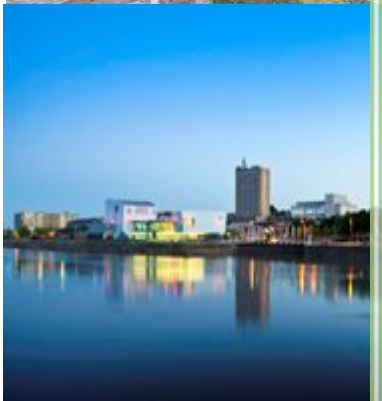


Regeneration, Investment & Housing






End of 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 31st March 2021. 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.

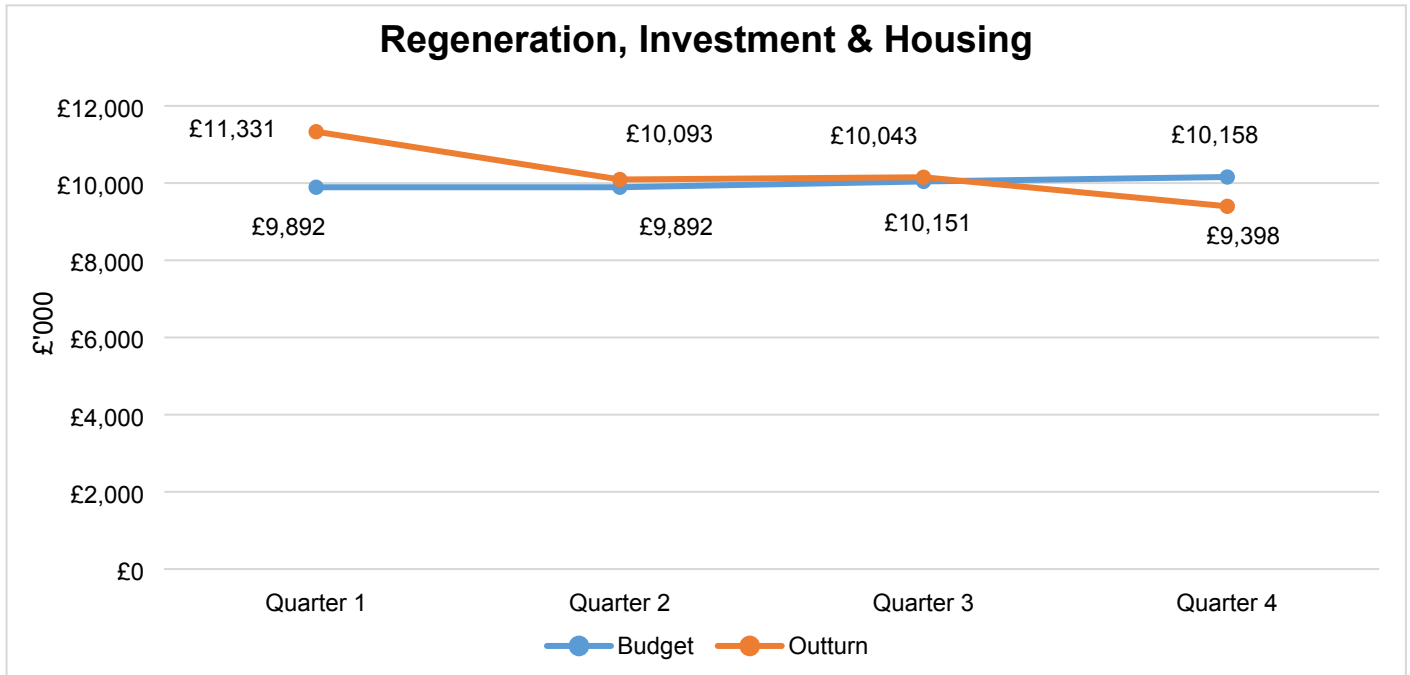
Objective 4 – Children's and Community Grant: Changing the way in which a number of grants are delivered to streamline services and deliver better outcomes for residents and the city.

Objective 5 – Enhance community wellbeing through improved housing offer.

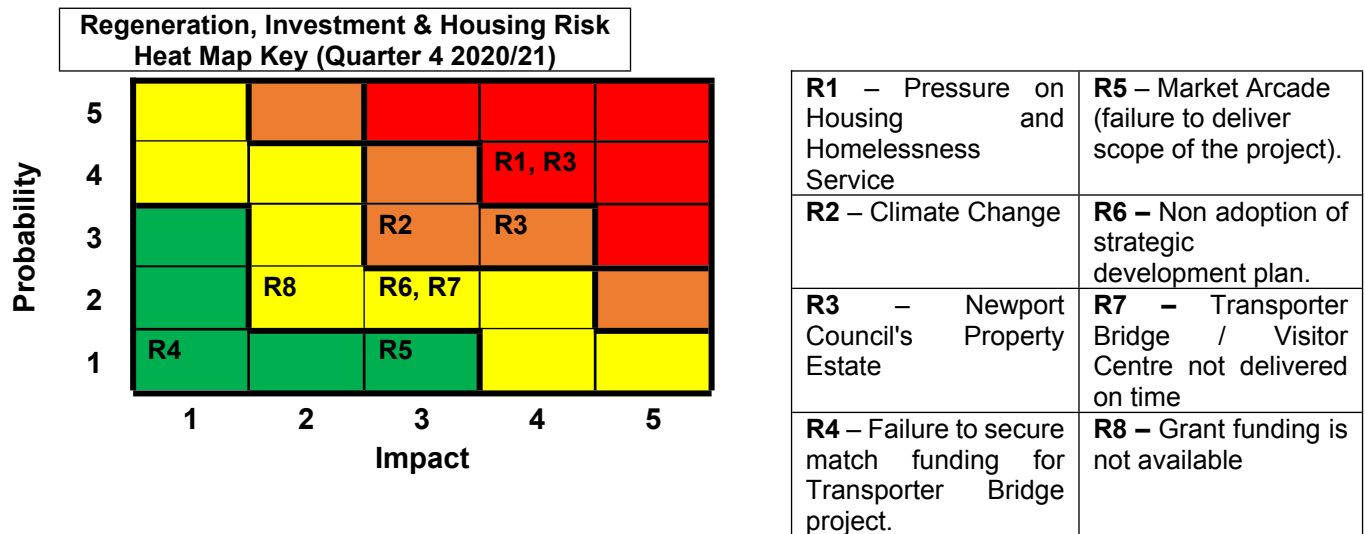
Objective 6 - Promote the decarbonisation of our operations and support sustainable travel and clean air measures in housing programmes.

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

2020/21 Budget and Outturn



Service Risks as at 31st March 2021



Corporate / Service Risk	Risk Score Quarter 1 2020/21	Risk Score Quarter 2 2020/21	Risk Score Quarter 3 2020/21	Risk Score Quarter 4 2020/21	Target Risk Score
Corporate Risk - Pressure on Housing and Homelessness Service	16	16	16	16	6
Corporate Risk – Climate Change	9	9	9	9	10
Corporate Risk - Newport Council's Property Estate	8	8	12	16	9
Service Risk - Failure to secure match	9	8	1	1	8

Corporate / Service Risk	Risk Score Quarter 1 2020/21	Risk Score Quarter 2 2020/21	Risk Score Quarter 3 2020/21	Risk Score Quarter 4 2020/21	Target Risk Score
funding for Transporter Bridge project					
Service Risk - Market Arcade - Failure to deliver scope of the project	6	6	6	3	6
Service Risk - Non Adoption of Strategic Development Plan	6	6	6	6	4
Service Risk - Transporter Bridge / Visitor Centre not delivered to time	9	6	9	6	6
Service Risk - Grant Funding Unavailable	4	4	4	4	5

Executive Summary from the Head of Service

The last year has presented us with unprecedented and unique challenges. Whilst most of the UK began shutting down during quarter one in 2020/21, 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. Play scheme has also been provided during all school holiday periods for our most vulnerable young people.

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 4000 Newport businesses access advice and financial support through Welsh Government discretionary grant fund 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 continued and the new glass roof over the Arcade has already transformed the Arcade. Transforming Towns funding has been awarded for the development of a co-working/business incubator space within the Information Station building and work has commenced on the redevelopment of the Indoor Market. Over 8 million pounds of funding has been secured through 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. Work has also commenced on the review of the Local Development Plan.

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. The Adaptions Team continue to work closely with Occupational Health colleagues to prioritise and review waiting lists.

Our key challenge going forward is addressing the backlog of cases in areas such as Planning and Disabled Facilities Grants as well as preparing for potential surges in caseloads in housing prevention when the embargo on evictions is lifted. 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, the Transporter Bridge project alongside attracting new 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 securing Levelling Up funding for City Centre regeneration and also being awarded Freeport status. We will also be implementing a new phase of the Re-Fit project as well as targeting empty properties and trying to unlock these units for future refurbishment and reuse.

We have our sights firmly set on the future Newport and Full Council 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 throughout this last year 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 (31st March 2021)

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	Q2 % of Action Completed (Red / Amber / Green)	Q4 % 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%	80%	Continuing engagement with sectors and through direct engagement with investors. This is supplemented and supported through our raised profile as part of the Cardiff Capital Region (CCR), Western Gateway and Key Cities Partnerships. Covid 19 has affected some promotional opportunities and also the roll out of the 20/21 Business Development Fund and the reason why performance remains at the current level. However the City of Newport Investment Prospectus is available and we are also developing materials to support and launch Newport's bid for Freeport status.
2	Develop a Strategic Development Plan for the Cardiff Capital Region (Growing the	Through collaboration we shall contribute towards the development of the Strategic	Strategic Recovery Aim 3 – promote a healthy and active city	1 st April 2019	31 st March 2026	10%	10%	Legislation allowing the formation of Corporate Joint Committees has now been passed, but the legislation allowing

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	economy as part of the region).	Development Plan for the Cardiff Capital Region.						the formation of SDPs will not come into effect until Feb 2022, following which, more significant progress is likely to be made.
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%	65%	£15m of funding has been secured to date via current Transforming Towns programme, including £7m grant towards creation of the new leisure centre on the Expansion Land and goof progress is being made in delivering funded schemes.
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%	10%	Limited progress has been achievable due to the impact of Covid-19 and the diversion of business support resources to emergency discretionary grant payments. A survey of support needs has been undertaken to fully understand post Covid requirements and the 20/21 underspend from the Business Development Fund has been carried forward to address anticipated increased demand in 21/22.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
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 implement the strategies identified.	Strategic Recovery Aim 2 – city regeneration.	1 st April 2019	31 st March 2022	60%	60%	Draft vision strategy for the Northern Gateway area completed but progress paused due to pandemic. However will form the basis of Levelling Up Funding bid.
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%	60%	Project has proceeded well despite the pandemic. Completion of external refurbishment forecast for July 2021. Scoping options for internal refurbishment are currently being undertaken.
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	Strategic Recovery Aim 2 – city regeneration.	1 st April 2020	1 st February 2022	10%	33%	Project development phase complete. Welsh Government funding has been secured and the project will be moving into delivery phase pending approval from the landowners in respect of the sub-lease of the proposed occupiers.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
		Academy in the same building to attract start-ups, tech and digital businesses and act as a space to generate economic growth.						
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.	<p>Strategic Recovery Aim 2 – city regeneration, improve air quality, reduce carbon footprint, and improve options for active travel.</p> <p>Strategic Aim 3 – promote a 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</p>	1 st October 2020	31 st July 2024	N/A	5%	Informal call for candidate sites completed. Public consultation on draft Review Report and Delivery Agreement completed. Approval to formally commence LDP review sought from Full Council and Welsh Government in May 2021.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
			affordable housing					
9	Delivery of business support events for local businesses in Newport.	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.	Strategic Recovery Aim 1- provide access to training and re-employment Strategic Recovery Aim 2 – support businesses with the new-normal and support businesses post Brexit.	1 st September 2020	31 st March 2021	10%	10%	Event programme curtailed by impact of Covid-19. Quarterly newsletters have been circulated to all business contacts providing details of online resources and workshops.

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	Q2 % of Action Completed (Red / Amber / Green)	Q4 % 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%	Completed	Funding received - moving on to delivery phase
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>	1 st April 2019	31 st March 2022	95%	95%	Major funding packages in place - and application submitted to Wolfson trust - £365k unidentified matched fund left to raise over the life of the project

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
			Strategic Recovery Aim 4 – increase community engagement and cohesion.					
3	Moving the contact centre and supporting staff to the central library / museum building.	<p>The delivery of this action will free up office space at the information centre and attract businesses back into the city centre.</p> <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>	Strategic Recovery Aim 2 – city regeneration.	1 st April 2020	1 st February 2022	30%	30%	Preparatory works in the Central Library Building are under way. Welsh Government funding secured for the refurbishment works which are timetabled to commence later in the summer
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	<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%	32%	Preservation works have recommenced and grant funding has been received to transfer remaining timbers from York Archaeological Trust to Mary Rose to complete conservation process.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
		regeneration and preservation of the cultural heritage of Newport.						
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%	75%	This is a Council Wide measure and cannot be effectively measured on a departmental basis
6	Successfully deliver key corporate events including maximising external funding and sponsorship to raise the profile of Newport.		Strategic Recovery Aim 2 – city regeneration.	1 st April 2020	31 st March 2021	66%	Completed	Considerable external funding was accessed through Welsh Government for social media marketing for both Newport and the South East Wales region. Corporate events have either been cancelled or delivered in a virtual manner via online resources. The Newport Food Festival was cancelled in line with Welsh Government restrictions and no sponsorship was required in this time period.

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	Q2 % of Action Completed (Red / Amber / Green)	Q4 % 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	31st March 2022	0%	45%	Work is ongoing to reflect and evaluate the progress made over the past twelve months. The outcome of this review will inform the future roll out of the hubs programme. However throughout the pandemic it has been clear that the neighbourhood hubs have provided a critical service to some of our most vulnerable residents and the provision of 4 hubs has definitely had a positive impact.
2	Develop a strategy for the development of the central library.	As per Objective Description	Strategic Recovery Aim 4 -re-establish community facilities.	1st April 2019	31st March 2021	87%	Completed	Strategy has been approved as part of Welsh Government funding award.
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>	1st April 2020	31st March 2021	75%	90%	Regional steering group has continued to meet with positive feedback. Appointment of a midwife took place during quarter 4.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
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%	65%	There are two Welsh medium Flying start settings at Ringland and Shaftsbury. Capital funding for further provision at Pillgwenlly, Bettws and Ringland has been secured from Welsh Government. However progression of the works has been delayed due to Covid 19. Works now scheduled to be completed in the 2021/22 financial year which will enhance the Welsh Medium opportunities for flying start and non-flying start children ages 3 - 4
5	Delivery and expansion of the Newport Commitment digital platform to connect children, young people and long term unemployed with public, private and third sector organisations.	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 for children, young people and long-term unemployed. This will contribute towards the economic growth of the city and ensure that Newport citizens	<p>Strategic Recovery Aim 1 – provide access to training and re-employment.</p> <p>Strategic Recovery Aim 3 - support children and young people.</p> <p>Strategic Recovery Aim 4 – support</p>	1 st April 2020	31 st March 2021	0%	50%	Newport Commitment has been affected by Covid and the launch postponed - The provider of the digital platform closed their business due to the pandemic. We are currently working on a proposal for a new way of delivering the Newport Commitment which is not dependent on a digital platform. Launch is expected in 2021/22.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
		are able to reach their full potential.	vulnerable people.					

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	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	Implement the review findings of the Children's & Community Grant review.	As per Objective Description	<p>Strategic Recovery Aim 3 – support children and young people.</p> <p>Strategic Recovery Aim 4 – support vulnerable people.</p>	1 st April 2019	31 st December 2021	10%	30%	Work is currently underway towards producing a needs assessment to underpin the recommissioned model. Advice and guidance for best practice is being shared amongst local authorities to help inform us of the best approach. Work on the final project plan is on-going.
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.	<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 2022	50%	50%	Welsh Government have paused progression of the outcome framework to review the alignment with CCG funded programmes. Further work is anticipated during 2021/22

5. Enhance community wellbeing through improved housing offer.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % 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%	50%	The Adaptations Policy has been adopted and research into the private rented sector is underway to inform the strategic approach to private sector housing.
2	Deliver the 3-year Planned Development Programme with Registered Social Landlords (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%	Completed	The development programme for the financial year 2020/21 has been delivered as planned. In addition to the £4.9 million allocated Newport was also awarded an additional £2.5 million of slippage funding.
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%	Completed	Common housing register delivered on behalf of partner RSL's. Service continued throughout the pandemic.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
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%	Completed	Access to Disabled Facilities Grant and Safety at home grant available on NCC website.
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%	Completed	Frequent strategic and operational meetings with Adults and Childrens Occupational Therapy Teams were undertaken. This has assisted with an integrated and collaborative approach to the delivery of serviced. Waiting lists have been reviewed and further risk rated as a result of these meetings.
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	Strategic Recovery Aim 3 – Community Wellbeing.	1 st April 2020	31 st March 2022	10%	10%	Due to Covid-19 restrictions events have been paused and information accessible via the web site.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
		objective of ensuring people can live independent lives in their own homes.						
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%	10%	The formal GTAA has been postponed by Welsh Government for a year due to COVID. Despite this ongoing monitoring of the accommodation needs of Gypsies and Travellers in Newport has continued via the online caravan count system.
8	Carry out research into the extent and nature of private rented sector 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%	Completed	The local authority is now involved in two research projects regarding the private rented sector in Newport. One with Generation Rent and the Joseph Rowntree foundation will focus on the experience of tenants whilst research with Tyfu Tai will engage more with landlords. Targets for 2020/21 have been met and the research will continue into 2021/22.
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%	Completed	Virtual landlords forum held in December 2020

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
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%	Completed	The Strategic Housing Forum continues to meet on a virtual platform, the latest meeting in March 2021. Sub groups have been established and have met with further meetings planned.
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%	0%	Due to a delay in issuing the guidance by Welsh Government the housing prospectus is now due to be completed in 2021/22.

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	Q2 % of Action Completed (Red / Amber / Green)	Q4 % 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	1 st May 2020	30 th September 2020	50%	Completed	A review of the plan was undertaken and notes for the next iteration made. The next phase of the plan will be written in 2021 within the context of a wider Climate change strategy.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
			residents, businesses and visitors.					
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%	14%	The carbon reduction team is in conversation with a programme supported by WG looking at several opportunities for energy schemes working in partnership with other organisations.
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%	Completed	In addition to the Councils solar PV installation, the Diocese of Cardiff also benefited from a community energy installation.
4	Develop a programme to improve the energy efficiency of the estate.	Prioritisation of 10 properties in the Council's estate to assess and implement energy saving items.	Strategic Recovery Aim 2 - Protect and improve the environment, including air quality and decarbonisation of the city for its	1 st April 2020	31 st March 2021	50%	Completed	An initial list of 16 properties has been identified in collaboration with other stakeholders and a tender for energy efficiency works will be published this summer.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
			residents, businesses and visitors.					
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%	Completed	This action is being incorporated into the work being undertaken as part of the Local Area Energy Plan.
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%	15%	25 electric vehicles are in use across the Council services. No further investment in RIH due to Covid19 and the shift to home working on City Services.
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%	25%	RIH is supporting the council's new climate change board in the production of an organisational climate strategy to be adopted by March 2022.

7. Effective and sustainable management of NCC properties and assets

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % 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%	75%	The Civic Centre condition survey has been completed and will be used to inform the prioritisation list and work schedule.
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%	Completed	During this year the use of NCC assets have sustained and supported the implementation of the corporate plan.
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%	Completed	The joint venture partnership with Newport Norse has ensured that all service areas are aware of their responsibilities in line with the corporate landlord 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%	75%	The final element of this action was postponed to avoid duplication of work with the Estate Rationalisation programme that started in March 2021. This is

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
								due to completed in the summer of 2021.
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%	Completed	This action was completed in the first quarter of 2020/21.

Performance Measures 2021/22

Key

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

Performance Measure	Actual 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
National - Percentage of all planning applications determined in time	67.1%	87%	77.8%	87.5%	88.6%	Determination periods have been adversely affected due to lockdown periods 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 in Q1 also impacted on the timeliness of determining all other applications. However the system is now embedded and fully operational. The Team are now dealing with a backlog of applications which will impact performance in the short term.
National - Percentage of all planning appeals dismissed	74.1%	75%	62.2%	75.7%	88.9%	Performance was just below target levels and represented an improvement compared to 2019/20. Historically refusals for HMO applications have contributed to lower appeal success levels but ongoing training with Planning Committee members and a presentation by the Chief Planning Inspector has helped to address this issue.
National - The percentage of households for whom	43.5%	52%	50%	56.9%	55.8%	The Covid-19 pandemic placed restrictions on evictions, extended notice periods and reduced the options

Performance Measure	Actual 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
homelessness was prevented						for rehousing households. As a result homelessness prevention cases have reduced by 40% for the full year. The authority has been working pro-actively with partners to prevent homelessness where possible. However, the opportunities to 'prevent' homelessness have been reduced during the pandemic because fewer households approached the authority for preventative assistance, and those that did often presented with more complicated cases. Welsh Government's embargo on evictions and the requirement for landlords to give longer notice periods to end tenancies are the main reasons for this. Households who may have faced eviction if this embargo was not in place have been able to remain in their tenancies for an extended period.
National - The percentage of empty private properties brought back into use	0.86%	1%	0.53%	0.58%	1.3%	The covid-19 pandemic restricted much of the activity around returning empty homes to use, both for the owners and council services, through travel restrictions, the suspension of housing market activity, closure of courts for enforcement, difficulty in employing contractors and health concerns.
National - Number of new homes created as a result of bringing empty properties back into use.	0	18	50	39	38	Due to the impact of the coronavirus pandemic, none of the projects to assist smaller developers in creating new housing units from empty properties were completed during the financial year.
National - Average calendar days to deliver a DFG	317 days	300 days	239 days	218 days	171 days	Performance was hampered as works did not recommence until June due to lockdown and introduction of safe

Performance Measure	Actual 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
						working procedures. Increased number of referrals and complexity has created backlog which is currently being reviewed. Only urgent cases can be progressed as agreed with Gold.
National - Number of additional affordable housing units delivered per 10,000 households	41.33 units per 10,000 households	19 per 10,000 households	31.46 units per 10,000 households	18.76 units per 10,000 households	Not Available	
National - % Quality Indicators (with targets) achieved by the Library Service	70.3%	75%	80%	80%	80%	In response to the COVID-19 pandemic changes were made to the reporting profile for the 2019-20 Welsh Public Library Standards. These adjustments included the removal of Quality Indicator 5 User Training where we have performed well in recent years. The removal of this QI, which we have consistently met, led directly to the lower performance this year.
Number of businesses supported through the provision of advice and guidance	4,114	58	144	113	116	Over 4,000 businesses have been supported and assisted through the administration of the discretionary grant funding from Welsh Government.
Number of new business start-ups supported through the business development fund.	4	18	27	38	88	Resources were diverted to the administration of the discretionary grants from Welsh Government and award of grants suspended. Unspent grant has been rolled forward to 2021/22 and additional budget made available by Cabinet.
Number of people improving skills & qualifications	353	500	994	487	No Data	Covid has impacted highly on our ability to support customers with 'Improving skills and qualifications'. Due to WG Guidelines we were unable to deliver face to face training or any group sessions which is usually the way this PI is met.

Performance Measure	Actual 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
Number of people supported into employment	221	200	451	434	No Data	
Number of young people (11-19) supported (ACES)	172	100	333	88	No Data	
Number of children (0-10) supported (ACES)	758	200	848	2,553	No Data	
Number of families supported with interventions	1,326	1,000	313	794	No Data	
Number of people approaching authority for housing advice and assistance	1,778	1,800	1,926	1,814	1,999	The overall numbers have reduced during 20/21 due to less homelessness prevention cases and restrictions on face to face interviews during the pandemic. However, pressures on services have increased due to the requirements to accommodate all households who are at risk of and rough sleeping, increased temporary accommodation use and lack of suitable move on for rehousing.
Percentage of people seeking housing assistance who are determined as statutorily homeless	21.6%	18%	19.2%	30.3%	15.7%	An increase pressure on services and lack of suitable move on accommodation has resulted in an increase in households determined as statutory homeless.