

Agenda



Performance Scrutiny Committee - Partnerships

Date: Wednesday, 4 October 2023

Time: 5.00 pm

Venue: Committee Room 1 / Microsoft Teams

To: Councillors E Stowell-Corten (Chair), C Baker-Westhead, B Davies, P Drewett, F Hussain, J Jones, A Morris, M Pimm, A Screen and K Whitehead

Item	Wards Affected
1	<u>Apologies</u>
2	<u>Declarations of Interest</u>
3	<u>Minutes of the previous meeting held on 19th July 2023</u> (Pages 3 - 8)
4	<u>Shared Resource Service Monitoring Update</u> (Pages 9 - 30)
5	<u>One Newport Well-being Plan Final Report</u> (Pages 31 - 50)
6	<u>Conclusions of Committee Reports</u> Following the completion of the Committee reports, the Committee will be asked to formalise its conclusions, recommendations and comments on previous items for actioning.
7	<u>Scrutiny Adviser Reports</u> (Pages 51 - 58) a) Forward Work Programme Update (Appendix 1) b) Actions Plan (Appendix 2)
8	<u>Live meeting</u> To view the live meeting please click here

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Date of Issue: Wednesday, 27 September 2023

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Minutes



Performance Scrutiny Committee - Partnerships

Date: 19 July 2023

Time: 5.00 pm

Present: Councillors E Stowell-Corten (Chair), B Davies, P Drewett, F Hussain and A Screen

In Attendance: Janice Dent (Policy and Partnership Manager), Wayne Tucker (Policy and Partnerships Officer), Tracey Brooks (Head of Regeneration, Investment and Housing), Steve Ward (Chief Executive - Newport Live), Kevin Ward (Chairman - Newport Live), Neil Barnett (Scrutiny Adviser), Emily Mayger (Governance Officer) and Taylor Strange (Governance Officer)

Apologies: Councillors C Baker-Westhead, J Jones, M Pimm and K Whitehead

1 **Declarations of Interest**

None.

2 **Minutes of the previous meeting held on 29th March 2023**

The Minutes of the previous meeting held on 29th March 2023 were held as a true record.

3 **Newport Local Action Plan Consultation Draft**

Invitees:

- Janice Dent (Policy and Partnership Manager)
- Wayne Tucker (Senior Policy & Partnership Officer)

The Policy and Partnership Manager gave an overview of the report.

Members asked the following:

- In what forms is the consultation taking place? The Policy and Partnership Manager highlighted the use of consultation via bus Wi-Fi the NCC website, as well as other methods.
- The Committee felt it will be difficult to get public feedback on flood defence. The Policy and Partnership Manager informed the Committee that the public are able to choose what parts of the consultation they give feedback on as well as the consultation information using terminology the public could understand.
- The Committee enquired about the involvement of Natural Resources Wales in the flood defence section of the consultation. The Policy and Partnership Manager advised that the partnership includes various board members, including Natural Resources Wales, Newport Live, the police, and others, who have been and will

continue to assist with the consultation process. It was also advised that workshops will be conducted with partners to determine the most effective ways to leverage their expertise and involvement.

- The committee noted the importance of getting as many citizens responses as possible during the consultation and asked would officers do work within wards to get a larger response? The Policy and Partnership Manager highlighted that they would make use of ward meetings as well as making use of events within wards that are already occurring and scheduled.
- The Committee highlighted that Newport is a mix of rural and urban environments with the impact being different in each. The Policy and Partnership Manager noted demographics that may change answers will be looked at the end of the consultation. The Senior Policy and Partnership Officer explained to the Committee that the focus is to get as many respondents as possible in order to better analysis the demographic data within the range of ward types within Newport.
- The Policy and Partnership Manager confirmed that social media will be utilised as a method during the consultation period. This will be done through Newport Live and in collaboration with other partners.
- The Committee enquired about the strategy for maximising the number of responses during the consultation process. The Policy and Partnership Manager emphasised that the team is continuously learning and exploring best practices by examining other consultations conducted by the NCC. Additionally, the efforts made by councillors to increase the number of responses were highlighted.
- The Policy and Partnership Manager suggested using QR codes for accessing the consultation. Members raised concerns about accessibility for individuals with visual impairments and asked about the use of technology to address this issue. The manager mentioned ongoing work to make the consultation more accessible, including the use of larger fonts.
- The Committee enquired whether there would be support for non-English speaking citizens or those whose primary language is not English in promoting the consultation. The Policy and Partnership Manager stated that they are currently testing translation services and actively engaging with communities to establish connections.
- The Committee noted the use of young interpreter's projects from within primary schools and explained that program has been expanded in order to include other year groups. The Policy and Partnership Manager highlighted that they would take this on board.

The Chair thanked the officers for attending.

Conclusions

- Members expressed their satisfaction after discovering that even though they were not mentioned in the initial draft questionnaire presented to the committee, demographic questions would be featured in the final version.
- The Members were informed that the team was experimenting with Amazon translation services and verifying translation accuracy through links with various communities. In response, Members recommended scheduling events in schools such as Maindee Primary, which possess student interpreters. Holding these events in September was also suggested.

- Members mentioned the need to ensure that the consultation was accessible by using ALT text on Social Media, text-to-speech, large print hard copies etc to ensure that our visually impaired residents are supported in taking part in the consultation.

4 Newport Live Partnership

Invitees:

- Steve Ward - Chief Executive - Newport Live
- Kevin Ward - Chairman - Newport Live

The Chief Executive and Chairman gave an overview of the report, and also presented a couple of short videos to the Committee to give extra context of the work that the Newport Live Partnership do.

Members asked the following:

- The Committee thanked the presenters and congratulated Newport Live for their recent award. The Chief Executive commended the staff and acknowledged the exceptional community engagement efforts of the Riverfront. They emphasised the importance of recruiting individuals who can assist the public and mentioned the approval of an Olympic Training Camp. The Committee expressed gratitude for the variety of services offered.
- The Committee enquired about the origin of tourism mentioned in the Music Tourism Report. The Chief Executive mentioned applying for double funding from the Arts Council of Wales to implement a larger arts development program. The Chairman highlighted that projects serve as community hubs and ongoing discussions are taking place to incorporate Newport Live's systems into prevention work.
- The Committee asked about the reduced funding in the advertisement budget. The Chairman explained that more funds would have been spent on advertising following the easing of Covid restrictions, and the budget for advertising and marketing is flexible.
- The Committee noted the correlation between mental and physical health and wondered about its impact on those utilising the services. The Chief Executive noted that while it's not scientifically possible to measure, anecdotal evidence exists. Some academic questions have been asked in relation to mental health in certain projects. The Chairman mentioned that data on those who undertake specific projects would be available.
- The Committee noted that collecting data on mental health impact could lead to greater grant funding. The Chief Executive emphasised the positive impact Newport Live has on people's lives and the help provided by allowing them to run facilities.
- The Committee queried if Newport Live has partners within the communities. The Chief Executive confirmed working with a variety of partners within the community.
- The Committee enquired about the effect of the cost-of-living crisis on attendance. The Chief Executive advised that there has been an impact, with costs increasing by an average of 8%. Energy costs, the availability of swimming instructors, and demand for swimming pools present significant challenges.
- The Committee asked about the record of participation of products by demographic group. The Chief Executive mentioned that products ask for demographic data, but

it's not mandatory for individuals to provide it. There is a plan to target communities with lower uptake and gather intelligence with partners.

- The Committee expressed the need for the general public to know more about Newport Live. The Chief Executive emphasised the focus on individual outcomes and the importance of staying competitive commercially. Diversifying the audience and getting into as many realms as possible are key points.
- The Committee raised the possibility of women-only swimming lessons and activities. The Chief Executive agreed to bring women-only sessions to the new centre and highlighted the potential for programs that cater to diverse areas. Statistics and personal information would be needed to fully understand community needs and desires.
- The Committee requested an updated list of partnerships. The Chief Executive explained that the next time they come to Scrutiny, they will include all new partners on the list.

The Chair thanked the Officers for their attendance.

Conclusions

- The Committee expressed their gratitude to the invitees for attending, commended the positive report, and were highly impressed by the informative presentation. Members observed that the work between the partners was significant, revealing the effectiveness of the partnership in safeguarding children. Additionally, they expressed appreciation for the brief video clips that provided additional insight into the partners' work. The Committee also praised the Menopause Active Work, along with several other schemes, and wished to give their thanks to all staff involved.
- The Committee recommended that the partnership explore ways of measuring the impact on the mental health of people who participate in activities. While there is currently no measure in place, Members commented that it may be advantageous to do so in order to gain further grants elsewhere.
- Members suggest that the partnership look into further opportunities for Ladies Only activities, such as Swimming. It was also requested that this is looked into for the future work programming for the new leisure centre.
- Members were pleased to learn that the Riverfront had achieved its highest figures. Members expressed interest in discovering the breakdown of these figures between tourism and local visitors. Members were also interested to see some information regarding demographics when Newport Live come to the committee next year - it was felt it would be good for the Committee to know if Newport Live are reaching all communities.
- Comment was made that in some communities Cricket is a passion, but due to it being an expensive sport in terms of price of kit and equipment compared to other sports, we are seeing a major decline in cricket in the younger generation. Members asked how we can improve facilities/grounds and access to these activities, especially looking at the costs of hiring a cricket pitch for those independent teams who do not have their own pitches.

- Neil Barnett - Scrutiny Adviser

The Scrutiny Adviser introduced the Draft 2023-24 Annual Forward Work Programme to the Committee, and detailed the reports coming in the next calendar year. The Draft Annual Forward Work Programme had been produced following a review with Heads of Service, and includes statutory reports that come to the Committee annually.

Actions:

1. The Committee **approved** the Annual Forward Work Programme, the start time for Committee meetings and the proposed schedule of meetings, which included the topics being discussed at the next two meetings:

Wednesday 4th October 2023, the agenda items;

- Shared Resource Services (SRS) Update
- One Newport Wellbeing Plan Final Report.

Wednesday 8th November 2023, the agenda items;

- Norse Joint Venture – Strategy and Performance Review
- Community Safety Plan

6 **Scrutiny Adviser Reports**

Invitee:

- Neil Barnett - Scrutiny Adviser.

a) Action Sheet

The Scrutiny Adviser presented the action sheet to the Committee and advised that as indicated in the table, all actions are up to date with one outstanding presentation that is being arranged.

The meeting terminated at 7:41pm

7 **Recording of meeting**

[Please click here to view the recording](#)

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Scrutiny Report

Performance Scrutiny Committee - Partnerships

Part 1

Date: 4th October 2023

Subject Shared Resource Service Monitoring Update

Author Scrutiny Adviser

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

Invitee:	Designation:
Matt Lewis	Chief Officer Shared Resource Service
Kath Beavan-Seymour	Assistant Director Shared Resource Service
Mike Doverman	User Support Manager Shared Resource Service
Rhys Cornwall	Strategic Director – Corporate and Transformation
Tracy McKim	Head of People, Policy and Transformation
Dominic Gibbons	Digital Projects Manager

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to:

1. Consider the update on the Shared Resource Service’s performance for 2022/23 and the major initiatives;
2. Determine if it wishes to make any comments to the Shared Resource Service.

2 Context

Background

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

- accept the Scrutiny Committee’s preferred option of developing a detailed business case for a partnership with the Shared Resource Service
- agree in principle the preferred option for Newport City Council to establish a collaborative public sector partnership with the SRS and to provide update reports to the Cabinet

- delegate authority to the Head of People, Policy & Transformation and Statutory Officers to develop a final business case for the preferred option, to establish a collaborative public sector partnership with the SRS
- delegate authority to the Head of People, Policy & Transformation and Statutory Officers to implement the preferred option to establish a collaborative public sector partnership with the SRS, subject to the arrangement being financially viable and operating to at least the financial requirements stated in the Part 2 report. The arrangement will also be subject to not falling below the expected benefits as detailed within the Business Case
(A link to the Cabinet Report held on 14 March 2016 and Minute is included in Background Papers in Section 7 of this report.)

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

Previous Consideration of this item

2.3 At its meeting on 7 December 2022, this Committee considered an Update on the Shared Resource Service's service delivery and made the following conclusions:

- The Committee thanked the partners for their attendance and praised the comprehensive information that was provided in the presentation. The Committee felt they gained a greater understanding of how the partnership work and commented that this was one of the well-presented reports that they have currently received. Members also wished to comment that they have found the SRS to be extremely helpful when reporting problems.
- The Committee were pleased to hear that the SRS team consider other ways to recruit through apprenticeships and developing their front line staff.
- The Committee wished to commend the service on reflecting and changing the method of receiving feedback in a time effective way and appreciated that the service works closely with the different partner areas on the way that they can receive as much feedback as they can.
- The Committee Members noted that they would like to have sight of the positive Audit Wales Report that was mentioned by the SRS Chief Operating Officer in the discussion.

(A link to the Performance Scrutiny Committee – Partnerships held on 7 December 2022 Report and Minute is included in the Background Papers in Section 7 of this report.)

3 Information Submitted to the Committee

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

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

4. Suggested Areas of Focus

4.1 Role of the Committee

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

- Assess the update upon the SRS's progress to date since Newport joined the partnership-
- Assess and make comment on:
 - Whether there are any barriers to delivering the outcomes of the original business case.
- In drawing its conclusions, the Committee should assess:
 - What was the overall conclusion on the information contained within the reports?
 - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the performance the SRS?
 - Do any areas require a more in-depth review by the Committee?
 - Does the Committee wish to make any Comments to the SRS?
 - What are the requirements for ongoing monitoring of SRS on the Committee's work programme?

Suggested Lines of Enquiry

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

- What is the overall view of the SRS's progress in delivering the outcomes of the original business case?
- What is planned to develop the partnership further?
- What barriers are there to delivering the outcomes of the original business case?
- How effectively the Shared Resource Service partnership arrangement is working?
- Are any other methods are being used to evaluate effectiveness of the arrangements e.g. Regulatory Reports or Reviews?

Wellbeing of Future Generations (Wales) Act

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

5 Ways of Working	Types of Questions to consider:
<p>Long-term</p> <p>The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.</p>	<p>What long term trends will impact upon the future delivery of the service?</p>
	<p>How will changes in long term needs impact upon the delivery of the service in the future?</p>
<p>Prevention</p> <p>Prevent problems occurring or getting worse.</p>	<p>What issues are facing the Partnership's service users at the moment?</p>
	<p>How is the Partnership addressing these issues to prevent a future problem?</p>
<p>Integration</p> <p>Considering how public bodies' wellbeing objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.</p>	<p>How does the Partnership's performance upon the delivery of the service impact upon the services of other public bodies and their objectives?</p>
<p>Collaboration</p> <p>Acting in collaboration with any other person (or different parts of the organisation itself).</p>	<p>Who has the Partnership been working with to deliver the service?</p>
	<p>How is the Partnership using knowledge / information / good practice of others to inform / influence delivery of the service?</p>
	<p>How effectively the Shared Resource Service partnership arrangement is working?</p>
	<p>Are there examples of good practice of collaborative working?</p>
<p>Involvement</p> <p>The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.</p>	<p>How has the Partnership sought the views of those who are impacted by the delivery of the service?</p>
	<p>How are service user experiences being used to assess performance?</p>

Section B – Supporting Information

5 Supporting Information

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

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

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

Characteristics of effective partnership scrutiny:

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

(For Members’ information, a link to the full Welsh Government Guidance is included in Section 7 of this report in the Background Papers.)

6 Links to Council Policies and Priorities

6.1 The report links with the Wellbeing-being Objectives and Aims of the Council’s Corporate Plan 2022 – 2027;

Well-being Objective	1 – Economy, Education and Skills	2 – Newport’s Environment and Infrastructure	3 – Preventative and Equitable Community and Social Care	4 – An Inclusive, Fair and Sustainable Council
Aims:	Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.	A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.	Newport is a supportive city where communities and care are at the heart of what we do.	Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

6.2 The Shared Resource Service Monitoring Update has strong links with Wellbeing Objectives 2 and 4.

7. Background Papers

- Cabinet [14 March 2016 Report \(Item 13 refers\) and Minutes.](#)
- Performance Scrutiny Committee – Partnerships – [7 December 2022 Report \(Item 5 refers\) and Minutes](#)
- [Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards](#) (Issued by Welsh Government August 2017)
- [The Essentials – Well-being of Future Generation \(Wales\) Act](#)
- [Corporate Plan 2022-2027](#)

Report Completed: 4 October 2023

Newport Scrutiny Meeting October 2023

DATE: Wednesday 4th October 2023

SUBJECT: Scrutiny Update

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

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

1. **Area Affected**

1.1 City wide for Newport City Council.

2. **Purpose of Report**

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

- An overview of the SRS (section 3)
- Governance Arrangements (section 4)
- Performance 22/23 (section 5)
- Major initiatives (section 6)

3. **Background**

3.1 The Shared Resource Service (SRS) is a collaborative IT Service comprising Gwent Police, Torfaen County Borough Council, Monmouthshire County Council, Blaenau Gwent County Borough Council and Newport City Council (NCC). Following recommendations by Community Development and Development Scrutiny Committee, in March 2016 Newport Cabinet agreed to establish a collaborative public sector partnership with the SRS.

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



The service has been part of this partnership since April 2017. A report was presented to Partnerships Scrutiny Committee in April 2018 and 2019 and in December 2020, 2021 and 2022. Following feedback from the Committee, the structure and content of this report has been amended accordingly.

3.2 New Target Operating Model

The SRS has created a new target operating model to position itself to best respond to the challenges identified which include:

- financial pressures
- resilience challenges
- professional opportunities
- reducing the team lead roles allowing technical staff to focus on technical excellence
- need to align standards across the whole SRS customer base
- high turnover rate of senior technology staff
- OneWales consistency, not uniformity

SRS is now able to reward technical excellence in a different way to the past. The implementation of career grades / job families at the SRS which will give SRS staff a path for technical roles and managerial roles. It will allow us to progress staff into vacancies more effectively than we have in the past.

The SRS remodel will respond to the challenges identified in the following ways:

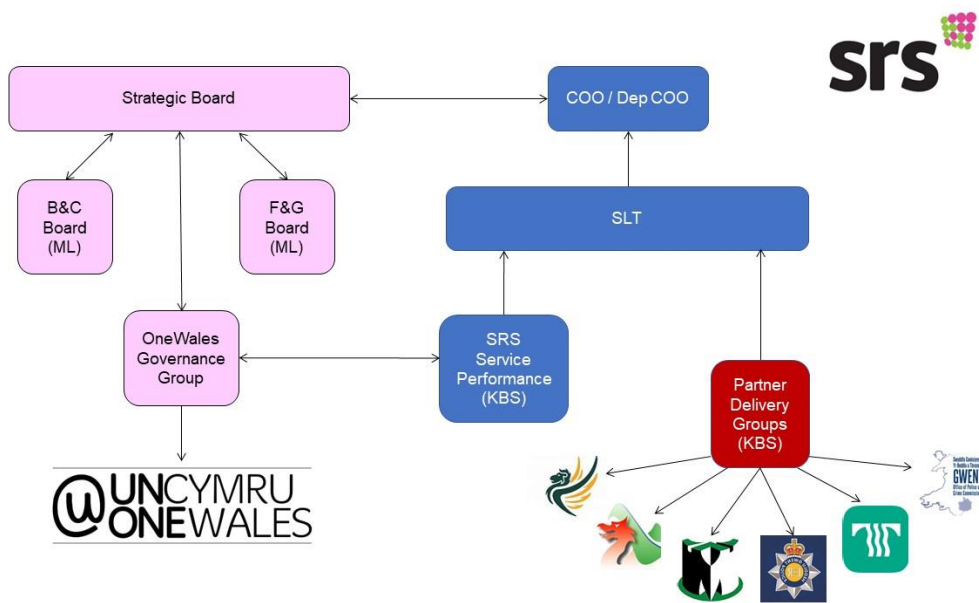
- by bringing all professions together into single streams we will improve resilience
- by implementing career grades, job families and Strategic Technology Advisor roles we are providing new and simpler professional opportunities and attempting to slow or remove the pace of staff leaving for other roles
- reducing the team lead roles will allow technical staff to focus on technical work and provide a more consistent team lead function
- aligning standards across the whole SRS customer base will improve resilience
- OneWales consistency, not uniformity will ensure that we work the same way across our entire customer base



4. The Governance Arrangements and the 22/23 Budget

- 4.1 The SRS is governed as show in the diagram below. This is how we ensure that Newport's views and needs are represented across everything that the SRS delivers.

The left hand side is all of the Boards that the SRS engages with and Newport has representation on all of those groups. The red block on the right hand side is each partners specific monthly meeting where we agree priorities and discuss performance.



4.2 Financial Governance

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

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

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



Partnership Update October 2023

See the breakdown for 2022-23 below.

Newport City Council			
	Budget	Outturn	Variance
Total Core Services (SRS)	2,073,247	2,073,247	0
Total Core Services (Partner)	1,073,055	926,055	(147,000)
Total Contribution	3,146,302	2,999,302	(147,000)

This £147,000 helped contribute towards the Council's overall savings last year which was a very positive outcome.

In addition to this £147k Newport also chose to vire £60k back to Newport as an additional saving to contribute to the overall Newport savings targets. The SRS continues to contribute to targets this year also.

4.3 The Financial Outturn (2022-23)

The 2022-23 financial outturn delivered savings which are held in Newport only reserves and these areas can be broken down in greater detail for the purposes of scrutiny.

Account Description	BUDGET	OUTTURN	VARIANCE
Salaries	1,908,715	1,908,715	0
Vacancy Factor	(31,683)	(31,683)	0
Salaries Overtime	15,000	15,000	0
Call out and Standby Allowance	11,960	11,960	0
Rack Rental Recharge	10,619	10,619	0
Shared Costs Apportionment	133,450	133,450	0
Support Service Costs	25,186	25,186	0
TOTAL CONTROLLABLE	2,073,247	2,073,247	0
Contracts	1,030,916	966,916	(64,000)
Voice Network	480,000	403,000	(77,000)
PSBA	184,464	178,464	(6,000)
Income	(622,325)	(622,325)	0
TOTAL NON CONTROLLABLE	1,073,055	926,055	(147,000)
GRAND TOTAL	3,146,302	2,999,302	(147,000)

The £147,000 saving was driven by the following:

- Contracts savings of £64,000, mainly relating to IBM Spectrum Protect contract now amalgamated £34,000, Barracuda EU & IR contract not renewed £32,000, VM Ware contract not renewed



£14,000, Vantage contracts savings £10,000, IBM DR support V5000 contract not renewed £8,000, IBM & Lenovo contract no longer required £6,000 and other contract savings amounting to £11,000.

- *Offset by* additional costs not budgeted for RKM Software and CSI Ltd consultancy £10,000, Azure support £6,000, O365 overspend £5,000, additional hardware SAN switches £4,000, Barracuda new agreement Virtual Server Licences £4,000, Orange Cyberdefence Checkpoint Firewall £4,000, IBM UK Storewise £4,000, Zengenti Contensis prepayment £3,000, NTA Monitor additional testing £2,000 and other contract overspends amounting to £9,000
- Data line savings of £77,000, due to realigned costs to previous years and reduced requirements.
- PSBA savings of £6,000, due to changes to line requirements

4.4 Newport reserves

Each year the SRS may generate an underspend in relation to a specific partner. Since joining the SRS, we have generated a Newport specific reserve fund which currently stands at £548,881. This reserve is held and utilised for service improvement in agreement with Newport, for Newport benefit only, when working on joint plans for its use to develop technology and to support the development of the SRS.

As an example, this year Newport will draw on this reserve to fund the Newport website redevelopment work that is currently ongoing. This is seen as a positive use of reserve funding and would be money that Newport would have had to find internally to carry out the work so in essence is a significant saving for Newport Council's own budget.

In 2022-23 the following was drawn from reserves in year:

- Quantum toolset to review Microsoft requirements £1,500
- Audiocodes SBC's £7,000
- Pay award contribution supporting the additional staffing costs incurred £37,000
- Draw on reserves for use on internal projects £60,000
- Unified Support contract £4,000
- Cyber resource contribution £10,000

Newport currently holds £121,982 in capital reserves to support the future refresh of the infrastructure in Vantage



4.5 Auditing the SRS

This section of the report outlines the internal audit work we have carried out for the year ended 31 March 2023.

The Public Sector Internal Audit Standards require the Head of Internal Audit to provide an annual opinion, based upon and limited to the work performed, on the overall adequacy and effectiveness of the organisation's framework of governance, risk management and control (i.e. the organisation's system of internal control).

This is achieved through a risk-based plan of work, agreed with SRS management, which should provide a reasonable level of assurance. The opinion does not imply that Internal Audit has reviewed all risks relating to the organisation.

Head of Internal Audit Overall Opinion

"We are satisfied that sufficient internal audit work has been undertaken to allow an overall opinion to be given as to the adequacy and effectiveness of governance, risk management and control. In giving this opinion, it should be noted that assurance can never be absolute. The most that the internal audit service can provide is reasonable assurance that there are no major weaknesses in the system of internal control."



Defined as:

- A limited number of medium risk rated weaknesses may have been identified, but generally only low risk rated weaknesses have been found in individual assignments; and



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None of the individual assignment reports have an overall report classification of either high or critical risk.

The table below sets out the results of the internal audit work and the system opinion for each individual audit assignment plus any implications for next year's plan. Audit also include a comparison between planned internal audit activity and actual activity.

Results of individual assignments

Ref	Review / Opinion	Num Tested	%age in place	No of Findings		
				H	M	L
SRS – 22002	Change Management (System) <i>SUBSTANTIAL</i>	6	83.37		1	
SRS – 22003	SOC/SIEM (System) <i>FULL</i>	14	100			
SRS – 22004	Firewall (System) <i>FULL</i>	25	92		1	1
SRS – 22005	Virtualisation (System) <i>FULL</i>	15	100			
SRS - 22006	O365 (System) <i>FULL</i>	35	97.14			1
SRS - 22007	Financial Regulations (Special)					
SRS – 22008	Data Centre (System) <i>FULL</i>	83	100			
SRS – 22009	ISMS (Follow Up) <i>FULL</i>	14	100			
SRS – 22010	IT Governance (Follow Up) <i>FULL</i>	1	100			
SRS – 22011	ITSCM (Follow Up) <i>FULL</i>	1	100			
SRS – 22012	Mobile Computing (Follow Up) <i>FULL</i>	1	100			
SRS – 22013	Performance Management (Follow Up) <i>FULL</i>	3	100			



4.6 Risk Management

The SRS manages risks through the Finance and Governance (F&G) Board and through the Business and Collaboration (B&C) Board as agreed with those Boards. The split of risks across the Boards is documented below:

F&G Board manage:

Legal / Statutory Obligations
Reputational
Assets and Property
Financial

B&C Board manage:

Technology and Innovation
Improvement and Performance
Emergency Management
Major Projects

Each Board takes a decision at each meeting as to whether any risks require escalating to the Strategic Board at each quarterly meeting.

The risks consistently escalated to the Strategic Board have been:

- Global supply chain.
- Cyber Security load and awareness.
- Recruitment, reward and retention.



Partnership Update October 2023

5. Performance Update

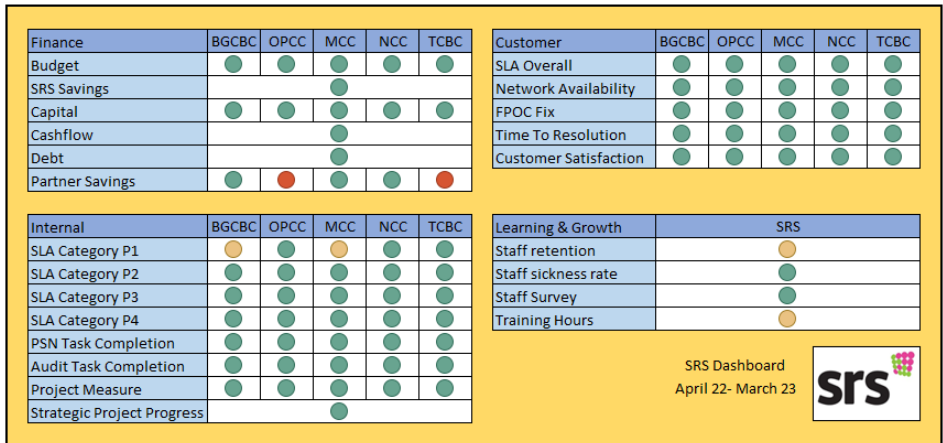
5.1 Investment Objectives background

The eleven original investment objectives in the business case have been signed off at previous partnership scrutiny meetings and the future of the partnership is about the SRS delivering what Newport needs in a business as usual basis. The performance section moves investment objective four into business as usual and shows how well the Service Level Agreement (SLA) is being on a regular basis.

The remaining objectives become delivery of Newport’s projects and services for which there are examples detailed in section 6.

SLA Whole Year All Partner Dashboard

The following sections use heat maps and uses the principle that the darker the green gets, the better the service to our customers. Amber and / or red do not necessarily mean we have not met a target, it just means that across the year they are the lesser performing months.



SLA Overall

Below shows the overall SLA measures by month across the whole year of April 2021 to March 2022 for each partner. As can be seen here, the progression through the year shows a darker green. This means that we are delivering better services as the year goes on.

Calls Resolved Against SLA	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
NCC Overall	95	95	97	98	99	96	97	96	95	96	98	97
NCC Platinum	91	88	92	95	96	87	92	92	90	87	95	94
NCC Gold	95	100	100	100	100	98	98	95	85	95	98	89
NCC Silver	100	93	100	98	100	100	96	100	100	100	100	98
NCC Bronze	100	99	97	99	100	98	99	98	97	99	99	99



First point of contact (FPOC)

An important measure defined by all of our customers is the percentage of calls fixed at the first point of contact (FPOC). This means that the first person spoken to can resolve the call rather than it having to be passed off to another person or having to wait for a call back. It takes a lot of time and effort for our staff on the Service Desk to learn the common calls for five partners and to be able to respond to them effectively, even more so with the high level of turnover in that area. Below shows that turnover well, the results have generally stayed the same, probably more consistent than at the start of the year with some dips throughout. The majority of months the target is met and where it is not, it is due to higher volumes of new starters in the Service Desk and that learning process.

% Resolved at 1st POC	Current Month	Average
NCC	88	88.75%

Customer Satisfaction

Each time a call is closed the customer has an opportunity to complete a survey which comes back to us at the SRS. Those surveys are collated each month and presented back to each individual delivery group to show them the view that their own staff have of our service. The return rate of surveys is usually low compared to the number of calls per month simply because people tend not to have time to fill a survey out. With that in mind we have made the surveys far quicker and simpler to fill out over the last six months with a view to increase the level of feedback and to ensure our services can improve further. We feel that the below really highlights how well the customer service training has gone and how much better our staff are at dealing with calls. Through a very challenging year the SRS has managed to improve the level of customer satisfaction and we seek to improve further on those figures in 2022-23.

Customer Satisfaction	Current Month	Average	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
NCC	93.00	89.81%	70.00%	92.00%	89.00%	87.00%	98.00%	87.00%	92.00%	92.75%	93.00%	92.00%	94.00%	91.00%



6. Major Initiatives

6.1 DRUVA

We have implemented a new product called Druva in March 2023 to enhance the backup and recovery of our data in Microsoft Office 365 products (such as Email, OneDrive, SharePoint and Teams). This product stores our data securely and separately in a UK-based cloud service called AWS, where it is fully encrypted and protected. We have tested the product successfully by restoring our data from the backup. This product also aligns with our green goals, as AWS uses renewable energy sources in the UK.

6.2 Cyber security initiative SOC/SIEM

The SRS and its partners are all very aware of the high level of risk that exists around cyber attacks.

A SIEM stands for Security Information and Event Management and is a toolset that collects various types of log data and events for:

- a. Security monitoring
- b. Threat detection
- c. Digital forensics
- d. Security incident response
- e. Regulatory compliance
- f. System management
- g. Application troubleshooting

A SOC is a Security Operation Centre which is a team of specialised people who managed a toolset with the aims of:

1. Detection and response to threats
2. Increase resilience
3. Identify and address negligent or criminal behaviours
4. Derive business intelligence about user behaviours, to, shape and prioritise the development of secure technologies

The whole purpose of the toolset (SIEM) and the SOC (team) is to prevent any compromise to our systems in the first place.

6.3 Newport Data Centre Migration

Move partners to an alternate physical data centre and decommission the current Blaenavon data centre and alternate computer rooms by the end of FY 2022-23 saving approximately £4M based on Net Present Value calculations.



- An incredible effort to get Vantage procured and installed by the end of December 2021 and all equipment commissioned and live by January 2022
- Blaenau Gwent migration started at the end of January 2022 and completed May 2022
- TCBC / MCC started March 2022 and ended October 2022
- NCC started October 2022 and planned to be complete prior to the end of FY 2022-23
- Truly shared environments and infrastructure
- Migration activities for NCC's systems and infrastructure commenced on 25th Oct 2022 and these were completed on 17th June 2023. NCC is now using the shared infrastructure to deliver its ICT systems from the Vantage Data Centre after successfully completing the migrations from Civic Centre. A second phase of the project is now in progress to move the migrated SQL Databases onto a shared SQL server cluster environment within Vantage.

6.4 Cloud Telephony

Migrate all partners (LA, Police and Edu) to cloud telephony, cloud contact centres and cloud switchboards by the end of 2023, reducing the overall cost by replacing the need for capital investment with a lesser ongoing revenue cost.

- NCC currently have 136 users migrated to use Teams telephony, and SRS are waiting for the project to collate the next batch of users / info along with the purchase of however many Teams telephony licences will be required. This is in progress with no concerns raised and no negative feedback received from the NCC users already migrated over to Teams Telephony to-date.

6.5 Implementation of New Service Desk for SRS Partners.

In May of 2022 a team of SRS staff attended the SITS show (Service Desk & IT Support) in London where they had demos of different ITSM solutions to get an idea of what is being offered by competitors to our current offering (Alemba Service Manager). The decision was taken to go out to market to procure a new product to facilitate our growth and improve on what we currently have.

After a lengthy procurement process, Halo Service Solutions was chosen in January 2023 as the supplier for our new IT Service Management Solution.



Key technical requirements for the new system were;

- Single portal for schools and corporate with access controls.
- Improved reporting and workflow management.
- Multiple integrations 'out of the box'.
- Improved, simplified and targeted surveys for customer feedback.
- A more up to date interface and the capacity for future AI integration.
- Cloud hosted.
- Supplier support for the product including a comprehensive roadmap for development.

The timeline for implementation was aggressive and a team of staff, under the direction of the service manager, worked through product specification, project planning, installation, training, user acceptance testing and finally the launch.

The whole process took 6 months and we are already seeing positive comments for survey completion numbers, portal usage, customer feedback and general usability. The feedback from Newport staff is very positive on this new toolset and we feel this was helped by a number of Newport staff being on the demonstration settings and actively contributing to the scoring and selection of the product.

6.6 Capital refresh

The infrastructure within Newport and it's associated buildings consists of approximately 130 switches and 154 wireless access points. This hardware is replaced through a 7-year programme to ensure that wireless and wired connectivity used by Newport colleagues is fit for purpose and is taking advantage of technology advancements.

The replacement programme in Newport aimed to replace 30% of switches and 25% of wireless access points in 21/22 and this programme will continue annually.

6.7 Options Paper for Newport Website.

The redevelopment of Newport's website was a key outcome in the 2023-2027 digital strategy.

- Improve the design and accessibility of council IT systems including its web site.



Discussions between Newport and the SRS started in December 2022 and to assist in the decision-making Newport wanted an options paper on the available technologies used across government websites in the UK. Newport had the decision of whether to work with their existing supplier to refresh the site, or work with another supplier to build a new website using a different website technology e.g. Umbraco, Wordpress or Drupal amongst many others.

In February 2023, a 3rd party organisation was tasked to produce the paper and two technologies were highlighted, both with substantial government user bases in the UK and outlined as potential replacements. Newport and the SRS provided a brief to comparing the two technologies and the options paper was delivered by in April 2023 for decision.

Newport and the SRS agreed on Drupal as the preferred technology due to its scalability, flexibility and “open source” approach and the procurement of a supply partner was completed in July 2023. In addition to this we selected a version of Drupal called LocalGov Drupal which is a community of over forty Local Government organisations across the UK who have come together to share their work. This will allow us to call upon and contribute to a pool of technology to use for the Newport web site which reduces development time and cost leading to a much better user experience for Newport citizens which is built to all current accessibility standards by default.



6.8 Education

There are three updates for Education:

1. Device rollout as part of EdTech

The SRS has rolled out over 5,500 devices across the four Authorities in the financial year 2022-23 with 2,529 of those being in Newport. The full breakdown is shown below and this has been based on putting schools needs at the heart of the work. The numbers are representative of the size of the Authority, the schools and therefore the funding granted by WG as part of this wave of funding.

Laptops	102
Desktops	48
Monitors	59
Chromebooks	554
iPads	201
Macs	31
Docking Stations	5
Charging Trolleys	7
Projectors	156
Screens	140
Speakers	144
Webcams	89
Headphones	344
Peripherals	649
TOTAL	2,529

2. SLA Signup

We are currently in year two of the three-year Curriculum SLA agreement with schools. No schools have left the SLA. There is an active conversation with a Newport Secondary School and costs to join SLA have been supplied and discussed.

3. SchoolsEdu Firewall Replacement

The Education infrastructure for schools required replacement firewalls to maintain a supported environment. Rather than purchase dedicated replacement firewalls for Education the SRS has purchased additional Firewall hardware to add to the existing



shared firewall cluster in Vantage, keeping costs to a minimum. The initial configuration has also been completed with consultancy support and we have started to create the individual "contexts" for each Local Authority and are nearing the stage where we can start to test this firewall setup with our first authority's schools. The budget for this work has been met through the income from the SLA for Infrastructure refresh.

6.9 Net Zero contribution of the SRS

We are striving to improve our data centre energy efficiency and reduce our carbon footprint. That's why we have moved our data centre services from four different and outdated facilities across our Local Government partners to one modern and green site at the new Vantage data centre. This site uses 100% certified renewable energy and has the latest technology to optimise energy consumption. Whilst we cannot exactly measure the difference in energy usage between the old and new locations, due to old energy measurement devices, we estimate the impact of our energy reduction efforts to be significant.

Newport are continuing work to assess the level to which it has had a positive impact from an energy usage perspective in Newport Civic specifically.

6.10 Social Value

We believe in giving back to our local area and creating opportunities for young people. That is why we launched a new apprenticeship scheme that welcomes talented and motivated individuals from our community. Our goal is to expand this scheme and offer more apprenticeships in the future.

We are also committed to reducing our environmental impact and supporting our local community. We implemented a new disposals policy that recycles our old devices instead of sending them to landfills. This way, we not only save money and lower our carbon footprint, but also provide valuable resources to people in need. Our recycled devices meet all the security requirements and are safely wiped of any sensitive data before being donated. We have now adjusted this contract to allow for recycling of additional devices which means we are shredding less hardware.





Scrutiny Report

Performance Scrutiny Committee - Partnerships

Part 1

Date: 4th October 2023

Subject **One Newport Well-being Plan Final Report**

Author Scrutiny Adviser

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

Invitee:	Area / Role / Subject
Steve Morgan	Head of South East Wales Operations, Natural Resources Wales
Dr Bethan Bowden	Consultant in Public Health Aneurin Bevan University Health Board
Janice Dent	Policy and Partnership Manager
Wayne Tucker	Senior Policy and Partnership Manager

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked

- To consider the Wellbeing Plan Final Report attached as Appendix 1 and determine if it wishes to make any comments to the One Newport Partnership.

2 Context

Background

2.1 One Newport was originally established as a Public Services Board (PSB) in May 2016 under the Well-being of Future Generations (Wales) Act 2015 (WFG Act). In October 2021, a regional Gwent Public Services Board was established through the merger of the five former PSBs that operated on a local authority footprint in the Gwent region. At that point Newport ceased to be a Public Services Board and became a Sub-Group of the Gwent PSB. The former PSB is now known as the One Newport Partnership.

- 2.3 This is the final report of Newport's Local Well-being Plan. The report being presented to the Committee is a comprehensive 5-year summary of the city's efforts to improve the well-being of its communities. The Well-being Plan was originally published on May 1, 2018, and revised during 2021. The plan sets out One Newport's Well-being Objectives and the steps and actions taken to deliver them. The plan was in place until the end of April 2023.
- 2.4 The Act doesn't require an annual report to be published for the final year of its well-being plan. However, at the One Newport meeting on 27 April 2023 the Board agreed that a visual 5-Year summary should be produced to commemorate the end of Newport's Well-being Plan.
- 2.5 The summary showcases the work that has been done to achieve the well-being objectives, as well as highlighting the value of strong partnership working in improving the well-being of communities. The report also demonstrates how the work programme and approach reflect the principles of the Well-being of Future Generations Act. The plan's objectives are aligned with the Act's seven well-being goals, which include a prosperous Wales, a resilient Wales, and a healthier Wales.
- 2.6 The summary provides valuable insights into the various initiatives and partnerships that have been established to deliver the well-being objectives. The range of topics covered include community development, education, health, and the environment. The report also highlights the crosscutting themes that were used to deliver the well-being objectives, such as equality, diversity, and sustainability.
- 2.7 The Committee received the fourth Annual Report for 2021-22 on 5th October 2022 (A link to 2021-22 Annual Report is provided in Section 7 of this report in the Background Papers).

The Committee is reminded that attendees have been invited as One Newport Partnership Members working in partnership and scrutiny questions should focus on the Annual Report and not on the work of individual organisations.

3 Information Submitted to the Committee

- 3.1 The following are attached for the Committee's consideration:
- a) One Newport Well-being Plan 5-Year Summary (Appendix 1)

4. Suggested Areas of Focus

- 4.1 **Role of the Committee**

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

- *Take a look back at how the Partnership has performed in its delivery of the Well-being Plan in its 5-year summary*
- *In drawing its conclusions, the Committee should assess:*
 - *What was the overall conclusion on the information contained within the Annual report?*
 - *Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the delivery of the Well-being Plan?*
 - *Does the Committee wish to make any Comments to the One Newport Partnership?*

4.2 Suggested Lines of Enquiry

Scrutiny's role in receiving the Annual Report is to hold the One Newport Partnership to account for how it is taking steps to meet its objectives within the Well-being plan and ensure that it is demonstrating the sustainable development principle in everything it does.

When considering the final Annual Report and determining what questions it may wish to ask of the One Newport Partnership, the Committee should consider the following:

1. *How much progress has been made towards delivery of the Well-being Plan? How far have the One Newport Partnership's expectations been met? Does the information contained within the report give you a clear indication as to the progress?*
2. *How effectively has the partnership worked together to achieve the objectives?*
3. *Have there been any barriers that have affected delivery of the plan that need further exploration and explanation?*
4. *Does the report demonstrate how the Partnership is delivering the Well-being Objectives in accordance with the five ways of working?*
5. *How will the lessons learned from the delivery of the well-being plan be used to inform future plans and initiatives?*
6. *What have been the resource implications of delivering on the Well-being Plan? How has working as a partnership maximised the resources available?*

Section B – Supporting Information

5 Wellbeing of Future Generation (Wales) Act 2015

5.1 Overview

As mentioned earlier in this cover report the Local Well-being Plan and Annual Report are part of the Act's collective duty on Public Services Boards.

5.2 Wellbeing Goals

The Local Well-being Plan has four well-being objectives:

1. Everyone feels good about living, working, visiting and investing in our unique city
2. Everyone has the skills and opportunities they need to develop, prosper, and contribute to a thriving, sustainable city
3. Everyone belongs to resilient, friendly, connected communities and feels confident and empowered to improve their well-being
4. Newport has healthy, safe, and resilient environments with an integrated sustainable travel network

5.3 Sustainable Development Principle

The One Newport Partnership developed the Local Well-being Plan in accordance with the Act's five ways of working of the Sustainable Development Principle.

In the Well-being Plan, the One Newport Partnership pledged to work differently by:

Working together with local communities towards the common goals and objectives set out in this plan. To work to improve the economic, social, cultural, and environmental well-being of the city and to be:

- *Ambitious*
- *Serious about working in partnership*
- *Firmly focused on people and their stories*
- *Focused on integrated well-being outcomes*
- .

This will be achieved by:

- **Looking to the long term:** *Being aware of and addressing, the well-being of future generations whilst addressing the needs of the people we currently serve.*
- **Prevention:** *Exploring how to break cycles and dig deeper to better understand the causes and effects of key issues that people and communities face. Finding enabling solutions and intervening at the right time to prevent problems getting worse or arising in the future.*
- **Taking an integrated approach:** *Fully considering the connections between the well-being goals, the Partnership's well-being objectives and the well-being objectives of individual organisations. Taking steps which maximise the collective impact to the well-being goals rather than just meeting the objectives.*
- **Collaborating with others:** *Strengthening joint working across the city's public service. No single organisation is able to improve the economic, social, environmental and cultural well-being of Newport on its own. Taking a collaborative approach ensures that actions are complementary and therefore maximise the collective impact.*
- **Involving People:** *Developing solutions in partnership with local people and communities and ensuring they are involved in the decisions that affect them.*

This report demonstrates how the One Newport Partnership has met this pledge. Each of the case studies and examples detailed under the well-being objectives evidences how the One Newport Partnership has met the five ways of working of the Sustainable Development Principle.

6. Impact Assessment:

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

The case studies in the annual report demonstrate how the sustainable development principle has been applied.

6.2 Summary of impact – Socio-economic Duty

While not all One Newport members are subject to the Duty, a session on the Duty has been included in the Board's Development Programme so that it can be addressed within the work of the interventions.

6.3 Summary of impact – Welsh language

Welsh language is an important part of cultural identity and heritage and is used by many people each day in their homes, their communities and where they work. One Newport's Right Skills Board support delivery of the Economy and Skills section of Newport City Council's Welsh Language Strategy

7. Background Papers

- <https://www.newport.gov.uk/documents/One-Newport/Local-Well-being-Plan-2018-23-English-Final-Revised-Aug-21.pdf>
- [Cynllun Llesiant Casnewydd 2018-23](#)
- [Newport's Well-being Plan Annual Report 2019-20](#)
 - [Cynllun Llesiant Casnewydd Adroddiad Blynyddol 2019-20](#)
- [Minutes of Performance Scrutiny Committee – Partnerships held on 5th October 2022](#)
- Well-being of Future Generations (Wales) Act 2015 guidance
 - <https://gov.wales/well-being-future-generations-act-essentials>
 - Shared Purpose: Shared Future – Statutory guidance on the Well-being of Future Generations (Wales) Act 2015
 - [SPSF 1: Core guidance](#)
 - [SPSF 2: Individual role \(public bodies\)](#)
 - [SPSF 3: Collective role \(public services boards\)](#)
 - [Guidance for Local Authority Scrutiny Committees on the scrutiny of Public Services Boards](#)
- [Socio-economic Duty Guidance](#)

Report Completed: 4th October 2023

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Newport's Well-being Plan 2018-23

5-Year Summary



Newport's Well-being Plan 2018-23



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#ygasnewyddagarem

Newport's Well-being Plan was originally published on the 1 May 2018 and revised during 2021. The plan set out One Newport's Well-being Objectives, and the steps and actions we would take to deliver them and was in place until the end of April 2023.

On the 8 December 2020 One Newport agreed to a set of revised well-being objectives, which were as follows:

1. Everyone feels good about living, working, visiting, and investing in our unique city.
2. Everyone has the skills and opportunities they need to develop, prosper, and contribute to a thriving, sustainable city.
3. Everyone belongs to resilient, friendly, connected communities and feels confident and empowered to improve their well-being.
4. Newport has healthy, safe, and resilient environments with an integrated sustainable travel network.

We are delighted to showcase a range of work that has taken place over the 5-years covering the span of the well-being plan, demonstrating our shared ambition and focus on improving the well-being of our communities. These examples show that our work programme and approach reflected the principles of the Well-being of Future Generations Act; and our belief that a joined-up public sector working together closely with our citizens, third sector and business community will deliver the best outcomes for our City.

Our Well-being Objectives were delivered under five crosscutting interventions:

The Newport Offer – Strong Resilient Communities – Right Skills – Green and Safe Spaces – Sustainable Travel



Participatory Budgeting in Newport



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Over the past four years Newport City Council, Aneurin Bevan University Health Board and One Newport Partners including Gwent Police, GAVO and Newport City Homes have been using a form of public engagement known as Participatory Budgeting (PB) to strengthen volunteering and the third sector, whilst involving local people in decision making.

On the weekend of 14/15 January 2023 the Council and our partners completed our fourth PB programme. This was an open programme that encouraged a range of groups to present their ideas for improving well-being, with details below:

- 530 people took part in voting over 4 sessions, held in Newport Centre.
- 80 projects from across Newport applied for funding and presented their ideas to voters.
- 44 projects secured funding to the value of £300k.
 - The successful projects were particularly strong in support for young people // services for older people // mental health & loneliness // sports and fitness // arts, culture & creative arts // environmental improvement / BAME communities

Feedback from participants (applicants and voters) has been really positive. The majority of participants indicated that they had become aware of projects they didn't know about but would be interested in taking part in, most said they would be more likely to engage with services and community groups and almost all thought the process was worthwhile and enjoyable.



OUR VOICE OUR CHOICE OUR CITY
EIN LLAIS EIN DEWIS EIN DINAS
Funding Stronger Communities
Ariannu Cymunedau Cryfach



The first programme in 2019 was a small-scale pilot project funded by the Home Office, using PB to allocate funds within Ringland and Alway to make these communities more resilient to serious and organised crime.

In 2020 ABUHB allocated £100k for a PB programme, entrusting project management to the Council. Despite lock-down conditions we were able to run a successful programme channelling a significant amount of funding into addressing the impacts of Covid.

The following year in 2021, NCC made a major commitment to PB with a two-year allocation of £500k for a Covid Recovery Fund. This was supplemented with significant match funding from the Health Board. The total investment in Newport, to date, is over £800K and is by far the largest in any Welsh local authority area.

Click below for example case studies via Microsoft Sway:

[Participatory Budgeting in Newport \(2021-22\)](#)

[Covid-19 Participatory Budgeting Programme \(2020-21\)](#)

[Tackling SOC by Increasing Social Capital in Ringland & Alway \(2019-20\)](#)



Purple Flag



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Following years of partnership working Newport was awarded the prestigious Purple Flag status in 2022 in recognition of the City's thriving evening and night-time economy.

Purple Flag – similar to the Blue Flag for beaches – is an international award to raise the standards and broaden the appeal of town and city centres from early evening until the late night. This accreditation process run by the Association of Town and City Management (ATCM) is the benchmark for good night-time destinations. Areas awarded with a Purple Flag are recognised for providing a diverse and vibrant mix of dining, entertainment and culture while promoting the safety and well-being of visitors and local residents.

Newport City Centre ticked all the boxes with a growing number of restaurants, cafes and attractions, plus major cultural events attracting visitors and residents of all ages, but also recognises that Newport can further grow and improve the city centre offer with already excellent foundations in place.

Highlights from Newport's submission include the invigoration of cafe culture during the pandemic, the proactive work being done around drugs and drink spiking, and the Newport Explorer signage.

A range of local agencies and organisations including Newport City Council licensing team, Gwent Police, the Newport Now Business Improvement District, the Safer Newport partnership and representatives from the business, community and voluntary sector will continue to work together to ensure that the city continues to provide great entertainment, exceptional hospitality and a safe night out for visitors.



Councillor Jane Mudd, Leader of Newport City Council, said:

“This is exceptionally good news for Newport and all the businesses that are part of the night-time economy. It is a tribute to the hard work of our licensing officers and our partners, including Newport Now BID and Pubwatch.

Kevin Ward, manager of the Newport Now Business Improvement District (BID), said:

“This is fantastic news for Newport's evening and night-time economy, particularly as we move out of the Covid pandemic.

“The BID has worked with the council, the police, Pubwatch, Newport Business Against Crime, and other partners to improve the city centre's night-time offering and Purple Flag status is a just reward.

“As well as the regular services we provide to businesses, last Christmas we distributed anti-drink spiking materials to licensed premises across the city centre, and we will shortly be launching our Night Ambassadors service to provide further assistance to the late-night economy on Fridays and Saturdays.

“But this award is only the start. Improving the night-time economy is a continuing process and the work to retain Purple Flag starts now.”

Click below for example case studies via Microsoft Sway:

[Purple Flag City Centre Safety Award \(2021-22\)](#)
[Purple Flag \(2020-21\)](#)



Foot in the Door



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In March 2022, Newport became home to the biggest ever Foot in the Door (FITD) programme. The programme was delivered by Ffilm Cymru Wales and partners with support from Newport City Council (NCC).

Foot in the Door is an award-winning training programme from Ffilm Cymru Wales that offers new opportunities for individuals and communities to develop their transferable skills into creative opportunities and careers through workshops, training and events and new entrant paid training placements on film and TV productions in Wales.

Foot in the Door Newport was a collaboration between Ffilm Cymru and NCC. The project involved joint working with organisations in the screen sector, and local partners such as Coleg Gwent, University of South Wales, Pobl, Urban Circle, Screen Alliance Wales, Sgil Cymru and Cult Cymru/BECTU. The project was funded through the UK Government Community Renewal Fund.



Across the 12-month project Ffilm Cymru worked collaboratively with 1,000 plus community members, delivering over 70 activities across Newport for local people to find out more about how they can start a career in the TV and film industry.

Newport's Foot in the Door Team worked with existing programmes in the city, such as Re-start, in partnership with Sgil Cymru to develop roles in production security and were able to open up routes for individuals who previously had not thought the sector to be an option for them.

Organisations from across the Film and high-end TV Sector in Wales partnered with communities they may not have worked with previously.

Click below for example case studies via Microsoft Sway:

[Foot in the Door - Transferable for Film & TV \(2023 Update\)](#)

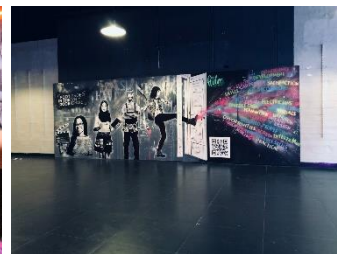
[Foot in the Door - Transferable Skills for Film & TV \(2021-22\)](#)



Bangla Surf Girls Screening -
Credit: Jo Haycock



Theatrical Make Up Workshops -
Credit: Jo Haycock



Mural created by local artist
Consumersmith Fine Art at
Unit 9



Newport School Career Events



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During the pandemic, Newport partners worked together to deliver a series of online sector-based careers weeks for students in Year 9 and above in Newport schools.

The live events were project managed by Careers Wales and many key Newport employers participated, sharing their insights into how to find work in their sectors and the types of qualifications and skills needed, opportunities within their own organisations and a typical working day.

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The students also received presentations on educational pathways into the sectors and advice from Careers Wales advisors. All the presentations remain available to students in Newport schools to access as they wish when considering their career choices.

Click below for example case studies via Microsoft Sway:

[Digital Careers \(2020-21\)](#)

[Careers in healthcare, social care and childcare // Green careers \(2021-22\)](#)



In January 2023, the careers event moved from online to be a physical event in the Caernarfon Suite at the Celtic Resort, Newport. Careers Wales worked with its Newport cluster of employers to deliver an “Explore your Future” event. The title and content of the event were based on the suggestions of Newport Youth Council and their views on what would make the event helpful and attractive for young people.

The purpose of the event was to support young people in their GCSE options choices whilst broadening their horizons to the opportunities available to them in the Newport area.



Progression & Collaboration at Post-16

Newport City Council and Coleg Gwent continue to move forward on the creation of a city centre campus providing first-class further education facilities. It is intended that the city centre campus will be built on the site of the old Newport Centre, forming part of the Newport Knowledge Quarter joining the University of South Wales campus.

USW and Coleg Gwent continue to work together and with other partners to grow and promote opportunities for local learners at post-16. Some examples included:

- Page 43
- Appointment of an Outreach and Engagement Officer in Newport.
 - Developing clearer pathways for Coleg Gwent learners into Computing & Cyber offer at USW.
 - Supporting the upskilling of existing employers and opportunities for new learners.
 - Creating a Research & Development Centre by Welsh Institute of Digital Information (WIDI) at USW's Newport Campus funded by UK Community Renewal Fund.

Click below for example case study via Microsoft Sway:

[Progression and Collaboration at Post-16 \(2021-22\)](#)



Examples of further collaborative work include:

- A new partnership between Urban Circle Newport and USW.
- Nursing Cadet Scheme with Coleg Gwent, USW and Royal College of Nursing (RCN).
- Placements for ALN learners from Coleg Gwent at USW Newport Campus.
- Wales Screen Academy
- Care as Currency Pilot Scheme

Click below for example case study via Microsoft Sway:

[Progression and Collaboration at Post-16 \(2023 Update\)](#)



RCN Cadets at The Grange Hospital on their first day

Learners from Coleg Gwent who have been at USW Newport campus on an enhanced placement.



Bee Friendly City

In July 2019 the former council Leader, Councillor Deborah Wilcox put forward a cross party motion to council to support an initiative from the Friends of the Earth (FoE) to make Newport into a Bee Friendly City. This motion included the objectives to protect and enhance, increase awareness and increase understanding of the importance of pollinators.

Now as an officially accredited Bee Friendly City, Newport City Council continues to strive to increase and enhance habitat for pollinators throughout the authority area.

This led to support to the “No Mow May” campaign, which has helped the Council identify more species rich areas and places to prioritise a change in long term grass management. In response more rare and nationally scarce species of bee were recorded in more locations across Newport. The response to this campaign has been found to be largely positive from residents.

Click below for example case studies via Microsoft Sway:

[Bee Friendly City \(2019-20\)](#)

[No Mow May and Newport Bee Friendly City \(2020-21\)](#)

[Buglife Pollinator Project \(2021-22\)](#)



More specific work took place in Friars Walk to create a more inviting space for people and nature. The raised beds situated in the area were sparse and gloomy but provided the perfect opportunity to create a vibrant bee friendly space in the heart of the city. Installing bug boxes and plants has led to a more inviting place, alongside new signage to help passers-by understand the importance.

Click the below case study (via Microsoft Sway) for more information:

[Bee Friendly Friars Walk \(2021-22\)](#)



Greening Maindee

Maindee Unlimited was set up in 2014 to transform Maindee into a sustainable community with a strong local identity, strong local economy and a reputation as an attractive, safe, culturally vibrant and cohesive place to live, work and relax.

One of the areas that Maindee Unlimited has led on is greening of the local area, with projects developed including:

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St Mary's Community Garden // Corporation Road // Walkway (from Corporation Road to Maindee Primary School) // Maindee Primary School // Orchard Walk // Wharf Road // Maindee Triangle Café, Community Space and Outdoor Recreation Area // Boat Planter Installation and Associated Landscaping // Maindee Walkway // Eveswell Community Centre

Click below for example case studies via Microsoft Sway:

[Greening Maindee \(2020-21\)](#)

[Greening Maindee \(2019-20\)](#)



Credit: Kathy Barclay



Credit: John Hallam



Mainbee

Greening Maindee Together aims to:

Encourage access to green spaces; engage different cultural groups; teach new skills; improve health & well-being and more active lifestyles; improve knowledge of 'place'; encourage communication, inclusivity and diversity; promote sustainability, green infrastructure and climate change; and facilitate funding for green projects.

Click the below case study (via Microsoft Sway) for more information:

[Greening Maindee Together \(2021-22\)](#)



Green Infrastructure

#thenewportwewant
#ygasnewyddagarem

Green infrastructure is a network of multi-functional green space and other green features, urban and rural, which can deliver quality of life and environmental benefits for communities.

Green infrastructure is not simply an alternative description for conventional open space. It includes parks, open spaces, playing fields, woodlands – and also street trees, allotments, private gardens, green roofs and walls, sustainable drainage systems (SuDS) and soils. It includes rivers, streams, canals and other water bodies, sometimes called ‘blue infrastructure’.

Benefits of Green Infrastructure – [view here](#).

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The Benefits of Green Infrastructure



A range of projects have taken place across Newport including developing a Green Infrastructure (GI) Map and Assessment; along with carrying out a study into opportunities for more greenery in the City Centre. Examples of GI development across the city centre have included the installation of rainwater gardens.

Click below for example case studies via Microsoft Sway:

[City Centre Green Infrastructure Study \(2021-22\)](#)

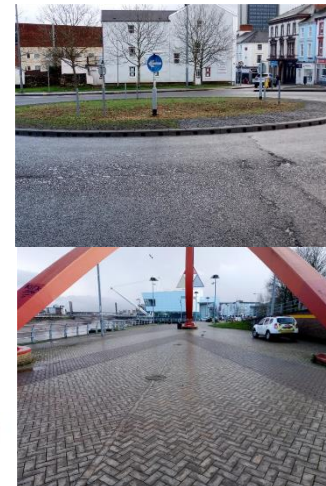
[Green Infrastructure Assessment \(2021-22\)](#)

[Greening City Centre: Green Arc Rainwater Gardens and Enhanced Biodiversity \(2020-21\)](#)

[Green Infrastructure Map \(2020-21\)](#)

[City Centre Greening / Green Infrastructure \(2019-20\)](#)

Before GI installed



After GI installed



Woodland Routes to Well-being



#thenewportwewant
#ygasnewyddagarem

[Woodland Routes to Wellbeing](#) had successfully received funding from the Big Lottery Create Your Space Programme. Duffryn Community Link is the lead organisation working with Keep Wales Tidy, Growing Space and the National Trust forming the delivery partnership.

This project is for the benefit of people of all ages from the community of Duffryn and surrounding areas, providing opportunities to improve employability, gain skills, access accredited training, improve the environment, improve people's mental and physical well-being.

Click below for example case study via Microsoft Sway:

[Woodland Routes to Well-being \(2021-22\)](#)

Some of the activities that have taken place include:

- Play Sessions
- Woodland Warriors
- Keep Wales Tidy Bid Spring Clean
- Keep Wales Tidy – Woodland Regeneration
- The Laundry – Growing Space



Clean Air Day



#thenewportwewant
#ygasnewyddagarem

Since 2021 Newport City Council's Senior Scientific Officer, Steve Manning has organised an event each year in association with the national [Clean Air Day](#) initiative promoted by [Global Action Planning](#).

These events have included the involvement of One Newport partners and in more recent times school children.

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Why Clean Air Day matters:

- Focuses attention on air pollution.
- Helps to improve public understanding and increase levels of air pollution busting behaviours.
- Showcases that a cleaner air future is both possible and desirable.
- Demonstrates large-scale support for clean air, giving decision-makers a mandate to implement the system changes required.

Click below for example case studies via Microsoft Sway of events held in 2021 and 2022:

[Clean Air Day 2022 - Environmental Guided Walks \(2021-22\)](#)

[Clean Air Day - 17 June 2021 \(2020-21\)](#)

Information on the most recent Clean Air Day 2023 can be [viewed here](#).



Thank You

This summary of activity over the 5-year span of the well-being plan demonstrates the value of strong partnership working in improving the well-being of our communities.

On behalf of the partnership, we would like to thank the many partners, and individual citizens who worked hard to make our plan a success and continue to do so on a daily basis.

This valued partnership approach was demonstrated through the establishment of the Green & Safe Spaces Network. This was an important and significant delivery mechanism for the Green and Safe Spaces Intervention to highlight opportunities for collaborative working, providing expertise and a valuable 'big picture' understanding of all the work going on across Newport.

The annual reports produced during the life of the well-being plan can be [viewed here](#).

Following the end of Newport's local well-being plan, we move into the delivery of the objectives outlined in the [Gwent Well-being Plan](#). In support of this One Newport and its partners will continue to ensure that our local delivery not only assists the Gwent PSB in delivering their plan but will identify activity in Newport outside of the Gwent Well-being Plan that would benefit from a strong partnership approach through a Local Action Plan.

For further information on One Newport's Local Action Plan contact the Policy & Partnership Team at Newport City Council on one.newport@newport.gov.uk or visit the [One Newport website](#).



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Scrutiny Report

Performance Scrutiny Committee – Partnerships

Part 1

Date: 4th October 2023

Subject Scrutiny Adviser Report

Author Scrutiny Adviser

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

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

Section A – Committee Guidance and Recommendations

Recommendations to the Committee

The Committee is asked to:

1. Committee’s Work Programme:

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

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

2. Action Plan

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

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

2 Context

Background

2.1 The purpose of a forward work programme is to help ensure Councillors achieve organisation and focus in the undertaking of enquiries through the Overview and Scrutiny function. Effective

work programming is essential to ensure that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services.

- 2.2 Further information about the work programming process, including the procedures for referring new business to the programme, can be found in our Scrutiny Handbook on the Council's Scrutiny webpages (www.newport.gov.uk/scrutiny).
- 2.3 The Centre for Public Scrutiny's Good Scrutiny Guide recognises the importance of the forward work programme. In order to 'lead and own the process', it states that Councillors should have ownership of their Committee's work programme, and be involved in developing, monitoring and evaluating it. The Good Scrutiny Guide also states that, in order to make an impact, the scrutiny workload should be co-ordinated and integrated into corporate processes, to ensure that it contributes to the delivery of corporate objectives, and that work can be undertaken in a timely and well-planned manner.

Action Sheet from Previous Meetings

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

3 Information Submitted to the Committee

- 3.1 The following information is attached:

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

4. Suggested Areas of Focus

Role of the Committee

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

- **Forward Work Programme Update - Appendix 1**
Consider:
 - Are there any amendments to the topics scheduled to be considered at the next Committee meeting?
 - Are there any additional invitees that the Committee requires to fully consider the topics?
 - Is there any additional information that the Committee would like to request?
- **Action Sheet from Previous Meetings - Appendix 2**
 - Consider the responses to the actions from the meeting;
 - Are you satisfied that you have received the necessary information?
 - Are there any further issues arising from the responses that you would like to raise?

For the actions that do not have responses – these actions will be rolled over to the next meeting and reported back to the Committee.

Section B – Supporting Information

5. Links to Council Policies and Priorities

- 5.1 Having proper work programming procedures in place ensures that the work of Overview and Scrutiny makes a positive impact upon the Council's delivery of services, contributes to the delivery of corporate objectives, and ensures that work can be undertaken in a timely and well-planned manner.
- 5.2 This report relates to the Committee's Work Programme, Actions from Committee's and Information Reports that support the achievement of the Scrutiny Committee, in accordance with the Law and Regulation Service Plan, Objectives, Actions and Measures and the Wellbeing objectives.

6 Wellbeing of Future Generation (Wales) Act

- 6.1 The Wellbeing of Future Generations Act 2015 which came into force in April 2016 sets the context for the move towards long term planning of services.
- 6.2 **General questions**
- How is this area / policy affected by the new legislation?
 - How will this decision / policy / proposal impact upon future generations? What is the long term impact?
 - What evidence is provided to demonstrate WFGA has been / is being considered?
 - Evidence from Community Profiles / other data?
 - Evidence of links to Wellbeing Assessment / Objectives / Plan?
- 6.3 **Wellbeing Goals**
- How are the Wellbeing goals reflected in the policy / proposal / action?
 - *A prosperous Wales*
 - *A resilient Wales*
 - *A healthier Wales*
 - *A more equal Wales*
 - *A Wales of cohesive communities*
 - *A Wales of vibrant culture and thriving Welsh language*
 - *A globally responsible Wales*
- 6.4 **Sustainable Development Principles**
- Does the report / proposal demonstrate how as an authority we are working in accordance with the sustainable development principles from the act when planning services?
 - **Long Term**
The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs
 - **Prevention**
How acting to prevent problems occurring or getting worse may help public bodies meet their objectives
 - **Integration**
Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies
 - **Collaboration**

Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives

- **Involvement**

The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

7 Background Papers

- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2022-2027](#)

Report Completed: 4th October 2023

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

Tuesday, 10 October 2023 at 10am		
Topic	Information Required / Committee's Role	Invitees
Gwent Regional Partnership Board (RPB) Area Plan	<p>Performance Scrutiny – Effectiveness of Partnership Arrangements</p> <p>To consider the joint regional commitments within the Area Plan. The Area Plan 2023-2028 is a continuation of the previous joint 5-year area plan and is informed by the Population Needs Assessment (PNA) completed in 2022. The effectiveness of delivering the plan and making a difference to people's lives in our communities, is dependent on a commitment to partnerships and integrated working.</p>	<p>Strategic Director – Social Services;</p> <p>Head of Gwent Regional Partnership Team;</p> <p>Partnerships and Development Service Manager – Gwent Regional Partnership Board.</p>
Gwent Regional Partnership Board (RPB) Annual Report 2022-23	<p>Performance Scrutiny – Effectiveness of Partnership Arrangements</p> <p>To review the RPB Annual Report and progress made against the objectives; and provide any feedback/comments. The Annual report is presented to all the Strategic partnerships that sit within the governance structure of the Regional Partnership Board (RPB) including the RPB. The report will highlight the progress being made against the commitments in the area plan.</p>	<p>Strategic Director – Social Services;</p> <p>Head of Gwent Regional Partnership Team;</p> <p>Partnerships and Development Service Manager – Gwent Regional Partnership Board.</p>

Wednesday, 8 November 2023 at 5pm		
Topic	Information Required / Committee's Role	Invitees
Norse Joint Venture Partnership – Strategy and Performance Review	<p>Performance Scrutiny – Effectiveness of Partnership Arrangements</p> <p>To provide an overview of the strategy and performance of the Norse Joint Venture.</p> <p>Update from the Service area and Newport Norse on priorities for the partnership over the coming 12 months.</p>	<p>Head of People, Policy and Transformation;</p> <p>Managing Director, Newport Norse</p>

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

<p>Draft Safer Newport Strategic Needs Assessment</p>	<p>Performance Scrutiny – Effectiveness of Partnership Arrangements</p> <p>The Committee is asked to provide feedback and comments on the draft Safer Newport Strategic Needs Assessment to support work of the Newport Community Safety Partnership.</p>	<p>Strategic Director – Transformation and Corporate;</p> <p>Policy and Partnership Manager;</p> <p>Community Safety Partners</p>
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Performance Scrutiny Committee – Partnerships

ACTION SHEET – 19th July 2023

	Agenda Item	Action	Responsibility	Outcome
1	One Newport Local Action Plan Consultation Draft	The Committee considered the report of the One Newport Local Action Plan Consultation Draft.	Scrutiny / Partnerships Team	ACTIONED – Comments from the Committee forwarded to the partnership on 24th July 2023.
1	One Newport Local Action Plan Consultation Draft	Request was made for Natural Resources Wales to come to give a presentation to the committee in the not too distant future on the risks and mitigations for Newport.	Scrutiny / Natural Resources Wales	COMPLETED – Information sent to Committee on 19th September 2023.
2	Newport Live Partnership	The Committee considered the report of the Newport Live Partnership	Scrutiny / Newport Live	ACTIONED – Comments from the Committee forwarded to the partnership on 24th July 2023.

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