referral source
CH/004c	Friend or neighbour	35	✓		93	✓	The total referrals received during 2022/23 is similar to 2021/22 and the variation seen in referral source
CH/004d	Early intervention prevention service (Step-up)	11	✓		35	✓	The total referrals received during 2022/23 is similar to 2021/22 and the variation seen in referral source
CH/004e	Health	1,199	✓		1,247	✓	
CH/004f	Education	1,949	✓		1,739	✓	
CH/004g	Housing	95	✓		88	✓	
CH/004h	Police	4,238	✓		4,986	✓	
CH/004i	Probation	345	✓		207	✓	The total referrals received during 2022/23 is similar to 2021/22 and the variation seen in referral source
CH/004j	Third Sector Organisation	186	✓		167	✓	
CH/004k	Local Authority	108	✓		238	✓	The total referrals received during 2022/23 is similar to 2021/22 and the variation seen in referral source
CH/004l	Independent Hospital	0	✓		0	✓	
CH/004m	Ambulance Service	13	✓		11	✓	
CH/004n	Care Regulator	0	✓		0	✓	
CH/004o	Provider	4	✓		0	✓	The total referrals received during 2022/23 is similar to 2021/22 and the variation seen in referral source
CH/004p	Advocate	0	✓		3	✓	The total referrals received during 2022/23 is similar to 2021/22 and the variation seen in referral source
CH/004q	Other	1,940	✓		1,195	✓	The total referrals received during 2022/23 is similar to 2021/22 and the variation seen in referral source
CH/004r	Internal (Social Worker, Other Team)	558	✓		503	✓	
CH/004	Total	11,024	✓		11,311	✓	

The total number of contacts received during the year were:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/005a	Physical punishment by a parent or carer was one of several factors	686	✓		677	✓	
CH/005b	Physical punishment by a parent or carer was the only factor	119	✓	Note CH/005b is a subset of CH/005a hence the 234 in CH05b are also part of CH/005a	85	✓	

Table 2: Assessments

The comments boxes were used to explain any increases or decreases above 30% when comparing 2022/23 data with 2021/22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/006	The number of new assessments completed for children during the year	4,796	✓		5,105	✗	There was a small reduction in referrals during 2022/23 compared to 2021/22 which may account for this variation.

The number of new assessments completed for children during the year where:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/007a	Needs were only able to be met with a care and support plan	368	✓		392	✓	
CH/007b	Needs were able to be met by any other means	2,747	✓		2,672	✓	
CH/007c	There were no eligible needs to meet	1,681	✓		2,041	✓	
CH/007	Total	4,796	✓		5,105	✓	

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/008a	The total number of assessments for children completed during the year for children who were born at the time the assessment concluded	4,785	✓		5,080	✓	
CH/008b	of those, where there is evidence that the child has been seen	1,482	✓	Seeing the child will take place only if the assessment proceeds past the initial stage and onto a full assessment. CH/008a includes initial (PA) and full assessments.	1,425	✓	

The number of assessments for children completed (CH/006) during the year where:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/009a	There was evidence of the active offer of Welsh	4,440	✓		4,728	✓	
CH/009b	The Active Offer of Welsh was accepted	0	✓		0	✓	
*CH/009c	The assessment was undertaken using the language of choice	4,784	✓		4,712	✓	

*Record whether the assessment was undertaken using the language of choice regardless of what the language was

The number of new assessments completed for children during the year undertaken in secure estate

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/010	The number of new assessments completed for children during the year undertaken in secure estate	0	✓		0	✓	

The total number of assessments completed during the year where:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/011a	Physical punishment by a parent or carer was one of several factors	456	✓		262	✗	During 2022/23 NCC have seen a significant increase in cases where physical punishment was a factor
CH/011b	Physical punishment by a parent or carer was the only factor	235	✓	Note CH/011b is a subset of CH/011a hence the 234 in CH11b are also part of CH/011a	151	✗	During 2022/23 NCC have seen a significant increase in cases where physical punishment was a factor

The number of new assessments completed for children during the year that were completed within statutory timescales

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/012	The number of new assessments completed for children during the year that were completed within statutory timescales	3,811	✓		4,347	✓	

The number of new assessments that were requested by the child or family during the year where a previous assessment had been completed in the previous 12 months

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/013	The number of new assessments that were requested by the child or family during the year where a previous assessment had been completed in the previous 12 months	187	✓		414	✗	NCC have seen an improvement in the number of repeat cases within 12 months during 2022/2023
<i>Where:</i>							
CH/014a	Needs were only able to be met with a care and support plan	17	✓		29	✗	NCC have seen an improvement in the number of repeat cases within 12 months during 2022/2023
CH/014b	Needs were able to be met by any other means	130	✓		228	✗	NCC have seen an improvement in the number of repeat cases within 12 months during 2022/2023
CH/014c	There were no eligible needs to meet	40	✓		157	✗	NCC have seen an improvement in the number of repeat cases within 12 months during 2022/2023
CH/014	Total	187	✓		414	✗	NCC have seen an improvement in the number of repeat cases within 12 months during 2022/2023

[GENERAL AND FINANCIAL SUPPORT](#)

Table 3: Plans

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/015a	The number of children with a care and support plan on 31 March	978	✓		945	✓	
CH015b	The number of children with a care and support plan on 31 March and also a carer's support plan, where the child has both their own care and support needs and responsibilities as a young carer	7	✓		-	✓	
CH/016	The total number of children with a care and support plan where needs are met through a Direct Payment at 31 March	49	✓		46	✓	

Table 4: Reviews

The comments boxes were used to explain any increases or decreases above 20% when comparing 2022/23 data with 2021/22 data. The number of reviews of care and support plans and provisions of financial support that were due a review due the collection year were:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/017a	Child protection reviews	418	✓		-	✓	
CH/017b	Looked after reviews (including pathway plan reviews and pre-adoption reviews)	1,104	✓	Adoption due = 33 CLA due = 892 PP Due = 215	-	✓	
CH/017c	Reviews of children in need of care and support (including children supported by a direct payment)	1,369	✓	Due to the change in guidance for CH/017, Ch018 and CH019 to only count reviews that are due in the collection year this has change the criteria for calculating these metrics	-	✓	
CH/017d	Reviews of support for children with Special Guardianship Orders	204	✓		-	✓	
CH017e	Reviews of financial support for children with Special Guardianship Orders	197	✓		-	✓	
CH/017	Total	3,292	✓		2,060	✗	

The number of reviews of care and support plans and provisions of financial support that were due during the collection year and were completed within statutory timescales, that were:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/018a	Child protection reviews	375	✓		384	✓	
CH/018b	Looked after reviews (including pathway plan reviews and pre-adoption reviews)	815	✓	Adoption Completed in time = 28 (88%) CLA Completed in time = 810 (91%) PP Completed in time = 13	962	✓	
CH/018c	Reviews of children in need of care and support (including children supported by a direct payment)	1,031	✓		526	✗	
CH/018d	Reviews of support for children with Special Guardianship Orders	185	✓		188	✓	
CH/018e	Reviews of financial support for children with Special Guardianship Orders	29	✓	Financial Reviews were dependent of the finalisation of the 2022/2023 fee rates also vacancies and resources within the team	-	✓	
CH/018	Total	2,435	✓		2,060	✓	

The number of reviews of care and support plans and provisions of financial support that were due during the collection year and were completed, regardless of whether they were within statutory timescales, that were:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/019a	Child protection reviews	411	✓		356	✓	
CH/019b	Looked after reviews (including pathway plan reviews and pre-adoption reviews)	941	✓	Adoption = 31 CLA = 891 PP = 19	833	✓	
CH/019c	Reviews of children in need of care and support (including children supported by a direct payment)	1,106	✓		198	✗	
CH/019d	Reviews of support for children with Special Guardianship Orders	185	✓		166	✓	
CH/019e	Reviews of financial support for children with Special Guardianship Orders	175	✓	Financial Reviews were dependent of the finalisation of the 2022/2023 fee rates also vacancies and resources within the team meant reviews were completed after the due date	-	✓	
CH/019	Total	2,818	✓		1,553	✗	

Table 5: Safeguarding

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/020	The number of Initial Strategy Meetings for children concluded during the collection year	1,569	✓		1,463	✓	
CH/021	The number of Strategy Meetings held during the year that progressed to Section 47 enquiries	1,467	✓		1,395	✓	
CH/022	The total number of Section 47 enquiries completed during the year that progressed to Initial Child Protection Conference	232	✓		200	✓	

		Under 1	1 - 4	5 - 9	10 - 15	16 - 18	Total Age					
CH/023a	Neglect	9	21	12	21	0	63	✓		70	✓	
CH/023b	Physical abuse	1	4	5	6	2	18	✓		11	✗	During 2022/2023 there has been an increase in CP registrations resulting in this variation
CH/023c	Sexual abuse	0	0	2	2	0	4	✓		7	✗	This is only a small variation and not significant.
CH/023d	Emotional abuse	17	28	41	32	5	123	✓		88	✗	During 2022/2023 there has been an increase in CP registrations resulting in this variation
CH/023e	Financial abuse	0	0	0	0	0	0	✓		0	✓	
CH/023f	Neglect and physical abuse	0	0	0	0	0	0	✓		0	✓	
CH/023g	Physical and sexual abuse	0	0	0	0	0	0	✓		0	✓	
CH/023h	Neglect and sexual abuse	0	0	0	0	0	0	✓		0	✓	
CH/023i	Neglect, physical and sexual Abuse	0	0	0	0	0	0	✓		0	✓	
CH/023	Total	27	53	60	61	7	208	✓		176	✓	

The total number of initial Child Protection Conferences held in the year that led to the decision not to place a child on the Child Protection Register

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/023j	The number of children during the year not deemed to be at risk of significant harm at child protection conference but still have need for Care and Support	24	✓		19	✗	This is only a small variation and not significant.
CH/023k	The number of children during the year not deemed to be at risk of significant harm at child protection conference and no additional eligible needs were identified (This metric is automatically calculated: CH/022 – (CH/023a-i + CH/023). If total is wrong, please insert a comment).	0	✓		5	✗	This is only a small variation and not significant.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/024	Of those children who were placed on the child protection register during the year, the number that has been previously registered under any category, at any time during the previous 12 months	16	✓		8	✗	During 2022/23 there has been an increase in registration.
CH/025	The number of initial child protection conferences held during the collection year that were held within statutory timescales	151	✗	This may not be equal to CH/023 as if the conference is out of time scale CH/025 will be less than CH/023. Validation needs to be checked.	138	✓	

CH026a	The total number of children on the Child Protection Register on 31 March	135	✓		127	✓	
CH026b	The total number of children on the Child Protection Register during the collection year	331	✓	Note this is the no. of Children/YP on the register not the number of registrations. i.e. a child may have been registered more than once.	-	✓	
CH/027	The total number of initial core group meetings held during the year	168	✗	This may not be equal to CH/023 as if the core group hasn't taken place, or the ICPC was at the end of March (i.e. core group is in April) CH/027 will be less than CH/023. Validation	139	✗	
CH/028	The total number of initial core group meetings held during the year that were held within statutory timescales	118	✓		103	✓	
CH/029	The total number of visits to children on the child protection register that were due during the collection year	3,630	✓		3,141	✓	
CH030a	The total number of visits to children on the child protection register that were completed	2,802	✓		-	✓	
CH/030b	The total number of visits to children on the child protection register that were completed within statutory timescales	2,102	✓		1,943	✓	
CH/031	The total number of reports of children who go missing during the year	239	✓		324	✗	During 2022/2023 there have been less children reported missing in particular from NCC residential homes
CH/032	The total number of children who go missing during the year	55	✓		82	✗	During 2022/2023 there have been less children reported missing in particular from NCC residential homes.

The total number of children reported during the year where child exploitation was a factor

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/033	The total number of children reported during the year where child exploitation was a factor	141	✓		122	✓	
<i>The total number of reports of child exploitation received during the year where the primary factor was:</i>							
CH/034a	Child sexual exploitation	89	✓		74	✓	During 2022/2023 NCC have put in place training to raise awareness of child exploitation.
CH/034b	Child criminal exploitation	93	✓		69	✓	During 2022/2023 NCC have put in place training to raise awareness of child exploitation.
CH/034c	Child trafficking	14	✓		11	✓	During 2022/2023 NCC have put in place training to raise awareness of child exploitation.
CH/034	Total	196	✓		154	✓	During 2022/2023 NCC have put in place training to raise awareness of child exploitation.

Removal from the children protection register during the year

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/035	The total number of days on the child protection register for children who were removed from the register during the year	49,694	✓		60,130	✓	
CH/036	The total number of children removed (de-registered) from the child protection register during the year	201	✓		207	✓	

Number of pre-birth child protection conferences convened during the year

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/002*	Number of pre-birth child protection conferences convened during the year	13	✓		20	✓	NCC have a Baby and Me support provision which aims to reduce babies being placed on the CPR or removed from parents care.

*Where there are concerns that an unborn child may be at future risk of significant harm, local authority children's social services may decide to convene a child protection conference prior to the child's birth. If more than one pre-birth child protection conference is convened for the same child, only one should be counted.

Table 6: Children Looked After

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/037a	The number of children becoming looked after during the year	-	✓		115	✓	
CH/037b	The number of new episodes of children becoming looked after during the year	-	✓		116	✓	
CH/037c	The number of new instances of children becoming looked after during the year where the initial episode in care lasted 10 working days or more	-	✓		105	✓	

(Data for measures CH/037a, CH/037b and CH/037c will be post-populated from the Children Looked After Census)

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/038	The number of part 6 care and support plans that were completed within 10 working days from the start of becoming looked after	66	✓	NCC have seen an improvement in the recording of Looked After plans but will be aiming to improve this further in 2023/2024.	47	✗	NCC have seen an improvement in the recording of Looked After plans during 2022/2023 but will be aiming to improve this further in 2023/2024.
CH/039	The number of children looked after on 31 March	-	✓		372	✓	
CH/040	The number of children receiving (S76) short breaks at 31 March	-	✓		0	✓	
CH/041	The number of statutory visits for children looked after that were due during the year	2,281	✓		2,560	✓	
CH/042a	The number of statutory visits to children looked after during the year that were completed	2,442	✓		-	✓	
CH/042b	The number of statutory visits to children looked after during the year that were completed within statutory timescales	1,872	✓		2,342	✗	The number of visits due in 2021/2022 was higher than the number due in 2022/23 however there is still a 10% reduction of those completed in timescale
CH/043	The total number of children looked after at 31 March who have experienced three or more placements during the year	-	✓		46	✓	
CH/044	The total number of children looked after on the 31 March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home)	13	✓		24	✗	NCC have increased the staffing within the CLA education team which has resulted in an improvement in looked after childrens education.
CH/045	The total number of children looked after who returned home during the year	-	✓		34	✓	
CH/046	The total number of children looked after who are not placed with parents, family or friends on 31 March	-	✓		264	✓	
CH/047	The total number of children looked after who are placed within Wales, but outside of the responsible local authority on 31 March	-	✓		105	✓	
CH/048	The total number of children looked after who are placed outside of Wales on 31 March	-	✓		22	✓	
CH/049	The total number of initial Pathway Plans due to be completed during the year	64	✓		26	✗	During 2022/2023 there was a increase in the number of CLA who reached their 16th birthdays.
CH/050	The total number of initial Pathway Plans due during the year that were completed within timescales	21	✓		18	✓	
CH/051	The total number of young people during the year where a personal adviser was allocated as required	41	✓	Significant issue with long term vacancies and sickness resulting in NCC being unable to allocate a PA.	25	✗	Significant issue with long term vacancies and sickness resulting in NCC being unable to allocate a PA.
CH/052	The total number of care leavers who experience homelessness during the year (As defined by the Housing (Wales) Act 2014	17	✓	Better links with housing and NCC have increase its stock of private housing available which has had a positive impact on our Care Leavers.	39	✗	Better links with housing and NCC have increase its stock of private housing available which has had a positive impact on our Care Leavers.

(Data for measures CH/039, CH/040, CH/043, CH/045, CH/046, CH/047 and CH/048 will be post-populated from the Children Looked After Census)

The total number of care experienced young people in the following categories on 31 March:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/053a	category 1	88	✓		78	✓	
CH/053b	category 2	3	✓		3	✓	
CH/053c	category 3	162	✓		119	✗	the 2021/2022 reporting was reviewed and an error was found hence most of the Cat 4 should
CH/053d	category 4	1	✓		43	✗	the 2021/2022 reporting was reviewed and an error was found hence most of the Cat 4 should
CH/053e	category 5	2	✓		1	✗	Not a Significant Change
CH/053f	category 6	3	✓		9	✗	Not a Significant Change
CH/053	Total	259	✓		253	✓	

The total number of care leavers in categories 2,3 and 4 who have completed at least 3 consecutive months of employment, education or training in:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/054a	the 12 months since leaving care	34	✓		19	✗	NCC are continuing to develop key relationships with partners in education and employment.
CH/054b	the 13 -24 months since leaving care	25	✓		22	✓	NCC are continuing to develop key relationships with partners in education and employment.

The total number of care leavers in categories 2,3 and 4

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/054c	who left care in the 12 months preceding the collection year	43	✓		35	✗	NCC are continuing to develop key relationships with partners in education and employment.
CH/054d	who left care in the 24 months preceding the collection year	33	✓		72	✗	NCC are continuing to develop key relationships with partners in education and employment.

The number of young people leaving care who move into a 'When I am Ready' placement during the year

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/055	The number of young people leaving care who move into a 'When I am Ready' placement during the year	-	✓		15	✓	

(Data for measure for CH/055 will be post-populated from the Children Looked After Census)

Table 7: Advocacy

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CH/056	The total number of "Active Offers" of advocacy for children, aged five and over at the start of the collection year, during the year	185	✓		185	✓	
CH/057	The total number "Active Offers" of advocacy for children during the year where an Independent Professional Advocate was provided	52	✓		51	✓	

Table 8: Young Carers

V2: Please use the comments boxes to explain any increases or decreases above 20% when comparing 2022-23 data with 2021-22 data.

Information, Advice and Assistance (Referrals)

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/011	The total number of contacts to statutory social serviced by young carers or professionals contacting the service on their behalf received during the year	111	✓		127	✓	
CA/012	Of those identified, the number where advice and assistance was provided	77	✓		82	✓	

CA/013: The number of contacts from young carers received during the year received from:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/013a	Self	14	✓		15	✓	
CA/013b	Relative	2	✓		0	✗	
CA/013c	Friend or neighbour	0	✓		0	✓	
CA/013d	Early intervention prevention service (Step-up)	11	✓		3	✗	
CA/013e	Health	8	✓		8	✓	
CA/013f	Education	39	✓		44	✓	
CA/013g	Housing	0	✓		0	✓	
CA/013h	Police	0	✓		0	✓	
CA/013i	Probation	0	✓		2	✗	
CA/013j	Third Sector Organisation	18	✓		23	✗	
CA/013k	Local Authority	0	✓		0	✓	
CA/013l	Independent Hospital	0	✓		0	✓	
CA/013m	Ambulance Service	0	✓		0	✓	
CA/013n	Care Regulator	0	✓		0	✓	
CA/013o	Provider	0	✓		0	✓	
CA/013p	Advocate	0	✓		0	✓	
CA/013q	Internal (Social Worker, Other Team)	18	✓		31	✗	
CA/013r	Other	1	✓		1	✓	
CA/013	Total	111	✓		127	✓	

Assessments

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/014	The total number of carers needs assessments for young carers undertaken during the year	77	✓		82	✓	

The number of carers assessments completed for children during the year where:

CA/015a	Needs could be met using a young carer's support plan or care and support plan	77	✓		82	✓	
CA/015b	Needs were able to be met by any other means	0	✓		0	✓	
CA/015c	There were no eligible needs to meet	0	✓		0	✓	
CA/015	Total	77	✓		82	✓	

CH/016: The number of carers needs assessments for young carers completed (CA/014) during the year where:

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/016a	There was evidence of the active offer of Welsh	77	✓		82	✓	
CA/016b	The Active Offer of Welsh was accepted	0	✓		0	✓	

*CA/016c	The assessment was undertaken using the language of choice	77	✓		82	✓	
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*Record whether the assessment was undertaken using the language of choice regardless of what the language was

Plans

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/017a	The number of young carers with a carer's support plan on 31 March	72	✓		89	✓	
CA/017b	The number of young carers with a carer's support plan on 31 March and also a care and support plan, where the young person has both responsibilities as a carer and their own care and support needs	7	✓		5	✗	

Reviews

		2022-23	V1	V1 Comment	2021-22	V2	V2 Comment
CA/018	The number of reviews of support plans for young carers that were due during the collection year	95	✓	All the YC that were due a review and were engaging with the service were reviewed.	100	✓	
CA/019	The number of reviews of support plans for young carers that were due during the collection year that were completed within statutory timescales	71	✓		74	✓	
CA/020	The number of reviews of support plans for young carers that were due during the year and were completed	95	✓		-	✓	

End of Appendix 3.

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DIRECTOR'S REPORT 22/23 APPENDIX 4 OF 4 GRAPH DATA, ADULTS' AND CHILDREN'S SERVICES

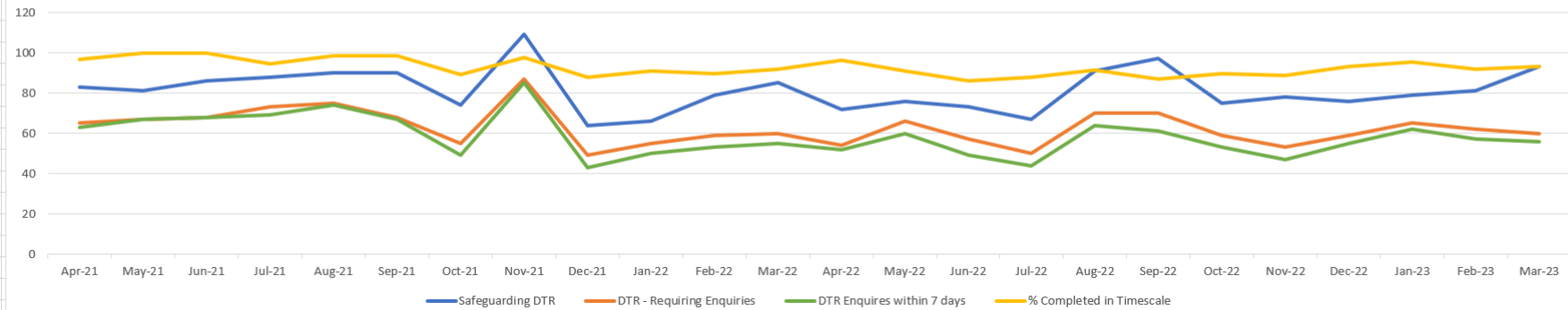
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Adult Safeguarding – Duty to Report:

Month	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22
Safeguarding DTR	83	81	86	88	90	90	74	109	64	66	79	85	72	76	73	67	91	97	75
DTR - Requiring Enquiries	65	67	68	73	75	68	55	87	49	55	59	60	54	66	57	50	70	70	59
DTR Enquires within 7 days	63	67	68	69	74	67	49	85	43	50	53	55	52	60	49	44	64	61	53
% Completed in Timescale	96.9	100.0	100.0	94.5	98.7	98.5	89.1	97.7	87.8	90.9	89.8	91.7	96.3	90.9	86.0	88.0	91.4	87.1	89.8

Adult Safeguarding - Duty to Report

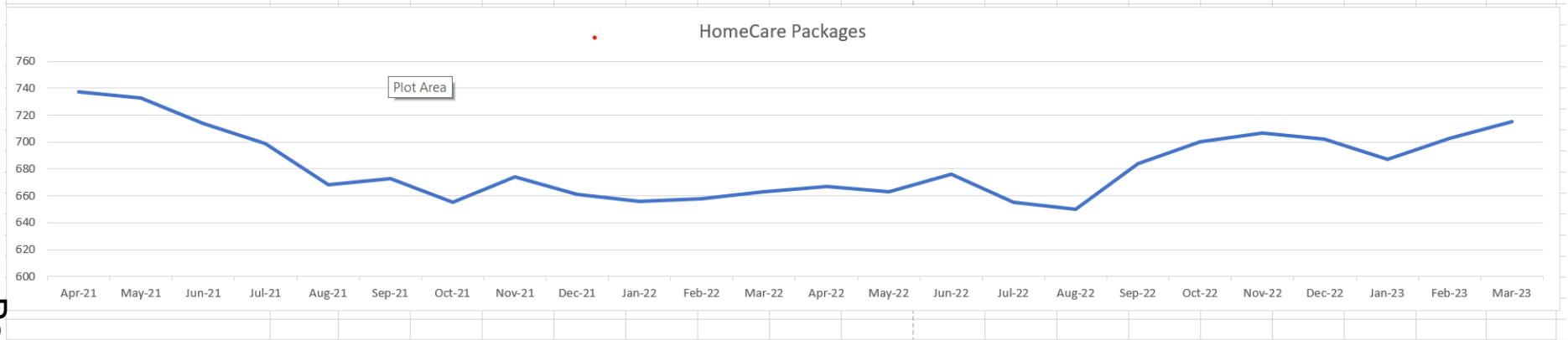


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Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
78	76	79	81	93
53	59	65	62	60
47	55	62	57	56
88.7	93.2	95.4	91.9	93.3

Home Care Packages:

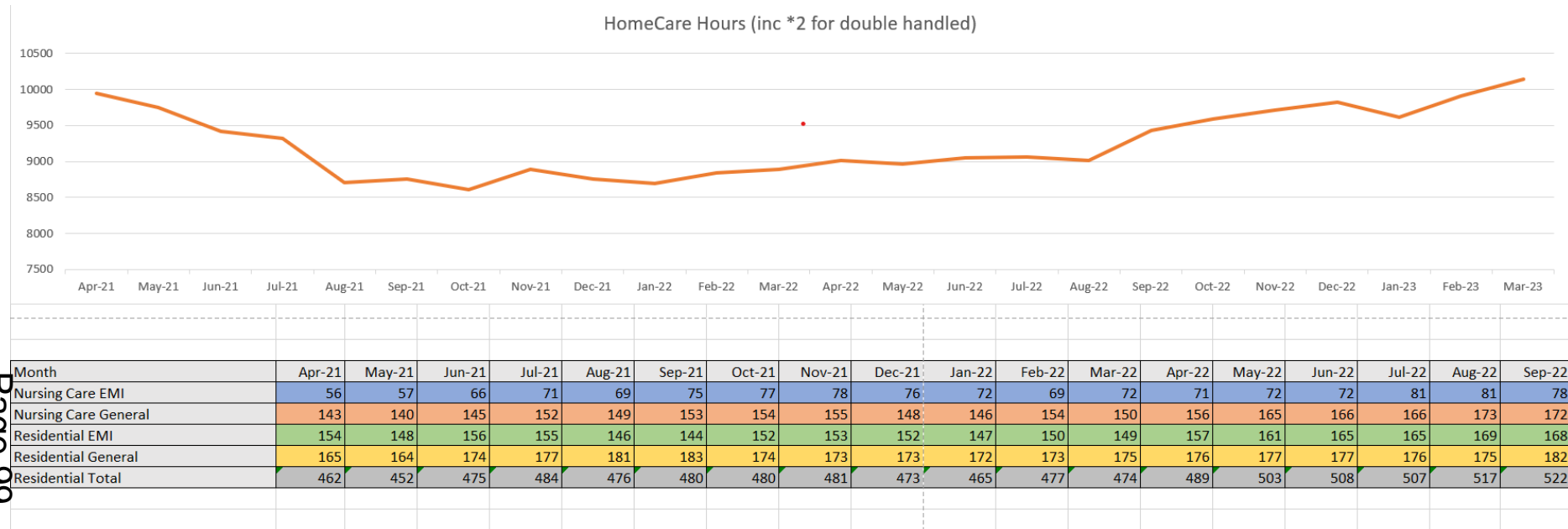
Month	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
HomeCare Packages	737	733	714	699	668	673	655	674	661	656	658	663	667	663	676	655	650	684
Hours (inc *2 for double handled)	9950	9753	9422	9318	8707	8755	8616	8896	8757	8692	8840	8891	9013	8971	9052	9058	9015	9431



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Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
700	707	702	687	703	715
9590	9713	9829	9616	9909	10142

Homecare Hours:

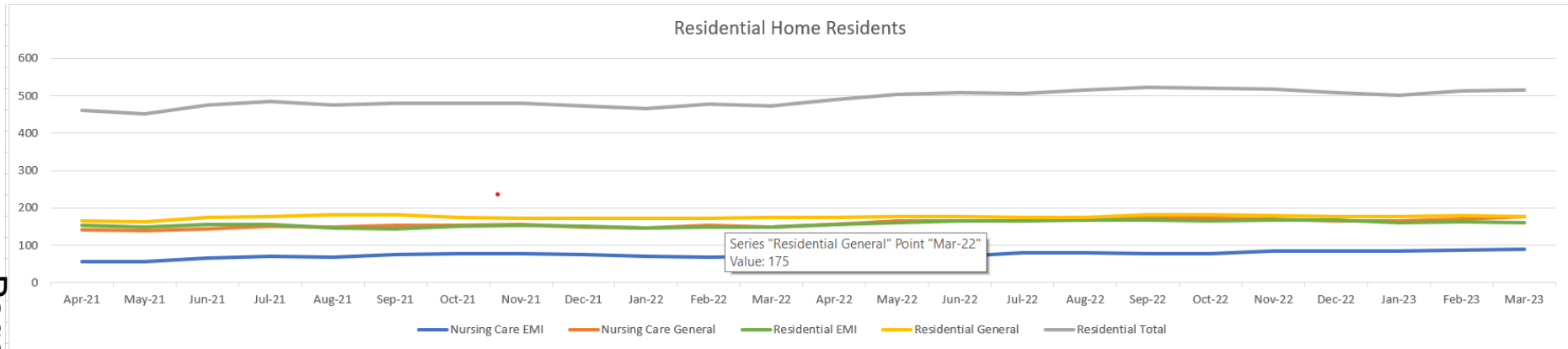


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	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
	79	84	84	85	88	90
	173	171	165	165	171	177
	166	167	167	160	163	161
	182	180	177	177	179	177
	521	518	509	502	513	515

Residential Home Residents:

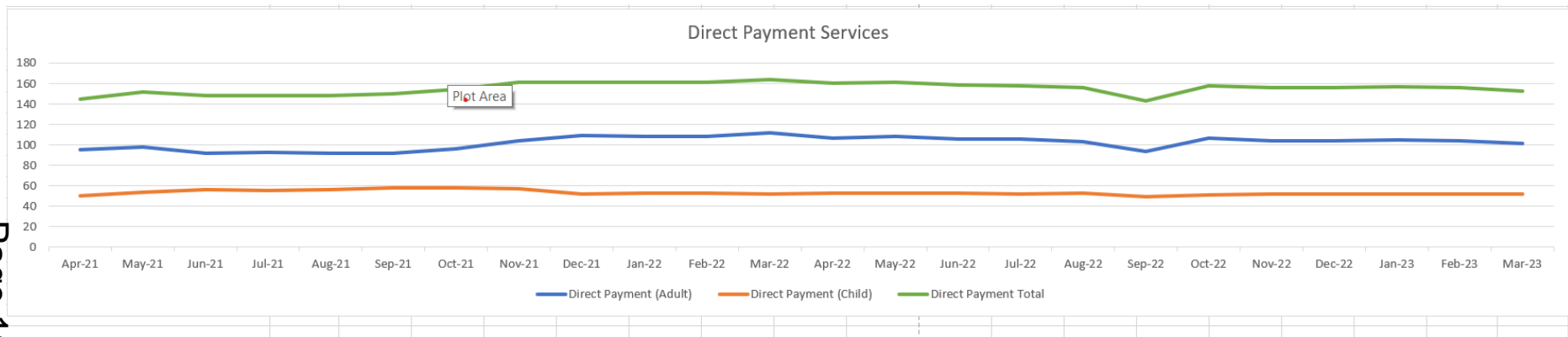
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Month	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
Direct Payment (Adult)	95	98	92	93	92	92	96	104	109	108	108	112	107	108	106	106	103	94
Direct Payment (Child)	50	54	56	55	56	58	58	57	52	53	53	52	53	53	53	52	53	49
Direct Payment Total	145	152	148	148	148	150	154	161	161	161	161	164	160	161	159	158	156	143

Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
107	104	104	105	104	101
51	52	52	52	52	52
158	156	156	157	156	153

Direct Payment Services:

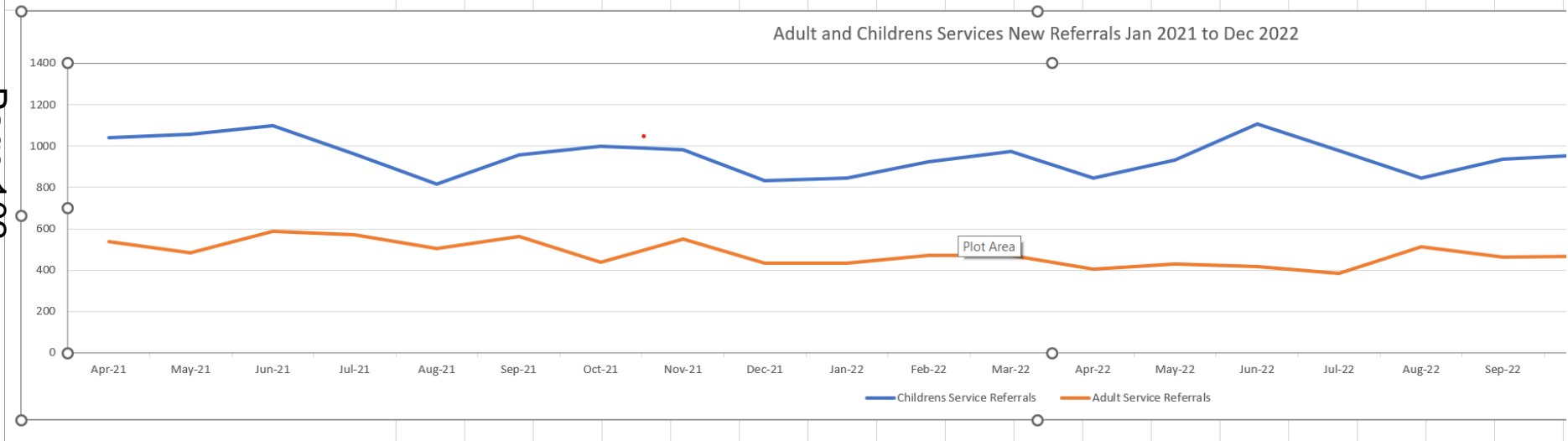


New Referrals:

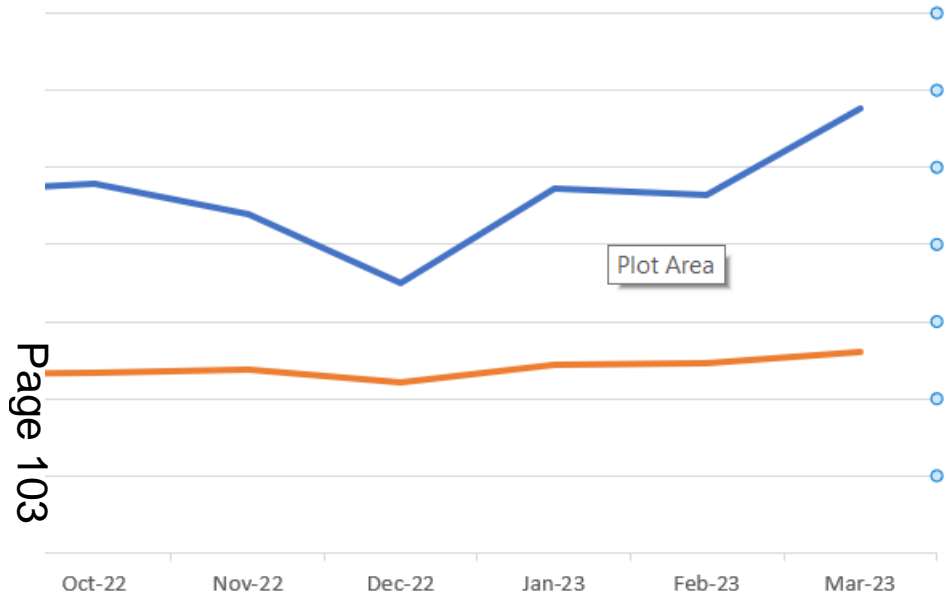
	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
Childrens Service Referrals	1042	1058	1099	961	818	958	1000	983	831	844	924	973	844	932	1107	980	846
Adult Service Referrals	537	484	586	573	504	563	440	551	434	433	470	471	403	431	417	383	511

Adult and Childrens Services New Referrals Jan 2021 to Dec 2022

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Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
936	956	879	698	943	928	1153
465	469	477	442	489	491	523



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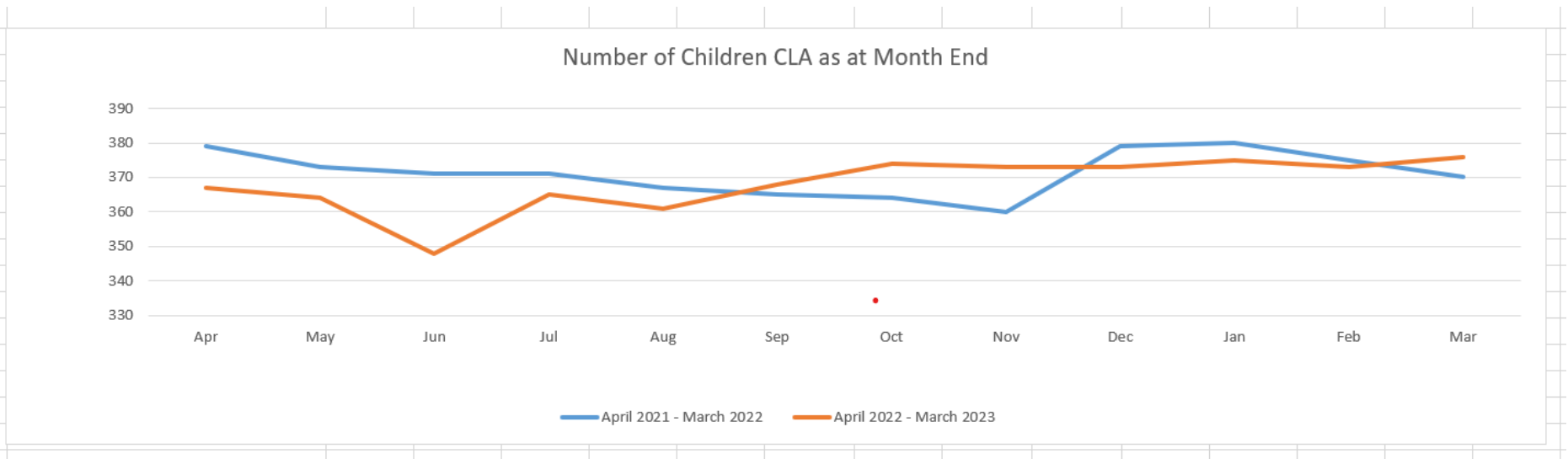
Children Looked After (CLA) Numbers, monthly 2021-2023:

	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
No of Children CLA as at month end	379	373	371	371	367	365	364	360	379	380	375	370

	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
No of Children LAC as at month end	367	364	348	365	361	368	374	373	373	375	373	376

No of Children CLA as at month end	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
April 2021 - March 2022	379	373	371	371	367	365	364	360	379	380	375	370
April 2022 - March 2023	367	364	348	365	361	368	374	373	373	375	373	376

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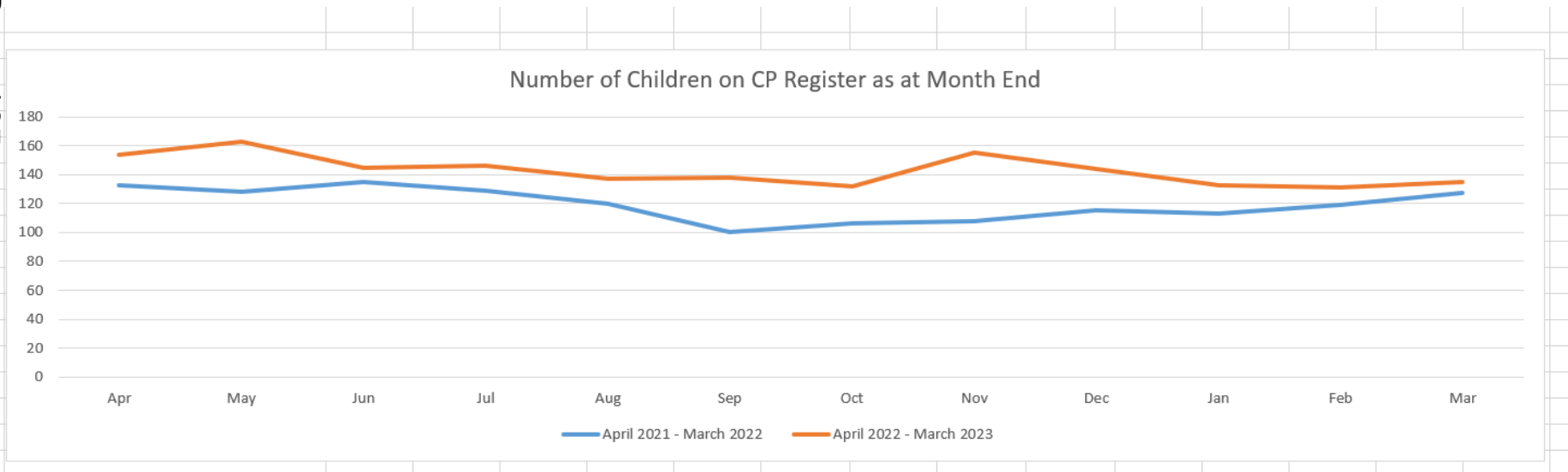
Child Protection Numbers, monthly 2021-2023:

	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
No of Children CP as at month end	133	128	135	129	120	100	106	108	115	113	119	127

	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
No of Children CP as at month end	154	163	145	146	137	138	132	155	144	133	131	135

No of Children CP as at month end	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
April 2021 - March 2022	133	128	135	129	120	100	106	108	115	113	119	127
April 2022 - March 2023	154	163	145	146	137	138	132	155	144	133	131	135

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End of Appendix 4



Report

Cabinet

Part 1

Date: 14 June 2023

Subject **Annual Safeguarding Report (Interim) of the Head of Corporate Safeguarding**

Purpose To present the Annual Safeguarding Report (interim) to Cabinet

Author Head of Corporate Safeguarding

Ward City Wide

Summary This report is the Head of Corporate Safeguarding's evaluation of 2022/23 performance for the Local Authority. This Corporate Safeguarding Policy provides a framework for every Service within the Council setting out responsibilities in relation to safeguarding and protecting children and adults at risk. It lays out the methods by which the Council will be assured that it is fulfilling its duties and that effective practices are in place to support individuals to live their life free from harm, abuse and neglect. It also informs of future developments and proposed improvements to measuring performance and data collection for benchmarking progress and improvement.

Proposal **To receive the Annual Safeguarding Report (interim) by the Head of Corporate Safeguarding**

Action by Head of Corporate Safeguarding

Timetable Immediate

This report was prepared after consultation with:

- Social Services Staff
- Safeguarding Champions in all Directorates
- Cabinet Member for Social Services
- Monitoring Officer
- Head of Finance
- Head of People and Business Change

Signed:

Background

This is the sixth review of the Annual Corporate Safeguarding Report. Further revisions to the format and data presented within this annual report have been made. It is anticipated that due to further work with partner agencies such as the Gwent Safeguarding Board and Welsh Government there will be further changes to format in coming years.

This role falls under the management of the Director of Social Services.

The Annual Safeguarding report demonstrates how Newport City Council will meet its obligations towards the safeguarding of children and adults at risk. It also gives assurances to the public, councillors, employees, volunteers and people carrying out work on behalf of the Council that there are sound arrangements in place to safeguard children and adults at risk. This report complements the end of year reports that are also available.

Head of Corporate Safeguarding's Summary of Performance

- Corporate Safeguarding describes both the policy commitment that a Council makes and the arrangements it has in place, to ensure that all its Directorates and employees play their part in safeguarding and promoting the well-being of children and adults who may be at risk of harm.
- The report is an interim report of the Annual Corporate Safeguarding report. It was presented to Scrutiny on 2nd June 2023. The reporting cycle for this report has been adjusted this year and this has been presented 7 months following the previous report. Members are respectfully reminded that this is not a full 12-month picture. Respecting the previous requests to provide only streamlined and targeted information, revisions to the format and data presented have been made to this interim report and it is anticipated that due to further work with partner agencies such as the Gwent Safeguarding Board and advice from Welsh Government, a final version of the report will be agreed within the next two years.
- We are also looking at the governance structure of Corporate Safeguarding and in consultation with current Safeguarding Champions and Designated Safeguarding Leads (DSL's) across the Local Authority, we have agreed to meet quarterly to formulate a joint action plan for Corporate Safeguarding issues and the monitoring of these.
- Everyone – employees, contractors, volunteers, and councillors have a role to play in protecting children and adults from harm, whether this is inside or outside the home. It is the Council's responsibility to ensure that staff, volunteers and contractors are aware of safeguarding in their day-to-day work for the Council and know when and how to raise concerns.
- Overall, the Local Authority is compliant and meeting its duties regarding Safeguarding practices for children and adults. It is acknowledged that services are still feeling the effects post-pandemic and referrals into HUB and First Contact Team remain high. However, despite these increases we have been generally effective in implementing the right decision or "right service" at the right time for both children and adults. There have been further developments in the Prevention and Early intervention service as well as the beginnings of a plan for the development of a regional threshold document for services.
- It is acknowledged that the authority still has some way to go to improve in terms of mandatory training compliance targets, particularly when benchmarking to other LA's and partner agencies specifically for VAWDASV compliance, which carries Welsh Government non-compliance fines. The continued low compliance for mandatory safeguarding training courses by employees (including volunteers and elected members) is a matter which is being prioritised. There are developments to centralise the data for completion of this training via an at a glance dashboard on MiHub. This will make the oversight of compliance more straightforward.

- We are asking that the actions for future work are endorsed and those outstanding are rolled over with the appropriate prioritisation given to the work around mandatory training compliance; governance and recording of safeguarding data for more effective benchmarking and reporting (including developing a more robust self-assessment tool which is regionally aligned; WCCIS reporting of service area referrals from DSP's); Safeguarding Training Framework development project to be relaunched; and a newly devised "Safeguarding, Young People Web Information Project" beyond the current safeguarding webpage to be considered by CSMT beyond the action plan of annual Corporate Safeguarding.

Whilst the Social Services Directorate lead on dealing with enquires regarding concerns that individuals may be at risk of harm, everyone has a responsibility to safeguard the well-being of adults and children who may be at risk whatever their role. The Corporate Safeguarding policy covers all functions and services of the Council and applies to all Council employees, elected members, foster carers, individuals undertaking work placements, volunteers and anyone carrying out work on behalf of the Council, including independent contractors.

The Council also has a duty to ensure that other organisations commissioned to provide services on their behalf have regard to the need to safeguard and promote the well-being of adults and children.

National Safeguarding Training Standards

Social Care Wales, along with multi-agency partners, is developing National Safeguarding Training Standards. These will support safeguarding professionals, and a much wider range of Council and agency staff, to understand their respective roles in relation to safeguarding. The framework is structured around defining the responsibilities associated with different employee, executive or leadership roles. These will be arranged in groups, from Group A, which focuses on basic safeguarding awareness and guidance for all employees, through to Group F, which includes public sector leaders.

The Council will work to safeguard children and adults at risk in line with the Social Services and Wellbeing (Wales) Act 2014 which defines:

A child at risk is a child who is experiencing or at risk of abuse, neglect or other kinds of harm and;

- Has needs for care and support whether the authority is meeting any of those needs.
- An adult at risk is an adult who is experiencing or is at risk of abuse or neglect and;
- Has needs for care and support whether or not the authority is meeting any of those needs and;
- As a result of those needs is unable to protect him or herself against the abuse or neglect or risk of it.

Recommendations to the Cabinet

The Cabinet is asked to:

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

Related legislation, policy, and guidance

Legislation which is contained within the various Acts and guidance that are identified below enshrine the right to protection from abuse. The legal starting point in achieving this objective is professionals' duty to report allegations of abuse and neglect.

The law also identifies the Local Authority as the lead organisation in making enquiries to identify whether an individual is at risk and in coordinating the response to protect. In practice this is never achieved in isolation or without clear leadership and accountability for the work which is equally set out in law, along with the duty to cooperate and collaborate with others.

The Council recognises that good practice in safeguarding brings together all activity aimed at promoting safe practice with vulnerable groups and preventing abuse and neglect. For this reason, and because the law, policy, guidance, and regulations change from time to time, it is impossible to provide an exhaustive list of relevant documents, but the most significant items are below:

- Social Services and Wellbeing (Wales) Act 2014
- Education Act 2002 – plus “Keeping Learners Safe 201” – The role of local authorities, governing bodies, and proprietors of independent schools under the Education Act 2002
- Children Act 1989 and 2004
- Section 17 of the Crime and Disorder Act 1998
- Mental Capacity Act 2005
- Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Housing Act 2004
- Licensing Act 2003
- Human Rights Act 1998
- Police, Crime, Sentencing and Courts Act 2022.

The Council will ensure that practice is compliant with the following policies and procedures:

- Wales Safeguarding Procedures
- Social Services and Wellbeing (Wales) Act 2014 - codes of practice and guidance
- Newport City Council’s Whistleblowing Policy
- Newport City Council’s Recruitment Policies, which includes Safe Recruitment Policies and Safeguarding in Employment Guidance
- Employees, and councillors should also act in accordance with the relevant professional Code of Conduct

The intention is that this Corporate Safeguarding Policy will supplement and not replace any responsibilities already set out in legislation, policy or guidance set out above.

Strategic context

At a strategic level, this approach to safeguarding supports the delivery of the Council’s wellbeing objectives as set out within the Corporate Plan 2022-27

At an All-Wales level, keeping people safe contributes to the Wellbeing goals set out in the Wellbeing of Future Generations Act to improve the economic, social, environmental, and cultural wellbeing of Wales.

Governance

The Council will discharge its strategic statutory safeguarding responsibilities through Designated Safeguarding Leads (DSL) and Safeguarding Champions in each Council Directorate. These identified individuals will represent their Directorate at the Corporate Safeguarding Champions quarterly meeting and act as a conduit for the dissemination of safeguarding information from the Head or Corporate Safeguarding.

Financial Summary (Capital and Revenue)

There are no financial considerations for this workstream.

	Year 1 (Current) £	Year 2 £	Year 3 £	Ongoing £	Notes including budgets heads affected
Costs (Income)					
Net Costs (Savings)					
Net Impact on Budget					

Risks

It is important to identify and manage any project or scheme's exposure to risk and have in place controls to deal with those risks.

You will need to complete the following Risk table:

Risk Description	Title / Impact score of Risk if it occurs* (H/M/L)	Risk Probability of risk occurring (H/M/L)	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?
Pressure on the Delivery of Children Services	H	M	Ongoing efficiency management Ongoing recruitment	Head of Children's Services
Pressure on Adult & Community Services	H	M	Ongoing efficiency management Ongoing recruitment	Head of Adult's Services
Safeguarding – inherent risk	M	M	Training and awareness raising to all staff	Head of Corporate Safeguarding

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Newport City Council's Corporate Plan 2022 -2

Comments of Chief Financial Officer

The Cabinet and Safeguarding report confirms there are no cost implications as the identified action plans will be implemented from existing resources.

Comments of Monitoring Officer

There are no specific legal issues arising from the Report, which simply provides an annual update for Cabinet on the progress made in implementing the arrangements for corporate safeguarding in relation to children and vulnerable adults in accordance with the annual Corporate Safeguarding Plan. The Report confirms that the Council is compliant and is meeting its statutory safeguarding duties under the Social Services and Wellbeing (Wales) Act 2014. It is acknowledged however that the authority needs to improve mandatory training compliance targets, particularly when benchmarking to other LA's and partner agencies specifically for VAWDASV compliance.

Comments of Head of People, Policy, and Transformation

Effective safeguarding arrangements are a vital part of ensuring the safety and wellbeing of local people during Council's business. A corporate approach to safeguarding ensures clear and consistent procedures are in place so that council employees can recognise signs and dangers and will then act appropriately.

The Corporate Safeguarding Report provides for openness and accountability and allows the Scrutiny Committee and Cabinet to have an overview role of the Council's safeguarding arrangements and activities.

There are no direct human resources implications to this report other than the rollout of the mandatory training.

Scrutiny Committees

The report went to Scrutiny Committee on 2nd June 2023. Recommendations were as follows;

- The Committee thanked the officers for the detailed report and were pleased with the work that the service area are doing. Members requested that future reports focus less on statistics and more on outcomes, such as more detail about what we are doing, what the issues and problems are, and what we are doing about it.
- The Committee were aware that some of the online training courses are managed externally, however they would like to make a recommendation to IT to help make it as easier as possible for Members and staff to access training courses.
- The Committee noted that two sets of figures were included in the report regarding the number of courses completed by schools were different as two separate systems are being used. As the information is inaccurate Members request that this information is removed from the report.

Fairness and Equality Impact Assessment:

• Wellbeing of Future Generation (Wales) Act

- The importance of having a workforce up to date with all mandatory training courses and understanding the role and influence their services have in the ongoing work to ensure the community is strong and resilient.
- The Social Services and Well-Being Act (2014) ensures that the prevention element that is required within the legislation supports communities to access early intervention for support that offers advice and assistance to maintain independence, improve wellbeing and prevent unnecessary escalation to statutory services. To ensure that professionals know their statutory duty to identify and report concerns is central to this.
- Integration: The ongoing work to in an integrated way with partners to ensure that we are all meeting our collective safeguarding responsibilities.
- Collaboration: The ongoing work with partners, specialist providers, independent, third sector and nationals who have rallied together throughout the Pandemic to ensure support continues to be available. Supported by the Local Authority in terms of co-ordination of services and distribution of Welsh Government funding to ensure they remain sustainable and responsive to changing needs.
- Involvement: The importance of involving people with an interest in achieving the wellbeing goals and ensuring that those people reflect the diversity of the city we serve.

• Equality Act 2010 and Socio-economic Duty

This report does not reflect a policy change or decision which would impact disproportionately on staff or communities because of protected characteristics or inequalities arising because of socio-economic disadvantage. Therefore, a formal Fairness and Equality Impact Assessment is not required. However, fairness and equality are considered in service delivery.

• Welsh Language (Wales) Measure 2011

The service area is mandated by Welsh Government to collect data around this measure to illustrate and monitor need.

Consultation

There have been two bespoke online safeguarding sessions delivered to elected members in 2022 in addition to the mandatory safeguarding training that all staff must attend.

Background Papers

Interim Corporate Safeguarding Report 2023

Dated: 1st June 23

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Corporate Safeguarding Annual Report

Table of contents

1.	Legislation and Scrutiny Recommendations (2021/2022)
2.	Safeguarding Training Data and Outcomes
3.	Developments this year (review of work plan)
4.	Reviewed Annual Corporate Safeguarding Work Plan 2020/2021
5.	Key Data for Safeguarding
6.	Annual Review of Newport City Council Corporate Safeguarding Self -Assessment Audit
7.	Future Work, Areas of Stress/ Risk, and Recommendations
8.	Corporate Safeguarding Work Plan (2022/2023)
9.	Resource Implications (Employment and Financial)

1.**1.1 Legislation**

The Social Services and Well-being (Wales) Act 2014 offers a clear expectation that the child/young person/adult must be at the centre of any safeguarding response and remain as much in control of decision making as possible. The basic right of a child/young person/adult to be heard throughout the safeguarding process is a critical element in the drive to ensure more personalised support that can only be offered by staff who fully recognise their roles and responsibilities concerning safeguarding.

One of the most significant changes from a safeguarding perspective is the definition of an “adult at risk” and the legal duty to report where there are concerns identified for either a child or adult. This legal duty to report is of significance and clearly illustrates how safeguarding is everybody’s business, hence the establishment of a corporate safeguarding report of this nature to assure members of the pro-active arrangements which the local authority are undertaking in safeguarding provisions and service planning. The data within the report continues to evidence a rise in referrals to all front door pathways. The rise relates to better communication with and reporting from health partners, provider agencies and our own social work teams, therefore, the rise in referrals is suggestive of a more robust system which protects our citizens and again is a positive improvement in respect of safeguarding practices within Newport.

Newport City Council remains an active member of the “Gwent Safeguarding Board”, which is an amalgamation of the two former specific regional boards. Newport continues to host the regional Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) team and work closely with the regional Partnership Board (VAWDASVB).

Newport officers are involved at all levels of the work of the boards. Heads of Children and Adult services are members at both Board’s, the Head of Corporate Safeguarding for Newport is deputy chair of the Business Planning meeting for both boards and also chairs the local safeguarding network meetings in Newport. The local safeguarding practitioner network meet in Newport bimonthly and is attended by all partner agencies working across Newport for Adults, Children and specialist services. The local safeguarding network also arranges 2 practitioner events per year, which is open to all practitioners in Newport. The events update practitioners on all local and regional developments such as learning/messages from Child/Adult practice reviews, new services and local developments, as well as introducing updated policies and/or procedures. There is a National Independent Safeguarding Board which will work alongside the regional boards to secure improvements in safeguarding policy and practice throughout Wales. All regional boards have duties and responsibilities to submit information to the National Independent Safeguarding Board.

Members were advised in the previous report of the Children Wales Act (2020). The Act is to help protect children's rights by prohibiting the physical punishment of children by parents and those acting in loco parentis within Wales, including visitors to Wales. In doing so, children in Wales now have the same legal protection from physical punishment as adults. In practice this might typically involve a smack given as a telling-off to a child (whether on the child's bottom, legs or other part of the body). The definition is not limited to smacking. Shaking or poking a child in the chest or pulling their hair for example is also an offence. The change brought clear duties on local authorities to ensure that not only practice is in place to manage and support citizens in relation to these changes but also in relation to our recording/ reporting duties being in place in advance (safeguarding specific quality performance indicators). The NCC performance team ensured that the new reporting requirements are built into the WCCIS system to capture the required data in relation to this required data, e.g.:

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

We are undertaking a Gwent wide analysis of the impact of this legislation now that it has been in force for a year. Early indications show that this legislation has not led to an increase in criminal prosecutions or safeguarding interventions for parents but more an education and signposting intervention where this is deemed to be safe and appropriate. More data and analysis will be available soon.

1.2 Scrutiny Recommendations (2021/2022)

The Committee felt that more specific data was needed throughout the report to contextualise information given, such as percentages so Members can have a clearer picture of comparison. Members also queried if it could be possible to find out in the percentages of how many children in the figures are the same child being safeguarded, and how many are single incident children.

The Committee asked that the area of focus regarding whether “the structure for the Newport Safeguarding Unit Structure and Individual Teams Key Priority Plans is appropriate to meet the Council’s responsibilities for safeguarding matters” be removed as it was outside of the Committee’s expertise.

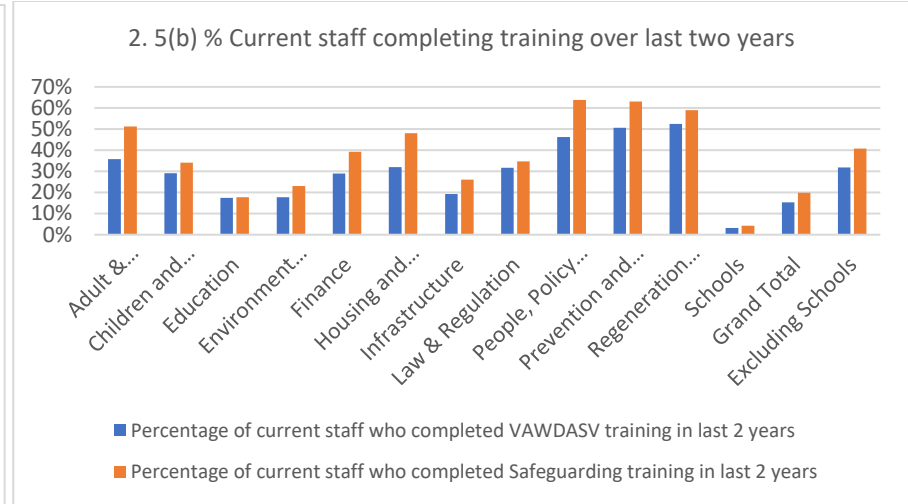
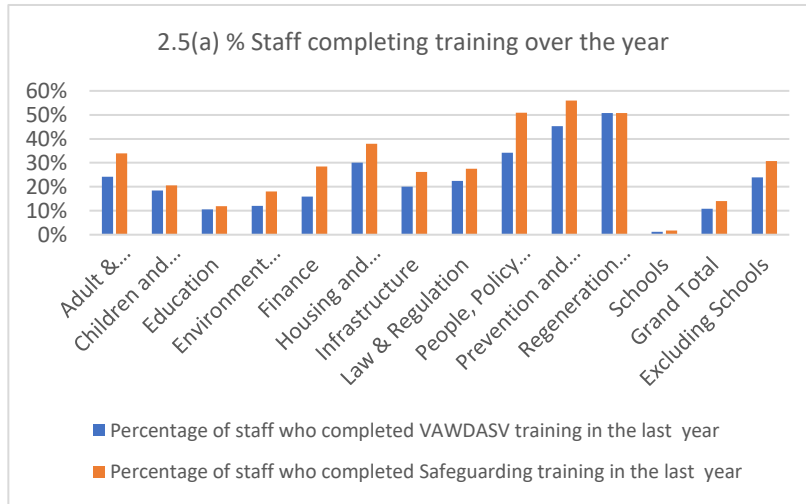
The Committee asked for an update regarding training progress be given to committee including more specific data to contextualise any information given, such as percentages to how many staff members have completed the training.

Members also queried if it would be possible to have update on figures such as training and referrals received, on a half yearly basis.

2. Safeguarding Training Data and Outcomes

- 2.1** Compliance rates with Mandatory Safeguarding Training for ALL employees, as well as elected members and volunteers, remains low this year. There are 3 specific mandatory courses with associated regulatory requirements for council employees to complete, these are the General Data Protection Regulations Training (GDPR); Violence against Women, Domestic Abuse and Sexual Violence and “Safeguarding Involves Us All- Awareness Training”.
- 2.2** It is important to continue to stress that there are ongoing mitigating factors for training figures being low in this period which must be taken into account. These factors have also been given due regard by regulatory bodies as they have not issued fines/ regulatory actions during this period, however, this continued acceptance will rightly not be continually extended. The ongoing effects of the Covid-19 pandemic has impacted on many of the workforce itself being affected in some way (directly with caring responsibilities; in shielding; family losses; illness and so on) resulting in their work patterns changing and reducing the number of staff physically working over the period. The pandemic has prevented the opportunity to provide face to face learning resulting with a number of service areas being unable to access the mandatory training as they have limited/ no e-learning opportunity. It is to be noted that the circumstances have prompted positive consideration to training delivery and how these can be more accessible and flexible. There has been a gradual return to face-to-face training as the workforce have been able to safely return to the workplace. There are continued developments in the training calendar and roll out as we begin to implement the National Safeguarding Training, Learning and Development Framework which was launched in National Safeguarding week in November 2022.
- 2.3** The “Safeguarding Involves Us All- Awareness Training” e-learning module was launched in May 2020. Face to face sessions have recommenced following the pandemic. National Safeguarding weeks in November 2021 and 2022 were used to promote the mandatory requirement by a campaign utilising staff communications such as newsletters, bulletins and announcements. The Safeguarding Champions have continued to provide targeted communications to their service area, including informing team managers of those who cannot access staff intranet facilities e.g. some school staff. We have lost a key member of staff in the budget cuts this year, this has led to a reconfiguration of the Safeguarding team and some new responsibilities for staff.
- 2.4** It is respectfully acknowledged that Scrutiny Committee members requested half yearly updates in the training figures and that these were requested in percentage format. The reporting cycle for this report was brought forward at the request of the Strategic Director to better align with the Director’s Report. This report therefore follows some 7 months from the last meeting with the Scrutiny Committee and the data is updated within.

2.5



The data table at 2.5(a) shows the completion of the two of the mandatory courses over the year for e-learning as a % for the service area workforce. However, these figures do not reflect those who have had the training previously and therefore there would be no expectation that they would complete the training. To reflect this 2.5(b) gives the percentage of staff in post 31/3/23 who have had the training over the last two years. This period was chosen as after two years there is an expectation that the training will be refreshed. It should be born in mind that of the percentage not completing the training in the last two years a proportion will have done the training over two years ago but are in need of the training being refreshed. Figures in 2.5(a) and (b) are not exactly analogous as 2.5 a includes all staff trained in year, including leavers, while 2.5(b) contains only leavers. Following the review of this annual data capture, an action is to evaluate how to target those services areas with lowest completion rates, with quarterly reviews while continuing to seek the ambitious 90% completion rate across all services with campaigns.

2022/2023 E-Learning Information Security Training
(Via Teams) by staff number

Adult & Community Services	28%
Children and Young People Services	21%
Education	12%
Environment and Public Protection	14%
Finance	22%
Housing and Communities	33%
Infrastructure	28%
Law & Regulation	22%
People, Policy and Transformation	39%
Prevention and Inclusion	53%
Regeneration and Economic Development	44%
Schools	1%
Grand Total	12%
Excluding Schools	27%

The Information Management Training benefited from the positive impact the launch made in 2020/21, however figures for the last year are broadly similar to VAWDASV and Safeguarding matters. The team deliver the training via several methods, have increased their face to face and teams training programme and participant numbers. This provides flexibility and availability for staff to complete their training. Information Management also recommends as part of policy that if a data breach is made, the staff members involved attend a Teams or face to face session within the next quarter, as part of constructive action. These steps initially increased take up and this learning may be helpful in promoting take up of all e-learning programs.

Overall compliance for the entire workforce for both courses is at 41% for Safeguarding training and 32% for VAWDASV excluding schools. This evidence from previous years shows that the campaign during National Safeguarding week, prompting VAWDASV and bulletin to Safeguarding Champions had impact. The evidence is that take up from schools is significantly less. Therefore the emphasis needs to be on utilising these campaigns, as well as concentrating on areas where take up is low, particularly schools, to look at those who had completed the training more than two years ago and encouraging staff members to refresh.

The training numbers for education are not a true reflection of the completed Safeguarding training numbers. This interrogation of data has highlighted issues around where this data is stored and who is able to ensure that it is a true reflection of the completed mandatory training.

All schools are up to date with their whole-school safeguarding training (2-3 years) and this includes an element on domestic abuse and the impact on children. In addition to this, all DSPs receive regular input from the VAWDASV team (Helen Gordon) during termly safeguarding meetings and it is part of the DSP training. Currently, all DSPs are undertaking 'Operation Encompass' training that has to be completed by end of May. There is a DSP meeting on 22nd May and schools will be reminded then that the training needs to be updated every 3 years. The Elearning safeguarding module data for central education staff is currently collated on a spreadsheet and is ragged as Green for completion.

Currently data for completion is stored in at least three different ways. This has led to some early but helpful conversations about centralising this data in a dashboard on MiHub for transparency and ease. This would enable compliance to be easily monitored and information being in one place for analysis.

From the Safeguarding Champion's work, the Safeguarding team are aware of which service areas require in-person training and these sessions will be launched as part of the ongoing schedule. In lieu of the training, those team managers have been asked to remind their remote workers of their corporate responsibilities for safeguarding, where the safeguarding policies can be accessed and the name of their Safeguarding Champion if they have any questions. City Services have highlighted to the Safeguarding team that they require in person sessions to reach all remote workers and staff with limited access to IT equipment during their working day, this is an area addressed through the self-assessment audit feedback and work plan (2021/2022). Refresher training for the Safeguarding Champions was held over two virtual sessions in National Safeguarding Week in November 2022 and were very well attended. Identified Safeguarding Champions from each Directorate meet biannually and the next meeting is on the 18th May 2023.

2. 6 The VAWDASV team have stated that their specialist additional training has had a low uptake across 2022/23 period however there was attendance by Newport employees to all courses offered, with 26 people completing the Ask and Act Group 2 sessions.

Specialist Syllabus Training

Understanding Domestic Abuse and Coercive Control – 3
 Risk and MARAC – 7
 Domestic abuse and the Affect on Children and Young People – 8
 Understanding Sexual Violence – 6
 Understanding Perpetrators – 5
 Understanding HBA, FM and FGM – 4
 Understanding and Working With Male Victims – 2
 Vicarious Trauma and Wellbeing – 4
 Perpetrators in the Workplace – 1
 Trauma bonding – 1

National Training Framework

Ask and Act Group 2 – 26

Ask and Act Group 3 – 3

**Newport City Council NTF Response
5930**

NTF Group		Year Total	Year Staff %	Live / Roll out Total	Total Staff %	Comments / Notes
eLearning	Group 1	824	13.9%	2702	45.6%	This number is the total number of current staff in NCC with Group 1 training. This is what WG have as a 100% Staff requirement under the NTF Statutory Guidance.
Ask and Act Awareness	Group 2	78	1.3%	510	8.6%	This training is recommended for anyone who has a public facing role. I would like to argue that as employees that interact with one another, this number should reflect also interactions with the public within the work environment moving forward. The rolling total here is a total of staff trained from September 2016 - April 2023.
Ask and Act Champions	Group 3	2	0.0%	81	1.4%	Much as the above needs to be noted. With the exception that the NTF guidance states that any Group 3 staff should be 10% of the number of Group 2 trained staff to function as a support service. That needs to be considered moving forward also. The rolling total here is a total of staff trained from September 2016 - April 2023.
Senior/Strategic Leaders	Group 6	30	0.5%	70	1.2%	This is solely aimed at the those in senior and strategic leadership positions. These numbers represent the number of leaders who have attending organised sessions by the Gwent VAWDASV Team. These is additional resources for this Group via online YouTube videos, but these cannot be tracked.

- 2.6** This continued trend in the low uptake in mandatory training across the workforce requires collective oversight by the council. Regulatory bodies have accepted mitigating factors to date and there have been improvements seen across the service areas for some courses, however, the council requires a corporate steer from People and Business Change to ensure that “Mandatory Safeguarding Training” is completed for all new starters and current employees which is formally tracked, and appropriate review/ action taken when not complied with. Colleagues from within People and Business Change can reassure that the ‘on boarding’ process of completing all mandatory training for every new starter, including volunteers is now in place.
- 2.7** As part of the training schedule under construction for a September 2022 launch, a review of the Safeguarding Involves Us All e-learning module has been completed. This had included a revised version to prevent duplication with the Welsh Government module within the All-Wales Basic Safeguarding Training pack, which is a single consistent safeguarding training module launched for public and voluntary sector staff across Wales in November 2022. Newport City Council’s module will continue to include the specific policies and supporting documents to ensure employees are not only aware of their duty to be vigilant for the signs of abuse/harm but their corporate responsibilities including duty to report and the safeguarding expectations upon them when working for the council.
- 2.8** The Council now has mandatory ‘safeguarding involves us all’ provision. Managers of individual employees are responsible for ensuring staff undertake all mandatory training. The HR team will regularly provide managers with reports on those needing to undertake any mandatory training. These reports are to be shared with the Head of Corporate Safeguarding to further monitor compliance and look at any themes arising from non-compliance across the Local Authority.

3 Developments this year

3.1 Volunteers/ Chaperones Register for Newport City Council

A piece of work has been undertaken to create a central register of volunteers in our HR people management/payroll system – iTrent. Managers across the Council were contacted to provide details of their current volunteers, where upon receipt of these details they were added to the central register. Our volunteer onboarding process has now been centralised and therefore once volunteers are engaged by a manager, they must complete an online form which adds their details to the central register and also ensures that they complete the mandatory training courses in Safeguarding, GDPR and VAWASV. For those volunteers requiring DBS checks, these will also be identified via the onboarding process. Finally, our Volunteer policy has also been reviewed in-line with these new processes and is now live on our intranet.

In summary we have done the following:

- Created a central volunteer register in iTrent where all volunteer information will be stored
- Collated current volunteer details and added them to register
- Created an onboarding process for volunteers to complete their details online via our NCC jobs page once there placement has been agreed with a relevant manager
- Reviewed and published our Volunteers policy to reflect these changes

3.2 Newport Safeguarding Hub update

The Newport Safeguarding Hub is the authority's 'front door' process with the co-location of Police and Social Services personnel enabling sharing of immediate information and improved and timelier decision making for safeguarding children and adults. It remains clear that the safeguarding Hub, would be further enhanced with an improved interface between Health and Education representatives which goes beyond single points of contact (SPOC). There has been a particular challenge in resourcing a greater presence. Wider partnership co-location in the hub such as the Early Intervention Team responding to PPN's (police notifications) and joint agency decision making remains effective.

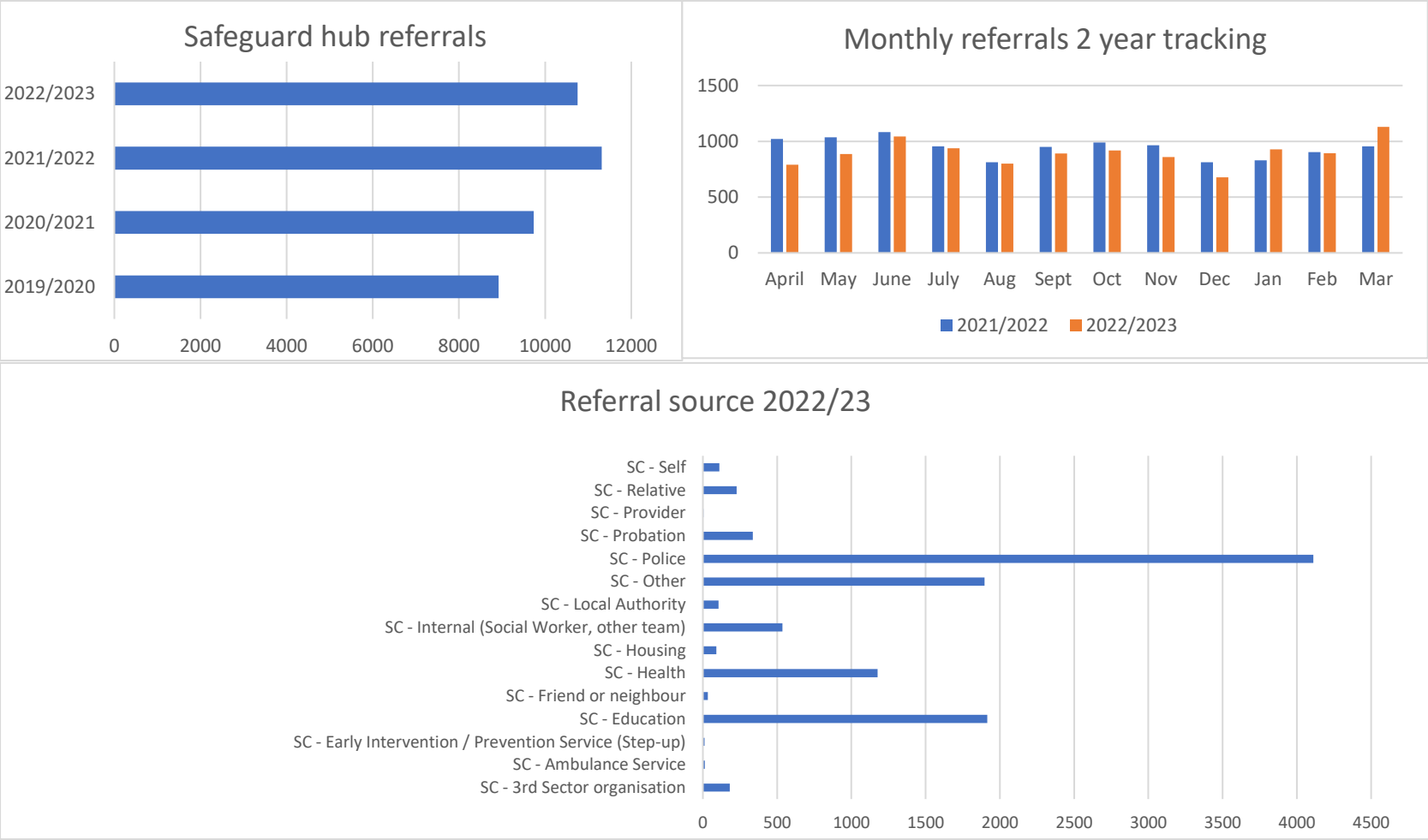
The Newport Safeguarding hub model and its successes has resulted in the model being adopted regionally. There are now 2 Safeguarding Hubs in Gwent split East and West, with the East covering Newport and Monmouthshire while the West covers Caerphilly, Torfaen and Blaenau Gwent. Although the two areas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

The "adult at risk" safeguarding pathway process has been under review and will shortly launch as an 'Information, Advice and Assistance (IAA)' front door. The single pathway for all adults at risk (duty to enquire referrals) will to be managed through one point of access and determine the initial action requires further work and remains an outstanding area of stress/ risk. This means the reliability of data will come from one referral point. Having one streamlined process would alleviate any discrepancies. This is work in progress and an updated service proposal will be available in imminently.

The quality measures (performance indicators) for the Newport Safeguarding Hub are now clearly the reporting responsibility of the Annual Director's Report for Social Services. However, as discussed there are safeguarding performance measures captured at The Safeguarding Hub which will be presented for Member's awareness to assure them of the authority's performance in terms of statutory

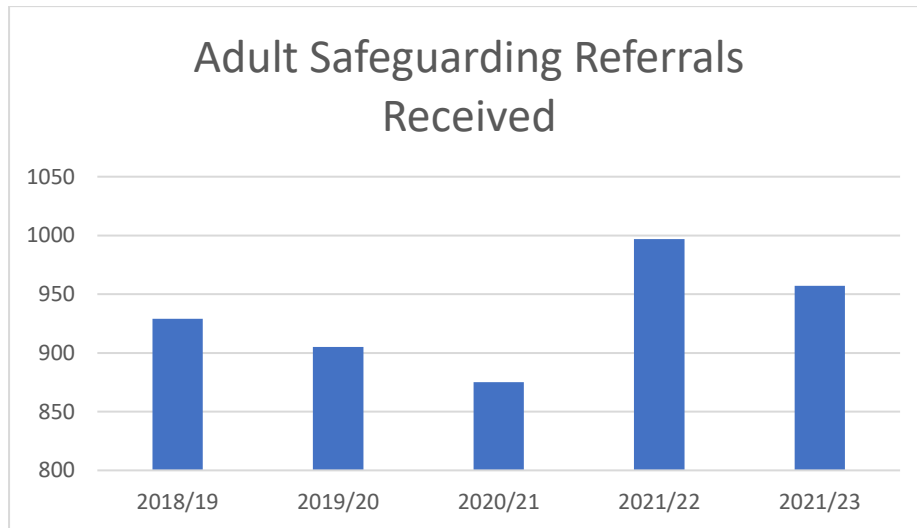
responsibilities; Children’s safeguarding processes (contacts/strategy discussions/ initial conferences); Adults at Risk (duty to enquire); which will be presented here. Members are also directed to Section 5 for additional Key Data for Safeguarding

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



Referrals to the Safeguarding Hub (Children's Services) have overall increased by 13.9% compared to 2020/21. Police referrals are the most frequent referral source. The current resource provision of early intervention support with a step up- step down model via the prevention service and children's duty team is the correct practice model in place to address the needs of families in acute stress, responding to need and escalating only those families where thresholds are appropriate. The data suggests that there are effective controls within the safeguarding HUB, that there is compliancy and effective safeguarding arrangements in terms of children's decision making and the statutory responsibilities for timely decision making.

The total number of reports of an adult suspected of being at risk received in 2021/22 was 997. This fell slightly to 957 in 2022/23. It is to be noted that 753 Adults were the "victims" reported via the 957 DTR's, hence some Adults reported more than once. Health professionals and care providers accounted for 54% of the referrals, evidencing strong multiagency working.



Total Adult Duty to Reports received	957
Total No. of Adults at risk	769
From which Adult suspected of being at risk (of the 997 DTR's 783 required enquires to be made)	725
Breakdown of non-criminal investigations	152
Breakdown of criminal investigations	91
Breakdown of ABUHB Adult Safeguarding cases **DTR cases owned by Health DLM	63

3.3 National Referral Mechanism pilot for young people. Newport are piloting devolved decision making around the NRM referral process for children on behalf of The Home Office. Newport is leading on this for the Gwent region. This enables us to dovetail cases of modern slavery/trafficking/exploitation with safeguarding of children and young people at a local level. This is one of twenty UK pilots that will run until March 2024. It is highly likely that this devolved decision making will be a duty for all Local Authorities in the future as local responses to presenting local issues better safeguard children and young people. The national figure for referral breakdown is 78% UK nationals 22% Non-UK nationals. Referrals are mostly young males and the primary reason for referral is criminal exploitation (2nd May 2022)

4 Reviewed Annual Corporate Safeguarding Work Plan 2020/2021

What outcomes do we want to achieve? (objectives to achieve)	How will we make this happen?	When will we achieve this?	How will we know it's making a difference? (performance measures)	RAG status	Reviewed Status
<p>1. Mandatory safeguarding training compliance to be corporately addressed by People and Business Change urgently via new ways of working for both new starters to the authority (via on-boarding process) and for current employees (via I-Trent tracking and employee check ins and if necessary, capability procedures for non completion) in order to avoid fines/ regulatory action for continued non-compliance.</p>	<p>People and Business Change to ensure that Mandatory Safeguarding Training is addressed as part of their priority planning for 2021/2022.</p> <p>New starters- via on-boarding process: Project currently being reviewed by Jane Westwood (PBC April 2021)</p> <p>Current Employees- via I-trent/ employee check-ins. Proposed by Rachael Davies (PBC April 2021)</p>	<p>Proposed for PBC to progress as a matter of urgency</p>	<p>Compliance rates for mandatory safeguarding training will improve across all service areas and the council will not receive fines or regulatory action.</p> <p>The council will be able to easily track compliance with mandatory training and address with service areas where there are issues with low up take and identify if barriers exist and address these swiftly.</p> <p>Completion of mandatory safeguarding training for all employees will result in a work force that is aware of its duties and responsibilities.</p>	<p>RED</p>	<p>AMBER</p> <p>People and Business Change had Mandatory Safeguarding Training as part of their priority planning for 2021/2022. PBC are finalising the mandatory training booklet including safeguarding (to replace the employee version via NHS portal due to challenges of access/IT skills).</p> <p>The onboarding process is in place where the mandatory training is to be completed. Further structures need to be in place to review impact of onboarding process and regular re-training schedule monitoring.</p> <p>Work within I-Trent ongoing.</p>
<p>2. Re- Launch e-learning basic safeguarding training for ALL employees and members- ensure</p>	<p>- E-learning side of module successfully launched; implementation of face to face (F2F) facilitation to be established</p>	<p>- F2F training date tbd in relation to endemic situation</p>	<p>All new employees will have completed basic safeguarding awareness training and know their council duties and responsibilities prior to commencing their position.</p>	<p>AMBER for Face to Face learning and on-</p>	<p>AMBER</p> <p>Face to face learning schedule to launch September 2022.</p>

<p>compliance across all service areas within the first year for course completion is as close to target 90%</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 129</p>	<p>as soon as pandemic relaxation will allow action</p>	<p>- On boarding process tbc by PBC by July 2021</p>	<p>Target completion rate of existing employees and members will be met and be up to date with basic safeguarding awareness and their council duties and responsibilities.</p> <p>This can be scrutinised and tracked through the data within the annual figures within Corporate SG report and where non-compliance is identified the service area can be challenged.</p>	<p>boarding process for new starters</p>	<p>Launch complete but staff cuts have left this less resourced.</p> <p>Onboarding process for new starters in place as for July 2022.</p> <p>Overall completion rate since launch is 46%.</p> <p>Revisions of the package required to reflect All Wales Basic Safeguarding Training pack from Welsh Government</p>
<p>3. Develop a corporate register of volunteers/ chaperones/ mentors (paid/ unpaid) for all Council Service areas</p>	<p>Creation of a register where Volunteers, etc. may be used within service areas and what training/ checks would be required for their role- this requires to be linked to the Volunteers Policy and then publicised; cascaded to staff through varying forums. (to be completed in collaboration with POD & training).</p>	<p>- PBC to collate the details of the current list of volunteers/ chaperones across the organisation (May 2021)</p> <p>- PBC (with support of SG Unit) to update</p>	<p>There will be a centrally located register held by POD of all volunteers used across all council service areas. Should information be required about a volunteer (ie. their training/ safeguarding check status) then this information can be quickly accessed.</p>	<p>AMBER</p>	<p>GREEN</p> <p>The 'central register' has been set up in I-Trent (and we have populated volunteer details where they have been provided by service areas)</p> <p>Combined application form/on-boarding to capture details of any agreed volunteer (which will include sign-off that they've read</p>

		<p>Volunteers Policy to ensure new processes reflect requirements and Corporate SG requirements regarding mandatory training (July 2021)</p> <p>- Campaign/ dissemination/ SG champ forum of revamped Volunteers Policy in August 2022</p>			<p>and understood the mandatory training) in final stage. The volunteer will be issued with a 'contract' setting out principles/expectations of volunteering for NCC</p> <p>Update the final version of the Policy/Guidance for Volunteers to be completed July 2022, with a planned campaign of promotion across Council to ensure managers are signposting their volunteers to complete all our processes</p> <p>An item on the council jobs page to ask any speculative enquiry about volunteering for NCC so PBC can review and send to relevant service area for consideration</p>
4. Develop a tiered safeguarding training framework for all roles across the organisation (including volunteers) to be clear on the level of safeguarding training and safeguarding check	Early stages of the project with Social Services training department, identifying roles within services areas. Collaboration with POD is being arranged to develop this project.	Arrange project meeting with Safeguarding Unit; Training Department and PBC- lead officers Claire Broome (SS Training) and Lynsey	There will be a clear safeguarding training framework which staff/ managers from all council service areas can access to identify what level of safeguarding training is required for their employment role (including volunteers) to ensure compliancy in terms of safeguarding training.	AMBER due to roll over from previous work plan task	AMBER Initial project meetings held with Safeguarding Unit; Training Department and PBC- lead officers. Due staff changes and circumstance this project has been paused.

they must have in order to undertake their role		Thomas (Safeguarding Unit) – July 2021	This tiered training framework could also be developed as a future project to be linked to the clear review and personal development plans of employees.		Within July and August 2022, this wider project will be discussed when creating a face to face training schedule for Safeguarding training.
<p>5. Improve how “safeguarding” information is communicated externally to the citizens of Newport in order to ensure that our citizens know who to contact if they need information, advice or assistance and to promote the Council’s commitment to safeguarding by communicating essential information and highlighting where changes have or will be made (ie. legislation/ policy/ council procedures).</p> <p>“Communicating Information to Citizens about the Children-Abolition of Defence of Reasonable Punishment Law” in 2022 is</p>	Review the current Newport.gov webpages to ensure that the information is up to date/ useful/ engaging	<p>1) Content development of pages and ratification of content by CSMT by August 2021</p> <p>2) Dissemination strategy to be agreed with Comms & Marketing department upon agreement of information content IT web page content development and launch by September 2021)</p>	Citizens of Newport report that they can access information, advice and assistance and feel that the information is communicated to them clearly.	AMBER	<p>AMBER</p> <p>Content development undertaken however due to additional streamlined resources developed by the Welsh Government, how want a cross Wales approach, additional work has begun to reflect this requirement. Proposed pages will be submitted to CSMT by end of September 2022 with proposed launch of November 2022 to coincide with National Safeguarding week.</p> <p>Meetings with Comms and Marketing team to be arranged for August 2022.</p> <p>Work delayed do to staff cuts and reconfiguration and training of staff new to this responsibility.</p>

promoted on Newport.gov website.					
6. Child Protection Conference Process quality assurance review and audit	Audit and evaluation of the process changes and feedback from practitioners/ partners/ service users.	<p>1) Virtual conference change occurring early summer (June/ July 2021), therefore, 1st audit review within 3 months approx. October 2021</p> <p>2) Case file audit of WCCIS form development for Child Protection Conference to assure quality to coincide with virtual conference changes at 1.</p> <p>3) Practitioner/ child/ agency feedback on process changes to inform review</p>	Child Protection Conferences in Newport are a collaborative process which engage all of those participants involved, promoting the voice of the child and central to the process.	Green	<p>1) Blended Case Conferences working well with 90% parents attending the meetings face to face. Blended meeting have also helped with meeting attendance and quoracy.</p> <p>2) This is ongoing. Case Conference forms were simplified. This has led to them being completed more fully. Parents understand the form.</p> <p>3) Positive feedback on the form</p>

		and audit-findings to CSMT December 2021			
7. Campaign Promoting the role of the “Designated Safeguarding Lead/Officer” (ie. person responsible for making child/ adult at risk referrals) and the differences with the “Safeguarding Champion” for the Service Area (ie. person who disseminates information about Safeguarding and takes a corporate lead for information sharing)- it is vital employees know who to report their concerns to and that those with DSL/O responsibilities and duties have the adequate training/ resources/support to fulfil these obligations.	A clear need for a new campaign on identifying who the DSL/O is for every team in every service area is needed and ensuring that those people are adequately trained for the role/ supported and that they are known and promoted to their teams/ service areas as the person responsible for making child/adult at risk referrals.	<ul style="list-style-type: none"> - Individual service area feedback from self evaluations commencing June 2021 - SG Champions forum highlighting information (September 2021) - DSL/O Campaign September 2021 	<p>Within the 2022 annual corporate safeguarding self assessments there will be a more informed knowledge base and response across the entire service area that it is the role of the “DSL/O” as the person who makes child/ adult at risk referrals.</p> <p>Improved knowledge across all service areas in safeguarding terminology/ language.</p> <p>Every employee knows who to report their concerns to if they have concerns for a child or adult at risk and the names of designated safeguarding leads/ officers are known/ displayed amongst teams/ departments.</p>	GREEN	<p>GREEN</p> <p>Safeguarding Champions to be addressed by directorates due to staffing changes</p> <p>Refresh completed and meetings now set up</p>
8. Liberty Protection Safeguard training across Newport adult and children services		Regional consortium training calendar tbc	Adequately skilled workforce who have received the specialised regional training who are able to adapt to the	GREEN	GREEN Completed within Adult Services, with new starters

prior to regulation changes in 2022			transition from DoLs to LPS when it is applied in 2022. (No date set for implementation yet due to consultation of the new Code of Practice to be completed across the UK, possibly 2023)		receiving the support for adaption from DoLs to LPS.
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5 Key Data for Safeguarding

5.1 This section comprises the data required. Thus Members will be routinely provided with the performance data regarding referrals to the Local Authority Designated Officer (DOS/LADO); the performance figures provided to Welsh Government relating to the number of children named on Newport’s Child Protection Register as at 31st March each year; the number of children “looked after” as at 31st March and the number of children accommodated during the course of the year. The adults at risk (duty to enquire) statistics and reporting in relation to child assessment through to child protection processes will also be routinely provided.

5.2 Professional concerns

	Total PSM (Cases)	Substantiated	Un-substantiated	Unfounded	Deliberately invented or malicious	Threshold not met / Awaiting outcome
2019	93	33	22	5	0	40
2020	90	22	17	10	0	51
2021	81	31	11	5	1	52
2022	95	33	30	6	0	26

The table and graph at 5.2 provide data on the number of professional strategy meetings convened by the LADO, their outcomes, and over the past 3 years. Members are advised that there has been a change in the outcome category introduced by the Wales Safeguarding Procedures. Thus, malicious, and demonstrably false are no longer used and a new category, “deliberately invented or malicious”, has been introduced from 2020. Referral reduced in 2020 and 21 (particularly in education, alongside an increase in health referrals) during the pandemic. However, trends have now reverted to pre-pandemic levels.

5.3 The number of children named on Newport’s Child Protection Register as at 18.4.23 was 137.

Members are advised this is a low/medium average with other Gwent Local Authorities. There is a continued commitment to collaborative working with families and risk reduction.

5.4 The number of children “looked after” as at 18.4.23 was 379, an increase from 341 previously.

There were 115 episodes of CLA that ceased in the period 01.04.2022 to 31.03.2023 note there were 2 children who BLA and ceased twice so the 115 episodes relates to 113 children. Members are reminded that ceasing “Child Looked After” status can be favourable for a number of reasons including “Turned 18 years old and continuing to live with foster parent/s in a ‘When I Am Ready arrangement’; Adoption; returned home to live with parents, relatives, or other person with parental responsibility (not under a residence order or special guardianship order); Special guardianship order made to former foster carers; Transferred To Care Of Adult Social Services).

As at 31 March 2023 there were 377 CLA compared to 370 on the 31.03.2022. Comparatively to last year’s Child Looked After figures numbers have remained stable and not increased significantly. The per 10,000 rate of children who are looked after continues to be the lowest in Gwent and below the Wales average.

50 % of Unaccompanied Asylum-Seeking Children last year arrived via the mandatory NTS (National Transfer scheme) – the Home Office’s dispersal mechanism for under 18’s. There have been 21 spontaneous arrivals in the last year. We receive funding from the Home Office for these young people. Welsh Government discounted CLA UASC numbers from mainstream CLA numbers when they are analysing CLA numbers nationally as they represent a different cohort of children. The Strategic Migration Partnership link for Wales regards Newport as leading the way in this work.

Very generally speaking this cohort of young people are receptive of help and support and compliant with attending education/training. There was some concern in the press about this cohort going missing. We are aware of one young person who is over 18 and believed to have gone to Cardiff. There is a very low rate of absconding. Nationally the figures are that 75% of UASCs get right to remain via The Home Office. This figure is likely do decrease significantly with the incoming Illegal Migration Bill.

Housing developments:

We continue to use private rented accommodation for many over 16's due to the lack of local foster placements. Young people are supported through Children's Services and co working with the third sector e.g. Gap Centre and Barnardos. The creation of a specialist UASC team in Newport has led to a step change in the amount of support that young people receive. We are developing a specialist residential provision on a Gwent wide basis and looking to integrate this into how we are working. Other developments include investigating the development of supported accommodation that can operate within the cost envelope provided by the Home Office.

The Home office has been slow to process asylum applications over the last few years and this means that young people are unable to claim housing benefit or access services that are funded by the Housing Support Grant in Newport. This has placed most costs for their accommodation in the Childrens services budget.

A Gwent wide plan for UASC is being developed now.

Children Looked After accommodation

Significant work with our early intervention and prevention services to support families to stay together anticipates a further drive in safely reducing the child looked after population and returning "out of authority" placements to in-house provisions. Newport continues to develop our in-house residential services working on at a Gwent level to increase emergency provision. Newport has a short breaks home for children with disabilities, 3 x four bed children's home which also have 1 emergency bed available for up to 6 weeks. There is also a smaller home which accommodates one young person. Newport has developed, in partnership with health, a 4 bed regional children's home which is short term provision to step down or prevention escalation for those children with high level emotional/behavioural needs. Newport is also developing regional emergency accommodation, 4 annexes that can accommodate 1 or 2 children depending on need. Newport is also working in partnership with Action for Children to develop a home for 4 children with disabilities on a regional basis. Newport is also developing its own disabled children's home. Newport has approximately 130 foster carers. Newport's children placed with private/independent foster carers numbers continue to remain stable as the teams work hard to return children to Newport or prevent them from leaving the authority by providing alternative care. The Programme for Government elimination of profit agenda has had a significant impact on external private providers and will mean that Newport will need to continue to build in house provision and plan to return children from private provision.

6 Annual Review of Newport City Council Corporate Safeguarding Self -Assessment Audit

6.1 Review period

We are reviewing the self-assessment tool following the issuing of the Welsh Government guidance on Corporate Safeguarding. We are working Gwent wide with Safeguarding Service Manager counterparts to merge existing forms to reflect the shared issues. This will enable benchmarking and commonality of approach. We are including the audit recommendations into this work. In Newport, we are keen to establish a reporting cycle for corporate Safeguarding to ensure that all colleagues are aware of the timescales for Case file audits, Safeguarding Self Assessments, and the annual report.

6.2 Quality of returns

Service areas have returned self assessment with various approaches. It has been useful to capture positive practices that are already fully embedded across the council. The process has highlighted to managers areas of improvement to refine safeguarding practices for their staff and the citizens who use their services. The method of completion was varied and resulted in different quality returns. Corporate Safeguarding will need to provide tailored support and guidance for the next completion of returns, to ensure there is deep level of scrutiny across all teams, to gain accurate insight and to help improve practices. Individual feedback with specific goals for each service area has been provided to colleagues leading on this. Corporate Safeguarding have plans to work in partnership with the Gwent Safeguarding Board and neighbouring local authorities to create a South East Wales regional self-assessment tool for safeguarding. This will enable common themes and gaps to be identified and tackled across the region as well as sharing good practice.

6.3 Themes per Standard

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

Strengths

All service areas report they utilise the suite of corporate safeguarding policies, including the Safer Recruitment process and recognise the responsibility for the associated training for all employees to be completed. Services were able to reference specific service area policies that relate to safeguarding, which further evidence a commitment to embedding these within their processes. Service areas were able to clearly respond to questions regarding checks and volunteers, demonstrating an understanding of each topic. 76% of service areas confident in this standard, with 10% amber and 5% red and needing attention/training.

Actions

Training – All areas are aware of the mandatory requirement of the training packages for all employees. Service areas confirmed that the onboarding process for new starters ensured applicable staff completed the courses in the first stages of employment. Tracking training and refresher completion of existing colleagues is an improvement most service areas identify. Managers are keen to address training gaps during team meetings or supervisions, to ensure safeguarding is prioritised and monitored regularly. Suggestions included regular reports for each service area to be issued by the training host or integrating training records and reminders with iTrent.

Actions: Delivery of in person training to be arranged as a priority for employee's who have limited access to e-learning packages. Training tracking to be discussed with HR partners and implemented.

DBS Checks – Service areas reported DBS checks are completed for roles where regulated activity occurs.

Actions – refresher training for managers to ensure all are aware of what constitutes regulated activity and how frequency of activity requires different levels of checks.

Designated Safeguarding Lead/Designated Safeguarding Officer (DSL/DSO) – Although individuals are made aware of their Duty to Report, most service areas were unsure who their DSL/DSOs were. This lack of clarity has been addressed as a priority to ensure the Duty to Report process is clear, to prevent any referrals being missed or delayed.

Actions: A regularly updated list of DSL/DSO's needs to be accessible with each service areas shared spaces including electronic and physical locations.

The DSL/DSO needs to be displayed in spaces where the public attend and have sight.

Safeguarding Champions role – All areas were aware of the Safeguarding Champions, with some commenting on usefulness of cascaded information. Within some areas, the Champions role was confused with the DSL/DSO role. However, other areas were very keen to increase the number of Champions per area to ensure Safeguarding remained a priority within team meetings.

Actions: Relaunch of the Safeguarding Champion role with clear comparison between the DSL/DSO role made and recruit active, motivated participants. Biannual meetings and rolling agenda items in place.

Volunteers – Areas were able to identify if they work with volunteers and in which sectors of their service area. All were unable to confirm if a register is kept and how this is monitored across the service.

Actions: Link in with People and Business Change to promote their work on the new centrally held Volunteers Register and remind all it is part of a commitment to safeguarding by following the associated policy and procedures.

Professional Concern referrals – No area holds data on how many referrals are made from that service area, in relation to concerns about professionals who work with children or adults at risk.

Actions: Corporate Safeguarding to work with WCCIS team to collate that data and share with service areas annually. This will evidence that the policies in place are effective, and employees are following the duty to report process. This work is ongoing and will require the Duty to Report form to be amended.

Audits – Adult Services and Children and Young People Services were the only teams who could identify audits where safeguarding had been a focus.

Actions: Work with Safeguarding Champions to identify areas within audits where safeguarding can be focussed on to ensure practices and procedures are regularly assessed for their robustness in terms of Safeguarding. Consideration to Safeguarding being a standing item on all team meeting agendas.

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

Strengths

Service areas are confident that citizens and staff feel safe and informed when at sites and accessing services. It was reported that 71% felt that this was working well and that there was confidence in this. 21% of the returns raised this as Amber in their scoring and 8% considered this to be a red risk, Security measures are complied with in terms of those on premises as well as risk assessments. Staff who work directly with the public have additional and specific safeguarding training suitable to their role. Services areas were able to provide examples of how they have managed any concerns received by other citizens or professionals. Service areas were reflective of procedures in relation to contractors attending properties and identified areas of improvement.

Actions

Citizen’s awareness of safeguarding – Although areas can example that safeguarding concerns are raised by staff and citizens, there was still a lack of clarity about this.

Actions: DSL/DSO’s identified and widely communicated, with timely reviews as a priority. The quality of public displays of across sites and online sources needs scrutiny to ensure best practice is established.

Other premises risk assessments – Service areas where staff visit other premises utilise logging and communication processes. However, the pandemic changed some practices with physical logbooks to digital or phone calls made post visit, ensuring new agreed practice is in place.

Actions: Champions to highlight the need for these new practices to be reviewed in a timely manner as the working practices continue to evolve due to blended working.

Standard 3 Culture (Effective) - How Effective is your service area approach to safeguarding?

Strengths

All areas stated that their strategic planning considers the need to safeguard citizens and to promote their welfare. Some were able to reflect on what has gone well and areas for improvement. 79% of responses said that they were competent in this, 19% rated themselves as amber and 2% as red. Most areas were able to demonstrate that new learning is embedded into practice and planning in relation to consent to share and safeguarding children and adults at risk. Gaps in service area approach to safeguarding were mainly identified, showing willingness to accept change will be required to improve and uphold safeguarding standards.

Actions

Training – All areas again commented on the need for better monitoring of training and will undertake snap audits to test the effectiveness.

Actions: Utilise Champions to provide prompts for regular training and testing of safeguarding understanding.

Commissioned services – Work in progress to ensure that safeguarding requirements are clearly stated in service specifications for commissioned services and that there is some assurance that Safeguarding training is undertaken routinely. Examples of work programmes in relation to this include the School Transport contracts. There has been considerable cross directorate work to ensure that services taking our most vulnerable learners to and from education are appropriately trained, wear ID always and are aware the specific need of some of the children. This is also work being looked at with the Home Adaptations team to ensure that all contracted maintenance staff are aware of safeguarding when entering homes of Adults deemed to be at risk. Service areas are aware of the LADO role and the Professional Concerns process/

Actions: Further discussion and quality checks required with Service Areas to ascertain if a comparison tool for those assessing a commissioned service safeguarding practices is in line with Newport City Council's.

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

- 7.1** The impact of Covid-19 pandemic is still impacting on developments and has resulted in further delays in actions from the previous year's work plan targets either being met or commenced for some work streams. The outstanding work has therefore been rolled over into this year's work plan (2022- 2023) and new target dates have been set. Members are respectfully asked to remember that given the ever-changing climate that we remain in that the service will always need to remain adaptable and reflexive, and the proposals stated will need to have a degree of flexibility to their completion.
- 7.2** The Safeguarding Unit, collaboratively with the Social Services Training Department and People and Business Change Department, will continue to progress on the secondary phase of "skill-scanning" of all job descriptions within the council (including volunteers) to ensure that every post is reviewed to ensure that the correct level of safeguarding training and checks required for that role is "assigned" and then can be reviewed by the responsible line manager at the correct intervals. This work is identified on the Work Plan (2022/ 2023).
- 7.3** As highlighted to Members, there is an area of risk to the Council in relation to poor performance for mandatory training where fines/ regulatory action may be taken regarding safeguarding training. Although there have been mitigating factors affecting performance (including the pandemic; access issues for specific service areas) which have been acknowledged by both the Senior Children/ Adult Management Team and Welsh Government to prevent action being taken currently, this on-going low performance and non-compliance requires to be formally addressed. It is therefore a strong recommendation to Members that Cabinet continues to endorse the work plan action at 1. for People and Business Change to adopt new ways of working into their priority planning for current employees in completing mandatory Safeguarding training in order to improve compliance rates; meet the objectives of the Council's commitment to ensuring "Safeguarding Involves Us All"; and in ensuring fines or regulatory action are not taken by governing bodies against Newport City Council.
- 7.4** Safeguarding Champions. This role has been refreshed and biannual meetings are in place. Consideration to be given to the creation of a LA Corporate Safeguarding Steering Group. The purpose of this group would be to allow senior members of the council to have an overview of their roles and responsibilities around safeguarding and to ratify plans at directorate level before being represented in reports such as this.
- 7.5** Audit cycle for children services. We are going to implement a case audit cycle in Children's Services from 1st September and have devised a process for all managers, Team Manager and above to audit a case bimonthly. This will be managed by the Quality Assurance team. From this we will gain oversight into case themes and subsequent strengths as well as improvements.

- 7.6** Greater connectivity with Children’s Services, Adults services and Prevention and Inclusion Services. Biannual meetings with Heads of Services to look at pressing safeguarding issues and arising issues and to approach issues consistently and share knowledge across the social care directorate.
- 7.7** Developing and Improving work that is cross directorate with Education Safeguarding. This includes a quality assurance process in all Newport schools, training data, referral (DTR) monitoring and hearing the Child/Learner’s voice.
- 7.8** The Head of Corporate Safeguarding is now the Deputy Chair of the Channel Panel. This is a Prevent led process and looks at cases of radicalisation and extremism within Newport. This has strengthened awareness of vulnerability and safeguarding within Community Safety and Communities.
- 7.9** We have been actively involved in the consultation work regarding changes to the Practice Review process and the incoming Single Unified Safeguarding Review (SUSR) This is a Welsh Government process but one that was initiated by Newport. This is simplifying the Practice Review/Domestic Homicide/Mental Health/Offensive Weapons review process. A multi-agency workshop was facilitated by The Head of Corporate Safeguarding in April 2023.

8 Corporate Safeguarding Work Plan (2022/ 2023)

What outcomes do we want to achieve? (objectives to achieve)	How will we make this happen?	When will we achieve this?	How will we know it’s making a difference? (performance measures)	RAG status
1. Mandatory safeguarding training compliance to be corporately addressed by People and Business Change urgently via new ways of working for current employees (via I-Trent tracking and employee check ins and if necessary, capability procedures for non	People and Business Change to ensure that Mandatory Safeguarding Training is addressed as part of their priority planning for 2022/2023. Current Employees- via I-Trent/ employee check-ins.	Proposed for PBC to progress as a matter of urgency	Compliance rates for mandatory safeguarding training will improve across all service areas and the council will not receive fines or regulatory action. The council will be able to easily track compliance with mandatory training and address with service areas where there are issues with low up take and	Green - Complete AMBER Processes in place for new starters and volunteers.

<p>completion) in order to avoid fines/ regulatory action for continued non-compliance.</p>			<p>identify if barriers exist and address these swiftly.</p> <p>Completion of mandatory safeguarding training for all employees will result in a work force that is aware of its duties and responsibilities.</p>	<p>Current employees have access to all the training and Safeguarding Champions and campaigns promote these.</p> <p>F2F sessions are being schedule to capture those without IT access.</p>
<p>Develop a tiered safeguarding training framework for all roles across the organisation (including volunteers) to be clear on the level of safeguarding training and safeguarding check they must have in order to undertake their role</p>	<p>Early stages of the project with Social Services training department, identifying roles within services areas. Collaboration with POD is being arranged to develop this project.</p>	<p>Arrange further project meeting with Safeguarding Unit; Training Department and PBC- lead officers</p>	<p>There will be a clear safeguarding training framework which staff/ managers from all council service areas can access to identify what level of safeguarding training is required for their employment role (including volunteers) to ensure compliancy in terms of safeguarding training.</p> <p>This tiered training framework could also be developed as a future project to be linked to the clear review and personal development plans of employees.</p>	<p>AMBER due to roll over from previous work plan task (20/21) Awaiting final version of National Safeguarding training framework and guidance to shape this training</p>

<p>5. Improve how “safeguarding” information is communicated externally to the citizens of Newport in order to ensure that our citizens know who to contact if they need information, advice or assistance and to promote the Council’s commitment to safeguarding by communicating essential information and highlighting where changes have or will be made (ie. legislation/ policy/ council procedures).</p> <p>Page 144</p>	<p>Review the current Newport.gov webpages to ensure that the information is up to date/ useful/ engaging</p>	<p>1) Content ratification of content by CSMT by August 2022</p> <p>2) Dissemination strategy to be agreed with Comms & Marketing department upon agreement of information content IT web page content development and launch by November 2022)</p>	<p>Citizens of Newport report that they can access information, advice and assistance and feel that the information is communicated to them clearly.</p>	<p>AMBER due to roll over from previous work plan task (20/21)</p> <p>Proposed development pages being finalised</p> <p>Communicating Information to Citizens about the Children-Abolition of Defence of Reasonable Punishment Law was prompted by the council social media channels Delayed due to staff changes</p>
<p>6. Self assessment tool – regional work</p>	<p>Ongoing meetings with Gwent counterparts. Managed by Safeguarding Service Managers with help from the Safeguarding Board Business Unit</p>	<p>Spring 2023 for the new reporting cycle</p>	<p>More robust self assessment will mitigate N/A answers as well as allow for benchmarking against WAO recommendations and regionally agreed performance indicators.</p>	<p>Amber – some agreed data collection to be implemented</p>

7. Audit Cycles	Process is devised and ready to implement	Sept 2022	Case themes, strengths and improvements	Amber – process has begun.
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9 Resource implications (employment and financial)

There are no resource implications currently other than corporate Safeguarding being a part of everyone’s role. This is being managed without a budget.

Appendix 1 – Glossary of terms

Acronym	Term
ABUHB	Aneurin Bevan University Health Board
CSMT	Children Services Management Team
DoL	Deprivation of Liberty
DSL/O	Designated Safeguarding Lead / Officer
DTR	Duty to refer
F2F	Face to face
FGM	Female Genital Mutilation
FM	Forced Marriage
GDPR	General Data Protection Regulations
HBA	Honour Based Abuse
LAC / CLA	Looked After Child / Child Looked After
LADO	Local Authority Designated Officer
LPS	Liberty Protection Safeguards
MARAC	Multi-Agency Risk Assessment Conferences
NCC	Newport City Council

PBC	People and Business Change
PPN	Police Protection Notification
PSM	Professional Strategy Meeting
SG	Safeguarding
SPOC	Single points of contact
VAWDASV	Violence against Women, Domestic Abuse and Sexual Violence
WCCIS	Welsh Community Care Information System
UASC	Unaccompanied Asylum-Seeking Children

Appendix 2 – Welsh Government Corporate Safeguarding Good Practice Guidance



WG Corp
Safeguarding Policy

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Report

Cabinet

Part 1

Date: 14 June 2023

Subject Treasury Management Outturn Report – 2022/23

Purpose This report is to inform Cabinet of treasury activities undertaken for the financial year 2022/23 and confirms that all treasury and prudential indicators have been adhered to. The report has been considered by Governance and Audit Committee, who provided no reservations or adverse feedback. Cabinet is asked to make any comments or observations, as needed, which will be included in this report when subsequently sent to Council.

Author Head of Finance / Assistant Head of Finance

Ward All

Summary In line with the agreed Treasury Management Strategy, the Council continues to be both a short-term investor of cash and borrower to manage day-to-day cash flows. Current forecasts indicate that, in the future, temporary borrowing may be required to fund normal day-to-day cash flow activities and longer-term borrowing will increase to fund commitments in the current capital programme, as well as the impact of reduced capacity for 'internal borrowing'.

The Authority also invested in three covered bonds within 2022-23, totalling £10m, in line with the Council's Treasury Management Strategy, which stated that the Council would consider long term investments up to £10m.

During the year, the Council's total borrowing reduced from £142.1m to £138.6m and total investments reduced from £58.3m to £47.2m, meaning overall the Council net borrowing increased by £7.6m to £91.4m as the 31st March 2023.

The report confirms that all prudential indicators were complied with during 2022/23.

Proposal **To note the report on treasury management activities for the period 2022-23 and provide comments to Council.**

Action by Head of Finance / Assistant Head of Finance

Timetable Immediate

This report was prepared after consultation with:

- Treasury Advisors
- Head of Finance

Signed

Background

1. Treasury risk management within Newport City Council is conducted within the framework of the Chartered Institute of Public Finance and Accountancy's Treasury Management in the Public Services: Code of Practice 2017 Edition (the CIPFA Code) which required the Authority to approve a treasury management strategy before the start of each financial year and, as a minimum, a semi-annual and annual treasury outturn report. This report fulfils the Authority's legal obligation to have regard to the CIPFA Code.
2. CIPFA published its revised Prudential Code and Treasury Management Code of Practice in December 2021. The new code took immediate effect, although authorities could choose to defer introducing the revised reporting requirements until the 2023/24 financial year, which the Council has elected to do. The key changes within the revised code are;
 - It particularly highlights the requirement that local authorities must not borrow to invest primarily for financial return.
 - The forward-looking prudential indicators must be monitored and reported to members at least quarterly (currently half-yearly) as part of the normal budget monitoring reports.
 - The Authority will also have to explicitly document a formal and comprehensive knowledge and skills schedule to ensure the effective acquisition and retention of treasury management skills for those responsible for the management, delivery, governance, decision-making and compliance with legislative requirements.
3. CIPFA defines Treasury Management as

The management of the organisation's borrowing, investments and cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.
4. The successful identification, monitoring and control of risk are therefore central to the Authority's treasury management strategy. The 2022/23 Treasury Management Strategy was approved by the Council as part of the Capital Strategy in March 2022 and can be viewed at the following location.
<https://democracy.newport.gov.uk/documents/s21100/04%20Cabinet%20Report%20-%20Capital%20Strategy%20and%20Treasury%20Strategy%202022-23.pdf?LLL=0>
5. This report presents the following information:
 - details of capital financing, borrowing, any debt rescheduling and investment transactions
 - reports on the risk implications of treasury decisions and transactions.
 - details the monitoring position on treasury management transactions.
 - compliance with treasury limits set and the Prudential Code
6. This report was considered by Governance & Audit Committee on 25th May 2023. No contrary feedback or need for revision was volunteered, and it was endorsed for onward circulation to Cabinet and subsequently Council.

BORROWING STRATEGY / ACTIVITY

Short and Long Term Borrowing

7. Whilst the Council has significant long-term borrowing requirements, the Council's current strategy of funding capital expenditure (from a 'cash' perspective) is through the concept of 'internal borrowing' where the Council seeks to use its existing cash balances and reserves to afford its capital expenditure prior to the necessity to take out external borrowing i.e. we defer taking out new long term borrowing and fund capital expenditure from the Council's own cash resources for as long as we can – which exist because of 'cash-backed' reserves and, to a lesser extent, day to day

positive cash-flows. The Council may undertake borrowing early if there is a clear underlying need for future borrowing and it feels it can minimise risk of future interest rate rises while providing value for money. Any such action will be in line with advice from our treasury advisors.

8. By using an internal borrowing strategy, the Council can also minimise cash holding at a time when counterparty risk remains relatively high, especially within the current economic climate. The interest rates achievable on the Council's investments are also lower than the current rates payable on long-term borrowing so this remains a sensible consideration in operating an 'internal borrowing' arrangement – i.e., it would cost more to borrow than it would to utilise existing investment balances and forego interest receivable. Whilst the strategy minimises investment counterparty risk, the risk of interest rate exposure is increased.
9. The cost of both long and short-term borrowing rose significantly over 2022-23, with rates at the end of March 2023 around 2% - 4% higher than those at the beginning of April 2022. Rate rises have been driven primarily by inflation and the Bank of England has increased interest rates to try and control this. On 11th May 2023, the Bank of England's Monetary Policy Committee increased the rate by a further 0.25% taking the official bank rate to 4.5%. The Council's treasury advisors predict there could be a further one or two 0.25% rises in bank rate over the short term before a pause to assess the impact. A reduction is currently forecast from quarter 2-3 in 2024 though not down to historically low levels and there are still both upside and downside pressures on the interest rates.
10. Over the short to medium term, the level of borrowing required to fund (from a 'cash' perspective) the capital programme will be substantial. As well as this, the Council will have a requirement to be a net borrower into the long term. Therefore, consideration could be taken to undertake borrowing early, considering recent interest rate rises and the potential for further rate rises in the short term. Essentially, we would reduce our internal borrowing position in the short term. The market position is being constantly monitored to review this and manage, as far as possible, the risk of resulting increase in borrowing costs over the medium term and this would only be done in consultation with the Council's treasury advisors and where it was felt to be appropriate and affordable.
11. The following table compares the borrowing levels at the end of 2022-23 with the equivalent from the end of the previous year. This indicates a net reduction in borrowing of £3.5m during 2022-23, predominantly through the redemption of a small PWLB loan at the end of September, which has not been re-financed, plus we have a number of loans which are Equal Instalments of Principal (EIP) loans, which pays back principal over the life of the loan, so the borrowing levels decline naturally over the life of the loan as an alternative to maturity based loans where the amount borrowed is only repaid when the loan period expires.

Comparison	2022-23	2021-22
Public Works Loan Board	93,089,897	97,064,396
Interest Free Borrowing	9,905,757	10,079,675
LOBOs	30,000,000	30,000,000
Ex LOBO	5,000,000	5,000,000
Accrued Interest	606,212	0
	138,601,866	142,144,071

12. In regard to LOBOs (Lender Option borrower Option), no loans were called during the period. All £30m outstanding is subject to potential change of interest rates by the lender (which would automatically trigger a right to the Council to repay these loans). Should a change of interest rate be requested, then it will be considered in detail and a decision on how to proceed will be made in conjunction with our treasury advisors.

INVESTMENTS ACTIVITY / POSITION

13. The Council's strategies in this area of Treasury Management are;
- (i) to be a short term and relatively low value investor, consistent with the pursuit of an 'internal borrowing strategy' and
 - (ii) investment priorities should follow the priorities of security, liquidity, and yield, in that order.
14. The following table compares the investment levels at the end of 2022-23 with the equivalent from the end of the previous year. This indicates a net decrease in investment activity of £11m during 2022/23.

	2022-23	2021-22
Investment	- 47,231,574	- 58,265,000
	<hr/>	<hr/>
	- 47,231,574	- 58,265,000

These investments reflect surplus cash invested in financial institutions or organisations to provide a financial return. Appreciating the ongoing conflict in Ukraine, none of our investments directly involve Russian institutions.

15. January 2018 saw the implementation in the UK of the second Markets in Financial Instruments Directive (MiFID II), where treasury consulting firms were obliged to treat all local authorities as retail clients unless they opted up to professional client status and met certain criteria. Those criteria included holding a minimum of £10m investment balance and employing knowledgeable and experienced staff to carry out investment transactions.
16. In February 2023 the Council invested in three covered bonds to satisfy this requirement; Santandar (£3.5m), Lloyds (£4m) and Cie de Financement Foncier (£2.5m). These are longer term investments which helps diversify our investment portfolio. Covered bonds are debt instruments secured by a cover pool of mortgage loans (with property as collateral) or public-sector debt to which investors have a preferential claim in the event of default. In covered bonds, dual recourse means that bondholders have two sources of repayment: the issuer of the bond (a bank or building society), and the cover pool of assets that the bond is backed by. If the issuer defaults, bondholders have recourse to the cover pool, which is regularly monitored to ensure it is more than sufficient to cover the outstanding debt.

There are several benefits to having covered bonds within the investment portfolio; they have a high credit quality as they are issued by major financial institutions which are regulated entities subject to high levels of supervision. As a result, most UK covered bonds are rated AAA, which is the credit rating for all three bonds which the Authority has invested in.

Covered bonds avoids 'bail-in' risk. Following the implementation of the Bank Recovery and Resolution Directive (BRRD) in Europe, many unsecured liabilities of financial institutions became subject to "bail-in" requirements. In the event of a default the unsecured depositors will recapitalise the bank. Secured debt obligations, including covered bonds, are exempt from this treatment under the BRRD.

Covered bonds also have a high yield compared to risk and offer greater diversification than many debt instruments with comparable risk exposure, such as government bonds.

17. Currently the Council also has £7m invested with the CCLA Money Market Fund, which can be redeemed without notice, so is extremely liquid.

18. As outlined previously, with the Bank of England increasing its base rate from 0.75% at the beginning of the year to 4.25% at the end of March 2023, short-dated cash rates, which had ranged between 0.7% - 1.5% at the beginning of April, rose by around 3.5% for overnight/7-day maturities and 3.3% for 6-12 month maturities. By end March 2023, the rates on DMADF deposits ranged between 4.05% and 4.15%.
19. All the investments that the authority makes, with the exception of the covered bonds outlined above, are for less than 364 days. The Authority keeps Cash extremely liquid, with the majority of our investments for less than 35 days although the Authority does invest with other local authorities for slightly longer periods. As at 31st March 2023 the Authority's investments had an interest rate of between 2.8% and 4.4%.

NON-TREASURY INVESTMENTS

20. The definition of investments in CIPFA's revised Treasury Management Code now covers all the financial assets of the Authority as well as other non-financial assets which the Authority holds primarily for financial return. This is replicated in the Investment Guidance issued by the Department for Levelling Up, Housing and Communities (DLUHC) and Welsh Government, in which the definition of investments is further broadened to also include all such assets held partially for financial return.

The Authority also held such investments in:

- directly owned property such as office and commercial units of £10.6m
- loans to developers £10.3m
- shareholding in subsidiaries £0.3m (Newport Transport)

Directly held property is subject to annual valuation review which can change the value of the holding.

The developer loans activity reflects those regenerative partnership projects that are included within the capital programme to assist developers with cash flow loans on particular projects and which are required to be repaid plus interest.

OTHER TREASURY CONSIDERATIONS FOR 2022-23

Economic background and Counter Party Update

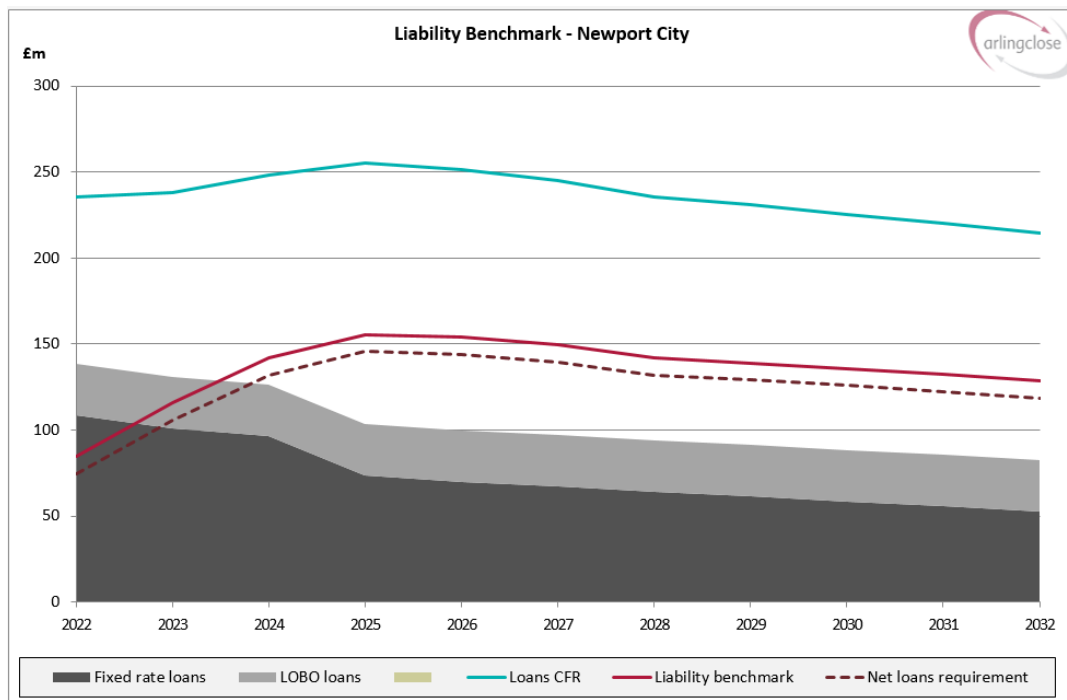
21. Appendix A outlines the underlying economic environment as provided by the Council's Treasury Management Advisors, Arlingclose. This is very useful context in informing annual strategy and assisting in effective treasury decisions.
22. In March 2023, following the failure of two US regional banks and the state-sponsored takeover of Credit Suisse by UBS, our treasury management advisors Arlingclose advised that they were reducing their recommended duration for unsecured investments in all banks to 35 days. This was a precautionary stance given the difficulty in projecting the wider market impact of what seemed relatively idiosyncratic problems. Importantly, the long-term rating of Santander UK, (the Council's bankers), remains at A+; above the Council's minimum level of A-.

Compliance with Prudential Indicators approved by Council

23. The Authority measures and manages its exposures to treasury management risks using various indicators which can be found in Appendix B. The Authority has complied with the Prudential Indicators for 2022/23, set in March 2022 as part of the Treasury Management Strategy

Liability Benchmark Indicator

24. CIPFA recommends that the optimum position for external borrowing should be at the level of the Liability Benchmark (i.e., all balance sheet resources should be used to maximise internal borrowing). If the outputs show future periods where external loans are less than the Liability Benchmark, then this indicates a borrowing requirement thus identifying where the authority is exposed to interest rate, liquidity and refinancing risks. Conversely, where external loans exceed the Liability Benchmark then this will highlight an over borrowed position which will result in excess cash in the organisation requiring investment thus exposing the authority to credit and reinvestment risks and a potential cost of carry. The treasury strategy should explain how the treasury risks identified by the Liability Benchmark are to be managed over the coming years.
25. A recent change in guidance recommended sharing details of benchmark liability periodically with members. The Liability Benchmark is effectively the Actual/Real Net Borrowing Requirement of a local authority plus a liquidity allowance. In its simplest form, it is calculated by deducting the amount of investable resources available on the balance sheet (reserves, cash flow balances) from the amount of outstanding external debt and then adding the minimum level of investments required to manage day-to-day cash flow.

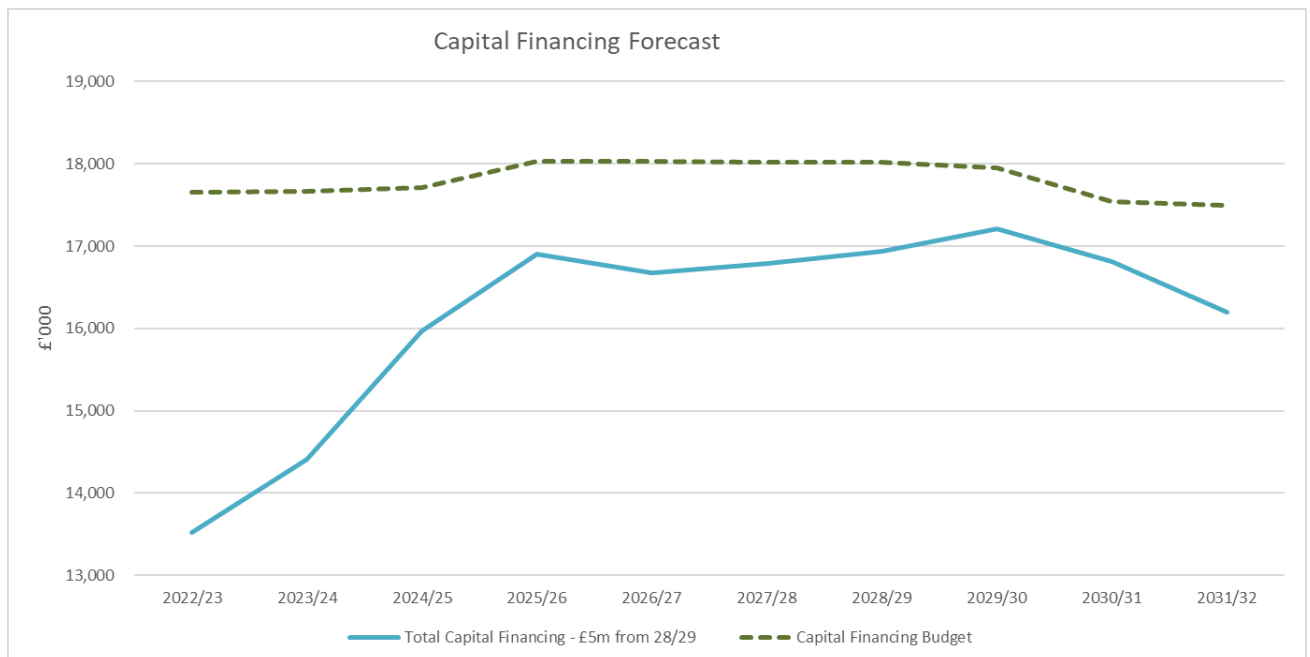


26. The chart above contains a number of elements, which are explained below:
- The blue line reflects the accumulated value of historic, and future, unfunded capital expenditure – i.e. expenditure initially funded by borrowing and then funded via the revenue budget, over time, in the form of MRP (Minimum Revenue Provision). In effect, this line represents the gross amount of borrowing required.
 - The solid red line is the calculated actual/real level of borrowing required, taking into account the Council's internal borrowing capacity (i.e. the value of balance sheet resources at any point in time). The gap between the blue and red lines represents the internal borrowing capacity.
 - The grey shaded areas represent the actual borrowing undertaken by the Council as of 31 March 2023 and shows how these loans reduce as they are scheduled for repayment.
 - The white gap between the solid red line and the grey shaded areas represents the estimated amount of new borrowing required over the next ten years. A large proportion of this new borrowing would be to replenish existing maturing borrowing, with the remainder being required as a result of the Council's capital expenditure plans.

27. Several key conclusions from the chart are outlined below:

- In 2022 and 2023, it can be seen that actual borrowing exceeds the amount of calculated borrowing. The level of borrowing held is the result of historical borrowing commitments, coupled with the larger than anticipated investment levels (mainly due to the volume of external grants received during the COVID-19 pandemic period) increasing the internal borrowing capacity and, in effect, reducing the calculated need to borrow. As noted above in the investment section of this report; the Council was investing about £47m at 31 March 2023 and the graph above reflects that.
- Between 2023 and 2025, the gross need to borrow increases (blue line) but the calculated need for actual/real borrowing increases more sharply (red line). This is because the Capital Programme commitments add to the need to borrow but, at the same time, the internal borrowing capacity is predicted to reduce as reserves are utilised and investment levels reduce.
- During the same window, actual borrowing held (grey shaded areas) reduces as loans are repaid. The combination of this, and the sharp increase in the need to borrow, means that actual new borrowing in the region of £50m could be required by the end of 2025.
- There is then a relatively stable period where the gross borrowing requirement, the calculated actual need to borrow and the actual loans held all steadily reduce until 2032. This would achieve one of the Council's aims of stabilising the Capital Financing Requirement (CFR) in order to mitigate the impact of a rising CFR on capital financing costs incurred within the revenue budget and comply with the requirement for capital expenditure plans to be affordable, prudent and sustainable over the medium term.
- It should be noted that capital expenditure beyond 2027/28 is based on £5m unfunded expenditure per year, for modelling purposes only. Until that point, there is no new borrowing assumed, however this stance will be subject to an annual review as part of the rolling approach to capital programme management.

28. The chart below provides a graphical illustration of the impact that the current capital expenditure plans (plus an assumed £5m of unfunded capital expenditure per year from 2028/29 onwards) will have on the capital financing revenue budget and is a translation of the information outlined in the Liability Benchmark graph above. Essentially, the Councils revenue budget impact from the above liability benchmark position and forecast



29. As can be seen from the blue line, there is a broadly similar trajectory to capital financing costs as there is to the liability benchmark line outlined in the Liability Benchmark chart. The costs are projected to increase sharply up to 2025/26 and then plateau thereafter. This is to be expected, as the capital financing costs (comprising MRP and interest) are the product of unfunded capital

expenditure. The dashed line identifies the revenue budget currently projected to be available for meeting those costs and confirms that, currently, there is anticipated to be sufficient revenue budget available. However, the uncertainty regarding interest rates means there is a risk that interest rates raise beyond current assumptions and the current headroom could be exhausted, potentially leading to a pressure upon the medium term financial plan.

Outlook for short to medium term

30. As outlined in the Liability Benchmark graph, and elsewhere in the report, the Council has a longer term underlying need to borrow. This is driven by the increasing expenditure on the Capital Programme, with a significant peak expected in 2023/24 and 2024/25, as well as the need to refinance existing borrowing. It is anticipated that the need to borrow will crystallise towards the latter part of the 2023/24 financial year, unless there is slippage against the Capital Programme, in which case that need could be deferred until 2024/25. In the intervening period, the Council should be able to manage its cashflow requirements through its internal borrowing strategy and gradually reducing the level of investments held. If there are any short term cashflow needs, these can be addressed via short term borrowing.
31. Due to the current increases in interest rates, and the possibility of one more rise before current advice suggests that the peak is reached, the Council will continue to defer the need to take out long term borrowing for as long as possible. It is hoped that, by adopting this approach, interest rates may have reduced from their current levels, although not to the level pre-2020, reducing to some extent the impact upon the revenue budget of undertaking new borrowing.
32. Aside from LOBOs, which could potentially see interest rate rises, all of the external borrowing is on a fixed rate basis. Therefore, and in line with advice from the treasury advisors, the intention is to hold off undertaking any borrowing until absolutely necessary, in anticipation that rates will reduce, even if not to the levels available in recent years. This position will be reviewed on a regular basis in conjunction with the treasury advisors, especially in light of the volatile economic context and the regularly changing borrowing rates.

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?
Investment counterparty not repaying investments	High but depending on investment value	Low	The Council only invests with institutions with very high credit scores. It employs advisors to monitor money market movements and changes to credit scores and acts immediately should things change adversely. The lower levels of funds available for investment will also alleviate the risk. Colleagues also monitor financial circulars and Treasury consultants' advice to be able to respond in a timely fashion and withdrew its investment from one local authority recently.	Members, Head of Finance, Treasury staff, based on advice from treasury advisors
Interest Rates moving adversely against expectations	Medium	Medium	Interest rates are currently volatile, however the Council's external borrowing is based on fixed interest rates, although	Head of Finance, Treasury staff,

			there is a degree of risk in relation to LOBOs. The Council will continue to monitor interest rates in anticipation of a medium term need to borrow and will work with its treasury advisors to identify the optimum time to undertake any new borrowing.	treasury advisors
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* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

It is the Council's policy to ensure that the security of the capital sums invested is fully recognised and has absolute priority. The Council follows the advice of the Welsh Government that any investment decisions take account of security, liquidity and yield in that order.

Options Available and considered

The Prudential Code and statute requires that, during and at the end of each financial year, reports on these matters are presented to Council for approval.

Preferred Option and Why

The approach required by statute is quite prescriptive, such that there are not many choices/options. This report is a regular half yearly event. The Governance and Audit Committee acts as the main scrutiny mechanism before a similar report is received by Cabinet/Council. The approach remains unchanged in advocating that the Cabinet notes the contents of the report in relation to Treasury activities and indicators, and provides endorsement or feedback pertinent to add to the final Council report.

Comments of Chief Financial Officer

Decisions made on treasury matters will be made with a view to comply with the Treasury Management Strategy, Prudential Indicators, taking advice, where needed, from our Treasury Advisers.

The report highlights that the Council continues to hold high investment levels, partly due to slippage within the Capital Programme and additional cash received via Welsh Government grants towards the end of the financial year. The underlying medium-term need to borrow remains and it is anticipated that new borrowing may be required towards the end of the 2023/24 financial year. However, should there be further slippage within the Capital Programme, it is possible that the need may be deferred until 2024/25. This would potentially be beneficial to the Council, in that interest rates may have reduced from their current levels by then, thus mitigating to some extent the impact upon the revenue budget of undertaking new borrowing. The Council's approach will, therefore, continue to defer the need to borrow for as long as possible, in order to avoid the peak of interest rates anticipated during this summer. Regular and close monitoring of this position will be undertaken with the Council's treasury advisors and, should the advice change, I have delegated authority to undertake borrowing as required.

The report also highlights the decision taken in the final quarter of the 2022/23 financial year to invest £10m in covered bonds. This investment ensures that the Council can maintain its professional client status under the MIFID II directive and, also, will generate a secure and positive return on investment. In addition, covered bonds are regarded as an extremely secure investment, one which is not subject to bail-in, thereby ensuring that the investment priority of security over yield is adhered to. It is, therefore, positive that the Council has been able to lock-in a good level of return for a number of years, in a product that provides the level of security desired.

Comments of Monitoring Officer

There are no legal implications. The in year and annual treasury management report is consistent with relevant Chartered Institute of Public Finance and Accountancy Guidance, Treasury Management principles and the Council's investment Strategy.

Comments of Head of People, Policy and Transformation

There are no direct HR implications associated with the report.

The Well-being of Future Generations Act requires public bodies to balance short-term needs with the needs to safeguard the ability to meet long-term needs as outlined in the approach taken.

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 on the treasury management activities for the year retrospectively. However, fairness and equality are considered as part of service delivery and will feature in annual finance reports, such as the Treasury 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. This report is a backwards looking report of the treasury management activities of the Council. It shows that we followed the treasury management strategy and the compliance with prudential code and treasury management indicators. This links into the long-term objectives of the authorities and ensures that the Councils' activities are carried out in an affordable, prudent and sustainable manner.

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.

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. Nothing in this report is considered to have a direct equality impact.

Consultation

N/A

Background Papers

Reports to Council March 2022 and February 2023: Capital Strategy and Treasury Strategy.

Dated: 7 June 2023

APPENDIX A

Introduction

The Authority's treasury management strategy for 2022/23 was approved at a meeting on 1st March 2022. The Authority has borrowed and invested substantial sums of money and is therefore exposed to financial risks including the loss of invested funds and the revenue effect of changing interest rates. The successful identification, monitoring and control of risk remains central to the Authority's treasury management strategy.

The 2021 Prudential Code includes a requirement for local authorities to provide a Capital Strategy, a summary document approved by full Council covering capital expenditure and financing, treasury management and non-treasury investments. The Authority's Capital Strategy, complying with CIPFA's requirement, was approved by full Council on 1st March 2022.

External Context

Economic background: The war in Ukraine continued to keep global inflation above central bank targets and the UK economic outlook remained relatively weak with the chance of a mild recession. The economic backdrop during the January to March period continued to be characterised by high energy and commodity prices, high inflation, and the associated impact on household budgets and spending.

Central Bank rhetoric and actions remained consistent with combatting inflation. The Bank of England, US Federal Reserve, and European Central Bank all increased interest rates over the period, even in the face of potential economic slowdowns in those regions.

Starting the financial year at 5.5%, the annual CPI measure of UK inflation rose strongly to hit 10.1% in July and then 11.1% in October. Inflation remained high in subsequent months but appeared to be past the peak, before unexpectedly rising again in February. Annual headline CPI registered 10.4% in February, up from 10.1% in January, with the largest upward contributions coming from food and housing. RPI followed a similar pattern during the year, hitting 14.2% in October. In February RPI measured 13.8%, up from 13.4% in the previous month.

Following the decision by the UK government under Rishi Sunak and Jeremy Hunt to reverse some of the support to household energy bills announced under Liz Truss, further support in the form of a cap on what energy suppliers could charge household was announced in the March Budget to run from April until end June 2023. Before the announcement, typical household bills had been due to rise to £3,000 a year from April.

The labour market remained tight albeit with some ongoing evidence of potential loosening at the end of the period. The unemployment rate 3mth/year eased from 3.8% April-June to 3.6% in the following quarter, before picking up again to 3.7% between October-December. The most recent information for the period December-February showed an unemployment rate of 3.7%.

The inactivity rate was 21.3% in the December-February quarter, slightly down from the 21.4% in the first quarter of the financial year. Nominal earnings were robust throughout the year, with earnings growth in December-February at as 5.7% for both total pay (including bonuses) and 6.5% for regular pay. Once adjusted for inflation, however, both measures were negative for that period and have been so throughout most of the year.

Despite household budgets remaining under pressure, consumer confidence rose to -36 in March, following readings of -38 and -45 in the previous two months, and much improved compared to the record-low of -49 in September. Quarterly GDP was soft through the year, registering a 0.1% gain in the April-June period, before contracting by (an upwardly revised) -0.1% in the subsequent quarter. For the October-December period was revised upwards to 0.1% (from 0.0%), illustrating a resilient but weak economic picture. The annual growth rate in Q4 was 0.6%.

The Bank of England increased the official Bank Rate to 4.25% during the financial year. From 0.75% in March 2022, the Monetary Policy Committee (MPC) pushed through rises at every subsequent meeting over the period, with recent hikes of 50bps in December and February and then 25bps in March, taking Bank Rate to 4.25%. March's rise was voted by a majority of 7-2, with two MPC members preferring to maintain Bank Rate at 4.0%. The Committee noted that inflationary pressures remain elevated with growth stronger than was expected in the February Monetary Policy Report. The February vote was also 7-2 in favour of a hike, and again with two members preferring to keep Bank Rate on hold.

After reaching 9.1% in June, annual US inflation slowed for eight consecutive months to 6% in February. The Federal Reserve continued raising interest rates over the period with consecutive increases at each Federal Open Market Committee meetings, taking policy rates to a range of 4.75%- 5.00% at the March meeting.

From the record-high of 10.6% in October, Eurozone CPI inflation fell steadily to 6.9% in March 2023. Energy prices fell, but upward pressure came from food, alcohol, and tobacco. The European Central Bank continued increasing interest rates over the period, pushing rates up by 0.50% in March, taking the deposit facility rate to 3.0% and the main refinancing rate to 3.5%.

Financial markets: Uncertainty continued to be a key driver of financial market sentiment and bond yields remained relatively volatile due to concerns over elevated inflation and higher interest rates, as well as the likelihood of the UK entering a recession and for how long the Bank of England would continue to tighten monetary policy. Towards the end of the period, fears around the health of the banking system following the collapse of Silicon Valley Bank in the US and purchase of Credit Suisse by UBS caused further volatility.

Over the period the 5-year UK benchmark gilt yield rose from 1.41% to peak at 4.70% in September before ending the financial year at 3.36%. Over the same timeframe the 10-year gilt yield rose from 1.61% to peak at 4.51% before falling back to 3.49%, while the 20-year yield rose from 1.82% to 4.96% and then declined to 3.82%. The Sterling Overnight Rate (SONIA) averaged 2.24% over the period.

Credit review: Early in the period, Moody's affirmed the long-term rating of Guildford BC but revised the outlook to negative. The agency also downgraded Warrington BC and Transport for London.

In July Fitch revised the outlook on Standard Chartered and Bank of Nova Scotia from negative to stable and in the same month Moody's revised the outlook on Bayerische Landesbank to positive. In September S&P revised the outlook on the Greater London Authority to stable from negative and Fitch revised the outlook on HSBC to stable from negative.

The following month Fitch revised the outlook on the UK sovereign to negative from stable. Moody's made the same revision to the UK sovereign, following swiftly after with a similar move for a number of local authorities and UK banks including Barclays Bank, National Westminster Bank (and related entities) and Santander.

During the last few months of the reporting period there were only a handful of credit changes by the rating agencies, then in March the collapse of Silicon Valley Bank (SVB) in the US quickly spilled over

into worries of a wider banking crisis as Credit Suisse encountered further problems and was bought by UBS.

Credit Default Prices had been rising since the start of the period on the back of the invasion of Ukraine, and in the UK rose further in September/October at the time of the then-government's mini budget. After this, CDS prices had been falling, but the fallout from SVB caused a spike on the back of the heightened uncertainty. However, they had moderated somewhat by the end of the period as fears of contagion subsided, but many are still above their pre-March levels reflecting that some uncertainty remains.

On the back of this, Arlingclose reduced its recommended maximum duration limit for unsecured deposits for all UK and Non-UK banks/institutions on its counterparty list to 35 days as a precautionary measure. No changes were made to the names on the list.

As market volatility is expected to remain a feature, at least in the near term and, as ever, the institutions and durations on the Authority's counterparty list recommended by Arlingclose remains under constant review.

Local authorities remain under financial pressure, but Arlingclose continues to take a positive view of the sector, considering its credit strength to be high. Section 114 notices have been issued by only a handful of authorities with specific issues. While Arlingclose's advice for local authorities on its counterparty list remains unchanged, a degree of caution is merited with certain authorities.

Local Context

On 31st March 2023, the Authority had net borrowing of £91.4m arising from its revenue and capital income and expenditure. The underlying need to borrow for capital purposes is measured by the Capital Financing Requirement (CFR), while usable reserves and working capital are the underlying resources available for investment. The work on the 2022-23 statement of accounts is currently a work in progress, so the figures in the table below are currently draft and will be updated if required once the draft accounts for 2022-23 have been completed.

Table 1: Balance Sheet Summary

	31.3.23 Actual £m
General Fund CFR	282.4
Less: *Other debt liabilities	38
Borrowing CFR	244.4
Less: Usable reserves	-149
Less: Working capital	-4
Net borrowing	91.4

* Finance leases, PFI liabilities and transferred debt that form part of the Authority's total debt

The Authority pursued its strategy of keeping borrowing and investments below their underlying levels, sometimes known as internal borrowing, in order to reduce risk and keep interest costs low.

The treasury management position at 31st March 2023 and the change during the year is shown in Table 2 below.

Table 2: Treasury Management Summary

	31.3.22 Balance £m	Movement £m	31.3.23 Balance £m	31.2.23 Rate %
Long-term borrowing	132	(3.3)	128.7	3.6
Long term interest free borrowing	10.1	(0.2)	9.9	-
Short-term borrowing	0	-	-	-
Total borrowing	142.1	(3.5)	138.6	3.6
Long-term investments	0	(10.0)	(10.0)	4.5
Short-term investments	(36.0)	5.8	(30.2)	-
Cash and cash equivalents	(22.3)	15.3	(7.0)	0.6
Total investments	(58.3)	11.1	(47.2)	5.2
Net borrowing	83.8	7.6	91.4	8.8

The main movement in the year is the increase in long-term investments. The authority invested in three covered bonds with Santander (£3.5m), Lloyds (£4m) and Cie de Financement Foncier (£2.5m) as per the Capital and Treasury and Management Strategy for 2022/23.

Borrowing Update

CIPFA's 2021 Prudential Code is clear that local authorities must not borrow to invest primarily for financial return and that it is not prudent for local authorities to make any investment or spending decision that will increase the capital financing requirement, and so may lead to new borrowing, unless directly and primarily related to the functions of the Authority. PWLB loans are no longer available to local authorities planning to buy investment assets primarily for yield unless these loans are for refinancing purposes.

The Authority is not planning to purchase any investment assets primarily for yield within the next three years and so is able fully access the PWLB.

Borrowing Strategy and Activity

As outlined in the treasury strategy, the Authority's chief objective when borrowing has been to strike an appropriately low risk balance between securing lower interest costs and achieving cost certainty over the period for which funds are required, with flexibility to renegotiate loans should the Authority's long-term plans change being a secondary objective. The Authority's borrowing strategy continues to address the key issue of affordability without compromising the longer-term stability of the debt portfolio and, where practicable, to maintain borrowing and investments below their underlying levels, sometimes known as internal borrowing.

The cost of both long and short-term borrowing rose dramatically over the year, with rates at the end of March around 2% - 4% higher than those at the beginning of April. Rate rises have been driven primarily by inflation and the need for central banks to control this by raising interest rates. Particularly dramatic rises were seen in September after Liz Truss' 'mini-budget' included unfunded tax cuts and additional borrowing to fund consumer energy price subsidies: over a twenty-four-hour period some PWLB rates increased to 6%. Rates have now fallen from September peaks but remain volatile and well above recent

historical norms. The PWLB 10-year maturity certainty rate stood at 4.33% at 31st March 2023, 20 years at 4.70% and 30 years at 4.66%.

Aside from LOBOs, which could potentially see interest rate rises, all of the external borrowing is on a fixed rate basis. Therefore, and in line with advice from the treasury advisors, the intention is to hold off undertaking any borrowing until absolutely necessary, in anticipation that rates will reduce, even if not to the levels available in recent years. This position will be reviewed on a regular basis in conjunction with the treasury advisors, especially in light of the volatile economic context and the regularly changing borrowing rates.

Whilst the Council has significant long-term borrowing requirements, as mentioned previously in the report the Council's current strategy of funding capital expenditure is through the use 'internal borrowing'. Over the medium term, it is anticipated that the level of borrowing required to facilitate the new capital programme will be substantial. The Council may undertake borrowing early if there is a clear underlying need for future borrowing and it feels it can minimise risk of future interest rate rises while providing value for money. But currently, in line with advice from the treasury advisors, the intention is to hold off undertaking any borrowing until absolutely necessary, in anticipation that rates will reduce, even if not to the levels available in recent years.

At 31st March 2023 the Authority held £138.6m of loans, a decrease of £3.5m to 31st March 2023, as part of its strategy for funding previous [and current] years' capital programmes. Outstanding loans on 31st March are summarised in Table 3 below.

Table 3A: Borrowing Position

	31.3.23	Net	31.3.23	31.3.23	31.3.23
	Balance	Movement	Balance	Weighted	Weighted
	£m	£m	£m	Average	Average
				Rate	Maturity
				%	(years)
Public Works Loan Board	97.0	(3.9)	93.1	3.7	17.9
Banks (LOBO)	30.0	-	30.0	4.4	31.2
Banks (fixed term)	5.0	-	5.0	3.8	54.9
Local authorities (long-term)	-	-	-	-	-
Local authorities (short-term)	-	-	-	-	-
Other inc. WG loans	10.1	(0.2)	9.9	-	0.4
Accrued interest	-	0.6	0.6		
Total borrowing	142.1	(3.5)	138.6	3.6	21.3

The Authority's borrowing decisions are not predicated on any one outcome for interest rates.

Other Debt Activity

Although not classed as borrowing, the Authority previously raised capital finance to afford Glan Usk School and the Southern Distributor Road. The Accounts for 2022-23 are still being prepared at the time this report is finalised, but as an illustration the 2021-22 Statement of Accounts indicated an outstanding

liability of £39m to pay to the operator.

Treasury Investment Activity

CIPFA published a revised Treasury Management in the Public Services Code of Practice and Cross-Sectoral Guidance Notes on 20th December 2021. These define treasury management investments as investments that arise from the organisation's cash flows or treasury risk management activity that ultimately represents balances that need to be invested until the cash is required for use in the course of business.

The Authority holds significant invested funds, representing income received in advance of expenditure plus balances and reserves held. During the year, the Authority's investment balances ranged between £98.7m and £43.7m million due to timing differences between income and expenditure. The investment position is shown in table 4 below.

	31.3.22		31.3.23	31.3.23	31.3.23
	Balance	Movement	Balance	Income Return	Weighted average maturity
	£m	£m	£m	%	Years
Banks & building societies (unsecured)	(2.3)	2.3	-	-	-
Government (incl. local authorities)	(46.0)	15.8	(30.2)	3.7	0.1
Money Market Funds	(10.0)		(7.0)	4.1	On Call
Covered Bonds	-	(10.0)	(10.0)	5.2	4.5
Total investments	(58.3)	8.1	(47.2)	4.1	1.0

Both the CIPFA Code and government guidance require the Authority to invest its funds prudently, and to have regard to the security and liquidity of its treasury investments before seeking the optimum rate of return, or yield. The Authority's objective when investing money is to strike an appropriate balance between risk and return, minimising the risk of incurring losses from defaults and the risk of receiving unsuitably low investment income.

Bank Rate has increased from 0.75% at the beginning of the year to 4.25% at the end of March 2023. Short-dated cash rates, which had ranged between 0.7% - 1.5% at the beginning of April, rose by around 3.5% for overnight/7-day maturities and 3.3% for 6-12 month maturities.

By end March 2023, the rates on DMADF deposits ranged between 4.05% and 4.15%. The return on the Council's sterling Low Volatility Net Asset Value (LVNAV) Money Market Funds ranged between 0.58% in early April and between 4.1167% at the end of March.

Given the risk of short-term unsecured bank investments, in February 2023 the Authority has invested in alternative and/or higher yielding asset classes as shown in table 4 above. £10m that is available for longer-term investment was invested in covered bonds.

Non-Treasury Investments

The definition of investments in CIPFA's revised 2021 Treasury Management Code covers all the financial assets of the Authority as well as other non-financial assets which the Authority holds primarily

for financial return. Investments that do not meet the definition of treasury management investments (i.e., management of surplus cash) are categorised as either for service purposes (made explicitly to further service objectives) and or for commercial purposes (made primarily for financial return).

Investment Guidance issued by the Department for Levelling Up Housing and Communities (DLUHC) and Welsh Government also broadens the definition of investments to include all such assets held partially or wholly for financial return.

The Authority also held investments in

- directly owned property such as office and commercial units of £10.6m
- loans to developers £10.3m
- shareholding in subsidiaries £0.3m

These investments generated £0.45m of investment income for the Authority after taking account of direct costs.

Compliance

The Head of Finance reports that all treasury management activities undertaken during the year complied fully with the CIPFA Code of Practice and the Authority's approved Treasury Management Strategy. Compliance with specific investment limits is demonstrated in table 7 below.

Compliance with the authorised limit and operational boundary for external debt is demonstrated in the table below.

	2022/23 Maximum	31.03.23 Actual	2022/23 Operational Boundary	2022/23 Authorised Limit	Complied? Yes / No
Borrowing	141.9	138.6	192	271	ü
PFI and Finance Leases	40	38	41	41	ü
Total debt	181.9	176.6	233	312	ü

Since the operational boundary is a management tool for in-year monitoring it is not significant if the operational boundary is breached on occasions due to variations in cash flow, and this is not counted as a compliance failure.

Table 8: Investment Limits

Credit rating	Banks unsecured	Banks secured	Government	Corporates	Registered Providers
UK Govt	n/a	n/a	£ Unlimited 50 years	n/a	n/a
AAA	£5m 5 years	£10m 20 years	£10m 50 years	£5m 20 years	£5m 20 years
AA+	£5m 5 years	£10m 10 years	£10m 25 years	£5m 10 years	£5m 10 years
AA	£5m	£10m	£10m	£5m	£5m

	4 years	5 years	15 years	5 years	10 years
AA-	£5m 3 years	£10m 4 years	£10m 10 years	£5m 4 years	£5m 10 years
A+	£5m 2 years	£10m 3 years	£5m 5 years	£5m 3 years	£5m 5 years
A	£5m 13 months	£10m 2 years	£5m 5 years	£5m 2 years	£5m 5 years
A-	£5m 6 months	£5m 13 months	£5m 5 years	£5m 13 months	£5m 5 years
None	£1m 6 months	n/a	£10m 25 years	Not Applicable	£5m 5 years
Pooled funds and real estate investment trusts		£10m per fund or trust			

There was no non-compliance within 2022-23.

Treasury Management Indicators

The Authority measures and manages its exposures to treasury management risks using the following indicators.

Security: Other Councils have adopted a voluntary measure of its exposure to credit risk by monitoring the value-weighted average credit rating *or* (credit score) of its investment portfolio. This is calculated by applying a score to each investment (AAA=1, AA+=2, etc.) and taking the arithmetic average, weighted by the size of each investment. Unrated investments are assigned a score based on their perceived risk.

This is a functionality that we are potentially looking to introduce in future years strategy but in the interim the Council still uses the table overleaf prescriptively in considering investments.

Interest Rate Exposures: This indicator is set to control the Authority's exposure to interest rate risk. The upper limits on the one-year revenue impact of a 1% rise or fall in interests was:

	31.3.23 Actual	2022/23 Limit	Complied
Upper limit on one-year revenue impact of a 1% rise in interest rates (borrowing)	0	200,000	ü
Upper limit on one-year revenue impact of a 1% fall in interest rates (investments)	70,000	100,000	ü

The authority did not undertaken any new long term borrowing in 2022/23, and the figures in the table above are only calculated on those investments which has a variable interest rate.

Maturity Structure of Borrowing: This indicator is set to control the Authority's exposure to refinancing risk. The upper and lower limits on the maturity structure of all borrowing were:

	31.03.23 Actual	Upper Limit	Lower Limit	Complied
Under 12 months	4%	60%	0%	ü
12 months and within 24 months	5%	40%	0%	ü
24 months and within 5 years	22%	40%	0%	ü
5 years and within 10 years	9%	40%	0%	ü
10 years and within 20 years	24%	30%	0%	ü
20 years and within 30 years	7%	20%	0%	ü
30 years and within 40 years	18%	20%	0%	ü
40 years and within 50 years	4%	20%	0%	ü
50 years and above	7%	20%	0%	ü

Time periods start on the first day of each financial year. The maturity date of borrowing is the earliest date on which the lender can demand repayment.

Principal Sums Invested for Periods Longer than a year: The purpose of this indicator is to control the Authority's exposure to the risk of incurring losses by seeking early repayment of its investments. The limits on the long-term principal sum invested to final maturities beyond the period end were:

	2022/23	2023/24	2024/25
Actual principal invested beyond year end	10	10	10
Limit on principal invested beyond year end	10	10	10
Complied	ü	ü	ü

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Report

Cabinet

Part 1

Date: 14 June 2023

Subject Newport City Council response to external pressures impacting Council services.

Purpose To present an update to Cabinet on Newport City Council's response to external factors impacting on delivery of Council services.

Author Policy and Partnership Manager

Ward All

Summary This report provides an update on the external pressures facing the council including the cost-of-living crisis, which has been the main external pressure faced by our residents, communities, and services during this month.

Collaboration and partnership working is key to supporting our citizens and therefore this report provides information on how this way of working is enabling a greater access for our residents to support, advice and guidance.

Proposal Cabinet to consider the contents of the report on the Council's activity to respond to the external factors on Newport's communities, businesses, and council services.

Action by Executive Board and Corporate Management Team

Timetable Immediate

This report was prepared after consultation with:

- Executive Board
- Corporate Management Team

Signed

Background

This report is a monthly update to Cabinet members on the key pressures facing our communities, businesses, and council services, along with updates on how we are working collaboratively with our partners to help support our residents.

Cost of Living Crisis

This crisis continues to impact on our residents, businesses, staff, and services. This month has seen an announcement of a fall in inflation rates for April 2023, raised interest rates announced by the Bank of England at the end of May and the Office for National Statistics reporting a continued rise in food and non-alcoholic drinks prices for April.

[The long shadow of the cost-of-living emergency](#) report based on a survey of over 2300 people undertaken by Carnegie UK into the wider impact of the cost-of-living crisis found that as a consequence of rising living costs 34% of people in the UK aren't eating as healthily, while 16% have cut down on regular exercise. 35% of people say that the crisis has reduced their ability to spend time with friends, while 24% say the same about spending time with family.

National Support

Welsh Government have revised their [Statutory Guidance on School Uniform policy](#), due to the ongoing cost-of-living crisis and increasing financial burden on families across Wales. This has been sent to all schools to ask all governing bodies to review their current school uniform policies in readiness for the 2023/24 academic year.

Households in receipt of Department of Work and Pension benefits have been receiving the first 2023/24 Cost of Living Payment of £301 between 25th April and 17th May. This is the first of up to three payments totalling £900 for those eligible and on means tested benefits in 2023/24. NCC officers are working closely with the DWP in promoting accurate information to families and individuals including awareness of the Cost-of-Living Stakeholder toolkit. The toolkit includes information about the eligibility criteria, details about how and when payments will be made and a range of materials for organisations to use to ensure people have access to the right information including accessing pension credit, which is a gateway to receiving the cost-of-living payment.

Newport City Council Support

As noted in last month's report the Council's Cost-of-Living officer Task and Finish Group worked with partners to facilitate a Cost-of-Living event on 26 April. In addition to support from NCC officers and teams, other agencies in attendance included Newport Citizens Advice, Age Cymru Gwent, Melin Homes; Newport Credit Union, DWP, Newport Nappy Library, Wastesavers, and Aneurin Bevan University Health Board. Feedback is now actively being sought from partner agencies about the day, and capacity to participate in localised smaller events going forward during June and July. It is hoped these will be held across the city to ensure the reach and offer of support is as inclusive as possible.

A new dedicated Cost of Living email address has been created to support those unable to access events. This provides the opportunity for residents to email directly with their query and they will be signposted to the right organisation to respond.

Cost of Living Grants

NCC Officers within our Community Connector and Carers Teams continue to research and facilitate grants to our most vulnerable residents to support them during this cost-of-living crisis. These grants include the Carers Support Fund from the Welsh Government which provided supermarket shopping vouchers to the value of £100 and the Cost-of-Living Disabled Facility Grants which support early intervention and preventative measures or to assist current care and support needs.

Warm Banks

In addition to the city-wide warm banks offered across the city over the winter between January and April 2023 the Community Connector for Ethnic Minorities supported a Warm Bank for ethnic minorities

providing citizens with information, advice and assistance on the cost-of-living crisis, carer's grants, social groups, housing, immigration, employment, and volunteering opportunities.

Homelessness and Financial Resilience:

Pressures on housing and homelessness services in the city continue to be very high. This is caused by a range of factors including the impact of the cost-of-living crisis on household finances, high rents within the private rented sectors and challenges in developing new housing projects. Whilst most people living in temporary accommodation under homelessness legislation continue to be single adults, officers are observing an increase in family homelessness.

NCC have confirmed Multiply Funding through the Shared Prosperity Fund. The council will establish a team which supports citizens to improve their levels of numeracy by focusing on financial inclusion. There will be a particular focus on engagement and outreach within the community. A specific team will work within the housing service to prevent homelessness and to ensure that people have the financial skills and resilience to move away from homelessness in the long term.

NCC have also recently completed the recruitment of a dedicated homelessness prevention team focused on negotiating with landlords and hosts to sustain accommodation or, where this not possible, supporting them to secure alternative housing before they become homeless.

Ukrainian Support Scheme

The use of one of Newport's hotels which being used by the Welsh Government "Super Sponsor Scheme" will cease at the end of May. The Connected Communities Team are working with the 9 households currently still at the hotel to find move on options with hosts in the local community or the private rented sector. Where this is not possible residents will be supported to move to alternative "Super Sponsor" accommodation elsewhere in Wales.

The council requires more people to come forward as "hosts" willing to accommodate people from the Ukraine. We are currently promoting the opportunity and would encourage all Councillors to promote hosting opportunities within their wards.

Risks

Newport Council will be reviewing the Council's Corporate and service area risks as part of the new Corporate Plan.

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?
Cost of Living impact on Council services	4	4	See this report on the Council's response to the cost-of-living crisis.	Corporate Management Team
Supporting refugees to settle in Newport.	4	2	See this Report on the Council's response to re-settlement programmes.	Corporate Management Team, Head of Housing and Communities, Director of Social Services
Housing availability across the city	4	4	See this report on the rough sleeping task force	Corporate Management Team, Head of Housing and Communities, Director of Social Services

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

Corporate Plan
Strategic Equalities Plan

Options Available and considered:

1. To consider and note the contents of the report on the Council's response.
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 on the Council's response.

Comments of Chief Financial Officer

The report highlights the various support which is available to citizens who are struggling with the cost-of-living crisis. Whilst a significant amount of this specific support is funded from UK Government and Welsh Government, certain factors are having an impact on the Council's finances, both in the short term and across the medium-term.

Especially in the context of an extremely challenging medium-term horizon, budget managers and Heads of Service will be expected to continue to monitor the impact of the external factors included in this report, especially in areas where grant funding ends, and work with Finance colleagues to escalate any material financial implications and report them where relevant. This will need to also include plans to mitigate any issues, as far as is possible.

Comments of Monitoring Officer

There are no legal issues arising from the report. Any specific legal implications will be addressed as part of the Council's operational responses to the key issues identified in the report.

Comments of Head of People, Policy, and Transformation

The cost-of-living crisis continues to impact on our residents and staff and this report highlights how we are working with partners to raise awareness of how to access advice and support, along with direct support to those most at need across Newport. This partnership approach is equally important in addressing the housing issues across the city.

The council is continuing to consider HR implications for our workforce and working with all service areas closely during this period.

Scrutiny Committees

Not applicable as this an information only report and no decision is required from the Council.

Fairness and Equality Impact Assessment:

Not applicable as this is an information only report and no decision is required.

Wellbeing of Future Generations

Long Term – The short term actions the Council is taking now is considering the longer-term impacts which the cost of living is having on communities and businesses in Newport. Newport Council alongside partners are providing financial and non-financial support to help households and businesses.

Collaborative – Newport Council is working collaboratively across the organisation and also our external partners from Aneurin Bevan University Health Board, schools, Welsh Government and other local partners to support cost of living support.

Integration – The actions that the Council and is taking supports the Council's organisational priorities for community cohesion, early intervention, and prevention. This also supports the Welsh Government's priority for Wales being a nation of sanctuary.

Involvement – We are involving communities and residents who are providing vital front-line support and helping vulnerable / disadvantage households, and refugees. The Council is also providing regular updates and communications to those impacted by the cost-of-living crisis.

Prevention - The short term actions the Council is taking now is considering the longer-term impacts which the cost of living is having on communities and businesses in Newport. Newport Council alongside partners are providing financial and non-financial support to help households and businesses.

Consultation

Not Applicable

Background Papers

Monthly reports to Cabinet.

Dated: 7 June 2023

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One Newport Partnership Meeting: 27th April 2023

Summary of Business

This is a summary of the work of One Newport Partnership at its April 2023 meeting. The full agenda can be found [here](#). The Partnership met online.

Gwent Well-being Plan

The Gwent Well-being Plan is expected to be signed off by Gwent Public Services Board on 22nd June 2023. In the meantime, One Newport is continuing to develop its Local Action Plan. The Plan will contribute to the delivery of Gwent PSB's Well-being Objectives at a local level and deliver other strategic partnership activity in Newport.

Newport Local Well-being 2022/23 Performance Reports

Intervention Leads provided progress updates on delivering the [Newport Local Well-being Plan](#) for the period September 2022 to March 2023. These were the final performance dashboards for the Well-being Plan 2018-23, which is now concluded. The dashboards can be viewed on the [One Newport website](#). The Board will be publishing case studies on the key outcomes of its work over the five years of the plan.

Pillgwenlly Masterplan

The Board has approved its Master Planning document for the Pillgwenlly area.

Following extensive community, business, and partner engagement the Master Plan focuses on three community ambitions: improved green and public spaces; a better business and shopping offer; a mix of community and youth facilities.

The Masterplan can be viewed [here](#).

Safer Newport

The Board received an update on the work of Safer Newport.

Safer Newport is Newport's Community Safety Partnership established under the Crime and Disorder Act (1998). It delivers on emerging local community safety issues and problem solving in areas such as anti-social behaviour, serious and organised crime, and targeted initiatives in parts of the city. Developments over the last six months include using Home Office Safer Streets funding for community-based work with children and young people in Alway, and for continued night-time patrols by Community Safety Guardians in the city centre on Fridays and Saturdays.

One Newport Partnership Meetings and Papers

One Newport publishes its meeting papers and minutes online. Papers, including those of the former One Newport Public Services Board, are [here](#).

Gwent PSB papers and minutes are available [here](#).

Get Involved – Newport Citizen’s Panel

One Newport welcomes the views of local people. One way to get involved is to join our Citizen’s Panel and give us your opinions through quarterly questionnaires on issues, services, and projects in the city. Find out more [here](#).

Latest News - One Newport Bulletin

One Newport issues a regular [bulletin](#) outlining initiatives, activities and events organised by partners across the city.

Twitter: [@onewport](#) / **Instagram:** [onewport](#)

Website: www.newport.gov.uk/oneNewport

[Gwent PSB information](#)

[Website: gwentpsb.org](http://www.gwentpsb.org) / [Social media: @gwentpsb](#)

Report

Cabinet

Part 1

Date: 14 June 2023

Subject Cabinet Work Programme

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

Author Governance Team Leader

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 2024, 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 Governance Team Leader 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 for 2023/24

Action by Governance Team Leader

Timetable Immediate

This report was prepared after consultation with:

- Chief Officers
- Monitoring Officer
- Head of Finance
- Head of People, Policy and Transformation

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 (eg Council, Scrutiny, Audit) to ensure the various programmes are properly coordinated.

The current work programme runs to May 2024, 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.

Comments of Head of People, Policy and Transformation

There are no specific HR implications in adopting a programme of work. The principles of open and transparent governance are consistent with the Council's Corporate Plan and objectives under the Well-being of Future Generations (Wales) Act.

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.

Consultation

As set out above

Background Papers

Dated: 7 June 2023

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Cabinet

Work Programme: June 2023 to May 2024

Meeting	Agenda Items	Lead Officer
Cabinet 14/06/23	<ul style="list-style-type: none"> ▪ Director of Social Services Annual Report ▪ Annual Safeguarding Report ▪ 2022/23 Treasury Management Year End Report ▪ NCC External Pressures - Cost of Living ▪ One Newport Summary Document (for information/ awareness) ▪ Work Programme 	<ul style="list-style-type: none"> ▪ CD: SS ▪ CD: SS ▪ HoF ▪ CX/HPP&T ▪ HPP&T ▪ GTL
Cabinet 12/07/23	<ul style="list-style-type: none"> ▪ 2022/23 Revenue Budget Outturn ▪ 2022/23 Capital Outturn and Additions ▪ Welsh Language Annual Report ▪ Corporate Risk Register Update (Q4) ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HPP&T ▪ HPP&T ▪ CX/HPP&T ▪ GTL
Council 18/07/23	<ul style="list-style-type: none"> ▪ Council Appointments ▪ 2022/23 Treasury Management Year End Report ▪ Welsh Language Annual Report ▪ Director of Social Services Annual Report ▪ Annual Safeguarding Report ▪ IRP Annual Report ▪ Review of Standing Orders 	<ul style="list-style-type: none"> ▪ GTL ▪ HoF ▪ HPP&T ▪ CD: SS ▪ CD: SS ▪ HL&S ▪ HL&S
Cabinet 13/09/23	<ul style="list-style-type: none"> ▪ Revenue Budget Monitor ▪ Capital Budget Monitor ▪ Corporate Risk Register Update (Quarter 1) ▪ Climate Change Annual Report ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HPP&T ▪ HPP&T ▪ CX/HPP&T ▪ GTL
Council 26/09/23	<ul style="list-style-type: none"> ▪ Council Appointments ▪ Replacement Local Development Plan ▪ Climate Change Annual Report 	<ul style="list-style-type: none"> ▪ GTL ▪ HR&ED ▪ HPP&T
Cabinet 18/10/23	<ul style="list-style-type: none"> ▪ Capped Nine (KS4 School Outcomes) ▪ Corporate Plan 2022/27 Annual Report ▪ Strategic Equality Plan Annual Report ▪ NCC External Pressures - Cost of Living ▪ One Newport Summary Document (for information/ awareness) ▪ Work Programme 	<ul style="list-style-type: none"> ▪ CEdO ▪ HPP&T ▪ HPP&T ▪ HPP&T ▪ HPP&T ▪ GTL

Cabinet 15/11/23	<ul style="list-style-type: none"> ▪ Revenue Budget Monitor ▪ Capitol Monitor ▪ Treasury Management Half Yearly Monitoring Report ▪ Annual Safeguarding Report ▪ Annual Compliments, Comments and Complaints ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HoF ▪ CD: SS ▪ HPP&T ▪ CX/HPP&T ▪ GTL
Council 28/11/23	<ul style="list-style-type: none"> ▪ Council Appointments ▪ Treasury Management Half Yearly Monitoring Report ▪ Strategic Equality Plan Annual Report ▪ Corporate Plan 2022/27 Annual Report ▪ Climate Change Plan Annual Report ▪ RPB Market Stability Report ▪ Democratic Services Annual Report ▪ Standards Committee Annual Report 	<ul style="list-style-type: none"> ▪ GTL ▪ HoF ▪ HPP&T ▪ HPP&T ▪ SD: E&S/HE&PP ▪ SD: SS ▪ HL&S ▪ HL&S
Cabinet 13/12/23	<ul style="list-style-type: none"> ▪ 2024/25 Revenue Draft Budget and MTFP: Final Proposals ▪ Corporate Risk Register Update (Quarter 2) ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HPP&T ▪ CX/HPP&T ▪ GTL
Cabinet 10/01/24	<ul style="list-style-type: none"> ▪ Revenue Budget Monitor ▪ Capitol Monitor ▪ Western Gateway ▪ Mid-Year Performance Update ▪ NCC External Pressures - Cost of Living ▪ One Newport Summary Document (for information/ awareness) ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ HR&ED ▪ HPP&T ▪ CX/HPP&T ▪ HPP&T ▪ GTL
Council 23/01/23	<ul style="list-style-type: none"> ▪ Council Appointments ▪ Council Tax Reduction Scheme ▪ Schedule of Meetings 2024/25 ▪ Mayoral Nomination 2024/25 	<ul style="list-style-type: none"> ▪ GTL ▪ HoF ▪ GTL ▪ GTL
Cabinet 14/02/24	<ul style="list-style-type: none"> ▪ 2024/25 Capital Strategy and Treasury Management Strategy ▪ 2024/25 Revenue Budget and MTFP: Final Proposals ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HoF ▪ HoF ▪ CX/HPP&T ▪ GTL
Council 27/02/24	<p><u>Budget:</u></p> <ul style="list-style-type: none"> ▪ Council Appointments ▪ 2024/25 Council Tax and Budget ▪ 2024/25 Capital Strategy and Treasury Management Strategy ▪ National Non-Domestic Rates: Discretionary Relief: High Street Relief Scheme 2024/25 ▪ Gwent Wellbeing Plan 	<ul style="list-style-type: none"> ▪ GTL ▪ HoF ▪ HoF ▪ HoF ▪ HPP&T

Cabinet 13/03/24	<ul style="list-style-type: none"> ▪ Corporate Risk Register Update (Quarter 3) ▪ Pay and Reward Statement 2024/25 ▪ EAS Business Plan ▪ NCC External Pressures - Cost of Living ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HPP&T ▪ HPP&T ▪ CEoO ▪ CX/HPP&T ▪ GTL
Cabinet 10/04/23	<ul style="list-style-type: none"> ▪ Annual Corporate Safeguarding Report ▪ NCC External Pressures - Cost of Living ▪ One Newport Summary Document (for information/ awareness) ▪ Work Programme 	<ul style="list-style-type: none"> ▪ HCS ▪ CX/HPP&T ▪ HPP&T ▪ GTL
Council 23/04/24	<ul style="list-style-type: none"> ▪ Council Appointments ▪ IRP Annual Report ▪ Pay and Reward Statement 	<ul style="list-style-type: none"> ▪ GTL ▪ HL&S ▪ HPP&T
Cabinet 15/05/24	<ul style="list-style-type: none"> ▪ NCC External Pressures - Cost of Living ▪ Digital Strategy – Annual Report ▪ Work Programme 	<ul style="list-style-type: none"> ▪ CX/HPP&T ▪ HPP&T ▪ GTL
Council 07/05/24	<u>AGM:</u> <ul style="list-style-type: none"> ▪ Council Appointments 	<ul style="list-style-type: none"> ▪ GTL

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