

# DRAFT Annual Report 2020/21



**NEWPORT**  
CITY COUNCIL  
CYNGOR DINAS  
**CASNEWYDD**

## Improving People's Lives

Improve skills, education, and employment opportunities

Promote economic growth and regeneration whilst protecting the environment

Enable people to be healthy, independent, and resilient

Build cohesive and sustainable communities

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# Leader's Foreword

To be added in final version

# Chief Executive Summary

To be added in final version.

# Purpose of the Annual Report

Welcome to the 2020/21 Annual Report for Newport City Council. This report outlines the progress Newport City Council is making towards delivering its Well-being Objectives set out in the **Corporate Plan 2017-22**.

The report reflects on the achievements we have made in the year, the challenges that we have faced and the lessons that have been learned. It also looks forward to what will be delivered for Newport and its communities for the next year and beyond.

2020/21 has been one of the most challenging years that Newport Council and its partners have faced as the Covid crisis has impacted on Council services, Newport's communities, and its economy. But with new challenges there are also opportunities which are reshaping the Council's focus and delivery of services.

The objectives that we have set in the Corporate Plan contribute towards the seven goals set out in the **Well-being of Future Generations Act (Wales) 2015**. The Act requires all public bodies to deliver sustainable development that improves the economic, social, environmental, and cultural wellbeing of citizens in Wales.

This means that when decisions are made the socio-economic impact that these decisions will have on the communities, businesses and those that use the Council's services must be considered.

Newport Council's mission is to 'Improve People's Lives' and to achieve this four Well-being Objectives have been set in the Corporate Plan which will remain its key objectives for 2021/22. These are:

1. To improve skills, education, and employment opportunities.
2. To promote economic growth and regeneration while protecting the environment.
3. To enable people to be healthy, independent, and resilient.
4. To build cohesive and sustainable communities.

As Covid-19 and the restrictions put in place impacted on Newport's communities and businesses, it was recognised that services had to adapt to be able to respond as necessary to an ever-changing landscape. It was also recognised that some of the services and activities that the Council had routinely provided had to be paused whilst focus was placed on ensuring frontline services were delivered.

To support this, the following four Strategic Recovery Aims were developed to provide focus for the organisation and recognise the impacts to Newport's communities and businesses.

1. Understand and respond to the additional challenges which Covid-19 has presented including loss of employment, impact on businesses and on the progress, achievement and wellbeing of both mainstream and vulnerable learners.
2. Understand and respond to the impact of Covid-19 on the city's economic and environmental goals to enable Newport to thrive again.
3. Promote and protect the health and wellbeing of people, safeguarding our most vulnerable and building strong, resilient communities.
4. Provide people with the resources and support they need to move out of the crisis, considering in particular, the impact that Covid-19 has had on our minority and marginalised communities.

As the Council moves into the final year of delivering against the Corporate Plan, the Strategic Recovery Aims will be integrated into the service plans and corporate objectives during the year.

To support the development of the next Corporate Plan in 2022, the Council will undertake assessments, consultations and research that will support the future key priorities for the City of Newport. This will enable the Council and its partners to fully understand its risks, impacts, future trends and opportunities from Covid-19, as well as the new relationship with the EU and world, climate change, societal, legislative, and economic changes.

This year's report will provide an overview of what has been delivered in 2020/21 for each Well-being Objective set in the Corporate Plan and the Covid-19 Strategic Recovery Aims. Under each Objective we will also include the performance measures that are used to support and indicate the areas where the council is performing well and the areas that require improvement.

In June 2021, the performance of the Council's eight service areas Plans for 2020/21 was examined by the Performance Scrutiny Committees. Information on the service areas performance can be found through the links below:

Place and Corporate Performance Scrutiny Committee (City Services / Finance / Law & Regulation / People & Business Change / Regeneration Investment & Housing): [7<sup>th</sup> June 2021](#) and [21<sup>st</sup> June 2021](#)

People Performance Scrutiny Committee (Adult & Community Services / Children Services / Education): [8<sup>th</sup> June 2021](#) and [22<sup>nd</sup> June 2021](#)

Where measures are reporting amber or red against their target, an explanation will be provided to explain the reason(s) why and actions being taken to improve performance. Due to Covid-19, benchmarking of council performance data with other local authorities has been suspended and this is currently under review by Data Cymru and Welsh Government Local Government Association (WLGA). There are also a range of new measures where previous data is not available.

# Newport City Council Delivering for Newport, Gwent, and Wales

Newport City Council is a single tier unitary authority responsible for the administration of all areas of local government. There are 50 **Councillors** (31 – Labour, 12 – Conservative, 4 – Newport Independent Party, 2 – Liberal Democrats and 1 – Independent).

The **Council's Constitution** sets out how the Council operates, how decisions are made and the procedures that are followed to ensure these are efficient, transparent and accountable to local people. In Newport, the Labour Party holds the Council majority and form the Council's Cabinet which act as the main decision-making body in the Council.

The delivery of the Corporate Plan also supports the Labour administration manifesto. The aims of which are a **working Newport**, a **learning Newport**, a **fairer Newport**, a **safer Newport**, a more **sustainable Newport**, a **vibrant Newport** and the **future of Newport**.

Newport City Council is responsible for over 800 different services / activities spanning eight service areas that cover the city - ranging from roads and parks, collecting waste and managing cemeteries, through to delivery of education services, social services, planning, libraries, car parks and many more. It must comply with different legislation and regulations that are set by the Welsh Government and UK Government.



The [One Newport Public Services Board \(PSB\)](#) is a group led by Newport City Council alongside some of its strategic partners - including Natural Resources Wales, Aneurin Bevan University Health Board (ABUHB) and South Wales Fire and Rescue Service. It also includes other public sector bodies such as Gwent Police, Newport Live, University of South Wales and other third sector partners.

The One Newport PSB has its own [Well-being Plan 2018-23](#) and delivers an annual **Well-being Report** (*link to be added once finalised*) on what the partnership group has delivered in 2020/21. This report will highlight some of these projects delivered and how the council has contributed and supported this work.

In 2020/21, the five Gwent local authority PSBs (Blaenau Gwent, Caerphilly, Monmouthshire, Newport, and Torfaen) agreed to form a single regional PSB. Each PSB will complete the delivery of their own Well-being Plan to 2023. In the lead up to this, a Gwent wellbeing assessment will be completed that will inform the priorities from 2023. Newport will continue to have a local delivery group consisting of existing and new partners and will deliver Newport's priorities as well as those for the Gwent PSB.

The [Gwent Regional Partnership Board](#) (RPB) is responsible for the integration of services to support older people with complex needs and long-term conditions, people with learning disabilities, carers (including young carers), integrated family support services and supporting children with complex needs. The Gwent RPB includes the five Gwent local authorities and ABUHB.



To support the delivery of this work Gwent RPB has a [Regional Area Plan](#). Progress against the delivery of this Plan and the council's own Wellbeing Objectives are outlined in the **Director of Social Services Report 2020/21** (*link to be added*).



[Cardiff Capital Region](#) (CCR) consists of the 10 local authorities in South East Wales delivering a large-scale regional investment in skills, digital, sites and property and innovation. The group is delivering various large projects and investments across the region including as an example, delivery of the Metro network across the region. Some of the areas that have been delivered in Newport include: the semi-conductor plant, Metro, homes for the region, challenge fund and the CCR Graduate scheme.



The [Western Gateway](#) is a cross border economic partnership of local authorities, city regions, local enterprise partnerships and governments and goes one step further than regional. Originally comprising the Great Western cities of Bristol, Cardiff and Newport, it now incorporates eight cities and extends from Swansea to Swindon. The focus is to propel transformative, inclusive and greener growth as part of building a new future for the British economy. Delivering this vision will add more than £56bn to the UK economy by 2030, helping us to lead to a net zero future.

## Structure of Report

The rest of this report will provide an overview of what Newport City Council delivered in 2020/21 as part of each wellbeing objective in the Corporate Plan. For each objective it will also include the performance measures that are used to support and highlight the areas which the council is performing well and the areas that require improvement.

The performance measures reported include national indicators such as Public Accountability Measures (reported to Data Cymru), Welsh Government Wellbeing Measures, and local performance measures set by the Council.

The report will also provide an overview of what the Council and its partners did in response to the Covid-19 outbreak in Newport. It will also detail the Council's Strategic Recovery Aims that will support the council's recovery and delivery of the Corporate Plan.

# Newport City Council's Finances

The 2020/21 financial year for Newport City Council has been a challenging and an unconventional one with the impacts of the Covid pandemic. The traditional considerations for delivering a balanced revenue budget involving increasing demand on social services and schools, have been added to with pressures on income budgets, establishments and service outlets.

At this stage it is difficult to quantify the long-term impact of Covid-19 and what this means on services and where future demand and support will be required to deliver these.

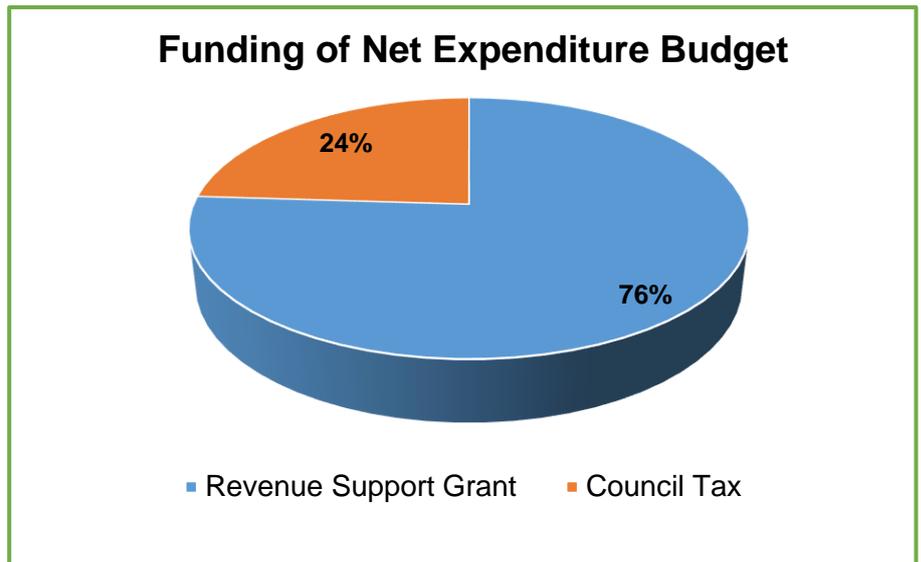
Every year the Council is required to produce a [Statement of Accounts](#) which provides a detailed overview of where and how it has spent its money.

## Newport Council Budget

The 2020/21 net budget for Newport Council was £300.3m. This was funded from the Welsh Government (WG) revenue support grant (76%) and from local council tax (24%).

Newport council received an uplift of £13.7m from the Welsh Government. Council tax was increased by 6.95% for the year.

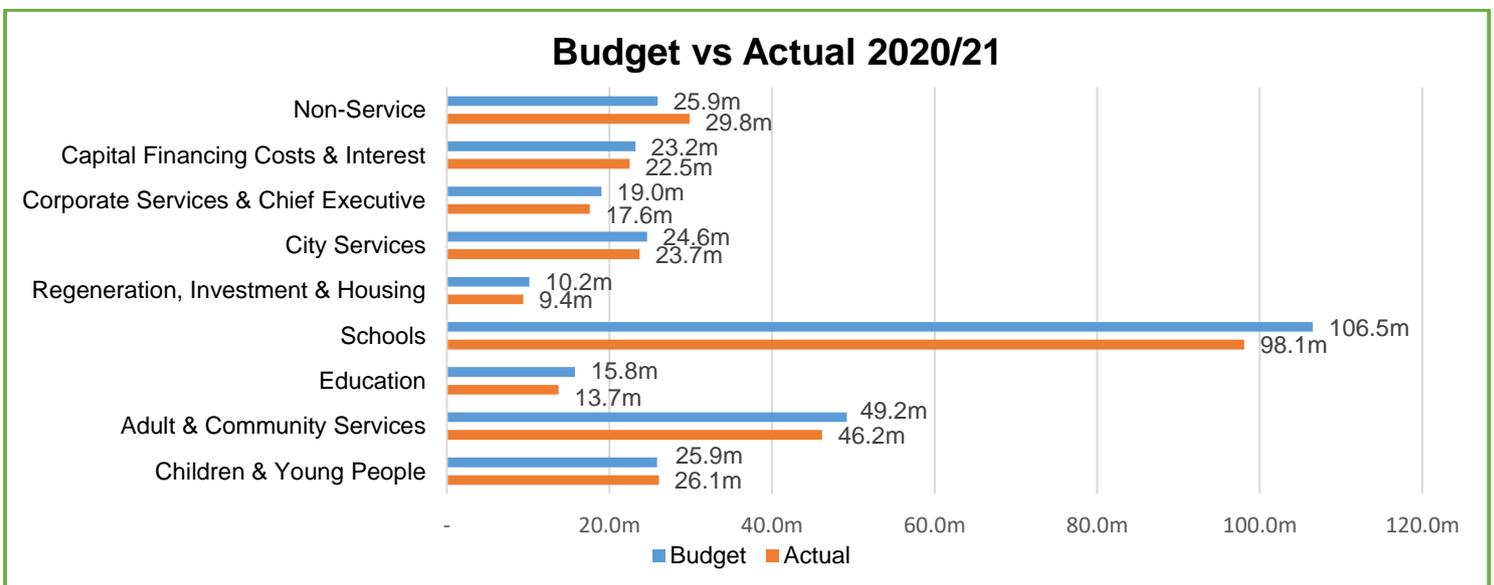
In comparison to other local authorities in Wales, council tax rates in Newport remain the third lowest in Wales.



## 2020/21 Revenue Financial Performance

At the end of the financial year (March 2021) the Council reported a net underspend of £14m against the £300.3m budget. The underspend was due to:

- the receipt of one-off WG funding to compensate council services in its response to Covid and lost income;
- funding for the direct costs of and delivery of the WG support programmes to businesses;
- underspending on general revenue contingency budget, council tax reduction scheme and council tax income;
- underspends across the service areas due to changes in working practices; and
- not undertaking planned/normal services as Covid-19 response work was prioritised.

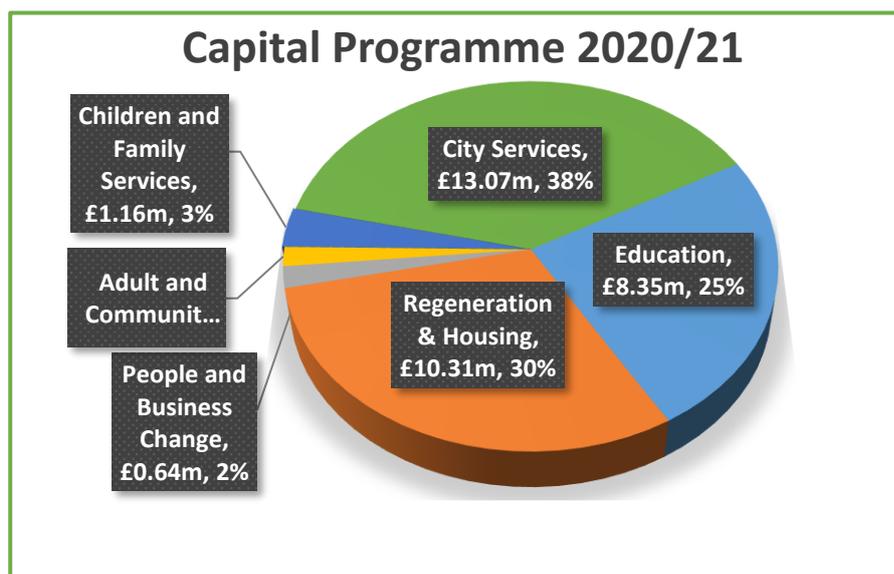


## 2020/21 Capital Programme

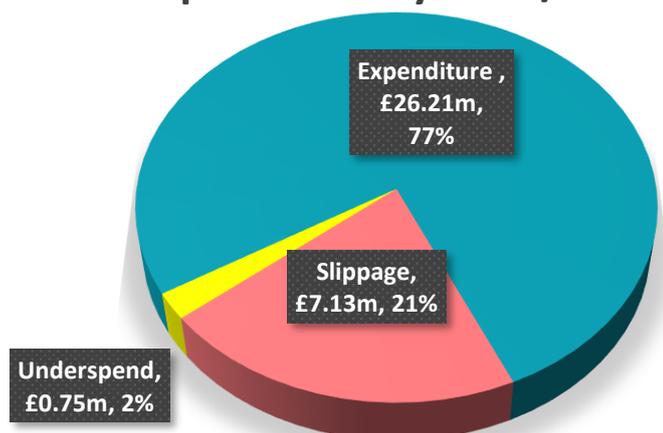
The capital programme is about the large-scale investments that the council makes towards its assets and infrastructure, such as schools, roads, regeneration projects and the wider investment into the Cardiff City Region City Deal.

The council has a seven-year capital programme which started in 2018/19 totalling £274.5m. In 2020/21 the capital programme included:

- £7m investment in schools
- £10m enhanced active travel and greening of council fleet
- £1.6m in social care
- Delivery of energy efficiency schemes across Newport
- £7m investment in regeneration and housing
- Transporter Bridge investment
- Gypsy and Traveller sit development
- Investment into Cardiff City Region City Deal



### Capital Activity 2020/21



The Council spent £26.21m on assets to maintain and improve service delivery and to support regeneration initiatives.

£19.29m of the £26.21m was received from grant funding and £5.9m from borrowing.

The remaining amount (£1.03m) was from capital receipts, contributions & S106 and Council resources.

£7.13m was moved into future years of the programme (slippage) and there was an underspend of £0.75m.

## Council Revenue and Capital Budget 2021/22

The Council's base budget for 2021/22 is £315,930m which is to be £240.8m from Welsh Government and increasing council tax by 3.7%. The budget was approved by a [Full Council meeting](#) on 3 March 2021. The capital budget for 2021/22 is £100.2m and will contribute towards the authority's ongoing investment programme.

# Well-being Objective 1 / Strategic Recovery Aim 1

We want to give every child in Newport the opportunity to have the best start in life - from the very early years through to secondary and tertiary education, eventually into employment. The aim is also for adults to have the opportunities to up-skill and strengthen their prospects and maximise their potential.

Improving educational and employment opportunities has been shown to have a significant impact on the health and wellbeing of individuals. This work also contributes towards the reduction in inequalities, improves prosperity of individuals and communities to move out of poverty and overall improve the socio-economic position of the city.

The Covid-19 pandemic and the lockdown restrictions have impacted many children and young people across Newport. The restrictions in particular saw schools closing between March and June 2020 and between December 2020 and February 2021. In between these periods, there was much disruption to school life with COVID-19 compliance restrictions and school contact groups resulting in many staff and pupils having to self-isolate. The pandemic also highlighted the inequality faced by many families not having access to digital devices and internet access.

There are also many children who have faced health and wellbeing issues, requiring further support and an increase demand to provide children with additional learning support.

There have also been many adults that have lost their jobs during the pandemic as sectors struggled stay open with staff being furloughed and/or not being retained. This has caused many people looking to retrain, seek new employment or gain new qualifications. The Council's Community Hubs and partners have throughout the year been using technology and new approaches to support those impacted by the pandemic.

Strategic recovery aim one was established to support the council's response to the pandemic and maintain the work against wellbeing objective one. It ensured that there was support to school, education and those who were made unemployed. There were six steps to this aim:



**A Prosperous Wales**



**A More Equals Wales**



**A Globally Responsible Wales**

<b>Wellbeing objective one – to improve skills, education, and employment opportunities</b>		<b>Strategic recovery aim one – support education and employment.</b>	
<b>Steps</b>		<b>Steps</b>	
1	Improve school attainment levels and ensure best educational outcomes for children.	Support schools and other education establishments to safely reopen for both staff and pupils.	
2	Support young people into education, employment and training.	Work to prevent and reduce inequality of progress and outcomes in education for mainstream and vulnerable learners through the implementation of the National Continuity of Learning Plan.	
3	Reduce inequalities in education by improving educational outcomes for pupils disadvantaged by poverty.	Support schools to enhance and develop digital skills, digital teaching and learning platforms and enhanced support for digitally excluded learners.	
4	Improve basic skill levels and increase personal capacity to assist more people to enter sustained employment, training or education	Support and enable people that are digitally excluded to access community IT programmes, Council services and other public services.	
5	Produce and implement a strategy for the delivery of Adult Community learning and lifelong learning opportunities.	Support people who have been affected by unemployment to access new opportunities through training and re-employment required for post Covid-19 businesses.	
6	Development of digital skills through support for schools and community IT programmes including a Digital Inclusion Charter	Ensure our diverse communities are appropriately supported through tailored interventions specific to their needs.	
7	Improve school attendance, reduce exclusions, and improve safeguarding and well-being.		

Newport has 57 schools consisting of 9 secondary schools, 43 primary schools, 2 special schools, 1 pupil referral unit and 2 nurseries. Within these there are 1 Welsh-medium secondary school, 3 Welsh-medium primary schools, 1 Roman Catholic secondary school, 6 Roman Catholic primary schools and 2 Church in Wales primary schools. Throughout 2020/21, Education Services alongside schools, Health & Safety teams, Estyn, Public Health Wales and other strategic partners have been ensuring schools can remain safe and inclusive environments for pupils and staff. During the periods of lockdown and self-isolation this has included providing supermarket vouchers for free school meal pupils, providing face to face learning for vulnerable pupils and pupils whose parents and/or guardians are key workers.

The Council's 21<sup>st</sup> Century School's Band B programme is in the early stages of delivery, but work commenced as planned on delivering improvements to Ysgol Gyfun Gwent Is Coed in 2020/21. Despite the pandemic, the Education Capital programme continued, thus supporting access to high quality learning environments.

In the last academic year 2019/20 and this academic year 2020/21, it has been particularly challenging for pupils at GCSE (key stage 4) and A Level (key stage 5). Following Welsh Governments decision not to require pupils to sit external examinations there was no requirement for schools to publish their pupil performance in 2019/20 and 2020/21 academic years. As highlighted in the council's cabinet report on [2019/20 Pupil Performance data](#) the National context for Wales has seen an increase in performance from 61% (2018/19) to 75% in 2020 for pupils achieving Grade C and above. Similarly, for A Level pupils there was also an increase in the overall performance from 2015-2019 where it was approximately 22-27% to 44% of grades A\* and A at A Levels in Wales. For Primary school pupils there was no Foundation phase, Key Stage 2 and Key Stage 3 required. The Welsh Government removed the requirement for schools to set attendance targets for the 2020-2021 academic year. However, the monitoring of attendance remains an important practice for both the local authority and schools.

One of the most significant challenges that schools, pupils and families had to face in the last year was remote learning at home during the periods of schools being closed or pupils having to self-isolate. Schools very quickly became aware that some pupils were not engaging with remote learning as they either did not have access to the internet or to suitable device such as a laptop, computer or tablet.

Using funding from Welsh Government Hwb EdTech programme during 2020/21 6,735 devices such as Chromebooks, laptops and Apple tablets were delivered to schools. Additionally, for families that did not have access to the internet at home 1,300 MiFi units were purchased and the carrier charges funded to cover the period May 2020 to March 2021. Further support was also provided through providing parents with access to mobile data uplifts. 150 families were able to access this support.

The Council's Education service also recognised that having a device or internet connection does not always result in pupils accessing remote learning and that other factors also impacted remote learning. These included:

- parental skill deficits / confidence
- accessibility such as language
- children with Additional Learning Needs
- multiple children/parents sharing devices
- levels of learner and parent engagement

As a result of these barriers the council's education team, schools and digital services will be looking at supporting families and schools with a new digital strategy and plan for schools as well as opportunities to support parents and pupils.

It has been important to ensure the wellbeing and mental health of pupils during the pandemic was supported by the schools and the council's education services. In Newport there are 12 initiatives and interventions in place to support mental health and wellbeing.

One initiative that was delivered was the Gwent whole school approach (WSA) to emotional wellbeing in collaboration with the Gwent Regional Partnership Board. This approach focused on two strands:

**Strand 1:** Pilot WSA Strand where Newport's Llanwern cluster received in-depth support that focused on the emotional wellbeing needs of school communities working alongside the school and partners to meet these needs.

**Strand 2:** Post Covid-19 recovery work - delivering two-day training events to staff via Microsoft Teams. This training enabled them to consider what was impacting learner's wellbeing, how this was understood and why it

matters. This work supported Newport's schools to help them to contribute to a WSA Film that was designed as a training tool for schools wishing to embark on their own whole school approach.

Despite the restrictions in place for the majority of 2020/21, council officers and partners continued to support young people in Newport who were in education, employment or training. This resulted in less than two percent of people not being in education, employment or training.

The neighbourhood hubs teams continued to offer online and virtual support to vulnerable people across the city. One of the projects delivered was Reach/Restart which supported refugees. The team completed 95 assessments and supported 74 people to gain employability skills.

In addition, the team was also able to offer food parcels to refugees who were struggling, or who were going through the benefits process and had difficulty obtaining food or other items.

The community regeneration team, working in partnership with Digital Communities Wales delivered a Welsh Government project which loans IT equipment and provides data for eligible clients on the Communities for Work (CFW) and CFW Plus projects.

The council also delivers three initiatives through EU Social Funding: [Inspire to Work \(I2W\)](#); [Journey to Work \(J2W\)](#) and [Skills at Work \(S@W\)](#). The I2W initiative aims to reduce the number of young people aged 16-24 years who are not in employment, education or training (NEET) and supported them to gain the necessary skills and training to get into long term employment.

The Hubs deliver two alternative education programmes, the Newport Youth Academy and Aspire. The youth academy, based at the east hub, increased the number of students on its programme by over 20 percent over the year, providing intensive support to young people at risk of becoming NEET.

Similarly, despite the challenge of being unable to meet face-to-face for large parts of the year, the employment support projects operating from the hubs through collaborative working with Careers Wales, DWP, Job Centre, Sanctuary Project, Coleg Gwent Adult Community Learning to continue offering help and support for training and help to find jobs.

#### **Job Success Stories from our Neighbourhood Hubs**

##### **Participant A:**

- Working in low end manufacturing job, working nights unable to see young daughter properly with working hours
- Wanted to complete driving/road works licences
- S@W funded Traffic Management Course and signposted to Forest Traffic Management
- Supported with CV updating and cover letter
- Started work with the company working 4 on 4 off shifts, better pay and better hours

##### **Participant B:**

- Working stewarding job, sporadic hours and low pay
- S@W funded SIA licence and signposted to security firm within Newport area
- Supported with CV and cover letter and obtaining references
- Started work as security guard, increase in pay, better hours – more job security

##### **Participant C:**

- Made redundant from Stores Person role in local manufacturing company in March 2020
- Helped create their first CV and applied for various jobs
- Interviewed for Production Operative but too experienced and passed on to Warehouse Dept in same firm
- Successfully interviewed and appointed as Warehouse Operative with local food company and thrilled to have a new job
- Really enjoying the work and colleagues at his 6 month follow up call. One very happy customer for our service.

It is hoped that the relaxation in the restrictions surrounding Covid-19 will mean a return to full services in the coming year.

## Performance Analysis 2020/21

In 2020/21, the Welsh Government announced the cancellation in the reporting of performance measures in the education system for academic years 2019/20 and 2020/21. These measures have been excluded from the report this financial year. You can see the Minister's statement [here](#).

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18
PAM Indicator - % Young people Not in Education, Employment and Training (NEET) year 11	1.4%	3%	0.9%	1.1%	1.3%
PAM Indicator - % 16-18 year olds not in education, employment or training	2.6%	6%	2.6%	2.6%	4%
% of young people NEET 13.	1.13%	3%	1.8%	1.7%	1.5%
No. of people supported into employment.	221	200	451	434	No Data

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18	Explanation
% young people recorded as unknown following compulsory education	1.2%	0.5%	1.2%	1.2%	0.7%	Due to Covid restrictions tracking of school leavers has been challenged. The target was not achieved and performance was 0.9pp higher than the previous year. All Wales data was 1.4%. This data includes young people who have left the area or who did not respond to the survey.
No. 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.

## Key Deliverables in 2021/22

In 2021/22, the Council will be continuing its work to support schools, pupils, adults and communities to provide them with the opportunities to achieve their full potential, enter into further education training and long-term work. Some of the key priorities in 2021/22 will be:

- Continuing the delivery of the 21<sup>st</sup> Century Schools Band B programme through projects at Ysgol Gyfun Gwent Is Coed, Bassaleg School, Caerleon Comprehensive School and the planned new primary school at Whiteheads
- The opening of a new Welsh-medium primary school – Ysgol Gymraeg Nant Gwenlli - in September 2021
- Securing approval of the new 10-year Welsh in Education Strategic Plan to commence in September 2022
- Welsh Government EdTech Programme
- Additional Learning Needs Transformation
- DWP Kickstart Programme
- DWP Restart Programme

# Well-being Objective 2

## Strategic Recovery Aim 2

Newport is uniquely positioned in southeast Wales served by road, rail, sea and air, making it an ideal location for businesses and investments to locate.

Newport has already seen global organisations such as Airbus, IQE Ltd and SPTS invest in the City alongside home-grown businesses like Tiny Rebel, Admiral and Wales & West Utilities. Newport City Council wants to continue to build on this success attracting diverse, innovative businesses that can contribute towards making Newport and Wales a prosperous place to live and work.

Newport is also a City that has a unique heritage and cultural assets that rival other cities in the UK and abroad. These include one of only six transporter bridges in the world which dominates the Newport skyline as well as Caerleon’s Roman fortress and baths, Tredegar House and the Newport Wetlands Nature Reserve.

The council wants to preserve these areas to attract visitors into the city and for future generations to use. Climate change and the protection of Newport’s environment is one of the biggest challenges that future generations will face, and a commitment has been made to become a zero net carbon organisation by 2030.

The Covid-19 pandemic and the subsequent social distancing restrictions have had a significant impact on the economy in Newport and across Wales. Along with the impact of the United Kingdom leaving the European Union, there remains much uncertainty but also opportunities to shape what Newport’s economy will look like over the next decade.

As the City is recovering much of the council’s work has and will continue to support the local economy to thrive once again, but also continue to support initiatives that will provide long term sustainability for communities, the environment and visitors.



**A Prosperous Wales**



**A Resilient Wales**



**A Globally Responsible Wales**



**A Wales of Vibrant Culture and Thriving Welsh Language**

<b>Wellbeing objective two – to promote economic growth and regeneration while protecting the environment</b>		<b>Strategic recovery aim two – support the environment and the economy</b>
<b>Steps</b>		<b>Steps</b>
1	Specialise in high value business growth.	Maintain our focus on regenerating Newport to deliver existing and new investment projects.
2	Grow the economy as part of the wider region – collaboration for competition.	Enable and support the construction industry to re-establish the supply of new and affordable housing.
3	Promote and innovate for entrepreneurship, support indigenous development	Enable and support businesses re-establish normal operations whilst maintaining the health and safety of their workers and customers.
4	Create an economic environment to support population growth.	Enable and support businesses to prepare for future trade arrangements resulting from Brexit negotiations.
5	Deliver a digital strategy with improved connectivity in the city with access for citizens, partners, and businesses	Protect and improve the environment, including air quality and decarbonisation of the city for its residents, businesses and visitors.
6	Recognise and promote the importance of fast, reliable, and frequent public transport links for the connectivity of the city	Continuing support and safe delivery of the Council’s City Services including waste, cleansing and highways.
7	Maintain our focus on regenerating the city centre to become one of the UK’s top cities	

<b>Wellbeing objective two – to promote economic growth and regeneration while protecting the environment</b>		<b>Strategic recovery aim two – support the environment and the economy</b>
<b>Steps</b>		<b>Steps</b>
8	Improve school attendance, reduce exclusions, and improve safeguarding and well-being. (See WB Objective 1)	
9	Maximise environmental opportunities	
10	Work with communities and schools on a range of countryside, biodiversity & recycling related matters	
11	Increase household recycling and divert waste from landfill	
12	Protect and promote local built and natural assets and cultural heritage	
13	Support compliance within reputable businesses and investigate rogue traders to maintain a fair and safe trading environment.	

In June 2020 the council set out its strategy on how it will support Newport's economy through the Covid-19 pandemic as well as the UK's exit from the European Union. These were added as an [addendum](#) to its existing [Economic Growth Strategy](#) (EGS) which was adopted in February 2020.

The purpose of the EGS is to set out the council's vision for Newport's economy through delivering shared prosperity, creating an excellent economic environment, and moving Newport up the value chain. To support the city during this difficult time the council will support the economy in three areas: recover (short term), reposition (medium term) and renew (Long term).

Throughout 2020/21, the council has been supporting the local economy through a wide variety of business outreach and support working in collaboration with Welsh Government, Cardiff Capital Region and Newport Economic Network.

The authority's business support team helped over 4,000 businesses to access advice and financial support through Welsh Government discretionary grant fund. The income and revenues team also administered over £19 million of business rates relief to nearly 1,000 businesses.

As Newport commercial districts reopened, the council's public protection teams were on hand providing necessary Covid-19 secure advice and guidance as well as ensuring businesses comply with the restrictions through its enforcement action work. Throughout the last year's council's regulatory services teams have been working across multi-agencies on proactive and reactive investigations and initiatives. They were also involved in many investigations of illicit and rogue trading activities - including operations tackling counterfeit fraud, illegal alcohol, and tobacco sales.

Last year Purple Flag status for the City was achieved for its evening and night-time economy. A range of local agencies and organisations including Newport City Council's licensing team, Gwent Police, the Newport Now Business Improvement District, the Safer Newport Partnership and representatives from the business, community and voluntary sector continue to work together to ensure that the city continues to provide great entertainment, exceptional hospitality and a safe night out for visitors. For further information about the coveted award, visit [here](#).

Throughout the last year, Newport has continued to see major developments take shape across the city. The council was pleased to be associated with the launch of Wales' first international conference centre at the Celtic Manor Resort and have taken forward a number of developments including:

**Property enhancement fund** – this offers potential applicants the opportunity to apply for a grant for new shop/commercial property frontage and associated external and internal works. The intention being to enhance building frontages and bring vacant commercial floor space back into beneficial business use. It also supports start-ups and growing businesses in the target areas.

**The urban centre living grant** - supports city centre living by bringing back in to use empty upper floors of city centre based properties. Supporting the Property Enhancement Fund, this grant offers potential applicants the opportunity to apply for financial support to undertake external and internal works to improve access to vacant or

under-utilised space above shop/commercial frontages. The aim of this is to assist owners to bring space into use for residential purposes.

**Town centre repayable funding project** – this project supported the refurbishment of Clarence House - improving the façade and developing additional space on the upper floors. The refurbishment of 195-198 Upper Dock Street also benefited with the creation of eight apartments for private sale.

**Place making grant** – this contributed to the refurbishment of the Greyhound Pub on High Street, Kings Chambers (behind Kings Hotel) and Olympia House. Newport City Homes (owners of Olympia House) progressed the demolition of the old fire escape that dominated Skinner Street, in order to open up the space for modern businesses to reoccupy the units.

The pandemic severely disrupted construction and regeneration across the city at the start of the last financial year. But the projects were able to quickly bounce back and continue its work across major sites in the city.

[Newport's Transporter Bridge](#) is one of the city's and Wales' most iconic structures that links the city and southeast Wales to its industrial revolution past.



Over the last couple of years, in collaboration with [Friends of the Newport Transporter Bridge](#), local communities and organisations, the council has been working towards obtaining funding to repair and build a new visitor centre for the community and visitors to learn about its past. In January, the National Lottery Heritage Fund announced £8.75m towards the repairs of the bridge and to support the development of a new visitor centre on the site. The development of the bridge will involve local communities and schools throughout its journey and will ensure its use for future generations. You can follow the bridge on [Facebook](#) [Twitter](#) and [Instagram](#) for regular updates during the project.

The multi-million-pound renovation of Newport Indoor Market continues to make good progress despite the impact of the Covid-19 pandemic. In collaboration with Loft Co (council contractors) 40 percent of the refurbishment had been completed by August 2021 and is on target to be completed by the end of the year.

Once the refurbishment has been completed, the market building will open seven days a week and will host events catering for 50 to 250 people, as well as being home for up to 100 independent businesses. In addition to this work, final completion of the former Royal Mail Sorting Office in Mill Street and the transformation of the information station into a tech hub will continue into 2021/22.

### [Market Arcade Project](#)

The Market Arcade in the city centre is a Victorian grade 2 listed structure. The arcade is steeped in history but over the years it has been locked in a spiral of decay and decline.

Working with the community and traders it was recognised that there were stories which needed to be told about its role in city centre life throughout the generations.

In 2018 the council successfully secured funding from the National Lottery Heritage Fund to restore the arcade back to its former glory. Working with the site contractor Anthony A Davies Ltd. work has been delivered on a new glass roof, chimneys, and communal staircase replacement. In its delivery amazing discoveries have been made about its past and when it reopens it will secure the arcade for future generations to use and tell new stories in Newport's regeneration.



For the city's [Museum and Heritage Service](#) it has been a difficult year due to the Covid-19 restrictions. However, using the internet and social media, the museum was still able to support local artists through online exhibitions such as the celebration of Newport College of Art ['40 Years On'](#) looking back at the work of students and tutors.

In December 2020 as part of the ['Newport Offer'](#) to promote and regenerate Newport, the council's cabinet agreed to the proposals to develop a new multi-million pound leisure and wellbeing centre which would signal the beginning of the council's aspiration to not only improve city centre leisure facilities, but also the first step in the delivery of the Newport [knowledge quarter](#). This is a project in collaboration with Coleg Gwent to build a brand-new campus in the heart of the city centre. The project will also see new active travel routes and greening of the area for residents, students and visitors to use.

It is important to balance regeneration with protecting the environment across Newport and last year the council made a commitment to be net carbon neutral by 2030. Having a green and safe environment for urban areas like Newport is vital to support biodiversity but also improve the health and wellbeing of residents, workers and visitors.

In October 2020, the council agreed to begin the formal review of the [Local Development Plan \(LDP\)](#) that was adopted in January 2015. The LDP is one of the most vital plans that is adopted as it sets out the land use policies which form the basis of planning decisions about future development in Newport. Every year the council produces an [annual monitoring report](#) to assess the impact the existing plan has on communities and the environment. In shaping the next LDP it is important for people to have their say. The latest progress and open consultations can be found online at [www.newport.gov.uk/rldp](http://www.newport.gov.uk/rldp).

How people travel across and through Newport is important to the economy but also to the health and wellbeing of people in Newport. In November 2020, the [South East Transport Commission](#) released its report on the issue of congestion on the M4 and Newport area. The council alongside Cardiff Capital Region partners, Welsh Government and other partners, will be considering and working towards implementing these recommendations over the next five to ten years. Some of these areas will also be covered in wellbeing objective 3 as part of the council's active travel work.

In the last year, the 20 charge points across eight [NCC car parks](#) have been installed and £260k worth of LED lighting within Newport Live and car parks.

The overall LED street lighting has contributed towards a saving of 1,235 tonnes in 2020/21 in comparison to 2018/19 figures. The council was also awarded [The Alan Clark award](#) for local/community energy at the Solar & Storage Live Awards in December 2020. This was in recognition to the solar project installing over 7,000 solar panels across 27 buildings.



The council is also committed to upgrading its fleet of vehicles from petrol / diesel to electric and currently 14 percent of its fleet and plant are now ultra-low emission.

In March the authority announced the first electric refuse vehicle in Wales. The vehicle will service areas such as Caerleon which has designated clean air commitments to improve air quality. The vehicle will reduce carbon emissions by approximately 25-35 tonnes per year.

One of the council's biggest successes over the last four years has been the increase in the city's recycling rates with its partners - Waste Savers. In 2017/18 the City's recycling rate was 59.8 percent and since the introduction of its waste strategy, recycling rates increased to 67.2 percent by the end of 2020/21 which is the best in the UK. In addition to this we have seen the amount of residual waste generated per person decrease from 196.85kgs in 2018/19 to 153.24kgs in 2020/21. In 202/21 the household waste recycling centre has seen 93.7percent of municipal waste being recycled in comparison to 59.8percent in 2017/18. All of the work the council has done over the last four years has been recognised by Welsh Government and in Europe through initiatives such as [Zero Waste Cities](#)

As part of the Council's commitment to reduce the levels of litter on our streets, over 80 new [litter bins have been installed across Newport](#). The locations of these bins were decided through consultation with local volunteer litter picking groups, requests from the public and the experience of the street cleansing teams who have carried out the installation work.

In last year's Annual Report it was reported on how the council's biodiversity and education officer had created a series of educational videos on [You Tube](#) to teach people about the things they can see and do in their own back

garden. Despite the lockdown challenges the countryside and biodiversity team have continued to deliver key projects to improve the environment across Newport. More than 80 percent of Newport schools are part of the biodiversity in schools service level agreement (SLA). They receive advice and support to develop school grounds, creating butterfly areas and allotments, planting trees, hedges and orchards and installing outdoor classrooms.

This year Newport Council in collaboration with Monmouthshire Council established the <https://www.biodiversitywales.org.uk/Newport> (LNP). This Partnership builds on the long running and successful biodiversity work delivered between both councils and will deliver large scale projects across the area. Working together will enable greater sharing of expertise and promote action for nature to protect habitats for people to enjoy now and into the future.



In May 2020, the Welsh Government asked local councils to take part in [No Mow May](#). Working across council departments and together with the [Monmouthshire and Newport Local Nature Partnership](#), the aim of the initiative was to take a step back and let nature develop to encourage scarce species of plant and wildlife to flourish.

The initiative has helped the council to identify more species rich areas and prioritise a change in long term grass management.

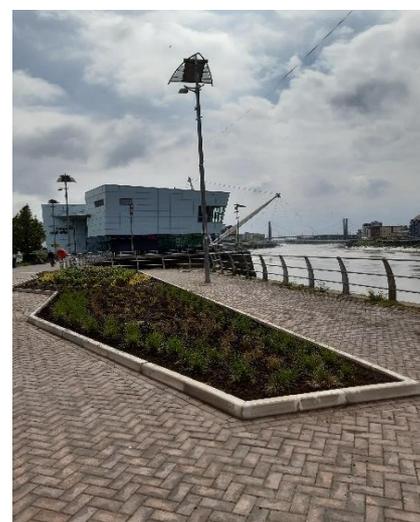


This initiative also supports the commitment which sees Newport as an accredited **Bee Friendly City** which supports the increase and enhancement of habitats for pollinators all throughout the city. In 2020/21 we have increased the number of pollinator sites by 21 locations taking us to a total of 55 sites, with 19 out of 20 wards having designated pollinator sites. The sites vary from large green open space meadows to pollinator friendly flower displays on roundabouts.

In September 2020 the council also discovered a thriving population of rare bees in the city. To find out more visit the [biodiversity](#) section on the council's website.

One of the biggest challenges that the council faces is with ash dieback disease across the City's woodland areas, parks, and roads. The disease not only has a devastating effect on the existing trees if left untreated, it can also cause disruption on the roads, parklands and property. A tree replacement programme is in place to plant more trees that have been felled. To find out more about ash dieback, visit [Forest Research website](#).

As part of the One Newport Public Service Board, the council, working with Natural Resources Wales and Dŵr Cymru (Welsh Water) installed new **rainwater gardens** along the river front and near the Queensway roundabout. The [Greening City Centre Green Arc project](#) is focused on installing more [Sustainable Drainage Systems \(SuDS\)](#), particularly in the areas affected by flooding.



The outcome(s) of this project will not only improve the drainage in these areas but also contribute towards wellbeing of people using the areas and contributes towards improving the air quality of the City.

It has not been possible to offer the usual full services over the year because of the Covid-19 pandemic but it is hoped that there will be a return to full services in the coming year.

## Performance Analysis 2020/21

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18
Public Accountability Measure (PAM) - % of waste reused, recycled or composted	67.2%	65%	66.4%	59.9%	59.8%
PAM Indicator - Kilograms of residual waste generated per person	153.24kgs/person	170kgs/person	163.8kgs/person	196.85kgs	Not Available
% of municipal waste recycled at the waste recycling centre	93.7%	65%	65.4%	61.1%	59.8%
PAM Indicator - % of streets that are clean.	99.2%	97%	95%	92.4%	95.8%
PAM Indicator - Average number of days taken to clear fly tipping incidents	1.53 days	2 days	1.49 days	1.73 days	Not Available
PAM Indicator - % of principal A / B / C roads in overall poor condition.	A Roads – 2.3% B Roads – 4.4% C Roads – 6.4%	<b>A Roads – 2.6%</b> <b>B Roads – 4.5%</b> <b>C Roads – 7.8%</b>	A Roads – 2.7% B Roads – 5% C Roads – 7.4%	A Roads – 2.3% B Roads – 4.2% C Roads – 6.9%	Not Available
Number of businesses supported and provided advice and guidance	4,114	58	144	113	116

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18	Explanation
PAM - % 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.
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.
PAM - % 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.

## Key Deliverables in 2021/22

- City of Culture Bid
- Electric Vehicle (EV) Charging Programme
- Climate Change Strategy 2021 to 2030
- Market Arcade
- Newport Indoor Market
- IAC building
- Chartist Tower
- Information Station
- Regulatory Services renewed enforcement and regulation programme

# Well-being Objective 3

## Strategic Recovery Aim 3

All people in Newport should be able to live healthy, independent lives where they can take part in social activities and contribute towards their communities.

The preventive and early intervention work undertaken by the Council and our partners is at the heart of our work. Whether it is supporting children, young people, and families to live healthily and safely, or supporting the elderly and vulnerable people to live independently in their homes and communities.

The health and wellbeing of residents is also important for preventing people needing acute services and reducing the demand for council and health services in the long term.

It is also important for the city to encourage people to be active and offer alternative approaches to travel (including commuting) across the city and the wider region. All of this will support the city to improve its environment, reduce health inequalities and deprivation.

The Covid-19 pandemic and the restrictions that have been in place throughout the year have significantly impacted on the delivery of social care services to adults and children across the city. The full extent of these impacts is only now being realised by the council and it is anticipated that there will be longer term impacts as people are waiting to have operations, long Covid as well as new patients / service users entering the system. The following objectives are in place to manage these impacts:



**A Prosperous Wales**



**A Resilient Wales**



**A Globally Responsible Wales**



**A Wales of Vibrant Culture and Thriving Welsh Language**



**A Healthier Wales**



**A More Equal Wales**



**A Wales of Cohesive Communities**

<b>Wellbeing objective three – To enable people to be healthy, independent and resilient</b>		<b>Strategic recovery aim three – supporting health and wellbeing of citizens</b>
<b>Steps</b>		<b>Steps</b>
1	Support people to remain living independently in their homes and communities.	Enable independent living
2	Work with partners to promote healthy lifestyles and support the prevention, early intervention and self-management of illness	Fully restore children and adult services, supporting partners that have been impacted by Covid-19 and ensuring service users and staff are supported and protected
3	Support children to remain safely with their families	Assess the impact and the long-term sustainability of the social care sector in Newport informing future service requirements
4	Support all schools to work towards the National Quality Award for Healthy Schools	Safeguard and support children and young people to remain safely with their families
5	Work towards Newport becoming a recognised Dementia Friendly City	Improve opportunities for active travel and work towards improved air quality
6	Improve opportunities for active travel	Regulate businesses and support consumers / residents to protect and improve their health.
7	Regulate residential dwellings to ensure provision of safe homes	Work with key partners to safely re-open cultural and leisure facilities including the promotion of the city's parks, open spaces and coastal paths
8	Work towards improved air quality	Sustain a safe, healthy and productive workforce
9	Regulate businesses and support consumers / residents to protect and improve health	

A more detailed overview of the services delivered by the authority's adult and children services will be included in the **Director of Social Services report**. Below is an overview of how social services teams have responded to the pandemic and contributed towards the wellbeing objective and Strategic Recovery Aim.

The Covid-19 pandemic has created unprecedented challenges for social care, as significant outbreaks of the virus in April, May and December impacted on residential care homes and service users throughout the city. The care home sector was particularly badly affected in the early stages with twice the number of deaths as would normally have occurred between March and July 2020.



When the first lockdown came into force all those receiving care and support in the community were contacted to determine what contingency arrangements could be put into place if their usual carers were unavailable. Those identified as most at risk, continued to receive contact from Social Workers to monitor changing circumstances.

Where required, community visits by social workers and occupational therapists were undertaken in accordance with Covid-19 guidelines. The hospital teams were present on the wards throughout and in conjunction with reablement services continued to minimise delayed hospital discharges and to offer the right level of support for people to return home.

The Grange Hospital opened and hospital discharge pathways and Reablement services were reviewed and incorporated onto the new site. Home First is now fully operational at the Grange at the front end of the process to prevent unnecessary admissions.

In the Council's three care homes, technology such as iPads enabled residents to stay connected with their families and, where possible, Covid safe visits have been facilitated.

We have worked closely with our independent providers distributing PPE and funding made available by Welsh Government to ensure services can operate safely and meet increased costs. Front facing social care staff and clinically vulnerable citizens were offered vaccinations early on and lateral flow tests supplied by Welsh Government have been distributed to prevent and monitor further outbreaks.

Collaboration between the council, Aneurin Bevan University Health Board, Public Health Wales and environmental health was vital in sharing information about Covid-19 outbreaks and providing practical advice, support and guidance to providers.

The community connector team provided a service to a total number of **2,136** people during 2020/21 with information, telephone advice and 1:1 support. This year saw an increase in those requesting a support service and volunteer shopping due to shielding, isolating or ill-health. There was a decline in those asking for social activities and skills or training but a rise in those seeking information and support regarding their health, mental wellbeing and financial assistance. This was partly due to shielding and social isolation, furlough, redundancies.

The number of referrals for mental health increased and the Approved Mental Health Practitioners continued to undertake face to face assessments with more risk and complexity.

The pandemic has forced some changes, not least within the homeless population when 70 rough sleepers were provided with temporary accommodation at the beginning of the year. This is primarily a housing issue, but support required for this group of people with complex needs has been provided by substance misuse services and specialist housing support grant funded schemes. Further work is required to move people on to more permanent housing solutions with appropriate levels of support.

Brynglas day service was closed during the pandemic and will not re-open but a new outreach service has been developed for adults to reduce isolation and loneliness, and to offer support for carers. Newport has new and different options available for all who previously attended Brynglas and some have already transitioned to new services.

Services for carers have continued to develop. It is recognised that the pandemic placed considerable strain on families and carers as the normal community-based services were unavailable. There were 132 carer assessments undertaken between April 2020 and March 2021. A new carers offer was launched in 2020 with a broad range of services, the website has been updated and the council now has an established carer network of 565 people.

Although delayed for several weeks 5 adults with learning disabilities moved into a new housing scheme in March 2021 and look forward to a more independent life in good quality, sustainable accommodation.

The consequences of the pandemic are still unknown and will take time to work through. The additional funding made available to social care by the Welsh Government is due to end in September 2021 and this could impact on the long-term sustainability of some services. Issues such as the ongoing need for social distancing and the preference of service users who may want to change the way their support is delivered will influence the financial viability of current service models.

Services had to adapt to ensure ongoing support was available to the people who relied upon them and a range of new opportunities have now been identified. For example, some virtual contacts worked very well for people who are socially anxious, and this encouraged engagement and confidence. This will translate into new ways of working that we will continue to develop and monitor.

We have seen an increase in the number and complexity of referrals across all aspects of adult services, but it is not yet clear how much of that is a temporary consequence of the pandemic. The successful roll out of vaccinations is driving increased confidence for those wishing to return to services and the removal of restrictions means that carers and family members have less availability, but we are still unable to predict the longer-term impact on demand.

For the council's children services, they have continued to operate throughout providing safeguarding and support for the most vulnerable children, young people and families in Newport. Children services staff have sustained provision and responded positively to the challenges of working differently and the rapid shifts in guidance. Despite the changes and demands brought by the pandemic, children's services have continued to develop and ensure the best possible services are available across all areas of our work.

Despite the increases in referrals the number of looked after children has remained stable and there has been no overall increase in the number of children on the child protection register. Social workers continued to visit throughout, and all safeguarding work has been undertaken in line with statutory requirements. Court work has been sustained with minimal interruption. The number and level of complexity of referrals rose sharply as we came into April 2021. The level of need in families is stark and the impact on children and their carers in all aspects of their lives has been considerable.

Children's homes and short breaks services have adapted to the changed circumstances including providing direct care to children with heightened anxiety and with limited access to education. Foster carers have been supported throughout and many they have found positive ways to enjoy quiet, quality time with children.

A small set of children's artwork and a collection of comments from foster carers have also been put together. The recruitment and approval of carers has continued throughout the period of restrictions. An increased number of new foster carers have been recruited and the number of children placed with independent fostering agencies has been reduced. A small number of children have been placed for adoption.

Despite all of the challenges many elements of innovative work have continued to grow. For example, family group conferencing, baby and me and a strong focus on children at risk of exploitation. A toolkit for children at risk of exploitation was developed and is now being adopted across Gwent and shared throughout Wales. The report of the Joint Inspection into Child Protection Arrangements was published by the shared Inspectorates and highlighted the positive work the council and its partners are doing in the city.

In the second half of the year, we have been supporting the roll out of MYST (My Support Team) as a service to increase the support available to our children in placement - particularly those children placed away from Newport.

Rosedale children's home opened in March 2021 and work also commenced on Windmill Farm. Staff in pathway team have developed increased services for unaccompanied asylum-seeking children and are working to provide proactive services for children requiring placements. Staff across children's services are working to implement updated guidance within the family justice system.

Staff have embraced all forms of digital work and some elements of this continue. The majority of family court work is likely to continue to be via online platforms for the foreseeable future. Child protection conferences will be piloted as hybrid meetings from June 2021 and are likely to be adopted in this manner for the future.

Schools continue to work towards achieving the National Quality Award (NQA) for healthy schools. Twelve schools currently hold the NQA. There are 15 schools who have achieved Phase 5 of the award and 11 schools with Phase 4. These schools will be supported towards NQA over the next 2 years.

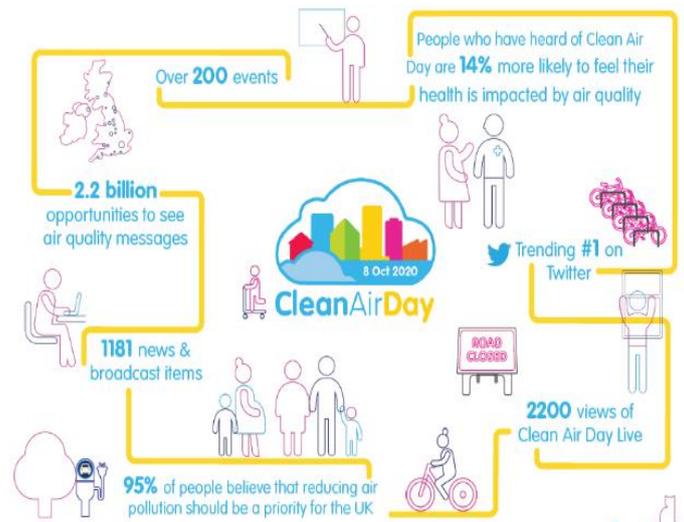
As highlighted in wellbeing objective two of the report, the last year has highlighted the impacts that climate change will have now and into the future for communities in Newport and across south Wales.

As the city went into lockdown, improvements in the air quality (36 percent reduction) across the City were realised as people used their cars less and took alternative ways of travelling in their local areas. People worked from home more which provided opportunities for them to reconsider whether to commute as often into work. The council wants to make sure that these new habits continue after lockdown and well into the future.

Every year air quality progress report is published using the readings taken across the air quality management areas in the city. The [2020 Report](#) highlights the results from 2019 and the work that the council and its partners are doing to improve the city's air quality.

In 2020/21, the final report from the [South East Wales Transport Commission](#) was also published. It outlines the alternative approaches that could be taken to improve traffic flow from the M4 in the region. The recommendations have been accepted by Welsh Government and represent a transformation investment in public transport networks across Newport.

Last year the council participated in [Clean Air Day Wales 2020](#). The event took place on 8 October 2020 and the council was pleased to be part of the launch of Wales' first electric zero-emission bus, Newport Transport and Zenobe Energy announced the arrival of a fleet of 14 new electric buses – the first vehicles of their kind to ever be in service in Wales. The new buses will help drive down air pollution in Newport, which is one of the most polluted areas in Wales. This venture means that Newport will be the first area in Wales to operate zero-emissions buses for our customers and the environment. It shows that Newport is pushing the agenda for Wales and the buses will be used on routes throughout the city, with a focus on routes into Caerleon to help tackle air quality problems in the area.



Since the introduction of the [Active Travel \(Wales\) Act 2013](#) Newport City Council has committed to improving the city's transport network to make walking and cycling the most attractive and safe option for people. A video on the city's active travel can be viewed online at [www.newport.gov.uk/activetravel](http://www.newport.gov.uk/activetravel). Despite the Covid-19 pandemic, in 2020/21 the Council has been delivering various schemes across Newport including:

- A new bridge at **the Fourteen Locks** which provides an alternative route for walkers, cyclists and people of all abilities into the centre and beyond.
- Construction of an off-road route from Bassaleg Road along **Gaer Fort** connecting to Wells Close, providing a link from last year's work at **Coed Melyn**. The route will also use low level lighting which was designed with the environment in mind and to minimise the effects of the lighting on wildlife.
- An off-road option for pedestrians and cyclists to cross the SDR including a new unsegregated over bridge using **Monkey Island**. Improving this route will provide safe and inclusive access directly to and from the city centre.
- Improving the route in **Tredegar Park**, through the pedestrian subway to provide a link to the old golf course by the A48. The route will also use low level lighting. Within this route we have provided cycle storage and a cycle pump which will be the standard at all eligible routes.
- The [wheels for all](#) project, in collaboration with Newport Live, has been coupled with the active travel scheme and has enabled Tredegar Park to both provide excellent facilities for its disabled users whilst upgrading the public right of way. Newport Live have also been brought into the scheme to run the wheels for all facilities and went live on the 9 June 2021.
- improvements along Corporation Road to make the road safer for cyclists and pedestrians.
- Introducing [20mph Streets](#) across several residential streets to improve safety for all road users and pedestrians.



A project for improved bus passenger infrastructure (shelters) received partial funding in 2020/21 by the Welsh Government which enabled the installation of 40 new shelters up to March 2021). Further funding in 2021/22 will progress the installation of a further 60 stops this year. This includes solar powered shelters for lighting and real time information displays. Last year the council received £8.9m to build a new footbridge across the railway line that will replace the underpass making it safer for residents to walk between Devon Place and the city centre. This work will be completed in 2021/22.

Due to the lockdown restrictions in place in 2020/21, this had a significant impact in changing our habits and exploring the local areas in which we live. Across the city’s active travel routes there has been an increase in comparison to 2019/20 showing people being more active and supports the general increase with people walking, cycling more.

<b>Active Travel Increase in comparison to 2019/20</b>	
<b>2020/21</b>	<b>Increase from 2019/20</b>
Q1	<b>94%</b>
Q2	<b>52%</b>
Q3	<b>17%</b>
Q4	<b>58%</b>
Year	<b>47%</b>

The current active travel maps for the city have been in place for five years and in 2020/21 in collaboration with Welsh Government and Sustrans to updates were made to the [active travel maps](#) to shape the future of active travel across the city. Residents, business owners and community groups were asked where they would like to see the development of new walking and cycling routes as well as improving existing routes on the network. The consultation saw over 3,344 people contribute towards the survey. This feedback will be used in the final report that will be published in 2021/22.

In July 2020 working alongside the other Gwent local authorities and ABUHB, local [Test, Trace Protect Service was established](#). Through the redeployment of staff from Newport Live and other council staff it was possible to identify and contact people where Covid-19 had been transmitted in the community. This enabled rapid deployment of mobile testing units where community outbreaks were identified and contributed to breaking the transmission chain. The council, Newport Live and the TTP service have also supported the vaccination programme by establishing a mass vaccination centre at Newport Centre. The latest figures relating to Covid-19 cases and vaccination rollout can be accessed [here](#).

Public Protection teams have been supporting local businesses providing advice and guidance over 2,343 occasions and completing over 2,700 inspections. This has been instrumental in helping the city centre and other areas to safely reopen.

The team were still able to carry out some of their routine work as well as responding to the pandemic. They seized over £20,000 worth of counterfeit tobacco which was featured on BBC Wales [X-Ray programme](#). The regional intelligence team was instrumental in dealing with an international organised crime group supplying at least £200 million worth of unsafe and counterfeit electrical consumables. Newport Dogs Home was once again awarded the RSPCA Cymru Gold Award for its work with stray dogs during the pandemic. The registration and coroner’s service staff had to manage large numbers of death registrations and inquests during this period - coping with the emotional demands of dealing with the bereaved.

Despite the impacts of Covid-19 the team was able to progress more rapidly the use of data and technology which have been critical to the organisation and wider partnerships response to Covid-19. Work has been slowed in relation to some aspects of communications, transformation, human resources, civil contingencies and community cohesion with resources diverted to deal with the pandemic or Covid-19 restrictions which made it more difficult to implement change.

## Performance Analysis 2020/21

\*Note – Welsh Government introduced new Social Services Performance Framework. Where new performance measures were in place, targets were not set for 2020/21.

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18
Number of Active Travel Journeys	<b>280,145</b>	<b>260,000</b>	224,924	200,927	139,680
The number of children looked after children at 31st March.	<b>378</b>	<b>380</b>	382	372	325
PAM - Average Sickness days per Full Time Equivalent	<b>7.3 days</b>	<b>8.8 days</b>	9.5 days	10.1 days	10.1 days
New - The number of contacts received by Adult Services where advice and assistance was provided during the year	<b>1,718</b>	No Target	No Data	No Data	No Data
New - Number of new assessments completed for adults during the year	<b>1,538</b>	No Target	No Data	No Data	No Data
New – The active offer of Welsh was accepted	<b>0</b>	No Target	No Data	No Data	No Data
New – Number with a Care & Support package at 31 <sup>st</sup> March	<b>1,861</b>	No Target	No Data	No Data	No Data
New – Number with eligible needs for Care & Support maintained by Direct Payments at 31 <sup>st</sup> March	<b>93</b>	No Target	No Data	No Data	No Data
New – Total number of packages of reablement completed during the year.	<b>584</b>	No Target	No Data	No Data	No Data
New – Reablement, maintained the need for the same level of support	<b>95</b>	No Target	No Data	No Data	No Data
New – Reablement, mitigated the need for support	<b>409</b>	No Target	No Data	No Data	No Data
New – Reablement, Reduced package of care & support	<b>43</b>	No Target	No Data	No Data	No Data
New – The Number of adult protection enquiries completed within 7 days from the receipt of the reported alleged abuse.	<b>636</b>	No Target	No Data	No Data	No Data
New – The total number of reports of adults protection enquiries completed in the year.	<b>648</b>	No Target	No Data	No Data	No Data

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18
New - The number of contacts for children received by statutory Social Services during the year.	<b>10,104</b>	No Target	No Data	No Data	No Data
New - The total number of children with a care and support plan at 31 <sup>st</sup> March.	<b>978</b>	No Target	No Data	No Data	No Data
New - The number of children becoming looked after during the year	<b>91</b>	No Target	No Data	No Data	No Data
New - The number where physical punishment by a parent or carer was the <b>only</b> factor. <i>Note: Measure delayed due to Covid-19</i>	<b>144</b>	No Target	No Data	No Data	No Data
New - The Active Offer of Welsh was accepted (During assessment)	<b>0</b>	No Target	No Data	No Data	No Data
New - The total number of children removed (de-registered) from the child protection register during the year	<b>148</b>	No Target	No Data	No Data	No Data
The total number of children registered on the child protection register in the last 12 months	<b>179</b>	No Target	No Data	No Data	No Data
New - The total number of reports of child exploitation received during the year	<b>62</b>	No Target	No Data	No Data	No Data
New - The Number of Children who Ceased being Looked After during the year	<b>92</b>	No Target	No Data	No Data	No Data
The total number of children looked after at 31 <sup>st</sup> March who have experienced three or more placements during the year	<b>26</b>	No Target	No Data	No Data	No Data
The total number of children who returned home during the year	<b>36</b>	No Target	No Data	No Data	No Data
New - The total number of contacts to statutory social services by young carers or professionals contacting the service on their behalf received during the year. Provided by Barnardos	<b>74</b>	No Target	No Data	No Data	No Data
New – Number of Foster Carers registered with the Local Authority (Inc Kinship, Supported Lodgings General and Respite)	<b>159</b>	No Target	No Data	No Data	No Data

New – Number of Childrens Residential Fostering Beds	21	No Target	No Data	No Data	No Data
New – Number of Children in care proceedings during the year	44	No Target	No Data	No Data	No Data

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18	Explanation
The total number of children on the child protection register at 31 <sup>st</sup> March.	158	130	128	105	124	Setting a target for the number of children on the register is always challenging. Over the past year the impact on families of the pandemic has inevitably brought stress and distress. Support to families has been extensive but nonetheless safeguarding issues have increased hence the rise in registration numbers.

## Key Deliverables in 2021/22

- Continue to assess the impact of Covid-19 on service provision and demand to enable full recovery
- Newport Active Travel Map
- Completion of Devon Place Footbridge
- Completion of Monkey Island active travel route
- Canal link path between Bettws and Malpas

# Well-being Objective 4

## Strategic Recovery Aim 4

Cities are built by the communities that live in them. They shape the way we connect with each other, adapt to change, create safe environments and ensure that the people who live there are focused on each other's well-being.

Newport Council and its partners, including Newport City Homes, Gwent Police, South Wales Fire and Rescue and other not-for-profit organisations are working together to provide these opportunities and address the challenges being faced by Newport's communities.

In Newport, we are proud of our place in Wales' history and it is important that we continue to grow the Welsh language and heritage. Newport is also a diverse city which has become home for many residents from across Europe and the rest of the world. Newport is one of 5 asylum dispersal areas in Wales, has a significant EU migrant population and continues to participate in a range of Home Office Refugee Resettlement schemes. It is important that the decisions we make as a council consider the needs of all of our communities, and that we continue to establish Newport as a city that welcomes everyone.

The Covid-19 pandemic and subsequent restrictions have highlighted many of the existing challenges that the city faces and exposed the social inequalities that we know affect many of our vulnerable or minority communities. But it has also showcased how communities, groups and individuals from all walks of life can work together to ensure that disadvantaged and vulnerable communities are supported when they need it most.

In 2020/21 the focus of the council's work was:



**A More Equal Wales**



**A Wales of Cohesive Communities**



**A Globally Responsible Wales**



**A Wales of Vibrant Culture and Thriving Welsh Language**

<b>Wellbeing objective four – To build cohesive and sustainable communities</b>		<b>Strategic recovery aim four – Supporting citizens post Covid-19</b>	
<b>Steps</b>		<b>Steps</b>	
1	Deliver a community cohesion programme that creates opportunities for communities to interact with one another.	Work together with our partners to reduce poverty, address homelessness and support our most vulnerable people as a priority	
2	Prevent offending and re-offending of young people.	Identify, develop and seek to sustain any positive developments emerging during the crisis	
3	Develop sustainable communities through the provision of good quality, accessible and affordable housing.	Developing opportunities for people to access suitable and affordable housing	
4	Prevent and tackle instances of antisocial behaviour impacting upon the residents and the business community including general poor behaviour, noise nuisance, fly tipping, illegal alcohol sales to children and doorstep crime.	Deliver a community cohesion programme that effectively responds to community tensions and creates a shared sense of identity across the city	
5	Work with key partners to tackle antisocial behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly, and use this area focussed model to inform potential future programmes in other areas of Newport.	Prevent and tackle instances of antisocial behaviour impacting upon the residents and the business community of Newport	
6	Work towards increasing the number of Welsh speakers and promote the Welsh language in all parts of life.	Re-establish community regeneration facilities and services where it is safe to do so for staff and service users	
7	Deliver a sustainable library service and varied cultural offer.	Develop opportunities for community involvement participation and engagement	
8	Work with key partners to promote the city's parks, open spaces and coastal path.		
9	Develop opportunities for community involvement, participation and engagement		

At the start of the year and as the lockdown restrictions came into place, priority was given to support those that were homeless and/or at risk of rough sleeping. Collaboratively with Gwent Police, the Probation Service, Aneurin Bevan University Health Board, Public Health Wales, The Wallich, Pobl, Eden Gate, the Olive Branch and the Salvation Army, the council was able to find temporary and safe accommodation for people. But, most importantly, they were able to offer a range of physical and mental health support with those experiencing complex needs and substance abuse.

The council does not have its own housing stock but has continued to work with registered social landlords - such as Newport City Homes, Melin, POBL, Link Cymru and others across the city to deliver a housing development programme that provides secure and affordable housing. This work has included accessing Social Housing Grant (SHG) funding and the Innovative Housing Programme from the Welsh Government in order to use modern methods of construction to meet housing needs.

**Homelessness Statistics as of end of August 2020**

- Temporary accommodation provision increased by **67%** (120 units)
- 15** offers of accommodation with a view to a new site using modular accommodation
- 395** households have been accommodated many multiple times
- 142** offers of accommodation have been made to **111** rough sleepers
- 8** households moved into permanent accommodation via the Housing First Scheme
- 23** previous rough sleepers now accessing rapid rehousing services

**Case Study – Supporting homeless people in Newport**

In the last year the council, Verified Rough Sleeper Team and Melin Homes supported a client that had been street homeless, sofa surfing and alcohol dependent for many years. The client could not see an end to their cycle and was known to local organisations occasionally looking for minimal assistance. During the year, the client took a big step in accepting Newport City Council’s offer of temporary accommodation and support from the VRS team.

Throughout the year, the team worked with the client promoting a trusting, stable, competent and consistent engagement plan. Through this regular contact the client was able to break their previous cycle of sofa surfing and street homelessness. Supporting the clients physical and mental health needs, the client was able to build bridges with his brother and improve their relationship. In May 2021, Melin Homes helped the client to sign up to their own tenancy and support them to furnish their property. The support is continuing to be provided by the VRS support workers.

If you are or you know someone who is homeless, at risk of homelessness or need housing advice, please email [rehousing@newport.gov.uk](mailto:rehousing@newport.gov.uk) or telephone 01633 656656.

Collective steps are now being taking to build on this work and using Welsh Government funding, we are developing seven units of supported housing with MIND And eight units provided by Melin. A further four projects are being explored that will provide another 38 units in the future.

Many communities needed support to help vulnerable residents who were shielding or did not have access to public funds. Throughout the pandemic the neighbourhood hubs teams supported residents in need. The initial response by the hubs was focused upon helping the clinically extremely vulnerable who were affected by the shielding regulations - this involved over 5,000 phone calls to shielding residents and working in partnership with food banks across the city to deliver over 800 food parcels to isolated and vulnerable families. The hubs teams also co-ordinated the Welsh Government food parcel scheme.

Wherever possible the multi-disciplinary hub teams sought to maintain the delivery of services. Flying Start continued to deliver childcare provision and staff developed innovative digital sessions to support parents when face-to-face meetings have not been possible.

During the first lockdown, ten Flying Start settings were repurposed to provide childcare for 154 children of 109 keyworkers. During the summer holidays, this was extended to include schools and had six early years settings with 60 children, 4 older children settings with 192 children and 1 specialist site with 12 children.

The council also worked with Clybiau Plant Cymru and Newport Live to provide childcare for 110 vulnerable children. It also processed applications for Welsh Government coronavirus Childcare Assistance Scheme (CCAS) with 63 registered private providers supporting 735 keyworkers and 460 children. The families first teams attached to the hubs have continued to receive referrals through the SPACE panel and directly from partners including schools, helping vulnerable families to manage during the pandemic.

Libraries have operated a reduced physical service for much of the year, focusing upon delivery at larger libraries to meet Covid-19 regulations. Work was undertaken with the customer service team to set up an [online booking system](#) and a click and collect service. Investment was also made in e-books and e-audio, which resulted in issue figures doubling in the first six months of the year.

The Covid-19 restrictions made it very difficult for teams at both the council and its partners to undertake their normal diversionary and outreach work during the last year. Working closely with Gwent Police, South Wales Fire and Rescue, Newport Live and others, the council continued to respond to incidents and support communities as much as possible to reduce anti-social behaviour. Newport Live's positive futures programme - funded through the Police and Crime Commissioner and supported by Safer Newport - has been engaging with and supporting young people (aged 8-19). This included one to one youth support, targeted group work and diversionary activities.

A **Safety and Anti-social Behaviour data dashboard** was created through strong partnership work between Newport City Council, Gwent Police, South Wales Fire and Rescue, Natural Resources Wales and Fly Tipping Action Wales. One of its uses was to overlay fly tipping, arson, and crime data with greenspace to provide a better understanding, and collaboratively focus efforts and find solutions to make greenspace safe and accessible for all.

The information is provided to the council by all partners on a quarterly basis. Discussions on operational uses are ongoing, including overlaying it with new and improved active travel routes to see if increased active travel could help reduce some issues. A better understanding was achieved through a network workshop exploring crime and negative behaviours in green spaces - including fire setting, dog fouling, drug and alcohol use. This information is useful to inform implementing solutions.

The Welsh Language Standards provides the council with the impetus to continue to improve the delivery of bilingual public services to residents, businesses and visitors in Newport. The [annual Welsh Language report](#) provides a detailed overview of how the council is delivering against its Welsh Language Strategy.

At the start of the year, a Welsh language promotion officer was appointed to work closely with schools to develop material for home learning. Even during lockdown they continued to promote St David's Day and [Diwrnod Shwmae](#) to staff and sponsored and supported [Gwyl Newydd](#), the annual Welsh language festival, which was delivered via digital platforms. We have also commissioned a series of short videos about the culture and history of Welsh language in Newport which are due to be launched in Autumn 2021.

Access to Welsh Education is important for Newport and its residents. In 2020/21 the council commenced work in developing a 10-year Welsh Education Strategic Plan (WESP) which will be approved in 2021/22. In 2020/21 the council progressed in the development of a new Welsh-medium primary school in Caerleon which will be open from September 2021.

2021/22 will be the last year which the council will be delivering against the current Welsh language strategy. Over the next year, there will be work to involve and engage with residents, groups and other stakeholders across Newport to develop the new strategy which will cover the next five years starting in 2022.

Working with partners Natural Resources Wales and Newport City Homes with funding from Aneurin Bevan University Health Board the east neighbourhood hub trialled a **home food growing initiative** in Ringland, providing kits of small plants, seeds, pots, compost, and a 'how to guide' to local residents. Learning will be used to explore expanding the initiative to other parts of Newport.

A wide range of partners, led by central neighbourhood **hub**, have transformed **Pill allotments** into a community space which will have seen several benefits including food growing.



The council was pleased to have the hard work of managers, staff and volunteers at their parks and green spaces rewarded with [Green Flag Awards](#) for Belle Vue Park (for the fourteenth consecutive year), Beechwood park (third consecutive year) and Gwent Crematorium (seventh consecutive year). With staff diverted to other essential services while the parks were closed, and the usual maintenance couldn't be carried out. achieving the award in 2020 was a real challenge and is a testament to the efforts of the teams involved.

The team pulled together, adjusted to the new normal and thanks to the hard work of the whole parks team we achieved the awards again bringing a great sense of pride and achievement within the team. The Grade 2 listed bridges within Belle Vue Park have been returned to their former glory after funding was secured to restore weathering and acts of vandalism. We have also refurbished the Tennis Courts and the MUGA has benefitted from an environmentally friendly refurbishment too.





Next year we will be undertaking refurbishments to playground facilities in Somerton Park, Underwood, Allt-yr-Yn, Barrack Hill and Sorrell Drive as these are the areas of greatest concern. The Parks Team has awarded the work to local contractors to undertake in summer 2021. We haven't been able to offer our full services over the year because of the Covid-19 pandemic but we are hopeful for a return to full services in the coming year.

During the initial lockdown period, the council developed a comprehensive COVID-19 [Community Impact Assessment](#) which identified key areas of inequality for some of our most vulnerable and marginalised communities, compounded by the pandemic. Developing the assessment, available data at that point in time was used. It involved people through online forums to identify and understand the impacts that Covid-19 and the restrictions have had on their lives. This has allowed focus on reducing some of these inequalities as part of our Strategic Recovery Aims, as well as working with grassroots community groups to build resilience and strengthen local cohesion. Furthermore, the assessment was used to inform and identify avenues which the participatory budget funding could be directed towards in the City.

The council continued its commitment to addressing all forms of hate as it affected our communities. At the start of the pandemic, there was a significant rise in online hate speech directed at specific communities perceived to be contributing to the spread of the COVID-19 virus. To tackle this, the council provided training on hate crime to around 80 frontline staff and hosted a virtual event for professionals in partnership with Hope not Hate together with the Center for Countering Digital Hate, equipping people with the skills to counter online hate where they see it. During Hate Crime Awareness Week this year, the council also signed up to Victim Support's Hate Crime Charter which sets out the way that victims of hate crime should be treated and are currently developing a Hate Crime Policy to further embed these principles. We have also delivered hate crime training to a range of community groups, as well as our internal staff networks.

Much of our cohesion work this year has focussed on supporting our minority ethnic communities who have experienced significant impacts as a result of the pandemic. In July, we lit up the Civic centre in purple as a mark of solidarity with the BLM movement, and were proud to sign up to Race Council Cymru's Zero Tolerance to Racism policy for Wales.



Throughout 2020/21, the Council supported communities through the Community Cohesion team and Community Connectors to access the information in their home languages, providing information to Mosques, churches and online groups, developing e-bulletins and online communication channels to share important updates, and worked in partnership with ABUHB and Public Health Wales to respond to COVID-19 clusters which have emerged within some of our most vulnerable communities. The Council's Community Connectors supported 302 citizens with 1,030 outcomes and signposting groups to access funding sources to ensure long term sustainability for the communities.

**Czy jesteś obywatelem Unii Europejskiej, Europejskiego Obszaru Gospodarczego lub Szwajcarii i mieszkasz w Newport?**

**Sto občanom EU, EHP alebo Švajčiarska žijúcim v Newport?**

**Are you an EU, EEA or Swiss citizen living in Newport?**

**Czas ucieka**

**Time is running out**

**Upewnij się, że nikt z Twoich europejskich przyjaciół, rodziny, kolegów i sąsiadów nie przegapi terminu obywatelstwa w Walii.**

**Chcemy, abyście zostali w Walii, gdzie zawsze będziecie mile widziani.**

**Chceme, aby ste zostali vo Waleise, kde budete vždy vítani.**

**We want you to stay in Wales, where you will always be welcome.**

As a result of Britain's exit from the European Union, EU nationals that had previously been relying on treaty rights that had guaranteed their right to work and live in the UK now needed to secure these rights by applying to the UK government's EU Settlement Scheme (EUSS). As of March 2021, nearly 8,000 applications had been made to the EUSS by Newport residents. Our teams have been able to work flexibly, setting up community informal groups and identifying key community contacts to both promote awareness of the EUSS and to monitor other Brexit-related tensions. Our EU Citizens Forum continued to meet virtually, bringing together community members and third sector services to effectively address issues affecting EU citizens in Newport. We also continued to co-ordinate a weekly partnership drop-in for EU citizens to access support and advice in a

safe space when restrictions allowed.

In response to the physical changes that were required to the city centre because of the pandemic, we established an Accessibility Stakeholder Group (ASG) to review and consider how projects relating to the use of the city centre and council services impact on accessibility. The group brings together several local stakeholders including members of the public and the third sector and has already shaped our approach to the reopening of the city centre following periods of national lockdown. The group contributes regularly to planning and project work and acts as a critical friend to a range of service areas within the council.

## Performance Analysis 2020/21

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18
Number of additional affordable housing units delivered per 10,000 households	<b>36.31 per 10,000 households</b>	19 units per 10,000 households	18.76 units per 10,000 households	Not Available	31.46 units per 10,000 households
Number of young people (11-19) supported (ACES)	<b>172</b>	<b>100</b>	333	88	No Data
Number of children (0-10) supported (ACES)	<b>758</b>	<b>200</b>	848	2,553	No Data
Number of families supported with interventions	<b>1,326</b>	<b>1,000</b>	313	794	No Data
Number of people approaching authority for housing advice and assistance	<b>1,778</b>	<b>1,800</b>	1,926	1,814	1,999
Number of Welsh Language complaints upheld by Welsh Language Commissioner	<b>0</b>	0	1	No Data	No Data

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18	Explanation
National - Number of additional dwellings created as a result of bringing empty properties back into use.	<b>0</b>	18	21	21	22	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.
Percentage of people seeking housing assistance who are determined as statutorily homeless	<b>21.6%</b>	<b>18%</b>	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.
Number of employees trained in Prevent PVE	<b>145</b>	<b>200</b>	81	208	N/A	COVID-19 has significantly impacted the capacity and capability to deliver Prevent training to employees. Awareness raising has continued through informal means and online delivery, and more regular training will resume in 2021/22

Performance Measure (NCC Measure unless stated)	2020/21 Actual Performance	2020/21 Target	2019/20	2018/19	2017/18	Explanation
The percentage of households for whom homelessness was prevented	<b>43.5%</b>	52%	50%	56.9%	55.8%	<p>The Covid-19 pandemic placed restrictions on evictions, extended notice periods and reduced the options for rehousing households. Homelessness prevention cases have reduced by 40% for the full year.</p> <p>The council 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. 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.</p>
Number of employees accessing Welsh language training.	<b>48</b>	<b>75</b>	38	48	141	COVID-19 has significantly impacted the capacity and capability to deliver Welsh language training to staff. This will be addressed through the rollout of mandated online training during 21/22
Percentage Quality Indicators (with targets) achieved by the library service	<b>70.3%</b>	80%	80%	80%	No Data	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.
Average calendar days to deliver a Disabled Facilities Grant (DFG)	<b>321 days</b>	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 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 the Council's Gold team.
National - The percentage of empty private homes brought back into use during the year through direct action by the local authority	<b>0.9%</b>	<b>1%</b>	0.44%	0.41%	1.01%	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.

## Key Deliverables in 2021/22

- Development of the Welsh Language Strategy 2022-27
- Endorsement of the Welsh Education Strategic Plan
- Refurbishment of play facilities at Somerton Park – Underwood – Allt Yr Yn – Barrack Hill – Sorrell Drive
- Work with our RSL partners to continue to deliver affordable housing through the SHG programme

# The Way we Work – Equalities and Workforce

In September 2020, Newport Council endorsed the authority's [Strategic Equality Plan \(SEP\)](#) including the enhanced governance arrangements that support the delivery of the SEP over the next four years.

The SEP has identified six Objectives focused on:

1. Leadership, Governance and Involvement
2. Customer Service
3. Representative Workforce
4. Community Cohesion
5. Learn Well
6. Independent Living

The last financial year has been one of significant progress and challenges for the wider equality's agenda within Newport City Council. The pandemic, death of George Floyd, and the global traction gained by the Black Lives Matter movement brought inequality and injustice into sharp focus over the course of the year. The council has worked hard to ensure it has used its statutory role within the city to promote equitable access to critical services and to promote community cohesion. This year, the Leader of the Council also established a regular roundtable meeting with Black, Asian and Minority Ethnic communities, to allow for honest and open conversations about issues at the heart of persisting racial inequalities.

Internally, during 2020/21, the council launched three staff networks, *In NCC* for our disabled staff or those with impairments / accessibility requirements; *Diversity Staff Network* for our Black Asian and Minority Ethnic staff; and *Pride Network* for our LGBTQ+ staff. Each of these groups play an important role to deliver initiatives that improve inclusivity in the workplace, support new and existing staff and celebrate staff successes both internally and externally in our communities.

The delivery of the Strategic Equality Plan is provided in a detailed report every year ([see link here](#)). Below is an overview of the achievements delivered by the Council in 2020/21 towards delivering its objectives in the Plan.

*Further detail to be provided here in final version of the report from SEP annual report.*



## Workforce Wellbeing

The wellbeing and safety of the workforce has never been greater than in 2020/21 given the effects of the Covid-19 pandemic on the lives of individuals and their families. With such a diverse workforce that has been operating at the front-line collecting waste, providing care and assessments through to staff working from home and juggling work and home schooling, it has been important for staff to be able to access support, advice and guidance when needed.

A variety of tools are available to staff such as Care First, an online or telephone tool to access advice, information and counselling 24 hours a day and Zest, an interactive health management portal to manage and improve physical and mental health. The demands for support in wide reaching areas has increased in line with expected demand during the pandemic. The council contract with Newport-based occupational health provider was renewed and have maximised use of available appointments over the telephone - which has decreased waiting times because of over-running appointments.

The corporate health and safety team have triaged those most in need of occupational health support and those who may benefit from stress assessments conducted in-house by a health and safety business partner. In addition to supporting individual need the HR team has provided regular staff surveys on wellbeing with additional focus for those working from home throughout the crisis.

As a result of some of the feedback, additional training webinars have been sourced to help those working remotely feel connected and productive. The rollout has been popular, and the sessions are fully booked, reflecting the need from across all of our service areas. Additional funding from the training budget has been allocated to delivering an increased number of these webinars due to the take-up. The results from some of these surveys are also being used to inform the long-term future of operational working and have featured in reports to scrutiny and cabinet on what the new operating model could consist of once the Covid-19 pandemic is over.

The Strategic HR team have developed and implemented a workforce planning toolkit to heads of service and service managers. They have invested time in better understanding the workforce pressures, trends and demands in each area to assist heads of service in understanding their objectives around their future workforce need.

Combining key corporate workforce planning objectives from other strategies, for example, aspiring to have a workforce that is representative of our communities as set out in the Strategic Equality Plan, or growing a digitally enabled workforce - as detailed in the Digital Strategy – with the individual priorities identified by our heads of service means that the council's overall workforce plan is holistic in attempting to meet individual service need, but also meets wider strategic objectives that make Newport City Council an employer of choice. When complete, this strategic document will be approved by the Leader - as cabinet member portfolio holder for OD - and the HR business partner team will be working with service areas over the coming year to ensure progress is made against each workforce plan.

## New Ways of Working

Throughout 2020/21, council staff have maintained and delivered frontline services to residents in Newport. For the majority of staff working in social care, city services, schools, community outreach settings and many other frontline staff, as highlighted above, adaptations have been made to ensure social distancing and other covid measures were adhered to minimise the spread of the virus.

For office-based staff, and Elected Members a home based and hybrid approach to working has been adopted and has been in place throughout the year. From the beginning of the pandemic, significant proportion of staff had a laptop / mobile device that enabled them to work from home. Additional equipment has been provided to staff and Elected Members to ensure safe remote working. The benefits that have been shown from working from home and providing flexible approach to service delivery using technology has enabled staff to improve their work/life balance, reduced time commuting and the benefits such as reducing carbon emissions. But it is recognised that there are staff that require mental health support and prefer to have social contact working in an office environment.

Recognising this, in 2021/22 the council will be outlining its approach to developing a [New Normal](#) that will continue the benefits of remote working and have flexibility that will enable staff and Elected Members to adopt a hybrid approach to work and wellbeing, creating an environment that will enable collaborative / public spaces, enable Elected Members host hybrid council meetings, and utilise new technology to improve the delivery of services to the public.

## Key Deliverables in 2021/22

- Implement New Normal approaches across Newport City Council
- Implementation of the Socio-Economic Duty
- Embedding workforce planning
- Focus on employee wellbeing during and post pandemic
- Strategic review of recruitment and selection
- Strategic review of Health and Safety offer to the organisation

# The Way we Work – Corporate Governance

The council is required to produce an **annual governance statement** (*Link to final report to be provided*) which provides an overview on the effectiveness and efficiency of its corporate governance arrangements, internal control, and risk management processes. In 2020/21, the Local Government and Elections Act received Royal Assent and will bring significant changes to the way the local authorities are governed and improve the transparency of local democracy. Much of the changes have already been implemented in 2020/21 with council meetings broadcast online and the Welsh Government elections allowing 16 and 17-year-olds to vote.

From 2022/23 all local authorities will be required to produce an annual self-assessment of their governance and performance in delivering the Corporate Plan and services.

## The Council's External Regulators

The delivery of the council's core functions is subject to external regulatory review from Audit Wales, Care Inspectorate Wales (Social Services) and Estyn (Education). Each of these organisations provide assurances on the delivery of council services to ensure that we are discharging our duties, providing value for money to the taxpayer and ensuring the safeguarding of people in our care. The reports delivered by the three regulators in Newport can be viewed via the links below.

[Audit Wales](#)

[Care Inspectorate Wales](#)

[Estyn](#)

## Corporate Planning, Performance and Risk Management

The council's planning, performance and risk management framework has been in place for two years and work has been continuous to support the organisation to deliver the council's Corporate Plan and Strategic Recovery Aims. As part of the council's continuous improvement drive there has been ongoing engagement with councillors at audit committee, scrutiny and cabinet on the council's performance and management of risk.

This work is contributing towards the council's culture of making informed and evidence-based decisions. In the last year the council's corporate management team has also started to undertake deep dive reviews of corporate performance and risk. The benefits that these reviews have is to take a holistic approach to understand how services are being delivered and how working collaboratively the council can support and improve its performance.

2021/22 will be an important year as the council delivers its final year in the current Corporate Plan; but it is also developing the next Corporate Plan for 2022. The team will also be leading on developing the annual self-assessment integrating it into the new corporate governance arrangements and structure.

## Financial Planning

In response to the ongoing pandemic, the council will accordingly reset its medium-term financial plan in recognition of the impact and the council's strategic objectives as it starts to recover. This will require an understanding of what the 'new normal' will be and will require the council to review and prioritise the services it provides, its delivery models and the outcomes and how these need to change to meet new and emerging priorities.

This reset will include a thorough evaluation of its budget position through scrutiny reviews and business change proposals to determine achievability and alternative mitigating actions because of some priorities being delayed or reprioritised throughout the recovery phase. Any financial reset will be to the backdrop of a new economic reality and limits to what is affordable. Financial planning assumptions will, therefore, be more important than ever to support a fully informed medium term financial plan that ensures financial resilience.

This evaluation will determine service delivery, both through the annual review and medium-term financial plan. Throughout the budget setting process, the council consults with its stakeholders - such as Newport citizens, trade

unions, council members and Newport Fairness Commission to gauge their views and decide on where the funding is allocated.

## **Asset Management**

The council is responsible for the maintenance of many buildings across Newport including schools. In 2020/21 the council continued to make further progress in delivering its priorities in the strategic asset management plan. This included the development of the premises managers handbook to assist those responsible for the management of council assets in line with the corporate landlord policy. Working collaboratively with Newport Norse, one of the council's biggest challenges will be how buildings will be upgraded to support new ways of working across the estate and to adapt buildings to meet the council's climate change goal to be carbon neutral by 2030.

## **Procurement**

In 2020/21 the newly approved contract standing orders were rolled out across the council, which encouraged greater opportunities for local suppliers to be selected to bid for certain contracts, without wider competition where this could be used to support local economic growth. Later in the year the new strategic plan for procurement was approved by the council. This not only built on the support for local contracting but embedded the principles and required outcomes of the Wellbeing of Future Generations Act (Wales) into procurement planning and delivery. This, coupled with the drivers of carbon reduction, sustainability, collaboration, social value and ethical employment, provides a detailed plan of how procurement activity across the council can support these wider strategic aims.

2021/22 will see procurement adopting and rolling out the newly developed Welsh National TOMs which provide a framework and tool kit to embed social value considerations into our procurement activity - supporting the council's wider delivery of social value for our communities. Additionally, a greater focus will need to be adopted with regards to carbon reduction through our supply chains and supporting the wider council agenda to ensure we reduce our carbon footprint and drive towards the target of being a carbon neutral council.

# The Way we Work – Involvement and Engagement

For the services delivered by Newport City Council and highlighted throughout this annual report, it is vital that we involve communities, service users and businesses in the decisions that we make. It is also important that council services receive feedback from those who use them so that the council can improve its delivery and understand the experiences faced when accessing and using our services.

## Involvement and Engagement Activity

The last year has been particularly challenging for the council to actively engage and involve people in person on some of our key policy decisions. However, the last year has also brought about opportunities to engage and involve people using online surveys, workshops and focus groups. As highlighted earlier in the report, the council delivered the participatory budget initiative online - inviting people to the meeting to vote on the projects that they would like to see funding to deliver local projects in their area.

As part of the work to develop the community impact assessment the council in collaboration with Newport Fairness Commission, delivered five online engagement sessions to groups that were most affected by Covid-19 - including older people and carers, Black, Asian and Minority Ethnic communities; migrants, refugees and asylum seekers, LGBTQ+; children and young people; disabled people and carers and Welsh speakers.

The Newport Youth Council meets at least once a month to facilitate the representation of young people and their involvement in decision making. Young people have taken part in Senedd debates, Police and Crime Commissioner events and are represented on the One Newport PSB.

In addition to this work the council delivered, the following surveys were completed in 2020/21.

Date	Subject	Client	Source	Responses
June 2020	Resident's Shopping Survey	RIH	Online SNAP Survey	Ongoing (150 so far)
	Business Survey	RIH	Online SNAP Survey	Ongoing (14 so far)
	Kimberley and Fairoak Nursery proposal	Education	Online SNAP Survey	8
July 2020	School staff survey	Education	Online SNAP Survey	41
	Gaer Primary pupil survey	Education	Online SNAP Survey	16
August 2020	NCC Covid-19 response	People & Business Change	Involve Newport Citizens Panel	228
Sept 2020	Replacement LDP	RIH	Online SNAP Survey	14
	Bassaleg School proposal	Education	Online SNAP Survey	178
	Anti-Bullying survey	People & Business Change	Bus Wi-Fi Survey	1119
October 2020	NCC Covid-19 response	People & Business Change	Bus Wi-Fi Survey	1715
Dec 2020	Empty dwelling management order	RIH	Online SNAP Survey	Ongoing
	City centre leisure & learning consultation	Multiple Services	Online SNAP Survey	1022
Jan 2021	NCC budget survey 2021-22	People & Business Change and Finance	Online SNAP Survey	285
	NCC budget survey 2021-22	People & Business Change and Finance	Bus Wi-Fi Survey	314
	Finance systems	Finance	Online SNAP Survey	58

Date	Subject	Client	Source	Responses
Feb 2021	NYC – life skills in education	People & Business Change	Bus Wi-Fi Survey	311
Mar 2021	Pill PSPO 2021	Law & Regulation	Online SNAP Survey	162
	Market Arcade	RIH	Bus Wi-Fi Survey	Ongoing

## Compliments, Complaints, and Comments

Through the Public Services Ombudsman Act 2019 the council is required to report on the number of compliments, comments and complaints received in the previous year. **An annual report** is published separately by the council every year which provides an overview of all corporate and social services compliments, comments and complaints.

	2018/19	2019/20	2020/21
Stage 1 complaints	271	1,413	1,129
Stage 2 complaints	28	36	31
Complaints to Public Service Ombudsman Wales	38	38	31

In 2021/22, the team will be implementing a new policy which will require monitoring reports to be presented regularly to the council's audit and governance committee and cabinet.

# The Way we Work – Council Decisions and Achievements

Throughout the year Newport City Council and its cabinet make many decisions to improve people’s lives. We also receive much recognition in the work that council services and staff deliver to communities. Below are some of the most notable decisions and achievements made in 2020/21.

April 2020	May 2020	June 2020	July 2020	August 2020	September 2020
The council distributed over £19 million to businesses in Covid support	Children of armed forces personnel are benefitting from a package of support to help with attainment and development being delivered through a dedicated education support officer.	Test, Trace, Protect begins in Newport following the establishment of the Gwent Contact Tracing service	New active travel route through the former brownfield site of Monkey Island in Lliswerry.	Safe and secure childcare for vulnerable children and children of key workers during the school summer holidays	First multi-agency inspection of its kind in Wales reports on child protection services in Wales highlighting many strengths in council services
	City begins to reopen services following the easing of lockdown restrictions including the establishment of an online booking system at the household waste recycling centre.	Local transport fund award for southeast Wales metro plus schemes including some in Newport.	Work restarts on the Heritage Lottery-funded Market Arcade restoration project	Mobile enforcement vehicle to be used as the next step to tackle illegal parking across the city now the council has responsibility for civil parking enforcement	
	Newport Council and Save the Children collaborate to deliver Early Learning Communities Programme in Bettws.		Community-owned solar energy rooftop project at Geraint Thomas National Velodrome of Wales. Part of NCCs plan to install 6,000 solar panels in 21 council buildings.	Fourteen Locks active travel route resurfaced	
				Refurbishment work at Newport Stadium receives £150,000 grant funding	

October 2020	November 2020	December 2020	January 2021	February 2021	March 2021
More than 80 new public litter bins are installed in locations across the city	The Council alongside 20 other public sector organisations sign the Healthy Travel Charter committing to support and encourage staff to travel to work in a sustainable way. A further 2 organisations have signed up since the launch in November.	Electric vehicle charging points – 18 dual fast and two rapid – have been installed in public car parks	Future of Newport Transporter Bridge secured with £8.75 million National Lottery Heritage grant. It will be used to repair and preserve the famous landmark and create a new visitor centre	Cabinet gives go-ahead for to develop the knowledge quarter including a new leisure centre and campus for Coleg Gwent.	Newport has the first electric refuse collection vehicle in Wales which will be used across the city particularly in areas like Caerleon where reducing emissions to improve air quality is a priority
Beechwood and Belle Vue Parks awarded Green Flag status, along with council-managed Gwent Crematorium, in recognition of high environmental standards and provision of a great green space		Work completed on active travel route in Coed Melyn	Participatory budgeting programme launched	Work starts on two new active travel routes in Tredegar Park and Monkey Island, Lliswerry	20mph speed limits being introduced in residential areas in six city wards
Newport City Dogs Home awarded gold at 2020 RSPCA Cymru Paw Print awards for its work with stray dogs					Further boost for Transporter Bridge project after £1.5 m by Welsh Government
					Work starts on new children's residential home – the third as part of Project Perthyn designed to bring local children and young people back to the city to receive higher standards of care and be closer to their families
					Welsh Government awards £7 million in funding towards the new leisure centre

# Have your Say

We welcome your views on this report, the council's plans for the future and how it did last year. We would also like to know how you; your family and your community have been affected by our work to improve the services that we deliver.

Ways to get in touch:

Newport City Council Website: [www.newport.gov.uk](http://www.newport.gov.uk)



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