

Agenda



Performance Scrutiny Committee - Place and Corporate

Date: Monday, 27 November 2023

Time: 4.00 pm

Venue: Committee Room 1 / Microsoft Teams

To: Councillors M Howells (Chair), J Cleverly, S Adan, J Harris, G Horton, M Linton, A Pimm, C Reeks, J Reynolds and K Thomas

Item	Wards Affected
1	<u>Apologies</u>
2	<u>Declaration of Interest</u>
3	<u>Minutes of the previous meeting held on 11th September 2023 (Pages 3 - 8)</u>
4	<u>2023/24 Service Plan Mid-Year Reports (Pages 9 - 94)</u>
5	<u>Conclusion of Committee Reports</u> Following the completion of the Committee reports, the Committee will be asked to formalise its conclusions, recommendations and comments on previous items for actioning.
6	<u>Scrutiny Adviser Reports (Pages 95 - 102)</u> <ul style="list-style-type: none">a) Forward Work Programme Update (Appendix 1)b) Actions Plan (Appendix 2)

Contact: Neil Barnett, Scrutiny Adviser
Tel: 01633 656656
E-mail: Scrutiny@newport.gov.uk
Date of Issue: Monday, 20 November 2023

7

Live Event

[To view the live meeting please click here](#)

Minutes



Performance Scrutiny Committee - Place and Corporate

Date: 11 September 2023

Time: 2.00 pm

Present: Councillors M Howells (Chair), J Cleverly, S Adan, J Harris, G Horton, M Linton, A Pimm, C Reeks, J Reynolds and K Thomas

In Attendance: Councillor James Clarke (Cabinet Member for Strategic Planning, Regulation, and Housing), Andrew Ferguson (Planning and Development Manager), Victoria Gee (Planning Policy Manager), Sam Schanzer (Scrutiny Advisor), Taylor Strange (Governance Officer). Katharine Majer (Deputy Democratic and Electoral Services Manager)

1 Apologies

None.

2 Declaration of Interest

None.

3 Replacement Local Development Plan Preferred Strategy for Consultation

Invitees:

- Councillor James Clarke - Cabinet Member for Strategic Planning, Regulation, and Housing
- Andrew Ferguson - Planning and Development Manager
- Victoria Gee – Planning Policy Manager

The Planning and Development Manager gave an overview of the report.

The Committee asked the following:

- The Committee enquired about the possibility of making street signs bilingual. The Planning and Development Manager explained that it falls outside the scope of the Replacement Local Development Plan. However, the Strategic Director mentioned that it was part of their Welsh language work, and new street signs would be bilingual when English language road signs are replaced.
- The Committee acknowledged the need for 10,000 homes in the next 10 years and asked about the decision-making process for developing Green Belt areas. The Planning and Development Manager stated that decisions regarding green belt zones were handled by the Strategic Development Plan, prepared by Corporate Joint Committees. The Local Development Plan was actioned prior to the Strategic Development Plan.

- The Committee enquired whether proposed Green Belt areas require public consultation or conform to the Strategic Development Plan. The Planning and Development Manager explained that potential Green Belt issues were researched when considering candidate sites. They also highlighted a call for potential sites and the consideration of site usage for various reasons.
- The Committee asked if more public suggestions for sites were desired to meet the target of 10,000 new homes. The Planning and Development Manager explained that key sites, as well as allocations not classified as key sites, were considered, along with buildings that already had planning permission.
- The Committee asked about the factors determining the required amount of housing. The Planning and Development Manager mentioned consulting population statistics and developing an evidence-based strategy to ensure delivery. They highlighted the ambition and deliverability of the plan, with the consultation allowing people to agree or disagree with the estimates.
- The Committee enquired about the required housing provision types and their numbers. The Planning and Development Manager commented that a range of house types, based on the Local Housing Market Needs Assessment, would be sought and that assessment would be undertaken soon.
- The Committee asked if future market needs were being taken into account. The Planning and Development Manager noted that dense developments were being considered to use as little land as possible.
- The Committee recognised Newport's transition towards becoming a technology city and discussed the potential impact on democracy. The Planning and Development Manager explained that the goal was to allocate land and opportunities.
- The Committee questioned the enforceability of affordable housing needs highlighted in the report. The Planning and Development Manager highlighted the ambitious targets and the ongoing monitoring of delivery to better understand the reality. They mentioned that if targets were not being met, the plan would be redeveloped. The Strategic Director informed the Committee that affordable housing considerations were discussed with developers, but there was no ability to force a percentage allocation of housing stock to affordable housing.
- The Committee asked what would happen if the targets were not met. The Planning and Development Manager explained that the plan would be re-evaluated in that case.
- The Committee expressed concerns about the affordability of housing and its impact on the city. The Cabinet Member for Strategic Planning, Regulation, and Housing emphasised that these concerns would be addressed during the consultation and could be raised as issues at a later date.
- The Committee noted the mention of over 6,000 job increases in the report and enquired about the land for these jobs. The Planning and Development Manager informed the Committee that a section of employment land had been designated. The Strategic Director mentioned that new jobs tend to occupy less space.
- The Committee sought further details on the job growth projections. The Planning and Development Manager stated that the growth projection for jobs was ambitious and focused on new job creation, rather than replacing existing ones. They highlighted a range of sites being considered to attract new jobs.

- The Committee asked for the definition of affordable housing. The Planning and Development Manager referred to guidance in Planning Policy Wales and clarified that affordable housing was typically priced at 80% of the open market price.
- The Committee enquired about the number and locations of planned consultation events. The Planning and Development Manager confirmed that six events had been planned, utilising prior consultation locations. They also welcomed suggestions from the Committee.
- The Committee expressed the desire for a balanced distribution of consultation locations and highlighted the importance of drop-in sessions at the Civic Centre and the library.
- The Committee acknowledged the potential impact of instability and asked how it would affect decision-making. The Planning and Development Manager explained that the plan was structured but flexible, allowing for proactive decision-making based on available evidence.
- The Committee asked how the Council's services would handle the increased demand. The Planning and Development Manager mentioned an accompanying infrastructure plan and consultations with colleagues from other departments. However, they noted that their perspective was limited to planning matters.
- The Committee asked if an infrastructure levy had been adopted. The Planning and Development Manager clarified that no levy had been adopted.
- The Committee enquired about the types of developers involved in the developments. The Planning and Development Manager mentioned site requirements for developers before they can secure contracts. The Strategic Director added that larger sites may involve a variety of smaller companies.
- The Committee suggested changing the term "social" to "community" in the title. The Planning and Development Manager agreed to add clarification to address the ambiguity of the term "social" in other contexts.
- The Committee asked about provisions for healthcare needs in new developments, such as dentists and GPs. The Planning and Development Manager explained that the local health board was consulted, but private practices often choose their own locations. They mentioned ongoing investigations into healthcare provisions and emphasised that all infrastructure plans would be subject to public comments.
- The Committee requested attention to be given to page 91 of the agenda pack. The Cabinet Member for Strategic Planning, Regulation, and Housing noted that the consultation would end around the time the budget consultation begins.
- The Committee noted several officer recommendations for consultation locations and requested for widespread sharing of consultation information. They also emphasised the need to avoid any appearance of bias when selecting consultation wards.
- The Committee asked about the consultation budget. The Planning Policy Manager explained that Planning Wales manages the consultation events, which are demand-driven. The Cabinet Member for Strategic Planning, Regulation, and Housing emphasised the importance of focusing on the quality of responses.
- The Committee expressed support for the use of pop-up stalls during the consultation and highlighted the need for an easy-to-understand version of the report. The Cabinet Member for Strategic Planning, Regulation, and Housing mentioned a dedicated website that would be signposted.

- The Committee enquired about other bodies consulted during the process. The Planning and Development Manager referred to the consultation document, which included a list of all consulted outside bodies. They also mentioned that outside bodies could request to be part of the consultation process.
- The Committee asked how outside bodies were involved in the consultation process. The Planning and Development Manager explained that outside bodies were made aware of the consultation and could provide information directly if requested.
- The Committee asked if the Capital Region had contributed to the consultation. The Planning and Development Manager noted their involvement in creating the Strategic Development Plan and mentioned seeking comments from other local authorities and ongoing discussions with neighbouring councils.

The Chair thanked officers for attending.

Conclusions

- The Committee were happy to recommend that the Replacement Local Redevelopment Plan goes forward to consultation based on the feedback provided.
- The Committee wanted to highlight the importance of face-to-face engagement for digitally excluded residents.
- The Committee recommended that Officers use public events to engage with residents, including Newport Food Festival.
- The Committee recommended that Newport Library is used in conjunction with the Civic Centre as venues when conducting face-to-face consultation.
- The Committee recommended that Planning Officers engage with Councillors in all wards as part of the consultation to identify potential sites for additional developments to be considered for the LDP, and to broaden the range of venues where engagement could take place during consultation.
- The Committee asked that the term “social” on page 38 of the agenda/page 12 of the report be clarified as a reference to the Wellbeing of Future Generations (Wales) Act 2015.

4 Minutes of the previous meetings held on 10th July 2023 and 24th July 2023

The minutes of the meeting held on 10th July 2023 were approved as a true and accurate record. The minutes of the previous meeting held on 24th July 2023 were approved as a true and accurate record with the following amendment:

Page 13 - The Committee enquired about the time scale for the leisure centre construction and the demolition of the old site. The Head of Regeneration and Economic Development mentioned an estimated 18-~~week~~ month construction period and highlighted that different teams handle the funding for demolition and construction.

5 Scrutiny Adviser Reports

Invitee:

- Samantha Schanzer – Scrutiny Adviser

a) Forward Work Programme Update

The Scrutiny Adviser presented the Forward Work Programme, and informed the Committee of the topics due to be discussed at the next two committee meetings:

Monday 27th November 2023, the agenda item;

- 2023-24 Service Plan Mid-Year Review for:
 - Environment and Public Protection
 - Housing and Communities
 - Infrastructure

Wednesday 8th November 2023, the agenda item;

- 2023-24 Service Plan Mid-Year Review for:
 - Regeneration and Economic Development
 - Finance
 - Law and Standards
 - People, Policy and Transformation

The Committee discussed the start time of the future meetings, and agreed to amend the future committee meetings to start at 2pm.

b) Action Sheet

The Scrutiny Adviser presented the action sheet to the Committee. It was advised that responses from the queries made for the Regeneration and Economic Development Service Plan End of Year Reviews were still outstanding, but were being chased.

The Committee sought further clarification about two actions within the Action Sheet:

17th April 2023:

Agenda item: **Minutes of the previous Meeting held on 23 January 2023**

Action – ***“The Committee requested an update on conversations with Registered Social Landlords contributing towards the Community Safety Warden service.”***

The Committee advised that the response didn't clarify whether the RSL's had been asked to contribute towards the service and whether they had declined or accepted. The Committee asked for an update on whether any conversations had taken place with the RSL's to seek funding and what the outcome was.

10th July 2023:

Agenda item: **2022/23 Service Plan End of Year Reviews**

Action: ***“Infrastructure - The Committee asked for a plan to address the poor condition of roads and improve the road network, especially as increased traffic and other issues affected them. The Committee confirmed the presentation of the Highways Asset Management Plan to members in February 2024, but Members requested additional data to be sent to the Committee before that.”***

The Committee asked whether a cost-benefit analysis was undertaken to determine whether it is appropriate to continue to repair roads with reactive repairs or whether it was more appropriate to invest in a capital replacement thus negating the ongoing reactive

maintenance costs in the short/medium term and what was the criteria used for making those decisions.

The Scrutiny Adviser advised that these requests would be chased up with the relevant officers.

6 **Live meeting**

[To view the recording of the meeting please click here](#)

The meeting terminated at 3.33 pm



Scrutiny Report

Performance Scrutiny Committee – Place and Corporate

Part 1

Date: 27th November 2023

Subject 2023/24 Service Plan Mid Year Reviews

Author Scrutiny Adviser

Responsible Cabinet Member / Officer:	Area / Role / Subject
Councillor James Clarke	Cabinet Member for Strategic Planning, Regulation and Housing
Councillor Laura Lacey	Cabinet Member for Infrastructure and Assets
Councillor Yvonne Forsey	Cabinet Member for Climate Change and Bio-diversity
Paul Jones	Strategic Director - Environment and Sustainability
Stephen Jarrett	Head of Infrastructure
David Walton	Head of Housing and Communities
Silvia Gonzalez-Lopez	Head of Environment and Public Protection

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked:

- 1.1 To consider the following Service Plan Mid Year Reviews in relation to their performance for 2023/24. Each Year-end review report includes an Executive Summary, 2023/24 Revenue Budget and Forecasted Outturn, Service Areas Risks, Analysis of Performance against Service Plan Objectives and Performance Measures as at end of Quarter 2 (30th September 2023) for:
- **Appendix 1** – Housing and Communities
 - **Appendix 2** – Environment and Public Protection
 - **Appendix 3** – Infrastructure

2 Context

Background

- 2.1 The Corporate Plan 2022-27 has four Well-being Objectives to support its mission an ‘*Ambitious, Fairer, Greener Newport for Everyone*’. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. Each service plan outlines its own priorities and how the service area will contribute towards the Corporate Plan 22-27.

2.2 The Well-being of Future Generations (Wales) Act 2015 requires all public sector bodies to set Well-being Objectives in their Corporate Plans. To achieve this goal the Council's Corporate Plan 22-27 has four Well-being objectives that will prioritise our focus over the next five years and beyond:

- 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.

2.2 To deliver these objectives, in 2022 each service area produced a service plan that outlined how the service area will support the delivery of the Corporate Plan 22-27. Formal monitoring of the Service Plans commenced from 1st January 2023. These plans will be monitored every quarter and at the end of 2023/24, service areas will complete an End of Year review on the progress against this plan which will be presented to the Performance Scrutiny Committees. This report presents Members with the Mid-Year Reviews for each Service Plan and Appendices for:

- **Appendix 1** – Housing and Communities
- **Appendix 2** – Environment and Public Protection
- **Appendix 3** – Infrastructure

2.3 Service Plans for 2023/24 include:

- Key programme and project work being undertaken by the service area;
- Service Plan Objectives and planned actions including links to the Strategic Recovery Aims;
- Performance measures including National (Welsh Government / Public Accountability Measures) and locally set measures; and
- Service area risks.

2.4 The Local Government and Elections (Wales) Act 2021 requires Newport Council to Self-Assess:

- The effectiveness of its functions.
- Consider if it is using its resources, economically, efficiently and effectively.
- Whether the governance arrangements are effective for securing these areas.

These reports will support the Council's self-assessment and integrated with its annual Corporate Well-being Self-Assessment report.

3 Information Submitted to the Committee

- 3.1 This year's report for Mid-Year reviews cover the period 1st April 2023 to 31st September 2023 and include: 2023/24 Budget and Forecasted Expenditure, Service Areas Risks, Executive Summary, Analysis of Performance against Service Plan Objectives and Performance Measures.

The updates are structured into the following sections:

Introduction	Each report provides an introduction to each service area and their main objectives, budget and forecasted expenditure for the financial year 2023/24.
Head of Service Executive Summary	The Executive Summary provides a self-assessment of the service area performance for the last financial year. The summary also self-reflects on the service area successes and challenges faced during the last financial year as well as looking forward towards any new / emerging priorities for 23/24.
Service Area 23/24 Overview	This section provides a snapshot overview of progress against its objectives, its risks and also the finance outturn for 2023/24. <i>Note: Corporate and Services risks are reported quarterly to the Council's Governance & Audit Committee and Cabinet.</i>
Programmes & Projects	This section focuses on any programmes and projects being led by the service area. This may contain service area specific projects and/or major projects such as any buildings, infrastructure projects being led by the Council.
Workforce Development	These are actions which the service area in collaboration with the Council's Human Resources team have identified to improve the capacity and capability of the service to meet the needs of the service.
Analysis of Progress against Objectives / Actions	Each service plan will have an overview of progress made in 2023/24 (1 st April 2023 to 31 st March 2024) against the objectives and their actions. The table also shows where actions are supporting the delivery of the Council's Corporate Plan Well-being Objectives and its strategic priorities and any other Council Strategy e.g. Climate Change Plan. Performance against each action will be based upon Red / Amber / Green (RAG) status based upon whether the action is anticipated to be delivered by the agreed date or not. Each action also has a percentage of completion to enable Members to understand the current progression against the action. <ul style="list-style-type: none"> • Green C - Action has been completed • Green % - Action is on target to complete by agreed timescale • Amber % - Issues are identified which could impact on the delivery of the action by the agreed timescale. • Red % - The action is not going to be able to deliver by agreed timescale and immediate action is required. • ? – Unknown – Data missing.
Performance Measures	For performance measures that are reported the figure will indicate whether it is achieving its target or if it is under achieving. Where measures are under achieving against the target (Amber / Red) the service area will provide commentary to explain the reason(s) and what action is being taken to improve performance. Performance of the Measures is ranked using the following: <ul style="list-style-type: none"> • Green - Performance is above Target • Amber - Performance is below Target (0-15%) • Red - Performance is under achieving (+15%) • ? – Performance is unknown (data missing) <p>The report will also include the performance measures previous performance in the last three years for comparison.</p>
Glossary	Provides an overview of how projects, actions, risks and performance measures are assessed. Any abbreviations used in the document.

4. Suggested Areas of Focus

4.1 Role of the Committee

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

Assess and make comment on:

- **Corporate Plan** – Service area contribution and delivery against the Council’s Corporate Plan 2022-27.
- **Finance** – Consideration of the service area outturn and resources to effectively deliver best value for their services provided and to achieve the objectives identified in their service plan.
- **Objectives and Actions** – Is the service area making good progress against the actions identified in the service plan?
 - For actions that have been completed, has the service area demonstrated what the outcome(s) of delivery are and what impact it has had on the service area.
 - For actions still in progress, are these actions still projected to be completed on time and are there any areas where further clarification is required.
 - Do Members have sufficient assurance that good progress is being made by the service area to support the overall delivery of the Corporate Plan.
- **Performance Measures** – Are there any performance measures that are under performing and is there reasonable explanation and sufficient action being taken to address performance both in the short term and long term.

In drawing its conclusions, the Committee should assess:

- Is the Committee satisfied that the service areas are making good progress against their objectives, actions and performance measures at the mid point of the financial year?
- Are there any specific areas which the Committee requires further assurances on its delivery (reported separately through the scrutiny committee work programme)?
- What was the overall conclusion on the information contained within the reports?
- Are there any areas in the report that are missing and/or require further clarification?
- Does the Committee wish to make any Comments / Recommendations to the Cabinet?

4.2 Suggested Lines of Enquiry

In evaluating Service Plan performance, the Committee may wish to consider:

- Analysing the Service Plan Mid-Year Reviews and evaluating how well Service Areas performed in 2023/24 against the objectives, actions, recovery aims and performance measures in their service plans;
- Is the service area taking demonstrating sufficient steps to transform or change the way they deliver services to meet the long term needs of its users?
- Are actions appropriately contributing to the Well-being objectives?
- Is any underperformance being addressed and are associated risks being mitigated?
- Are there any emerging risks / issues and lessons learned the service area should consider in the short term and long term?
- Are there any barriers to improving performance of objectives, actions and performance measures in the Service Plans?
- Is the Service Area managing its resources effectively, efficiently to provide best value?

4.3 Well-being of Future Generations (Wales) Act

5 Ways of Working	Types of Questions to consider:
Long-term The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.	Do the objectives and actions of the service area take into account the long-term trends that will impact services areas?
	Do the objectives and actions consider the needs of service users and future trends of service delivery? E.g. What is the demographic forecast of young people living in Newport services required to support needs of future service users?
Prevention Prevent problems occurring or getting worse.	Do the objectives and actions undertaken prevent issues being faced by service users / communities now and in the future?
	Are the solutions being provided today having an impact on the root causes of the problem(s)?
	Is the service area addressing areas of underperformance that will improve service delivery in the short term and long term?
Integration Considering how public bodies' well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.	Are service areas considering the goals of strategic partner organisations, the Public Services Board and wider regional / national objectives?
	Is the progress of delivery against objectives aligned with that of other Council service areas, strategic partners and that of other organisations?
Collaboration Acting in collaboration with any other person (or different parts of the organisation itself).	Who does the service area collaborate with (Internal / external) to deliver objectives and actions?
	What are the lessons learned and benefits from collaborative working?
	How does collaboration benefit the Council and service users in the long term? E.g. resource, knowledge, expertise, best value, outcome(s) for the service user.
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.	How are the views of the service user / wider community and partners being considered in the delivery of services and activities?
	How does the feedback of service users, citizens and businesses improve their experience and ensure lessons are learned?
	How do you ensure the views of vulnerable and marginalised communities taken into consideration on decision making?

Section B – Supporting Information

5 Links to Council Policies and Priorities

- 5.1 Service Plan Mid-Year Reviews directly support the delivery of the Council's Well-being Objectives set in the Council's Corporate Plan 2022-27 and the Strategic Recovery Aims. Furthermore, the four Well-being Objectives contribute towards the delivery of the Gwent Public Services Board Well-being Plan 2023-28 and ultimately the Well-being Goals set in the Well-being of Future Generations Act 2015. An overview of the strategic alignment is highlighted in the table below.
- 5.2 Members of the Committee should also consider the statutory duties that service areas are required to deliver and comply with necessary legislation. These are outlined in the Council's Constitution and where necessary stated in the report.

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. Background Papers

- [The Essentials – Well-being of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2022-27](#)
- [Housing and Communities Service Area Plan 2022-24](#)
- [Environment and Public Protection Service Area Plan 2022-24](#)
- [Infrastructure Service Area Plan 2022-24](#)

Report Completed: 27th November 2023



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

MID-YEAR REVIEW

HOUSING & COMMUNITY

2022-24



Contents

	Page No.
Introduction	2
Head of Service Executive Summary	3
2023/24 Mid-year Overview	5
Programmes and Projects	6
Workforce Development	7
Objectives and Actions	8
Performance Measures	16
Case Studies	18
Glossary	20

Strategic Leads

Cabinet Member for Strategic Planning, Regulation & Housing	Councillor James Clarke
Cabinet Member for Community Well-being	Councillor Deb Harvey
Director for Environment & Sustainability	Paul Jones
Head of Housing & Communities	David Walton

Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an Ambitious, Fairer and Greener Newport for everyone and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives, strategic priorities, and deliver continuous improvement each service area has developed their service plan. This report provides the Mid-Year progress against the Housing & Communities Service Plan 2022-24 (23/24).

The Housing & Communities Service is part of Newport City Council's Environment and Sustainability Directorate and is responsible for delivering a wide range of services including strategic housing, housing-related public health and licensing functions, housing needs, homelessness, housing support, community regeneration, libraries, community cohesion and our resettlement services.

Housing: Newport Housing Services ensure that Registered Social Landlords provide housing to meet assessed needs in the city, including specialist or support accommodation and for those not usually catered to through the traditional housing market. We identify, promote and fund innovative sources of affordable housing by bringing empty properties back into use and working with the private rented sector. We also regulate the private rented sector using licensing and public health powers to ensure the safety and health of occupiers is protected. Directly and through our commissioned services we work with individuals to prevent homeless, support people to recover from the issues that lead them to become homeless and to move on from temporary accommodation. We also hold statutory duties in relation to homelessness and the fair allocation of social housing through the common housing register.

Community Regeneration: Placed within the heart of Newport's communities we manage and commission community centres which enable a range of services; including courses run by our Adult Community Learning team. Our network of libraries provide citizens with free access to books, digital resources, training and activities. The service also supports and deliver a range of community-based initiatives (alongside charities, and community-based organisations) supporting households with the cost of living, food poverty and the provision of warm spaces.

Community Cohesion: Our Community Cohesion Service supports Newport's diverse communities to connect to services and develop links across the city. We monitor developing tensions in communities, including issues with extremism, and work closely with Newport City Council colleagues and partners, including the police, to safely manage issues. Resettlement Services work with people who have moved to Newport, largely as a result of a conflict, supporting them to settle in the city and build new lives. Our immigration adviser supports colleagues from across the council in this complex legislative area.

Service Area Objectives

Objective 1 – Improve and increase the provision of housing, housing related support services through regulatory and licensing powers to meet the needs of Newport's citizens.

Objective 2 – Supporting the development of Newport's communities and making most effective use of resources available.

Objective 3 – Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.

Head of Service Executive Summary

Introduction:

The Housing and Communities Service has continued to experience considerable pressures in the first two quarters. The key pressure has been in homelessness both in terms of demand and cost pressures. To set this in context the council has experienced a 113% increase in demand for temporary accommodation provided under homelessness legislation due to the range of issues, including changes in legislation, UK government policy and wider socio-economic factors. Due to a lack of suitable alternatives, the council is reliant upon bed and breakfast placements. This is unsuitable for residents, especially for those with dependent children, and, due to the restrictive Housing Benefit Subsidy regime, the council is unable to cover the full cost of these placements. This the main cause of the significant budgetary pressures set out above. We are committed to resolving the situation for citizens and despite these considerable challenges there has been a wide range of achievements within the service:

Housing:

The Service Restructure has commenced with the creation of the Housing Supply and Regulation Service. The next phase of the restructure will be to transform the frontline team and increase the councils to focus on homelessness prevention and move on from TA. This will be underpinned by a wider cultural shift to working in line with best practice, including trauma informed approaches for people with complex needs.

Housing have established a Rough Sleeper Task Force which brings together partners from across the key. The task force has formed a new Multi-Disciplinary Team approach, co-chaired with health colleagues and a lived experience shadow group. Several funding bids are being developed through the Task Force.

The Housing Strategy and Delivery Team has continued to perform well, and the Social Housing Grant is committed for the next two years. Additionally, the team were able to secure £5.6 million in Transitional Accommodation Capital Grant which will create 52 homes in the city for people living in temporary accommodation.

The Supporting People Team have successfully retendered for a new Street Outreach Service provided by the Salvation Army to provide support to people sleeping rough in the city.

At a strategic level, a draft Rapid Rehousing Transition Plan has been submitted to Welsh Government and the Housing Transformation board continues to develop a range of initiatives aimed at reducing costs and improving outcomes for citizens. Two key drivers of this work will be the 5-year Royal Foundation Homewards Project which was launched in quarter 1 and a new Strategic Housing Forum which will launch in the new year.

Community Regeneration:

Over the past two quarters, the key focus of the Community Regeneration service has been on progressing the Asset Rationalisation project, with colleagues from across the council, and implementing the Multiply Project.

Asset Rationalisation enables the service to ensure that council buildings are financially sustainable and meet community needs in the best way possible. To this end, the service is actively pursuing several opportunities to repurpose buildings internally as well as Community Asset Transfer proposals.

Multiply is a UK government funded project focused upon improving numeracy amongst adults. It is the largest component of the wider Shared Prosperity Fund. The scale of the funding and short implementation timescales made the setup of the project challenging for the team. However, over recent months considerable work has been done to commission external and internal providers to deliver relevant projects. As demonstrated in the narrative below, the project is now established as we anticipate that it will begin achieving positive outcomes over the coming months.

Community Cohesion:

The Community Cohesion Team has been through a period of considerable change with the previous manager leaving the authority this has led to underperformance in certain areas such as prevent training. That said the Community Cohesion Team has focused on the decant of a hotel used for the Welsh Government Super Sponsor Scheme.

Challenges, risks and issues

The key risk for Housing and Communities continue to relate to homelessness pressures. These pressures may be exacerbated by the Home Office's Streamlined Asylum Process which will increase the number of people granted status who subsequently become eligible for homelessness assistance. Current projections suggest that this could increase significantly increase homelessness presentations and financial pressure associated with temporary accommodation.

Due to staffing changes with Community Cohesion performance in several areas including prevention training has fallen below target. A new manager has been appointed to the team and is due to start by the new year. A key part of their role will be to drive performance improvement in this area.

Plans for the next 6 months:

The key focus for the next 6 months will be finalising the staffing restructure and embedding a process of training and cultural change within the housing department. This will be allied to various initiatives aimed at increasing the amount of settled accommodation available to people experiencing homelessness and creating alternative forms of transitional accommodation which are not subject to the Housing Benefit Subsidy Cap. It is important to note that these changes are significant, and this is a complex and multi-faceted piece of work which may take several years to deliver upon fully.

Housing & Communities 2023/24 Overview

Service Plan Objectives

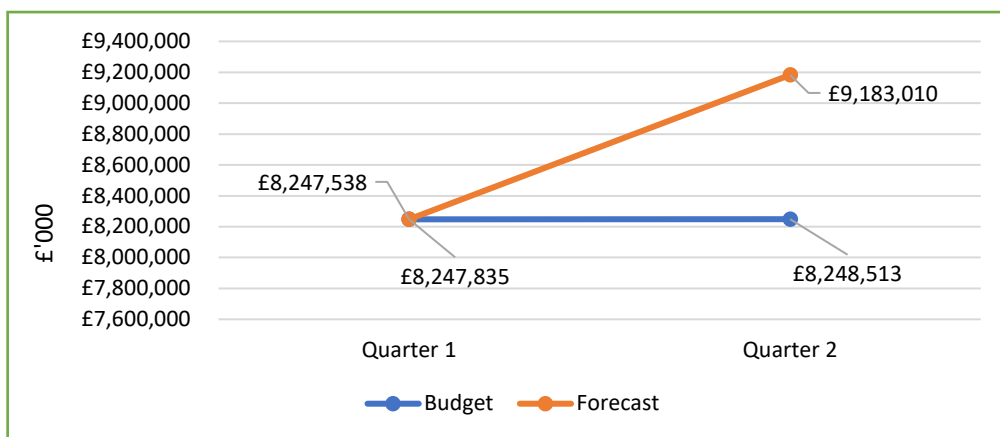
Objective	Mid-Year Status (Red / Amber / Green)
Objective 1 – Improve and increase the provision of housing, housing related support services through regulatory and licensing powers to meet the needs of Newport’s citizens.	Amber
Objective 2 – Supporting the development of Newport’s communities and making most effective use of resources available.	Green
Objective 3 – Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.	Amber

Service Area Risks

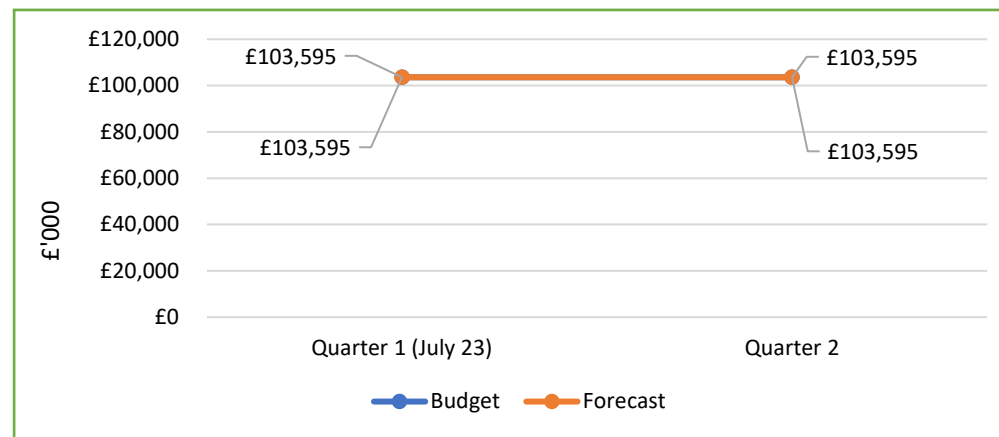
Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarterly Risk Scores (Q3 2022/23 to Q2 23/24)			
				Quarter 3 22/23	Quarter 4 22/23	Quarter 1 23/24	Quarter 2 23/24
Pressure on Housing & Homelessness	Corporate	20	12	20	20	20	20
Housing Support Grant	Service	12	9	12	12	9	9
Social Housing Grant spend	Service	12	9	12	12	12	12

Service Area Finance Forecast (End of Quarter 2)

Revenue Forecast



Capital Forecast



Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
Housing Transformation Programme	<p>To transform how housing and housing services are delivered in Newport by the council and our partners. This will be achieved through a thorough review of performance, data, systems, processes and through consultation with people who have lived experience of homelessness. As a result of these changes, effective homelessness prevention and housing support services, reduce homelessness, including rough sleeping. With partners, the council will also increase supply of affordable housing, with a specific focus on social rented housing.</p>	<p>Well-being Objective 2 Well-being Objective 3</p>	<p>Quarter 4 2025/26</p>	<p>20%</p>	<p>The Housing Transformation board was established in Quarter 1 and is delivering against a wide-ranging change program aimed making homelessness in the city rare, brief and unrepeated. The focus of the first year of the program is creating the internal structures and infrastructure required to support these changes. Key activities include a service restructure and identifying a suitable and fit for purpose IT system.</p>

Page 21

Workforce Development

To support workforce development across the Housing & Communities service area the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
New on-call service is developed and introduced which provides best value to citizens and supports effective service delivery.	A new model for on-call which is proportionate to need and does not impact on day-to-day service delivery.	7 th November 2022	31 st March 2024	C	A number of additional temporary posts have been created within the Housing Needs Team which has created additional capacity for the on-call rota. The team is complying with statutory guidance.
Restructure the housing service to meet current housing needs with a specific focus on homelessness prevention and increasing the supply of affordable housing.	Following the restructure, the housing service decreases the number of people who become homeless in Newport by preventing homelessness, providing effective support to people who do become homelessness and increasing the supply of affordable housing. This work will be supported by improved systems and training for staff working within Newport's housing services.	1 st January 2023	31 st March 2024	50%	Introductory discussions have taken place with the Union representatives and Human Formal consultation with the team will follow imminently.
Restructure the Connected Communities Service by increasing management capacity to ensure that there is sufficient capacity and resilience to deliver the various strategic, policy and client facing objectives	The Connected Communities Team has sufficient management capacity which drives performance improvement in all areas of the team's work. This includes developing a clear model of support and training for resettlement support which is focused upon developing resilience and independence for clients.	1 st September 2023	31 st March 2024	50%	Initial structures have been developed and a business case will be developed by the end of quarter 3.

Objectives and Action Plan Update

Objective 1 – Improve and increase the provision of housing, housing related support services through regulatory and licensing powers to meet the needs of Newport’s citizens.							Objective 1 Mid-Year Assessment
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Publish a Homelessness Prevention and Support Strategy for Newport.	A Homelessness Prevention Strategy which clearly sets out how the council and a wide partners will collaborate to reduce homelessness in the city through effective prevention and support is published.	WBO 3 / Strategic Priority 5	1 st October 2022	31 st March 2025	10%	A Homeless Prevention Team has been established and policies and procedures are being drafted. Work has commenced to increase prevention activity on an outreach basis within the city and strengthen partnership working with NCC’s internal prevention and inclusion team and external stakeholders. As part of the new Strategic Forum Housing Governance Structure a new Homelessness Prevention Task Force is to be established which will drive the development of the new strategy.
2	Publish Newport’s Rapid Rehousing Transition Plan.	The Rapid Rehousing plan is published.	WBO 3 / Strategic Priority 5	1 st October 2022	31 st December 2023	90%	The draft Rapid Rehousing Transition Plan has been submitted to Welsh Government (WG) for comment. Amendments will be made following receipt of feedback from WG and submitted for formal corporate NCC approval, which may delay publication into quarter 4.
3	Produce a Local Housing Market Assessment (LHMA).	An up-to-date assessment of the gaps between supply and demand of all housing tenures within the city to assist with future decisions about grant funding and planning, and recreation interventions.	WBO 2 / Strategic Priority 2 WBO 3 / Strategic Priority 5	1 st October 2022	31 st December 2024	70%	The assessment has been completed following new WG guidance and is out for consultation (ending 29.10.23). Consultation responses will be collated and the LHMA will be submitted to WG by the 31.03.24 and will be used as a tool to inform the development of all types of housing within the city.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	Produce a Housing Prospectus.	An up-to-date assessment of the areas of focus for different property types and tenures within the city to be used for planning purposes for RSL partners seeking to develop units of affordable housing.	WBO 2 / Strategic Priority 2 WBO 3 / Strategic Priority 5	1 st January 2023	31 st December 2024	0%	This action will be following the completion of the Local Housing Market Assessment as the results of this assessment will feed directly into the Prospectus.
Page 5 24	Increase the number of private landlords working with the council to provide high quality and affordable housing.	Landlords are offered a range of incentives, which are well promoted, including Leasing Scheme Wales, grants to bring empty properties back into use and a rent guarantee scheme. to the number of properties leased to the council or to let directly to people in housing need, including those in temporary accommodation, increases.	WBO 2 / Strategic Priority 2 WBO 2 / Strategic Priority 7 WBO 3/ Strategic Priority 5	1 st October 2022	31 st March 2024	50%	Work is progressing well to implement Leasing Scheme Wales, the first property should be leased in November 2023. A Landlords' Forum meeting is scheduled for early December 2023. The council's offer to landlords is currently being rebranded a communication strategy drafted.
6	Review the Local Toilets Strategy in accordance with Welsh Government guidance.	Review completed and Action Plan updated as required.	WBO 3 / Strategic Priority 4	1 st October 2022	31 st March 2024	50%	This work has been delayed due to other pressures. Officers anticipate that it remains on track to be completed within target time.
7	Review the HMO Licensing Scheme and take appropriate action, including Scheme renewal if appropriate.	Regulatory powers are used as appropriate to ensure occupants' safety is protected.	WBO 2 / Strategic Priority 7	1 st April 2023	31st March 2024 31 st May 2024	50%	This work has commenced and is now expected to be delivered in May 2024.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
8	Undertake a review of the Council's Empty Residential Property action plan and consider implementing Council Tax premiums for empty properties.	An effective action plan is in place and actions are being delivered to bring empty properties back into use. The service achieves its performance standards.	WBO 3 / Strategic Priority 5	1 st June 2023	31 st March 2024	30%	Work has commenced on the review. Finance will be producing a paper setting out a consultation proposal for Council Tax Premiums. The Transitional Accommodation Capital Programme for 23/24 will bring 24 empty RSL units back into use in addition to the circa. 30 from last year.
9	Increase the number of social housing units through maximising available capital grant / Welsh Government funding.	In collaboration with Registered Social Landlords (RSLs), Finance, we will proactively seek to obtain capital grant funding and increase the supply of social housing in Newport.	WBO 3 / Strategic Priority 5	1 st June 2023	31 st March 2024	50%	Work with RSLs is progressing well, including utilising WG Transitional Accommodation Capital Programme (TACP) funding. Off the Shelf purchases by RSLs using Social Housing Grant will deliver an additional circa. 30 units which will be used to house priority households.
10	Establish multi-agency task forces to reduce rough sleeping, improve homelessness prevention outcomes and increase the supply of housing in the city.	The task forces are established and are working towards clear action plans.	WBO 3 / Strategic Priority 5	1 st April 2023	31 st March 2024	50%	The Rough Sleeper Task Force meetings are held regularly and actions from the Multi-Disciplinary Team regrading individuals who are sleeping rough who have complex needs are fed into the taskforce when required. The fundamental challenge remains the lack of suitable housing for people with support needs.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
11	A clear action plan is developed, a coalition established, and delivery begins on the Homewards Program.	The year one milestones set out in the Homewards Action Plan are achieved.	WBO 3 / Strategic Priority 5	1 st June 2023	31 st March 2027	25%	A Regional Coordinator has been appointed and the first meeting of the Coalition is due to take place on 5 th December.
12	Review the types of Temporary Accommodation in use and implement changes to reduce cost, increase income and improve outcomes.	The use of Temporary Accommodation is controlled, unit costs are reduced, income collection increases and the most appropriate type is used wherever possible.	WBO 2/ Strategic Priority 2 WBO 3 / Strategic Priority 2	1 st April 2023	31 March 2024	50%	A number of workstreams are ongoing to achieve this and are progressing well.

Objective 2 - Supporting the development of Newport's communities and making most effective use of resources available.

Objective 2 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Support the delivery of the Council's Asset Rationalisation programme developing long-term approach for the management of Community Centres across Newport.	Community Centres are financially sustainable and meet the assessed needs of the community. Community Asset Transfer options and alternative uses are pursued where appropriate.	WBO 3 / Strategic Priority 4 WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 2	1 st October 2022	31 st March 2024	50%	Community Centre assets review paper was delivered to the Asset Rationalisation Board on 26 th October. Will now go forward to the Exec Board for consideration on 21 st November.
2	Adult Community Learning (ACL) – develop and deliver an updated programme which supports community need in venues across the City. This will include an increased focus upon delivering Family Learning and Essential Skills courses within Communities.	Full programme value is achieved and no clawback of funding at the end of 2023/24 academic year. ACL is more flexible and offers a wider range of activity than in previous years.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	1 st October 2022	31 st August 2024	50%	The 23-24 community learning programme commenced in September. The planned programme value of £640k will comfortably meet funding targets. New for this year is the delivery of courses under the Highfield scheme, which provides access to short vocational courses such as Food Safety and Introduction to First Aid.

Page 27

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
3	Lead and collaborate with partners the Council's community support to help households through the cost of living.	Working in collaboration with other Council services, third sector organisations and charities, we will lead and support the delivery of initiatives to help households through the cost of living. This will include delivering Warm Spaces over the winter and developing a clear approach to preventing and relieving food poverty.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	1 st April 2023	31 st March 2024	50%	Proforma submitted for additional SPF funding to delivery Warm Spaces grants to third sector organisations this Winter. GAVO have again agreed to administer the scheme on our behalf if the bid is successful.
4	The Multiply Project achieves its targets to improve numeracy skills across people aged 16 and above.	The Community Regeneration service, in partnership with other departments and commissioned partners, delivers a diverse range of courses which engage citizens.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	1 st April 2023	31 st March 2025	25%	<p>There has been significant progress on the Multiply project in recent weeks. The external tender process has been completed and awards made to 5 providers across 6 of the 7 available lots. The providers have committed to delivering courses to 1700 residents against our overall Multiply target of 900.</p> <p>Internal recruitment has been completed within the Early Tears team and delivery has commenced in that area.</p> <p>2 of 3 support staff roles have been recruited with staff expected to be in post by January. At this point, an amber rating is appropriate, but this should change to green when delivery starts in earnest in Quarters 3 and 4.</p>

Objective 3 - Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.

Objective 3 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	To develop an Integration Strategy for Newport, focusing on our approach to asylum seekers, refugees and migrants and contributing to Welsh Government's Nation of Sanctuary Plan.	Positive messages about migration are regularly highlighted. Newcomers to Newport are welcomed and have access to appropriate services. Services, decision and policy making consider the impact on refugees, asylum seekers and migrants. Continued support of families under the UK Resettlement scheme integrated with other services.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 4	1 st October 2022	30th September 2024	30%	Meetings are taking place to deliver this work. This will be pushed forward when a new Connected Communities Manager joins and following the restructure to create some resource to focus on this aspect of work.
2	Delivery against community cohesion requirements identified in the Strategic Equalities Plan 2020-24.	Provision of immigration advice and representation to people with an insecure migration status. Developing a Council Hate Crime policy. Delivery of a Welcome to Newport App to the city. Working in partnership to develop a safe space for LGBTQ+ people in Newport.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 4	1 st October 2022	31 st March 2024	50%	Work continues to support clients via the hardship group and partnership working. Change in role for the immigration caseworker 50% of her role now works with social services for UASC cases. A meeting being arranged with Equalities, Community Cohesion and the Library manager to develop a safe space.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
3	Deliver effective resettlement services which prioritises creating independence and responds to new and emerging needs.	Continued support for families under the Home Office UK Resettlement schemes. Coordinating response to the Ukraine humanitarian support.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	The resettlement service continues to perform well and has been focused on decanting people supported by the Welsh Government Super Sponsor Scheme. NCC's approach to resettlement will be reviewed by the new Team Leader to ensure it is resilient to emerging needs.
4	Up to 3 staff in relevant service areas are become IOSC accredited at an appropriate level.	Organisational capacity to provide immigration advice increases. This enables services to engage more effectively and will enable the council's specialist service to focus on complex cases.	WBO 3 / Strategic Priority 7	1 st September 2023	31 st March 2025	C	Funding has been secured to train up 2 additional members of staff. This would take the full complement of staff up to 3.

Performance Measures

Annual performance measures are not included in the Mid-Year review and will be reported as part of 23/24 End of Year Review.

Performance Measure / Description	End of Year Performance (21/22 to 22/23)			Mid-Year Performance 23/24		
	Actual 2021/22	Actual 2022/23	Actual Q2 2022/23	Actual Q2 2023/24	Target 2023/24	Commentary
The percentage of households for whom homelessness was prevented increases.	40.1% (283 / 706)	33.6% (181 / 539)	30.7% (77 / 251)	34.13% (157 / 460)	50%	Whilst the Council exceeded 50% in September there is still significant work and change required to improve performance. A key area of focus within the housing restructure will be homelessness prevention.
Percentage of people seeking housing assistance who are determined as statutorily homeless decreases.	17.6% (320 / 1,830)	15.1% (341 / 2,261)	16.4% (202 / 1,234)	35.5% (354 / 998)	30%	This figure represents average performance to date. The figure for end September is 16.35% (26/159) which correlates with the positive performance in relation to homeless prevention.
The percentage of empty private residential properties brought back into use meets targets	1.37% (16 / 1164)	0.4% (4 / 993)	0.2% (2 / 993)	0.7% (8 / 1,157)	1.52%	In previous years we have seen the number of properties brought back into use increase in greater numbers in the latter part of the year. It is therefore anticipated that the target will be achieved, especially now that we are able to offer a longer-term leasing option under Leasing Scheme Wales.
Number of employees trained in Prevent PVE.	136	527	18	88	145	Performance in this area has decreased due to the staffing changes described earlier in this document and other pressures. We expect performance to increase significantly with the appointment of a new permanent manager.
Percentage of households for whom homelessness was relieved.	No Data	32.4% (381 / 1,175)	35.5% (206 / 580)	17% (118 / 694)	35%	Performance in this area requires significant focus and performance over the coming months. The figure for end of September is 22.6% (19/84), showing a positive increase in the number of households for whom homelessness has been successfully relieved.

Performance Measure / Description	End of Year Performance (21/22 to 22/23)			Mid-Year Performance 23/24		
	Actual 2021/22	Actual 2022/23	Actual Q2 2022/23	Actual Q2 2023/24	Target 2023/24	Commentary
The number of Households in temporary accommodation under homelessness duties.	No Data	443	523	482	360	Due to the pressures described earlier in this document, there has been an increase in the number of households requiring temporary accommodation.
Number of private sector dwellings improved with local authority grants or loans.	No Data	2	No Data	3	5 (Q2 Target – 2)	Performance is on track.

Case Studies, Key Achievements, Awards

The real names of individuals have been replaced to protect their anonymity.

Homelessness prevention/ relief

- Joe arrived in the UK from Eastern Europe with his father and his uncle, there was a family breakdown and Joe was placed into bed and breakfast accommodation after becoming street homeless. He settled into his new accommodation well and during this time he discovered that his ex-partner in his home country had given birth to his son a couple of years previously and she was forced to leave her family home due to her family not being able to accommodate her and her child, she was living in very basic accommodation and life was very difficult for them, they were living in poverty, with limited healthcare, food and warmth.

Joe brought his ex-partner and his son to the UK to be with him and they were placed with him in the bed and breakfast accommodation, we ensured that they had healthcare and the correct benefits in place and found the correct support for their son who had started displaying some behavioural issues from the trauma he endured as a very small child in the home where he lived with his mum.

The family were bidding for social housing appropriately and Joe found work to provide for his family as his girlfriend was pregnant.

Joe agreed to be filmed for The Royal Foundation and disclose his story to help support the charity to alleviate street homelessness. Joe and his family are now living in a social housing property with his girlfriend and two children, he is working, the children are healthy, and they are embracing life as a family, we were able to obtain grants for the family to equip their house with the relevant items including white goods, beds and furniture. Joe and his family have the relevant skills to manage and maintain their tenancy, making their stay in temporary accommodation rare, brief and unrepeatable.

- Mrs K, single person with a 3 year old son, presented as homeless due to a relationship breakdown and was issued notice by his lettings agent as they assessed she could not afford to remain in the property as a single person. The housing team liaised with the letting's agent, referred the client for housing related support and contacted the Department for Work and Pensions and negotiated a package of support to clear some of the rent arrears, arranged direct benefit payments to the landlord and a top up from Discretionary Housing Payments until at least April 2024. The landlord and agent agreed to this and homelessness was prevented.

- When Mr I contacted the preventions team he was in hospital and unable to return to his private rented property as he was no longer able to physically gain access to the property due to a significant worsening of his health and an amputation. As a result, Mr I was bed blocking and required a property with significant adaptations to meet his mobility needs, which rarely become available in the city. His case was considered by the housing assessment panel to be considered outside of policy. By closely working with partner Housing Associations the housing team secured Mr I a suitably adapted property with Pobl. This was achieved within a few months. This work relieved Mr I's homelessness far more quickly than would have been the case if he had continued to bid on properties on the Home Options register. This effective partnership work provided Mr I with a safe, accessible home and effectively relieved his homelessness. It also saved a large amount of public money as the time he was bed blocking was kept to a minimum.

- Melin Homes completed a development of 9 new build flats at Hubert Road, St Julians with Social Housing Grant funding. A panel allocated the properties to those who were homeless or at risk of homelessness to support the housing pressures upon the authority and ensure tenancy sustainability and community cohesion. One service user in temporary accommodation required an accessible property and a 24 hour supply of oxygen provided via oxygen bottles. The offer of the Melin property provided the client with a safe accessible home.

New Developments

- A 6-flat supported scheme opened in late May 2023 for people recovering from mental health issues. The scheme was developed in partnership with Melin Homes and Newport Mind and includes a self-contained adapted flat and communal areas. The scheme was developed as transitional or move-on accommodation to free up bedspaces in existing supported housing and homelessness temporary accommodation.
- A move-on scheme for 7 homeless young people 18yrs – 24yrs opened in June 2023 comprising three 2-bed flats and one 1-bed self-contained flat. This scheme was developed in partnership with the Pobl Group and Llamau Ltd., a specialist supported housing provider for young homeless and women-only provision. As above, the scheme was developed to free up bedspaces in other supported housing schemes and young people placed in unsuitable temporary accommodation.

Commissioning

- The Housing Support Team started an ambitious programme of re-commissioning a number of floating support services.
- In July 2023 a new service for people sleeping rough/with a street-based lifestyle commenced with The Salvation Army. The service pulled together assertive outreach and dedicated floating support into a more cohesive scheme.
- Work is being finalised on a migrant support scheme that brings together support for EA migrants and refugees in the borough. This will assist the Council's work on the increased number of refugees dispersed to the City under the Home Office's NASS programme.

Glossary

Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' Target Date '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' Target Date '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' Target Date '.
C	Project / Action has been successfully delivered

Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance.

Page 35

Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 - Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 - Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

Abbreviations

Abbreviation	Description
LHMA	Local Housing Market Assessment
RSL	Registered Social Landlords
SPF	Shared Prosperity Fund
TACP	Transitional Accommodation Capital Programme
UASC	Unaccompanied Asylum Seeker Children



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

MID-YEAR REVIEW

ENVIRONMENT & PUBLIC PROTECTION

2022-24



Contents

	Page No.
Introduction	2
Head of Service Executive Summary	3
2023/24 Mid-year Overview	5
Programmes and Projects	7
Workforce Development	8
Objectives and Actions	9
Performance Measures	26
Case Studies	28
Glossary	31

Strategic Leads

Cabinet Member for Climate Change & Biodiversity	Councillor Yvonne Forsey
Cabinet Member for Strategic Planning, Regulation & Housing	Councillor James Clarke
Director for Environment & Sustainability	Paul Jones
Head of Environment & Public Protection	Silvia Gonzalez Lopez

Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an Ambitious, Fairer and Greener Newport for everyone and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives, strategic priorities, and deliver continuous improvement each service area has developed their service plan. This report provides the Mid-Year progress against the Environment & Public Protection Service Plan 2022-24 (23/24).

Environment and Public Protection is part of the Council's Environment and Sustainability Directorate and is responsible for delivering a range of services that will contribute towards Newport Council becoming a net zero carbon emissions by 2030, increase reuse and recycling, enhance the environment and ecology of Newport and ensure Newport's businesses, and residents are protected to improve their health and well-being.

The service area will be leading and championing the delivery of the Council's Climate Change Plan 2022-27. The team will also be enabling other services, partners, residents and businesses to contribute towards reducing their carbon emissions and improving the City's environment. Over the next five years, the service area will be focused on continuing the strong performance of its waste and cleansing services, supporting residents and businesses to increase recycling of their waste and to improve the cleanliness of the city and the city centre.

The service is also responsible for its statutory public protection services covering Environmental Health, Community Safety, Trading Standards and Licensing. The services provide a broad coverage supporting businesses to be compliant with the necessary legislation but also taking action against those who contravene and put public safety at risk.

The next 5 years will provide exciting opportunities to change how services are delivered to meet the needs of our communities, enhancing Newport's environment but also new challenges as new legislation and financial pressures impact on how we deliver our services.

Service Area Objectives

Objective 1 - Green and Blue Infrastructure for Community and Environmental Resilience.

Objective 2 - Continuous improvement of recycling performance and move towards a Circular Economy

Objective 3 - To improve public health and community wellbeing through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.

Objective 4 - To carry out regulation activities with the purpose of supporting businesses and tackling rogue trading, safeguarding vulnerable individuals and communities, and improving and protecting health and well-being.

Objective 5 - Climate Change Plan 2022-27 Delivery

Head of Service Executive Summary

2023/2024 is a year of big project delivery for the Environment and Public Protection area, and much ground has been covered in the first six months.

Regarding Environment and Leisure, Shared Prosperity Fund funding has been awarded to deliver significant improvements to the leisure offer in Newport. Works to improve the Mon-Brecon canal section between Fourteen Locks and the Caerphilly boundary have started this year. Replacement of the lock gates, improvements to paths around the pond and replacement of the bridge are underway, and design work for the desilting and relining of that section of the canal is being finalised ahead of works being undertaken later in the year. Design work is also ongoing for improvements to Tredegar Park, starting with the acquisition of the freehold which is near completion.

The play area improvement programme is also underway, with the first part of the year dedicated to resident engagement and delivery of 7 public consultation exercises linked to the improvement of the Ruperra St, Celtic Horizons, Humber Close and Tone Close, Black Ash Park, Penny Crescent and Westfield, Playford Crescent and Tredegar Park play areas, with very positive responses from residents.

This first half of the year has also brought changes to the recycling collections, with improvements to the recycling containers and capacity, and delivery of the first phase of the three weekly collections roll out from June 2023. Outcome has been really positive, with a significant reduction of the amount of non-recyclable waste and very few reports of issues regarding non-compliance with policy. Our waste engagement team keep being available to support residents ahead of the wider roll out planned from October 2023.

Work to tackle climate change and reduce our emissions has also continued at pace. We have a full programme of interventions for installation of LED lighting, low heat options and solar panels in Council buildings, and £1.5M for installation of EV chargers across Newport. Some examples of work completed in the first half of the year include LED lighting upgrades across 5 sites, pool cover installation at the Pool and Tennis Centre or motor replacement at Riverfront Theatre to increase efficiency of air-handling units, the team was also successful in obtaining a £4.5M grant from Welsh Government for installation of low heat pumps in Council buildings next year. We also celebrated Clean Air Day on 15th June with a very successful day full of activities at Jubilee Park Primary School.

The Public Protection team have also continued delivering their numerous activities to ensure Newport is a safer place for residents and businesses. The different teams continue delivering their compliance programmes effectively, with operations in place confiscating thousands of illegal/counterfeit products, making improvement to energy ratings in premises, or preventing scams. The work of the Community Protection team also saw the Market Arcade and Maesglas Public Spaces Protection Orders renewed and reinstated, respectively, in September 2023.

EPP is a highly operational area, and we keep experiencing ongoing issues linked to high sickness levels, which combined with recruitment issues, continue resulting in lower capacity to deliver services and a strain in existing staff. Latest recruitment exercises have proven successful though, and will mean an improvement in the longer term. Financial pressures linked to the need to survey, monitor and remove or improve dangerous trees that pose a risk to residents or to property remain, as this is still a high priority area that is being monitored very closely.

Other challenges come from impending changes to legislation, with the new Workplace Recycling Regulations changing the way non-domestic organisations need to segregate and manage their waste from April 2024. This will have a significant impact on businesses and organisations across Newport, and will also involve changes to the services offered by the Council to collect commercial waste. The waste team will be working really hard during the second part of the year to ensure we offer an efficient, comprehensive and flexible service to all our existing and new customers.

The second half of the year will see the continuation of the Shared Prosperity Fund projects and the play area improvement programme, with actual delivery of all the play areas consulted, on and further consultation events.

Energy efficiency improvements will continue, with the installation of low carbon heat solutions across 4 sites, including Ysgol Gymraeg Casnewydd, LED lighting upgrades across 11 further sites, including speciality lighting at Riverfront, and the installation of solar panels in the roof of Kingsway Car Park. In addition, new 15 on-street EV chargers will be installed by the end of the financial year, as well as an EV charging hub, including rapid chargers, at Kingsway Car Park, and rapid chargers at Pool and Tennis Centre, Velodrome and Stadium at NISV.

Public consultation on the new draft Air Quality Plan and subsequent approval of the 2023-2030 Plan will also take place in the second half of the year. Work in the public protection arena will also continue, and will see the start of the free advice to business programme regarding food safety, from November onwards, and a continuation of the inspection and compliance work.

Finally, the full roll out of three weekly waste collections will take place from October 2023, with teams reporting progress on implementation in the last part of the year.

Environment & Public Protection 2023/24 Overview

Service Plan Objectives

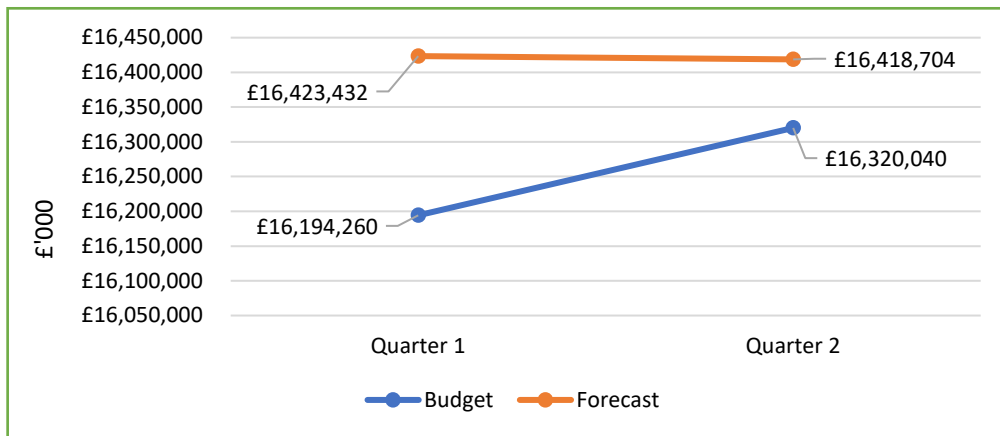
Objective	Mid-Year Status (Red / Amber / Green)
Objective 1 - Green and Blue Infrastructure for Community and Environmental Resilience.	
Objective 2 - Continuous improvement of recycling performance and move towards a Circular Economy	
Objective 3 - To improve public health and community wellbeing through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.	
Objective 4 - To carry out regulation activities with the purpose of supporting businesses and tackling rogue trading, safeguarding vulnerable individuals and communities, and improving and protecting health and well-being.	
Objective 5 - Climate Change Plan 2022-27 Delivery	

Service Area Risks

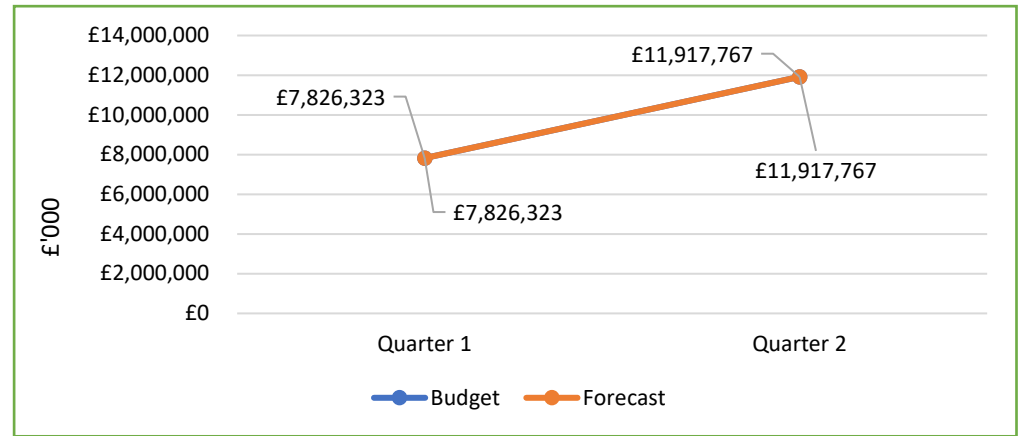
Page 22	Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarterly Risk Scores (Q3 2022/23 to Q2 23/24)			
					Quarter 3 22/23	Quarter 4 22/23	Quarter 1 23/24	Quarter 2 23/24
1930	Welsh Government's Net Zero Target by 2030	Corporate Risk	12	2	12	12	12	12
	Ash Die Back Disease	Service Risk	16	6	12	12	12	12
	Pressure on the City's cemeteries	Service Risk	16	4	12	12	12	12
	Welsh Government's Recycling target	Service Risk	16	4	4	4	4	4

Service Area Finance Forecast (End of Quarter 2)

Revenue Forecast



Capital Forecast



Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
Cemetery feasibility study - Sites feasibility, site investigation and design development.	Complete the work on assessment of burial capacity at Newport Cemeteries. Provide robust data on post pandemic burial capacity in Cemeteries. Bring forward programme and feasibility assessments for a number of sites with potential for future use as municipal cemeteries. Outcome will enable Newport to continue as a burial authority to serve needs of population for whom burial is a cultural necessity. Outcome will be a fully developed set of proposals for a site(s) for consultation and council approval prior to submission of planning application.	Well-being Objective 2 Well-being Objective 4	Quarter 4 2023/24	30%	Plotbox system for more efficient management of plots has been implemented and will go live in Q3 this year, plans to complete the extension at Christchurch this year are also being progressed, with the site assessment to start later in the year.
Parks and cemeteries: Design and delivery of capital programmes to upgrade existing formal play assets and historic infrastructure in existing parks and cemeteries, to clear maintenance backlog and address historic issues.	Improvement of existing play areas across Newport. Engagement with residents to ensure project delivery covers needs of the community. Delivery of infrastructure and access improvements at Newport cemeteries to ensure health and safety of public and protection of the asset.	Well-being Objective 2 Well-being Objective 4	Quarter 4 2023/24	35%	Programme of works for the year is progressing well, 7 full consultation exercises with residents have been carried out in the first half of the year (for play areas in Ruperra St, Celtic Horizons, Humber Close and Tone Close, Black Ash Park, Penny Crescent and Westfield, Playford Crescent and Tredegar Park) and works to renew the play areas are ongoing to be completed by end of 2023 or shortly. A number of lower-level interventions completed across Newport, and further consultation exercises planned early in 2024. Very positive outcome of public consultations and high interest shown by residents.

Page 44

Workforce Development

To support workforce development across Environment & Public Protection the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
Improve check in performance	Increased percentage of check in meetings completed on I-Trent for all Environment and Public Protection areas.	1 st October 2022	31 st March 2024	75%	No. of check-ins completed remains around 60% which is an improved position but still under target, it has also identified that more objectives need to be added as part of the regular check-in reviews so focus over the next quarter will be an increase in the objectives set for the area.
Training needs review	Improved training offer for staff by improved internal recruitment offer (HR lead in collaboration with EPP managers) or external alternatives that can be delivered within budget.	1 st January 2023	31 st March 2024	50%	Review is ongoing. IT needs, especially around use of excel and word, have been identified. Also specialist professional qualifications - ICCM diploma for cemeteries/crematorium staff, COCT licence for waste site, so relevant training will be arranged over the coming months. Rolling statutory CPD training programme is also in place for public protection staff.

Page 45

Objectives and Action Plan Update

Objective 1 - Green and Blue Infrastructure for Community and Environmental Resilience.						Objective 1 Mid-Year Assessment	
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	To achieve annual targets from Climate Change Plan: <ul style="list-style-type: none"> • Ecosystem Resilience. • Management of Trees and Woodland. • Create Urban green space. • Manage NCC land for maximum ecological benefit. 	Deliver all actions and outcomes on the overall and annual targets of the Newport Climate Change Plan.	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 4 Climate Change Plan	1 st October 2022	31 st March 2024	82%	Good progress on the different actions agreed as part of the climate change plan.
2	Development and implementation of 'Destination' recreation and leisure open space visitor facilities at Key locations across the city including: <ul style="list-style-type: none"> - Tredegar Park; - Mon-brec Canal. To secure suitable external funding to undertake major works within sites.	Implementation of facilities and improvement works at key parks and countryside locations for creation of formal and informal recreation and leisure destinations.	WBO 2 / Strategic Priority 4 WBO 4 / Strategic Priority 6	1 st October 2022	31 st March 2024	20%	Continuation of the Shared Prosperity Fund (SPF) site work all progressing well, with planning work carried out in the first part of the year. This is a 2 year programme of work and most of the works on the ground will not take place until 2024/25.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
3	Development and publication of a Sports and Recreation Strategy for Newport to set out a future purpose and direction for the provision of sport and active recreation in Newport.	Establishment of key principles and vision to inform future decisions and actions for the sports offer in Newport. It will run alongside a management plan for the improvement and operation of in house sporting facilities, explaining how we interface with partnership organisations to deliver key sports and recreation interventions.	WBO 2 / Strategic Priority 4	1 st October 2022	31 st March 2024	10%	This project is on the early stages with further development planned during the last quarter of the year.
4	Following up the work of the City Centre Green Infrastructure Strategy and City-wide GI assessment, design and development of pocket park and raingarden sites.	Fully develop a set of proposals for consultation and council approval prior to submission of planning application. Overall aim is to increase biodiversity, enhance public wellbeing, link into various volunteering activities and make a contribution to climate change.	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 4	1 st October 2022	31 st March 2024	82%	Works ongoing for development of the latest sites.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
5	Undertake Community Asset Transfers (CAT) of sports pitches where clubs and organisations are able to demonstrate suitability for management of transferred land or facility, following adopted CAT policy.	Empower and support communities and promote local sports by facilitating Community Asset Transfers of key community leisure and sports facilities to local clubs and organisations.	WBO 4 / Strategic Priority 2	1 st October 2022	31 st March 2024	20%	NCC policy being developed to provide a future framework for new requests. In parallel proposals are being reviewed/progressed on a case by case basis.
Page 48	Expand volunteering opportunities by working with partners to enable local groups to gain access and assist with management of NCC open space land. The team will continue to work with local groups set up through the countryside service to maintain Countryside Sites and Public rights of way.	Maximise opportunities for Volunteering in Newport. Increase community resilience. Contribute to enhance biodiversity via conservation of open spaces across Newport.	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 4	1 st October 2022	31 st March 2024	80%	Good network of volunteers and wide range of activities covered. Looking at possibility for volunteer coordinator.

Objective 2 - Continuous improvement of recycling performance and move towards a Circular Economy

Objective 2 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	<p>Increased recycling:</p> <ul style="list-style-type: none"> Improvements/changes to household waste collections. Improvements to Household Waste Recycling Centre. Yearly monitoring of Waste Strategy to 24/25 - monitor the implementation and impact of the different activities and actions deriving from it. 	<ul style="list-style-type: none"> Increase recycling performance and work towards achieving the Welsh Government zero waste target. Improved options for Newport residents to recycle their waste. Review overarching waste strategy to measure progress and results over time. 	<p>WBO 2 / Strategic Priority 3</p> <p>Climate Change Plan</p>	1 st October 2022	31 st March 2024	50%	<p>Changes to recycling boxes and bags at kerbside implemented during April - August to increase capacity for card and paper and separate from glass to improve material quality and H&S for collection crews.</p> <p>Black bag sorting at HWRC relaunched March 23, with positive impact on increased recycling at the site.</p> <p>First phase of the 3 weekly roll out took place in June, with positive results in terms of reduction of non-recyclable waste and positive changes to resident's behaviours</p> <p>Full city roll out of 3 weekly collections from October projected to exceed the recycling target.</p>
2	<p>Beyond recycling:</p> <ul style="list-style-type: none"> Support the development of repair and reuse across the city Contribute to promote and advertise initiatives to reduce and recycle/upcycle waste Research options and new technologies leading to waste minimisation and tackling of hard to recycle materials 	<ul style="list-style-type: none"> Increase recycling performance and work towards achieving the Welsh Government zero waste target. Contribute to the circular economy in line with WG goals Incentivise community cohesion and partnership work 	<p>WBO 2 / Strategic Priority 3</p> <p>Climate Change Plan</p>	1 st October 2022	31 st March 2024	33%	<p>Finalisation of WG budget for 23/24 delaying release of grant funding for repair and reuse projects.</p> <p>NCC to promote workplace recycling regulations and single use plastic ban q2 onwards, and maintain links with Newport Wastesavers tip shop at Docks Way HWRC to promote reuse.</p> <p>Opportunity to work with Newport Circular Economy Network new project manager to explore and strengthen community links.</p>

Page 49

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
3	<p>Encourage businesses to be more sustainable:</p> <ul style="list-style-type: none"> Encourage initiatives to minimise waste e.g. support reduction in single use plastics Support promotion and implementation of WG non-domestic waste regulations and improve NCC commercial recycling services Engage with local businesses/organisations regarding reuse and recycling options and initiatives. 	<p>The delivery of this action will enable the Council to:</p> <ul style="list-style-type: none"> Develop partnership work and increase community cohesion Raise awareness on the recycling element to contribute towards improved recycling performance Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour 	<p>WBO 2 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 7</p>	1 st October 2022	31 st March 2024	50%	<p>Work regarding commercial waste collections is ongoing. New legislation on separation of workplace non domestic recycling will require all NCC premises to separate waste and recycling by stream at point of production from April 2024. Advice by NCC to e.g. Newport BID etc to ensure the correct message is disseminated, and will support business with compliant waste recycling service offering.</p>
4	<p>Support community pride in the city:</p> <ul style="list-style-type: none"> Engage with landlords to increase recycling in private rented sector and HMO's Increase recycling in flats Improvement of local environment especially in city centre and target wards Action against graffiti and community action to cleanse and improve local neighbourhoods through partnership working. 	<p>The delivery of this action will enable the Council to:</p> <ul style="list-style-type: none"> Develop partnership work and increase community cohesion. Raise awareness on the recycling element to contribute towards improved recycling performance. Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour. 	<p>WBO 2 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 7</p>	1 st October 2022	31 st March 2024	33%	<p>Behaviour Change Engagement Officer and engagement education officers continuing to engage where excess waste and flytipping issues prevalent. Already successful intervention to encourage correct disposal of wastes.</p> <p>Agreement with Newport City Homes (NCH) for dedicated WEEO to work on NCH estates with delegated powers to enforce where they cannot ongoing.</p> <p>Deep cleanse activities showing higher levels of street cleanse with positive feedback from residents.</p> <p>£25k DEFRA funding awarded for gum litter campaign in Q1 - results of intervention to be confirmed with focus on expanding gum removal to secondary shopping centres.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	<p>Continued... Support community pride in the city:</p> <ul style="list-style-type: none"> Engage with landlords to increase recycling in private rented sector and HMO's Increase recycling in flats Improvement of local environment especially in city centre and target wards Action against graffiti and community action to cleanse and improve local neighbourhoods through partnership working. 	<p>The delivery of this action will enable the Council to:</p> <ul style="list-style-type: none"> Develop partnership work and increase community cohesion. Raise awareness on the recycling element to contribute towards improved recycling performance. Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour. 	<p>WBO 2 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 7</p>	1 st October 2022	31 st March 2024	33%	<p>Opportunity for 'legal' graffiti wall agreed with SWTRA at Glebelands - launched with leader September 23 - NCH agreed to legal wall also, detail tbc.</p> <p>NCC continues to engage with and support litter picking groups.</p>
5	<p>Lead by example and embed waste minimisation and circular economy principles and practice across the Council departments.</p>	<ul style="list-style-type: none"> Other themes of the climate change plan influenced by waste especially procurement Recycling hubs in Civic replaced with new bins purchased April 2020 for consistency. 	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 4 / Strategic Priority 3</p> <p>Climate Change Plan</p>	1 st June 2022	31 st March 2027	33%	<p>Realising this through inclusion of social value and carbon reduction measures through procurement. New legislation on separation of workplace non-domestic recycling will require all NCC premises to separate waste and recycling by stream at point of production - waste to support internally as well as develop external offering.</p>

Objective 3 - To improve public health and community wellbeing through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.

Objective 3 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	<p>Delivery of adequate Air Quality management and monitoring across Newport:</p> <ul style="list-style-type: none"> Finalise an Air Quality Action Plan. Hold an annual Clean Air Day. Develop and maintain community-based Air Quality Groups for Air Quality Management Areas. 	<p>Main aims are:</p> <ul style="list-style-type: none"> Meet statutory requirements. Contribute to air quality improvement and reduction of pollutants. Support the Sustainable Travel Strategy. And support other Council plans and strategies, particularly the Climate Change Plan. 	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 1 / Strategic Priority 5</p> <p>Climate Change Plan</p>	1 st October 2022	31 st March 2024	60%	<p>The authority's AQ Progress Report shows a continuing improvement of air quality in Newport across monitoring stations and AQMAs. The AQ Action Plan draft continues to evolve as officers prepare to engage with members via Scrutiny Committee and seek the views of the public via a consultation process later in the year.</p>
2	<p>Development and approval of a new Public Spaces Protection Order (PSPO) for Maesglas.</p>	<ul style="list-style-type: none"> New PSPO made in line with statutory requirements. Reduction of anti-social behaviour incidents. 	<p>WBO 3 / Strategic Priority 7</p>	1 st October 2022	31 st March 2024	65%	<p>The consultation was completed and was very successful. There was a significant improvement in community engagement. The consultation showed support for the PSPO reinstatement. The order was agreed by council in September 2023. The Public Protection Service is in contact with Legal Services to complete the sealing of the orders.</p> <p>Similarly, the Market Arcade PSPO renewal was agreed.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
3	Carry out a health and well-being focused compliance programme.	<ul style="list-style-type: none"> Reduced availability of illegal cigarettes and unsafe products and for children to access harmful products. Support for Aneurin Bevan Health Board and smoke free health settings. Preparatory work to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part 4 - Special Procedures). 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2025	50%	Since 1 April 2023, the Trading Standards Section seized 150,270 illegal cigarettes and 49.65kg of illegal hand rolling tobacco with a combined value of £42,911. Additionally, 3,822 illegal disposable vapes worth £38,220 have been seized. Legal disposable vapes are regulated by the MHRA, illegal disposable vapes have not been

Objective 4 - To carry out regulation activities with the purpose of supporting businesses and tackling rogue trading, safeguarding vulnerable individuals and communities, and improving and protecting health and well-being.

Objective 4 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
	Carry out a business support programme that will involve 'paid-for' business advice, training, partnership schemes etc.	<ul style="list-style-type: none"> • Deliver a licensing advice/support service for businesses. • Improve compliance by businesses. 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>Business advice and support embodied in the 3 main schemes administered by the Trading Standards Section currently comprises: 11 Buy With Confidence members; 2 Responsible Retailer members; and 9 Primary Authority relationships.</p> <p>Since 1 April 2023, the service has issued 1,008 taxi licences and provided training to taxi drivers (509 courses delivered).</p> <p>Energy Performance Certificates: Since 1st April 2023, 7 F rated properties were brought into compliance following the previous issue of Compliance Notices. This equates to an annual reduction in CO2 of 24.2 tonnes, a reduction in energy costs of £2,584 and a reduction in energy consumption of 32244 KWH. 10 further F/G rated properties remain non-compliant and enforcement action is ongoing. Updated intelligence was obtained from Rent Smart Wales which indicates 77 new F/G rated properties have entered the market. Cross referencing with the EPC Register is to be undertaken to ensure currency and then appropriate enforcement activity will commence. A new list obtained from the Department for Business, Energy and Industrial Strategy indicates 85 Commercial F/G rated properties. 9 F/G rated properties are now compliant (1 following Trading Standards) intervention, 21 properties ceased trading and 55 F/G rated properties remain outstanding.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
	Carry out a programme of compliance monitoring and investigations that will deliver a level playing field for businesses to tackle issues linked to counterfeit, unsafe or illegal products entering the marketplace.	Prevent/reduce the volume and market value of illegal products entering the marketplace.	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>Since 1 April 2023, the total number of illegal products on the marketplace seized include 931 items of clothing, 115 bottles of perfume, 3,822 vapes, 150,270 cigarettes and 49.65kg hand rolling tobacco, providing a total estimated retail price of £472,443. There are various other criminal investigations ongoing in relation to illicit tobacco, doorstep crime, counterfeit goods and illegal dog breeding.</p> <p>Where trademark infringing products are being advertised for sale on websites and social media platforms there is a programme in place where officers notify brand holders, the social media page and e-crime unit in order to take down the websites, if a criminal investigation is not underway. Since 1 April 2023 14 referrals have been made.</p> <p>Operation Osprey relates to the supply of illegal tobacco from five commercial premises on Commercial Street, Newport. The value of criminality relating to illegal tobacco on Commercial Street, was estimated to be more than £2.1 million annually. Officers carried out an intensive and partnership-based investigation. With support from the police, 118,710 illegal cigarettes, 41.45kg HRT, 2,433 vapes have been seized. This is an estimated RRP of £134,784.</p> <p>A quantity of cannabis and quantities of cash were also found and seized. Four suspects were arrested following a raid at a residential premises and three were charged with fraud. Monthly Partnership meetings take place with colleagues from the police.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
	Carry out a programme of support for vulnerable individuals that will reduce the likelihood of their lives facing disruption by unscrupulous businesses.	Delivery of interventions and establishment and monitoring of safeguarding mechanisms to provide improved consumer protection.	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	61%	<p>Friends Against Scams is a National Trading Standards Scams Team initiative, which aims to protect and prevent people from becoming victims of scams. Newport Trading Standards have carried out 13 talks with a total of 162 attendees providing an estimated detriment saving of £9,396.00. Ten scam victims have also been visited and target hardening support delivered, providing an estimated detriment saved £580.00.</p> <p>Officers are continuing with ongoing criminal investigations in relation to rogue trading/doorstep crime cases. Thirteen interventions have been carried out since 1st April 2023 relating to doorstep crime incidents, this assists in disrupting criminal behaviour and providing advice and support to residents of Newport, ensuring further harm prevention and financial detriment.</p> <p>Officers have received training on taking witness statements from vulnerable people to achieve best evidence, four witness statement has been taken from a vulnerable person using the training provided.</p> <p>Operation CoLA relates to civil law referrals from the Citizens Advice Consumer Service. Thirty-two cases have been identified providing a potential detriment of £254,168.66. The amount that has been refunded due to Trading Standards intervention is £5,580.00.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	Delivery of animal welfare protection service.	<ul style="list-style-type: none"> • Sustainable and successful Dogs' Home • Attainment of RSPCA Footprint Award • Improved compliance in dog breeding and sales sector and disrupted organised crime groups 	Continuous Improvement	1 st October 2022	31 st March 2024	50%	<p>Since 1 April 2023, the total number of dogs entering Newport City Dogs Home (NCDH) is 114 (up from 101 in the same period in 2022). Total income for the period (consisting of fees from reunited owners, rehoming fees and play park fees) was £18,943. Friends of Newport Dogs (FOND) have now set up their constitution and are starting online fundraising and social media updates. NCDH won gold awards for Stray Dog and Kennelling Services in this year's RSPCA Paw Print Awards.</p> <p>Newport currently has 2 licensed dog breeders. 2 complaints regarding illegal dog breeding have been investigated. The service also actively investigates several complex illegal dog breeding cases.</p>
5	<p>Regional Enforcement and Intelligence Programme:</p> <p>Continue hosting arrangements for the regional investigation and intelligence function for Wales.</p>	<ul style="list-style-type: none"> • Improve the management of intelligence in Wales and the mapping of Serious and Organised Crime • Reduction of criminal activity across Newport 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>The Regional Investigation Team Wales has six active investigations and six in the court system awaiting trial, two of which are mapped Organised Crime Groups.</p> <p>There are five operations with active assets restraint orders, restraining known assets to the sum of £1.1m and two active Account Freezing Orders to the sum of approx. £50k. The criminality/consumer detriment of all cases is estimated to be more than £2million with the overall criminal benefit figures estimated to be significantly higher.</p> <p>Since 1st April 2023, two new cases have been tasked to the Regional Investigation Team for investigation.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
	<p>Regional Enforcement and Intelligence Programme:</p> <p>Continue hosting arrangements for the regional investigation and intelligence function for Wales.</p>	<ul style="list-style-type: none"> Improve the management of intelligence in Wales and the mapping of Serious and Organised Crime Reduction of criminal activity across Newport 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>Since 1st April 2023, the Regional Intelligence Function has continued to support work on the illegal sale of vapes by supporting the Trading Standards Wales Vapes Working Group with data collection from Local Authorities and analysis. The underage sales of vapes is a particular issue with the RIF working closely with regional policing. Ongoing support on operational activities take place by developing intelligence products and analysis in particular tobacco and dog breeding projects. The RIF have further developed the Serious and Organised Crime Tasking processes requesting monthly updates from submitting authorities and reporting to regional policing.</p> <p>As part of Operation CECE, several enforcement days of action have taken place across Wales where a significant amount of illegal tobacco has been removed from the marketplace. Further investigations into the criminality of the distribution of illegal tobacco is taking place. The CECE Team has recently passed the 5 million total for illegal cigarettes seized since the project started.</p> <p>Since 1st April 2023, Operation CABAL has supported 4 regional cases for 3 local authorities, arrested 2 nominals and interviewed 5 nominals linked to illegal dog breeding. Seized £85K cash under POCA, restrained assets of 1 nominal carrying out illegal doge breeding with criminal benefit of £370,000.00.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
5	Regional Enforcement and Intelligence Programme: Continue hosting arrangements for the regional investigation and intelligence function for Wales.	<ul style="list-style-type: none"> Improve the management of intelligence in Wales and the mapping of Serious and Organised Crime Reduction of criminal activity across Newport 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	Information's laid in 2 large CABAL regional cases including charges relating to welfare, mutilation of puppies, unlicensed breeding, Fraud Act, Trademarks Act and also acquiring criminal property.
6	Review council policies relating to enforcement activities and licensing, in accordance with statutory guidance.	Allow a fair approach to the issuing of licenses for businesses relating to taxis, street traders, pubs, cafes and clubs, and scrap metal dealers. Provide a fair approach to businesses and individuals in breach of legislation and the exercise of investigatory powers.	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	40%	The taxi policy consultation period was extended a further 8 weeks to give trade representatives further time to consider.
7	Restart Paid for Advice services as part of Covid-19 recovery, to improve compliance with public protection regulations.	<ul style="list-style-type: none"> Additional revenue generated. Improved compliance by businesses. 	WBO 2 / Strategic Priority 7	1 st April 2023	31 st March 2024	0%	There is an SPF supported programme of food safety planned for the next year or so. This will provide businesses with key food safety messages relating to hygiene and allergen controls. It is expected many businesses will receive free training. The down-side of this approach is the income targets relating to Paid For Business Support will be at risk. This issue is being managed. It is expected that several companies will continue to access advice via the Primary Authority programme.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
8	Investigate criminality and money laundering with a view to preventing serious and organised crime and allowing criminals to keep the profits of their activities.	<ul style="list-style-type: none"> • Excellent partnership work • Less victims • Seized assets 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	Since 1 April 2023 there have been four cash seizures totalling £21,240 and one account freezing order of £22,835.08. Financial investigations are continuing and applications to court to get the money forfeited will be considered. A restraint order for £771,105.50 has been granted in relation to a criminal investigation into counterfeit goods. Officers also provide support for other local authority's financial investigations which includes restraints of criminal money, cash seizures and account freezing orders.
9	Raise awareness and enforce the minimum energy efficiency standards for rental properties. (An Energy performance certificate (EPC) rating of A to E is required on these properties to comply with the law).	<ul style="list-style-type: none"> • Enforcement outcomes delivered to those landlords with properties with an F or G EPC. • Enforcement outcomes delivered to those landlords operating without an EPC. • New unregistered properties entering the market being monitored. 	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 2 / Strategic Priority 2</p> <p>WBO 2 / Strategic Priority 7</p> <p>Climate Change Plan</p>	1 st April 2022	31 st March 2028	50%	<p>The programme is an SPF project. Planning and preparation took place in the spring and data sets were set up to allow interaction with landlords in the summer. This has commenced. An officer was recruited and the project team are working to an action plan.</p> <p>During Q1: 3 F rated properties were brought into compliance following the previous issue of Compliance Notices. This equates to an annual reduction in CO2 of 16.3 tonnes, a reduction in energy costs of £1,975 and a reduction in energy consumption of 27856 KWH. 14 further F/G rated properties remain non-compliant and enforcement action is ongoing.</p> <p>No enforcement action was undertaken for properties without an EPC.</p> <p>A new list obtained from Rent Smart Wales indicates 77 new F/G rated properties have entered the market. Cross referencing with the EPC Register is to be undertaken to ensure currency and then appropriate enforcement activity will commence.</p>

Objective 5 - Climate Change Plan 2022-27 Delivery

Objective 5 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Our Buildings: Complete the building related actions of the Climate Change Plan, including ensuring all new buildings are net zero carbon, only low carbon heating systems are used, and zero carbon retrofits take place.	<ul style="list-style-type: none"> Written policy developed and agreed by Cabinet (Leads CMs are Infrastructure & Assets and Climate Change & Biodiversity and also CM Education & Early Years). No new gas boilers installed. 	WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2022	31 st March 2024	50%	Net zero new builds are being constructed. Further work is required to understand the low carbon standards which should be applied to retrofits. Further work is required to ensure retrofits happen to NZC standards.
Page 61	Transport: Complete the transport related actions of the Climate Change Plan, including supporting fleet decarbonisation and the roll out of charging infrastructure both for our organisation and the city.	<ul style="list-style-type: none"> Work with NCC's fleet manager to ensure that there is sufficient charging to support EV adoption Draft and adopt an EV charging policy Map and prioritise locations for public EV chargers Accelerate the delivery of public EV chargers 	WBO 2 / Strategic Priority 1	1 st April 2022	31 st March 2024	50%	The climate change team is supporting this action via the delivery of public EV charging.
			WBO 4 / Strategic Priority 3 Climate Change Plan				
3	Wider Roll: Continue to identify and apply for sources of funding to support the delivery of actions across the climate change plan.	<ul style="list-style-type: none"> Funding gaps identified New sources of funding identified 	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2022	31 st March 2024	20%	Funding has been identified / applied for / received across the themes of procurement, buildings and transport. More work is needed in relation to land.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	Wider Role - LAEP - Domestic: Support CCR on regional Domestic Energy Efficiency schemes that will benefit Newport.	<ul style="list-style-type: none"> • ECO4 Flexible funding implemented and measures delivered 	WBO 2 / Strategic Priority 1	1 st April 2022	31 st March 2024	75%	NCC have been working closely with CCR and are close to launching the ECO4 Flex scheme in Newport.
5	Wider Role - LAEP - Industry: Engage with the South Wales industrial cluster to understand and support industrial decarbonisation in Newport.	<ul style="list-style-type: none"> • Meetings held with a range of stakeholders. • Decarbonisation opportunities and potential partnerships identified. 	WBO 2 / Strategic Priority 1	1 st April 2022	31 st March 2024	50%	Increased engagement with industry this quarter on matters such as renewable energy and heat networks.
Page 62	Wider Role - LAEP - Transport: Accelerate the roll out of EV charging for residents.	<ul style="list-style-type: none"> • EV charging policy adopted • Further mapping undertaken • 100+ charging connectors installed. 	WBO 2 / Strategic Priority 1	1 st April 2022	31 st March 2024	75%	NCC have worked in conjunction with CCR to install charge points this financial year and have applied for a significant amount of funding to install further public chargers in 23/24.

Performance Measures

Annual performance measures are not included in the Mid-Year review and will be reported as part of 23/24 End of Year Review.

Performance Measure / Description	End of Year Performance (21/22 to 22/23)			Mid-Year Performance 23/24		
	Actual 2021/22	Actual 2022/23	Actual Q2 2022/23	Actual Q2 2023/24	Target 2023/24	Commentary
Percentage of Bi-monthly cleanliness inspections of highways and relevant land	98.7%	99.6%	99.2%	95.8% (115 / 120)	97%	Actuals in Quarter 2 show as slightly under target, however cleanliness standards across Newport are good and it is expected the year end result will be on target.
Percentage of Municipal waste re-used, recycled and composted.	67.1%	65.2%	66.7%	67.8% (24,984.34 T / 36,828.33T)	64%	Performance measure is succeeding against the agreed target for 2023/24.
Kilograms of residual waste generated per person	155.54 kg/person	152.25kg/person	75.3kg / person	74.18 kg / person	155 kg/person Q2 Target - 77.5 kg / person	Performance measure is on target to meet the agreed target for 2023/24.
Percentage of municipal waste recycled at the HWRC	82.4%	84%	77.7%	87.4% (3,611 / 4,131.7)	70%	Performance measure is succeeding against the agreed target for 2023/24.
Average number of days taken to clear fly tipping incidents.	1.23 days	1.4 days	1.4 days	1.4 days	1.5 days	Performance measure is succeeding against the agreed target for 2023/24.
Number of events held on a range of countryside biodiversity and recycling related matters.	102	96	41	78	45 Q2 Target - 22	Performance measure is succeeding against the agreed target for 2023/24.
Percentage of significant Regulatory issues resolved	79.3%	91%	90.4%	95.5%	95%	Performance measure is succeeding against the agreed target for 2023/24.
Percentage of ASB incidents resolved by wardens	95%	97.3%	97.3%	96.8%	93%	Performance measure is succeeding against the agreed target for 2023/24.
Percentage of Food establishments broadly compliant with food hygiene standards	95.5%	95%	95%	95%	95%	Performance measure is succeeding against the agreed target for 2023/24.

Performance Measure / Description	End of Year Performance (21/22 to 22/23)			Mid-Year Performance 23/24		
	Actual 2021/22	Actual 2022/23	Actual Q2 2022/23	Actual Q2 2023/24	Target 2023/24	Commentary
Percentage of businesses that were either compliant or brought into compliance during the period	No Data	97%	97%	89% (474 / 533)	97%	This PI will not show true performance when results are analysed soon after the close of the reporting period. Officers will need as much as 2 months to establish if a non-compliant business has rectified the problem. It is expected that the compliance rate would be higher if results are based on data from 'reporting period plus 10 weeks' rather than 'reporting period plus 2 weeks'. The information will be rerun in mid-November to sense check the figures. A correction will be made at this point.
Value of the impact service actions have on regulatory criminality	No Data	£1.75m	£1,641,719	£828,018	£1.5m	It is understood this return is under-reporting (even though it is showing green). It has been identified that one of the reporting teams has not inputted this year. Efforts will be made to rectify this. (Often officers focus is on 'doing' rather than reporting).
Value of the impact service actions have on returning and protecting funds to residents	No Data	£257,452	£200,202	£43,560	£200k	Scam Prevention work is planned in the final half of the year that is very likely to deliver a £250,000 saving. There are also cases moving through court process that may result in as much as £60,000 savings to residents.

Case Studies, Key Achievements, Awards

Below are some examples of case studies, key achievements and awards which the service area delivered in 2023/24.

Health Improvement Enforcement work

The service remains committed to health improvement enforcement. This is illustrated by its work on illegal tobacco and vaping products. Since 1 April 2023, the Trading Standards Section seized 150,270 illegal cigarettes and 49.65kg of illegal hand rolling tobacco with a combined value of £42,911. 9 ASB Closure Orders have been obtained following these seizures and there are 6 active significant investigations. Three members of an organised crime group have been convicted of fraud. (Sentence pending).

3,822 illegal disposable vapes worth £38,220 have been seized. Legal disposable vapes are regulated by the MHRA, illegal disposable vapes have not been assessed and tested in accordance with UK law and are in breach of the relevant regulations. The potential harm they may cause to the health of consumers is concerning.

Additionally, many of the illegal disposable vapes have packaging and flavourings that are clearly child appealing. It is illegal to sell vape products to persons under 18 years of age. It is also important to try to stop these products ending up in the hands of children. To that end, 18 test purchase attempts have been made with 10 business



RSPCA Awards – Newport City Dogs Home

Newport City Dogs Home has won gold in two categories at the 2023 RSPCA Cymru PawPrint Awards for their work with stray dogs. This is the twelfth year that the team has been recognised with a gold award in the stray dog category for their hard work looking after the dogs in their care. Newport City Dogs Home also won a second gold award for their work with kennelling stray dogs.

The RSPCA PawPrints annual award scheme recognises hard work from public bodies in relation to animal welfare. There are a number of categories for awards including recognition for stray dog provision, animal licensing work, contingency planning, and housing policies. Each category is judged on specific criteria and there are bronze, silver and gold standards in each.

To achieve a gold award for stray dog services requires protecting the welfare of stray dogs during and after they are in your care, as well as promoting responsible ownership. For the kennelling gold award requires ensuring the welfare needs of dogs are met and in line with RSPCA good practice.

Street Art Project

A partnership project between Newport City Council, Welsh Government and the South Wales Trunk Road Agent (SWTRA) has resulted in the opening of a dedicated space for artists to display their works, the new graffiti wall in Glebelands Park, which covers the walls on both sides of the tunnel linking the northern and southern sections of the park, running under the M4.

The designation of a legal graffiti space aims to encourage innovation and creativity in a safe environment, while reducing the level of graffiti in unauthorised areas. The project is part of the council's work to improve the city's physical environment, and follows the commissioning of a number of murals across Newport, including those at Harlequin Roundabout.



Green Flag Award for Newport's Parks

The Green Flag awards are a UK-wide scheme which recognise and reward well-managed parks and green spaces. Beechwood Park and Belle Vue Park have been recognised by Keep Wales Tidy for their excellent visitor facilities, high environmental standards, and commitment to delivering great quality green space.

This will be the seventeenth consecutive year that Belle Vue has been awarded Green Flag status, while Beechwood is celebrating its sixth consecutive award. Belle Vue has also retained its Green Heritage status for a sixth-year running. The Gwent Crematorium has also retained its Green Flag status for the seventh year in a row.



Improvements to Play Areas

The Parks Team are working on upgrading play areas across Newport to provide children with safe and fun spaces to play. The project aims to create play areas that are inclusive, accessible, and sustainable, and by upgrading the play areas, the project hopes to encourage children to spend more time outdoors, promoting physical activity and social interaction. The project is being undertaken with the input of the community, ensuring that the needs and preferences of local families are considered in the design process through multiple consultations.

The first improvement works completed as part of this year's Programme of Interventions have been at the play area located at Ruperra Street in the Pill ward, and included full refurbishment of the surface, full refurbishment of play equipment and refurbishment of fencing and gate.



Glossary

Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' Target Date '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' Target Date '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' Target Date '.
C	Project / Action has been successfully delivered

Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance.

Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 - Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 - Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

Abbreviations

Abbreviation	Description
AQMA	Air Quality Management Area
HWRC	Household Waste Recycling Centre
ICCM	Institute of Cemetery and Crematorium Management
SPF	Shared Prosperity Fund
SWTRA	South Wales Trunk Road Agent
WEEO	Waste Electrical and Electronic Equipment Directive

This page is intentionally left blank



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

MID-YEAR REVIEW

INFRASTRUCTURE

2022-24



Contents

	Page No.
Introduction	2
Head of Service Executive Summary	3
2023/24 Mid-year Overview	5
Programmes and Projects	7
Workforce Development	10
Objectives and Actions	11
Performance Measures	21
Glossary	22

Strategic Leads

Cabinet Member for infrastructure & Assets	Councillor Laura Lacey
Director for Environment & Sustainability	Paul Jones
Head of Infrastructure	Stephen Jarrett

Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an Ambitious, Fairer and Greener Newport for everyone and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives, strategic priorities, and deliver continuous improvement each service area has developed their service plan. This report provides the Mid-Year progress against the Infrastructure Service Plan 2022-24 (23/24).

Newport has a population of 159,600 (ONS 2021 Census) and by 2030, the population is projected to increase further to 166,187 alongside further growth in new businesses and housing. It will be important for communities and places to connect together to work, socialise and explore the urban and rural areas of the city. With major transport infrastructure such as the M4, A48, Newport train and bus stations, and active travel routes it is important for residents, commuters, businesses are able to connect and travel safely. Infrastructure is involved with the Burns Commission, supporting major infrastructure projects in Newport and the wider region. Furthermore, Infrastructure is also delivering Active Travel projects to create and upgrade active travel routes making it easier for residents to use alternative transport to move around the city.

Infrastructure discharges its duty as a highway authority managing over 655km of road network and 923km of footways in addition to being responsible for the maintenance of all highway assets such as bridges, streetlighting, street furniture, traffic systems and highway drainage. We also deliver road safety (including road safety education and training), statutory highway safety inspections and street works management, highway development control together with engineering consultancy services, public transport services and fleet management for the whole of the Council. Parking services undertake the civil parking duty for the council and manages the surface and multi-story car parks across the city centre envelope. As a Lead local flood authority, together with the duties as a Sustainable Drainage Approval Board, Infrastructure is involved with preventative and reactive flood management in Newport. Infrastructure is also responsible for co-ordinating and supporting the Council's response to emergency and major events such as highway emergencies and extreme weather such as snow and flooding. The Council's Civil Contingencies team supports and coordinates the Council's response to these events.

Service Area Objectives

Objective 1 - Transforming Newport's highways and transport system to improve air quality, safety and promote active travel.

Objective 2 - Reducing the Council's carbon emissions by moving towards zero and Ultra Low Emissions Vehicles (ULEV).

Objective 3 - Build climate resilience and alleviate flooding across the city using a range of measures including natural flood defences.

Objective 4 - Ensure Newport City Council is meeting its requirements under the Civil Contingencies Act.

Head of Service Executive Summary

For most of the first 6 months of 2023, Infrastructure has been delivering services and meeting its statutory duty as highway authority under the prerequisite of essential spend only, whilst also developing and implementing improvement schemes.

Whilst this position has and will remain challenging through the remainder of the current financial year, the service continues to perform well against the service plan objectives and actions. At the mid-year point, we are reporting 11 green (on track), 5 amber (mainly on track) progress statuses on our Service Plan programmes and projects. Currently there are no red reports. Additionally, all 5 performance measures are reported as green (achieving target) at the mid-year point with current projections indicating that this will remain through to year end.

Whilst all the Service Plan projects deliver tangible highway or transportation benefits of our communities, the following are examples of current projects that have the capacity to impact greatly the way we travel across the city both now and in the future. The introduction of the 20mph default speed limit in Wales which, although signage works continue through the remainder of the year, the project was legislatively delivered to the nationally applied enactment date of the 17th of September.

Officers continue to work on the delivery of the transport improvement recommendations set out by the Burns Commission, through the council's positions on the Burns Steering Group and Delivery Unit. Initial focus is on options for bus and active travel corridors in and between Newport and Cardiff, Newport Central Infrastructure Improvements and 3 new railway stations.

We have been successful in our bids for Welsh Government capital funding again this year which is enabling significant improvements to the drainage systems on the A467, further evaluation and extended trialling of school streets together with improvements in our bus passenger infrastructure and Active Travel network.

The Civil Contingencies Unit has been focused on delivering the priority workstreams that were delayed due to the council's support in responding to the COVID19 pandemic and the Homes for Ukraine Scheme. The unit has also undertaken significant work in delivering and participating in two UK national exercises which, through the participation of strategic officers, has built further resilience into the Council's emergency response capability. The unit has also supported the coordination of the Councils response to the UK National Covid19 Inquiry.

The delivery of the 2023/24 MTFP savings has progressed well with the decommissioning and repurposing of the Uskway fountains and operational changes to the way we maintain our drainage systems implemented in the early part of the year. The roll out of the extension to the City's part night lighting scheme as part of the councils MTFP measures is being delivered to programme across the city, producing significant savings and reducing our carbon footprint. Overall, the 2023/24 revenue budget is showing a broadly balanced position at the mid-year point and will be closely monitored due to increased pressures as we enter the winter period.

Against the backdrop of essential spend, depreciating assets and challenges around staff recruitment and retention, it is acknowledged that the current position will only be maintained through the continued support and dedication of our staff. There remains significant concern around the condition of some of the highway assets, not least the declining condition of the carriageways and highway structures. Whilst every effort is made to maximise the benefits of available capital maintenance funding, we are currently failing to maintain condition "steady state" across all asset groups.

The condition of the city's A, B and C road network is reported annually at year end and the current declining trend in overall condition is forecasted to continue. In response to this challenge, we continue our reactive work to ensure the highway asset is maintained in accordance with our Highway Asset Management Plan,

The city continues to experience an increasing number of extreme weather events, having once again experienced a prolonged dry summer, the start of what appears to be a mild/ wet winter, and unseasonable high wind speeds. Winter is always a challenging time where the safety, availability and serviceability of the network is the priority. However, the effects of climate change now result in unseasonal weather impacts throughout the year. Whilst operational and emergency plans are in place to deal with these events, they do pose challenges to operational highway services when ensuring the availability of the highway network and safety of its users.

Funding for bus services in Wales remains a concern and officers continue to work with Welsh Government to identify and secure continued funding for Newport and the region, to support services through to year end and beyond. Confirmation of the levels of funding available will enable the required retendering of services to be undertaken in 2024.

Looking forward to the last two quarters of the year, Infrastructure will be focusing on maintaining the levels of delivery and performance achieved in the first two quarters, and delivering a number of projects that will impact on the council's resilience to the effect of climate change and promotion of public transport and modal shift. These will be reported on at years end.

With the anticipated reduction in funding available to Local Authorities next year, the need to identify and deliver savings through the councils MTFP process will place significant pressure on the service and proposals will need to be carefully considered to ensure that the council's ability to meet its statutory duties is not compromised.

We await Welsh Governments confirmation of their funding priorities and invitation to bid for capital and revenue funding for potential initiatives and projects in 2024/25, and will seek to submit bids as appropriate to continue with our investment in the area. In terms of strategic documentation, the revised 2024/2030 Local Flood Risk Management Strategy will be progressed, as will the revised 2024/2028 Highway Asset Management Plan.

Infrastructure 2023/24 Overview

Service Plan Objectives

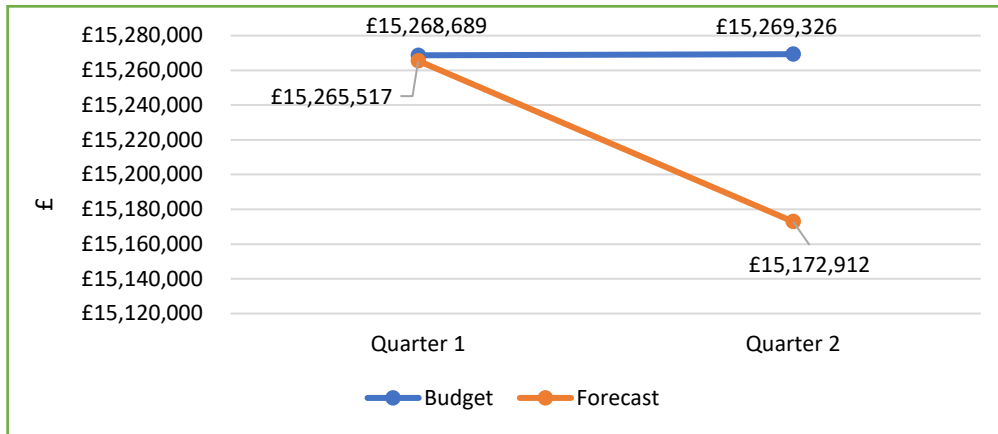
Objective	Mid-Year Status (Red / Amber / Green)
Objective 1 - Transforming Newport's highways and transport system to improve air quality, safety and promote active travel.	Green
Objective 2 - Reducing the Council's carbon emissions by moving towards zero and Ultra Low Emissions Vehicles (ULEV).	Green
Objective 3 - Build climate resilience and alleviate flooding across the city using a range of measures including natural flood defences.	Amber
Objective 4 - Ensure Newport City Council is meeting its requirements under the Civil Contingencies Act.	Amber

Service Area Risks

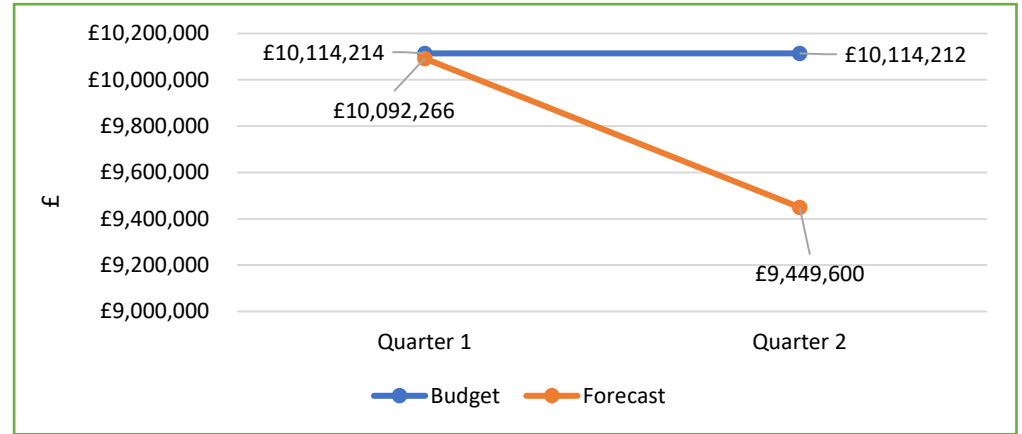
Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarterly Risk Scores (Q3 2022/23 to Q2 23/24)			
				Quarter 3 22/23	Quarter 4 22/23	Quarter 1 23/24	Quarter 2 23/24
Highways Networks	Corporate	20	15	20	20	20	20
City Centre Security and Safety	Corporate	12	9	10	10	10	10
Pressure of demand on Infrastructure Service	Service	12	9	12	12	12	12
Business Continuity	Service	12	4	12	12	12	12
Extreme Weather Events	Service	12	8	12	12	12	12

Service Area Finance Forecast (End of Quarter 2)

Revenue Forecast



Capital Forecast



Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
<p>20mph Default Speed Limit in Wales</p>	<p>Delivery of the revised national default speed limit on restricted roads from 30mph to 20mph across the city, with a view to achieving the following:</p> <ul style="list-style-type: none"> • Reduce collisions and save lives • To improve quality of life, make streets safer for playing, walking and cycling, and thus improve physical and mental wellbeing. • Encourage the modal shift away from car use to more sustainable modes of transport that is urgently needed to tackle the Climate Emergency and improve air quality across the city. <p>Project requires revocation and drafting of new traffic orders together with the necessary sign and road marking revisions to ensure compliance and speed limits remain enforceable.</p>	<p>Well-being Objective 2</p>	<p>Quarter 4 2023/24</p>	<p>80%</p>	<p>The 20mph Default Speed limit project is green, and on track with the 17 September 2023 implementation date being met in Newport.</p> <p>All programmed works completed to programme. Full consultation and democratic process undertaken for the 30mph exceptions.</p> <p>Whilst the network is fully compliant with the new default speed limit, the project continues through to March 2024 for removal of signage that could not be removed before the 17 September, additional signage such as around schools and traffic calming, review of traffic system timings and vehicle activated speed signage.</p> <p>This programme has been recognised by Welsh Government and has been fully funded through to March 2023.</p>

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
South East Wales Transport Commission (Burns) Recommendations	<p>The Burns Delivery Board and Unit were created in Spring 2021 to bring together Welsh Government and local authorities to deliver the transport recommendations made by Lord Burns' South East Wales Transport Commission (SEWTC) Through membership on these bodies, Newport seeks to drive forward a package of transport improvements for the city. These include:</p> <ul style="list-style-type: none"> • Newport Central Infrastructure Improvements • Improved Bus and Active Travel infrastructure • Provision of 3 new railway stations 	Well-being Objective 2	Quarter 3 2027/28	10%	<p>The Newport Central Consultation report has been received by the Council and is currently being considered prior to scheme progression. The proposed A48 BRT proposals were presented to the Leader of the Council and CM Infrastructure in August with feedback subsequently delivered to Transport for Wales, next steps require a refinement of the proposals before a final option agreed upon and business case developed.</p> <p>Newport Live (Momentwm) have begun to host employee engagement events with NCC Active Travel Team in relation to behaviour change and will start to roll out across the wider Council including schools.</p> <p>Workshops relating to the new rail station proposals have continued with a Transport for Wales owned consultation being developed.</p> <p>Active Travel Team appointed to in August with one of the main priorities being the development of the cycle hire scheme, reviews of the original feasibility studies have been carried out in September. Plan to identify a procurement route in Q3.</p>

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
Moving traffic contraventions and Bus Lane Enforcement	Application to Welsh Government for an order designating Newport as a civil enforcement area for moving traffic and Bus lane contraventions	Well-being Objective 2	Quarter 4 2023/24	5%	Briefing note produced April 2023, advising on the statutory process to enable Newport City Council to apply for moving traffic enforcement powers. Regional meeting with SE Wales highway authorities held in August 2023 showed limited interest or appetite for applying for Moving Traffic Offences (MTO) powers across the region. Initial estimated costs, associated with a consultancy commission to bring the authority to a point where an application could be made, has been produced.
Active Travel Programme 2022-23	This programme is the delivery of projects across Newport as part of the Active Travel grant programme. The delivery of these projects is to provide citizens alternative modes of travel across the city and reduce reliance on the motor car. The benefits of these projects is wide ranging including health, improving air quality, community safety, tackling poverty and contribute towards improving the economy of the city.	Well-being Objective 2	Quarter 4 2023/24	20%	Active Travel Team recruited to in August. 23/24 Core Allocation work programme being developed with Transport for Wales (TfW) input and advice which will also support the development of the 24/25 bids due in January 24.
A467 Highway Improvements	Surface Water drainage improvements to improve highway safety, serviceability and availability.	Well-being Objective 2	Quarter 4 2023/24	10%	This project is Green On Track with the works programmed to be tendered through established procurement frameworks on the 29 th September 2023. Programmed commencement is November 2023 with completion February 2023.
Bus Passenger Shelter Replacement scheme	Continuation of the project delivering replacement bus passenger shelters across the city together with a roll out of real time passenger information infrastructure.	Well-being Objective 1 Well-being Objective 2	Quarter 4 2023/24	16%	A steady flow of shelters is now being received. 3 erected at end of Sep, planned to continue at 2 per week using internal resource which is also proving more cost effective than using external contractors.

Workforce Development

To support workforce development across the Infrastructure service area the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
<p>Ensure staff have the required training, skill sets and confidence to make decisions commensurate with their grade. Ensure service area procedures and processes support the objectives of this action.</p>	<p>Maximisation of efficiencies within service provision through well trained and confident staff.</p>	<p>1st April 2022</p>	<p>31st March 2024</p>	<p>30%</p>	<p>Following the skills audit, general training needs have been identified. Where appropriate in-house training providers are available, staff are encouraged by their managers via their one-to-one meetings to sign up for the training. Where training needs are corporate in nature but are not met via established in house training, bespoke internal training and external providers are being considered. Where engineering or specialist service provision training is identified, securing training remains challenging.</p>
<p>Acknowledge and address the ongoing difficulties in recruiting and retaining qualified and experienced engineering staff. Explore the possible barriers to successful recruitment into local government through better understanding of the job market.</p> <p>Better understanding of the role and limitations of agency and consultancy services in meeting the staffing and skills gap.</p>	<p>Recruitment and retention of qualified staff ensuring sufficient staff numbers, skills and knowledge is retained within the service area to ensure statutory and non-statutory duties are met. Reduced reliance on agency and consultancy services to bridge staffing and skills gap. Ability to build resilience and robust succession planning for what is an aging workforce within the service. Meeting the above outcomes will provide the foundations for a fit for purpose trainee/ apprentice scheme to enable the service to "grow its own" engineers for the future.</p>	<p>1st April 2022</p>	<p>31st March 2024</p>	<p>10%</p>	<p>Recruitment and retention of engineering staff continues to be challenging. Service areas are working with HR Business Partners on how best to attract new talent, revising the JD's setting out clear information on the duties of the posts and the benefits of working within the authority. The application of "market supplements" is being considered for some long-term vacancies by HR and a briefing note has been prepared setting out the issues being experienced and the current salaries being offered, both within SE Wales authorities and the wider sector.</p>

Page 10

Objectives and Action Plan Update

Objective 1 - Transforming Newport's highways and transport system to improve air quality, safety and promote active travel.						Objective 1 Mid-Year Assessment	
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
	Tackling illegal parking across the city.	Build on the successful implementation of the Civil Parking Enforcement service in 2019 through: <ul style="list-style-type: none"> Addressing known parking problem areas. Improved compliance within permitted parking spaces and maximised turnover of parking in available kerb space. Improved traffic flow and management Parking service that is responsive to stakeholder need Effective deterrent to the growth in car use within the city centre and encouragement of the use of Public Transport 	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 5	1st April 2022	31st March 2027	25%	The Civil Enforcement Team continue to undertake parking enforcement throughout the City. A double shift approach is being utilised (07:00 to 15:00 and 11:00 to 19:00) to increase coverage across the City.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
2	Improve and expand the current Active Travel network across the city to connect communities and destinations in line with priorities in the Active Travel Network Map and funding allocations (ATNM).	<ul style="list-style-type: none"> • Deliver annual programme of improvement measures funded through active travel core allocation and standalone Welsh Government and other grants. • Seek to identify all potential sources of funding to implement schemes. • Engage fully across all service areas to ensure duty to extend and improve the network is included in all council led statutory and non-statutory plans. 	<p>WBO2 / Strategic Priority 1</p> <p>WBO2 / Strategic Priority 5</p> <p>Climate Change Plan</p>	1st April 2022	31st March 2027	20%	AT Team engaging with community representatives to further develop schemes, these processes are ongoing with the development of the 24/25 bids and continued expansion of the Active Travel Network Map.
3	Use the Active Travel Network map to develop a new accessible public cycle map.	<ul style="list-style-type: none"> • Map developed for internal systems and published on council public facing sites. • Link with the Councils Tourism Officer etc to provide digital and hardcopy format. • Link with partners in PSB to share data on routes for well-being and health promotion. 	<p>WBO2 / Strategic Priority 1</p> <p>WBO2 / Strategic Priority 5</p>	1st April 2022	30th June 2024	20%	AT Team now in post and have factored this development in with other priorities. To be progressed with the Leisure and Tourism team.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	<p>Promote active travel routes and travel choices across the city.</p> <p>Input and lead on behaviour change initiatives for PSB.</p>	<ul style="list-style-type: none"> Package of promotion work complete that was stated in 2021. This includes: <ul style="list-style-type: none"> Videos of AT routes available. Interviews with users to encourage behaviour change. Info on journey times between destinations. Mapping available for all including school specific and remote access. Linking with behaviour change group to promote through events in City. 	<p>WB02 / Strategic Priority 1</p> <p>WB02 / Strategic Priority 5</p>	1 st April 2022	31 st March 2027	20%	AT promotional videos and ATNM used alongside Newport Live when delivering employee engagement event at Civic Centre. Plans are in discussion to roll this out to other council establishments including schools.
5	Implement a city-wide bike hire scheme (to include e-bikes).	<ul style="list-style-type: none"> Business case and funding sourced for whole scheme. Implement scheme including docking stations within city as per business plan. Coordinate with neighbouring authorities. 	<p>WB02 / Strategic Priority 1</p> <p>WB02 / Strategic Priority 5</p>	1 st April 2022	31 st March 2024	10%	Active Travel Team recruited to in August. Assessment of original feasibility review undertaken. Expressions of interest to be issued in November 2023, with a view to Issue a Prior Information Notice (PIN) on Sell2Wales in January 2024 (subject to investment board approval). This will inform the final business case and associated funding request to Burns Delivery / WG.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
6	Remove barriers to active travel by way of providing secure cycle parking / cycle hubs and footway crossings.	<ul style="list-style-type: none"> • 'Gap' Project cycle storage in city centre in place. • Roll out of on and off-street cycle hangers including cycle hangers in multi-story car parks commenced. 	<p>WBO2 / Strategic Priority 1</p> <p>WBO2 / Strategic Priority 5</p>	1 st April 2022	31 st March 2027	20%	All Active Travel bids are under development along with the cycle hire scheme which will include cycle parking / cycle hubs. AT enhancements are constantly assessed throughout all levels of infrastructure implementation and feed into the planning processes.
7	Continue to promote the use of public transport to reduce emissions.	<ul style="list-style-type: none"> • Working with stakeholders to promote public transport use. • Initiatives developed within Newport to promote the use of public transport. • Improved infrastructure provided to act as a Shop Window. 	<p>WBO2 / Strategic Priority 1</p> <p>WBO2 / Strategic Priority 5</p>	1 st April 2022	31 st March 2027	20%	<p>Transport for Wales has developed a national bus promotion campaign. Cardiff Capital Region Transport Authority (CCRTA) (of which NCC is a constituent Authority) working with bus operators has contributed £50k to procure additional promotional material in the region.</p> <p>The council has installed 60 E-Reader displays at bus stops in the city, which provide timetable and promotional information.</p> <p>There have been public consultation events for proposed public transport infrastructure investment in Newport.</p>
8	Bus Shelter Replacement scheme – Continuation of the project to deliver replacement bus passenger shelters across the city together with a roll out of real time passenger information infrastructure and solar power (where possible).	All new shelters are provided with solar power to minimise environmental impact and cost of mains connection.	<p>WBO2 / Strategic Priority 1</p> <p>WBO2 / Strategic Priority 5</p>	1 st April 2022	31 st March 2024	16%	A steady flow of shelters is now being received. 3 erected at end of Sep, planned to continue at one per week using internal resource which is also proving more cost effective than using external contractors.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
9	Pilot traffic free streets near schools.	<ul style="list-style-type: none"> Undertake a feasibility study that will provide a prioritised list of schools to be taken forward for School Street Timed Closures. Test the implementation of School Street Timed Closures at a number of selected schools through School Street trials. Continued trail closures at the 4 established school sites to further embed established active travel culture. 	<p>WBO2 / Strategic Priority 1</p> <p>WBO2 / Strategic Priority 5</p> <p>Climate Change Plan</p>	1 st April 2022	31 st March 2024	30%	Evaluation of data sets complete. Top 6 schools approached to encourage engagement. Trials on track. Regular progress meetings being held with external partner.

Objective 2 - Reducing the Council's carbon emissions by moving towards zero and Ultra Low Emissions Vehicles (ULEV).

Objective 2 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Produce fleet replacement plan and cost of transition to fully ULEV fleet.	Financial plan developed for replacement of vehicles which will form part of the budget setting going forward.	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2022	31 st March 2024	C	5 year capital budget set for the Fleet Replacement Programme (FRP). Costs for the transition to fully ULEV fleet included in FRP which has been signed off by the Executive Board.
2	Produce and deliver a plan to electrify the Council's remaining fleet.	All vehicle and plant procurement includes consideration for an electric alternative.	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2022	31 st March 2024	44%	NCC currently own 68 Ultra Low Emission Vehicles with a further 20 on order with expected delivery in 23/24. Trials are being arranged for specific vehicle types and the 5 year Fleet Replacement Programme maps out the remaining vehicles required but acquisition will depend on availability and suitability.
3	Year on Year reduction in the reliance on fossil fuels. Begin reporting on number of electric miles driven vs conventional miles and the benefits resulting from this.	Number of ULEV miles driven vs petrol/diesel mileage by council fleet	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2023	31 st March 2024	75%	Processes already in place to record non ULEV mileage on a quarterly basis. Process to be developed and implemented for non ULEV fleet.

Objective 3 - Build climate resilience and alleviate flooding across the city using a range of measures including natural flood defences.

Objective 3 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Develop a sustainable drainage strategy for Newport and maximise opportunities for SuDS (Sustainable Drainage systems).	<ul style="list-style-type: none"> Regular workshops taking place with SAB (SuDS approval body). Draft SuDS design guide for NCC developed. 	WBO 2 / Strategic Priority 1 Climate Change Plan Extreme Weather Risk	1 st June 2022	31 st March 2024	C	This task has been split in to 2 separate pieces of work due to the size and timescale involved with creating an overall larger document. The smaller piece of work " Guidance Checklist" has been created to assist consultants and developers design to the local requirements for Newport. this helps to ensure adequate information is submitted with every application. The second piece of work "SuDS Design Guide" is more involved and will need to include the creation of standard details which will be made available to the consultants. this will reduce the number of queries received and lead to a better quality of design/submission.
2	Update flood risk management plan and strategy in line with national strategy.	<ul style="list-style-type: none"> Draft Flood risk management plan developed using existing WG draft template. Draft plan revised once new WG template published. 	WBO 2 / Strategic Priority 1 Climate Change Plan Extreme Weather Risk	1 st June 2022	31 st March 2024	60%	Draft Strategy being produced with intention to go out to consultation during November 2023.

Objective 4 - Ensure Newport City Council is meeting its requirements under the Civil Contingencies Act.

Objective 4 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
	Ensure that the organisation is meeting its requirements under the Civil Contingencies Act (CCA) through delivery of the Civil Contingencies work programme.	<ul style="list-style-type: none"> • Delivery of Civil Contingencies work programme for the year. Organisation is supported in all aspects of civil contingencies and business continuity planning. • Effective partnership working in place. 	Not Applicable	1 st July 2022	31 st March 2024	50%	<p>Via the dedicated resourced Civil Contingencies Unit, the Council continues to meet its statutory duties under the CCA 2004, the Contingency Planning Regulations 2005 and wider legislative frameworks. The Council provides a 24/7 365 day emergency response capability via Civil Contingency Duty Officers. The Council also provides through a rota of all Heads of Service, Strategic Directors and the Chief Executive, strategic leadership, direction, and support during emergencies. This includes leading the Council's emergency response team, attending any strategic multi agency command and control structures, and ensuring that the Council's political leadership and elected members are informed and consulted.</p> <p>The developed Civil Contingencies 2023/24 work programme, agreed by Cabinet Member, ensures that the function maintains the required planning, training, and systems to meet the statutory requirements of the act. This work programme is reviewed quarterly to ensure that impacts to scheduled work due to incident response or unforeseen new risks are mitigated where possible, and urgent work prioritised.</p> <p>In addition, the unit is currently assessing the potential impacts both internally across service areas and with external partners of the increased risks brought by the oncoming winter period.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
	Ensure the organisation develops and maintains business continuity arrangements at corporate and service area levels, encompassing all critical services.	<ul style="list-style-type: none"> Robust business continuity arrangements in place at corporate and service area level. Business continuity arrangements updated for all critical services. 	Not Applicable	1 st July 2022	31 st March 2024	60%	<p>Work continues to ensure that business continuity management plans for all service areas are completed as programmed. This is a staged process including the realigning of business impact analysis forms (BIA's) for each service area to reflect the changes in service delivery and alignment following the Council's reorganisation. One to one session with service areas continue to overview and update existing BIA's, recognising that information pertinent to service areas will have changed. In addition, work is to shortly commence in developing a Corporate Business Continuity Management Plan to sit alongside the existing Corporate Emergency Management Plan. This Corporate Plan will be designed to inform the strategic response to a disruptive event impacting the Council's critical service delivery.</p> <p>The above work will also satisfy the requirement under the Council's Business Continuity Policy and Programme that all BIA's forms/service area plans are reviewed, and an exercise held on a 3 yearly rolling programme.</p> <p>The Council continues to routinely demonstrate its ability to identify and ensure the continuation of critical services during unforeseen disruptive events, which is built around the principles of robust business continuity policies and practices.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
3	Training for businesses operating within the city centre that may be affected by significant incidents in collaboration with Gwent Police and using NCC channels to promote and raise initial awareness of the scheme.	<ul style="list-style-type: none"> Improve the city centre security and safety for businesses, public and visitors in Newport. 	Not Applicable	28 th February 2020	31 st March 2024	30%	<p>Through utilising existing partnerships, work continues to promote and encourage nationally approved security training to ensure service providers across the City Centre and wider event organisers are better prepared to respond quickly to significant incidents. This work is primarily being overseen by the Council's Protective Security Preparedness Group and Event Safety Group.</p> <p>Since the last update City Centre premises that have been required to undertake training to maintain their café license, have had at least one member of their staff complete the required training.</p>
4	Co-ordinated evacuation arrangements for the city centre working with partner organisations within the city centre to construct a co-ordinated evacuation system. Implementation of mitigation measures in the city centre to assist in providing public protection. Progression of city centre safety improvements for the city centre.	<ul style="list-style-type: none"> Improve the city centre security and safety for businesses, public and visitors in Newport. 	Not Applicable	31 st March 2020	31 st March 2024	15%	<p>Stage one work on reevaluating the previously identified 'evacuation' zones continues, so to ensure that the changing city centre footprint and risks are reflected, we are also incorporating other areas/infrastructure across the city to ensure that any required mitigation measures to assist in providing public protection are in place.</p> <p>In addition, work will be commencing in October with colleagues in Counter Terrorism Policing Wales to enhance this work by assessing city centre security measures by not only geographical zones but also business/sector type zones. This intended that will support enhanced liaison and buy-in from business across the city centre area.</p>

Performance Measures

Annual performance measures are not included in the Mid-Year review and will be reported as part of 23/24 End of Year Review.

Performance Measure / Description	End of Year Performance (21/22 to 22/23)			Mid-Year Performance 23/24		
	Actual 2021/22	Actual 2022/23	Actual Q2 2022/23	Actual Q2 2023/24	Target 2023/24	Commentary
Number of Active Travel Journeys	393,952	360,057	219,080	352,004	410,000	On course to exceed target at current rate of journeys taken. Performance significantly improved on 22/23 due to the opening of the Devon Place footbridge.
(New) Percentage of programmed highway safety inspections completed on time.	No Data	100%	No Data	100%	90%	To ensure the asset condition, maintenance requirement and its associated risk to the highway user is understood, the service area undertakes programmed inspections of the highway in accordance with the councils Highway Maintenance Manual
(New) Percentage of reactive highway safety inspections completed on time.	No Data	100%	No Data	100%	90%	To ensure the asset condition, maintenance requirement and its associated risk to the highway user is understood, the service area undertakes reactive inspections of the highway in response to stakeholder notifications in accordance with the councils Highway Maintenance Manual
(New) Category 1 Defects completed within response time.	No Data	100%	No Data	90%	90%	Defects repaired within 24hrs in accordance with the councils Highway Asset Management Plan
(New) Category 2 Defects completed within response time.	No Data	89.1%	No Data	93%	85%	Defects repaired within 5 days in accordance with the councils Highway Asset Management Plan

Glossary

Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' <i>Target Date</i> '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' <i>Target Date</i> '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' <i>Target Date</i> '.
C	Project / Action has been successfully delivered

Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance.

Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 - Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 - Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

Abbreviations

Abbreviation	Description
AT	Active Travel
BIA	Business Impact Analysis
CCA	Civil Contingencies Act
SuDS	Sustainable Drainage Systems
ULEV	Ultra Low Emissions Vehicles



Scrutiny Report

Performance Scrutiny Committee – Place and Corporate

Part 1

Date: 27th November 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.

Forward Work Programme Update

- 2.4 The Committee's work programme was set in July 2023, including estimated timescales for when the reports will be considered by the Committee. This programme is then managed and implemented by the designated Scrutiny Adviser for this Committee under the direction of the Committee Chairperson.
- 2.5 Attached as **Appendix 1** is the Committee's Forward Work Programme Update. The Committee is asked to consider:
- *Any amendments to the topics scheduled to be considered at the next Committee meeting?*
 - *Are there any additional invitees that the Committee requires to fully consider the topics?*
 - *Is there any additional information that the Committee would like to request?*

The Committee agreed to keep a degree of flexibility within its work programme to enable the Committee to respond to urgent / emerging issues. This item is an opportunity for the Committee members to raise any suggested amendments to the Work Programme.

Action Sheet from Previous Meetings

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

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: 27th November 2023

Appendix 1

**Performance Scrutiny Committee – Place and Corporate
– Forward Work Programme Update**

Monday, 11 December 2023 at 2pm		
Topic	Information Required / Committee's Role	Invitees
<p>23 - 24 Service Plan Mid-Year Review for:</p> <ul style="list-style-type: none"> • Finance • Law and Standards • People, Policy and Transformation • Regeneration and Economic Development 	<p>Performance Monitoring - holding the executive to account for the Council's performance, focusing on:</p> <ul style="list-style-type: none"> • Achievement of outcomes and actions within service plans; • Scrutinising progress in improvements to areas of poor performance; • Assessing the extent to which performance objectives are contributing to the overall objectives and priorities of the Council including an update upon Corporate Objectives, Actions and Performance Measures. 	<p>Strategic Director – Transformation and Corporate Centre;</p> <p>Strategic Director – Environment and Sustainability;</p> <p>Head of Finance;</p> <p>Head of Law and Standards;</p> <p>Head of People, Policy and Transformation;</p> <p>Head of Regeneration and Economic and Development.</p>

Monday, 15 January 2024 at 2pm		
Topic	Information Required / Committee's Role	Invitees
<p>2024-25 Draft Budget Proposals and Medium Term Financial Plan</p>	<p>Pre decision – to receive and comment on the Cabinet draft proposals as part of the Budget Consultation Process, prior to a final decision being taken by the Cabinet</p> <p>Draft Budget Proposals</p> <ul style="list-style-type: none"> • Scrutinising of Service Area specific proposals within Committee's remit as part of the budget consultation process; • Assessing the anticipated impact of the budget proposals. 	<p>Strategic Director – Transformation and Corporate Centre;</p> <p>Strategic Director – Environment and Sustainability;</p> <p>Head of Finance;</p> <p>Head of Law and Standards;</p> <p>Head of People, Policy and Transformation;</p> <p>Head of Regeneration and Economic and Development;</p> <p>Head of Environment and Public Protection;</p> <p>Head of Housing and Communities;</p>

Appendix 1

**Performance Scrutiny Committee – Place and Corporate
– Forward Work Programme Update**

		Head of Infrastructure
--	--	-------------------------------

Performance Scrutiny Committee – Place and Corporate

ACTION SHEET – 24th July 2023

	Agenda Item	Action	Responsibility	Outcome
1	2022/23 Service Plan End of Year Reviews	Regeneration and Economic Development - Discussion ensued regarding the Place Making Plan, Destination Management Plan and the Cultural Strategy. Comment was made that the information available was vague and it cannot be seen how the service area are going to get these plans off the ground and drive the traffic of information to get people to visit Newport. The Committee request if they could receive information reports on the three strategies by the end of September.	Head of Regeneration and Economic Development	COMPLETED – Information sent to Head of Service on 25th October 2023.
1	2022/23 Service Plan End of Year Reviews	Regeneration and Economic Development - <i>Page 25 Reference 6 - “Develop a Place Marketing Plan which promotes Newport as a great place to live, work, learn, visit and invest in”</i> , Members would like to know what are the other peer locations that we have been looking at, and also what have been the highlights so far.	Head of Regeneration and Economic Development	COMPLETED – Information sent to Head of Service on 25th October 2023.
1	2022/23 Service Plan End of Year Reviews	Regeneration and Economic Development - Members asked if they could receive a breakdown of each business type within the city centre.	Head of Regeneration and Economic Development	COMPLETED – Information sent to Head of Service on 25th October 2023.

--	--	--	--	--

ACTION SHEET – 11th September 2023

	Agenda Item	Action	Responsibility	Outcome
1	Minutes of the previous Meeting held on 10th July 2023	Environment and Public Protection - The Committee requested an update on conversations with Registered Social Landlords contributing towards the Community Safety Warden service.	Head of Environment and Public Protection	COMPLETED - Information sent to Committee on 10th November 2023.
1	Minutes of the previous Meeting held on 10th July 2023	Infrastructure In relation to the Highways Asset Management Plan, Members wanted to understand whether a cost-benefit analysis is undertaken to determine whether it is appropriate to continue to repair roads with reactive repairs or whether it is more appropriate to invest in a capital replacement thus negating the ongoing reactive maintenance costs in the short/medium term and the criteria used for making those decisions.	Head of Infrastructure	ONGOING – Follow up for information sent on 8th November 2023.
2	Replacement Local Development Plan Preferred Strategy for Consultation	The Committee recommended that the Replacement Local Redevelopment Plan goes forward to consultation based on the feedback provided.	Head of Regeneration and Economic Development	COMPLETED - Comments from the Committee forwarded to the service area on 12th September 2023