

# DRAFT - Annual Corporate Well-being Self- Assessment Report 2021/22



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

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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# Purpose of the Annual Report

Welcome to the 2021/22 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 is a self-assessment and reflection back 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.

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 impact that these decisions will have on the communities, businesses and those that use the Council's services must be considered and that, in meeting their present needs, this does not compromise the longer-term needs of future generations.

In 2021/22, Newport Council's mission continued to be to *'Improve People's Lives'* and to achieve the four Well-being Objectives set in the Corporate Plan at that time. These were:

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.

The delivery of the Corporate Plan also supports the administration's manifesto (2017-22). The aims of which were a working Newport, a learning Newport, a fairer Newport, a safer Newport, a more sustainable Newport, a vibrant Newport, and the future of Newport.

For most of 2021/22, Covid restrictions remained in place for communities and businesses in Newport. It was recognised that these restrictions impacted on the delivery of services. Delivery against the four Strategic Recovery Aims were reported to the Council's Cabinet throughout 2021/22 as services moved back into more business-as-usual routines. However, this did not mean all services went back to pre-pandemic arrangements and where changes were found to be beneficial to service users these have remained in place. The four Strategic Recovery Aims were:

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.

## About Newport

Newport is a city with a rich and a clear vision for growth and development. Situated on the River Usk that has served as a port since medieval times when the first Newport Castle was built by the Normans. Since the industrial revolution, Newport was built on the coal and steel industries which saw the city becoming one of the key ports in the export of coal and steel across the world. Its rich cultural heritage can be seen across the city with sites such as Tredegar House, Transporter Bridge, Medieval Ship, Belle Vue Park, International Conference Centre, Rodney Parade, Civic Centre, and Chartist Tower. Newport has welcomed people from across world that have called this City as their home and has seen many big events take place such as the Ryder Cup in 2010, 2014 NATO summit and the Welsh Marathon. Further information on Newport can be found [here](#).

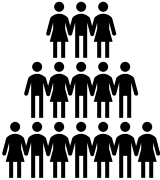






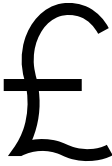

## Local Government Act Self-Assessment

In 2021/22, the Local Government and Elections (Wales) Act 2021 was passed and now requires a [Self-Assessment](#) of its governance, and performance for its previous reporting year. To meet this requirement, this year's report will now incorporate the self-assessment requirements and will include an action plan at the end of the report that will support how the Council will improve its governance and performance arrangements. The action plan will integrate the findings and recommendations from other annual performance and governance reports. This will also consider any recommendations from the Council's Governance and Audit Committee and Overview Scrutiny Management Committee.

This report will provide an overview of the key performance measures that are assessed against each Well-being Objective (these can also be found in the Council's [service areas plans for 2021/22](#)). Where measures are reporting amber or red against their target, an explanation will be provided of the reason(s) why and actions being taken to improve performance.

Following the introduction of the Local Government Act 2021 and with the ongoing Covid restrictions in 2021/22 the Welsh Local Government Association and Data Cymru did not undertake any formal benchmark reporting of performance across local authorities in 2021/22. In addition, Public Accountability Measures that were used to benchmark local authority performance have also been removed. In 2022/23, Newport Council will be considering the reintroduction of benchmarking to support the delivery of the new Corporate Plan, subject to information from Data Cymru. Further information will be provided through the Council's Planning and Performance Policy.

## Newport Statistics

 <p><b>159,600</b></p>	 <p><b>£3.78bn</b></p>	 <p><b>75.7% (72,700) / Wales 76.5%</b></p>
<p><b>Population</b> (<a href="#">Census Population, ONS 2021</a>)</p>	<p><b>Gross Value Added (GVA) (2020)</b> (<a href="#">Office for National Statistics</a>)</p>	<p><b>Economically Active</b> (<a href="#">NOMIS, ONS March 2022</a>)</p>
 <p><b>4.9% (3,500) / Wales 3.8%</b></p>	 <p><b>117 per 1,000 population</b></p>	 <p><b>24.3% / 23.5%</b></p>
<p><b>Unemployed</b> (<a href="#">NOMIS, ONS March 2022</a>)</p>	<p><b>Police Crime Recorded March 2022</b> (<a href="#">Recorded Crime Data, ONS July 2022</a>)</p>	<p><b>Economic Inactivity</b> (<a href="#">NOMIS, ONS March 2022</a>)</p>
 <p><b>5.4% (5,290) / Wales 3.8%</b></p>	 <p><b>£573.2 / Wales £570.6</b></p>	 <p><b>39.8% (36,900) / Wales 38.6%</b></p>
<p><b>Claimant Count March 2022</b> (<a href="#">NOMIS, ONS March 2022</a>)</p>	<p><b>Gross Weekly Pay 2021</b> (<a href="#">NOMIS, ONS March 2022</a>)</p>	<p><b>Qualifications NVQ4 and Above</b> (<a href="#">NOMIS, ONS Dec 2021</a>)</p>

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

Newport City Council is a single tier unitary authority, responsible for the discharge of all local government functions and the delivery of all local authority services within the City of Newport. In 2021/22 there were 50 **Councillors** (31 – Labour, 12 – Conservatives, 4 – Newport Independent Party, 2 – Liberal Democrats and 1 – Independent). In Newport, the Labour Party is the majority political group on the Council and forms the Council's Cabinet which acts as the Council's executive decision-making body. The non-executive members of the Council participate in decision-making at full Council and on Regulatory Committees (such as Planning and Licensing) where the decisions are not the responsibility of the Cabinet or Cabinet Members. In addition, the non-executive Councillors are responsible for holding the Cabinet and Cabinet Members to account, providing scrutiny and regulatory reviews to ensure that decisions, operations and processes comply with the **Council's Constitution** and deliver the intended outcomes. The Council's decision-making processes and the roles and responsibilities of elected members and officers are set out in the Council's written Constitution, which ensures that the Council's governance arrangements and performance are efficient, transparent, and accountable to local people.

## Local Elections May 2022

On 5<sup>th</sup> May 2022, local authorities across Wales held Local Elections to determine who will represent the wards across their boundaries. In Newport, the number of wards increased from 50 to 51. The results of the elections in Newport were: 35 – Labour, 7 – Conservative, 3 - Newport Independents Party, 4 Independent, 1 – Liberal Democrat, and 1 – Green Party. Full details of the new Council can be found through the Annual General Meeting (AGM) [here](#).

## Corporate Plan 2022-27

Following the Local Elections in May 2022, the Council will launch a new five-year Corporate Plan in the Autumn 2022. In developing the Corporate Plan and its Well-being Objectives, the Council will determine its future priorities will be that will contribute to Wales' Well-being Goals, support the commitments of the new administration, and deliver transformational change. The outcomes from this report will also contribute towards developing Newport Council's strategic priorities in the next Corporate Plan.

## Newport Council Restructure

In 2021/22, the Council's Chief Executive received endorsement from [Full Council](#) to restructure the organisation to support the additional legislative requirements and to deliver the necessary transformational change in the next Corporate Plan. Following an extensive recruitment process, the Council has appointed three new Directors alongside the Chief Executive that will oversee Environment and Community; Social Services; and Transformation and Corporate. The number of service areas also increased from eight to 11, reporting to the Directors.

## Regional and Partnership Working

### Gwent Regional Public Services Board (PSB)

In 2021/22, the five Gwent PSB members (Blaenau Gwent, Caerphilly, Monmouthshire, Newport, and Torfaen) alongside statutory partners Aneurin Bevan University Health Board, South Wales Fire & Fire and Gwent Police agreed to form a single regional PSB. A new Well-Being Plan will be in place from 2023 following the completion of the One Newport Well-being Plan 2018-2023.



The [One Newport partnership](#) 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](#) 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.

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 is reported through the RPB Annual Report which can be found through the link [here](#).



[Cardiff Capital Region](#) (CCR) consists of the 10 local authorities (including NCC) in South East Wales delivering a large-scale regional investment in skills, digital, sites and property and innovation. In 2021/22 as part of the new Local Government Act, CCR will obtain new powers in 2022/23 to become a Corporate Joint Committee (CJC). Further information on the Governance arrangements for CCR can be found [here](#). The Council has Cabinet Member(s) and officer representation at key strategic board meetings enabling key investments into Newport.

CCR delivers large scale regional projects and investments including as an example the City Deal including the South Wales Metro, Regional Skills Development programme and from 2022/23 the UK Government Shared Prosperity Fund.



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.

# Well-being Objective 1 - Education, Skills, and Employment

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 upskill and strengthen their prospects and maximise their potential and support Newport's economy.

Improving educational and employment opportunities has been shown to have a significant impact on the health and wellbeing of individuals. This also contributes towards breaking the structural inequalities experienced by protected characteristic groups, improves prosperity of individuals and communities to move out of poverty and overall improve the socio-economic position of the city.

The last two years have had a significant impact on young people due to the disruption to continuity of education and school life with the COVID restrictions. Despite this schools and families have demonstrated great resilience and adaptability to manage the situation. But it has also had an impact on the health and mental well-being of young learners and the inequalities faced by many families to access digital and home learning support.

As the economy has been recovering, new opportunities are emerging for people to access flexible and sustainable employment. But this also means providing people with the necessary skills and training to be able to gain the necessary qualifications and re-enter the job market. The role of the Council's Hubs and online support is a key mechanism to people to access training and gain confidence to improve their lives.

This section provides a summary of the work the Council, schools and partners have undertaken in 2021/22 and how the as part of the Council's Well-being Objective and Strategic Recovery Aim, the Council has supported education services to recover and thrive. The key Steps in this area were:



**A Prosperous Wales**



**A More Equals Wales**



**A Globally Responsible Wales**

<b>Well-being 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.		

The Covid pandemic continued to impact on the delivery of Education services to our young learners in schools and also to people in our communities. Despite these challenges, schools and community services continued to put the well-being of pupils, staff, and their families at the centre of its delivery. A collaborative approach between the schools, Council, Public Health Wales, Estyn, Education Achievement Service (EAS), pupils and families ensured schools remained safe and inclusive teaching environments.

In February 2022, Education Services reported to the [Council's Cabinet](#) that Welsh Government had suspended the calculation and publication of Key Stage 4 and 5 and legacy sixth form performance measures for 2020/21 and 2021/22 academic years. Furthermore, Welsh Government confirmed that qualification awards data will be used to report on attainment outcomes at a school, local authority or regional consortium level and must not be used to hold schools to account for their learners' outcomes. Looking forward, Welsh Government are proposing through the new national Curriculum for Wales and School Improvement Guidance (non-statutory) that schools and education services operate a framework for evaluation, improvement and accountability which draws on a broad range of evidence to assess learner performance.

In January 2022, the [Council's Cabinet](#) approved the Welsh in Education Strategic Plan (WESP) 2022-2032 and was formally agreed by Welsh Government in July 2022. The Plan supports the Council's commitment to improve the provision of Welsh-medium education and supports the Welsh Government's 'Cymraeg 2050' goal to ensure that there are 1 million Welsh speakers across Wales by 2050. The development of the Plan engaged stakeholders from across our communities and from September 2022 we will start delivering against these priorities.

As part of the WESP and Sustainable Communities for Learning Programme (formally 21<sup>st</sup> Century schools programme), the Council opened Ysgol Gymraeg Nant Gwenlli, Newport's fourth Welsh-medium primary school, in September 2021. Other notable developments in the programme included the commencement of the £31m Bassaleg School redevelopment project which will increase the pupil capacity by 300 places and provide long term sustainable facilities.

The capacity of Ysgol Bryn Derw was also increased from 68 to 96 places to ensure additional dedicated provision for Foundation Phase pupils with a diagnosis of ASD. A new federation between Gaer Primary School and Maesglas Primary School also took effect from January 2022, and as a result a single consolidated governing body has been established to oversee both schools.

There is a need to ensure young learners are able to have access to and use digital technology to support their learning. Digital inequality means that low-income families are unable to access internet services or have suitable devices for learners to complete their work. In collaboration with Welsh Government and the Council's Shared Resource Service, the EdTech grant fund over the last two years has enabled schools to increase their digital devices to support pupils with:

- 6,587 Chromebooks
- 1,146 laptops
- 329 Personal Computers
- 766 Apple devices
- 106 digital projectors
- 105 interactive screens
- 146 charging trolleys

The funding was also used to support pupils to access the internet with 504 MiFi devices up to 31<sup>st</sup> July 2021. 152 parents with existing mobile contracts were supported to apply for mobile data uplifts via their school and Council. To ensure this programme is able to provide sustainable and long-term support, the Council has established a sustainability funding to support infrastructure updates across all schools.

There are several challenges faced by schools and the Council's Education service to support pupils back into school routines. School attendance across primary (91.4%) and secondary schools (88.2%) has fallen since pre-COVID levels. This has been particularly challenging as COVID outbreaks have forced many pupils to





miss school as well as impacting pupil's mental health. Education Welfare Officers (EWOs) have been working closely with schools, pupils, and their families to prevent long-term absenteeism. EWOs have supported pupils and their families to improve attendances and promote the benefits of education. The Council has also seen an increase in the number of Elective Home Education (EHE). As of 31<sup>st</sup> March 2022, 199 children were known to be EHE. Welsh Government funding has been used to introduce a Family Liaison Officer to provide extra capacity to support parents with engagement activities as well as a regular newsletter with the latest updates, information and signposting for additional support.

The implementation of the Additional Learning Needs (ALN) Act across schools and Education services has been a significant challenge for the Council. To support its implementation the training and support has been provided and an additional six Inclusion officers and two Statementing Officers have been appointed to support the schools. For Children looked after by the Council, enhanced support has been provided across the school clusters. In Bassaleg well-being support has been provided through a range of activities including bespoke intervention training for Llswerry, creating ACE ambassadors. In John Frost, reading schemes have supported learners to achieve reading ages closer to or exceeding their chronological ages.

The Council is committed to ensure young learners requiring specialist support have access to provisions in the City. Commissioning of Social, Emotional, Behavioural Difficulties (SEBD) independent provision in Newport has improved pupil satisfaction, reduced costs and travel time. Moving forward, steps are being made to expand the capacity of the provision already provided by Catch 22 and Newport Live in 2022/23. The expansion of Ysgol Bryn Derw has also enabled the reduction of pupils with Autism being placed outside of Newport and complex cases being maintained at a local authority provision.

Throughout the last year, the Council's Neighbourhood Hubs and Community Centres have been supporting communities to access digital services, adult learning and jobs in the City. For families that do not have access to digital equipment or the internet, the Council's Flying Start, Families First and health visitors provided tablets and Wi-Fi packs which enabled them to access public services.

In collaboration with Save the Children UK, Emergency Response Grants for Parents and Children at Home were provided to ensure continuity of children's early learning and minimise inequalities in the home learning environment since the start of the Pandemic. These grants provided families living in poverty with essential items and an Early Learning Pack.


In 2021/22, the UK Government launched the pilot Community Renewal Fund for local authorities across the UK to competitively bid for funding and deliver community, education, training, and recruitment projects. Newport Council received applications from a range of private, not for profit, education, and public organisations. Seven organisations successfully received over £2.7m of funding to support their projects.

One of the successful projects was Ffilm Cymru and their '*Foot in the Door*' project aimed at providing opportunities for young people and those from disadvantaged backgrounds to work in the film and creative industry. In collaboration with our Community Regeneration team, the project was able to use our facilities to help promote and hold workshops across Newport.



Newport Council's Community Regeneration teams have been supporting local businesses and sectors to attract new employment opportunities for residents. In collaboration with the Department for Work and Pensions (DWP), the Kickstart programme supported employers to provide six months work for young people (16-24 year olds) who were at risk of long term unemployment. 28 placements were offered, and four participants were able to gain valuable experience and skills. The placements were successful in securing permanent job opportunities at the end of the programme. In addition to this the DWP Restart Programme also provided opportunities for residents in receipt of Universal Credit and had been out of work for at least 12 months with complex barriers from finding work. Between August and March, the programme received 191

referrals and 28 participants were successful in moving into employment with a further 37 outcomes also achieved.



### Communities for Work - Emmad's Story

Emmad is a highly qualified teacher from Syria with experience working with high school children and children with special education needs. Emmad was studying ESOL Level 2 at college and needed spend more time with other English speakers.

Emmad was referred to an Adult Learning Wales project called "Steps to Integration Success" and was able to meet other EU nationals where English was their second language. In addition to this we also supported Emmad develop his CV to apply for restaurant work. Emmad successfully obtained Food Safety certificate and found work at a local restaurant.

Emmad is also seeking a voluntary position with education to use his skills to support young people. Further information on how NCC can support residents with learning new skills and training can be found on our website at [NCC Community Learning](#).

The Council's Adult Community Learning Programme also recommenced from September 2021 and the Council hosted several job fairs during the year supporting key sectors impacted by the Pandemic. This included supporting Celtic Manor, Mercure Hotel (Chartist Tower) hospitality sector and the Care Sector. The Mercure Recruitment events were a great success and held across the four Neighbourhood Hubs. Mercure's feedback to the Council:

*We had over 100 candidates attend over the course of the four days and have been able to offer several jobs. The quality and standard of candidates was very high which made our decision making difficult when selecting the candidates who were successful. I could not offer everyone I met a job however I now have a talent bank of people who I may have opportunities for in the future. It was a great experience and wonderful to meet people from the local community who would love to be part the Mercure Hotel, Newport.*

In January the Council's Work & Skills team partnered with Acorn Recruitment Agency and held recruitment sessions in each Hub with 62 people signing up with Acorn. Linking in with the Council's Youth Academy, opportunities were provided for young people to obtain necessary food safety and customer service qualifications to enable them to work for hospitality sector.

## Performance Analysis 2021/22

In 2021/22, due to the COVID pandemic and restrictions, the benchmarking and reporting continued to be suspended by Welsh Government.

Performance Measure (NCC Measure unless stated)	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18
% Young people Not in Education, Employment and Training (NEET) year 11	1.3%	1.8%	1.4%	0.9%	1.1%	1.3%
% of young people NEET year 13.	1.09%	2.6%	1.1%	1.8%	1.7%	1.5%

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
% of 16-18 year olds not in education employment or training.	2.6%	1.7%	2.6%	2.6%	2.6%	2.75%	Despite the range of interventions implemented during the year, the number of 16-18 years old who were not in education, employment or training (NEET) on 31 <sup>st</sup> October 2021 was higher than the local authority's aspirational target with total of 94 of over

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
							3,400 school leavers without a confirmed destination (56 x 16 year olds; 8 x 17 year olds; 30 x 18 year olds.) However, the overall number of 16-18 year olds who were recorded as NEET remains in line with performance over the last 3 years.
% young people recorded as unknown following compulsory education	<b>1.1%</b>	<b>0.5%</b>	2.1%	No Data	1.2%	0.7%	Due to Covid many young people have suffered from Mental Health concerns and this has prevented their transitions as they have felt safer to stay at home rather than progress. A range of support from partners have been introduced in order to encourage the young people recorded as unknown following compulsory education to assist and identify those as vulnerable with their wellbeing as part of the post Covid-19 recovery. Although the % was higher than predicted by the authority at an increase of 0.6% it has reduced by 1% on the previous year.
No. of people improving skills & qualifications	<b>293</b>	<b>350</b>	239	994	487	Not Available	Covid related restrictions during 21/22 hindered the delivery of classroom-based training courses and therefore the target for this year was not met.
Number of people supported into employment	<b>348</b>	<b>350</b>	221	451	434	Not Available	Due to Covid restrictions around open access we have been unable to support participants in the usual way with face-to-face services and this has impacted the number of people supported.

## Self-Assessment of Progress against Well-being Objective 1

In 2021/22, Newport Council's progress against this objective continued to be impacted by the Covid pandemic and restrictions disrupting normal education and skills provision across the City. The suspension of local and regional performance measures by Welsh Government to assess learner performance has impacted the Council's ability to demonstrate whether Newport's school communities have made the necessary progress to improve school attainment and reduce inequalities in education for vulnerable and disadvantaged learners.

School attendance is an area which requires improvement across our school community and there has been increased support provided through Education Welfare Officers to support families, learners and schools. We are continuing to improve the opportunities for learners from disadvantaged backgrounds or those with additional learning needs to achieve their potential. But we recognise more will need to be done and the new curriculum and will provide these opportunities

Despite these challenges, the Council has continued to make good progress to improve the school buildings through the 21<sup>st</sup> Century schools programme and the success of the EdTech programme has improved the

digital access to young learners. We are also pleased to have delivered our Welsh Education Strategic Plan which will strengthen our Welsh learning opportunities for young people and our communities over the next 10 years.

The Council's post 16 and adult learning, skills, training work has been strengthened through the collaborative working between the Council, DWP and other third sector training providers. This work will continue over the next 5 years and it will be important to ensure these programmes enable our residents to support the City's economy.

Looking forward to the new Corporate Plan, the Council's focus will be aligning more closely the regeneration and economic work with our education, training and skills programme.

This will support the Council's Well-being objective to have a thriving and growing city that offers excellent education and aspires to provide opportunities for all. To achieve this the Council's Regeneration and Economic Development service area and Education Service area will be focusing on the following strategic priorities:

### **Well-being Objective 1 – Economy, Education and Skills**

- Develop education facilities that support future generations to achieve their potential and positively contribute to their communities.
- Work towards eliminating education inequality faced by young learners that are from disadvantaged, Black, Asian, and Minority Ethnic backgrounds, low-income households, and/or have additional learning needs.
- Increase the number of Welsh speakers in Newport by improving access to Welsh education, supporting businesses, and promoting the Welsh language.
- Become a living wage city helping people out of poverty and provide opportunities to retrain, learn new skills and find long-term work.

# Well-being Objective 2 – Economic Growth Whilst Protecting the Environment

Newport is Wales’ fastest growing city which 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 Council wants the city to sustainably grow providing opportunities to attract major external investment into the city such as Microsoft, Vantage Data Centres and IQE Ltd alongside more inward and homegrown businesses such as Tiny Rebel, Wales & West Utilities, Celtic Manor.

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.

We want Newport to be a destination for residents and visitors to benefit from, enabling our communities to make Newport a great place to live, work and enjoy. But to continue this in the long term for future generations to use, we must also protect environment and the biodiversity of our urban and rural places. We are fortunate to have the Gwent Levels which is home to some unique habitats and wildlife while the city has some amazing green and woodland areas for people to enjoy and improve their well-being.

The COVID pandemic and wider global events are also having a significant impact on our economy. We must be ready for the new digital innovations that will change the way we live and work. It is for these reasons why Newport Council wants to ensure the city has the resilience to respond to these pressures but also provide equitable opportunities across public, private, third sector and communities.



**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 to 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	
8	Improve school attendance, reduce exclusions, and improve safeguarding and well-being. (See WB Objective 1)	
9	Maximise environmental opportunities	

<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>
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.	

The last year has seen ongoing opportunities and challenges for Newport’s economy as businesses re-opened back to businesses-as-usual but at the same time having to respond to the global inflation on the price of goods, materials and services, the impact of Post EU trade and the Ukrainian conflict. The Council’s services in the Regeneration service area, Finance and other partners have continued to support Newport’s economy and local businesses.

The Council’s Business Support Team supported businesses providing advice and financial support through the Welsh Government discretionary grant fund at a time when most businesses were struggling to keep afloat. In September 2021, the Council’s Cabinet launched the City of Newport business fund of £300k with small grants to help the set-up of small business ventures and existing ventures to grow. The scheme was deemed a great success with over 38 grants awarded.. In addition to the Council’s support, in March 2022 the Council announced a new business rate relief scheme to help the city centre’s retail, leisure and hospitality sectors. This support enabled eligible businesses to receive a 25% reduction on their rates bill on top of the Welsh Government’s rate relief for 22/23 with the Council’s own scheme extended into the 23/24 financial year. Overall, this package enables some businesses to have their overall bills reduced by 75%.

Newport Council has continued to be key partner in the Cardiff Capital Region, Burns Delivery Unit and Western Gateway partnerships throughout 2021/22. These regional partnerships enable Newport and the wider region to attract large scale investment and provide new opportunities for residents in Newport. A lot of this work is looking at medium to long term investment opportunities in Newport and over the next 5 years the Council will announce alongside partner organisations any key developments. Throughout the last five years, Newport Council has enabled the city to attract technology industries such as Microsoft, IQE and Vantage. In February, [SPTS Technologies](#) announced that it will relocate its headquarters to Celtic Way creating an additional 290 jobs in the city.

The maintenance of our roads, and pavements is one of our biggest risks in the Council due to the declining condition of the carriageways and significant highway structures such as Bassaleg Bridge. The Council is making every effort to maximise the benefits of available capital maintenance funding, but it is becoming increasingly difficult to maintain the condition for long term use. In the last year, through the Active Travel programme (see also Wellbeing Objective 3), Burns Delivery Unit and other capital investment, we are looking at several options to improve the City’s highways assets. Some of this work includes the proposed improvements to the Old Green Roundabout, Newport to Cardiff (A48) active travel and bus corridor route.

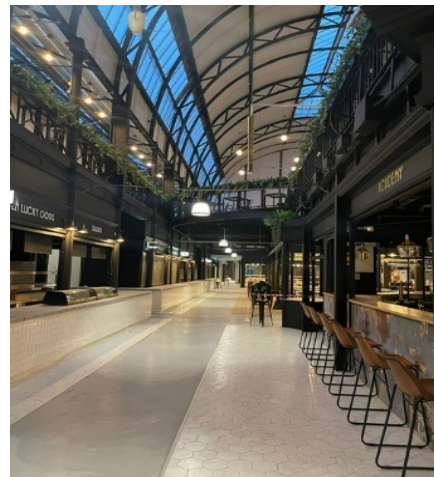
In May 2021, the Council made the decision to commence work on the replacement Local Development Plan (LDP) which was also approved by Welsh Government. The replacement LDP will take three and half years to complete as we involve residents, businesses, and other key stakeholders to ensure we take Newport forward in a resilient, robust and sustainable way to protect and enhance our environment but also to support sustainable growth across our communities.

Newport Council recognises the vital role that digital and technology firms have in supporting Newport’s economy and attracting new investment. As reported in Well-being Objective 1, the Council is also aware of the digital divide which exists across our communities and the need to remove the inequality across low-income households. To continue this long-term investment, throughout 2021/22, the Council has been engaging with communities, businesses, and its Information Technology partner Shared Resource Service to understand and develop a new long term Digital Strategy that will support the ongoing development of the Council’s digital services, improve digital access and education across Newport’s communities but also support digital investment

in Newport's economy. In March Newport Council was granted [Digital Inclusion Charter Accreditation](#) by Digital Communities Wales in recognition of our work promoting basic digital skills and helping people get online.

Over the last year, Newport has continued to see major developments take shape across the city centre. Despite the disruption of the pandemic many projects have been able to bounce back and continue with the development of work across major sites in the city. The project to repair the Transporter Bridge and build a new Visitor Centre suffered a set-back during 2021/22 as factors outside of the Council's control such as the worsening market conditions for materials and the main contractors going into administration meant we had to retender the main contracts resulting in increasing costs. With the support of the National Heritage Fund and capital commitment from the Council, Newport Council remains committed to seeing the long-term restoration of the bridge and a visitor centre that will not only benefit local residents but attract UK and global visitors to the City.

In March 2022 the multi-million-pound regeneration scheme [Newport Market](#) was completed and opened to the public. The vibrant indoor market has a host of new traders, a food court with diverse offering alongside business and event spaces. As well as giving the market a brighter and more sustainable future, the scheme will complement the existing offer in the High Street area, as well as the wider city centre, and act as a catalyst for further regeneration.



The new Mercure Hotel within Chartist Tower opened in February 2022. The hubs work and skills team led a recruitment campaign to fill 50 vacancies of both fixed and zero-hour contracts. The refurbishment of the building is a pivotal development in the next phase of sustainable investment and regeneration for Newport.



### [Market Arcade Project](#)

Market Arcade in the city centre is a Victorian grade II listed structure. The arcade is enriched in history however, over the years it has become dilapidated. The Market is Newport's oldest surviving arcade and second oldest in Wales.

In 2018, Newport City Council secured funding from the National Lottery Heritage Fund to restore and regenerate the Market Arcade. In 2021, following extensive work to refurbish the space including a new glass roof, chimneys, and communal staircase replacement the vibrant Victorian Market is open to the public.

The regeneration of the city centre remains a key focus for Newport City Council working with a range of stakeholders to explore

In November 2021 Newport City Council declared an [Ecological and Climate Emergency](#). Climate Change is one of the biggest challenges of our generation and there is an urgent need for the world to decarbonise, to limit global temperature rise and avert the worst impacts of our climate change. As an organisation we taken positive steps to reduce our carbon emissions in line with targets set out in our Carbon Management Plan, which has resulted in a 29% reduction of scope 1 and scope 2 emissions. As a responsible organisation and in support of the Welsh Government's target, the council is committed to reaching net zero carbon by 2030 and ensuring our services support the city's journey to both net zero and adapting the impacts of climate change.

To achieve this target, the [Climate Change Plan 22-27](#) sets out six key themes, priorities, actions and milestones that we need to take as a council over the next five years.

Throughout the last year, the Council has taken a variety of approaches to reduce carbon emissions across the organisation and the City of Newport. The introduction of electric vehicles, which were first used to deliver council services in 2018 has increased significantly, with the council aiming to have replaced all cars and light vans with electric alternatives by April 2022. Multiple electric vehicle charges have been installed across multiple council sites to support the transition away from fossil fuelled vehicles by 2030. In 2021, the council was the first Welsh Local Authority to invest in a fully electric refuse collection vehicle (RCV). Six refuse vehicles will be electric by April 2022, and the entire fleet of RVC's will be electric by the end of the decade.



A pilot project to develop a long term, city-wide energy plan for Newport is also underway. The Local Area Energy Plan pilot is a Welsh Government initiative which asks local authorities to develop a plan of how their area can meet energy needs through renewable and non-carbon sources. The plan will assess current energy systems, and detail both practical actions and a long-term vision towards creating a zero-carbon energy system for the city by 2050. The plan is currently under development and should be published in June 2022.

Alongside the Climate Change Plan, the Council is continuing its work to achieve zero waste by 2050 as part of the Welsh Government's policy. Once again, Newport Council (including its partner Wastesavers) surpassed its target for municipal waste reused, recycled and composted achieving 67.1%. The Council is continuing its project to find a suitable location for the second household waste facility site in Newport and will continue this in the next Corporate Plan.

Included in the Climate Change Plan is our commitment to protect and enhance the biodiversity of our urban and rural areas across Newport. In partnership with **Keep Wales Tidy** Newport City Council has embarked on a pilot project starting in 20/21, to improve the local environment and quality of the city through the use of street art. The project is funded through the [KWT Caru Cymru](#) grant and hopes to see reductions in fly-tipping, littering and illegal graffiti as a result on increasing pride and connection with the area.



This project continues into the 22/23 financial year with more sites in the finalisation stage. The hope is to create an outdoor arts trail where visitors can access a downloadable map of all artwork across the city. Additionally, the council has been in collaboration with utility companies such as BT, Western Power and Virgin Media to ensure their own street furniture is maintained correctly and to pilot the community displaying authorised artwork.





Our new **'Road to Nature'** formally known as LG Access Road, is located off the A48 Coedkernew and runs off Church Lane Coedkernew. Built many years ago, this road had never been fully developed into an operational highway, however it is still classified as an adopted highway. Over the years the lane had become a target for large scale commercial fly-tipping and used for illegal encampments.

A very successful covert surveillance operation was carried out by the council during 2021, leading to a number of fixed notices being issued, 5 prosecutions and seizure of two vehicles. Since the installation of CCTV in the access and main sections of the road no further fly tipping has occurred in the area.



In October 2021, Newport City Council also carried out large scale works to remove all fly tipped waste. Works lasted 10 days, with 650 tonnes of waste removed from the site including over 1,800 tyres. All waste was sorted into different elements to maximise recovery, achieving a recycling rate of 85%. Over 100 volunteers, NCC staff, representatives of partner organisations such as Flytipping Action Wales and Keep Wales Tidy, alongside political representatives attended the event. This marked the start of the new phase based on improving the area and promoting its use.

In May 2021, Newport City Council took part in the ['No Mow May'](#) a campaign which encourages individuals, councils and stakeholders to help bees, butterflies and other wildlife by letting wildflowers grow on lawns and green spaces throughout May instead of mowing them. The council became aware of this campaign during 20/21 and undertook a series of successful trials of different measures of grass management and wildflower seed mixes in our designated 'leave to grow' sites.



This initiative supports Newport City Council's accreditation as a **Bee Friendly City** and our duty to enhance nature and take actions that help counter the impact of climate change. Newport has over 25 acres managed as pollinator sites to attract bees, butterflies, beetles, and other insects. Working with the [Living Levels Project and Bumblebee Conservation Trust](#), areas of grassland at Percoed Reen and the Household Waste Recycling Centre are being managed for bumblebees. To find out more visit the [biodiversity](#) section on the council's website.

The work completed by Trading Standards regarding EPC compliance has maximised the council's environmental opportunities and resulted in a reduction of annual carbon emissions. Where property owners market properties for rent (or sale) there is a need to comply with Energy Performance Rules. These rules state that properties must have an Energy Performance Certificate and the properties efficiency should be rated at or between levels A to E, whilst ratings of F and G are banned. To support work in this area a government grant was obtained.

The result of work carried out includes an extensive intelligence gathering exercise, 113 landlords suspected of renting illegal and inefficient properties were contacted, 23 demonstrated they were compliant and 29 brought themselves into compliance due to the service interaction. 27 Compliance Notices were sent to those not returning contact, whilst compliance work continues. The impact of this work shows a reduction in an annual carbon emission of 198.5 tonnes, a reduction in annual energy of 178, 329 kWh and a reduction in fuel bills (April 2022 prices) of £58,217.

## Performance Analysis 2021/22

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18
% of waste reused, recycled or composted	67.1%	64%	67.2%	66.4%	59.9%	59.8%
Kilograms of residual waste generated per person	155.54 kg/person	175 kg/person	153.24	163.79	196.95	No Data
% of municipal waste recycled at the waste recycling centre	82.4%	65%	93.7%	65.4%	61.1%	59.8%
% of streets that are clean.	98.7%	97%	99.2%	97.5%	94.6%	95.8%
Average number of days taken to clear fly tipping incidents	1.23 days	2 days	1.53 days	1.49 days	1.73 days	Not Available
% of principal A / B / C roads in overall poor condition.	A Roads – 2.1% B Roads – 3.1% C Roads – 5.9%	A Roads – 2.5% B Roads – 4.9% C Roads – 7%	A Roads – 2.3% B Roads – 4.4% C Roads – 6.4%	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 with advice and guidance	3,922	400	4,114	144	113	116
% of all planning appeals dismissed	76.9%	70%	74.1%	62.2%	75.7%	88.9%

Performance Measure	2021/22 Actual Performance	2020/21 Target	2020/21	2019/20	2018/19	2017/18	Explanation
% of all planning applications determined in time	62.4%	80%	67.1%	77.8%	87.5%	88.6%	Performance has been significantly impacted due to staffing and recruitment issues. There have been a number of vacancies within the Team as a result of less people entering the profession. This is an issue for all Local Authorities at the present time and we are considering alternative ways of supporting graduates into the profession.
Number of new business start-ups supported through the business development fund.	15	50	4	27	38	88	The launch of the City of Newport Business Grant was deferred until the Covid-19 discretionary business support funding was defrayed. A total of 15 grants were awarded prior to the end of financial year; however, a further already 39 have been awarded in 22/23, based on applications submitted in 21/22 - which indicates the target would have been met if further restrictions to funding had not been introduced.

## Self-Assessment of Progress against Well-being Objective 2

The economic position of the UK has made it another challenging year for our regeneration projects and economic development opportunities in Newport. The increasing costs and resilience of key supply chains impacted some of our key regeneration projects such as the Transporter Bridge and Heritage Centre. This will continue to be a challenge as much of our work is supported through our collaboration with private sector organisations and wider supply chain / economic factors.

Despite these challenges, we were able to successfully deliver key city centre projects such as the Indoor Market, Market Arcade and Chartist Tower. These projects were impacted by the pandemic, but the collaborative working demonstrated the Council's and the lead partners organisations desire to improve the City Centre.

The maintenance, renewal and development of the City's infrastructure continues to be a challenge for Newport Council as it requires significant capital investment which cannot be funded by Newport Council alone as we have to prioritise this with other important priorities for residents and businesses. The Collaborative working through Cardiff Capital Region, Burns Delivery Unit and the Western Gateway, will provide new opportunities to provide more alternative transport options to encourage people to travel in and around the city. As the city grows over the next 10 years it will be important to future proof our network to meet the demands of our residents and economy which is why active travel (Well-being objective 3) will also be important to meet these demands.

Our performance in 2021/22 has continued to demonstrate good progress and maintaining key services at a high level. This will be challenging in 2022/23 and beyond as we make key decisions on how we prioritise our services and improve those measures which are underperforming. Furthermore, we will need to include new measure(s) that will support our Climate Change Plan and demonstrate the Council's progress against its regeneration and infrastructure maintenance.

Learning over the last 5 years we recognised that this objective was very broad in what it was trying to deliver and over the next 5 years we will need to be more focused on our regeneration, infrastructure and environment. Impact on the city's environment and reduction on our carbon emissions will be one of our central requirements which Newport Council will consider through all of the Well-being Objectives in the new Corporate Plan. To achieve this we will have two Well-being Objectives focused on the economy, education and skills and also on Newport's Environment and Infrastructure. Service areas such as Regeneration and Economic Development, City Services, Environment and Public Protection and People, Policy and Transformation will be focusing on:

### Well-being Objective 1 – Economy, Education and Skills

- Newport will have a robust economic strategy and replacement Local Development Plan to support sustainable economic growth and strong placemaking across Newport's communities.
- Lead and collaborate to attract major investment into the city and support our local entrepreneurs to thrive and bring prosperity to Newport's communities.
- Re-vitalise its city centre and wider communities to benefit families, businesses, and visitors.
- Become a destination that celebrates cultural diversity, heritage and delivers elite sporting events.
- Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan.

### Well-being Objective 2 – Newport's Environment and Infrastructure

- Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan.
- Collaborate and involve developers, communities, and businesses to create buildings for working and living in that are sustainable, affordable and enhance the environment.
- Continue our progress as a world-leader for recycling contributing towards Wales's net zero waste goal.
- To protect and enhance the biodiversity and environment of Newport's urban and rural communities, improving well-being and health.
- Transform Newport's highways and transport system to improve air quality and safety. Promote active travel across the city and south east Wales region.
- Collaborate and support investment into a digital infrastructure which will provide equitable access for residents and businesses across Newport.

- Support and champion reputable businesses that comply with environmental and regulatory requirements and take action against organisations that do not.

# Well-being Objective 3 – Health and Well-being of citizens

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 important for people across our communities to remain active and not to rely on traditional 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.

For a significant part of 2021/22, the pandemic and subsequent restrictions have remained in place which impacted the delivery of social care services to adults and children across the city. The full extent of these impacts are beginning to emerge and it is anticipated in the longer term that this will continue to impact on our services as people will require support for complex needs. 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	

For the Council's social services (Adults and Children Services) it has been dominated by their response to the pandemic and ensuring our most vulnerable citizens have the necessary care and support packages in place. For the Council's Children Service, their priority has been focused on supporting our most vulnerable children, young people, and their families. Staff across the service and our partners have continued to respond positively to the challenges of hybrid working but first and foremost ensuring in-person contact is maintained.

In the last year, Children's Services has continued to see an increase in the number and complexity of referrals, but despite these increases the number of children looked after by the Council has remained stable and there has not been any significant rise in the number of children on the child protection register. This is a reflection on how through multi-agency working we are taking a whole system approach to ensure children remain safely at home with their families. This was also reflected by the positive feedback received from Care Inspectorate Wales in May 2021 where they stated "*In Children Services we found an early intervention model through which children can access a range of services supported by the Space Well-being Panel which comprised a wide range of statutory and third sector organisations. Staff have a shared commitment to work effectively with families within the constraints of the pandemic. We (Care Inspectorate Wales) received positive feedback from care leavers who were highly complementary about personal advisors. They said it was important to be listened to and their voices heard.*"

Throughout 2021/22, Children Services has been involved in several key projects and initiatives. Every year, Newport Council has been a strong supporter for [Maethu Cymru / Foster Wales](#) work to promote and encourage people to become Foster Carers in Newport. Foster Carers are important for building better futures of our children who cannot live with their families. This link [here](#) is a case study from Neil and Val who are Foster Carers living in Newport and the contribution they have made to providing safe and secure home for two children.

Over the last five years, Newport Council has been making significant steps in increasing the residential care provision in Newport. This started off with Rosedale Cottage which is now in its third year of operating and has demonstrated how by looking after children in secure and safe environment has improved their opportunities to lead fulfilled lives. We are now redeveloping annexe buildings on the Rosedale site to provide additional provision. Our second project at Windmill Farm will be completed in September 2022 and we received planning approval for the development of annexes on the site. Once completed, both the Rosedale and Windmill Farm sites will provide short term support up to 8 children and young people from across Gwent.

One of the biggest challenges faced by Children Services and other supporting services in the Council such as Education, Preventative Services has been the increase of Unaccompanied Asylum Seeker Children and in the last six months the Ukrainian Refugee crisis. Newport Council's Children Services has been leading on the regional approach to this support and have assisted other Gwent local authorities in building an infrastructure to meet the need of unaccompanied children arriving through the mandated National Transfer scheme. Using our experience, we have adapted services to manage and support families from Ukraine to be settled in safe accommodation and with families. We have worked collaboratively across Council services such as Housing, Education, Regulatory Services, Community Cohesion, and Civil Contingencies as well as our Health providers in order to support over 40 families to settle in Newport.

#### **Case Study- Unaccompanied Asylum Seeker Children, Shazad's, Arkan's and Armanj's story**

A couple of years ago Armanj arrived and settled in Newport as an unaccompanied asylum seeker child from Iran and was being supported as a care leaver.

In May 2021, Shazad fled Iran with his boyfriend Arkan as they were both at risk of persecution or death because of their sexuality. At the time Shazad was 16 while Arkan was over 18. Both of them travelled through Europe before arriving in France and getting in a boat on the French coast.

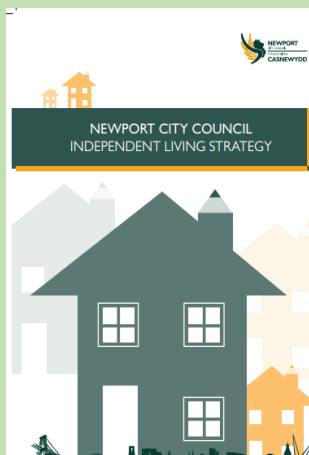
As a 16 year old, Shazad relocated to Newport via the UK Government's National Transfer Scheme and Newport Council supported him to settle in Newport. Arkan had to remain in London as the Home Office felt he was older from the initial arrival interview. When Arkan travelled to Newport to meet Shazad he presented as a young person, and Newport Children services supported him to obtain an advocate and legal advice, taking an age assessment which confirmed him as a young person. Newport Council continues to support the three men with their asylum claims and now reside together in Newport.

For people with learning disabilities transitioning into Adult services can be a challenging period for themselves and their families. Working together with Adult services and other care providers we have been delivering the **Newport's Independent Living Strategy** provides a blueprint for organisations to collaborate in meeting the accommodation needs of people with a learning disability. The views of people with a learning disability and their hopes for the future are at the heart of the strategy. The process for partnership working amongst key stakeholders such as adults with learning disabilities, carers, strategic housing, social services, and registered social landlords is set out in the strategy. The Independent Living Strategy has been well received by partners and has supported the creation of innovative approaches that promote independence whilst being mindful of budgetary constraints. One of the most recent of these is the development of supported accommodation for adults with a learning disability in the St. Julian's area of the city.



Bank House is a redevelopment by the Pobl Group of a disused brownfield site alongside the River Usk. When complete the site will provide over 200 homes that are a mix of sizes and tenure. The development includes a tree lined river walk that connects to a nearby park and is well connected to local amenities. Through the joint working arrangements established by the Independent Living Strategy officers from the Strategic Housing and Social Services Commissioning teams identified this as a site where accommodation for adults with a learning disability would be appropriate.

### Case Study- Supporting Individuals to Live Independently in Newport



In the last year the council, working in partnership with the Pobl Group supported an individual with a move to Bank House, where they would be living independently in a flat alongside other adults with learning disabilities. The preparatory work considered the specific needs of the individual and the challenges a move would present to them.

Previously, the individual was sadly living an isolated life. Following the move to Bank House the individual is noticeably happier and has begun to interact with other residents displaying fewer challenging behaviours. This life changing move has reduced the cost of their 24-hour care package and is anticipated to reduce further as they settle into their happy new home.

This is a positive example of how a strategy delivered through partnership working can deliver significant and lasting change. The commissioning and strategic housing team are currently working with the Pobl Group, to provide similar accommodation at another new development in Newport following the same process set out in the Independent Living Strategy.

In Newport, the number of adults that require additional care and support from the Council has been increasing over the last 5 years. At the end of 2021/22 the number of people with a care and support plan was 1,940 which is up from 1,861 people in 2020/21. Across the adult care sector, the increasing demand has been compounded by the pressures of Covid and staff shortages across the social care sector which have made it a very challenging time to find people with the right accommodation and care packages in a timely manner.

Despite these challenges, Adult services have continued to deliver key initiatives to prevent some of these long term issues. Throughout the year, our in-house outreach service provided support for 67 sets of carers and cared for in the community. The team were able to provide a range of activities for the cared for person, enabling the carer to have time to themselves. These activities take place in the cared for person's home or local community – as requested by the individual. Plans have been put in place for a new Short Break service which will offer more flexibility by combining a facility base with the outreach service. The facility base is scheduled to open at Spring Gardens in the second quarter of 2022/23.

Planning has been undertaken to establish an enhanced dementia care service for people who would benefit from a focussed reablement programme either following a stay in hospital or to prevent a hospital stay. The

service will combine the Frailty, Spring Gardens and Short Break service to provide reablement support for an agreed number of weeks. A 12-month pilot study is planned and will commence subject to the outcome of funding bid.

Home First continued to develop and to contribute to the integrated hospital discharge pathway. The success of this regional service has led to further plans for expansion, working with the Ambulance service (WAST) to prevent the need for people to go to the hospital, by offering the right support

Some really good work in relation to carers as demonstrated by the increase in the number of carers assessments offered. Unpaid carers can be a hard-to-reach group, but the carers network has been effective in communicating the Newport offer to those who need it. There are grants and funding available for carers, an example of this is the provision of money from Welsh Government to assist with driving lessons. The young carers offer was launched in January 2022 in partnership with Barnardo's.

The availability and use of assistive technology continues to improve and expand. We are working with partner agencies such as Mind and Pobl to publicise availability, and equipment is being made available to support independence and keep people safe in the community.

Looking forward, the main issues of concern are workforce deficiencies and service cost. Welsh Government hardship funding and pandemic related additional payments for providers have ceased and we are reliant upon our negotiated fee levels to sustain our delivery partners. The fee negotiations this year resulted in higher than usual percentage increases in recognition of the need to protect financial sustainability. However, the ongoing impact of inflation and the high price of energy, fuel and other essential commodities will continue to stress the system and we continue to work closely with providers and with our regional commissioning partners to identify and manage the risks.

The dedication, professionalism, and commitment of the staff across adult services and external social care provision must be acknowledged as the gaps in the workforce continue to create pressure in the system. Despite this, critical services have remained in place, people have been kept safe and new provision continues to be developed to meet changing needs.

The long-term health and well-being of our communities is impacted by the place and environment which they live in. We need to ensure people are able to live in safe housing and that people have access to coastal, rural, and urban green and open spaces. It is also important to ensure communities have the options to travel across the city using alternative transport to cars such as public transport, cycling, and walking which not only improve their health but also improve the air quality of the city.

To support the Council's commitment to becoming net zero carbon by 2030, we have integrated our existing responsibilities to improve air quality and to provide more active travel routes throughout Newport. There are 11 [Air Quality Management Areas](#) managed by Newport Council. Every year we report on our progress against our Air Quality Action Plan (AQAP). The latest AQAP can be found [here](#) and the latest report will be published in Autumn 2022 following Welsh Government assessment. The council has purchased 4 real time continuous air quality monitoring systems resulting in hotspot coverage for 6 of our Air Quality Management Areas. This allows the council to gain a better understanding of the time and pollution event relationships in different parts of Newport where Air Quality Management Areas have been declared, and in turn will help to identify the most appropriate interventions to reduce pollution levels.

Newport City Council's Air Quality Action Plan is on track for completion in 2022 subject to funding and will provide air quality improvement measure options for Air Quality Management Areas which can be pursued with a view to reducing further pollution levels and expedite compliance with air quality objectives in respect of nitrogen dioxide. Additionally, real-time air pollutant monitors are in the process of being deployed across the city following the council's success in obtaining Welsh Government funding.





The council is also working closely with Education Services and schools in terms of transformation, air quality mitigation and facilitating air quality interventions in schools. Each year the council's Senior Scientific Officer organises an event each year in association with the national Clean Air Day initiative promoted by Global Action Planning.

This year schoolchildren were invited to take part in a guided environmental walk, which focused on air quality, environmental noise and biodiversity. The children were provided with monitoring equipment and paper materials to enable them to investigate their local environment in its roadside setting and open space setting via a new stretch of active travel route.

Manufacturers of monitoring instruments and council EVs were also showcased at the event start coupled with the Council Leader endorsing the event and a valuable contribution also being made by Welsh Governments Clean Air Champion Professor Paul Lewis. Clean Air Day is part of a wider range of work that our Senior Scientific Officer delivers throughout the year which includes annual reporting on air quality monitoring and action planning.



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 a more appealing and safe option for people. As highlighted in Well-being Objective 2, Newport Council has been involved in many regional and national initiatives such as Cardiff Capital Region and Burns Delivery Unit to improve the transport networks. Newport has benefited from almost £10m of Welsh Government funding to improve a number of active travel routes across the city. In 2021/22 the Council has been delivering various schemes across Newport including:

The new **Devon Place Footbridge** provides much improved connectivity for both pedestrians and cyclist moving between the North and South of Newport. The connecting route between the two destinations is currently served by an underpass which is unfit for purpose. This bridge will connect the Gold Tops and Queenshill area to the City Centre without the need to use the underpass.



Providing a link through **Tredegar Park** into the **Tredegar Park old golf course** leading out onto the A48 near to the Junction 28 roundabout. This exciting project will further enhance this popular destination and provide cyclists and pedestrians with alternative means of transport. The path complies with both the Active Travel (Wales) Act 2013 and the Equalities Act 2010, making it suitable for users of all abilities. This route is lit with low level bat friendly lighting that has been very popular at the Coed Melyn Active Travel route.

**Monkey Island Active Travel** route has now been opened after the completion of works to ensure the path is fully accessible. The new route provides a safe crossing link under the Southern Distributor Road for pedestrians and cyclists. A new accessible ramp connects the pedestrian and cycle path on the northern side of the SDR bridge with a new path under the bridge. This path leads off into the Lysaght Village housing estate, and from there to other commercial and residential links in Lliswerry. The new route means that cyclists and pedestrians no longer need to use multiple road crossings to get from one side of the SDR to the other.

A new link from **Tredegar Park** to the front of **St. David's School**, providing parents and children a safer route to and from the school.

Surface improvement taking place at **Malpas & Bettws Canal** to bring this route up to active travel standard along the section of the canal between Gwastad Gate and the boundary with Torfaen.

After several rounds of public consultation, the [Active Travel Network maps](#) review has been completed and the updated map of active travel routes (both existing and proposed routes) including the final report has been approved by Welsh Government. The map routes within it will be used to plan future active travel developments over the next 5 years.

The councils Public Protection Teams have been working hard to support local businesses providing advice and guidance through a series of inspections which have been vital in helping the city centre and other areas to safely re-open following the pandemic. Officers had successfully led around 40 visits across Newport and seized 1,175,023 cigarettes and 143.6kg of tobacco worth an estimated £700,000. Additionally, 13 shops have been closed using ASB Closure Orders representing a disruption of at least £440,000 to the organised crim groups running the enterprise. There are currently 8 criminal investigations underway moving through the legal process.

## Performance Analysis 2021/22

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18
Number of Active Travel Journeys	393,952	260,000	280,145	224,924	200,927	139,680

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
Average calendar days to deliver a Disabled Facilities Grant (DFG)	381 days	350 days	321 days	239 days	218 days	171 days	Increased rate of referrals continue to be seen and current backlog has meant the target KPI was not achieved. External capital investment has been received for 22/23 to assist with reducing the current backlog and improve KPI.

## Social Services Performance Framework

Welsh Government introduced a new performance framework for Adults and Children Social Services. The framework has changed how measures are collated and reported. As a result of this and the impacts of the Pandemic on demand for social care, 2020/21 has been set as a baseline set of figures upon which to build future datasets to assess and compare the Council's performance in future years.

<b>Adult Services Measure</b>	<b>2021/22 Actual Performance</b>	<b>2020/21 Actual Performance</b>
The number of contacts received by Adult Services where advice and assistance was provided during the year	1,725	1,718
The number of new assessments completed for adults during the year	1,444	1,538
The active offer of Welsh was accepted	1	0
The total number of packages of reablement completed during the year	601	583
The number packages of reablement completed during the year that reduced the need for support	24	43
The number of packages of reablement completed during the year that maintained the need for the same level of support.	62	95
The number of packages of reablement completed during the year that mitigated the need for support.	484	409
The number of packages of reablement completed during the year that increased the need for support	31	43
The number of adults with a care and support plan as at 31 <sup>st</sup> March.	1,940	1,861
The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 <sup>st</sup> March	94	93
The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	783	648
The Number of adult protection enquiries completed within 7 days from the receipt of the reported alleged abuse.	745	636
<b>Children Services Measure</b>	<b>2021/22 Actual Performance</b>	<b>2020/21 Actual Performance</b>
The number of contacts for children received by statutory Social Services during the year.	11,311	10,104
The number where physical punishment by a parent or carer was the only factor	85	144
The total number of children with a care and support plan at 31 <sup>st</sup> March	945	978
The total number of children removed (de-registered) from the child protection register in the last 12 months	207	148
The total number of children on the child protection register at 31 <sup>st</sup> March.	127	158
The total number of reports of child exploitation received during the year	122	62
The number of children becoming looked after during the year.	116	91
The number of children who ceased being looked after during the year.	120	92
The total number of children looked after at 31 <sup>st</sup> March who have experienced three or more placements during the year.	46	26
The total number of children who returned home during the year	33	36
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	127	74
Number of Foster Carers registered with the Local Authority (Inc Kinship, Supported Lodgings General and Respite)	161	159
Number of Childrens Residential Fostering Beds	22	20
Number of Children in care proceedings during the year	56	44
The number of children looked after at 31 <sup>st</sup> March.	372	378

## Self-Assessment of Progress against Well-being Objective 3

The pandemic has exacerbated many of the existing risks and issues that local authorities are facing with increasing older population, people with more long term, complex needs, additional legislative requirements and extra support to safeguard the City's most vulnerable children and young people. The sustainability of social care provision is an area that requires national and regional and local intervention working collaboratively with health, social care providers and third sector organisations. Despite these challenges, the above assessment has provided good examples of how the Council's social services are providing early intervention and prevention but also taking evidence based decisions to intervene when it needs to safeguard the interests of the service user and carers.

In the last two years, Welsh Government changed the Social Services Performance Framework and how local authorities measure key performance areas. As the Council's social services are demand led by the population which requires Council intervention and/or support, targets cannot be set and instead we compare our performance to previous years to determine whether services are improving or getting worse. This will be an area that the Council will be examining to determine effectiveness of its services. Disabled Facilities Grant work has been impacted by the pandemic restrictions which caused a backlog in grant work but has also seen an

increase in demand which is impacted by the health backlog for operations and residents requiring long term support. Additional resource was provided but this will be challenge over the next 5 years to improve performance and will be monitored closely by the Council's senior officers.

Looking ahead over the next 5 years, there is going to be needed more strategic focus on the Council's early intervention and prevention work but also to work more collaboratively with social care providers, housing and homelessness services and regulatory bodies. There will also be a greater need to work collaboratively across the region and nationally to address the many issues faced by social services, housing and other preventative services. The new Corporate Plan will have a Well-being Objective that is focused on providing Quality Social Care and Community Services. This will combine the social care, preventative and community services, housing and regulatory services work focusing on the following strategic priorities:

### **Well-being Objective 3 – Quality Social Care and Community Services**

- Create sustainable adult, children's and prevention services through a co-production model with providers, service users, and carers to meet our statutory duties, future demands, and eliminate profit from children's social care.
- Safeguarding our children, young people, vulnerable adults and families so that future generations can maximise their potential and have control over their lives.
- We will support individuals and carers to maintain their independence and support them when they need help by providing equitable access to early intervention and prevention support.
- Strengthening our investment in early intervention and prevention with a range of youth, play and community based activities supporting families and individuals to live positive and healthy lives
- Reduce the number of people that are and/or at risk of becoming homeless through the provision of a holistic housing and preventative multi-agency support services.
- Newport will be a City of Sanctuary which supports Asylum Seekers, refugees and our global community to settle and become part of our community.
- Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime.

# Well-being Objective 4 – Cohesive and Sustainable Communities

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 City 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 last two years have exacerbated many of the existing challenges that our most vulnerable and disadvantaged communities face with structural and social inequalities. But they have also shown how by empowering and supporting communities and groups, they can come together to improve their community and improve the lives of those living in those communities. 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		

In 2021/22, the Council and its partners such as Registered Social Landlords (RSLs) continued to see increasing demands to provide secure and affordable short term and long-term housing. Over the last two years the pandemic brought unprecedented demands on housing and homelessness services. This demand is also being driven with the cost-of-living crisis impacting households ability to pay their household bills and the recent migrant / Ukrainian refugee crisis. The extra demand for affordable housing is also supported by the recent Census data showing Newport is the fastest growing authority in Wales. Newport Council does not own any of its own social housing, but our housing teams provide a vital service to those who are at risk and/or are homeless. More information can be found [here](#).

Throughout 2021/22, Newport Council alongside the RSLs in Newport have been collaborating to address the pressures in the city and identifying developments that could be brought forward quickly to meet this need. Utilising the Social Housing Grant Programme, we spent £16.5m on new housing developments across city in Coverack Road, Trebath, Emlyn Street, Tredegar Court and Hubert Road.

The Ty Pill development of 8 flats in Pillgwenlly, including a wheelchair accessible property, was delivered in collaboration between Melin Homes and Newport City Council. Rather than the properties being allocated through the common housing register where any eligible household can bid on the properties, the properties were allocated through applications from those in temporary or supported accommodation. The panel including representatives from the Council, Melin Homes, Gwent Police, and support providers assessed the applications and those successful applicants were able to move into their new homes. By enabling people to make successful transitions from temporary and supported accommodation, Ty Pill has contributed to the turnover of this form of accommodation allowing places to become available for other households that need them.



The last five years we have seen the global displacement of millions of people due to war, famine, economic adversity, and discrimination. Those seeking refuge in the United Kingdom often face difficult and treacherous journeys before arriving in Newport. Newport has and will always welcome people to settle no matter their race, religion, sexuality. As a Home Office dispersal area, we want to ensure that they find safe and secure places to live as well as being able to contribute towards the communities they live in. Newport Council works collaboratively across Social Services, Housing, Education and schools, Connected Communities and third sector organisations in Newport.

Towards the end of 2021/22, Welsh Government and UK Government announced that they will support Ukrainian families seeking refuge in the UK as a result of the Ukrainian conflict. In response local authorities have been required to undertake checks on households wishing to support families to settle in Newport and to support the Ukrainian families to settle in Newport. Once again, Council staff have shown great resilience and dedication to set up new processes enabled over 40 Sponsors with active placements to home refugees in Newport.

Maintaining and building on the strengths of our communities is not a service that Newport Council can undertake alone. It requires the collaboration and involvement of all of our public services in Newport such as Gwent Police, South Wales Fire and Rescue, Aneurin Bevan University Health Board; our local not for profit, charity and community groups e.g. Newport City Homes, GAVO, Newport Live, Pobl; and residents, and business owners. The last two years have been very challenging for our partnership groups and front-line staff to undertake the activities that we would have normally done pre-pandemic and we have had to find innovative and new ways to engage, respond and deliver preventative activities in Newport.

The Youth Justice Service (YJS) took collective steps during the pandemic to maintain positive links with children and families to ensure children and public protection remained at the top of the agenda, informing decision making every step of the way. Creativity was encouraged within the team to ensure restorative interventions are considered and delivered in the best way possible. Some intervention examples include:

- **Operation Ashton:** Officers to consider young people who have been identified as at risk of drifting towards criminality towards within the city centre to attend a Panel. The purpose of the panel is to identify diversion activities in the form of a plan consented to by the child and parent who both attend the panel. This intervention continues to be a positive support to children, their families, and the community.

- **Positive Patrols:** Officers recruit volunteers and support workers who will patrol Newport city centre to identify young people who may be at risk or active in Anti-Social Behaviour (ASB) and engage with them, suggesting alternative activities and otherwise offering safeguarding support.

**Young People Positive Activities and Experiences:** To identify activities that ensure the city centre offers young people valuable and positive experiences and refer them to the Youth Justice Service.

Licensing and Trading Standards have also been actively working to reduce alcohol related ASB. Licencing Officers have been improving the practices of businesses that facilitate drunken misbehaviour in communities and the city centre. At the start of the year, the under-age sales test purchasing took place with Gwent Police where 14 premises were tested. The results of the test purchasing concluded with one illegal sale and a shop with in the Pillgwenlly ward responsible for selling a knife to the volunteer. Additionally, Officers participated in Operation Bang and investigated allegations of illegal fireworks for sale.

The [Safety and Anti-social Behaviour data dashboard](#) was created in collaboration with several partnerships including Newport City Council, Gwent Police, South Wales Fire and Rescue, Natural Resources Wales, and Fly Tipping Action Wales. The dashboard aims to understand the levels of ASB in an area and implement more preventative measures to reduce occurrence rates of ASB and creating more attractive and safe areas. The council understood it is important to involve local people for their invaluable community insight and finding out which issues are important to them to resolve. The aim is to work with and involve local people and community groups as it is key to generate pride in the area, encourage responsible use of green space and reduce the likelihood of ASB.

The Welsh Language standards drives the council to continually improve the delivery of bilingual public services to businesses, residents, and visitors in Newport. A detailed overview of how Newport City Council is delivering against its Welsh Language Strategy can be found in the [Welsh Annual Report](#) and covered in the 'Way we work' section below.

One of the most significant challenges placed on the council over the past year has been the restrictions placed on face-to-face engagement, particularly during a time where there has been a strong focus on promoting the Welsh language across our communities. As part of the ['Cymraeg 2050'](#) initiative, Welsh Government aim to have one million Welsh Speakers in Wales by 2050. To ensure Wales' meets this target, the council are working hard to increase the number of pupils who learn through the medium of Welsh.

Throughout the year, our Welsh Language Promotion officer has worked closely with schools and community stakeholders to support the promotion and outcomes of the Welsh in Education Strategic Plan and general education targets. The officer has also assisted four Welsh medium school Headteachers along with a project manager to develop a number of workshops and resources to be uploaded to HWB. This has helped pupils develop their skills following the education they have missed during lockdown. Additionally, the appointed officer has helped internally through supporting promotional activities for staff, including a bilingual St David's Day Newsletter and supported the delivery of Welsh Language Awareness sessions.

In September 2022, the **Welsh in Education Strategic Plan (WESP)** will set out the council's ten-year ambitious plan that will demonstrate Newport's commitment to expanding and embedding use of the Welsh language across the city. In development of this strategic plan, opportunities were made for Newport's Welsh Education Forum (WEF) members to contribute towards the council's continuous commitment to developing Welsh-medium education across Newport, and fulfilling targets set out in Cymraeg 2050. The WEF is vital in ensuring targets outlined in this plan can be achieved, and there is shared ownership amongst Local Authority and partners around delivery of this strategic plan. As Newport is a Welsh city, with a Welsh identity including a diverse range of multi-cultural and multilingual communities, it is important to increase the awareness that the Welsh language is one of Wales' many treasures.

The 5 Year Promotional Strategy sets out the council's vision for the Welsh language: **"See, Hear, Learn, Use Love"**. The aim is for everyone in Newport to use, see and hear Welsh as a living language in all parts of life across the city and amongst our diverse communities. During 2021, the council launched a number of community surveys to identify what the residents of Newport thought about the Welsh language and inform the focus of our strategic themes. Out of the 600 responses received, the strategy was structured around 3 strategic themes to deliver our vision, deliver our consultation findings, linguistic profile of the city and our aspirations for Welsh language growth.

During 2021-22 the Library Service maintained frontline delivery in line with all Welsh Government guidance relating to the Covid pandemic. The primary focus was on ensuring that libraries could remain open to the public wherever possible, whilst ensuring that they operated safely for both staff and residents. As the year progressed and guidance changes library's re-introduced service elements on a stepped approach, which included re-

opening of the Local Studies area of Central Library, open access and extended opening hours and PC access reinstated at all sites.

The service has continued to invest in the Welsh e-books and e-audio offer and has benefited greatly from additional funding provided by the Welsh Government for this service during the pandemic. Digital loans doubled during the first year of the pandemic and remained at a similar level during 2021-22 at 53,846 loans. This signifies a change in how residents are engaging with the service which will need to be monitored closely over the next year to inform service delivery change.

**Have your say on who gets funds from our participatory budgeting programme.**



**Sunday 27 February**  
**Saturday 5 March**  
**Sunday 6 March**



Throughout 2021/22, the Policy, Partnership and Involvement Team led on the ‘Our Voice, Our Choice, Our Port’ Participatory Budgeting Project. The project focused on enabling community groups to access funding that would help develop community based Covid recovery projects. Around £415k of public funding was allocated in 6 voting events, the largest of its kind in Wales with over 450 people participating. A total of 113 projects were presented to voters with 80 community organisations securing funding, covering a diverse range of activities and audiences.

Additionally, the council’s Connected Communities Team met and engaged regularly with minority and marginalised communities across the city, to ensure they were able to access and engage regularly with the Participatory Budgeting Programme and its funding opportunities. The high standard of projects was noted by voters and the feedback received was overwhelmingly positive from voters and the organisations seeking funding. This programme was in collaboration with Aneurin Bevan university Health Board (ABUHB), Public Health Wales, Newport City Homes, GAVO, Newport Fairness Commission

and other partners.

## Performance Analysis 2021/22

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18
Percentage of all planning appeals dismissed	<b>76.9%</b>	<b>70%</b>	74.1%	62.2%	75.7%	88.9%
The percentage of empty private properties brought back into use	<b>2.02%</b>	<b>1.52%</b>	0.9%	0.53%	0.6%	1.3%
Number of families supported with interventions*1	<b>3,862</b>	<b>2000</b>	1,326	313	794	No Available
Number of people approaching authority for housing advice and assistance	<b>1,849</b>	<b>2,000</b>	1,778	1,926	1,814	1,999
Percentage of people seeking housing assistance who are determined as statutorily homeless Note: Target subject to Welsh Government review of Local Authority Statutory Duty.	<b>17.6%</b>	<b>30%</b>	21.6%	19.2%	30.3%	15.7%
% of young people in suitable accommodation at the end of a statutory order.	<b>96.6%</b>	<b>95%</b>	89.6%	91.7%	95.8%	86.5%
Average ‘Post 16’ Hours at End of Intervention	<b>15 hours</b>	<b>15 hours</b>	15.8 hours	14.4 hours	16.4 hours	No Data



Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18
Average number of hours 'School Age' children attend at the end of an Intervention.	<b>19.6 hours</b>	<b>17 hours</b>	15 hours	16.7 hours	16.8 hours	16.5 hours
Total Number of first Time Entrants	<b>13</b>	<b>20</b>	38	25	12	No Data
% of All cases that are community resolutions and preventative outcome.	<b>88.9%</b>	<b>70%</b>	52.6%	62.6%	76.5%	No Data

\*1 (Interventions) - Cover several community and preventative activities across the Council's Youth, Flying Start, Families First and Play services. The figure represents the overall intervention work across these services undertaken in the last financial year.

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
<b>National</b> - Percentage of all planning applications determined in time	<b>62.4%</b>	<b>80%</b>	67.1%	77.8%	87.5%	88.6%	Performance has been significantly impacted due to staffing and recruitment issues. There have been a number of vacancies within the Team as a result of less people entering the profession. This is an issue for all Local Authorities at the present time and we are considering alternative ways of supporting graduates into the profession.
Number of additional dwellings created as a result of bringing empty properties back into use.	<b>3</b>	<b>9</b>	0	21	39	38	The rising costs of materials and availability of contractors has caused delays to projects which would in-turn bring empty properties back into use.
Number of additional affordable housing units delivered per 10,000 households	<b>11.42 per 10,000 households</b>	<b>33.54 per 10,000 households</b>	47.11 units per 10,000 households	31.46 unites per 10,000 households	18.76 units per 10,000 households	Not Available	The authority was able to fully spend its Social Housing Grant allocation for 21/22. However, the numbers of units delivered were less than anticipated because a number of larger schemes slipped into the 22/23 grant programme due to the rising costs and availability of materials and labour, as well as sub-contractors going into administration.
Number of young people (11-25) supported (ACES)	<b>331</b>	<b>600</b>	579	333	88	Not Available	Again, Covid has affected the way services have been delivered but referrals have continued to be received from Space, Schools, learning providers, education etc and young people have been supported through a variety of

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
							engagement methods such as: - <ul style="list-style-type: none"> <li>• Open access youth clubs</li> <li>• Job clubs</li> <li>• Information, advice, and guidance sessions</li> </ul> Signposted for specialist support.
Local - Number of children (0-10) supported (ACES)	817	900	758	848	2,553	Not Available	Engagement during Covid restrictions has been challenging but children 0-10 have continued to be supported by a range of interventions, these include: - <ul style="list-style-type: none"> <li>• Play</li> <li>• Flying Start</li> <li>• Family Intervention</li> </ul>
Percentage Quality Indicators (with targets) achieved by the library service	60%	75%	70.3%	80%	80%	Not Applicable	The Welsh Public Library Standards contain 10 quality indicators with targets which are used to calculate the percentage score. Due to Covid the Welsh Government reduced the QIs within the 20/21 return from 10 to 4. Newport operates a lean staffing model and an efficient service with lower revenue costs compared to other Authorities. As 2 of the revised QI's were dependent upon amount of revenue used to operate the service, this resulted in a lower percentage score overall. This is not reflective of the quality and efficiency of the service being delivered.
The percentage of households for whom homelessness was prevented	40.1%	50%	43.5%	50%	47.2%	55.8%	The pandemic resulted in a cohort of 'hidden homeless' accessing services. A lack of available, affordable accommodation and measures to prevent evictions have resulted in reduced prevention rates.

## Self-Assessment of Progress against Well-being Objective 4

Good progress has been made against the strategic priorities (Steps) in this objective during 2021/22. The Welsh Government's Strategy for ending Homelessness provides an opportunity for the Council and its partners to continue the collaborative work to support vulnerable people with holistic support, accommodation and opportunities. Last year the housing grant to develop new accommodation and housing demonstrates some of the work being undertaken. The Council recognises its performance needs to improve to prevent homelessness, increase affordable and secure accommodation and prevent residents from becoming homeless. This will also continue to be a challenging area where we need to encourage private owners to bring empty properties back into use and its planning performance. With increasing demand this will remain a challenging area to improve.

Community safety, cohesion and work to tackle anti-social behaviour across the city remains a priority. As the report highlights there has continued to be good and positive community work between the Council, Police and Community leaders to improve the areas most impacted.

The work completed by the Council and partners through Participatory Budgeting, community activities and other partnerships has provided opportunities to improve engagement with the Council. We recognise that we need to continue to improve how we can involve and engage our key stakeholders in the decisions we make.

Well-being Objective 4 in the new Corporate Plan will be more focused on how Newport Council itself can become an inclusive, Fair and Sustainable Council for residents and businesses. This means how we can provide opportunities to improve the assets we use, involve people more in Council decisions and improve access to our services:

#### Well-being Objective 4 – An Inclusive, Fair and Sustainable Council

- Become an inclusive organisation that represents the citizens of Newport, providing equitable opportunity for people to succeed and places the citizen at the centre of decision making.
- Transform our neighbourhood and community services to enable communities to make best use of land and property through community asset transfer.
- Deliver our organisational Climate Change Plan to become a net zero organisation by 2030.
- Provide fair access to the council's in-person and digital services, including digital skills training and support.
- Promote and improve the way in which residents and businesses can interact with the council's democratic process and decision making.
- Rationalise, protect, and enhance our buildings and assets enabling co-productive working environments with our strategic partners, public sector bodies and other organisations.
- Generate opportunities to build wealth across Newport's communities through progressive procurement of goods and services and other initiatives such as participatory budgeting

# Corporate Plan: 20 Commitments by 2022

The Corporate Plan (2017-22) set out 20 commitments to achieve by 2022. At the time these were ambitious aims to change the way we deliver our services across Newport. The last two years have also significantly changed our thinking and approach with some of our commitments due to the Covid Pandemic, leaving the EU, and introduction of new legislation. This section provides a summary of what we have achieved and its impact on services / service users, the Commitments still in progress and the Commitments which have changed emphasis in their delivery.

Corporate Theme	Commitment	Status (March 2022)	Overview
Resilient Communities	Community resilience, community based care and support is strengthened by introducing Newport Cares – a programme which enables peer support and provides holistic approach to care.	Complete	<p>The Covid pandemic had a significant impact on the Council's social care provision and our ability to deliver key projects across Newport's communities.</p> <p>Despite these challenges we have been able to improve our services and proved to be vital throughout and after the pandemic.</p> <p>Our integrated Information, Advice and Assistance service has brought together our Community Connectors, First Contact and Occupational Therapy teams which have provided vital early intervention and signposting for service users and carers to access.</p> <p>Throughout the last 5 years we have been collaboratively working with other Council's, Pobl and Mind to use assistive technology and telecare services to support independent living in the community.</p> <p>Home First has continued to be expanded across Gwent to improve the efficiency of hospital discharges. The programme has alleviated some of the pressures faced by the health service and further work will be undertaken to expand the provision to the Ambulance service.</p> <p>Despite these developments, the pandemic has increased demand on health and social care services in Newport and Gwent. Further resources and work over the next 5 years will be needed to continue early intervention and to support those requiring long term and complex care.</p>
	Prototype work to establish Community Investment Zones which transform the service offer in Newport's five most deprived areas is underway.	Complete	<p>The original concept of the Community Investment Zones was initially implemented as part of the Council's Neighbourhood Hub model which created four hubs in our most deprived areas in Newport, Pillgwenlly, Bettws, Ringland and Maesglas.</p> <p>As the pandemic impacted on our frontline services much of our work had to be paused to ensure our most disadvantaged and vulnerable communities were supported.</p> <p>During the last three years, our Flying Start, adult learning and community services have continued to support and provide opportunities for people to find long term employment, training and start up their own</p>

Corporate Theme	Commitment	Status (March 2022)	Overview
			<p>businesses. Additionally, through the partnership working with Anneurin Bevan Health Board we have delivered several Participatory Budget programmes enabling local communities to decide funding for local community groups which help improve their well-being and opportunities.</p> <p>As we have started to move forward from the pandemic, we are now reviewing the impact which the model has had on our communities and to understand what our communities need and expect from our services to help improve their communities in the long term.</p>
	<p>A default presumption in favour of community asset transfer is fully embedded – meaning that citizens can develop a vision for building on their own community assets</p>	<p><b>In Progress</b></p>	<p>The Council's Asset Management Strategy set out the Council's commitment to enable community asset transfer in Newport.</p> <p>Over the last five years, we have seen examples where community groups have taken on some of our assets to improve the communities where they live. Maindee Unlimited have demonstrated through the library and now the public toilets on Maindee Triangle being converted into a café, how assets can be converted to enhance the community and provide opportunities for local residents.</p> <p>This work is going to continue in the next Corporate Plan and will become more important for the Council as we rationalise our estate, provide opportunities for communities to improve spaces and assets for people, businesses, and groups to use.</p>
	<p>NCC makes the city's dementia-friendly status real by introducing dementia friendly work practices across the council and creating dementia friendly toolkits for local businesses to use.</p>	<p><b>Complete</b></p>	<p>Following our Dementia City Status in 2015, throughout the last 5 years we have continued to support and enable organisations across the city join us to support those suffering with dementia and their carers.</p> <p>As part of our Dementia Friends network, we have delivered sessions to over 700 people across Newport and the Council to help support their family members, neighbours and friends.</p> <p>In April 2022, we supported our partners Newport Live alongside Newport County at the Newport walk for dementia raising money for Alzheimer's Society Cymru.</p> <p>This work is now business as usual for the Council and we will continue to support those suffering with dementia and their carers.</p>
	<p>The Newport Children's Charter sets out our commitment to children and families including headlines commitments to children in care and care leavers.</p>	<p><b>Complete</b></p>	<p>The Council's commitment was ambitious and challenging to see significant reductions on the number of children on the Child Protection Register, reducing the number of children accessing 3 or more placements and supporting care leavers enter employment, education, and training. Over the last five years Children services have seen increases in demand and complexity of cases which have been exacerbated by the Covid pandemic.</p>

Corporate Theme	Commitment	Status (March 2022)	Overview
			<p>As highlighted in Well-being Objective 3 of the report, the number of children placed on the Child Protection Register has increased and work is ongoing to improve placement stability and supporting children into employment, education, and training.</p> <p>The new Corporate Plan will continue the Council's commitment to support children and young people in our care to have the best opportunities to thrive and provide long term stability as they enter into adulthood.</p> <p>Education out of county places for children with complex and specialist needs will always be required by Education, although the council aims to find these specialist provisions as close to Newport as possible or develop its own provision within the city. There are circa 26,000 pupils educated in Newport. In the academic year 2016-17 there were 173 pupils educated Out of County. This has reduced to 104 in 2022 mainly due to the successful establishment of a specialist ASD school for 5-19 year olds within the city.</p>
Aspirational People	The City has modern, increased tertiary education capacity that meets the needs of Newport's future economic and social changes.	In Progress	<p>The proposed relocation of Coleg Gwent into the City Centre is progressing. Planning permission has been granted to build a new leisure and well-being centre on land adjacent to USW which releases the Newport centre site for redevelopment. Pre-application consultation for Newport Centre site commenced on 11 July 2022.</p> <p>In June 2022 Cabinet also agreed to support the submission of a Round 2 Levelling Up Fund bid for the National Technology Institute in the city centre. Bid deadline is 2<sup>nd</sup> August 2022</p>
	Three new state of the art schools will be built, tangibly improving student choice and the educational offer in the city.	Complete	In the last 5 years using Welsh Government Band B Capital funding and Section 106 funding, three school builds have been successfully completed and opened including Glan Lyn Primary School, Jubilee Park Primary School and Ysgol Bryn Derw Special school.
	The annual Newport Work Discovery week is established bringing together residents, employers, and the public sector together to connect and raise aspirations. The Council commits to 15 apprenticeships per year as part of this city-wide drive.	Complete	<p>Throughout the last five years, Newport Council has collaborated with local and regional employers, employment organisations and charities; the Welsh Government and the Department for Work and Pensions to provide opportunities for residents to improve their skills and find long term employment.</p> <p>In addition to the ongoing employment fairs, skills and job programmes led by the Council, we have delivered three careers and employment discovery weeks to school and college children. These Discovery weeks focused on the key sectors in Newport such as digital, green/environmental sector, health, social care, and childcare sectors.</p> <p>More recently, in collaboration with Ffilm Cymru masterclasses have been held online</p>

Corporate Theme	Commitment	Status (March 2022)	Overview
			<p>and in person to people interested in joining the TV and film industry in South Wales.</p> <p>Finally, in the last five years our apprenticeship scheme in the Council has provided opportunities to at least 20 apprentices per year in the last 3 years as well as providing work experience and opportunities for care leavers in Newport.</p>
	<p>Increasing educational and social care capacity so that fewer than ten children are educated out of the city and the number of out county social care placements is reduced by 25%.</p>	<p><b>In Progress</b></p>	<p>Out of County Places for children with complex and specialist needs will always be required by Education, although the council aims to find these specialist provisions as close to Newport as possible or develop its own provision within the city. There are circa 26,000 pupils educated in Newport. In the academic year 2016-17 there were 173 pupils educated Out of County. This has reduced to 104 in 2022 mainly due to the successful establishment of a specialist ASD school for 5-19 year olds within the city.</p>
	<p>Newport will improve the number of students that achieve at least 5 GCSE A* to C including English Maths in line with the Welsh average.</p>	<p><b>Complete</b></p>	<p>In 2018 Welsh Government suspended accountability measures related to Key Stage 4 performance, as a result information is no longer available or relevant.</p> <p>Newport City Council continues to work in collaboration with its schools to ensure robust and effective self-evaluation practices are in place, which in turn aims to improve the quality of School Development Planning and key priorities such as the quality of teaching and learning.</p> <p>Cluster collaboration is now embedded into Newport School ethos and practices. This is evident in cluster work linked to the Curriculum for Wales, Additional Learning Needs Transformation, Attendance Policies and Transition Planning.</p>
<p><b>Thriving City</b></p>	<p>A Newport Festival of Democracy and redeveloped Heritage Discovery Centre represent the city's increasingly vibrant cultural offer with an increase in visitor numbers recorded.</p>	<p><b>In Progress</b></p>	<p>A Newport Festival of Democracy was delivered through a conference style event in the Riverfront Theatre, and also through the Chartist community stakeholder event; Newport Rising.</p> <p>An Art on the Hill Tourist trail was created as a part of this linking Chartist history and Art of Newport.</p> <p>Major sporting events such as the Tour of Britain, ABP Newport Wales Marathon, and many more have been delivered including this year's Queens Platinum Jubilee celebrations. The Food Festival and Big Splash have also returned.</p> <p>Visitor numbers rose to 4.7 Million per annum in 2019 prior to COVID restrictions.</p> <p>In 2021/22 we also commenced work to build a new Heritage Centre at the Transporter Bridge and improve the Transporter Bridge structure. This will continue into the new Corporate Plan.</p>
	<p>Newport's future business offer is driven by the Newport Business Collaborative: a transformed business innovation group which</p>	<p><b>Complete</b></p>	<p>The City of Newport Business Grant has supported 98 business to date. £6,430,500 Covid Discretionary Funding was allocated to 3,373 businesses across the City. Support</p>

Corporate Theme	Commitment	Status (March 2022)	Overview
	builds on today's informal grouping and helps to increase the proportion of successful SMEs in the city.		was also provided to Newport BID and Alacrity using Transforming Towns Funding to deliver digital training and support City Centre Businesses. We have continued to work with partner organisations and tech hubs to develop opportunities for start-ups and SME development
	Real progress on transforming Newport City Centre through redeveloping sites like the Westgate, Chartist Tower and the Market and creative use of existing cultural and commercial assets.	<b>Complete</b>	Both the Indoor Market and Chartist Tower have been delivered and are open. Both schemes have been transformational in improving the leisure, dining and visitor offer in Newport.
	Illegal city centre parking dramatically reduced through a step change in behaviour and enforcement.	<b>Complete</b>	In 2019 we successfully took over the enforcement of on-street parking from Gwent Police. Throughout the last three years we have seen significant improvements throughout the city and have changed people's behaviour to how they park. This has also seen improvements to the environment and use of spaces across the city.
	A new household waste recycling facility is built as part of a new Love Newport deal with residents on waste, recycling, and community pride.	<b>In Progress</b>	Progress on this project was halted during the pandemic due to both prioritisation of delivery of essential services, and difficulties to go ahead with site searches and assessments. The main purpose of this project was to help meet the recycling targets. During the same period, changes were implemented to the existing recycling centre, which resulted in a safer space for residents and increased recycling and reuse activity. Interventions to increase and support Newport's reuse and repair network have also taken place, with enhanced interaction with local organisations and community groups to create areas to increase resilience and reduce waste. Despite the outcomes being partially met, this facility is critical for Newport to achieve the next phase of recycling targets, so this project remains a priority in the short term.
<b>Modernised Council</b>	We will create a Digital Ecosystem for Newport that rapidly intensifies the growth of the digital economy sector and provides a platform for businesses to connect innovate and grow and communities to participate interact and self-support.	<b>In Progress</b>	A range of digital work through the Digital Strategy, which will be refreshed in 2022. Includes: Public Wi-Fi-provision in over 50 community buildings; Gigabit Voucher Scheme for Residents and Businesses; Footfall Sensors; Digital Transformation Pilot – Welsh Government; Community Safety Network; Covid Recovery Business Grants for Digital Solutions; Digital Inclusion Alliance Wales; City of Newport Business Grant supported digital infrastructure, hardware, software, training, and website development; UK Steel Enterprise Grant support for start-up businesses including, hardware, software, website development and related training; Promotion of Superfast Business Wales service and delivery of joint events/workshops; Developing links with Cyber and Software Academies, also USW and Cardiff University – support for spin-out enterprises Regeneration projects, such as Mill Street, Innovation Station and Newport Market to provide space and support for growing digital economy



Corporate Theme	Commitment	Status (March 2022)	Overview
			<p>Current and developing programmes include: Transforming Towns funded Digital project - partnership with Newport Now and Alacrity to deliver digital training to city centre businesses; UK Steel Enterprise Grant support for start-up businesses including, hardware, software, website development and related training; Ongoing promotion of Superfast Business Wales service; Digital Strategy Refresh and a range of developments such as Parking Sensors, Road and Air Sensors, Business Grants supporting digital infrastructure, hardware, software, training, and website development.</p>
	<p>Develop the Newport Intelligence Hub to create a one stop shop for spatial and geographic data, data analytics, infographics and open access data to support the drive for evidence-based working.</p>	<p><b>Complete</b></p>	<p>The Newport Intelligence Hub (NIH) has seen the council transition to a unified centralised team comprising Geospatial Data and Systems Development, Business Intelligence and Education and Schools Management Information Systems.</p> <p>The team have developed the internal and external (<a href="#">My Newport</a>) web mapping information portal(s) and produce geospatial data analytics to support the Council and partnership working. The Intelligence Hub also worked closely in supporting the national response to the global pandemic.</p> <p>The Intelligence Hub encompasses a significant number of cross-organisational services and systems including:</p> <ul style="list-style-type: none"> <li>• Transactional HR &amp; Payroll and digital workforce transformation</li> <li>• Public Protection, Environmental Health, Trading Standards, Licensing, Housing Renovation Grants, Planning, Enforcements and Building Control</li> <li>• Management Information (MI) Hub incorporating Corporate and Service Plan reporting and monitoring, performance, and risk management.</li> </ul> <p>The service also provides services to Monmouth Council and has been the subject of Audit Wales review.</p>
	<p>Four multi-agency Neighbourhood Service Hubs will be created which bring together a range of different services to support better outcomes and manage demand in areas of Newport with the highest need as evidenced in our well-being profile.</p>	<p><b>Complete</b></p>	<p>As already highlighted, under Community Investment Zones, four Neighbourhood Hubs were created and have delivered a broad range of services to communities across Newport.</p> <p>All of these Hubs were vital for communities during the pandemic providing access and distributing food parcels to residents, providing childcare support through Flying Start provision for key workers and providing online library / digital services.</p> <p>As we have started to move forward from the pandemic, we are now reviewing the impact which the model has had on our communities and to understand what our communities need and expect from our services to help improve their communities in the long term.</p>
	<p>We will create an inviting and inspiring work environment, freeing up 50% of our estate (including 20% of our Civic</p>	<p><b>In-progress</b></p>	<p>The Covid pandemic brought about significant change to how Council staff work and how we need to use our assets across the estate. Throughout the last three years, staff have</p>

Corporate Theme	Commitment	Status (March 2022)	Overview
	Centre) to save money and create space for commercial and social innovation.		<p>been working hybrid from home and in the office (front-line and key support services) to ensure the Council continued to deliver its services.</p> <p>As part of our New Normal project, we are now undertaking significant work to re-shape how we use key assets such as the Civic Centre for staff but also enable new uses of our assets for residents, businesses and other organisations to use. This project is going to be major piece of work in the next Corporate Plan.</p>
	Each citizen in Newport has access to a MyAccount – an individual online portal which allows them to do business with the Council and online.	<b>Complete</b>	<p>Since the inception of My Account, the Council has 117,378 registered users. The Covid pandemic increased the use of My Account to support services such as the household and waste recycling site. The Council continues to see users register to the app and further expansion of services provided using the app will be made in future.</p>

# The Way we Work – Corporate Governance & Statutory Duties

It is important for Newport Council to have effective systems and processes in place to enable it to carry out its duties for the residents, businesses, and other organisations in Newport. The [Council's Constitution](#) sets out these roles and responsibilities for the Elected Members that have been voted by citizens to represent their communities, and officers that are responsible for carrying out the Council's statutory functions.

Responsibility and accountability for decision making rests with the Full Council, the Cabinet, individual Cabinet Members, Regulatory Committees (Planning and Licensing Committees) and Chief Officers, depending on the decision taken. The Council's scheme of delegation sets out how the Council's Executive (Cabinet) and Chief Officers (Chief Executive and three Directors and eleven Heads of Service) take decisions.

It is important that the Council self-assesses the way it works, promotes where it is succeeding and learns the lessons of where it can improve the delivery of its services. This section of the report examines the performance of its statutory duties and integrates the recommendations of where the Council can improve. These will be recorded in the Recommendations and actions for improvement at the end of the report.

## Newport Council's Annual Governance Statement

The [Annual Governance Statement \(AGS\)](#) is a requirement of the Accounts and Audit (Wales) Regulations 2014. The AGS describes the governance framework in place within the Council, how the effectiveness of the governance arrangements has been monitored and evaluated during the year with evidence and examples setting out any changes planned for 2022/23. The AGS is incorporated into the Council's Statement of Accounts 2021/22.

The AGS also includes an Action Plan for the Council to implement and improve its governance arrangements. Key actions have been raised for the Council to implement and these are included in the Recommendations and actions for improvement.

## Internal Audit Annual Report 2021/22

In line with the Public Sector Internal Audit Standards, the Chief Internal Auditor of Newport Council is required to provide an opinion on the overall adequacy and effectiveness of the Council's internal control environment; a summary of work completed and the performance of the Internal Audit team. The report and further detail of the Internal Audit team's work completed in 21/22 can be found through the link [here](#). For 2021/22, the level of assurance determined by the Chief Internal Auditor was deemed to be "**Reasonable**". A summary of the assessment can be found in the table below:

Internal Audit Rating	2018/19	%	2019/20	%	2020/21	%	2021/22	%
<b>Good</b>	10	22	7	22	5	17	10	29
<b>Reasonable</b>	27	57	19	60	23	80	23	66
<b>Unsatisfactory</b>	10	19	6	18	1	3	2	5
<b>Unsound</b>	1	2	0	0	0	0	0	0
<b>Total</b>	48	100	32	100	29	100	35	100
<b>Overall Opinion</b>	<b>Reasonable</b>		<b>Reasonable</b>		<b>Reasonable</b>		<b>Reasonable</b>	

## External Regulatory Reviews – Audit Wales, Care Inspectorate Wales and Estyn

As a public body, Newport Council is subject to external regulatory review by Audit Wales, Care Inspectorate Wales, and Estyn. Every six months, the Council's Governance and Audit Committee is provided with a summary of the regulatory reviews completed on services delivered by Newport Council and also national (Thematic Reviews). In 2021/22, two reports were provided to the Audit Committee in [November 2021](#) and also

[July 2022](#) with a summary of the reports completed and the Council's response to any recommendations / actions raised.

## **Performance Management**

Newport Council's [Planning, Performance and Risk Management Framework](#) provides an overview of how Newport Council has had monitored and reported the performance of the Council and its service areas in the delivery of its services, Corporate Plan and statutory duties. To support the Framework, the [Planning and Performance Policy](#) outlines the reporting mechanisms of the Council.

The performance of the Council's [service areas plans for 2021/22](#) was examined by the Performance Scrutiny Committees through Mid-year and End of Year performance reviews. 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)**

**Mid-Year Performance Reviews** - [15/11/21](#) and [29/11/21](#)

**End of Year Performance Reviews** – [11/07/22](#) and [25/07/22](#)

### **People Performance Scrutiny Committee (Adult & Community Services / Children Services / Education):**

**Mid-Year Performance Reviews** – [16/11/21](#) and [30/11/21](#)

**End of Year Performance Reviews** – [12/07/22](#) and [26/11/22](#)

Following the implementation of the Local Government & Elections (Wales) Act 2021, and the restructure of the organisation, the Framework and its supporting policies will need to be updated to reflect these changes. Additionally, from 2022/23, the Council will be strengthening its performance monitoring and reporting to support the new Corporate Plan and improve the accountability of the Council in the delivery of its services. A recommendation and action will be included in the 2022/23 action plan.

## **Risk Management**

Risk Management is at the centre of all decisions and actions taken by Newport Council in the delivery of its services. The [Risk Management Policy](#) outlines the Council's approach to Risk Management and includes a Risk Appetite statement on how the Council manages the opportunities and risks in the delivery of its services and meeting statutory duties. Risk is reported every quarter to the Council's Governance and Audit Committee and Cabinet. To support the new Local Government and Elections (Wales) Act and delivery of the new Corporate Plan, the Risk Management Policy will need to be updated to reflect these changes and support the overall Framework of the Council.

## **Asset Management**

The Council's asset portfolio includes 955 buildings and land across Newport including the Civic Centre, schools, and other Council buildings. The management and maintenance of our assets has been delivered in partnership with Newport Norse since 2016. The ongoing maintenance of our buildings is one of most significant risks in Newport Council which is also reported as part of the Council's Corporate Risk Register. Over a period of time the Council has been seeing an increase in the backlog of work required to maintain and to ensure that they meet necessary building regulations and other legislative duties and the Equality Act. Furthermore, the Council is also now committed to becoming net zero carbon by 2030 and following the Pandemic we are now adapting to the new normal with hybrid working becoming the preferred choice to undertake Council duties. This is changing the way we use our existing buildings and how we design new buildings across the Council to ensure that they are more sustainable for long term use.

In 2021/22, Audit Wales undertook a review of our Asset Management as part of their Springing Forward review. The report found that Newport Council strategically plans and manages its property assets well, needs to put the sustainable development principle at the heart of how it considers building on the experience of the pandemic. The report made two recommendations to develop longer term planning and to further develop partnership working. Both recommendations have been included in the action plan of this report.

The Council embarked on a programme of estate rationalisation looking to identify assets in its estate that could be more effectively and efficiently used to meet the overall priorities of the Council and citizens of Newport.

## Local Development Plan Annual Review

The Newport Local Development Plan (LDP) 2011-2026 was adopted in January 2015 and sets out the land use policies which form the basis on which planning decisions about future development in Newport are based. As already highlighted in Well-being Objective 2, in 2021/22, Newport Council agreed to commence the development of the next LDP. As part of the statutory development plan process, the Council is required to prepare an [Annual Monitoring Report \(AMR\)](#). The last report was published in October 2021 and was the sixth AMR since the adoption of the LDP. The report monitors the effectiveness of its policies and the performance of the LDP in 2020/21 identifying whether any changes are necessary. Overall, the report concluded that the LDP was performing well and enabling growth in sustainable locations. The report identified six recommendations for improvement and will form a key part of the evidence base for the replacement LDP.

## Annual Safeguarding Report 2021/22

In September 2022, the Council's [Annual Safeguarding report 2021/22](#) was reported to Cabinet. The purpose of this report is to provide an overview of the Council's safeguarding arrangements across the organisation. The report provides assurance that departments across the Council had clear standards in place to address safeguarding and improvements had been made across the organisation. The Report includes the Corporate Safeguarding workplan (22/23) and is included in the recommendations and actions table.

## Annual Digital Report 2021/22 including Freedom of Information and Subject Access Requests

Newport Council is responsible the information and data which it obtains from its citizens. The Data Protection Act 2018 requires the Council to use people's data fairly and responsibly ensuring that we collect data that is for the purposes of delivering our services and enable us to make decisions. The Council's annual [Digital Report 2021/22](#) and [Annual Information Risk Report](#) provide an overview of how the Council and its partner Shared Resource Service (SRS) has performed in 2021/22.

The annual Digital Report provides an overview of the effectiveness of the SRS Boards and the performance of the service. In 2021/22 of the four performance measures reported as part of their agreement, SRS was green on three and amber one performance measure. An overview is provided below:

Measure	Actual Performance 2021/22	Target 2021/22	Actual Performance 2020/21	Actual Performance 2019/20
% of Calls resolved against Service Level Agreement (SLA)	94.9%	85%	91.8%	93%
Customer Satisfaction	78%	70%	64.7%	76%
Calls resolved at first point of contact	78.8%	70%	58.8%	60.5%
Average Call Response time	6 minutes 40 seconds	1 minute 30 seconds	5 minutes 27 seconds	5 minutes 31 seconds

The Freedom of Information Act 2000 requires public bodies including local authorities to give people access to official information where decisions are made, and data is held. In addition to this the Data Protection Act requires organisations to allow people to access the data held about them. These requests are called Subject Access Requests. The Council reports as part of the Information Risk Report and the People and Business Change service plan the performance of the Council meeting these requirements:

Measure	Actual Performance 2021/22	Target 2021/22	Actual Performance 2020/21	Actual Performance 2019/20
% of Freedom of Information responses completed in time	89.5%	88%	90.8%	91.4%
% of Subject Access Requests completed in time	71.1%	75%	60%	72%

Where recommendations and actions have been identified to improve corporate performance, these have been included in the action table.

## Procurement and progress against the Strategy

Newport Council is in its second year delivering its [Procurement Strategy](#). In January 2022, the Council's Cabinet ([Cabinet Report](#)) agreed the adoption of the Welsh National TOMs (Themes, Outcomes and Measures) Framework for measuring social value in the procurement for large contracts over £75k in value. The new Framework will be applied to new contracts and tenders from 2022/23 and will support future social value strategies for the Council. The new Framework will also support the Council's new Climate Change Plan to ensure tenders and contracts support the Council's objective of becoming net carbon zero by 2030.

## Health, Safety and Well-being

Health, safety and well-being are central to the Council's work. Newport City Council has a statutory duty to ensure that all employees undertake the necessary training to ensure the health and safety of all those involved is not put at risk. This also includes the staff and members of the public that use our facilities and equipment such as Council buildings, schools, playgrounds, community centres etc.

The Council's Health and Safety team is responsible for supporting the Council's service areas and teams to comply with the Health and Safety legislation. Over the last two years, the team has been supporting the Council to comply with the necessary Covid legislation and regulation. In 2021/22, much of this legislation remained in place and as restrictions have been removed, the team has been going back to its pre-covid support. Throughout the year, employees of the Council (new and existing) are required to undertake necessary health and safety training, checks and awareness sessions to ensure with comply with necessary health and safety legislation and requirements.

The table below provides an overview of the number of accidents, incidents and violence at work reports that have been raised and investigated. This also includes the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

	2021/22	2020/21	2019/20	2018/19
Total number of Accidents / Incidents / Violence at Work Reported	545	308	517	713
Total Number of RIDDOR Reports	6	15	31	22

# The Way we Work: Newport City Council's Finances

The 2021/22 financial year continued to be an unconventional one for Newport City Council, as it has been for all other Welsh Councils. Whilst 2021/22 saw a steady recovery from the effects of the pandemic, there were still large parts of the year where services were not able to operate in the traditional manner. A significant reliance upon financial support via the Welsh Government's Hardship Fund, to cover the additional costs incurred and income lost due to Covid 19, continued to be a prominent feature throughout the year. In addition, a range of specific Welsh Government grants were issued during the year, especially in the last quarter, having a significant impact upon the Council's year-end financial position.

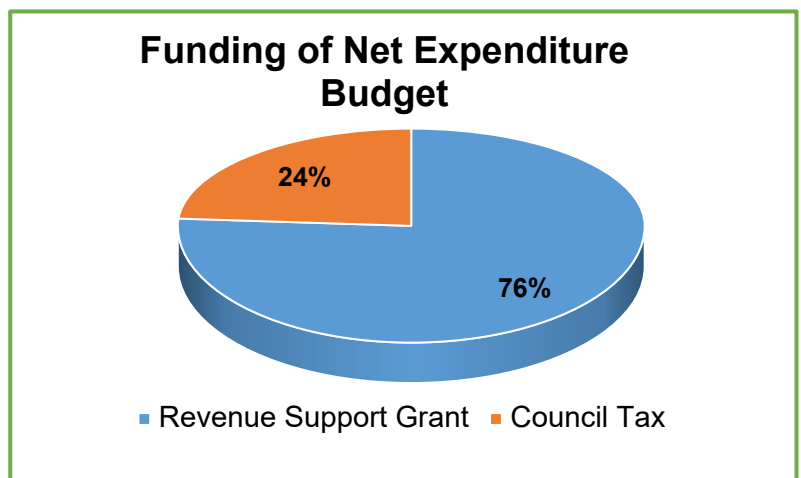
Every year the Council is required to produce a [Statement of Accounts](#) which provides a detailed overview of where and how it has spent its money.

## Newport Council Budget 2021/22

The 2021/22 net budget for Newport Council was £315.9m. This was funded from the Welsh Government (WG) revenue support grant (76%) and from local council tax (24%).

Newport council received an uplift of £12.719m from the Welsh Government. Council tax was increased by 3.7% for the year.

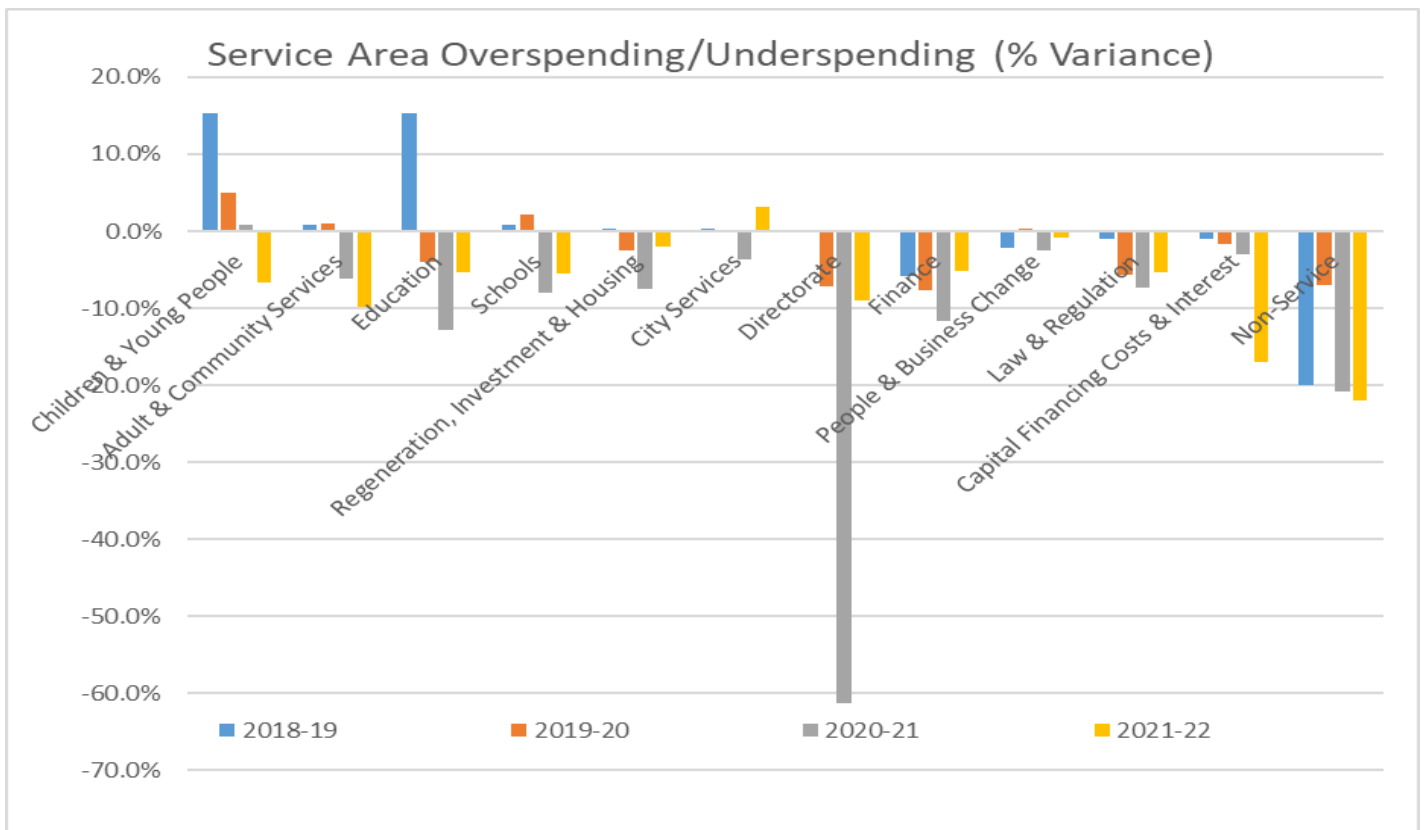
In comparison to other [local authorities in Wales](#), council tax rates in Newport remain the third lowest in Wales.



## 2020/21 Revenue Financial Performance

At the end of the financial year (March 2022) the Council reported a net underspend of £18.4m against the £315.9m budget. The underspend was due to:

- Receipt of one-off WG grant funding to assist in its response to Covid 19 and deliver Welsh Government priorities.
- Underspends across all services in relation to costs of general administration and service provision; staffing savings due to recruitment challenges; not undertaking planned / normal services as they were either not required or unable to be carried out due to Covid 19.
- General contingency budget not being required, an underspend against Council Tax Reduction scheme, an overachievement against budgeted Council Tax income and a significant underspend against the Capital Financing budget.



\*Non-Service - is expenditure which is not a service requirement, but we still account for it, such items as levies and provisions.

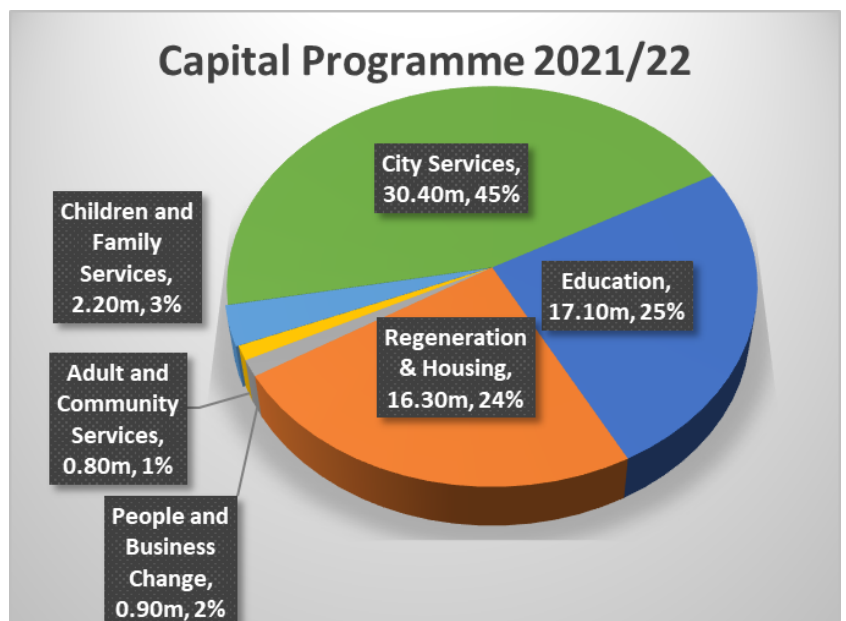
\*\* Capital Financing Costs & Interest - is the cost to us to finance capital, the MRP charge, and interest is the interest we pay and receive.

## 2021/22 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.

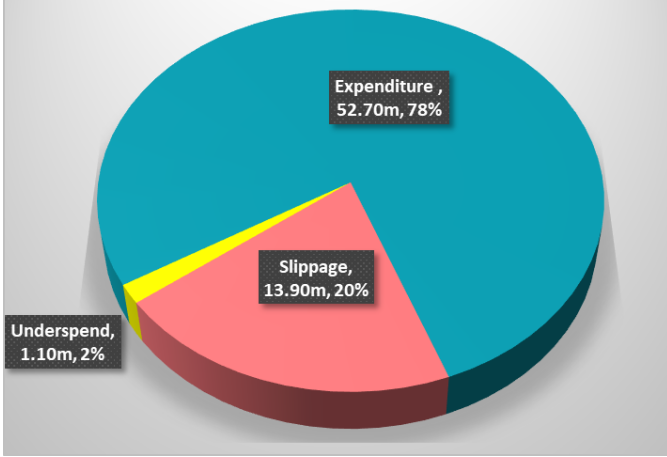
The council has a five-year capital programme (plus two additional years) which started in 2018/19 totalling £298m. In 2021/22 the capital programme included:

- £17m investment in schools
- £30m road, transport and infrastructure works
- £3m for social care projects
- £16m investment in regeneration and housing
- A range of energy efficiency schemes
- Commitment to invest in the Transporter Bridge
- Various active travel scheme.
- assets to maintain and improve service delivery and to support regeneration initiatives.





### Capital Activity 2021/22



The Council spent £45.2m of the £52.7m was funded from grant funding and £5.5m from borrowing.

The remaining amount (£2.0m) was from capital receipts, contributions & S106 and other Council resources.

£13.9m was moved into future years of the programme (slippage) and there was a net underspend of £1.1m.

### Council Revenue and Capital Budget 2022/23

The Council's base budget for 2022/23 is £343.012m which includes £265.612m of core funding from Welsh Government. The balance of core funding comes from Council Tax, which was increased by 2.4% for 2022/23. The budget was approved by a [Full Council meeting](#) on 1<sup>st</sup> March 2022. The 2022/23 capital budget, as per the 2022/23 Capital & Treasury Strategy, is £103m and reflects the Council's continued ambitious programme for investing in its assets.

# The Way we Work – NCC Workforce, Equalities and Welsh Language

## Newport City Council's Workforce and Well-being

**5,756**  
Headcount

**4,429**  
Female  
Headcount

**1,327**  
Male Headcount

**2,548**  
Full-Time  
Headcount

**3,431**  
Part-Time  
Headcount

\*Figures taken at 31<sup>st</sup> March 2022

Newport City Council has 5,756 (as at 31<sup>st</sup> March 2022) staff. The staff of Newport Council is its biggest asset and over the last two years have demonstrated how selflessly they put themselves forward to support our most vulnerable residents in the City, adapt to the changing work environment, and also innovate to deliver our services to improve the lives of citizens. Since the pandemic new opportunities and challenges for the Council's workforce have also emerged such as hybrid / home working, improving the diversity of the Council, health and well-being of staff, and increased competition from other public, private, and not for profit organisations affecting recruitment and retention of staff.

Performance Measure	2021/22 Actual Performance	2021/22 Target	2020/21	2019/20	2018/19	2017/18	Explanation
NCC Sickness days lost.	<b>10.06 days</b>	<b>9.23 days</b>	7.3 days	11.5 days	10.1 days	10.1 days	Comparing sickness data through the pandemic is a challenge due to a range of factors. COVID absences will have impacted on this outcome. In January 22, the Council has adopted a new Wellness at work approach which is aimed at supporting employees to stay in the workplace. Measuring the success of this new approach will be included in 22/23.
% of managers undertaking regular check-ins.	<b>23.9%</b>	80.00%	No Data	53.06%	Not available	Not available	Through the COVID pandemic and working from home the requirement to record monthly check-ins in this way was relaxed. Monthly check-ins have now been reintroduced and the Corporate Management Team (CMT) have received a report on the stats for 21/22 and agreed actions to improve during the first six months of 22/23 whilst also reviewing the whole Check-in approach.
National – Number of Apprentices per 1,000 employees.	<b>20 per 1,000 employees</b>	<b>20 per 1,000 employees</b>	29 per 1,000 employees	6 per 1,000 employees	36 per 1,000 employees	No Data	The COVID pandemic resulted in some delays to our apprentice scheme, however additional appointments were made early in 22/23.

The Strategic HR team have developed and implemented a workforce planning toolkit to heads of service and service managers. Each of our service areas have adopted workforce planning actions during 21/22 and continue to work towards these longer-term aspirations for the workforce. Monitoring of these workforce plans sits within the service area planning process with regular check ins on progress whilst also reviewing workforce pressures and demands.

In January 22, our traditional way of managing absence changed and we launched our new Wellness at Work Policy following agreement with the senior team, Cabinet Member and our Trade Unions colleagues. The aim of this policy is to promote and support employee well-being to ensure a positive work environment that enables our employees to flourish and reach their full potential. This new approach aims to support employees to remain well and productive whilst at work or to assist an employee's return to work if they have been unable to attend due to sickness. This approach sits within the Council's well-being framework which embraces a wider range of policies and provisions aiming to support physical and mental well-being. During 22/23 we will be able to review the policy impact.

To support our employee's wellness at work a variety of tools are available to staff such as Care First, an impartial 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. Our Trade Unions also provide support to the workforce on Wellness at work through the provision of the trade union networks. The council continues to provide a professional occupational health service and has maximised use of available appointments with over the telephone appointments during the pandemic – which has decreased waiting times. Our Occupational Health provision will be reviewed during 22/23 harnessing the positives from the service and enhancing areas that need focus.

Feeling connected and productive is one of the areas we have focused on during the pandemic, particularly with people working from home. As a result of feedback, additional training webinars have been sourced to help those working remotely feel connected and productive. The rollout has been popular, and the sessions have been 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 these surveys have also been 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 pandemic is over. Our workforce policies on New Normal will be rolled out in 22/23 following feedback and agreement.

Our People & Culture Strategy has been in its last year during 21/22. Our strategy aligns directly with a number of other strategies for us, for example, aspiring to have a workforce that is representative of our communities, as set out in the Strategic Equality Plan and People & Culture Strategy, or growing a digitally enabled workforce, as detailed in the Digital Strategy. The inclusion of service area workforce planning actions within service area overall plans, means Heads of Service are aligned to the council's overall workforce aspirations in a holistic approach, attempting to meet individual service need, but also meeting wider strategic objectives that make Newport City Council an employer of choice.

## **Engagement with Trade Unions**

Working in partnership with our Trade Unions is critical to the successful delivery of a number of our workforce strategies. The Cabinet Member with responsibility for Human Resources continues to chair our Employee Partnership Forum (EPF) on a quarterly basis for strategic matters. EPF brings together all our Trade Unions colleagues in a consultative forum with officers from HR to engage in and help steer direction for workforce matters. Alongside EPF, some of our service areas, supported by HR, hold joint consultative committees (JCW's) to discuss strategic issues affecting their areas. The Chief Executive consulted the Trade Unions on a significant restructuring process that affected all our service areas during 2021/22 and many of our Heads of Service and Directors also continue to engage with our Trade Unions.

At an operational level regular dialogue continues with our internal and regional Trade Union representatives on employee relations issues, such as individual concerns around wellbeing and conduct. Our Trade Union colleagues continue to support their members through transformation across the Council.

Partnership working with our Trade Unions is important to the Council. Trade Union colleagues bring our staff voice to discussions and supplement our staff forums and challenge the Council to do more for our staff, which in turn provides a more productive and engaged workforce and helps build employee relations.

Examples of our staff and Trade Union engagement is outlined below:

New Normal information	Flexible Working Policy
Travel & Subsistence Policy	Working from Home
Flexi Time Scheme	Pension Discretions Policy
Disciplinary Policy	Wellness at Work
Exit Interview review	Recruitment & Retention Focus Groups
Chief Executive Focus Groups	Senior Recruitment
Employee Partnership Forum	Whistleblowing Training
Carers Survey	Performance Management Focus Groups
Quarterly EPF meeting on matters	

## Newport Council Workforce Representation / Strategic Equalities Plan

	2017/18	2018/19	2019/20	2020/21	2021/22
Female	77.1%	76.9%	76.9%	76.9%	76.7%
Male	22.9%	23.1	23.1%	23.1%	23.3%
Disabled	1.7%	1.8%	2%	2.1%	2.5%
LGABTQ+	1%	1.1%	2.5%	1.3%	1.8%
Black, Asian and Minority Ethnic	4.1%	3.9%	4.1%	4.2%	4.9%
Welsh Spoken / Reading / Written / Understanding (Advanced)	3.1%	3.5%	3.8%	4.2%	4%

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 which will support the Council's Equality Plan. The table below summarises the key achievements made in 2021/22 against these objectives. A full copy of the report can be found [here](#).

Strategic Equality Objective	Outcome	Achievements
Leadership, Governance, and Involvement	Newport City Council shows clear and consistent leadership in promoting equality and diversity across the city	<ul style="list-style-type: none"> <li>Inclusive Leadership training completed by nearly 300 Senior Leaders and Managers.</li> <li>Leader appointed as WLGA Spokesperson for Equalities, Migration and Anti-Poverty</li> <li>Significant dates, including LGBT+ History Month, Ramadan, Eid-al-Fitr, Holocaust Memorial Day, Pride Month, Lunar New Year, Refugee Week, Windrush Day, GRT History Month, Black History Month and Hate Crime Awareness Week, have been recognised and promoted across the city.</li> </ul>
	Newport City Council has a clear governance structure in place to monitor equality performance across the organisation	<ul style="list-style-type: none"> <li>Fairness and Equality Impact Assessments including the Socio-economic Duty against policy/decision making are ongoing and has been considered against a range of decisions</li> </ul>
	Newport City Council will improve how it understands the impact of changing services by engaging residents and relevant groups in the decision-making process	<ul style="list-style-type: none"> <li>£415,000 of funding has been distributed to 79 community projects, overseen by and a representative community steering group, working closely with Newport's Fairness Commission.</li> </ul>
Customer Service and Access	We have a better understanding of the demographics of our service users, and reflect these in service design, removing barriers to access	<ul style="list-style-type: none"> <li>Accessibility Stakeholder Group continues to advise on council projects</li> <li>Equality, Hate Crime and EUSS awareness sessions delivered to all senior customer service staff</li> <li>Development of corporate guidance on interpreting and translation to ensure service is culturally and linguistically sensitive</li> </ul>

Strategic Equality Objective	Outcome	Achievements
	Complaints relating to discrimination are managed in a way that ensures organisational learning	<ul style="list-style-type: none"> <li>The council's complaints monitoring process now includes the collection and analysis of demographic data</li> </ul>
	Through close partnership working with Newport Live barriers to accessing sports and leisure provision in the city will be reduced	<ul style="list-style-type: none"> <li>Inclusive cycle scheme is fully operational and has engaged with a wide range of Newport residents</li> <li>Disability inclusion training delivered to Newport Live staff and added to staff induction programme</li> <li>Newport Live signed up to the Disability Confident employer scheme</li> </ul>
Representative Workforce	Staff with protected characteristics are better represented at all levels throughout the organisation	<ul style="list-style-type: none"> <li>Update to internal demographic monitoring categories based on census categories to better reflect local communities</li> </ul>
	Diverse staff have a voice within the organisation, and are listened to	<ul style="list-style-type: none"> <li>Staff networks for disabled, LGBTQ+ and ethnic minority staff continue to provide a platform for staff from under-represented groups to influence our workplace policy, service delivery and strategic decision making</li> </ul>
	The potential for unconscious bias in recruitment processes is recognised, and minimised	<ul style="list-style-type: none"> <li>All managers are receiving Inclusive Leadership training, which includes raising awareness of issues related to bias in recruitment</li> <li>Recruitment and selection e-Learning module now available for all managers</li> </ul>
Community Cohesion	Everyone living in Newport feels welcomed, and integration is supported by local communities	<ul style="list-style-type: none"> <li>Significant support provided to EU citizens in Newport ensured eligible residents could submit late applications to the EU Settlement Scheme post deadline</li> <li>Established Hardship Group and a referral pathway to manage complex cases of hardship that arise as a result of insecure migration status</li> </ul>
	Community tensions are monitored and mitigated effectively	<ul style="list-style-type: none"> <li>Fortnightly community tensions meeting and weekly community dial in established in partnership with Gwent Police</li> </ul>
Learn Well	There is greater parity in attendance and exclusion rates for all pupils in Newport	<ul style="list-style-type: none"> <li>Development and roll out of Emotional Based School Avoidance (EBSA) support and resources for schools</li> <li>Exclusions and work focussed on violence reduction in schools</li> </ul>
	We have a better understanding of the challenges faced by potentially marginalised pupils	<ul style="list-style-type: none"> <li>Preparing schools for the requirements of the Relationships and Sexuality Statutory Education Code (RSE)</li> <li>A Whole-Schools approach to emotional wellbeing and to help schools achieve the aims set out in the Welsh Government's Framework (2021)</li> </ul>
Independent Living	People are empowered to live in their own accommodation for longer	<ul style="list-style-type: none"> <li>During the year over 2,665 people were supported by all floating support schemes to access and maintain their accommodation, including adults with learning disabilities and refugees</li> <li>Floating support scheme supported 20 unaccompanied asylum-seeking children (UASC) to increase opportunities for independent living</li> </ul>
	People are empowered to play an active role in their local communities	<ul style="list-style-type: none"> <li>Community Connectors continue to support people to connect with, and be involved with, their local communities</li> </ul>
	The city is responsive to the accommodation needs of victims of domestic abuse	<ul style="list-style-type: none"> <li>Housing Support Grant continues to fund projects for people escaping domestic abusive relationships, including specific provision for people from ethnic minority backgrounds</li> <li>381 women supported by the Domestic Abuse Floating Support service to remain in their own homes</li> <li>New scheme launched for women subject to sexual and financial exploitation in a 'safe house'.</li> <li>Funding to provide an additional DAFS support worker to oversee the DACC (Domestic Abuse Conference Calls) calls from Gwent Police.</li> </ul>

## Newport Council Welsh Language Annual Report 2021/22

Earlier in 2022, Newport Council launched its new Welsh Language Strategy and Welsh in Education Strategic Plan. Both strategies will support the Council's Corporate Plan objectives. A detailed overview of how Newport City Council is delivering against its Welsh Language Strategy can be found in the [Welsh Annual Report](#). This is reported to the Council's Overview and Scrutiny Management Committee and the Council's Cabinet. The report highlighted the progress made against the previous Welsh Language Strategy and promotion of the Welsh language across communities in Newport but also work internally to support staff that want to improve their Welsh language skills and to ensure ongoing compliance with the requirements for public bodies set in the Welsh Language Standards.

Actions from both the Equalities Annual report and the Welsh Language Annual Report and the new strategies are included in the action table below.

# 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.

The involvement and engagement below is in addition to the consultation with staff and trade unions detailed on page 48.

## Involvement and Engagement Activity with the People of Newport

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 2021/22.

Date	Subject	Client	Source	Responses
Apr 2021	Information Management	People & Business Change	Online SNAP Survey	258
	Period Dignity Trial Survey	People & Business Change	Online SNAP Survey	11
May 2021	Period Dignity Community Groups	People & Business Change	Online SNAP Survey	4
	Period Dignity Students	People & Business Change	Online SNAP Survey	18
	Period Dignity School Staff	People & Business Change	Online SNAP Survey	9
	Market Arcade	RIH	Online SNAP Survey	27
June 2021	Generation Rent	RIH	Online SNAP Survey	114
	Generation Rent	RIH	Bus Wi-Fi Survey	769
	YBD Expansion	Education	Online SNAP Survey	4
	Federate Gaer and Maesglas	Education	Online SNAP Survey	1
	Safer Streets – Women and Girls Safety	People & Business Change	Online SNAP Survey	249
July 2021	Right Skills – Adult Skills	People & Business Change	Online SNAP Survey / Involve Newport Citizens Panel	219
	Right Skills – Adult Skills	People & Business Change	Bus Wi-Fi Survey	671

Date	Subject	Client	Source	Responses
	Youth Justice – Victims Feedback Form	C&YP Services	Online SNAP Survey	Ongoing (8 so far)
	UK City of Culture	RIH	Online SNAP Survey	10
August 2021	Digital Strategy Refresh – Public Survey	People & Business Change	Online SNAP Survey	264
	Digital Strategy Refresh – Business Survey	People & Business Change	Online SNAP Survey	9
	City Centre PSPO 2021	Law & Regulation	Online SNAP Survey	108
	Welsh Language	People & Business Change	Bus Wi-Fi Survey	545
	Private Landlord Survey	RIH	Online SNAP Survey	34
	Caseworker Questionnaire	RIH	Online SNAP Survey	141
	Digital Strategy	People & Business Change	Bus Wi-Fi Survey	818
	Prevent School Surveys – Safeguarding Leads	People & Business Change	Online SNAP Survey	Ongoing (16 so far)
	Prevent School Surveys – Participants	People & Business Change	Online SNAP Survey	Ongoing (6 so far)
Sept 2021	Group Session Feedback (Disabled Childrens Team)	C&YP Services	Online SNAP Survey	6
Oct 2021	Welsh Language	People & Business Change	Online SNAP Survey	49
	WESP Survey	Education	Online SNAP Survey	65
	Admissions Forum Survey	Education	Online SNAP Survey	13
	Customer Service Survey	City Services	Online SNAP Survey	77
Nov 2021	Customer Service Survey	City Services	Newport Citizens Panel	203
	Childcare Sufficiency Assessment	RIH	Newport Citizens Panel	203
	School Admissions Manager Survey	Education	Online SNAP Survey	9
	Climate Change Plan Survey	People & Business Change	Online SNAP Survey	168
	Parental Choice Survey	Education	Online SNAP Survey	128
	Perception of Newport	People & Business Change	Bus Wi-Fi Survey	1773
Dec 2021	EU Citizens Survey	People & Business Change	Online SNAP Survey	84
	Digital Staff Survey	People & Business Change	Online SNAP Survey	49
	Digital Residents Survey	People & Business Change	Online SNAP Survey	22
	WM Parent Survey (Childcare & Edu Provision)	RIH	Online SNAP Survey	13
Jan 2022	Wellies Forum Feedback (Disabled Childrens Team)	C&YP Services	Online SNAP Survey	14
	Big Play Survey 2021-22	RIH	Online SNAP Survey	40
	Budget Consultation 2022-23	People & Business Change and Finance	Online SNAP Survey	97
	Budget Consultation 2022-23	People & Business Change and Finance	Bus Wi-Fi Survey	886
	WEF Perception Survey	Education	Online SNAP Survey	Ongoing (13 so far)
Feb 2022	Transport for Wales	People & Business Change	Online SNAP Survey	41



Date	Subject	Client	Source	Responses
	VPRS Client Survey	People & Business Change	Online SNAP Survey	Ongoing (12 so far)
	Wellies Forum Feedback (Disabled Childrens Team)	C&YP Services	Online SNAP Survey	7
	Siblings Event Feedback (Disabled Childrens Team)	C&YP Services	Online SNAP Survey	6
Mar 2022	Public Participation Strategy	City Services	Online SNAP Survey	11

## Involvement and Engagement Activity with Businesses of Newport

The economy and businesses of Newport are a vital backbone to providing prosperity and opportunities for the communities of Newport. At Newport City Council we have continued to ensure the views and engagement of businesses are considered in the development and delivery of Council strategy and policies. Throughout 2021/22 the Council was represented at the [Newport Now \(Business Improvement District\)](#) and has continued to engage with businesses through the following mechanisms.

- **NCC City of Newport Grants** – Consulted with businesses in the development of the Council’s City of Newport Grants.
- **City of Newport Business Newsletters** – keeping businesses informed of covid funding, latest business development news and signposting to other government organisations. This is issued to approx. 7,000 businesses.
- **Account Managers meetings** – consists of 57 business support organisation representatives.
- **M4 Business Breakfast** – Resumed in March 2022.
- **NCC Business Support** – Using [Facebook](#) and [Twitter](#) to engage and provide business support updates to the city’s business community.
- **Advice, guidance, and business support grants** – throughout 21/22 NCC processed over 3,937 grant applications and provided ongoing advice and support to businesses.

## Participation Strategy

Newport Council is committed to encouraging people to participate in the decision making of the Council and in 2021/22 we agreed the Council’s [Participation Strategy](#). This Strategy outlines how we will comply with the Local Government and Elections Wales Act 2021 and make it easier for people to engage with the Council. This will include promoting public awareness of the Council’s functions and corporate governance arrangements, facilitating access to information about decision-making and improving ways in which the public can comment on proposed decisions. The Strategy will also strengthen the role of Scrutiny in considering the views of the public and will include a Petition Scheme that will set out how the Council will consider and respond to public petitions. In 2022/23 the Council will be commencing work to deliver the new Strategy.

## Compliments, Complaints, and Comments (including Whistleblowing)

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. This is reported to the [Council’s Governance and Audit Committee](#) and Cabinet.

	2017/18	2018/19	2019/20	2020/21	2021/22
Stage 1 complaints	284	271	354	261	271
Stage 2 complaints	24	28	33	39	31
Complaints to Public Service Ombudsman Wales	37	38	31	14	24

In conclusion of the report, it is recognised that further work to support service areas to improve responding to complaints following the Council’s service level agreement, improve engagement on the role of the Ombudsman’s powers. The report has identified seven actions to improve the service delivery which is summarised in the action recommendations and actions table in the report.

The effectiveness of the Council’s Whistleblowing policy is reviewed regularly and monitored by the Standards Committee and numbers of whistleblowing complaints are reported on an annual basis.

# 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 2021/22.

April 2021	May 2021	June 2021	July 2021	August 2021	September 2021
As part of a new scheme to provide affordable homes for people at risk of homelessness, part of Hill Street carpark will be leased to Linc Cymru for a supported housing project.	City of Newport welcomes new Mayor.  Newport City Council has formally welcomed Councillor David Williams as the first citizen of the city.	Newport City Council's household waste recycling centre has been shortlisted for a national award.  The centre is one of three across the UK, and the only one from Wales.	Newport City council has successfully secured an £80,000 grant from the Wolfson Foundation to help fund the Transporter Bridge transformation project.  This project will allow future generations to enjoy and learn about this remarkable piece of Newport's engineering project.	HMS Severn, Newport's formerly affiliated naval vessel, has officially reinstated its association with the city.	Some of Newport City Council's ward boundaries are set to change after the recommendations of the Local Democracy and Boundary Commission for Wales.  The changes to some electoral wards will deliver greater electoral party across the city, which can only be a positive step for the electorate in Newport.
Newport City Council has pledged its support for Plantlife's No Mow May campaign. The council has pledged its support in recognition of our status as a Bee Friendly City, and the Councils duty to enhance nature and take actions to reduce the impact of climate change.	Newport City Council and campaigning body Generation Rent have launched a new project to improve engagement with people who are privately renting their homes. The need for safe, secure and energy efficient homes has never been so important. The results of the work with Generation Rent, will give us a better understanding of the private rented sector, and help shape future strategies.	Full council considered and supported a review of the council's senior leadership team.	Newport has stepped forward in contest to become UK City of Culture 2025.  Newport City Council and its partners are committed to ensuring people feel good about working, living, and investing in our city. Stepping up to be the UK City of Culture 2025 will promote confidence and pride within our communities.		<i>"See, hear, learn, use and love the Welsh language"</i>  Newport City Council aspires Welsh to become a part of everyone's life in the city, as it sets forward ambitious proposals to encourage people to learn and speak Welsh.  This is just one of the many commitments set by Newport City Council to help achieve the national target of 1 million Welsh speakers by 2025.

					Newport City Council's Leader Councillor Jane Mudd has launched its most generous package of support grants for new and existing small and medium businesses.
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October 2021	November 2021	December 2021	January 2022	February 2022	March 2022
<p>Despite not progressing to the next stage in the bid to become the next City of Culture 2025, the council will use the work that has been done.</p> <p>This opportunity will further develop our cultural partnerships and wider offering in Newport.</p>	<p>Newport City Council declared an ecological and climate change emergency.</p> <p>A motion declaring an emergency, which was unanimously approved was proposed by Councillor Jane Mudd, leader of the council, and seconded by Councillor Jason Hughes, Cabinet Member for sustainable development.</p> <p>In passing the motion, the council recognised that climate change is an issue where we all need to work together to tackle it.</p>	<p>Following a recent monitoring inspection visit, Estyn has confirmed that St Julian's School has made sufficient progress and removed from special measures.</p> <p>This is excellent news for the school, staff and students. A considerable amount of work has been done in partnership with the school.</p> <p>This is a great achievement for the school, and we are determined that the impetus and positive development will continue.</p>	<p>Work to remove trees infected with ash dieback disease along the A467 in Rogerstone has commenced. The trees potentially pose a great risk to the public therefore, removal is essential in the interest of safety.</p>	<p>A proposal by one of Newport's most prestigious businesses to expand on a new site in the city was given the green light by the council's planning committee.</p> <p>SPTS Technologies, a KLA Company, is currently based at its Welsh headquarters, just off Ringland Way, but plans to move to a new location on the other side of Newport in Imperial Park.</p> <p>Planning permission was granted, subject to the signing of a 106 agreement and conditions, for new headquarters which would include facilities for manufacturing, research, and development as well as offices.</p>	<p>Newport City Council will provide more targeted support to local charities after changes to its discretionary rate relief scheme were agreed.</p> <p>The changes allow the council to consider giving a rate relief 'top-up' to small, locally based charities and organisations.</p>

<p>For the second year, two of Newport parks have been recognised for their environmental credentials with a national award.</p> <p>Beechwood Park and Belle Vue Park have both been awarded Green Flag status for 2021/22 by Keep Tidy Wales. A third council site, Gwent Crematorium, has also received Green Flag recognition.</p>	<p>Newport City Dog Home won gold at the 2021 RSPCA Cymru Paw Print awards for their hard work with stray dogs.</p>		<p>Newport City Council is working with Newport Now, to tackle graffiti in the city centre.</p> <p>Member businesses can have graffiti removed free of charge by the council, thanks to funding from Newport Now. The initiative is aimed at making the city centre a more desirable place to shop, live and work to promote Newport's economy.</p>	<p>Newport City Council's Cabinet has today agreed how it will spend its budget for the coming year with a focus on education, support, quality of life and the future of the city.</p>	<p>A ceremony was held at Bassaleg School to mark the start of work to replace aging buildings with state-of-the-art teaching facilities.</p> <p>It will be the latest scheme to be delivered with match funding from the Welsh Government through its Sustainable Communities for Learning Programme.</p> <p>Over the next three years, a modern teaching block, dining and assembly areas will be created to replace the older structures.</p> <p>It will also ensure there are sufficient school places to meet growing demand.as the overall capacity of Bassaleg School increases by 300 from September 2023</p>
			<p>Newport City Council has committed £100,000 of funding to support local organisations that are helping people affected by food poverty</p>		

# Conclusion and Action Plan for Improvement

## Conclusion

The Council has made good progress in the last financial year against the four Well-being Objectives in the Corporate Plan 2017-22. There are notable highlights with major projects being delivered in the city centre, community working and supporting most vulnerable and disadvantaged communities. However, there remain areas that the Council needs to improve on and meet the demands of residents, businesses and visitors. The new Corporate Plan will provide the opportunities to continue delivery against these areas but also make improvements. We know that there will also be new challenges and opportunities through costs of living and inflationary cost increases and new legislative requirements requiring the Council to prioritise the services that residents and service users need.

To ensure that Newport City Council is best placed to meet these demands and requirements, we need to enhance how we report our progress against our plans and have effective governance arrangements to make timely and evidence based decisions. We have welcomed the feedback of our Scrutiny and Governance and Audit Committees on the presentation of this annual report and reflected their feedback in the final version of this report. Where we are unable to implement the recommendations raised, these are included in the below action plan to improve the reporting of next year's Self-Assessment report.

## Action Plan for Improvement

The table below outlines the recommendations and actions for the Council to improve its governance and performance in 2022/23. These actions will be monitored through the service area plans and will be reported through the Mid-year and End of Year service plans as well as the 2022/23 Annual Well-being and Self-Assessment report.

Recommendation / Issue(s)	Action	Source Report	Lead Service Area	Anticipated Completion Date
Improve the reporting and presentation of the Council's performance and Annual Well-being Self- Assessment Report in line with the newly developed Corporate Plan and considering feedback from the Council's Scrutiny and Governance and Audit Committee.	<ul style="list-style-type: none"> <li>• Consider how best to self-assess performance against the Corporate Plan and Well-being Objectives.</li> <li>• Evaluate the impact which key decisions and activities have had on service users and communities.</li> <li>• Ensure the Council's service plans align to strategic priorities.</li> </ul>	Annual Corporate Well-being Self-Assessment report 2021/22	People, Policy and Transformation	31 <sup>st</sup> March 2023
The Council needs to deliver the priorities identified in its Participatory Strategy to strengthen the arrangements to involve and engage its key stakeholders in the democratic process and decision making.	Deliver the actions from the Council's Participatory Strategy to improve involvement across Council activities including their role with the Council's performance and meeting with the	Participatory Strategy	Democratic Services	31 <sup>st</sup> March 2024

Recommendation / Issue(s)	Action	Source Report	Lead Service Area	Anticipated Completion Date
	requirements of the Local Government Act.			
Review the Council's Planning, Performance and Risk Policies to align with the Local Government Act and to support the Council to deliver its new Corporate Plan,	Review and update the Strategic Planning, Performance and Risk Management Framework considering feedback from key stakeholders to support the delivery of the new Corporate Plan.	Annual Corporate Well-being Self-Assessment report 21/22	People Policy and Transformation	31 <sup>st</sup> March 2023
A review of the governance arrangements around the development, delivery and monitoring of the Council's future 'Transformation Plan' is currently underway and will also include clear responsibilities and arrangements for other key areas, such as financial management, capital programme, major projects etc.	To conclude the review and ensure arrangements are in place.	Annual Governance Statement 2021/22	People Policy and Transformation/ Finance	31 <sup>st</sup> March 2023
New Members have the appropriate skills to effectively undertake their roles.	Training and Induction for new Members will be reviewed and updated following Local Government elections in May 2022.		Law and Standards	31 <sup>st</sup> March 2023
Development of the engagement and participation strategy.	Ideally there should be a formal policy for the type of issues that the Council will meaningfully consult with or involve individual citizens, service users and other stakeholders to ensure that service provision is contributing towards the achievement of intended outcomes needs to be developed. Consideration to be given to developing a formal policy and communicating it to all relevant stakeholders.		Law & Standards and People, Policy and Transformation	31 <sup>st</sup> March 2023
The Council's Constitution is kept up to date following recent legislation.	The Council's Constitution is kept up to date following recent legislation. Consideration needs to be given to further update the Council's Constitution to reflect the Local Government and Elections (Wales) Act 2021.		Law and Standards	31 <sup>st</sup> March 2023

Recommendation / Issue(s)	Action	Source Report	Lead Service Area	Anticipated Completion Date
Revised decision making and review/reporting arrangement.	Following the new structure, the interim decision making arrangements which have been in place should be formally updated and implemented		Law and Standards	31st March 2023
The Council will continue to improve safeguarding arrangements	To deliver the actions identified in the Corporate Safeguarding Annual Report 2021/22.	Corporate Safeguarding Annual Report 2021/22	Children Services (Safeguarding Team)	31st March 2024
The Council should demonstrate longer-term considerations for its property portfolio strategic planning and associated decision-making processes.	Following the pandemic and the introduction of our 'New Normal' working policies and the development of our new Corporate Plan we will review our Strategic Asset Management Plan, and Disposal and Asset transfer strategies. This will be supported by an asset rationalisation programme in our Transformation Plan.	Audit Wales Review: Springing Forward – Strategic Asset Management	People, Policy & Transformation	31st August 2023
Engage with public sector partners across Gwent to realise the potential benefits arising from a strategic approach to a single public estate.	The asset rationalisation programme in our Transformation Plan will also consider opportunities for working with partners, which may be within a Gwent or local/Newport context.		People, Policy & Transformation	31st December 2023
Implement the 'Actions for improvement' from the Compliments, Comments and Complaints Annual Report 2021/22.	Deliver the seven 'Actions for Improvement' identified in the Compliments, Comments and Complaints Annual Report 2021/22: <ul style="list-style-type: none"> <li>• Roll out of hybrid training to service areas.</li> <li>• Review 'My Council' services and improve data capture in the Contact Centre.</li> <li>• Analyse complaint demographics and improve recording of data.</li> <li>• Standardise digital complaints process.</li> <li>• Improve compliance with the Compliments, Comments and Complaints Policy across service areas.</li> <li>• Review and update the Unacceptable Actions Policy.</li> </ul>	Compliments, Comments and Complaints	People, Policy and Transformation	31st March 2023

Recommendation / Issue(s)	Action	Source Report	Lead Service Area	Anticipated Completion Date
	<ul style="list-style-type: none"> <li>Improve accessibility for disadvantaged and vulnerable customers.</li> </ul>			
Ensure key decisions within NCC support the principles of equalities and Welsh Language	To deliver the actions identified in the Council's Annual Report 2021/22 against the Strategic Equalities Plan.	Strategic Equalities Plan Annual Report 2021/22 Welsh Language Annual Report 2021/22	People, Policy and Transformation	31 <sup>st</sup> March 2024
Implement the actions identified through Information Risk Report and Digital Report to improve the Council's Information and digital governance and processes.	Deliver the actions identified through the Council's Information Risk Report 2021/22 and Digital Report 2021/22.	Information Risk Report 2021/22 Digital Report 2021/22	People Policy and Transformation	31 <sup>st</sup> March 2023



# 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)



Download the My Newport App to your Smartphone device.  
Available on Apple and Android devices.



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Telephone – (01633) 656 656 between 8.00am and 6.00pm Monday to Friday



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