

Regeneration, Investment & Housing

Mid-Year Review 2020/21



**Leader of Newport City Council and
Cabinet Member for Economic Growth
and Investment – Councillor Jane Mudd
Acting Head of Service – Tracey Brooks**

Introduction

This is the Regeneration, Investment & Housing update on the progress being made against the objectives, actions, performance and risk for the period 1st April 2020 to 30th September 2020. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#) and the [Council's Strategic Recovery Aims](#) in response to the Covid-19 crisis. As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

Long term		The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
Prevention		How acting to prevent problems occurring or getting worse, may help 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.

To support the delivery of the Council's Corporate Plan 2017-22 and the Strategic Recovery Aims, the Regeneration, Investment & Housing Service Plan 2020/21 focuses on the delivery of:

- **Wellbeing Objective 1** – To improve skills, education and employment opportunities
- **Wellbeing Objective 2** – To promote economic growth and regeneration whilst protecting the environment.
- **Wellbeing Objective 3** – To enable people to be healthy, independent and resilient; and
- **Wellbeing Objective 4** – To build cohesive and sustainable communities
- **Strategic Recovery Aim 1** - Understand, and respond to, the additional challenges which Covid19 has presented, including loss of employment, impact on business and on the progress, achievement and wellbeing of both mainstream and vulnerable learners.
- **Strategic Recovery Aim 2** – Understand and respond to the impact of Covid-19 on the city's economic and environmental goals to enable Newport to thrive again.
- **Strategic Recovery Aim 3** – Promote and protect the health and wellbeing of people, safeguarding our most vulnerable and building strong, resilient communities.
- **Strategic Recovery Aim 4** – Provide people with the resources and support that they need to move out of the crisis, considering in particular the impact that Covid-19 has had on our minority and marginalised communities.

The 2020/21 Service Plan has 7 objectives that are focused on:

Objective 1 – Encourage and support continued economic growth within the City, with particular focus on sustainable development and regeneration in the City Centre.

Objective 2 – Regeneration investment and Housing will make Newport a 'Thriving City'

Objective 3 – Develop a collaborative approach to modernise service delivery to residents across the city.

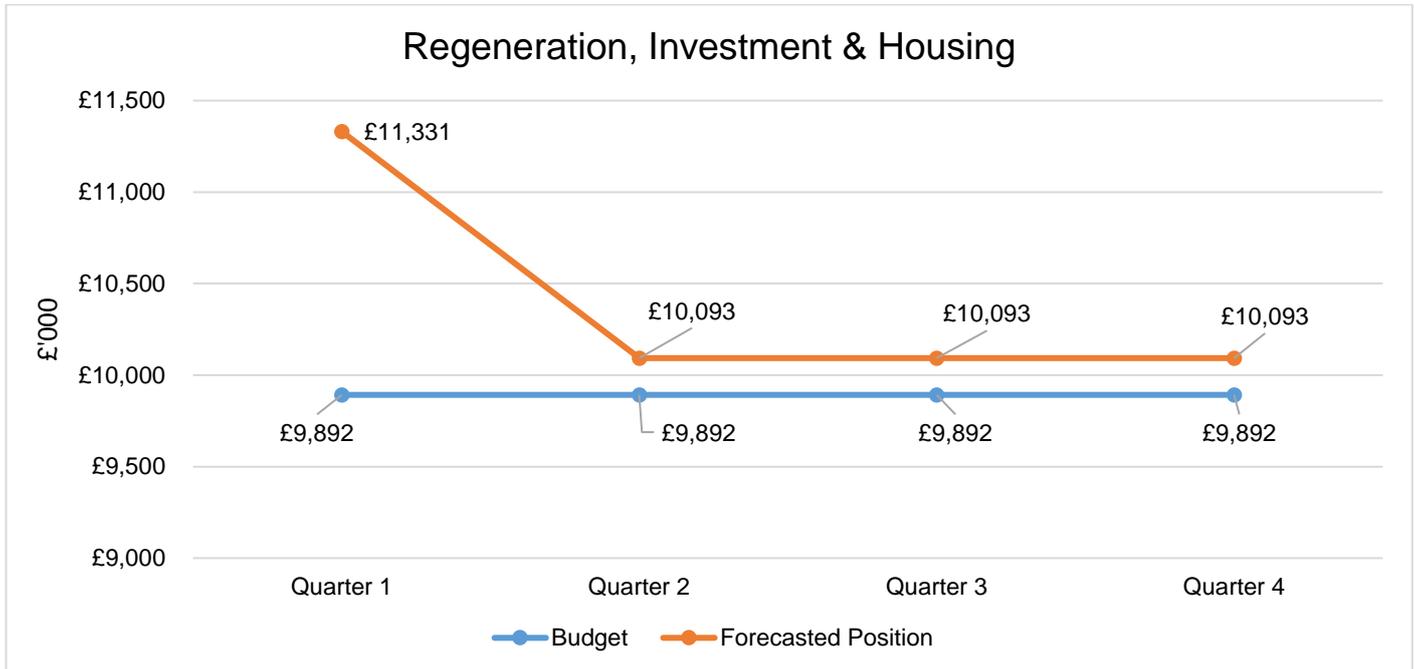
Objective 4 – Children's and Community Grant: Changing the way in which a number of grants are delivered to streamline services and deliver better outcomes for residents and the city.

Objective 5 – Enhance community wellbeing through improved housing offer.

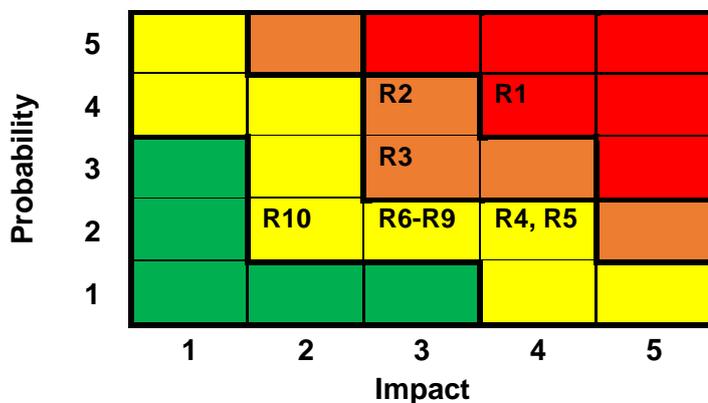
Objective 6 - Promote the decarbonisation of our operations and support sustainable travel and clean air measures in housing programmes.

Objective 7 – Effective and sustainable management of NCC properties and assets

2020/21 Budget and Forecasted Expenditure



Service Risks as at 30th September 2020



Regeneration, Investment & Housing Risk Heat Map Key (Quarter 2 2020/21)	
R1 – Pressure on Homelessness Service	R6 – Market Arcade (failure to deliver scope of the project).
R2 – Pressure on Housing Services	R7 – Non adoption of strategic development plan.
R3 – Climate Change	R8 – Norse JV does not deliver
R4 – Newport Council's Property Estate	R9 – Transporter Bridge / Visitor Centre not delivered on time
R5 – Failure to secure match funding for Transporter Bridge project.	R10 – Grant funding is not available

Corporate / Service Risk	Risk Score Quarter 3 2019/20	Risk Score Quarter 4 2019	Risk Score Quarter 1 2020/21	Risk Score Quarter 2 2020/21
Corporate Risk - Pressure on Homelessness Service	12	12	16	16
Corporate Risk - Pressure on Housing Services	12	12	16	12
Corporate Risk – Climate Change	12	12	9	9
Corporate Risk - Newport Council's Property Estate	12	12	8	8
Service Risk - Failure to secure match funding for Transporter Bridge project	9	9	9	8

Corporate / Service Risk	Risk Score Quarter 3 2019/20	Risk Score Quarter 4 2019	Risk Score Quarter 1 2020/21	Risk Score Quarter 2 2020/21
Service Risk - Market Arcade - Failure to deliver scope of the project	8	8	6	6
Service Risk - Non Adoption of Strategic Development Plan	9	6	6	6
Service Risk – Norse JV Does Not Deliver	6	6	6	6
Service Risk - Transporter Bridge / Visitor Centre not delivered to time	12	12	9	6
Service Risk - Grant Funding Unavailable	4	4	4	4

Executive Summary from the Head of Service

The last six months have presented us with unprecedented and unique challenges. Whilst most of the UK began shutting down, RIH services ramped up and supported not only our Newport businesses and key workers but also some of our most vulnerable residents.

The Flying Start team continued to provide early year's childcare for key workers as well as for the more vulnerable children in our community and hub based youth workers supported the provision of weekend key worker childcare for older children. This support continued throughout the summer holiday period and provided an invaluable service for key workers.

The Neighbourhood hubs have remained at the heart of our communities and have supported residents in need of food, advice and support. A free phone helpline was set up and over 800 emergency food parcels were provided for vulnerable residents with no other access to food. Activity packs and baby bundles were also distributed to children and new parents. The hubs team also coordinated the Welsh Government food parcel scheme which saw over 5,000 telephone calls made to shielding residents and over 600 weekly food parcels ordered.

Demand for temporary accommodation has increased significantly due to Welsh Government guidance to accommodate anyone at risk of, or sleeping rough. We have strengthened partnerships with other departments, stakeholders, external agencies and the third sector to provide accommodation and support to those most vulnerable. Demand for temporary accommodation is far exceeding supply and we have worked tirelessly to source further accommodation and consider new and innovative ways of supporting service users through joint working, an example being the fifteen modular units which were provided at Mission Court and provide supported temporary accommodation for some of our most vulnerable residents.

The Business Support Team helped over 1,000 Newport businesses access advice and financial support at a time when most businesses were struggling to keep afloat. The Regeneration team have been working hard to maintain momentum in respect of project delivery and inward investment. Construction work on the Market Arcade redevelopment has recommenced and a new glass roof over the Arcade has been completed. Transforming Towns funding has been awarded for the development of a co-working/business incubator space within the Information Station building and planning applications have been submitted for the Indoor Market redevelopment. A multi-million pound funding bid has been submitted to the Heritage Lottery Fund for the refurbishment of the Transporter Bridge and the provision of a new visitor centre. At a strategic level, an addendum to the Economic Growth Strategy was agreed by Cabinet in June and sets out a plan for assisting the economy recovery from the effects of Covid-19 in the short, medium and long term.

Other RIH services have adapted well to working in a virtual manner with Planning and Building Control continuing to process applications and make decisions. Article 4 directions have been secured on Conservation Areas in Caerleon, Stow Hill and the Shrubbery and a new back office software system has been implemented for Planning and Building Control with all staff training provided virtually through Teams meetings.

Private Sector Housing resource has been focused on supporting hospital discharges and preventing admissions by providing adaptations. Demand has increased by over 20% compared to the same period last year, and we have provided over 70 adaptations which has eased pressure on the NHS in Newport.

Our key challenge going forward is maintaining momentum. We need to continue delivering co-ordinated services from our neighbourhood hubs as well as delivering new projects such as the Information Station co-working/incubation space, the refurbishment of the Indoor Market, securing funding for the Transporter Bridge project and attracting inward investment. We need to ensure that our work and skills teams are supporting people who need to find employment and that our residents can access the right skills and training provisions to meet the needs of post Covid employers.

The focus will also be on delivering Phase 2 of the Welsh Government funding for much needed homeless accommodation. This funding will deliver a number of extra units of accommodation over several sites in partnership with our Registered Social Landlords and needs to be complete by the end of the current financial year. We will also be targeting empty properties and trying to unlock these units for future refurbishment and reuse. Whilst the number of units delivered by the Phase 2 funding will not fully resolve the current demand for temporary and supported accommodation, we will find ourselves in a better position going forward. In acknowledgement of this, the service risk score has been amended, but consideration will be given to consolidating the homeless risk score to a single risk going forward.

We have our sights firmly set on the future Newport and Cabinet have agreed to trigger the formal review of the Local Development Plan. This presents us with a timely opportunity to review and reset our strategy for growth and protection of our important assets in a post Covid world. This will be a long process spanning 3.5 years but will involve extensive engagement with our key stakeholders and residents to ensure that we take Newport forward in a resilient, robust and sustainable way.

The biggest success through this pandemic has been the way our staff have responded and reacted to an unprecedented event with such positive professionalism, trying to find solutions to any problems posed and going the extra mile in support of their colleagues. This is something we intend to build upon going forward to ensure that RIH continues to meet the needs of our residents, businesses and visitors.

Glossary

Actions (Red / Amber / Green)

C	Green RAG – Completed
	Green RAG – Action is on course to be completed within timescale
	Amber RAG – There are potential issues which unless addressed the action might not be achieved within agreed timescales.
	Red RAG – The action requires immediate action to achieve delivery within agreed timescales.
?	Unknown RAG (Data missing)

Service Plan Update (30th September 2020)

1. Encourage and support continued economic growth within the City, with particular focus on sustainable development and regeneration in the City Centre.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	Encourage inward investment and support growth of new and existing businesses within the City and as part of a Regional Business Support partnership.	Through collaboration this contributes towards the regeneration of Newport that attracts new businesses into the City and encourage existing businesses to grow. This will provide long term growth and improve the business mix across the city.	Strategic Recovery Aim 2 – support businesses with the new-normal, support businesses post Brexit	1 st April 2019	31 st March 2022	80%	An addendum to the Economic Growth Strategy focusing on recovery during and post Covid-19 has been approved by Cabinet. High level of interest from inward investors remains at the current time.
2	Develop a Strategic Development Plan for the Cardiff Capital Region (Growing the economy as part of the region).	Through collaboration we shall contribute towards the development of the Strategic Development Plan for the Cardiff Capital Region.	Strategic Recovery Aim 3 – promote a healthy and active city	1 st April 2019	31 st March 2026	10%	No further progress pending resolution of governance by Welsh Government in respect of Corporate Joint Committees.
3	Secure Funding from Targeted Regeneration and Investment fund for key regeneration projects	Through collaboration with the Council's Finance team we shall look to secure capital funding that will support key regeneration projects.	Strategic Recovery Aim 2 – city regeneration.	1 st April 2019	31 st March 2022	65%	Additional Tri funding has been awarded for property acquisition for Market Arcade and the Information Station Incubator / co-working Hub. Additional funding has also been provided to assist the City Centre with safety issues relating to Covid-19.
4	Working in partnership with public and private sector business support providers to increase the number of new business start-ups in Newport.	Key projects such as the Information Station, IAC, Indoor Market and Market Arcade will support existing and new businesses to the city. This will support the Council's objective for generating long term economic growth and provide opportunities generating new jobs.	Strategic Recovery Aim 2 – support businesses with the new-normal, support businesses post Brexit	1 st April 2019	31 st March 2022	10%	Draft Cabinet Member report for Business Development funding awaiting sign off.
5	To develop area based vision strategies for key areas within the adopted city centre masterplan	As part of the Council's City Centre Masterplan and Economic Growth Strategy we shall look to develop and	Strategic Recovery Aim 2 – city regeneration.	1 st April 2019	31 st March 2022	60%	Work is being undertaken on wider public realm schemes in relation to the Northern Gateway.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
		implement the strategies identified.					
6	Delivery of the Market Arcade project through collaboration with private sector and Heritage Lottery Funding Townscape Heritage Funding.	This will enable architectural details to be restored, reconnecting owners, traders and visitors to the role of the Market Arcade in the growth of Newport. This will also support the Council's Economic Growth Strategy and Corporate Plan commitment to transform the city centre.	Strategic Recovery Aim 2 – city regeneration.	1 st April 2020	31 st March 2022	40%	Contractor on site and refurbishment works underway. Glazed rood canopy completed and acquisition of relevant properties completed or in progress.
7	Delivery of co-working / incubation at the information station building.	Relocation of the Council's Customer Services to the Central Library and redevelopment of the office space into co-working / incubation space. This builds on the existing presence of the National Software Academy in the same building to attract start-ups, tech and digital businesses and act as a space to generate economic growth.	Strategic Recovery Aim 2 – city regeneration.	1 st April 2020	1 st February 2022	10%	Grant offer letter received from Welsh Government confirming funding for Information Station and relocation to Museum and Library building. Proposed incubation / co-working operator fully on board.
8	Review of the Council's Local Development Plan.	As required through legislation, the Council will commence the review of the current Local Development Plan. This will include involvement / consultation with key stakeholders and alignment with future Strategic Regional Plans.	Strategic Recovery Aim 2 – city regeneration, improve air quality, reduce carbon footprint, and improve options for active travel. Strategic Aim 3 – promote a	1 st October 2020	31 st July 2024	N/A	Action commencing quarter 3.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
			<p>healthy and active city.</p> <p>Strategic Recovery Aim 4 – re-establish community facilities, increase community engagement and cohesion, address inequalities highlighted by Covid-19, address issues on homelessness, and provide access to affordable housing</p>				
9	Delivery of business support events for local businesses in Newport.	<p>The delivery of these events will enable the Council to encourage and develop new start-up businesses across the city whilst providing opportunities for existing businesses to grow. These events will also provide opportunities for local businesses to build networking opportunities and collaborate with each other and Council Services to ensure that they are meeting necessary regulatory and legislative requirements in light of Covid regulations and future post Brexit trade negotiations.</p>	<p>Strategic Recovery Aim 1- provide access to training and re-employment</p> <p>Strategic Recovery Aim 2 – support businesses with the new-normal and support businesses post Brexit.</p>	1 st September 2020	31 st March 2021	10%	Throughout Covid the team have been administering the Business Grant funding and providing support for local businesses. The business newsletter has continued to be published with all latest updates and guidance.

2. Regeneration Investment and Housing will make Newport a 'Thriving City'

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	To collaboratively develop a sustainable future for the Transporter Bridge through the development of the Visitor Centre and future maintenance of the bridge.	<p>The delivery of this action will see the development of the Visitor Centre which will open in Spring 2023. This will attract visitors into the city generating income and promoting economic growth.</p> <p>Collaborative working with Welsh Government, Heritage lottery Fund and other charitable trusts and funds.</p> <p>In the delivery of the Visitor centre we will be involving local communities, schools and the Transporter bridge trust.</p>	<p>Strategic Recovery Aim 2 – city regeneration</p> <p>Strategic Recovery Aim 3 – promote a healthy and active city.</p>	1 st April 2019	31 st March 2023	99%	Bid completed and submitted Final determination of the bid will take place in December 2020.
2	To deliver a programme of fundraising activities that will support the delivery of the Transporter bridge visitor centre and the future maintenance works.	Through the delivery of various fundraising activities we will be able to support the development of the visitor centre and also ongoing maintenance of the bridge for future generations to use.	<p>Strategic Recovery Aim 2 – city regeneration</p> <p>Strategic Recovery Aim 3 – promote a healthy and active city.</p> <p>Strategic Recovery Aim 4 – increase community engagement and cohesion.</p>	1 st April 2019	31 st March 2022	95%	Welsh Government TISS submission updated to reflect final figures set out in the final submitted HLF bid. Wolfson have temporarily suspended grants but will consider our submission in Feb 21.
3	Moving the contact centre and supporting staff to the central library / museum building.	The delivery of this action will free up office space at the information centre and attract businesses back into the city centre.	Strategic Recovery Aim 2 – city regeneration.	1 st April 2020	1 st February 2022	30%	With funding secured, this project is starting to gather momentum. Planning applications will be submitted to facilitate a permanent move by Q2 2021.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
		<p>Creating a single point of access for Newport Citizens to access a wide variety of Council services.</p> <p>This will also reduce Council costs by centralising Council services.</p>					
4	To collaboratively develop a long term strategy for the medieval ship that will support the Newport Offer in attracting tourists and businesses.	Through collaboration with Welsh Government and other strategic partners we shall develop a long term strategy that will secure a location for the medieval ship as a key tourist attraction for the City. This will contribute towards the regeneration and preservation of the cultural heritage of Newport.	<p>Strategic Recovery Aim 3 – promote a healthy and active city</p> <p>Strategic Recovery Aim 4 – re-establish community facilities</p>	1 st April 2020	31 st March 2022	32%	This project has been delayed by Covid. However conservation work continues and additional funding is being sought from Welsh Government to accelerate the freeze drying process
5	Embedding the Welsh language in all our activities.	Ensuring welsh language standards are embedded within all Service activities.	Strategic Recovery Aim 1 – reduce inequality	1 st April 2019	31 st March 2021	75%	We currently maintain two FS childcare settings offered through the medium of welsh; one in the North of the City and one in the East both achieving umbrella organisations quality standards. Further welsh medium facilities to offer enhanced welsh medium provision for 3 - 4 year olds is currently being developed at Ringland. Ongoing work force development plans including links with Welsh Medium Secondary schools to recruit into the childcare work force is ongoing, Community Regeneration also has representatives on the Welsh in Education Forum and contributes to the Welsh in Education Strategic plan and promotion sub group. Language and Play activities are offered through the medium of welsh and we also

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
							have support from a welsh speaking, speech and language therapist.

3. Develop a collaborative approach to modernise service delivery to residents across the city.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	Develop phase 2 of the Neighbourhood Hub project.	The delivery of this action supports delivery of the Council's Corporate Plan to develop a modernised council and integrate Council services that will collaborate together and involve the communities to develop tailored services for their beds.	<p>Strategic Recovery Aim 1 – provide access to training and re-employment.</p> <p>Strategic Recovery Aim 4 – support vulnerable people, re-establish community facilities, and increase community engagement and cohesion.</p>	1st April 2020	31 st March 2022	0%	No further progress due to Covid-19. The focus has been on delivering services to our most vulnerable residents.
2	Develop a strategy for the development of the central library.	As per Objective Description	Strategic Recovery Aim 4 - re-establish community facilities.	1 st April 2019	31 st March 2021	87%	The strategy work has been completed but the project to move the info station into the Central Library building will be completed in Q2 2021.
3	Delivery of the regional early years Pathfinder project with Public Health Wales, local authorities and Children Services.	The Pathfinder project is a collaborative project with the Public Health Wales, Children Services and Flying Start for early years prevention for 0-7 year olds including improved parenting, anti-natal support.	<p>Strategic Recovery Aim 3 – support children and young people</p> <p>Strategic Recovery Aim 4 – support vulnerable people</p>	1 st April 2020	31 st March 2021	75%	The Integration of Early Years Transformation Programme (Pathfinder) is progressing well. The regional partnership between Newport City Council, Caerphilly and Blaenau Gwent local authorities, Public Health Wales and Aneurin Bevan Health Board has resulted in the creation of a core team for the pilot area of Bettws, consisting of a Midwife, Health Visitors, Family Intervention Workers and Nursery Nurses. These are now all in post. Work with families from the antenatal stage through to 7 years of age has begun.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
							The next quarter will see the development of distance travelled tools, the creation of a new module of work within WCCIS and evaluation of the pilot.
4	Delivery of the child care offer for 3-4 year olds through the medium of Welsh.	<p>The delivery of this action is looking at increasing and improving the child care provision for parents of 3-4 year olds that wish to have their children taught through the medium of Welsh.</p> <p>This supports the wellbeing objective of building cohesive and sustainable communities through increasing the number of Welsh speakers and promoting the Welsh language in all parts of life.</p>	Strategic Recovery Aim 1 – reduce inequality	1 st April 2020	31 st March 2022	50%	<p>Capital investment was secured for the delivery of two childcare facilities, one in the Central Hub area to be located adjacent to the Dysgwyr Bach Flying Start facility and the second to be located in the North Hub area to be located in Bettws.</p> <p>The design, build and delivery of these facilities have been hampered by COVID19 and delayed the projects by 4 months.</p> <p>The development in Pill has been tendered and a contractor appointed, it is anticipated they will start on site in Feb 2021.</p> <p>Bettws development - two potential locations were identified but the site at Ysgol Gymraeg Ifor Hael was identified as the more suitable location and will serve as a link between the services. It would also provide a natural transition from pre-school to nursery as well as providing additional services such as breakfast club, lunch club, wrap around services and potential play schemes all in the medium of Welsh.</p> <p>The designs for the scheme have been finalised and a tender for the project is being prepared.</p>
5	Delivery and expansion of the Newport Commitment digital platform to connect children, young people and long term unemployed	Through the Newport Commitment we will look to expand the platform and attract more private, public and third sector organisations to join and offer opportunities	Strategic Recovery Aim 1 – provide access to training and re-employment.	1 st April 2020	31 st March 2021	0%	Due to Covid-19, the delivery of the Newport Commitment has been paused, however the Cardiff Capital Regional Programme Board are reviewing the Newport, Cardiff and Bristol Commitments to see if this can

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
	with public, private and third sector organisations.	for children, young people and long-term unemployed. This will contribute towards the economic growth of the city and ensure that Newport citizens are able to reach their full potential.	Strategic Recovery Aim 3 - support children and young people. Strategic Recovery Aim 4 – support vulnerable people.				be expanded across other local authorities.

4. Children's and Community Grant: Changing the way in which a number of grants are delivered to streamline services and deliver better outcomes for residents and the city.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	Implement the review findings of the Children's & Community Grant review.	As per Objective Description	Strategic Recovery Aim 3 – support children and young people. Strategic Recovery Aim 4 – support vulnerable people.	1 st April 2019	31 st December 2021	10%	Identified Families First projects have been recommissioned jointly with Social Services and corporate contract reviews continue to be undertaken. Further work surrounding the review is planned in the last quarter in partnership with the policy / procurement team to identify key priorities for the council
2	Implementation of the Welsh Government Outcome Framework to support the delivery of the Children's & Community Grant.	Welsh Government has established an Outcome Framework that supports the delivery of the Children's & Community Grant in the short / medium and long term.	Strategic Recovery Aim 3 – support children and young people. Strategic Recovery Aim 4 – support vulnerable people.	1 st April 2020	31 st March 2022	50%	Progress has been made within the Community Regeneration performance management tool CEMP mapping all funding streams into the outcome framework supported by the WG however this work led by the WG was suspended and work will resume on this during the last quarter with a review of the current position additional support from the WG and any gaps identified.

5. Enhance community wellbeing through improved housing offer.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	Develop a strategy framework for private sector housing, bringing together the Adaptations Policy, Private Sector Leasing scheme, Housing Loans Policy	The Strategy Framework provides coordination and clarity in how NCC delivers its services to Newport citizens. This will make it easier for staff and stakeholder to understand the different policies and procedures that are adopted.	Strategic Recovery Aim 4 - developing opportunities for people to access suitable and affordable housing, by making sure that there are clear goals and cohesive policies for private housing	1 st April 2019	31 st March 2021	30%	Work has commenced and process mapping of the changes proposed undertaken.
2	Deliver the 3-year Planned Development Programme with RSL's		Supports Strategic Aim 4 - developing opportunities for people to access suitable and affordable housing by ensuring that identified housing need is met.	1 st April 2019	31 st March 2021	75%	We continue to work in partnership with the RSLs to deliver the Planned Development Programme for Newport. Good progress is being made against all planned developments and we have begun the process of identifying additional schemes that could benefit from slippage money. We have also worked with our RSL partners to submit bids to the Innovative Housing Programme for the development of additional affordable housing units using modern methods of construction.
3	Manage and maintain the Common Housing Register (CHR) and Newport Housing Options service	To ensure the CHR remains up to date with a partnership approach to allocating affordable housing in the City. The provision of housing advice and information to the public and residents of Newport.	Support Recovery Aim 4 - by ensuring CHR is up to date allowing improved housing offers	1 st April 2019	31 st March 2021	50%	The CHR continues to receive approx. 300 applications per month and has circa 7,500 active applications for housing. Properties are advertised on behalf of partner RSL's and partnership meetings are coordinated through the Strategic Housing Forum. Delivery of affordable housing will also be reviewed to mitigate the effects of

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
							Covid19 and increased demand for single person affordable housing. Advice and information delivered via the Home Options website has increased by 40% during Covid19 and homelessness assessments have increased by 68% compared to the same period in 19/20
4	Alternative ways for public to access Disabled Facilities Grant and Safety at Home Grant applications.	This will improve the options available for users to access the service and make it easier to complete initial applications. This will also make it easier and more efficient to process applications.	Strategic Recovery Aim 3 - by modernising service delivery by allowing residents to access services in different ways.	1 st April 2020	31 st March 2021	50%	Working with the systems team to make preliminary forms available online which is directly emailed to section inbox. Go live is programmed before the end of the March.
5	Explore opportunities to increase integration with Occupational Therapy to support delivery of services.	The role of Occupational Therapy is vital in assessing applications and ensuring service users receive that correct adaptations are made to their homes. Further integration between Occupational Therapy and the team will ensure that service users receive their assessments in a timely manner and ensure improved efficiency in the process.	Strategic Recovery Aim 3 - by promoting further integration with Occupational Therapy. Further collaboration will modernise service delivery to residents across the city	1 st April 2020	31 st March 2021	50%	Since the outbreak of Covid-19, PSH and COT have provided an increased integrated approach to delivery of adaptations. PSH are only able to carry out works that are classified as urgent by COT. Waiting lists are reviewed regularly to ensure that cases are appropriately categorised.
6	Participate in community events to promote Grant funding that enables the public to remain independent in their homes.	Through promotion and further communications we will look to increase the number of applications made to access the grant funding and contribute towards the Council objective of ensuring people can live independent lives in their own homes.	Strategic Recovery Aim 3 – Community Wellbeing.	1 st April 2020	31 st March 2022	10%	Due to Covid-19 disruption, face to face events have been paused but we hope to be able to hold some coffee mornings and local events to promote grant funding when safe to do so.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
7	Produce an updated Gypsy Traveller Accommodation Assessment (GTAA).	Assessment produced and submitted to Welsh Government in line with statutory requirements.	Strategic Recovery Aim 4 - by supporting Gypsy and Traveller communities post COVID.	1 st April 2020	24 th February 2022	0%	Due to lockdown the deadline for submitting the GTAA has moved to 2022. Work continues to identify and record accommodation needs amongst Gypsy and Traveller communities using the caravan count system.
8	Carry out research into the extent and nature of private rented accommodation in Newport.	Greater understanding of the nature and extent of the PRS allowing for the development of appropriate strategic policy interventions.	Strategic Recovery Aim 4 by promoting a healthy private rented sector	1 st April 2020	31 st March 2022	33%	A revised proposal that takes account of social distancing has been agreed with the research funders. An inaugural steering group meeting for the research has been held and an initial scoping exercise to identify data sources and gaps is currently taking place.
9	Establish the Newport Landlords' Forum	Regular Forum helps to support private landlords and facilitate closer working between stakeholders	Strategic Recovery Aim 4 - promoting a healthy private rented sector	1 st April 2020	31 st March 2021	25%	A meeting of the Newport Landlords' Forum had been arranged but had to be cancelled due to lockdown. We are looking at the possibility of holding a virtual forum.
10	Further development of the Strategic Housing Forum	Quarterly discussions on strategic housing priorities between NCC and housing association partners	Strategic Recovery Aim 4 - delivering opportunities for people to access suitable and affordable housing	1 st April 2020	31 st March 2021	50%	A virtual meeting of the Strategic Housing Forum took place in July. As a result of this it was agreed to form sub groups of the forum dealing with specific issues. These groups are in the process of being established.
11	Produce a housing prospectus for Newport in line with Welsh Government guidance.	Housing prospectus produced setting out the nature of housing need in Newport.	Strategic Recovery Aim 4 by identifying and addressing housing needs post COVID	1 st August 2020	31 st March 2021	0%	Guidance has yet to be issued by Welsh Government but preparatory work on identifying and understanding housing need has continued to take place.

6. Promote the decarbonisation of our operations and support sustainable travel and clean air measures in housing programmes.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	Undertake the first Carbon Management Plan review.	As part of the Carbon Management Plan the Council will undertake a review of its progress of reaching its target of net carbon neutral by 2030.	Strategic Recovery Aim 2 - Protect and improve the environment, including air quality and decarbonisation of the city for its residents, businesses and visitors.	1 st May 2020	30 th September 2020	50%	The council's carbon emissions from our buildings and fleet have reduced by 26% since 2016/17 through a combination of carbon reducing projects and the UK electricity grid becoming less carbon intensive.
2	Collaborate with external partners to develop internal and external carbon reduction opportunities	Collaborating with internal and external partners to develop opportunities to reduce their carbon emissions.	Strategic Recovery Aim 2 - Protect and improve the environment, including air quality and decarbonisation of the city for its residents, businesses and visitors.	1 st April 2020	31 st March 2022	10%	Early stage discussions have taken place with external partners on the feasibility of collaborating on carbon reduction schemes.
3	Continue to develop and promote the installation of community energy in the city	This provides opportunities to collaborate with external organisations to install energy schemes and improve their efficiency, reduce carbon emissions.	Strategic Recovery Aim 2 - Protect and improve the environment, including air quality and decarbonisation of the city for its residents, businesses and visitors.	1 st April 2020	31 st March 2021	90%	The council's first community energy project is now complete and we continue to look for additional opportunities.
4	Develop a programme to improve the energy efficiency of the estate.	Prioritisation of 10 properties in the Council's estate to assess	Strategic Recovery Aim 2 - Protect and	1 st April 2020	31 st March 2021	50%	A delivery route has been chosen and buildings have been identified.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
		and implement energy saving items.	improve the environment, including air quality and decarbonisation of the city for its residents, businesses and visitors.				Formal approval is being sought to proceed to procurement.
5	Investigate opportunities to improve domestic energy efficiency and relieve fuel poverty in Newport.		Not Applicable	1 st April 2019	31 st March 2021	15%	Work with partner organisations has been put on hold due to the Covid-19 pandemic.
6	Begin to use zero emission vehicles and active travel to deliver services	RIH to reduce grey mileage and maximise the use of zero emission transport across the service area	Strategic Recovery Aim 2 - Protect and improve the environment, including air quality and decarbonisation of the city for its residents, businesses and visitors.	1 st April 2019	31 st March 2021	15%	Zero emission transport is being used within the service area but due to changes to working patterns this is to a limited degree.
7	Develop a Climate Strategy for Newport City Council.	Support the council in developing a climate strategy with a wider scope than the existing carbon management plan to help ensure that the Covid 19 recovery is a green recovery maximising the benefits to people and the planet.	Strategic Recovery Aim 2 - Protect and improve the environment, including air quality and decarbonisation of the city for its residents, businesses and visitors.	1 st April 2020	31 st March 2022	10%	Continuing to work with Policy and Partnership colleagues to put forward a scope for a climate strategy for Newport.

7. Effective and sustainable management of NCC properties and assets

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	Develop and update a Civic Centre maintenance backlog prioritisation schedule.	Identify, log and prioritise the maintenance needs of the Civic Centre, and set out a work schedule which enables the most effective use of the building	Not applicable	1 st April 2020	31 st March 2021	50%	Due to Covid-19 the Civic Centre condition report has been delayed, which in turn has delayed our ability to produce a prioritisation schedule on the maintenance backlog.
2	Ensure that the property and assets held by NCC sustain and support the corporate plan	Implement the 5 year plan of the SAMP	Not applicable.	1 st April 2020	31 st March 2021	50%	This is an ongoing action and its implementation and success will be measured towards/at the end of the 5 year period.
3	Adherence to the Corporate Landlord Policy	Ensure all service departments and schools adhere to the corporate landlord policy. Any instances of non-adherence are evidenced and reflected upon for future reference and learning	Supports Strategic recovery Aim 1.	1 st April 2020	31 st March 2021	50%	This is an ongoing action. With the development of the Premises Manager Handbook and Premises Manager training there is an increased awareness of the corporate landlord policy and subsequent adherence to the policy.
4	Accountable and responsible Premise Managers in all NCC premises	An up to date and comprehensive list of premise managers is compiled, ensuring all premise managers have received NCC training.	Not applicable	1 st April 2020	31 st March 2021	50%	The list is in its final draft and requires input from the relevant Heads of Service and Service Managers before completion. The training will be updated in line with the Premises Managers Handbook and relevant regulatory changes.
5	Create and develop the Civic Centre Operational Groups	Organise and develop a group of Officers from NCC and Norse to oversee the current and future management of the Civic Centre.	Not applicable	1 st April 2020	31 st March 2021	75%	Due to the Covid-19 response, officers have had to prioritise other work. However, the group are consulted on major works in the Civic Centre.

Performance Measures as at end of Quarter 2 (30th September 2020)

At the Mid-year point there may be some performance measures that cannot be reported as they are reported annually i.e. 31st March and will be reported at the End of Year review. Additionally, due to Covid-19, there may also be some performance measures that are unable to be reported in this review or data is unavailable. These will be noted in the table below.

Performance Measure	Q2 Figure (or latest) 2020/21	Target 2020/21 (Q2 Target)	Previous Year (Actual @ Quarter 4 2019/20)	Previous Year (Actual @ Quarter 2) 2019/20	Previous Year (Actual @Quarter 2) 2018/19	Comments
National - Percentage of all planning applications determined in time	67.2%	87%	77.8%	78.2%	84.7%	Determination periods have been adversely affected due to the lockdown period and the inability of Officers to undertake site visits which involved entering private property and houses. Welsh Government guidance has now eased in this regard and visits are now being undertaken where social distancing can be ensured. The introduction of a new back office IT system also impacted on the timeliness of determining all other applications. However the system is now embedded and fully operational.
National - Percentage of all planning appeals dismissed	82.1%	75%	62.2%	55%	81%	Decisions relating to HMO's are still being allowed by the Inspectorate but the numbers of such appeals were not significant in Q2.
National - The percentage of households for whom homelessness was prevented	44%	52%	50%	49.1%	59.5%	Prevention rates have reduced during Covid19 due to a reduced level of social housing and focus on homelessness relief. The private rented sector has also seen a reduction in availability during the pandemic due to Covid19.
National - The percentage of empty private properties brought back into use	0.55%	1% (Q2 – 0.5%)	0.53%	0.09%	0.16%	Despite the impact of Covid-19 on renovation work and property registrations, we are beginning to see an improvement in performance as the result of an additional focus on empty homes following the end of the council tax discount for long-term empty dwellings

Performance Measure	Q2 Figure (or latest) 2020/21	Target 2020/21 (Q2 Target)	Previous Year (Actual @ Quarter 4 2019/20)	Previous Year (Actual @ Quarter 2) 2019/20	Previous Year (Actual @Quarter 2) 2018/19	Comments
National - Number of new homes created as a result of bringing empty properties back into use.	21	9	31	19	18	No commentary required
National - Average calendar days to deliver a DFG	316 days	300 days	239 days	268 days	178 days	Performance has been significantly hampered by suspension of works through lockdown. Only urgent works are currently allowed to proceed. Non-urgent cases are still suspended but are regularly reviewed to ensure there is no change in priority.
National - Number of additional affordable housing units delivered per 10,000 households	10.79 per 10,000 households	19 (Q2 – 9.5 per 10,000)	19.03 per 10,000 households	12.7 per 10,000 households	7.88 per 10,000 households	No commentary required.
Number of businesses supported	628	58	144	96	112	Since the national lockdown increasing numbers of businesses have requested support, both in terms of advice and support but also through the administering of grants.
Number of new business start-ups	0	5	9	4	10	The first half of the year has been about business survival with very little start up activity and supporting existing businesses (see number of businesses supported measure above).
Transporter Bridge Visits	58	N/A	11,564	11,494	14,633	For information
Museum and Arts Gallery visits	4,251	N/A	34,002	18,612	16,974	For information
Number of people improving skills & qualifications	121	250	286	708	678	COVID-19 prevented delivery of qualifications in group settings. However we have worked with individuals seeking qualifications on a more bespoke basis or around those transferrable skills qualifications.
Number of people supported into employment	69	200 (Q2 – 100)	61	172	104	1-2-1 appointments continued throughout lockdown and moved to telephone and virtual support when appropriate. A back up plan has

Performance Measure	Q2 Figure (or latest) 2020/21	Target 2020/21 (Q2 Target)	Previous Year (Actual @ Quarter 4 2019/20)	Previous Year (Actual @ Quarter 2) 2019/20	Previous Year (Actual @Quarter 2) 2018/19	Comments
						been devised should numbers increase substantially at the end of the furlough scheme which will see additional staff deployed and additional appointments made available.
Number of young people (11-19) supported (ACES)	94	100	333	131	124	Staff operating from Neighbourhood Hubs have maintained support for Young People (11-19) throughout COVID by largely switching to a digital offer, supplemented by face-to-face support if required. The closure of schools earlier in the year impacted upon the number of referrals in Q2 but staff are now operating from schools where possible. Referrals through the multi-agency SPACE panel have been maintained throughout the year.
Number of children (0-10) supported (ACES)	134	200 (Q2 – 100)	307	74	911	No commentary required
Number of families supported with interventions	359	1,000	313	592	1617	No commentary required
Number of people approaching authority for housing advice and assistance	1,063	1,800 (Q2 – 900)	622	510	345	Covid19 has seen a 68% increase in those approaching the authority for housing advice and assistance, compared to 19/20 due to rough sleepers requiring self-isolation accommodation, breakdown in family relationships and hidden homelessness such as sofa surfing becoming untenable.
Percentage of people seeking housing assistance who are determined as statutorily homeless	16.9%	18%	17.4%	21.4%	45.2%	Those found statutorily homeless mid-year 20/21 is expected to increase substantially due to a lack of move on accommodation.

Performance Measures

	Green – Performance is above Target
	Amber RAG – Performance is below Target (0-15%)
	Red RAG – Performance is Under achieving (+15%)
	Unknown RAG (Data missing)