



DRAFT - Annual Corporate Plan (22-27) Self-Assessment Report 2022/23

DRAFT

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Introduction and Purpose of the Report

Welcome to Newport City Council's annual Corporate Plan Self-Assessment Report 2022/23. The purpose of this report is to assess the progress of delivery the Council has made against the Corporate Plan 2022-27; and the extent to which the Council has met its performance requirements under the Local Government and Elections (Wales) Act to support the delivery of the Corporate Plan and deliver continuous improvement.

In November 2022, Newport City Council agreed its five-year [Corporate Plan](#) to deliver an 'Ambitious, Fairer and Greener Newport for everyone'. To achieve this goal, the Corporate Plan has four Well-being Objectives that will prioritise the Council's focus over the next five years and contribute towards its longer term vision for Newport over the next 20 years:

Well-being Objective 1 (Economy, Education and Skills) – Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.

Well-being Objective 2 (Environment and Infrastructure) – Newport is a city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.

Well-being Objective 3 (Quality Social Care and Community Services) – Newport is a supportive city where communities and care are at the heart of what we do.

Well-being Objective 4 – (An Inclusive, Fair and Sustainable Council) – Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

The delivery of this Corporate Plan contributes towards Wales seven Well-being Goals and 5 Ways of Working set in the [Well-being of Future Generations Act](#). This Act requires all public bodies in Wales to think about the long term impact of our decisions and to work with our communities, people and each other to prevent persistent problems such as poverty, health, inequality and climate change.



About Newport

Newport is situated on the River Usk that has served as a port since medieval times when the first Newport Castle was built by the Normans. In the last 10 years Newport's population has grown by 9.5% to 159,600 (Census 2021). From the industrial revolution, Newport was built on the coal and steel industries, which saw the city becoming one of the key ports and a major exporter. Newport is home to some iconic landmarks such as the Transporter Bridge, Tredegar House, Belle Vue Park, Rodney Parade, International Conference Centre and the Civic Centre. Throughout the years Newport has welcomed people from across the world to settle and contribute towards the growth and success of the city. Newport also embraces the cultural diversity of the city allowing communities to come together to preserve its historic venues, support its music and art scenes, deliver inclusive festivals and events; and celebrate religious festivals.

Purpose of the Report

The Local Government and Elections (Wales) Act requires all local authorities to self-assess its governance, and performance arrangements for the previous reporting year. This report covers three areas: Self-assessment of progress against the Corporate Plan Well-being Objectives (How well are we doing?); self-assessment on the effectiveness of its governance and performance arrangements to deliver the Corporate Plan and its statutory duties (How do we know?); and an overall Conclusion and improvements (What and how can we do better?).

The Self-assessment of performance and progress against the Corporate Plan is based upon the End of Year (31st March 2023) position reported through the 11 service area plans. The Council's 11 service areas assessed its progress against their objectives, projects and actions which are contributing towards the delivery of the Corporate Plan. The Council will be assessing its progress based upon a Red / Amber / Green assessment.

Each service area presented a detailed overview of their progress to the Council's Performance Scrutiny Committees in July 2023. Feedback from the committees has been considered in the production of this report. Links to the Reports can be found in the table below and a summary of service area performance in the overview of Performance and Risk Management arrangements which can be found on page 48.

Performance Scrutiny Report (Please click the link)	Service Area (Please click the link)
People Scrutiny Committee – 11th July 2023	Education Services
People Scrutiny Committee – 25th July 2023	Adult Services Children Services Prevention & Inclusion Service
Place & Corporate Scrutiny Committee – 10th July 2023	Environment & Public Protection Housing & Communities Infrastructure
Place & Corporate Scrutiny Committee – 24th July 2023	Finance Law & Standards People, Policy & Transformation Regeneration & Economic Development

In addition to the service plans, the report refers to other annual statutory / strategic reports produced by the Council to assess the performance and progress against key strategic priorities and statutory duties. Case studies, assessments and performance information has also been considered in this report and should further information be required, links have been provided to the full reports below.

- [Director of Social Services Annual Report](#)
- [Annual Safeguarding Report](#)
- [Climate Change Annual Report](#)
- [Information Risk Report](#)
- [Digital Annual Report](#)
- Strategic Equalities Plan Annual Report (Final to be provided)
- [Welsh Language Annual Report](#)
- Statement of Accounts (Final to be provided)
- Annual Governance Statement (Final to be provided)

To inform this assessment throughout this report, we will refer to other annual statutory / strategic reports, External Audit and Regulatory work, and progress against recommendations raised in the 2021/22 Annual Well-being Report.

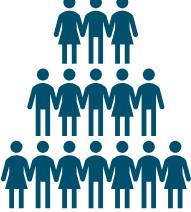











Welsh Local Government Association (Data Cymru) – Online Self-Assessment Toolkit and Benchmarking

In 2022/23 the Welsh Local Government Association (Data Cymru) launched its [online Self-Assessment toolkit](#). The purpose of the toolkit is to enable local authorities to access a standardised set of performance data to support the comparison of performance data. For the purpose of this report, where benchmarking data is available to support the Council's own performance measures, we have provided the Welsh average to enable comparison. The reader of this report should also note:

- Data for 2022/23 has not been published at the time of drafting this report and therefore 2021/22 data has been used where appropriate to enable comparison.
- Not all performance measures reported by service areas in this report are included in the Self-Assessment toolkit.

Key Facts and Challenges faced by Newport and Newport City Council in 2022/23

Below is a summary of key facts and information about Newport but also some of the challenges faced by Newport in 2022/23. Figures as of 31st March 2023.

		
Population 159,600 9.5% Population Growth since 2001 (Census '21)	5,941 Staff (inc teaching staff) in Newport City Council	57 Schools in Newport
		
61,246 (provisional) NCC CO ² emissions (2022/23)	376 Children Looked After	443 People in Temporary Accommodation
		
3,757 children with Additional Learning Needs	26.6% (5,842) Free School Meals* (PLASC Jul '23 All school settings)	4.8% (3.1km) Principal A Roads in Poor Condition
		
£19.5m 23/24 Medium Term Revenue Plan Savings	607 No. Adults supported to live in residential care	801 No. people supported to live independently at home with a care & support package

Well-being Objective 1 – Economy Education and Skills

Newport is a thriving and growing city that offers excellent education and aspires to provide opportunities for all.

No	Strategic Priority	RAG Assessment
Well-being Objective 1 Overall Assessment		
1	Newport will have a robust economic strategy and replacement Local Development Plan to support sustainable economic growth and strong placemaking across Newport's communities.	
2	Lead and collaborate to attract major investment into the city and support our local entrepreneurs to thrive and bring prosperity to Newport's communities.	
3	Re-vitalise its city centre and wider communities to benefit families, businesses, and visitors.	
4	Become a destination that celebrates cultural diversity, heritage and delivers elite sporting events.	
5	Develop education facilities that support future generations to achieve their potential and positively contribute to their communities.	
6	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.	
7	Increase the number of Welsh speakers in Newport by improving access to Welsh education, supporting businesses, and promoting the Welsh language.	
8	Become a living wage city helping people out of poverty and provide opportunities to retrain, learn new skills and find long-term work.	

Summary of Achievements and Challenges in 2022/23

Key Achievements 2022/23	Key Challenges 2022/23
<ul style="list-style-type: none"> • Delivery key regeneration projects including Mercure Hotel, Central Library & Museum. 	<ul style="list-style-type: none"> • Long term sustainability school finances, buildings and assets to meet the needs of communities.
<ul style="list-style-type: none"> • No schools in special measures at the end of 22/23 with Newport High school and Malpas Church in Wales Primary school coming out of special measures. 	<ul style="list-style-type: none"> • Improving visitor figures to Newport to pre-pandemic levels.
<ul style="list-style-type: none"> • Delivery of Ysgol Gwent Is Coed school redevelopment through Communities for Learning programme. 	<ul style="list-style-type: none"> • To progress key strategies and initiatives from the Corporate Plan including Placemaking Plan, Cultural Strategy, and Sports Strategy.
<ul style="list-style-type: none"> • Delivery of key adult and youth learning through initiatives such as Newport Youth Academy, job fairs and Adult Learning. 	<ul style="list-style-type: none"> • Regeneration Projects delivery managing inflationary costs.
<ul style="list-style-type: none"> • Aspire alternative learning programme supporting 36 learners to achieve recognised qualifications. 	<ul style="list-style-type: none"> • Managing increase demand and provision for children with Additional Learning Needs.
<ul style="list-style-type: none"> • Led and supported over 30 events across Newport including the Food Festival, and Newport Marathon. 	

At the end of 2022/23 the Council has reported an amber status against Well-being Objective 1. The Council has continued to make good progress in the delivery of key regeneration, economic and education developments. However, the Council faces a range of challenges in relation to its assets and school buildings in particular, and in increasing visitor numbers to Newport back to pre-pandemic levels. The last three years has also been a challenging time for Newport's economy, education and schools through the uncertainty of Brexit, Covid-19 Pandemic and now the cost of living crisis. It is important to understand that many of the challenges and decisions fall outside of the control of Newport City Council. But it is important that we are able to respond and provide a voice for the businesses, schools, learners and people who need support and provide opportunities across the city and wider region.

Strategic Priority 1

As a local authority, it is a statutory requirement for the Council to replace its current [Local Development Plan \(LDP\)](#) which will include policies used to determine all planning applications in Newport, identify land for development and enhance the city's environmental and historical assets. The delivery of this work will take place over the next three years and the Council will be undertaking several consultations at key stages with the public and other stakeholders to help inform future decisions. This work will be vital to support sustainable economic growth and development to meet the needs of the city and wider region.

Newport City Council is one of 10 local authorities involved with the [Cardiff Capital Region \(CCR\)](#). The role of CCR is to collaborate together to attract major investment, create new jobs, improve transport links and provide private sector leverage. Progress of the CCR to develop a Strategic Development Plan for the region has not progressed as expected as a result of the CCR establishing its Corporate Joint Committee arrangements. It will be expected in 2023/24 for a team to be established in CCR and to progress the development of the plan.

Strategic Priority 2

Over the last year, we have seen several regeneration projects completed such as the renovation of Chartist Tower into a four star hotel, the Indoor Market and more recently the refurbishment of the Central Library and Museum. You can view the Museum's latest video [here](#). In December 2022, the Indoor Market received the **Ystadau Cymru Award** for its work to ensure the Market remains at the heart of the city centre. In 2022/23, following the approval to commence the development of the Knowledge Quarter, work started on demolishing the leisure centre and to rejuvenate the area to accommodate a new leisure centre and building for Coleg Gwent.

Work also commenced on the development of the new Transporter Bridge Visitor Centre and despite increasing inflationary costs, the Council was able to secure additional funding from the Heritage Lottery Fund. As part of the Council's Corporate Plan, work has commenced on developing a new Placemaking Plan for the City Centre which will provide a long-term, targeted framework for regeneration, refurbishment and investment across the city centre.



In the last 10 years, Newport has seen the growth in semi-conductor and technology companies locating in the area. The Council's Regeneration & Economic Development team in collaboration with CCR and Welsh Government supported [KLA](#) in the expansion of their operation at Newport's Imperial Park, which will act as their European HQ. This is an example of how Newport Council is supporting industries to locate and sustain their presence in the city providing long term employment opportunities to residents across Newport and South East Wales. In April 2022, the UK Government (UKG) published details of its £2.6bn [Shared Prosperity Fund](#). Newport was allocated over £27m of core funding to deliver over 50 projects / initiatives over the next three years and work will be commencing in 2023/24 to deliver these projects. Throughout the year, the Council's Business Support team also continued to help businesses to access advice and financial support through the City of Newport Business Grants. In total £36k was awarded to 17 businesses creating a total of 52 new jobs.

Strategic Priority 3

City centres are places where people live, work, learn and play and perform a number of different functions at the heart of urban areas. Like many other small cities in the UK there are many external factors impacting the long term sustainability of the city centre such as online shopping and commerce, out of town shopping, the Covid pandemic and now the Cost of Living crisis. Over the last 3 years Newport City Council has offered business rates support to businesses and has been developing Grade A office spaces. In 2022/23 we supported 20,000 sq ft of empty floor space brought back into use including Griffin House, a new pool bar at Station Quarter, and the Creative Hub on Commercial Street. There are several strategies that we need to update and implement to support the recovery and regeneration of Newport including the city centre.

Many of these strategies such as the Placemaking Plan and the Replacement Local Development Plan are still in development. However, we have already started to make progress with the Indoor Market, new hotel and now the commencement of the Knowledge Quarter with the development of a new leisure centre and college.

Strategic Priority 4

Following the Covid Pandemic the Council's visitor performance measure has seen a fall in the number of visitors to Newport. The Council is working with partners to bring this back to pre-pandemic levels. To support this Newport is able to offer a diverse range of events across the city to celebrate our culture, heritage and sporting events. In 2022/23, Newport City Council supported over 30 events including the return of the Food Festival, Newport Marathon, Battle of Britain expedition, Art on the Hill and Small Business Saturday as some of the examples.

In January 2023, the Council and 'Friends of Newport Ship' reported the completion of a significant milestone in the preservation of Newport's Medieval ship. As widely reported

across the [BBC](#), and other major media outlets, this has been a long process collaborating with experts from the Mary Rose museum to dry out the timbers. Over the next year, the Council and its partners are going to be focusing on finding a permanent home for the ship to enable visitors to view the ship and experience medieval life in Newport.



As part of the Council's Corporate Plan, we are also developing the Cultural Strategy and Sports & Recreation Strategy which will support the City's long term vision to embrace and promote the city's diverse communities and also to ensure we are able to offer residents and visitors opportunities to participate in a wide range of sports and activities.

Strategic Priority 5

Newport's Education service alongside Education Achievement Service (Gwent Education partner) supports one nursery, 44 primary schools, nine secondary schools, two special schools and one pupil referral unit. At the end of the academic year 2022/23, the city had no primary, secondary or special schools in an Estyn Statutory category with it being the only local authority area in the region not to be in this position. During the year, Newport High school and Malpas Church in Wales Primary school were removed from special measures. Headteachers, and their staff are to be congratulated on their continuous hard work and resilience to achieve this position.

The Council is committed to ensuring schools are able to meet the needs of its pupils, and communities creating safe, learning environments which they can all maximise their potential. At the end of 2022/23, the Council had 6 projects in development through the Communities for Learning Programme and Welsh Medium programme. The maintenance of our school estate is a challenge for the Council as evidenced through Millbrook Primary School needing to operate in temporary accommodation. The Council is now working with the school to consider options for a long term solution and will announce the future of the school in 2023/24.

Ysgol Gyfun Gwent Is Coed

In January 2023, we delivered £18.7m new teaching block through the **Communities for Learning Programme**. Through the delivery of this project the school is now able to offer a full 11-18 Welsh-medium curriculum and improved external sports provision which can be used to support community use.

Newport is now able to meet the educational needs of children who are seeking Welsh-medium education from nursery to Post-16 removing the previous need for out of county provision. This also supports the Council's **Welsh in Education Strategic Plan**.



Strategic Priority 6

Recognising that there are many young learners who require additional support, it is important that schools can enable all learners to maximise their potential before entering into Post-16, further education, training and/or employment. The Council will be publishing a separate report on Key Stage 4 outcomes to the Council's Cabinet in October 2023.

Newport continues to perform well with low numbers of young learners not in education, employment and training (see performance measures). Schools have seen an increase in the number of learners with additional learning needs (ALN) and local authorities including schools are statutorily required to ensure their needs are met. Last year, Ysgol Bryn Derw was expanded from 68 to 96 placements through the creation of a dedicated Foundation Phase Satellite base by refurbishing Kimberley Nursery school which became vacant in July 2021. This meant we were able to provide additional specialist education places where mainstream environments are deemed inappropriate; a reduction in the number of current and future out of county placements and reduced travel time for those in out-of-county placements. In March 2023, the Council launched the '*Tackling all Aspects of Poverty in Education*' strategy in partnership with Children in Wales and all schools. The strategy is aimed to provide bespoke, targeted and universal approaches to tackling all aspects of poverty. Initiatives being implemented include subsidising school trips, 'One-million Mentors Programme' offering community based mentoring system through to courses on financial awareness and management as part of the curriculum. In September 2022, through Welsh Government funding, Newport's primary schools were able to offer all pupils in Reception, Year 1 and Year 2 free school meals as well as extending free school meals in holiday times to May 2023.

Llanwern High School – Culture of Cynefin

Llanwern High School received a [Professional Teaching Award](#) under the Betty Campbell Award category for promoting the contributions and perspectives of Black, Asian and Minority Ethnic communities in June 2022. The award recognised their work to install a culture of Cynefin, where all members of the school community foster a feeling of belonging.

The school reimagined the curriculum through the lens of diversity, embracing a whole school approach where pastoral and academic teams work together to ensure pupils authentically experience and celebrate diversity in their education.

In partnership with the Council, the school also established and developed an Education Hub for secondary aged pupils arriving from the Ukraine. This ensured Ukrainian young people were able to receive pastoral care and continue their educational development.



Newport City Council has also been collaborating with 3 high schools: Lliswerry High, Llanwern High and John Frost through the Aspire programme. Aspire is an alternative learning programme for pre-16 year olds providing learning opportunities to young people in years 10 and 11. Each school supported 12 young people (36 in total) in 2022/23 with their education and resulted in:

- 8 C-F grade in English and Maths G.C.S.E
- 19 YP achieved L2 Cert in Personal Dev and Employability (Princes Trust)
- 5 YP achieved L2 Award in Personal Dev and Employability
- 4 YP achieved L1 Cert in Personal Dev and Employability

[Newport Youth Academy](#) has been operating for over five years and has provided opportunities for disadvantaged and vulnerable young people to access training, employment and further education. The Academy in collaboration with ACT has supported young people to engage in education and training through innovative and exciting delivery programmes. The case study and videos below, showcases some of the work the Academy has delivered in 2022/23.

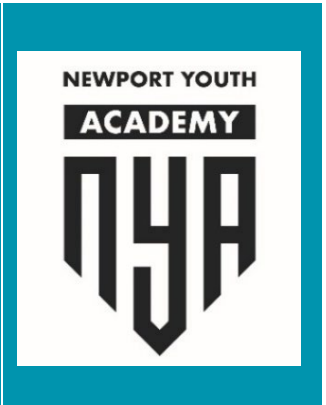
Newport Youth Academy Case Study

Two young learners with the Academy are aspiring sports coaches who have a strong interest in football. Both had been volunteering at local primary schools and wanted to further their knowledge and an opportunity to access and complete the Football Association of Wales Football Leaders Award.

Both learners achieved Level 1 Football Leaders Award and provided them with confidence and develop their own skills to progress further as football coaches. There are also videos linked below which also showcase some of its key achievements supporting young people:

[Liam's Interview](#)

[Study with Newport Youth Academy](#)



Strategic Priority 7

Last year the Council launched its new [Welsh in Education Strategic Plan](#) and its [Welsh Language 5 year Promotional Strategy](#). Both strategies support the Welsh Government's goal of a million Welsh speakers by 2050. Every year the Council leads, promotes and participates in many Welsh language events across the city with its schools, communities and businesses. This is in addition to improving the Welsh language skills of council officers as reported in the Council's [Welsh Language Annual Monitoring Report](#).

We want all Welsh speakers and learners to be able to access services through the Welsh language, which we promoted through the [Mae Geni Hawl video](#). The Council was also involved in key events and work such as: The Welsh for Adults services to support and signpost any adult who wants to start or increase their Welsh language skills; Welsh language child and parent events such as the *Cymraeg i Blant sessions*, baby shower events for expectant parents and reviewing and updating the 'Becoming Bilingual' information booklet for parents.



Newport City Council also made funding available to support local community groups, organisations and individuals to promote, facilitate and increase the use of Welsh language across Newport. Some of the organisations which benefited from the grant included the British Red Cross, Gaer Community Family Learning organisation, Newport Live, and Menter Iaith Casnewydd. Further information can be found in the Council's annual report linked above.

Strategic Priority 8

Poverty is a multi-dimensional, complex issue and is impacting more people in Wales. It is important to note that Newport City Council cannot eradicate and/or move people out of poverty alone. It requires significant leverages from UK Government and Welsh Government, our strategic partners across the city and more importantly Newport's communities and individuals to improve their life opportunities. The last year has been particularly challenging for the Council and partners with the cost of living crisis which has seen many households and families struggle to maintain their standards of living and meet the rising energy, food and fuel costs. Throughout this report we cover many areas which demonstrate the ongoing work the Council and its partners have been undertaking to support people in 2022/23.

This strategic priority focuses on the economic development, training and support which the Council has provided people but also our commitment for Newport to be recognised as a 'Living Wage City'. In collaboration between the Council and its partners in the One Newport group, the Council will be progressing this work further in 2023/24 establishing a Steering group to lead on its development.

Other examples of how the Council has been supporting young people to gain the qualifications, training and employment are highlighted in Strategic Priority 6 above.

Adult learning is a significant part of the Council’s economic, education and community work. For young people leaving education and/or struggling with identifying the career path that is right for them, the Council alongside other government departments such as the Department for Work and Pensions support people to train, re-skill and find new employment.



Led by the Council’s Regeneration & Economic Development team and collaborating with other services such as Prevention & Inclusion team and One Newport group, the Council has 19 job clubs operating across the city. Two jobs’ fairs were delivered in 2022/23 in addition to other events such as Acorn Recruitment Day, Linc Cymru, Vital Rail / ARC training and His Majesties Courts and Tribunal Service. In September 2022, Newport City Jobs fair was held at Newport Market with 59 employers and partners and over 400 customers in attendance. Employers including Newport City Council attending included Pobl, Newport Live, Smyths Toys, Stagecoach, Tescos, Celtic Manor Gwent Police and TATA.

In collaboration with the Department for Work & Pensions / SERCO, Newport Council has been delivering the Restart scheme which welcomes all job seekers who have been out of work over a nine month period and receive tailored 1-2-1 mentoring. In the last year 130 participants were placed into work with 80 of these achieving their desired outcomes.

Restart Case Study 1 (AR)	Restart Case Study 2 (GD)
<p>AR had not been in paid work since 2015 and was coached for 8 months where they thought it was unlikely they would get a paid position before retirement. Working with AR and SERCO, AR was coached and supported through a robust interview process with Starling Bank. Following the interview process, AR was successful in securing the role with Starling Bank and has achieved their desired outcomes.</p>	<p>GD joined the Restart programme not even having their own bank account. Working with GD, their coach helped them set up a bank account, develop their CV and right to work documentation. Prior to coming to the service GD had never succeeded at interview and helped coached them to a successful interview at Wagamama. Since obtaining the role, GD has remained in employment.</p>

The council’s Adult Community Learning team have been delivering a range of fully accredited ICT and Digital Skills courses at St Julian’s Community Learning & Library Centre and the East Neighbourhood Hub in Maesglas. These include: Computers Don’t Bite, Stay In Touch – IT in Everyday Life, Stay Safe Online, Internet & E-Mail, Calendars & Forms, Stay In Touch using Tablets & Smartphones, Introduction to Word Processing, Introduction to Spreadsheets, ICDL Level 1 and ICDL Level 2. Most of these courses only cost £5 and from Sept 2023 digital skills courses and Computers Don’t Bite will have no course fee.

Adult Community Learning also offer a range of bespoke courses for community organisations which can be informal, non-accredited sessions if required. This includes offering courses in community venues including residential homes and housing schemes using laptops and tablets. If a venue can be provided, then these courses are usually free of charge. In November and December 2022 free drop-in sessions were held at the University of South Wales (USW) City campus where citizens could have a free digital health check and receive assistance from students studying at the USW. This was a project part-funded through by the UK Government through the UK Community Renewal Fund and was delivered as a partnership with NCC, USW and Welsh Institute of Digital Information (WIDI). Additionally, Community Connectors, Libraries and community hub teams signpost the availability of digital skills sessions. First point of contact employees such as librarians and hub staff can assist with basic digital queries and signpost citizens. Libraries have undertaken a digital skills audit with Digital Communities Wales so as to identify training needs in respect of the NCC libraries workforce.

Well-being Objective 1 – Performance Measures

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
Number of tourism related visitors (Jan'22 to Dec'22)	3.68m	4.67m	Not Available	2.11m	4.67m	<p>Performance figures are for Jan – Dec 2022. The target figure reflected the 2019, pre pandemic visitor number and was considered a suitable benchmark to compare the rate at which the visitor economy is recovering.</p> <p>We cannot predict the amount of time it will take to recover from the various periods of lockdown and when factoring in the cost of living crisis, escalating energy costs, and loss of skilled staff following Brexit, and war in Ukraine resulting in the loss of hotel rooms for a number of months, there were clearly ongoing challenges within the sector. However, 3.68 million visitor numbers is positive and we expect to see this improve over the coming year as we have extra bed spaces through the new Mercure 4 star hotel, a growing programme of events and conferences at the ICCW and the Council's own events programme.</p>
(New) Number of young people aged 16 to 24 provided with employment and skills support through the Young Persons Guarantee	98*	200	Local Measure	Not Available	Not Available	<p>A full delivery year has not been completed for the Young Persons Guarantee.</p> <p>*Based on a 6 month period the performance figure is just short of the expected target.</p>
Percentage of young people NEET 13	1.4%	1.1%	2.8%	1.1%	2.1%	<p>Despite Newport not achieving its target 1.1%, in comparison to the Welsh average, Newport remains below the Welsh average of 2.8%. As highlighted in the report, we are supporting schools; and vulnerable and disadvantaged learners with pathways so that will not become NEET.</p>
Percentage of Young people NEET Year 11	1.3%	1.3%	2.1%	1.3%	1.4%	<p>Education teams have continued to deliver sustained performance in this area keep NEET levels low.</p>
Percentage of 16 - 18 year olds NEET	2%	2%	Not Available	2.6%	2.6%	<p>This measure has improved this year thanks to a range of interventions and support provided to young people across Newport.</p>

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
Percentage of Young people recorded as unknown following compulsory education	0.6%	1.1%	Not Available	1.09%	1.13%	The performance has improved in 2022/23. This has been as a result of early intervention and support work for young people.
(New) Percentage of schools inspected that are in an Estyn statutory category.	0%	5%	Not Available	Not Available	Not Available	At the end of the year the Newport High School and Malpas Church in Wales Primary School were removed from special measures.
(New) Number of Permanent exclusions per 1,000 pupils (Academic year 20/21)	0.33%	0.58%	Not Available	0.55	0.3	In October 2022, the Welsh Government produced statistical data detailing national, regional and individual performance of Local Authorities exclusion data for the academic year 2020-21. Although this data showed Newport was above the Welsh average for permanent exclusions during 2020-21 with 0.55 per 1,000 pupils, significant improvement has been made which can be demonstrated through the 2021-22 full Year data of 0.33 per 1,000 pupils which is reported in 2022-23.
(New) Percentage of young people positively progressing through the Youth Academy.	81%	60%	Local Measure	Not Available	Not Available	Target percentage is set by Welsh Government as a benchmark for all partners delivering on the Jobs Growth Wales+ contract. The percentages are RAG rated as per table below and therefore we finished 22/23 rated as Excellent .
Number of businesses supported through the provision of advice and guidance.	231	No Target / Comparator measure	Local Measure	3,922	4,114	Previous performance figures quoted were based on the number of businesses supported through the distribution of Welsh Government funding during the Covid period. The performance indicator is therefore being reset.
(New) Number of events supported or led by the Council	30	No Target (Baseline Year)	Local Measure	Not Available	Not Available	The events team have supported over 30 events including strategic events such as the Newport Marathon, Food Festival and Queen's Platinum Jubilee.
(New) Amount of floorspace brought back into use or developed / redeveloped in the City Centre.	20,000 sq. ft	No Target (Baseline Year)	Local Measure	Not Available	Not Available	Empty space brought back into use includes Griffin House and the former Trout bar at Newport Market, a new pool bar at Station Quarter, and the Creative Hub on Commercial Street.

*Welsh Average Data provided if available on Data Cymru Benchmarking or Stats Wales website.

Well-being Objective 1 – 23/24 Key Deliverables

Below is a summary of some of the key priorities and deliverables Newport City Council will be delivering / progressing in 2023/24:

- Development of key Council strategies including Placemaking Plan, Cultural Strategy, and Sports Strategy.
- Delivery of the Council's Shared Prosperity Fund.
- Consultation at key stages of the Council's Replacement Local Development Plan.
- Delivery / progression of key regeneration projects including the Transporter Bridge, and the Leisure and Wellbeing Centre.
- Meaningful progress on becoming a Living Wage City including establishment of a Steering group.
- Delivery of key Communities for Learning projects across the school's estate.
- Ongoing delivery of projects and initiatives to support disadvantaged learners.
- Delivery of training, support and job fairs to enable people to access training, qualifications and job opportunities.

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Well-being Objective 2 – Newport’s Environment and Infrastructure

A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.

No	Strategic Priority	RAG Assessment
Well-being Objective 2 Overall Assessment		
1	Become a net zero carbon council and city through the delivery of the council’s organisational climate change plan and local area energy plan.	Orange
2	Collaborate and involve developers, communities, and businesses to create buildings for working and living in that are sustainable, affordable and enhance the environment.	Orange
3	Continue our progress as a world-leader for recycling contributing towards Wales’s net zero waste goal.	Green
4	To protect and enhance the biodiversity and environment of Newport’s urban and rural communities, improving well-being and health.	Green
5	Transform Newport’s highways and transport system to improve air quality and safety. Promote active travel across the city and south east Wales region.	Orange
6	Collaborate and support investment into a digital infrastructure which will provide equitable access for residents and businesses across Newport.	Green
7	Support and champion reputable businesses that comply with environmental and regulatory requirements and take action against organisations that do not.	Green

Summary of Achievements and Challenges in 2022/23

Key Achievements 2022/23	Key Challenges 2022/23
<ul style="list-style-type: none"> Continuing good progress against waste performance targets and improvement on graffiti and gum litter 	<ul style="list-style-type: none"> Progress towards delivery Net zero carbon by 2030.
<ul style="list-style-type: none"> Delivery of key Active Travel projects including Newport Station Active Travel bridge. 	<ul style="list-style-type: none"> Affordable and sustainable housing in Newport to meet the housing demand needs.
<ul style="list-style-type: none"> Development of the Council’s Digital Strategy. 	<ul style="list-style-type: none"> Continuing deterioration of highways assets, especially within the carriageway and bridge asset groups.
<ul style="list-style-type: none"> Continuous work of regulatory services to comply with environmental and regulatory requirements. 	
<ul style="list-style-type: none"> Continuing achievements and recognition for the Council’s parks and bio-diversity. 	
<ul style="list-style-type: none"> Electric Vehicle procurement, charging points and solar panel installations. 	

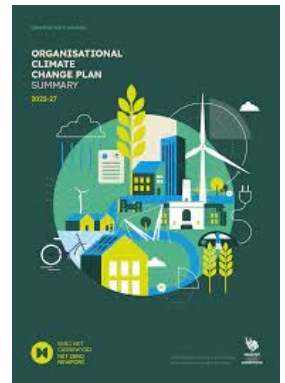
This Well-being objective is focused on the Council’s work to support the city, its communities, and businesses to meet the environmental, infrastructure and digital challenges of the future. Overall, the Council has made a good start in the delivery of this Well-being objective and some notable projects such as the Newport Station Active Travel bridge and launch of key strategies such as the Local Area Energy Plan and Digital Strategy demonstrate the intention of the Council over the next 5 years. However, there are also many challenges which the Council needs to tackle such as the net zero carbon neutral target by 2030, meeting the Welsh Government’s waste targets and maintaining our highways assets and infrastructure.

Strategic Priority 1

The Welsh Government has set legislation requiring all public sector bodies to be net zero carbon neutral by 2030. In addition to this we also have to ensure the city’s infrastructure enables residents, commuters and businesses to become less reliant on cars; enable people to access high speed internet; and have buildings / communities which are sustainable, and enhance the city’s environment and communities.

In 2022/23 the Council commenced delivering against its [Climate Change Plan 2022-27](#). Progress against the Plan is reported separately through its annual report, which can be accessed [here](#). In the last year the Council reported a continued reduction with its CO2 emissions from 78,901 in 2021/22 to 61,246 (Provisional) in 2022/23. Some of the notable areas achieved by the Council include:

- Achievement of Carbon Literacy training and accreditation bronze award across the Council's Cabinet Members, senior leadership team and over half of the Elected Members.
- Installation of solar panels across 4 schools taking the overall number to 39.
- LED lighting upgrades across 4 secondary and 4 primary schools.
- 12 electric charging points installed across community car parks.



However, the report also highlights the significant work that the Council and its partners need to deliver over the next 7 years to achieve the net zero carbon goal by 2030 as highlighted in Well-being Objective 4.

In June 2022, the Council's Cabinet approved the [Local Area Energy Plan \(LAEP\)](#) for Newport which sets out its vision for reaching a zero-carbon local energy system by 2050. The LAEP is a long term Plan and will be delivered in collaboration with strategic partners at a local, regional and national level. Other Council strategies such as the Local Development Plan, Climate Change Plan, Digital Strategy will also contribute and support the delivery of this plan.

Strategic Priority 2

As already noted in Well-being Objective 1, work has commenced on developing the Replacement Local Development Plan which will be Newport's long term assessment of development of the city from 2026. Throughout the next 3 years, we will be involving and collaborating with a wide range of stakeholders including residents and businesses to develop this Plan.

As reported in Well-being Objective 3, Newport is facing a challenging housing situation with a lack of affordable and temporary accommodation to support households either at risk and/or are homeless. As Newport City Council does not own housing stock, we have to work closely with Registered Social Landlords such as Housing Associations and private landlords to deliver affordable and sustainable housing across the city. We acknowledge the challenge the Council and other local authorities across Wales face with reducing the number of empty private properties. Despite the offer of renovation grants and loans to support property owners, it is complex and challenging to encourage owners to provide affordable and sustainable properties. Last year the Council granted permission for 94 new affordable units in Newport and secured £24.9m for RSLs to deliver 396 units over the next 5 years. Newport was also one of six flagship areas selected to deliver the Prince of Wales 5 year transformative [Homewards](#) programme (see Well-being Objective 3, Strategic Priority 5 for more information).

We acknowledge that it is challenging to deliver more affordable homes to meet the demand and needs of residents across Newport which is why in 2023/24 the Council commenced a Housing Programme with the aim to improve the delivery of housing and homelessness services to residents, develop more affordable and sustainable homes and reduce the number of residents in temporary accommodation and on housing waiting lists.

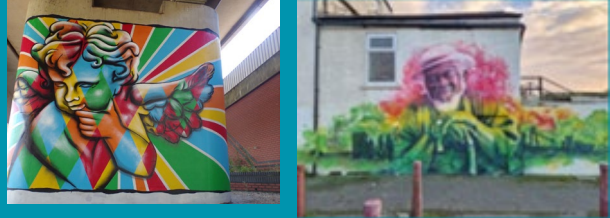
Strategic Priority 3

The Welsh Government has set a target for zero waste by 2050 and at the end of the financial year 65.2% (provisional) of waste produced was either recycled, re-used or composted which is above the Welsh Government current target of 64%. The next challenge for the Council is to increase its performance further to meet the future Welsh Government target of 70% by 2025. If the Council does not achieve this target then there is a risk of the Council being fined. As a result, the Council has agreed to implement 3 weekly collections for domestic residual and garden waste and deliver service efficiencies. In 2023/24, the Council will roll out the new service and will report its progress through the service plan mid-year review and next year's annual report.

Graffiti Wall Project

The Council continued its graffiti wall project in 2022/23 working with partners and community groups to commission a number of murals to improve the local environmental quality of the city.

To date 12 areas across Newport have been enhanced through the project including Harlequin Roundabout, Brays Sweet Factory on Conway Road, Commercial Street, Glebelands Park and Pill Millenium Centre. With all of the projects, the Council has involved local residents and community groups to decide the theme of the art. The graffiti has enhanced the areas and have proven to be very popular with residents and local businesses.



Last year, the Council's Waste and Cleansing team received £20k funding through the [Chewing Gum task Force](#) grant fund to tackle chewing gum pollution across the city centre. The funding was used to increase the cleansing of gum off the streets and funded gum litter prevention work included improved signage across the city centre.

In the last year the Council continued to report strong performance in clearing reported fly-tipping across the city. Additionally, the Council's waste enforcement team recorded 14 prosecutions or waste duty of care offences and issued 25 fixed penalty notices.



Strategic Priority 4

The parks, woodlands, waterways (where Newport City Council is responsible), allotments and open spaces contribute towards improving the well-being and health of communities across Newport.

In 2022/23 Beechwood Park and Belle Vue Park retained their Green Flag and Green Heritage status for the sixteenth and fifth year running, respectively. The Green Flag awards are a UK-wide scheme which recognise and reward well-managed parks and green spaces.

Newport Pollinator Project

One of our ongoing projects delivered in partnership with Buglife and local community groups is the Newport Pollinator Project. The aim of the project is to restore pollinator habitats to improve the resilience of ecological networks, and raise awareness and inspire people to take action for pollinators in their community including some of Wales' most rare and threatened species. This has been coupled with other initiatives such as our bee-friendly bus stops, with several installed in 22/23. These shelters serve not only to provide habitat for invertebrates, but will also be highly visible and serve to raise awareness of the importance of these habitats for biodiversity.

For further information you can visit the Council's website through the link [here](#).



Newport has received [Tree Cities of the World](#) status, a programme run by the Arbor Day Foundation and the Food and Agricultural Organisation (FAO) of the United Nations. The programme is an international effort to recognise cities and towns committed to ensuring that their urban forests and trees are properly maintained, sustainably managed, and duly celebrated. A total of 168 cities and towns from 21 countries were recognised in 2022, with Newport one of over 50 cities earning the recognition for the first time.



Ash Dieback disease was one of the Council's Corporate risks due to the significant impact it has on the health & safety of residents and property, environmental impacts and the financial cost to remove and re-plant trees. In 2022/23 a significant programme of work along the Monmouthshire-Brecon Canal was completed to manage trees impacted by Ash Dieback disease. This work will be followed by other interventions in 23/24 to improve the area around Fourteen Locks and address issues with water retention along the canal. Due to this progress this risk was de-escalated from the Corporate Risk Register but will continue to be monitored by the service area.

NCC and Natural Resources Wales work in partnership with individuals and organisations to identify a number of green infrastructure (GI) interventions and nature-based solutions for the heart of the City during 2022. This resulted in a Green Infrastructure Feasibility Study that will inform green interventions in the city centre in the future. Some GI projects developed in the city centre during 22/23 include new raingardens along the riverfront and the new Devon Place Footbridge.

Strategic Priority 5

The Council is responsible for the maintenance and management of the local highway network for the city (not including motorways and major trunk roads). As with all other local authorities in Wales and England, the condition of the city's highways assets has continued to decline with highway investment failing to maintain "steady state" as a minimum asset condition, which is monitored via targeted performance indicators and the corporate risk register. The council continues to manage the highway assets in accordance with the Highway Asset Management Plan 2019-2023 which, as a quinquennial plan, is currently under review. In 2022/23, there were improvements to the A467 at Rogerstone that provided sections of new vehicle restraint (crash barrier) together with significant carriageway and drainage improvements under WG Resilient Roads funding. This was targeted at road safety and climate change sustainability as a result of the sites history of surface water flooding.

Newport City Council recognises it is important to work collaboratively with WG, Transport for Wales and CCR to attract significant investment to improve the local highway network. Over the last year, the Council's Infrastructure team has been collaborating with the Burns Delivery Unit to implement the recommendations from the report to improve the network across Newport and the region. The Burns Delivery Board Annual Report can be accessed [here](#). The Delivery Unit has been working on developments including improvements to Newport Central travel (Old Green roundabout), and the A48 Cardiff and Newport Active Travel and Bus Corridor. Through the Council's involvement with CCR, ongoing development is being made with the South Wales Metro across the region. There is ongoing development to increase the number of stations between Newport Cardiff and Bristol which will make it easier for residents to become less reliant on using their cars to travel across the region. Further information can be found [here](#).

Throughout 2022/23, the Council has been preparing for the Welsh Government default 20mph speed limit introduction on 17th September 2023. To implement the changes, Newport City Council has been drafting new traffic regulation orders and amending signage and lines across the city. Further information can be found on the Council's website [here](#).

The Council's Active Travel programme has continued to deliver projects that improve the way we can sustainably travel across the city. In 2022/23, four projects were completed including Sorrel Drive and, 14 Locks. The Council's Active Travel team will continue to work with Welsh Government to identify and deliver new Active Travel projects in 2023/24. Work is underway on the development of a city-wide cycle hire scheme which will include safe storage for bikes and continues to work with Newport Live in their delivery of the Welsh Government funded Behaviour Change Programme.

In support of a modal shift to sustainable travel, significant improvements have been made to the city's bus passenger shelter infrastructure with a continuation of the shelter replacement programme. This has delivered significant improvements to the asset group which has included living roof (bee friendly shelters) together with solar powered lighting and passenger information screens.

Successful school street trials were undertaken at three schools within the city in partnership with Sustrans. The three sites trialled were Malpas Church Primary School, St Joseph's Primary School and Tredegar Park Primary School. Their locations facilitated the closing of their roads without impacting on through traffic and had well documented issues with school gate congestion. Further roll out of school street trials are planned for 2023/24.

Active Travel Programme - Newport Station Active Travel Bridge

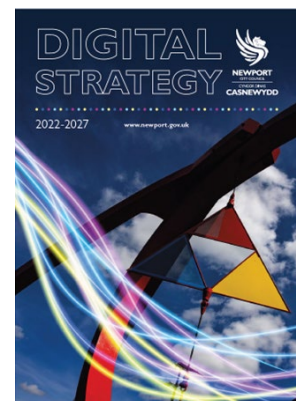
At the end of the financial year Newport Station Active Travel Bridge was officially opened connecting Devon Place to the city centre. The bridge, funded by Welsh Government, was completed in collaboration with Network Rail, Arup, Grimshaw and Corderoy, which provided many challenges to build the footbridge over a busy station with the requirement to ensure the safe running of the railway. The footbridge replaced the old subway providing residents and visitors a safer, more accessible route across the railway line. The new footbridge also provides access for wheelchair users, cyclists and walkers. This is one of many successful Active Travel projects delivered by the Council and further information can be found through the Council's website [here](#).



The council has available data from both the 2021 and 2022 [Air Quality Progress Reports](#). These reports provide information for air quality data captured in those years. In summary, and for both years, monitoring demonstrates the annual concentration of nitrogen dioxide is below the air quality objective of 40 µg/m³ in all Air Quality Management Areas (AQMA). Whilst the nitrogen dioxide reductions for 2020 were celebrated with a note of caution, due to much-reduced travel due to pandemic travel restrictions, the reductions for 2021 support the view that the air quality is moving towards sustainable compliance. This can be attributed to the ever-increasing use of electric vehicles (EV) across the city, increases of EV vehicles in Council and other fleets such as Newport Transport, and other measures to encourage reduced use of vehicles in the city and cleaner air. To illustrate the progress; in 2018, of the 82 monitoring stations, 26 showed an annual reading in excess of 34 µg/m³, in 2021 this reduced to 5 stations and in 2022 this reduced further to 2 stations.

Strategic Priority 6

Newport's digital infrastructure is vital to enable residents, businesses and visitors being able to access services online, engage in digital transactions and connect through the global markets. As highlighted in Well-being objective 1 it is important that Newport has a digital infrastructure which enables high-tech companies such as KLA to locate in Newport as well enabling home grown, innovative and creative industries such as the film / tv industries to locate in Newport. To support the Corporate Plan, in March 2023, Newport Council launched its new [Digital Strategy](#) which has identified as one of its themes 'Digital Infrastructure and Connectivity'. The Strategy outlines the collaborative work which we will do to support invest in new technology to improve networks ensuring residents and businesses have access to fast and reliable digital services.



In 2022/23, the Council went out to tender for a supplier to deliver the Welsh Government's Local Broadband Fund (LBF). The Outcomes of the LBF will improve the full fibre connectivity and provision of in-building assistive technology and telecare services to three council managed residential care homes. Delivery of the project will complete in 2023/24. The Further information on the Council's digital transformation is reported in Well-being Objective 4.

Strategic Priority 7

Newport Council is required to protect the environment and ensure services delivered by businesses meet the necessary regulatory requirements such as health & safety and public protection. The Council's Public Protection team have continued to support businesses to comply with regulations and where non-compliance has been identified, taken action. In 2022/23 the Council's enforcement team:

- **Illegal Tobacco** – 8 premises received 3 month closure orders and seized over 300k of counterfeit cigarettes and 64,51 kilos of tobacco. Four businesses prosecuted and over £100k frozen assets.
- **Illegal vaping devices** – 1,930 illegal vapes seized from 10 shops and 1 shop owner prosecuted.
- **Age restricted sales** – 21% of 103 businesses tested sold age restricted items to underage children.
- **Food ingredients** – 40% of 449 food standard inspections failed allergen labelling requirements with 4 prosecutions for unsafe food.
- **Counterfeit goods** – 14 investigations undertaken with one investigation resulting in £140k confiscation order and another investigation with a £4k fine.

In October 2022, Newport Dogs Home won gold in two categories at the RSPCA Cymru Pawprints Awards for their work with stray dogs and kennel service. Newport Dogs Home takes in stray dogs found by residents or the council's dog wardens. The Dogs Home also provides a Re-homing service and offer opportunities for people to become a dog fosterer.

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Well-being Objective 2 – Performance Measures

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
Percentage of principal A roads that are in overall poor condition	4.8%	2.3%	Not Available	2.1%	2.3%	The condition of the city's highway assets is declining, with asset condition continuing to deteriorate year on year. This is also reflected in the Council's Corporate Risk Register.
Percentage of principal B roads that are in overall poor condition	4.5%	3.5%	Not Available	3.1%	4.4%	
(NEW) Number of play areas replaced or improved annually	4	10	Local Measure	Not Available	Not Available	There have been improvements to the play areas planned work with a new heavy focus on engagement with residents. Significant work to develop and implement the engagement plan and complete preparatory work was carried out in 22/23, with a number of interventions being progressed. While overall number of interventions may be below target, the wider improvement programme is on track and results will be visible from 23/24
Percentage of significant Regulatory issues resolved	91%	95%	Local Measure	79.3%	78.3%	This is good performance given that 22/23 was a year of recovery from the impact of the pandemic, some staff were still focussed on the Covid response until August, standards in businesses have been more challenging to deal with due to reduced regulation during the pandemic, and certain teams have carried vacancies through much of the financial year.
(NEW) Number of Pocket parks/ rain gardens created or improved.	3	4	Local Measure	Not Available	Not Available	This indicator is close to the target, majority of the work carried out in 22/23 will lead to completion of another rain garden in early 23/24.
(NEW) Value of the impact service actions have on returning and protecting funds to residents	£257k	£300k	Local Measure	Not Available	Not Available	This new indicator aims to provide, for the first time, a monetary reference to the work carried out to protect residents. The service area aimed for an ambitious target as a starting point, so an overall result only 15% short of the target is a positive outcome.
Number of Active Travel (AT) Journeys	360,057	400,000	Local Measure	393,952	280,145	The decrease was due to Malpas-Bettws Canal towpath resurfacing where the AT counter was removed for 7-8 months. Corporation Rd AT counter had defects for part of the year. Pandemic recovery led to an overall drop in AT journeys.

*Welsh Average Data provided if available on Data Cymru Benchmarking or Stats Wales website.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
Percentage of all planning appeals dismissed.	71.43% (30 / 42)	77%	Not Available	76.9%	74.1%	We aim to make good quality decisions and have set a target above the Welsh Government target of 66%. Planning is often subjective in respect of matters such as design and Planning Committee are entitled to make decisions against officer recommendation.
Percentage of Bi-monthly cleanliness inspections of highways and relevant land	99.6%	97%	Not Available	98.7%	99.2%	Improved standard ahead of target.
Percentage of Municipal waste re-used, recycled or composted.	65.2% (45,485 T / 69,793 T)	64%	65.2% (21/22)	67.1%	67.2%	This figure is provisional (subject to WG validation). Sustained performance levels for 22/23.
Kilograms of residual waste generated per person	152.25 kg / person	155 kg/person	Not Available	155.54 kg/person	153.24 kg/person	Improved performance compared to previous year and ahead of target.
Percentage of municipal waste recycled at the HWRC	84%	70%	Local Measure	82.4%	93.7%	Improved performance compared to previous year and ahead of target.
Average number of days taken to clear fly tipping incidents.	1.4 days (1,654 days / 2,219 days)	1.5 days	Not Available	1.23 days	1.53 days	Sustained performance levels over time, and under target limit.
Number of events held on a range of countryside biodiversity and recycling related matters.	96	45	Local Measure	102	0	Events delivered in line with previous year's figures and well ahead of target.
Percentage of all planning applications determined in time.	66.5% (658 / 989)	65%	Not Available	62.4%	67.1%	Performance is improving steadily as the year has progressed despite recruitment issues. Team continues to reduce the backlog of applications created during the prolonged covid period.
(New) Number of programmed highway safety inspections completed on time	100%	90%	Local Measure	Not Available	Not Available	To ensure the asset condition, maintenance requirement and its associated risk to the highway user is understood, the service area undertakes programmed inspections of the highway in accordance with the councils Highway Maintenance Manual.
Percentage of principal C roads that are in overall poor condition	7.4%	8.8%	Not Available	5.9%	6.4%	The condition of the city's highway assets is declining, with asset condition continuing to deteriorate year on year. This is also reflected in the Council's Corporate Risk Register.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
(New) Number of reactive highway safety inspections completed on time	100%	90%	Not Available	Not Available	Not Available	To ensure the asset condition, maintenance requirement and its associated risk to the highway user is understood, the service area undertakes reactive inspections of the highway in response to stakeholder notifications in accordance with the councils Highway Maintenance Manual.
(New) Category 1 Defects completed within response time	100%	90%	Local Measure	Not Available	Not Available	Defects repaired within 24hrs in accordance with the councils Highway Asset Management Plan.
(New) Category 2 Defects completed within response time	89.1%	85%	Local Measure	Not Available	Not Available	Defects repaired within 5 days in accordance with the councils Highway Asset Management Plan.
(New) Metres (M) of new or improved Active Travel Routes completed	3,710m	500m	Local Measure	Not Available	Not Available	Newport Station Active Travel Bridge, Sorrel Drive and Fourteen Locks.
(NEW) Percentage of businesses that were either compliant or brought into compliance during the period	97%	97%	Not Available	Not Available	Not Available	First year this performance indicator is in use and delivered on target which is an excellent result.
(New) Number of new affordable housing units granted planning permission during the year.	94 units	No Target (Baseline Year)	Local Measure	Not Available	Not Available	A new performance indicator. Note this figure does not include Reserved Matters applications where the % of units to be affordable was secured at outline stage.
Percentage of Food establishments broadly compliant with food hygiene standards	95%	95%	96.4% (19/20)	95.5%	96.6%	Excellent result and target met, considering this was a post-covid recovery year.
(NEW) Value of the impact service actions have on regulatory criminality	£1,748m	£1.5m	Local Measure	Not Available	Not Available	New indicator that shows financial impact on public protection interventions, with very positive results.
(NEW) Total Council Carbon Emissions (Tonnes of CO2 equivalent)	61,246 CO2e	74,900	Not Available	78,900	89,942	Sustained reduction in carbon emissions over time, in line with climate change plan.

*Welsh Average Data provided if available on Data Cymru Benchmarking or Stats Wales website.

Well-being Objective 2 – 23/24 Key Deliverables

Below is a summary of some of the key priorities and deliverables Newport City Council will be delivering / progressing in 2023/24:

- Continuing delivery of the Council's Climate Change Plan and Local Area Energy Plan
- Implementation of the 20mph default speed limit.
- Continuing the roll out of the 3 weekly bin collection.
- Delivery of the Active Travel programme and Safe Routes in Communities.
- First year of delivery of the Council's Digital Strategy
- Delivery of new and refurbished parks, play areas and open spaces across Newport.
- Continuing delivery of affordable and sustainable housing units in Newport.

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

Newport is a supportive city where communities and care are at the heart of what we do.

No	Strategic Priority	RAG Assessment
Well-being Objective 3 Overall Assessment		
1	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.	
2	Safeguarding our children, young people, vulnerable adults and families so that future generations can maximise their potential and have control over their lives.	
3	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.	
4	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.	
5	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.	
6	Newport will be a City of Sanctuary which supports Asylum Seekers, refugees and our global community to settle and become part of our community.	
7	Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime.	

Summary of Achievements and Challenges in 2022/23

Key Achievements 2022/23	Key Challenges 2022/23
<ul style="list-style-type: none"> Youth Services recognised for Bronze Quality Mark. 	<ul style="list-style-type: none"> Housing and Homelessness demands on the Council and impact on other front line services such as Social Services and Education.
<ul style="list-style-type: none"> Meeting the demand to support Ukrainian refugees in Newport. 	<ul style="list-style-type: none"> Eliminate Programme and remove profit from the care of children.
<ul style="list-style-type: none"> Establishing Cost of Living Delivery group collaborating with health, GAVO, charities and other not for profit organisations providing advice and support such as ‘Warm Spaces’ during winter period. 	<ul style="list-style-type: none"> Stability of social care providers and provision of residential / domiciliary care.
<ul style="list-style-type: none"> Development and approval of the Pillgwenlly Master Plan 	<ul style="list-style-type: none"> Pressures on Adult and Children services to meet demand.
<ul style="list-style-type: none"> Expansion of the Council’s Flying Start offer to residents in Newport. 	<ul style="list-style-type: none"> Improve Safeguarding training provided to Members and staff through the roll out of the National Safeguarding training standards and ensure compliance.
	<ul style="list-style-type: none"> Prevention & Inclusion grant funding from Welsh Government.

The progress towards delivering some of the Council’s strategic priorities in social services, housing and homelessness have been impacted by the need to manage winter pressures across health and social care, the cost of living crisis such as households struggling to meet increases in their mortgage and rental costs, increase cost of food and energy prices. Pressures across the Council’s Social Services, Housing & Communities service also have an impact on the Council’s financial revenue position as we meet our statutory duties to manage increases in demand, and inflationary cost pressures. These are reflected in some of our performance measures where the resilience to meet these demands is challenging.

In response, the Council has established a new service area (Preventions and Inclusions), and commenced several projects / initiatives to find long term solutions and improve our performance and to have more resilient services to meet demand.

Strategic Priority 1

Newport City Council is responsible for delivering Adult, Children and Preventative services for residents across Newport. The Council's Director of Social Services produces an annual report which self-reflects on the achievements, and challenges Social Services have faced and looking forward on their priorities for 2023/24. The full report can be found through the link [here](#).

As with many services across the Council, Adults, Childrens and Preventative services collaborate with third sector, private and charity organisations to deliver the range of statutory and non-statutory services. It is also important that the voices of individuals, families, and carers are also considered in the delivery our services. As highlighted above, the Council has experienced increasing demand to meet the needs of people with long term and complex care and support needs. Within Adult Services, there has been continuing review of the Adult Services structure and the provision of residential and domiciliary care services which is covered further in Strategic Priority 3 below.

Reablement Service, Adult Services

Newport Reablement Care Team are based within the Newport Integrated Frailty service. The Team provides short term Reablement Care for any adult living in Newport. The aim is to support people to be as independent as possible following a stay in hospital or to prevent people being admitted to hospital.

During the past twelve months the Reablement Care team support staff have continued to visit people in their own home after they have been discharged from hospital or become unwell at home and required some support. Initially when someone commences support with the team, they may feel very vulnerable and have experienced a loss of confidence. The team have a close, professional working relationship working with Frailty falls service, rapid nurses, occupational therapists, physiotherapists, mental health nurses, district nurses as well as social workers, NHS staff and GPs.

At the end of the reablement care support some people are assessed as requiring a more long-term care package and a social worker will complete an assessment of needs to put this in place.

During the past six months 60% of people the care team have supported through reablement were discharged from the service as being independent. We regularly receive compliments from people, or their relatives and they often individually name staff.

Within Children services co-production in the context of complex family situation is often challenging but the Council's role is to navigate those complexities with the needs of all in mind but the needs of those requiring care support to the fore. One of the biggest challenges and risks the Council faces is the requirement for all Council's to implement the WG policy to eliminate profit from the care of children looked after (fostering and residential placements) by 2027. Prior to this Newport Council has already taken steps to increase the number of children residential settings through the development of Windmill Farm and Rose Cottage. In response Newport Council is leading in collaboration with the other Gwent local authorities a programme to develop more homes and placements through its own service and social enterprises. However, the Council has experienced challenges over the last year, as existing private sector providers are starting to leave the market and reducing the supply of providers and placing the Council at risk of non-compliance with the Social Services Well-being act. The Council is working closely with Care Inspectorate Wales, WG and other local authorities to prevent this risk.

Strategic Priority 2

The Council's Social Services presented its annual [Safeguarding Report 2022/23](#) to the Council's Cabinet in June 2023. The report highlighted and demonstrated how the Council is meeting its safeguarding requirements and that safeguarding is everyone's responsibility. However, the report highlighted some challenges in ensuring Members and officers had completed required safeguarding training, but also how this has been addressed.

As identified in the Annual Governance Statement and Internal Audit reports (reported to Governance & Audit Committee), weaknesses were identified in Children Services relating to the financial management of Adoption Allowances and Safeguarding of Children's money (Related to Junior Savings Accounts and Child Trust Funds). Improvements are being made with the internal controls and processes in Children Services and further updates will be provided in 2023/24.

In 2022/23, the Council saw increasing numbers of safeguarding referrals to both Children and Adult Services. Within Children Services we received over 11,000 contacts (majority from Police, Health and Education) relating to children at risk of harm and abuse. In Adult Services, 246 investigations were completed (up from 140 in 21/22) of which 92 resulted in criminal investigations. All referrals / contacts are managed within a clear framework of understanding risk with a need to balance personal determination and recognising risk is rarely a straightforward binary position.

Safeguarding Hub

The Safeguarding HUB is the first point of contact for the public and professionals who are making referrals with concerns for children who are at risk of significant harm or have care and support needs. The team processes a variety of enquiries ranging from requests for information and services through to concerns about the welfare or safety of a young person between the ages of 0 – 18 years.

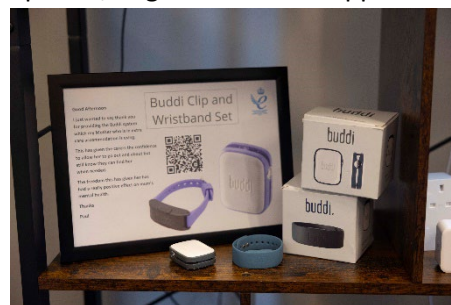
The HUB is responsible for making initial decisions about what should be done in regard to referrals to Social Services. The Hub is extremely busy and processes more than 1,000 referrals a month, ranging from care and support needs to high end child protection concerns. The HUB is multi-disciplinary and has close working relationships with partner agencies including, Youth Justice Service, Early intervention and Prevention, Adult Safeguarding, Police, Education, health and IDVA's. Having multi agency partners all sat together in one room is invaluable in ensuring that families get the right support at the right time. As we know safeguarding is everyone's business and not just social services.

There are several positive success stories for the hub, where working together has supported families to feel empowered and included in the assessment process. The Hub staff work tirelessly to ensure that families are supported, and children remain safe. They work in a strengths-based way, whilst considering the families personal outcomes to exact and maintain change.

Strategic Priority 3

Independent living is important for people to remain living at home and within their communities. One of the biggest challenges is to support people transitioning from hospital care either back into their homes or into a suitable residential setting. The Council has been collaborating closely with Aneurin Bevan University Hospital (ABUHB) to improve this process for individuals, but the last year has seen the Council needing to review the pathways available and what the Council can deliver and where we need to look at other social enterprises / organisations to support.

In collaboration between Adult Services and Digital Services, the Council launched its SMART home pilot project in Newport Market. The purpose of this is to demonstrate the assistive technologies and to support residents with independent living. The service provides individuals and families information about how different technology can help people with complex needs such as Alzheimer's, and support with implementing the technology into their homes.



A significant pressure for the Council has been the provision of domiciliary care provision where external providers have been unable to offer the support needed for people to live independently at home. At its worse the Council saw up to 1,200 hours not commissioned for one week. In response and self-reflecting the Council worked closely with service providers, individuals and their families and with other teams to reduce this to less than 10 hours waiting to be commissioned. However, the pressures are likely to remain for the foreseeable future as inflationary pressures, workforce retention and demands on the service remain.

Strategic Priority 4

Early prevention and intervention work with families and communities are vital to prevent long-term impacts on other services delivered by the Council and other public sector organisations. Majority of the Council's work is delivered through WG grants, programmes and initiatives such as Flying Start. In 2022/23 the Prevention & Inclusion team successfully brought together a range of services such as Adaptations, Substance Misuse, Youth and Play services, Flying Start and Families First.

The service area, which is predominately grant funded, is committed to ensuring service provision is meeting the needs of Newport residents and is making a difference to their lives on the issues that matter to them. However, the financial position will be challenging in 23/24 as future grant funding is reviewed by WG. From 2023/24, Community Connectors Carers Officer and the Community Development team will have joined the service area from Adult services to continue front-line and work and support to vulnerable residents.

In 2022/23 the service has been working with partner organisations recommissioning key services in substance misuse and Families First programme. The service area also remodelled its Play services and improved its Youth service offer which was recognised with the Bronze Quality Mark for Youth Services. The service area also delivered the phased expansion of its Flying Start offer across Newport to a further nine areas, and procurement of an additional 5 childcare providers (2 of which are Welsh medium) and integrating its services more closely with health, Adults, Children and Education services to improve early intervention pathways. There are many emerging opportunities and challenges which the service is facing including the ongoing financial pressures of the grant funding to meet rising costs and are collaborating with the Asset Rationalisation programme to examine how communities are using Council buildings and services and improving the performance measures used to demonstrate the delivery of the Prevention and Inclusion services.

The cost of living crisis, pressures in the housing market, legislation and welfare benefit changes has had significant impact on households across Newport with people experiencing increases in their energy, food, rent and mortgage costs. Throughout 2022/23 monthly updates were reported to the Council's Cabinet on the impact of cost of living and the Council's response. The Prevention & Inclusion service established a multi-agency 'Cost of Living Delivery group' collaborating with a broad range of Council, health, third sector partners to deliver initiatives and support people struggling with the cost of living. This ranged from providing grant funding and support to food banks / organisations, delivering 'Cost of Living' events providing energy, debt, housing and employment / training advice and the provision of "warm spaces". Using funding from Welsh Government and in collaboration with GAVO, we supported 6,466 people across 498 sessions with "Warm Spaces".

Strategic Priority 5

Housing and homelessness in Newport is a significant pressure for the Council and the Registered Social Landlords. In 2022/23 the Council saw increase of 115% of people approaching the Council, with 450 people placed in temporary accommodation, an average of 28 people sleeping rough at any one time, and around 10,000 registered on the Common Housing Register. Newport has also reported the highest numbers of rough sleepers in Wales with an average of 28 people sleeping rough at any one time. All of this is impacting the Council's ability to meet this demand and increasing the waiting times for assessment. The Council's performance in this area is therefore challenging as a result of these pressures.

In response, the Council's Housing & Communities team has established a major programme of work which includes reviewing the structure of the service, improving systems and processes to improve the efficiency to support and signpost people to appropriate services and working with RSLs to increase the number of affordable and sustainable housing across Newport. Already, in 2022/23, the Council was able to distribute £24.9m of Social Housing Grant to RSLs to deliver affordable housing which will provide an additional 396 units of accommodation across the next 5 years. In June 2023, Newport welcomed Prince William to the city, where it was announced that the city will be one of six areas in the UK to launch his [Homewards](#) programme to end homelessness. Further progress on how the Council will be supporting this work will be reported in 2023/24.

Strategic Priority 6

As a Home Office Dispersal area, Newport City Council has a legal requirement to support Asylum Seekers and refugees. Newport City Council and our partners recognise the additional pressures which this has on existing services but we also understand that we have a duty of care and safeguarding duties to ensure vulnerable people, especially children are supported and not put at risk of exploitation, and criminal activity. In 2022/23, Newport City Council's Children Services has been leading and sharing best practice on a regional collaboration between Gwent local authorities to support Unaccompanied Asylum Seeker Children (UASC) and families seeking refuge. To meet the demands on the Council, we have expanded the capacity of the team to employ an additional support worker, senior practitioner and an immigration specialist advisory post. Additionally, the team has also funded a third sector partner to provide support work capacity for the Council and improving sharing of information across the Council's services to provide holistic support.

The Ukrainian conflict has continued to cause disruption for many Ukrainian families who have been unable to return home. Since the UK and Welsh Government's commitments to support the Ukrainian conflict and refugees, At the end of March 2023 Newport had 118 people living with 56 sponsors in Newport and 40 households living in one Newport hotel, 3 households living in Housing Justice Cymru interim accommodation and a further 12 householders living in a hotel under the Welsh Government Super Sponsor scheme. Across Newport's schools we had 50 Ukrainian learners. Newport Council is working closely with the Welsh Government, the third sector and charities to ensure that we are able to find longer term secure accommodation for those that are living in the hotels.

Strategic Priority 7

Throughout 2022/23, the Council has led as part of the One Newport Partnership the development of the Pillgwenlly Master Plan which was reported to the Council's Cabinet in [May 2023](#). Collaborating with partner organisations and involving local residents, community leads and local businesses, the Council developed the Master Plan as the key, strategic driver to improve the Pillgwenlly. The Master Plan sets out 5 key work areas:

1. Improving communication
2. Fly-tipping and refuse collection
3. Housing quality and management
4. Local businesses and community support
5. Physical environment and green spaces.

The Master Plan also set out improvements to the Safer Pill group jointly chaired by Gwent Police and the Council. As part of the plan the group will be focusing on the Exploitation of vulnerable people, drug supply, women and children and communications and community engagement. Finally, the Master Plan has also set out 3 Community Ambitions to improve green and public areas, better business and shopping offer and environment and mix of community and youth facilities. In 2023/24 the partnership will be implementing the proposals and developing feasibility and costings to support the projects and initiatives.

Newport City Council is a lead partner in the 'Safer Newport' Community Safety partnership which is engaged with preventing and challenging antisocial behaviour, Serious violence and local neighbourhood issues. The partnership includes other partner organisations such as Gwent Police, South Wales Fire and Rescue Service, ABUHB, Public Health Wales and Gwent Probation Service. Full information on the Safer Newport activities are outlined in the report presented to the [Partnership Scrutiny Committee in March 2023](#). Some of the activities highlighted by partnership include:

- Community Action Days, assist days and neighbourhood walkabouts with a focus on tackling ASB.
- School, and community engagement and direct prevention work with families and young people around organised crime.
- Retention of the Purple flag award for the night-time economy in Newport.
- Working in partnership with Newport BID and Gwent Police to appoint 2 Community Safety Guardians in the city centre. Since July 2022, the service responded to 1,052 incidents relating to ASB, violence and support to women and girls.

Well-being Objective 3 – Performance Measures

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
(New) Percentage of newly eligible children requesting childcare in Welsh medium (Flying Start)	0.8% (3 / 364)	2%	Local Measure	Not Available	Not Available	This area of work is linked to the Flying Start expansion programme and NCC's commitment to Welsh Governments' Welsh in Education Strategic Policy (WESP) to increase Welsh speakers by 2050. WG aspiration is for 1 million Welsh speakers in Wales by 2050. This WESP has a set target of 4%, however this needs to be an aspirational target whilst we develop more Welsh Medium provision across the city. The Welsh Medium infrastructure is currently being developed. Ivor Hael Early Years provision is complete and waiting for CIW registration. Pill Capel Crescent Welsh Medium Early Years provision is now complete. The procurement process recently undertaken has successfully secured a Welsh medium provider who will offer Flying Start provision and broader Early Years provision strategically placed to support transition into the new primary school. Ringland Early Years provision has also expanded and has now become an Education provider supporting transition from Flying Start. Work force challenges are significant within Early Years. Recruitment into Welsh speaking practitioner posts are challenging.
Percentage of people seeking housing assistance who are determined as statutorily homeless.	15.1% (341/2,261)	30%	Not Available	17.6%	21.6%	As the Housing Transformation Plan is delivered, we expect the total number decrease in direct correlation to homelessness prevention and relief outcomes increasing.
The percentage of empty private properties brought back into use.	0.4% (4 / 993)	1.52%	Not Available	2.02%	0.9%	Empty properties are a complex issue with barriers including emotional attachment to properties, legal issues. A revised offer to property owners will be developed and publicised during the first two quarters. This will be combined with a reviewed and robust approach to enforcement.

*Welsh Average Data provided if available on Data Cymru Benchmarking website.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
The percentage of households for whom homelessness was prevented.	33.6% (181 / 539 cases)	50%	66.8% (21/22)	40.1%	43.5%	Performance for 22/23 has been challenging but since the homelessness prevention team was created in quarter 3 there has been a consistent improvement (quarter 4 performance was just under 40%), this improved performance is anticipated to continue. Increasing homelessness prevention performance is a key priority of the housing transformation work. Further interventions will be put into place over 23/24 including the establishment of a housing advice and homelessness prevention task force which will ensure effective interagency messaging and joint work.
(New) Households in temporary accommodation under homelessness duties.	443	360	Not Available	Not Available	Not Available	This figure represents a snapshot at the end of quarter 4. There has been an overall increase of 31% of households in temporary accommodation over the year compared to end of 2021/22. Almost 60% of people living in TA are single adults to whom the council owes a statutory duty following changes to homelessness legislation. Reducing the number of people living in TA is a key priority for the council. A such a fortnightly Temporary Accommodation reduction group has been established and various measures are in place or will be rolled out across the course of 23/24.
(New) Number of private sector dwellings improved with local authority grants or loans.	2	5	Not Available	Not Available	Not Available	Several applications could not be progressed as they posed too great a financial risk under the terms of the loans. A revised offer to private sector owners will be agreed and publicised in 23/24 alongside a revised and robust approach to enforcement.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
(New) Percentage of households for whom homelessness was relieved.	32.4% (381 / 1,175)	35%	34.1% (21/22)	19%	18.3%	Performance has improved over the course of the year and reached 37.27% by the end of quarter 4. Initiatives which are being currently developed, including Leasing Scheme Wales, a revised offer to private landlords and partnership work with RSLs will sustain and build on this improvement.
Percentage of significant Regulatory issues resolved	91%	95%	Local Measure	79.3%	78.3%	This is good performance given that 22/23 was a year of recovery from the impact of the Covid pandemic, some staff were still focussed on the Covid response until August, standards in businesses have been more challenging to deal with due to reduced regulation during the pandemic, and certain teams have carried vacancies through much of the financial year.
Total Number of first Time Entrants (Youth Justice Service)	23	20	Local Measure	13	38	Less is better as we would want to see a reduction in first time entrants' and have diverted them to other services or earlier engagement and prevention
(New) Number and percentage of participants with improved emotional/mental wellbeing.	92% (315 / 343)	100%	Local Measure	Not Available	Not Available	Preventions, Mind and Newport Live are the commissioned services that deliver this outcome within Families First. Emotional/mental wellbeing is not the primary aim of all families that Preventions works with, therefore it is not possible to reach the target of 100% as the total number of cases (343) includes other primary needs.
(New) Number of children and young people achieving national and local accreditation with Youth Service.	128	150	Local Measure	Not Available	Not Available	Work is ongoing to increase the number of young people achieving national and local accreditation through Aspire and the Youth service.
(New) Number of childcare spaces (Flying Start): • Medium of Welsh • Medium of English	Welsh – 24 English – 602 Total – 626	Welsh 28 English 662 Total - 690	Local Measure	Not Available	Not Available	Flying Start has completed a procurement process to secure additional Welsh medium provision, which will increase the number of children engaging through the medium of Welsh in future once formal agreements are in place.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
(New) Quality of life for substance users is improved or unchanged between start and most recent review /exit.	74%	82%	Local Measure	Not Available	Not Available	This KPI is mandate for all substance misuse services in receipt of Area Planning Board funding. This is information direct from the WG database and is the official source of validated data for treatment service providers and APBs to monitor and report performance against. Substance misuse treatment is a complex physical and emotional process for individuals and the Treatment Outcome Profile is reviewed once every 3 months and therefore is a snapshot at that moment where they could be dealing with a variety of issues and not necessarily representative of the full 3-month process. Newport reports a higher level of QoL than some other areas of Gwent.
(New) Percentage of participants whose financial situation has stabilised or improved.	48.1% (165 / 343)	40%	Local Measure	Not Available	Not Available	This figure is made up of support offered as part of the Families First contract provided by Preventions (internal NCC service) and Citizens Advice Bureau, case studies are also available. As above the number of total cases will include all families, not only those whose primary aim was to improve their financial situation.
(New) Number of Disabled Facility Grants completed yearly	105	90	Not Available	78	86	The performance of the team has improved and demonstrates ongoing continuous improvement.
(New) Number of Youth Service Projects delivered.	6	6	Local Measure	Not Available	Not Available	The number of youth service provisions has successfully grown over the course of the year following a restructure, with the aim to establish a city wide offer in due course.
(New) Attendance figures at childcare provisions (Flying Start).	64.6%	60%	Local Measure	Not Available	Not Available	The Flying Start programme continues to expand and engagement with eligible residents has improved. This means more parents are taking up available childcare spaces.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
(New) Percentage of places taken up in parenting groups resulting in positive distance travelled.	73.9%	60%	Local Measure	Not Available	Not Available	The remodelling of our parenting groups has been successful with a greater integrated approach across P&I. Utilising the skill set of practitioners and in response to increasing demand for support the parenting group offer and engagement has increased.
(New) Number of places taken up on community speech and language group provision.	519	200	Local Measure	Not Available	Not Available	Speech and Language support is an intrinsic part of the Flying Start offer with specialist practitioners available to enhance this offer amongst teams. The growth in parents taking up childcare offers will see more children engaged with speech and language groups.
(New) Percentage of individuals who engage with substance misuse services between assessment and planned ending of treatment.	83.7%	75%	Local Measure	Not Available	Not Available	There is a myriad of support services in place for those using substances and wish to make changes to this. The services are robust in engagement and working with individuals' motivation for behaviour change.
(New) Number of Information, Advice and Assistance (IAA) contacts made with children and young people.	506	No Target	Local Measure	Not Available	Not Available	As the Youth Service continues to have a greater presence within communities and alongside key partners, the opportunities to engage with more children and young people will arise.
(New) % of cases open to the YJS on a prevention basis	67.2% (225 / 335)	80%	Local Measure	66.4%	46.3%	More is better as we would want to see higher levels of cases receiving preventative services.
(New) % of cases open to the YJS on an out of court disposals	23.3% (78 / 335)	80%	Local Measure	24.1%	38.3%	Whilst we would want to see a reduction in out of court disposals, on the whole, this is a preferred option instead of a statutory order. Target will be reviewed as part of the service area 23/24 review.
(New) % of cases open to the YJS on a statutory order	8.7% (29 / 335)	38%	Local Measure	8.8%	15.1%	Less is better as we would want to reduce the amount of statutory orders cases. Target will be reviewed as part of the service area 23/24 review.
(New) % of cases on remand	0.9% (3 / 335)	1%	Local Measure	0.7%	0.4%	Less is better as we would want to have no remands cases where possible Target will be reviewed as part of the service area 23/24 review.
(New) % of cases re-offending (re-offending rates)	3.6% (12 / 335)	25%	Local Measure	8.9%	19.3%	Less is better as we would want to see numbers of re-offending cases to be as low as possible Target will be reviewed as part of the service area 23/24 review.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
(New) % of cases open to the service with Criminal Exploitation (CE) /Criminal Sexual Exploitation (CSE)	14.6% (49 / 335)	Baseline Year	Local Measure	29.5%	27%	Less is better as we would want to see a reduction in CE or CSE cases. Target will be set for 2023/24.
Percentage of ASB incidents resolved by wardens	97.3%	93%	Local Measure	95%	92.3%	The service has improved performance and team continues to improve.
Number of people approaching authority for statutory housing advice and assistance.	2,261	2,000	Local Measure	1,830	1,778	The service is demand-led. There has been an increase in the numbers of households requesting assistance and due to changes to statutory 'priority need' categories and other external factors such as the impact of changes to landlord and tenant legislation and the cost-of-living crisis.
Number of employees trained in Prevent PVE.	527	145	Local Measure	136	145	A concerted effort to train staff in schools means that the service performed very well in this metric.
Percentage Quality Indicators (with targets) achieved by the library service.	60%	60%	Not Available	60%	70.3%	The number of Quality Indicators with targets in the WPLS return for 2022-23 was reduced from 22 to 6. As a greater number of the QIs retained were based directly upon revenue spend, the service met a lower overall percentage.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual
National (AD/002) – The number of contacts received by Adult Services where advice and assistance was provided during the year.	1,571	No Target	Not Available	1,725	1,718
National (AD/004) – The number of new assessments completed for adults during the year.	1,306	No Target	Not Available	1,444	1,538
National (AD/010) – The total number of packages of reablement completed during the year	439	No Target	Not Available	601	583
National (AD/011a) – The number packages of reablement completed during the year that reduced the need for support	32	No Target	Not Available	24	43
National (AD/011b) – The number of packages of reablement completed during the year that maintained the need for the same level of support.	64	No Target	Not Available	62	95
National (AD/011c) – The number of packages of reablement completed during the year that mitigated the need for support	314	No Target	Not Available	484	409
National (AD/011d) – The number of packages of reablement completed during the year that increased the need for support	29	No Target	Not Available	31	43
National (AD/012) – The number of adults with a care and support plan as at 31 st March.	2,249	No Target	Not Available	1,940	1,861
National (AD/013) – The total number of adults with eligible needs for care and support maintained by Direct Payments at 31 st March	101	No Target	Not Available	94	93
National (AD/023) – The total number of reports of adults suspected of being at risk where it is necessary for enquiries to be made.	730	No Target	Not Available	783	648
National (AD/024) - No. of Adult Protection Enquiries Completed Within Timescale	671	No Target	Not Available	745	Not Available
National (AD/020) - The total number of reports of an adult suspected of being at risk received during the year.	957	No Target	Not Available	Not Available	Not Available
(NEW) AD/L001 - Number of Adult Professional Safeguarding Concerns raised in the year.	39	No Target	Not Available	Not Available	Not Available
National CH001- The number of contacts for children received by statutory Social Services during the year.	11,024	No Target	Not Available	11,311	10,104
National CH/005b- The number where physical punishment by a parent or carer was the only factor	119	No Target	Not Available	85	144
National CH/015- The total number of children with a care and support plan at 31 st March	978	No Target	Not Available	945	978

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual
National CH/026- The total number of children on the child protection register at 31 st March.	135	No Target	Not Available	127	158
National CH/033- The total number of reports of child exploitation received during the year	141	No Target	Not Available	122	62
National CH/036- The total number of children removed (de-registered) from the child protection register in the last 12 months	201	No Target	Not Available	207	148
National CH/037- The number of children becoming looked after during the year.	122	No Target	Not Available	166	91
National CH/039 - The number of children looked after at 31 st March.	376	No Target	Not Available	372	378
Local CH/L002- The number of children who ceased being looked after during the year.	113	No Target	Not Available	120	92
National CH/043- The total number of children looked after at 31 st March who have experienced three or more placements during the year.	34	No Target	Not Available	50	26
National CH/045 - The total number of children who returned home during the year	49	No Target	Not Available	33	36
National CA/011 - 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	111	No Target	Not Available	127	74
National CH/L004 – Number of Childrens Residential Fostering Beds	24	No Target	Not Available	22	20
National CH/L005 – Number of Children in care proceedings during the year	73	No Target	Not Available	56	44

Well-being Objective 3 – 23/24 Key Deliverables

Below is a summary of some of the key priorities and deliverables Newport City Council will be delivering / progressing in 2023/24:

- Continuing delivery of the Eliminate Programme and Housing Transformation Programme
- Continuing delivery of Unaccompanied Asylum Seeker Children programme.
- Delivery of the Strategic Needs Assessment for the Community Safety Partnership.

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

Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.

No	Strategic Priority	RAG Assessment
Well-being Objective 4 Overall Assessment		
1	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.	Amber
2	Transform our neighbourhood and community services to enable communities to make best use of land and property through community asset transfer.	Green
3	Deliver our organisational Climate Change Plan to become a net zero organisation by 2030.	Amber
4	Provide fair access to the council's in-person and digital services, including digital skills training and support.	Green
5	Promote and improve the way in which residents and businesses can interact with the council's democratic process and decision making.	Green
6	Rationalise, protect, and enhance our buildings and assets enabling co-productive working environments with our strategic partners, public sector bodies and other organisations.	Green
7	Generate opportunities to build wealth across Newport's communities through progressive procurement of goods and services and other initiatives such as participatory budgeting.	Green

Summary of Achievements and Challenges in 2022/23









Key Achievements 2022/23	Key Challenges 2022/23
<ul style="list-style-type: none"> Launch of the Council's new Digital Strategy 	<ul style="list-style-type: none"> Sickness and Check In performance did not achieve its intended targets
<ul style="list-style-type: none"> Commencement of the Asset Rationalisation programme 	<ul style="list-style-type: none"> Progress towards delivery Net zero carbon by 2030.
<ul style="list-style-type: none"> Participatory budget programme supporting community and charity organisations across Newport. 	<ul style="list-style-type: none"> Increasing meaningful public participation in the Council's decision-making processes.
<ul style="list-style-type: none"> Launch of the Council's Participation strategy 	<ul style="list-style-type: none"> Increasing and supporting the number of staff from disabled and minority ethnic communities
<ul style="list-style-type: none"> Gender pay gap closed from 2% (21/22) to 0.4% with 69% women occupying highest paid jobs. 	<ul style="list-style-type: none"> Delivery of new website and review of customer contact

At the end of the financial year 2022/23, the Council has made a good start in the delivery of Well-being Objective 4. Good progress has been made to reduce the gender pay between men and women but we know more can be done to improve workforce resilience; and representation across minority ethnic, LGBTQ+ and disabled groups. There are significant challenges over the next 5 years to develop a long term sustainable estate to meet our climate change goals and the needs of Newport's communities. This is particularly challenging in the context of challenging budget settlements, and the need to transform the delivery of our services.

Strategic Priority 1

The health and well-being of staff is extremely important to the Council. The People Strategy has been pushed back to 2023/24 as we engaged and involve staff in its development. The performance measures indicate an increase in sickness and we recognise further work needs to be undertaken to embed the Wellness at Work policy and improve the check in performance across the Council. The number of women in senior officer positions and Cabinet has increased in 2022/23. But we recognise further work needs to be undertaken to increase the representation of minority ethnic, disabled and LGBTQ+ staff. Below provides further assessment across the strategic priorities in 2022/23.

Newport City Council has a [Strategic Equality Plan 2020-24](#) which outlines the Council’s duties to comply with the Equalities Act and also support the Corporate Plan goal to become an inclusive organisation. The Plan will be developed in 23/24. The Council’s annual **Strategic Equality Plan 2022/23** report provides further detail of the Council’s progress. In 2022/23, the Council increased its representation in upper pay quartiles and senior officer roles and the gender pay gap closed. The Infographic below highlights some of the headline areas from the 2022/23 annual Strategic Equality Plan report.

			
4.9% Staff identify as Black and Minority Ethnic.	6.1% leavers Black and Minority Ethnic (increase from 4.1% in 21/22).	2.51% workforce disabled (2.52% in 2021/22)	22.5% of 151 staff left NCC declaring disability in 21/22
			
2% workforce identified as LGBTQ+ (Increase from 0.13% 21/22)	76.9% female workforce	Gender Pay Gap (Median) closed 2% (21/22) to -0.4% (22/23)	69% women occupy highest paid jobs.

Newport City Council is committed to advancing equity for people across all backgrounds and increasing the representation of minority ethnic people, disabled people and people who identify as LGBTQ+ to address under-representation across all levels of the organisation. The Council’s three staff networks are supporting the delivery of this change playing a pivotal role in ensuring their voices were heard, listened and influenced policy and procedure changes such as the Wellness at Work policy and employee exit process.

To deliver the priorities of the Corporate Plan it is important that we are able to provide a package which not only provides equitable financial reward but more importantly is flexible to support people in the workplace. This includes flexible working, hybrid working and also other benefits. The implementation of the People Strategy has been pushed back to 2023/24 as we engage and involve staff in its development.

Sickness absence performance has been challenging, with Covid absences now featured as part of our performance reporting. It is recognised that further work needs to be undertaken by the Council’s Human Resources team to better understand the reasons for absences and to assess the impact of the Wellness at Work approach. This is also the same with the ‘Check In’ performance for 2022/23, where significant work has been completed to understand performance levels, resulting in changes to the process and wider engagement with staff. Consequently, the last quarter saw an improvement to the check in performance which has continued into 2023/24.

Strategic Priority 2

Three of the Council’s strategic priorities in this objective relates to the long term use of the Council’s assets and to also ensure assets remain sustainable for future use by residents, businesses and staff. Newport City Council owns over 400 assets and land across Newport including schools and community centres. The Council also has a maintenance backlog circa £100m and has a commitment to ensure our assets are net zero carbon by 2030. In 2022/23, the 5 year Asset Rationalisation programme commenced and is tasked to review and rationalise the use of the Council’s estate to ensure buildings and land are effectively used by residents and staff, can meet net zero carbon goals and provide social value to the communities they serve. One of the projects in this programme is to review the use of our buildings and land to develop a new Strategic Asset Management Plan. It is important that we examine and understand how these assets are being used by staff and communities, the value and benefits which the assets provide and where we can make long term investment to meet the needs now and in the future. The Corporate Plan also outlines the priority to work with community groups and organisations who have the opportunity to own, and maintain assets for use by local communities.

Over the last five years we have seen the community groups such as Maindee Unlimited run key assets such as Maindee Library, and Maindee Triangle. But we want to ensure more groups are able to do this as well and will be looking at how we can develop the potential for more Community Asset Transfer over the next 5 years.

Strategic Priority 3

As highlighted in Well-being Objective 2, the delivery of the Climate Change Plan will provide many opportunities and challenges to become a net zero organisation by 2030. As highlighted in the Climate Change annual report, good progress has been made towards providing training and development for Members and staff to understand the impacts of climate change and what it means for the Council and city over the next 20 years. Additionally, we have continued to improve access for staff and residents to use electric vehicles, alternative transport to commute to work and also modal shift of staff being able to work flexibly from home, office and onsite using digital technology. However, we also understand that one of the biggest challenges is how assets such as the Civic Centre, schools and other buildings can become net zero carbon by 2030 considering significant costs to retrofit and improve the maintenance / insulation.

Strategic Priority 4

As noted in Well-being Objective 2, the Council launched its new [Digital Strategy](#) at the end of 2022/23 and reported its progress in its annual **Digital Report**. The Digital Strategy has several themes focused on 'Digital Transformation', 'Digital Skills and Inclusion' and 'Data & Collaboration'. Digital Transformation is a key theme for the Council and using technology to improve the efficiency and delivery of council services to people and businesses. In 2022/23 the Council delivered several internal projects such Microsoft 365, replacement telephony system using Microsoft Teams Phone, Hybrid committee room and meeting rooms. We also commenced the re-development of our website. During the initial development it was identified that the Council would not be able to achieve its original deadline due to technical issues and the resources (external) needed to deliver the project. The outcome of this has been for the Council to deliver a revised project plan and to implement a new technical solution, Local Government Drupal, which is used by 37 councils at the time of this report and for a new website to be available in the first quarter in 2024/25.

As reported in the performance measures section, customer services reported good performance against its targets and has continued to see an increase in the number transactions completed using the online My Council Services app. As part of the Council's transformation work in 2023/24, the Council will be commencing work on examining the customer experience and understanding the Council's strengths and weaknesses towards enabling people to complete transactions online, in person and also signposting to other organisations to access the services they need. Newport Council also continued the delivery of the Welsh Government EdTech programme to support individual schools and pupils to develop their digital and learning practice. £567k was spent on improving digital access including:

- 924 digital devices including laptops, PCs, Chromebooks, iPads, Macbooks and iMacs
- 156 projectors, with 98 of these being laser projectors
- 165 digital screens
- 144 sets of speakers
- 89 webcams
- 344 class sets of headphones

Strategic Priority 5

One of the Council's principles in the delivery of the Corporate Plan is that we will consider the views of communities, service users and partners in shaping the services we deliver and the places people live and work in Newport. Throughout this report we have highlighted where we have engaged with service users, communities and individuals in either improving the delivery of key services or developing new policies, or changing the way we deliver our services. On page xx of the we have provided an overview of all the consultations Newport Council has delivered in 2022/23, where we have engaged with businesses and with Trade Unions.

In May 2022, Newport Council agreed its new Participation Strategy to encourage local citizens to participate in the democratic process and decision making. One of the first areas of improvement has been the reintroduction of Ward meetings from 2023/24 with at least one meeting to support the budget setting process and another meeting to highlight the progress which the council is making against key objectives and projects. Additionally residents will also be provided the opportunity to set their own points of discussion and set agenda to discuss the key matters in their own community.

The Council has taken other steps to promote and improve the way in which residents and businesses can interact with the democratic process and decision making. As part of the budget consultation, rather than a simple agree/disagree response, residents were able to give their view on whether they agree with the proposal or support a smaller saving or now saving at all. Furthermore residents were able to rate the relative importance of particular savings proposals to others within the draft budget, giving them a richer opportunity to inform budget decisions. This new approach was well received by the Scrutiny committee tasked with oversight of the budget consultation.

Over the course of 2022/23 the volume of engagement work was increased as Covid restrictions were lifted. The Newport 50+ Forum was reinitiated following a period of suspension during the pandemic. Survey work undertaken using the Citizens Panel and Bus Wifi recommenced as normality returned. During the 2022 calendar year the Policy and Partnership Team ran 40 engagement exercises for the Council and its partners and received over 10,000 responses from local residents.

Every year the Council reports on its performance relating to Compliments, Comments and Complaints to the Council's Cabinet and Governance & Audit Committee. In March 2023, the Council's Cabinet approved the Compliments, Comments and Complaints policy which was updated to reflect improvements to the Council's processes and improved processes. An overview of the Council's progress against its action plan from 2021/22 is provided on page xx. And further information can be found in the 2022/23 annual report [here](#).

Strategic Priority 6

In Strategic Priority 2 we stated how the Council commenced the Asset Rationalisation programme towards the end of 2022/23 to examine the Council's estate to ensure that the Council has a sustainable and affordable estate to support the long term needs of its communities, services and staff. To deliver the programme, the Council has established an officer led programme board which will oversee the delivery of this work. The initial focus of the Board has been on building the evidence to understand how buildings and land are being used alongside our organisational needs. From 2023/24, we will start to see some outcomes from this work as various projects use this data to inform decisions on the future use of assets. This programme will be delivered over the next 5 years and future decisions on asset use will be determined by the new Strategic Asset Management Plan.

Towards the end of 2022/23, we commenced work on reviewing the Council's contract arrangements with its Property Services provider, Newport Norse. The contract will be ending in December 2025 and in preparation the Council will be exploring different options and presenting further updates on its progress in 2023/24.

Strategic Priority 7

One of the Council's strategic priorities is to build wealth across Newport's communities through progressive procurement of goods and services. In March 2023, [the Council's Cabinet](#) approved the adoption of TOMs (Themes, Outcomes and Measures) to unlock social value through its integration into procurement and project management. From 2023/24, Newport City Council will use the framework to evaluate future procurement work and to measure the Council's progress in implementing the new framework with six monthly reports presented to Cabinet and will be included this report. In 2022/23 we trialled the use of the TOMs to evaluate procurement tenders with the case study below to demonstrate how it supported a tender exercise.

Traffic Management Tender (Infrastructure)

In February 2023, the Council's Infrastructure service area retendered for traffic management to meet legislative requirements and because the Council does not have the specialist expertise to deliver the service. Companies were invited to tender for the contract and as part of the evaluation exercise had to submit evidence to support how they meet the Council's TOMs in addition to their tender quotation. The evidence submitted by the successful company demonstrated how their work contributes over £96k per annum of direct social value to Newport through local employment and contributing towards reducing carbon emissions such as using electric vehicles and latest energy saving technology with equipment.

In January 2023, Newport City Council collaborated with Aneurin Bevan University Health Board and One Newport partners including Gwent Police, GAVO and Newport City Homes to deliver the fourth **Participatory Budget** programme with £300k available to strengthen volunteering and the third sector in Newport. The core aims of this year's programme was informed by the Council's Corporate Plan building safer, stronger and more resilient communities; improving people's health, well-being and independence; reducing inequalities, tackling disadvantage and supporting our most vulnerable people; tackling the climate and nature emergency; and making Newport a better place to live, work and visit. The premise of the Participatory Budget programme is that people in Newport are involved and support the decisions on which organisations and projects will receive the funding.

Across 4 sessions, 80 projects from across Newport submitted applications with 44 projects securing funding. 530 people also took part in deciding which projects received funding and covered a range of community projects including services for older people; sports and fitness; arts, culture and creative arts; minority ethnic community projects; mental health and loneliness. Following the receipt of the funding, projects were asked to provide the Council an update on how the funding has supported their projects and improved their local communities. Below are some links to the videos submitted by organisations on how the funding has supported their projects and communities:

- [Forget Me Not Choir](#)
- [Gypsy Stars Choir](#)
- [New Life in the Park Reality Theatre CIC](#)
- [Newport Veterans Hub CIC](#)
- [IQRA Youth Club](#)

Well-being Objective 4 – Performance Measures

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
NCC Sickness Days Lost.	12.35days	10.06 days	Not Available	10.06 days	7.28 days	<p>19/20 & 20/21 reported a change in previous variations on sickness data due to the pandemic, and therefore the last few years within and coming out of the pandemic, normal absence rates reduced, although COVID absence, which was not part of the reporting at that time, is now included in this figure. April 22 also saw the Council approve its Wellness at Work approach, which adopted a more mature approach to managing absence. It is also widely reported that absence across sectors has increased as we emerge from the pandemic, into other crises such as cost of living.</p> <p>Work is required to understand Council absence and further engagement work is required in the still embedding wellness approach and this has started in 23/24.</p> <p>(actual 22/23 amended following report to Scrutiny from 14.13 to 12.35 which includes teaching staff, for consistency with previous years)</p>
Percentage of managers undertaking regular check-ins	37.91%	80%	Local Measure	23.9%	No Data	<p>Following changes in practice during the COVID pandemic we are relaunching our check-in process and ensuring these are recorded.</p> <p>As outlined above, considerable activity has taken place in Q3/Q4 to assess and redress this measure. Managers tell us that they do regularly hold conversations with their team members and recording it may not always be at the forefront. Work is continuing to develop this measure in 2023/24 to ensure we continue to improve and record.</p> <p>To demonstrate this, quarter 4 data (Dec-Mar) since the changes, is 50.52%, representing improvement.</p>

*Welsh Average Data provided if available on Data Cymru Benchmarking website.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
(New) % of staff that are able to speak Welsh at least intermediate or above level.	8.1%	20% (to be amended to 7.5% 23/24)	Local Measure	No Data	No Data	<p>This performance measure is reliant upon staff members self-assessing their Welsh language skills within their Employee Self-Service account and therefore may not be accurate. We are working to remind all staff to complete this section in their accounts.</p> <p>In addition, we are working with partners on a programme of Welsh Language training aimed at improving Welsh Language skills across our officers and in increasing confidence for people to use Welsh in the workplace.</p> <p>The target will be reviewed for 23/24 to reflect the language skills of our population, ensuring we continue to develop but reflecting our recruitment challenges. 7.5% is the percentage of people in Newport who said they could speak Welsh in the 2021 census.</p>
(New) Percentage of complaints to the PSOW intervention	17.0%	Less than 14%	Not Available	11%	11%	<p>This is a new measure which has missed the target for the full year, although following changes to processes and policy has improved and was within target for Quarter 4. The overall number of upheld complaints is relatively low, at 8.</p> <p>During autumn 2022/23, the newly revised complaints policy and improved processes, are anticipated to result in improved future performance. In addition, there is a lag in the figures as they are based on when complaints referred to the Public Services Ombudsman for Wales (PSOW) are closed not when received.</p>
Number of Apprentices per 1,000 employees	17 per 1,000 employees	20 per 1,000 employees	Not Available	20 per 1,000 employees	29 per 1,000 employees	<p>As budget pressures continue across the Council the ability to convert roles into apprentices or support workplace apprenticeships becomes more challenging. Opportunities for further funding are being developed and apprentice pay is now being reviewed.</p>

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
Number of staff undertaken Equality, Diversity, and Inclusion training.	339	240	Local Measure	168	7	High levels of engagement in equality and inclusion training during the year at all levels. Plans for 2023-24 include building on the awareness raising training and adding more specific equality and inclusion related subjects. Updated FEIA to be launched in quarter 1 of 2023-24 alongside associated training to aid awareness and understanding.
(New) Number of Council staff completing Welsh language training.	194	180	Local Measure	No Data	No Data	Engagement with Welsh Language training has been encouraging this year and has been supported by the new Welsh Language Policy Officer. Discussions with a 3 rd party are continuing with plans to extend the offer of training in different ways to encourage further uptake in 2023-24.
Percentage of customer transaction requests carried out Face to Face	0.6%	30% or less	Local Measure	0.86% (1,459)	29%	Over the past few years, there has been a decline in face-to-face transactions as a result of the Covid-19 pandemic and self-serve options. It is worth noting that our Face-to-Face Centre reopened properly in March this year, now located at Newport Central Library. Customers have become accustomed to our new central location, we have now observed an increase in footfall and a growing number of individuals returning to utilise our services.
Customer Contact Centre average wait time- Council Tax enquiries	20 mins 23 secs	25 minutes	Local Measure	22 minutes 59 seconds	14 minutes 29 seconds	Due to the financial hardships faced by many across the city, there has been a notable rise in the length of Council Tax calls, particularly regarding arrears. Due to this we have tried to allocate more staff resource onto the Council Tax line to assist these customers.
Customer transaction requests made online using My Council Services	78.4% (326,190)	70% or more	Local Measure	76.5% (320,133)	Not available	Since April, we have made several forms exclusively available online, encouraging more customers to utilise self-service options. Additionally, we have provided self-serve PCs at Newport Central Library, enabling customers to conveniently access online services.
Customer Contact Centre average wait time- main enquiry line.	4 mins 29 secs	5 minutes or less	Local Measure	8 minutes 1 second	4 minutes 56 seconds	Our wait times have decreased due to a combination of factors. The introduction of our full face-to-face offering at Newport Central Library, alongside several services transitioning to online-only, has contributed to this improvement.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
Customer Contact Centre average wait time- Welsh enquiry line	2 mins 17 secs	5 minutes or less	Local Measure	3 minutes 44 seconds	2 minutes 26 seconds	To enhance our service delivery, we have recently recruited two additional Welsh speakers and introduced a call back option to avoid callers waiting on the line for a Welsh Speaker to become available. These changes have allowed us to achieve a reduction in the average wait time for customers.
(New) No. of views of Scrutiny meetings including live and You Tube.	593	First year measure – monitoring data	Local Measure	Not Available	Not Available	First year of monitoring viewership of Council meetings and setting benchmarking.

Well-being Objective 4 – 23/24 Key Deliverables

Below is a summary of some of the key priorities and deliverables Newport City Council will be delivering / progressing in 2023/24:

- Commence delivery of the Council's Asset Rationalisation programme and review of the Council's property services function.
- Delivery of the Council's updated website.
- Development and approval of the Council's new 4 year Strategic Equality Plan.
- A review of customer experience across Council services.
- Further implementation of the Council's TOMs and regular reporting to the Council's Cabinet.
- Delivery of the Council's Digital Strategy and Digital Transformation.

Self-Assessment of Governance & Performance Arrangements

This section of the report provides an overview of how Newport City Council meets the performance requirements under the Local Government and Elections Act to deliver its Corporate Plan, strategic priorities and statutory duties. To assess its effectiveness, we have included the outcomes of the Council's Annual Governance Statement (AGS), external regulatory reviews, and Internal Audit's overall assessment of the Council's internal controls. These support our assessment in determining the three key areas: How well are we doing? How do we know? And what and how can we do better?

We have also included in this section of the report an overview of the Council's internal governance arrangements and key policies in place for ensuring good governance is applied throughout the Council. This section of the report provides an overview of how the Council has involved and engaged with key stakeholders throughout 2022/23. Finally, we have concluded the effectiveness of the Council's Governance and Performance arrangements and recommendations for improvement.

Newport City Council Governance Arrangements

Newport City Council consists of 51 elected members representing [21 Wards](#) across Newport. Local Councillors are elected by the community to decide how the council should carry out its various activities and represent public interest as well as individuals living within the ward.

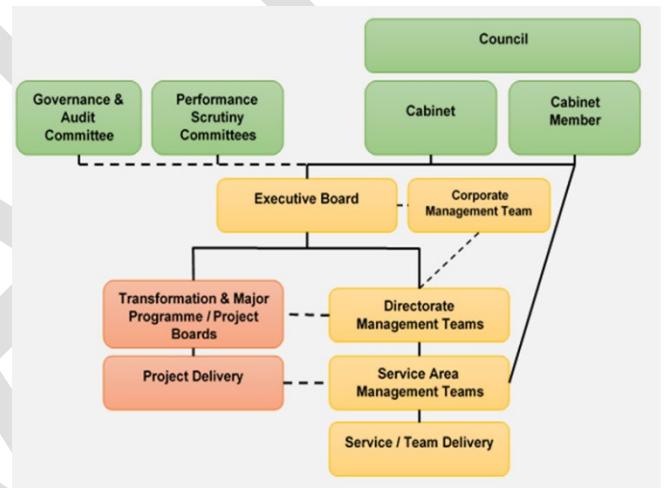
The Roles and responsibilities of the Council, its Cabinet and supporting committees are outlined in the [Council's Constitution](#) which was last updated in July 2023.

Officers (employees, staff inc. agency or other non-employed situations) are responsible for carrying out the Council's functions.

The Cabinet carries out all the Council's functions which are not the responsibility of any other part of the Council (whether by law or under the Council's Constitution). The Cabinet consists of the Leader with a maximum of 9 other Councillors appointed to the Cabinet to oversee the delivery of specific functions.

The diagram above provides an overview of the key officer groups and democratic groups responsible for monitoring and reporting on the Council's governance and performance arrangements. At Newport City Council there are four Performance Scrutiny Committees (Overview Scrutiny Management Committee / Partnerships Scrutiny Committee / Place & Corporate Scrutiny Committee / People Scrutiny Committee) responsible for assessing the performance of key Council services. The Governance & Audit Committee is responsible for overseeing the Council's Governance, Internal Control and Risk Management arrangements including the activities of the Council's external regulators, Internal Audit and its financial accounts.

The Council's Chief Executive is the Council's primary policy advisor, works with elected members and lead the Council's strategic management team to ensure that direct services to the public and support services are managed effectively and economically to provide best value. To support the Chief Executive in carrying out her duties, the Council has three Strategic Directors and 11 Heads of Service including key roles of the Section 151 Officer and Monitoring Officer. The Chief Executive leads the Council's Executive Board which oversees the delivery of the Council's 11 service areas and key functions. The Council also has 4 Directorate Management Teams responsible for overseeing the delivery of the service area functions, performance, risk, finance and human resources.



Newport City Council Performance and Risk Management Arrangements

As part of the Council's Corporate Plan 2022-27 development, the Council undertook a review of its performance and strategic planning arrangements considering the feedback from the performance scrutiny committees, staff as well as the requirements of the new Local Government Act. As a result, in 2022/23 the Council's [Performance and Planning policy](#) was updated to reflect the feedback and changes of legislation.

To support the delivery of the Corporate Plan and deliver continuous improvement, each service area has their own Service Plan which sets out their objectives, projects, actions, performance measures and risks which will monitor and report progress. As identified in the diagram above, the Council's Executive Board, Directorate Management Teams and service area management teams are responsible for monitoring and reporting progress against these plans.

Considering feedback from the 2021/22 annual Well-being Self-Assessment report, improvements were made to align key actions, projects and performance measures to support the monitoring and reporting of the Council's Corporate Plan. Additionally, improvements have also been made internally to effectively challenge and assess service area delivery. In June 2022, the Council's Executive Board held their first Challenge reviews of the End of Year service area performance. Feedback and recommendations to Heads of Service identified areas of improvement to service plans including:

- Improvements to performance measures to demonstrate the impact of service delivery.
- Review of targets to ensure targets are set to demonstrate continuous improvement, reflect resources required to achieve targets.
- Requirement from the Executive Board for service areas to provide more data and supporting information to support narrative provided by service areas.

A summary of Service Area End of Year performance in 2022/23 is highlighted below:

Service Area (Directorate)	Service Plan Objectives End of Year Status (Red / Amber / Green)				
	Objective 1	Objective 2	Objective 3	Objective 4	Objective 5
Adult Services (Social Services)	Green	Amber	Green	Green	Green
Children Services (Social Services)	Amber	Green	Amber	Green	Green
Education (Chief Executive)	Green	Green	Green	Amber	Green
Environment & Public Protection (Environment & Sustainability)	Green	Green	Green	Green	Green
Finance (Transformation & Corporate)	Green	Green	Green	Green	Green
Housing & Communities (Environment & Sustainability)	Amber	Green	Green	Green	Green
Infrastructure (Environment & Sustainability)	Green	Green	Green	Amber	Green
Law & Standards (Transformation & Corporate)	Green	Green	Amber	Green	Green
People Policy & Transformation (Transformation & Corporate)	Green	Amber	Green	Green	Green
Prevention & Inclusion (Social Services)	Green	Green	Green	Green	Green
Regeneration & Economic Development (Chief Executive)	Green	Amber	Green	Green	Green

Service areas have considered the feedback from the Challenge reviews and Performance Scrutiny Committees to review and update their service plans for 2023/24 and will be used to support Mid-year and End of year performance reviews in 2023/24. From 2023/24, the Executive Board will be undertaking quarterly challenge reviews and will be using the Council's Management Information (Mi) Hub to support the reviews.

Towards the end of 2022/23 and into 2023/24, the Council's People, Policy & Transformation service area also implemented improvements in the monitoring and reporting of performance and projects in the Council. Continuous development of this work will be progressed in 23/24 and is also covered in the Council's Annual Governance Statement and Action Plan later in the report.

Newport City Council has an established risk management approach which monitors and reports Corporate and service area risk every quarter to the Council’s Cabinet, Governance & Audit Committee, Executive Board and Directorate Management Teams. At the end of 2022/23 the Council had 45 risks across the 11 service areas. Fourteen out of the 45 risks were deemed to pose the most risk to the Council and were reported on the Corporate Risk Register.

Risk	Lead Directorate / Service	Q1 Risk Score	Q2 Risk Score	Q3 Risk Score	Q4 Risk Score
Pressure on the delivery of Children Services.	Social Services / Children Services	20	25	25	25
Stability of Social Services Providers	Social Services / Adult Services	25	25	25	20
Pressure on Adult & Community Services	Social Services / Adult Services	25	25	25	20
Balancing the Council’s Medium-Term budget	Transformation & Corporate / Finance	12	20	20	20
Highways Network / Infrastructure	Environment & Sustainability / Infrastructure	20	20	20	20
Pressure on Housing and Homelessness Service	Environment & Sustainability / Housing & Communities	20	20	20	20
Newport Council’s Property Estate	Transformation & Corporate / People, Policy & Transformation	16	16	16	16
Eliminate Profit from Social Care	Social Services / Children Services	-	-	15	15
Information and Cyber Security	Transformation & Corporate / People, Policy & Transformation	16	12	12	12
Schools Finance / Cost Pressures	Chief Executive / Education Services	9	12	12	12
Demand for ALN and SEN support	Chief Executive / Education Services	12	12	12	12
Educational Out of County Placements	Chief Executive / Education Services	12	12	12	12
Welsh Government’s Net Carbon Zero Target by 2030	Environment & Sustainability / Environment & Public Protection	12	12	12	12
City Centre Security and Safety	Environment & Sustainability / Infrastructure	10	10	10	10

A Summary of the quarterly risk reports presented to Cabinet and the Governance and Audit Committee in 2022/23 are highlighted below:

Quarter	Cabinet	Governance & Audit Committee
Quarter 1	14th September 2022	29th September 2022
Quarter 2	14th December 2022	26th January 2023
Quarter 3	22nd March 2023	30th March 2023
Quarter 4	12th July 2023	27th July 2023

Last year we acknowledged that the current Risk Management policy needed to be updated and at the end of the 2022/23 financial year, we were behind in this development. However, the People, Policy & Transformation service area have scheduled for the policy to be approved by January 2024. This has also been identified in the Council’s Annual Governance Statement and raised as an action for improvement.

Newport City Council also has a statutory duty under the Civil Contingencies Act to provide local emergency planning and business continuity support to the Council and communities across Newport. The Council’s Civil Contingencies team is responsible for supporting the Council’s services and emergency response team to manage and co-ordinate the Council’s joint service response. National and community risks including the Council’s response are managed through the Civil Contingencies and Local Resilience Forum. Further information can be accessed [here](#).

Newport City Council Annual Governance Statement

The Council is required to undertake an **Annual Governance Statement (AGS)** as required by the Accounts and Audit (Wales) Regulations 2014. The AGS provides an overview on the effectiveness of the Council's governance arrangements including performance. The AGS is assessed on the principles set out in the Chartered Institute of Public Finance and Accountancy (CIPFA) and the Society of Local Authority Chief Executives and Senior Managers (SOLACE).

Principle	Annual Governance Statement Principles	RAG Assessment	No. of Actions
A	Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law.	Amber	6
B	Ensuring openness and comprehensive stakeholder engagement.	Green	3
C	Defining outcomes in terms of sustainable economic, social, and environmental benefits.	Green	0
D	Determining the interventions necessary to optimise the achievement of intended outcomes.	Green	4
E	Developing the Council's capacity, including the capability of its leadership and the individuals within it.	Amber	3
F	Managing risks and performance through robust internal control and strong public financial management.	Green	2
G	Implementing good practices in transparency, reporting, and audit to deliver effective accountability.	Green	1

In summary, the AGS found that the Council's overall governance and performance arrangements to be **effective**. As noted in the table above 2 out of 7 principles were assessed as Amber with the remaining 5 areas assessed as Green. The assessment identified 19 actions for improvement across the 7 principles to improve its governance arrangements.

Key areas for improvement included:

- Improvement to the Council's Counter fraud arrangements (see also External regulators assessment).
- Review and update the Council's Code of Corporate Governance.
- Delivery of key Human Resources training and staffing policies around the People Plan, and staff values.
- Development and understanding of the Council's workforce capacity and capability to deliver its transformation plan and Corporate Plan.
- Implementation of the Council's TOMs (Procurement see Well-being Objective 4).
- Improvements to Capital and grant governance / performance monitoring.
- Finalising and implementing the Council's Risk Management policy.

A copy of the full AGS can be found as part of the Council's Statement of Accounts. The findings of the AGS were agreed by the Council's senior officers and was presented to the Council's Governance & Audit Committee for comment. The final version of the AGS will be signed off by the Council's Leader and Chief Executive before being included into the Council's Statement of Accounts for 2022/23. The 2023/24 AGS actions have been included in this report as further action to improve its governance and performance arrangements and can be found at the end of this report.

Internal Audit and External Regulator Assessments

Internal Audit is an independent, objective assurance and consulting activity designed to add value and improve the Council's operations. It provides a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes. It also objectively examines, evaluates and reports on the adequacy of internal control as a contribution to the economic, efficient and effective use of resources.

The Council's Internal Audit service gave an overall opinion of the Council's 2022/23 internal controls as **Reasonable** based upon the completion of 77% (80% target) of the audit plan. This means that they are adequately controlled although risks identified which may compromise the overall control environment; improvements are required; and reasonable level of assurance. This was also included into the Council's AGS covered in the section above. The full Internal Audit annual report can be found [here](#).

Audit Rating	2021/22		2022/23	
	Audits Completed	%	Audits Completed	%
Good	10	29	9	24
Reasonable	23	66	25	66
Unsatisfactory	2	5	3	8
Unsound	0	0	1	2
Total	35	100	38	100
Overall Opinion	Reasonable		Reasonable	

In 2022/23 4 audit reviews were deemed Unsatisfactory (3) and Unsound (1). These were reported to the Council's Executive Board and to the Council's Governance and Audit Committee. These reports were related to:

- **Unsound** – Safeguarding – Children's Money, Children Services (Social Service Directorate)
- **Unsatisfactory** - Purchasing Cards (Transactions), Finance (Transformation & Corporate)
- **Unsatisfactory** - Adoption Allowances Follow Up 2, Children Services (Social Services Directorate)
- **Unsatisfactory** - Passenger Transport Unit Contracts Follow Up Infrastructure (Environment & Sustainability)

At the end of the financial year and into the first quarter of 2023/24, the Internal Audit team has been impacted by the loss of several key members of staff which will impact the delivery of the annual audit plan for 23/24. Further updates on the delivery of the service will be provided separately to Governance & Audit Committee and escalated as a Corporate Risk at the time of this report.

External Regulatory Reports - Audit Wales, Estyn and Care Inspectorate Wales

The Council's three External Regulators are responsible for providing assurances and assessments into the effectiveness of the Council's services. Estyn and Care Inspectorate Wales (CIW) are responsible for providing assurances in relation to the Council's delivery of Education Services and Schools (Estyn) and Social Services including Residential settings (CIW).

In [July 2023](#) the Council reported to the Council's Governance & Audit Committee an overview of the three external regulators. A summary of the external regulator's reports published is below. In addition we have also included the Audit Wales reviews commenced in 2022/23 but at the time of this report have not been published. These will be reported in 2023/24 as part of the 6 monthly updates to Governance and Audit Committee.



Audit Wales	Estyn	Care Inspectorate Wales*
NCC Annual Audit Summary 2022	Thematic Review – Effective approaches to assessment that improve teaching and learning.	Frailty Reablement Care
National Report - Digital Inclusion in Wales	Tredegar Park Primary School	Childrens Provision A
Poverty in Wales 'Time for Change'	Jubilee Park Primary School	Childrens Provision B
Social Enterprises 'A Missed Opportunity'	Milton Primary School	Childrens Provision C
Together We Can – Community Resilience and Self-Reliance.	High Cross Primary School	Childrens Provision D
Flood Risk Management	Langstone Primary School	Childrens Provision E
Assurance and Risk Assessment Review	Caerleon Lodge Hill Primary School	
National Review – National Fraud Initiative 2020/21	Newport High School	
Springing Forward Workforce.	Monnow Primary School	
Equality Impact Assessments 'More than a tick box exercise'	Newport Nursery School	
Springing Forward, Strategic Asset Management	Malpas Church in Wales Primary school (Special Measures Follow Up)	
Direct Payments for Adult Social Care	St Patrick's Roman Catholic Primary School	
NCC Counter-Fraud Arrangements	Crindau Primary School	
Setting of Well-being Objectives (To be Published)	Ysgol Gyfun Gwent Is Coed	
Digital Strategy (To be Published)		
Service user perspective Performance (To be Published)		

* Reports and details of Childrens Provision settings cannot be published as per Care Inspectorate Wales requirements

As part of the Well-being of Future Generations Act and Audit Wales work programme, in 2022/23, Audit Wales undertook a review of the Council's Corporate Plan and setting of Well-being Objectives. At the time of the report, the Audit Wales findings have not been published (subject to change). Overall, Audit Wales found that the Council had applied the sustainable development principle in setting its well-being Objectives but raised one recommendation for the Council to develop measures which enables it to monitor progress against its long and short term objectives and progress against objectives that cut across multiple of its own services and other organisations. This recommendation has been captured in the action plan on page 67.

Newport City Council's Financial Outturn 2022/23

The Council produces its annual **Statement of Accounts**. This provides a detailed analysis of where the Council spent its money during the previous financial year. It includes the Council's income, revenue (money used to deliver services) and capital (money it uses to build assets like roads and buildings). The full version of the Statement of Accounts can be found here. The below is a summary of key areas covered in the report.

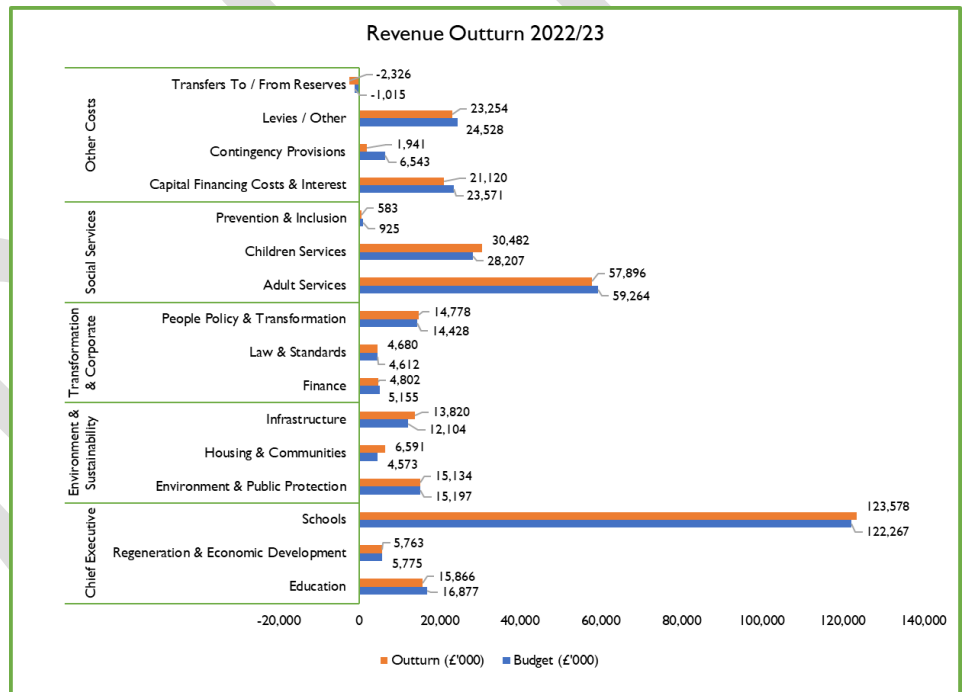
 Llywodraeth Cymru Welsh Government	
£265,617,000 (Revenue Support Grant & Non Domestic Rates)	£77,411,000 (Council Tax)

Newport City Council's net budget is funded primarily by the Welsh Government through an annual grant and also through Non Domestic Rates. The remaining income comes from households through Council Tax.

Revenue Outturn 2022/23

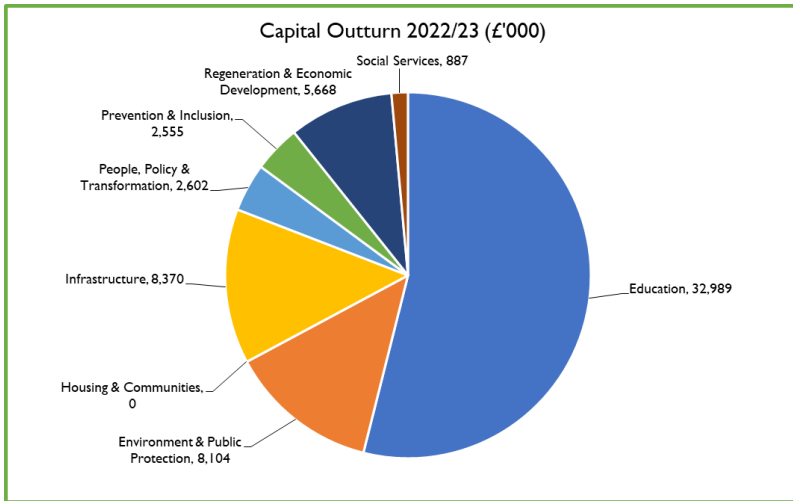
In 2022/23, the Council's revenue outturn produced a net underspend of £5.1m against the £343m budget. The underspend was because of the underspend against general and covid contingency budgets; and an underspend against the capital financing budget, partly due to capital programme slippage and higher than expected returns on investments because of rising interest rates.

These underspends were partly offset by increase in demand / costs in delivering services and higher than anticipated pay award.



Newport City Council monitors its revenue finances on a monthly basis with budget holders (Team / Service managers, Heads of Service) responsible for ensuring actual and forecasted spending are accurate. Service area management teams, Directorate Management Teams and Executive Board are provided monthly monitoring updates against their budgets. The Council's Executive Board also through its Challenge review and assess the service areas financial performance against their budget and MTFP savings targets.

Capital Outturn 2022/23



The Council's capital programme delivers large-scale investment towards its assets and infrastructure such as schools, roads, regeneration projects e.g. Cardiff Capital Region. In 2022/23 the Council's budget was £91.8m with £61.2m spent across service areas. £30.6m has been 'slipped' into future years capital spending. As identified in the Council's AGS, improvements have been identified with the governance and monitoring capital spending.

NCC Budget and Medium Term Revenue Plan 2023/24

In February 2023, Council agreed the 2023/24 budget and a council tax increase of 8.5%. In addition the Council also agreed a £20.1m savings over the next three years with £19.5m to be achieved in 23/24. The Council recognises the risk (see Corporate Risk Register) many services are under significant financial pressure to meet its statutory duties, deliver the goals of the Corporate Plan and to transform services. For the preparation of the Council's budget for 2024/25 we will consider these pressures as well as any further announcements from Welsh Government following their own statement on budget pressures. In December 2023 and January 2024 we will be consulting on future budget requirements.

Finance – Performance Measures

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
(New) Grant claims Percentage of grant claims submitted in line with awarding body deadlines.	77%	95%	Local Measure	No Data	No Data	The percentage shown reflects the total performance for both Quarter 3 and Quarter 4 in 2022/23. Across the period, a total of 114 grant claims were submitted, with 88 of those being submitted on time. Of those that were submitted late, in a number of cases the delay would have been only a small number of days and, in some of those, there may have been agreement with the funding body for a claim to be submitted late. Delays are often caused by delays in receiving information from either the funding body or service contacts. Going forward, relevant parties will be reminded of the need to provide information in a timely fashion and additional planning work will be undertaken to ensure that preparatory work is completed in advance of deadlines.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
(New) Budget monitoring – Budget Manager submissions Percentage of monthly forecasts submitted by budget managers.	67.3%	80%	Local Measure	No Data	No Data	The percentage shown reflects the cumulative performance throughout the 2022/23 financial year, across the whole Council. The performance is inconsistent across service areas, with a number of services exceeding the target and others performing significantly under the target. Going forward, especially in light of revised budget monitoring arrangements for 2023/24, Finance Business Partners will work closely with budget managers (providing training where required) with the aim of increasing compliance. Heads of Service will also need to ensure that their budget managers prioritise the submission of forecasts on a monthly basis.
Increased Council Tax paid by Direct Debit.	66.7%	67%	Local Measure	65.35%	62.4%	The number of direct debit payers has increased overall, with a large increase early in the year to coincide with the cost-of-living payment scheme. However, as the year has progressed a larger than expected number have subsequently cancelled their direct debits possibly due to the cost of living crisis.
Percentage Council Tax Collection	96.1%	96%	Local Measure	96.1%	95.4%	Council tax in year collection target was met despite the cost-of living crisis. Signposting help available and offering flexible payment options to those struggling financially prevented many council tax payers falling behind with their payments.
Percentage Non-Domestic Rates Collected.	97.8%	96.5%	Local Measure	96.3%	94.4%	Collection target was comfortably met, the rate burden faced by business ratepayers has been eased by Welsh Government and Newport City Council relief schemes that have reduced the amount payable.
Percentage total Council Tax Collected as a percentage of annual budgeted amount.	100.3%	100%	Local Measure	100.53%	101%	Council tax overall collection target was met despite the cost-of living crisis. Signposting help available and offering flexible payment options to those struggling financially prevented many council tax payers falling behind with their payments.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
Percentage of Council Tax arrears collected	30%	30%	Local Measure	32.71%	25.4%	The arrears collection target was met although slightly lower than in previous years. This was due to the need to allow longer repayment terms due to the cost-of-living crisis and the squeeze on household budgets.
Percentage of NDDR arrears collected	50%	40%	Local Measure	42.51%	22.8%	A good result and the target was comfortably met.
Percentage of Payment of Invoices within timescales	90%	90%	Local Measure	92.61%	91.9%	An on-target performance, slightly lower than previous two years, mainly due to personnel changes and staff shortages. However, with all the resource issues, a positive on target performance.
(New) Average time of processing new housing benefit claims	25.7 days	32 days	Local Measure	33.19 days	34 days	The team have been focussed on reducing the time to process housing benefit claims and a number of initiatives have enabled the target to be exceeded.

Performance Measure	22/23 Actual	22/23 Target	Welsh Average*	2021/22 Actual	2020/21 Actual	Commentary
(New) Average time of processing change events.	6.3 days	14 days	Local Measure	7.9 days	9.32 days	The use of some automation in the processing of changes in circumstance for benefit customers as well as removal of some of the covid support schemes has enabled the target to be exceeded.
(New) The amount of housing benefit overpayments recovered during the quarter as a percentage of the total amount of housing benefit overpayments identified during the quarter	115.1%	Min 103%	Local Measure	105.4%	102.02%	The team's proactive collection strategy has enabled the target to be exceeded.
(New) The amount of housing benefit overpayments written off during the quarter as a percentage of the total amount of housing benefit overpayments outstanding	0.49%	2%	Local Measure	3.84%	0.01%	Due to the improved collection of housing benefit overpayments a lower than anticipated write off percentage was achieved.
(New) Budget monitoring – Forecast accuracy. Percentage variance between January forecast and final outturn	0.1%	0.5%	Local Measure	No Data	No Data	The difference between the January forecast and final outturn was £304k, excluding the impact of transfers to risk reserves that were agreed by Cabinet as part of approving the outturn report. The difference of £304k represents 0.1% of the Council's net £343m budget.
(New) Financial Training Satisfaction or better ratings from individuals participating in training provided by Finance service	100%	80%	Local Measure	No Data	No Data	This PI is assessed via a feedback form completed by those who attend courses. However, completion of the form is not mandatory and, therefore, the view of all participants is not necessarily captured. Going forward, attempts will be made to obtain a complete picture of the views of participants.

Involvement and Engagement with Citizens, Businesses and Trade Unions

Newport City Council uses several mechanisms to engage and involve people in the development of policies, decision making and insight into perceptions of how we deliver our services. The three main mechanisms which we use are the Online SNAP Surveys, Bus Wi-Fi (in collaboration with Newport Bus) and Newport Citizen Panel (circa 697 members). In 2022 the Council introduced the Participation Strategy that sets out the Council's commitment to the principle of participative decision making, and supporting residents to be actively involved in the democratic process.

Date	Subject	Service Area	Consultation Source	Responses
May 2022	One Newport Climate Change Survey	People, Policy & Transformation	Online SNAP Survey	64
	Perception of Newport Survey and Safety in Newport Survey	People, Policy & Transformation	Newport Citizen Panel	200
	Perception of Newport Survey	People, Policy & Transformation	Bus Wi-Fi Survey	2,354
	Parental Free School Meal survey	Education	Online SNAP Survey	856
August 2022	One Newport Climate Change Survey	People, Policy & Transformation	Newport Citizen Panel	220
	City Centre Safety in Newport	People, Policy & Transformation	Bus Wi-Fi Survey	1,631
September 2022	NCC Corporate Plan	People, Policy & Transformation	Online SNAP Survey	266
	School Category Survey	Education	Online SNAP Survey	33
October 2022	Newport Food Festival 2022 and Newport Food Festival (Trader Survey)	Regeneration & Economic Development	Online SNAP Survey	110
	One Newport Climate Change Survey (Primary & Secondary)	People, Policy & Transformation	Online SNAP Survey	400
November 2022	Shared Prosperity Fund	Regeneration & Economic Development	Bus Wi-fi Survey	1,352
			Online SNAP Survey	79
	Understanding our Audience	People, Policy & Transformation	Online SNAP Survey	308
	Safe Streets - CCTV	People, Policy & Transformation	Newport Citizen Panel	144
			Online SNAP Survey	84
	Education and Exploitation Survey	Education	Online SNAP Survey	14
	Schools Active Travel Plan Survey	Education		18
Secondary ALN Provision (Llanwern High)	Education	78		
December 2022	EU Citizen Survey	Housing & Communities	Online SNAP Survey	9
	One Newport Climate Change Survey	People, Policy & Transformation	Online SNAP Survey	1,444
	NCC Budget Consultation 2023-24	Finance	Online SNAP Survey	820
Bus Wi-fi Survey			653	
January 2023	Over 55s Accommodation Survey	Environment & Public Protection	Online SNAP Survey	176
February 2023	Cost of Living Crisis	Prevention & Inclusion	Newport Citizens Panel	164
	Perception of Newport Survey			
	Safety in Newport Survey	People, Policy & Transformation	Bus Wi-Fi Survey	2,180
March 2023	Pill Parks	Environment & Public Protection	Online SNAP Survey	91

NCC Corporate Compliments, Comments and Complaints

The Council publishes its annual Corporate Compliments, Comments and Complaints report which is presented to the Council's Governance and Audit Committee and Cabinet. A copy of the full report can be accessed through the link here. Below is a summary of the key findings in relation to Compliments and Comments are below:

- 106 Corporate Compliments recorded (39% decrease since 2021/22).
- 1,168 comments recorded (73% decrease since 2021/22).

For complaints received by the Council, the table below provides an overview of Stage 1, 2 and Ombudsman complaints received in 2022/23 and in comparison to the last 5 years.

Year	No. Stage 1 Complaint	No. Stage 2 Complaint	Stage 2 Complaint %	No. Ombudsman Complaints	Ombudsman Complaints %
2018/19	271	28	9.4%	38	14%
2019/20	354	33	8.5%	31	8.8%
2020/21	261	39	9.5%	14	7.7%
2021/22	271	31	11.4%	24	8.6%
2022/23	341	46	11.9%	47	12.14%

A summary of progress against the action plan from 2021/22 annual report is highlighted in the action plan update where it reported 4 out of 7 actions were completed and 3 remained in progress and has been included in the 2023/24 action plan.

NCC Involvement and Engagement with Businesses in 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. In 2022/23 Newport engaged and involved businesses through the following activities:

- General responding to business enquiries from the NCC Business Services inbox, including:
 - o Property enquiries
 - o Funding enquiries
 - o Signposting to general support
- Hosting of business events (M4 Business Breakfast)
- Engagement through business grants programme
- 1:1 meetings with specific businesses
- Newsletter
- Chair and host the Newport Business Account Managers Meeting
- Maintain sites and property register
- Developed and managing new business directory, free to public access

NCC Involvement and Engagement with Trade Unions and Staff

Working in partnership with our Trade Unions and staff 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 EPF arrangements were again consulted our Trade Unions on restructuring proposals to meet our financial challenges as an organisation.

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. Our Trade Unions have supported the development of enhancing working relationships by supporting action plans as appropriate.

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.

As also highlighted in Well-being Objective 4, the staff network groups and Newport Managers Network also engaged and involved with ongoing policy development, health and well-being support and staff development.

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

New Normal Policies	Flexible Working Policy
Travel & Subsistence	Working from Home
Flexi Scheme	Drug & Alcohol Policy
Drug & Alcohol Testing Policy	Annual Staff Conference
Service Area & Directorate Meetings	Newport Manager Network
Chief Executive Focus Groups	Staff Networks
Changes to Pay and Terms and Conditions	Pay Policy

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Key Newport Council Decisions & Achievements 2022/23

The below table provides a summary of Newport City Council's key strategic decisions and achievements in 2022/23.

Month	Decision / Achievement
April 2022	The Council's Cabinet agreed to sign the Joint Committee Agreement for the National Adoption Service for Wales to oversee the governance and delivery of Foster Wales.
	The Council's Cabinet agreed the Transporter Bridge project funding uplift from the Heritage Lottery Fund.
May 2022	Local Government Elections held and appointment of the Council's Cabinet, Scrutiny and Regulatory Committees.
	Newport City Council's received £78k from the Transformation Capital Grant
	Newport City Council approved and adopted the Public Participation Strategy and Petition Scheme.
	Newport City Council, Job Centre Plus and Restart hosted jobs fair in Newport Centre.
June 2022	The Council's Cabinet approved Newport's Local Area Energy Plan to support the city to become net zero carbon by 2050.
	Cabinet Member for Education and Early Years approved the adoption for the agreed syllabus for Religion, Values and Ethics for implementation from 1 st September 2022.
	Newport receives the official Purple Flag for its evening and night time economy.
July 2022	Newport City Council agreed Dog Control Public Spaces Control Orders.
	The Council's Cabinet endorsed Rhondda Cynon Taff County Borough Council as Lead local authority to oversee the delivery of the UK Shared Prosperity Fund and delegation of powers to Head of Law & Standards on behalf of the Council.
	Cabinet Member for Infrastructure and Assets approved the adoption of the Infrastructure Highways Maintenance manual as the new Code of Practice for Highways Maintenance delivery in Newport.
	Cabinet Member for Community Well-being approved Newport City Council to deliver a Community Food Organisation support fund to help support ongoing revenue costs of community food organisations in Newport.
	Green Flag awarded to Beechwood Park and Belle Vue Park.
August 2022	Joint Cabinet Member decision between the Leader of the Council and Cabinet Member for Community and Well-being to support the allocation of cost of living payments from Welsh Government to households.
	Cabinet Member for Organisational Transformation approved the updates to the Council's Human Resources policies for Flexible Working, Homeworking and Travel and Subsistence.
	Work commenced on site at the Transporter Bridge Centre.
	Adult Services achieves Carer Friendly accreditation.
	Welsh in Education Strategic Plan was approved by Welsh Government to increase the number of Welsh-medium places in Newport.
September 2022	Newport City Council hosted a recruitment and jobs fair hosted at Newport Market with over 40 employers offering opportunities for prospective residents.
	Newport City Council in collaboration with GAVO launched a £100k grant fund to support community food groups.
	Flying Start expansion launched offering support to children and families for those in part time, parenting support, enhanced health visitor support and speech, language and communication skills.
October 2022	The Leader of the Council approved 18 month pilot ' <i>International Sort Landing Programme</i> ' aimed at increasing the presence of international businesses in the city centre.
	Newport City Council's Dogs Home won gold in two categories at the 2022 RSPCA Cymru PawPrint Awards.
	Newport hosted the Knife Angel event as part of the national anti-violence tour with a giant angel sculpture made from over 100,000 knives.
	Return of Newport Food Festival to the city centre.

Month	Decision / Achievement
November 2022	Newport City Council approved the Council's Corporate Plan 2022-27.
	The Council's Cabinet approved to enter into a cost sharing arrangement with Coleg Gwent as part of the development of the city centre Knowledge Quarter.
	Cabinet Member for Education & Early Years approved the establishment of a 20 place specialist base for pupils with Autistic Spectrum Disorder at Llanwern High School.
	Cost of Living support event delivered by Newport City Council and other partners providing advice, guidance and support to households and individuals struggling with the cost of living.
	New cycle storage unit opened in Newport City Centre offering 24/7 access to store their bikes securely when visiting the city centre.
December 2022	The Leader of the Council approved the Council's Business Development Fund for 2022/23 to 2025/26.
	Joint Cabinet Member decision between the Leader of the Council and Cabinet Member for Community and Well-being to support the allocation of second and final cost of living payments from Welsh Government to households.
	Cabinet Member for Strategic Planning, Regulation & Housing approved the planned public consultation on a Public Spaces Protection order within Maesglas.
	Newport Market receives an award at the Ystadau Cymru Awards 2022.
	Newport City Council, religious groups, and community organisations offer 'Warm Places' for households and individuals struggling with the cost of living crisis.
	Jubilee Park Primary School receives an outstanding report from Estyn.
January 2023	Newport City Council approved the Council Tax Reduction Scheme for 2023/24.
	Cabinet Member for Strategic Planning, Regulation and Housing approved the Pavement Café Licensing Policy to allow businesses to apply to the Council for a licence to place tables and chairs on the highway.
	Conservation of the Medieval Ship timbers was completed.
February 2023	Newport City Council approved the Council's 2023/24 budget, Medium Term Financial Plan and national Non-Domestic Rates: Discretionary Rate Relief Schemes 2023/24.
	Newport City Council approved the Gwent Well-being Plan 2023-28.
	Cabinet Members approve 11 service area plans 2022-24 to support the delivery of the Council's Corporate Plan 2022-27.
	Ysgol Gyfun Gwent Is Coed new teaching block was completed providing new classrooms and facilities for learners.
March 2023	The Council's Cabinet approved the Council's core Themes, Outcomes and Measures (TOMs) for measuring Social Value in future contract and procurement arrangements.
	The Council's Cabinet approved the Council's updated Compliments, Comments and Complaints Policy.
	Cabinet Member for Education & Early Years to set the Council's admission arrangements for the academic year commencing September 2024 as consulted upon without amendment.
	Newport schools, Newport High School and Malpas Church in Wales removed from Special Measures.
	Gender Pay Gap for the year one of the smallest in Wales

Self-Assessment Actions Update 2021/22

The table below provides an update on the actions raised in the 2021/22 Well-being Self-Assessment Report. Where actions remain in progress, these will be carried forward into 2023/24 Action Plan.

Recommendation / Issue(s)	Action	Lead Service Area	Anticipation Completion Date	2022/23 Progress Update
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"> Consider how best to self-assess performance against the Corporate Plan and Well-being Objectives. Evaluate the impact which key decisions and activities have had on service users and communities. Ensure the Council's service plans align to strategic priorities. 	People, Policy & Transformation	31 st March 2023	<p>Complete</p> <p>Following the approval of the Council's Corporate Plan, service areas updated their Service Plans 2022-24 to align with the Corporate Plan. Actions across all of the service plans have been aligned to the Corporate Plan Well-being Objectives and strategic priorities.</p> <p>This year's annual report now shows the progress against each strategic priority. The Council is developing mechanisms to assess the impact of key decisions and activities in the published Participation Strategy. The FEIA process supports key decisions and impact on communities.</p>
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.	People, Policy & Transformation	31 st March 2023	<p>In Progress</p> <p>The Performance & Planning policy was approved July 2023 and is aligned to the new legislation.</p> <p>The Risk Management Policy review is ongoing and a new action will be taken forward in this year's annual report.</p>

Recommendation / Issue(s)	Action	Lead Service Area	Anticipation Completion Date	2022/23 Progress Update
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 requirements of the Local Government Act.	Law & Standards	31 st March 2024	In Progress The Participation Strategy was approved by Council in May 2022. Since that time feedback from Scrutiny Committees and public is being reviewed by Democratic Services to develop ways of improving engagement. The reintroduction of Ward meetings has been approved, and these have commenced, with a view to engaging the public in budgetary and service performance related issues.
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.	People, Policy & Transformation	31 st March 2023	In Progress Transformation approach under development June 2023. The first programmes have commenced and new project management documentation is being reviewed. Clear owners (SROs) are established for the programme, and the escalation is to Executive Board. Included in Planning and Performance Policy update as above.
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 & Standards	31 st March 2023	In Progress Following the elections in May 2022, a full programme for members has been implemented. All members have received induction training and Code of Conduct training. Carbon Literacy has been introduced and take up has been positive. Full member training plans are being developed. A survey of members will inform the second year of training and capture feedback on topics / methods most valued by members.
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.	People, Policy and Transformation	31 st March 2024	In progress The strategic equalities plan is in its penultimate year and will be updated during 2024-25. The latest annual Welsh language and Strategic Equalities Report for 22-23 demonstrate progress to date and key actions for 23-34.

Recommendation / Issue(s)	Action	Lead Service Area	Anticipation Completion Date	2022/23 Progress Update
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 / People, Policy & Transformation	31 st March 2023	Complete The Public Participation Strategy was agreed by full Council in May 2022. Participation Strategy Final Format (newport.gov.uk) Engagement in the Strategy will be considered by Democratic Services Committee and performance scrutiny committees as part of their terms of reference.
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 & Standards	31 st March 2023	Complete This is an ongoing process. Council Constitution last updated in March 2023 and includes Local Government and Elections (Wales) Act.
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 & Standards	31 st March 2023	Complete The Scheme of Delegation has been updated and implemented following the restructure in September 2022. This is reflected in the constitution.
The Council will continue to improve safeguarding arrangements	To deliver the actions identified in the Corporate Safeguarding Annual Report 2021/22.	Children Services (Safeguarding Team)	31 st March 2024	In Progress As reported in the annual Safeguarding report 2022/23, two actions relating to Member and staff training and external communications have been carried forward into 2023/24. Additionally, three new actions have been raised to improve audit cycles, regional self-assessment tool, and training.

Recommendation / Issue(s)	Action	Lead Service Area	Anticipation Completion Date	2022/23 Progress Update
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.	People, Policy & Transformation	31st August 2023	Complete The Council has commenced its Asset Rationalisation Programme which is now examining the long term strategy in use of the Council's estate to meet the needs of its citizens and users. In the delivery of this programme, the Council is ensuring evidence based cases are considered to support strategic decision making. The delivery of this work is monitored and reported through the People, Policy & Transformation service plan.
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	31 st December 2023	Complete The Council is delivering its Assets Rationalisation programme. The Council will be considering all viable avenues as part of evidence based cases which its estate have can be effectively used by other partners including public, charity, not for profit and private organisations. The delivery of this work will be monitored and reported through the People, Policy & Transformation service plan.
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.	People, Policy and Transformation	31 st March 2023	Complete Full action plan monitoring is outlined in the Annual Information Risk Report 2022-23 and Annual Digital Reports. And the service plan. Main achievements – accreditations achieved, and Digital Strategy developed and published.

Recommendation / Issue(s)	Action	Lead Service Area	Anticipation Completion Date	2022/23 Progress Update
<p>Implement the 'Actions for improvement' from the Compliments, Comments and Complaints Annual Report 2021/22.</p>	<p>Deliver the seven 'Actions for Improvement' identified in the Compliments, Comments and Complaints Annual Report 2021/22:</p> <ul style="list-style-type: none"> Roll out of hybrid training to service areas. Review 'My Council' services and improve data capture in the Contact Centre. Analyse complaint demographics and improve recording of data. Standardise digital complaints process. Improve compliance with the Compliments, Comments and Complaints Policy across service areas. Review and update the Unacceptable Actions Policy. Improve accessibility for disadvantaged and vulnerable customers. 	<p>People, Policy and Transformation</p>	<p>31st March 2023</p>	<p>In Progress</p> <p>At the end of March 2023, 4 out of 7 were completed and 3 actions remained in progress and continuing into 2023/24. The actions continuing into 2023/24 are:</p> <ul style="list-style-type: none"> Analyse complaint demographics and improve recording of data. Review and update the Unacceptable Actions Policy. Improve accessibility for disadvantaged and vulnerable customers. <p>A full report on the progress against the actions will be presented separately to the Council's Governance & Audit Committee in September 2023 and Cabinet in November 2023.</p>

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Overall Conclusion and Self-Assessment of NCC Governance and Performance Arrangements 2022/23

At the end of the last financial year the Council has made an encouraging start to the delivery of the new Corporate Plan 2022-27. As the report highlights good (Green) progress has been made in two of the four Well-being objectives (Objective 2 and 4). But challenges remain across our Social Services, Housing, Infrastructure and Education services on the long term sustainability to meet the demands of residents in Newport within the financial and legislative pressures which the Council is needing to make. The Council has started to deliver several programmes to meet these challenges but we recognise further work will be needed to transform the way which we deliver our services over the next 5 years.

Since the last annual report, we have considered the feedback of the Council's Governance & Audit Committee and Oversight Management Scrutiny Committee to improve how we monitor and report progress against the Corporate Plan and our other strategic priorities across the Council. As the Annual Governance Statement report 2022/23 highlights, the governance and performance arrangements have overall remained **effective**, but we acknowledge that further actions are needed to improve existing arrangements and ensure the Council's governance arrangements continue to improve to support the delivery of its services and ensure stakeholders are involved in decision making. The actions for 2023/24 will support this work and progress will be reported through the Council's service plans and next year's annual report.

Looking ahead at 2023/24 and beyond the Council will need to make challenging and difficult decisions not only to ensure our statutory services remain sustainable but also to ensure that we will have a balanced budget for 2024/25 and in our medium term financial plan. As part of our ongoing monitoring and assessment against the Council's Corporate Plan we will continue to assess and evaluate our Well-being Objectives and strategic priorities to ensure that they remain achievable and will benefit Newport's communities, economy and long term sustainability of Newport City Council.

Actions for Improvement 2023/24

Action No.	Recommendation / Issue(s)	Action	Lead Service Area	Anticipation Completion Date
1	<p>Carried Forward (Annual Report 21/22) and AGS</p> <p>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.</p>	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.	People, Policy & Transformation	30 th January 2024
2	<p>Carried Forward (Annual Report 21/22)</p> <p>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.</p>	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 requirements of the Local Government Act.	Law & Standards	31 st March 2024
3	<p>Carried Forward (Annual Report 21/22) and AGS</p> <p>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.</p>	To conclude the review and ensure arrangements are in place.	People, Policy & Transformation	31 st March 2024
4	<p>Carried Forward (Annual Report 21/22)</p> <p>New Members have the appropriate skills to effectively undertake their roles.</p>	Training and Induction for new Members will be reviewed and updated following Local Government elections in May 2022.	Law & Standards	31 st March 2023

Action No.	Recommendation / Issue(s)	Action	Lead Service Area	Anticipation Completion Date
5	<p>Carried Forward from Annual Report 21/22</p> <p>Ensure key decisions within NCC support the principles of equalities and Welsh Language</p>	To deliver the actions identified in the Council's Annual Report 2021/22 against the Strategic Equalities Plan and draft the future Strategic Equalities Plan	People, Policy and Transformation	31 st March 2024
6	<p>Carried Forward from Annual Report 21/22</p> <p>The Council will continue to improve safeguarding arrangements</p>	To deliver the actions identified in the Corporate Safeguarding Annual Report 2021/22.	Children Services (Safeguarding Team)	31 st March 2024
7	<p>Carried Forward from Annual Report 21/22</p> <p>Implement the 'Actions for improvement' from the Compliments, Comments and Complaints Annual Report 2021/22.</p>	<p>Deliver the seven 'Actions for Improvement' identified in the Compliments, Comments and Complaints Annual Report 2021/22:</p> <p>Roll out of hybrid training to service areas.</p> <p>Review 'My Council' services and improve data capture in the Contact Centre.</p> <p>Analyse complaint demographics and improve recording of data.</p> <p>Standardise digital complaints process.</p> <p>Improve compliance with the Compliments, Comments and Complaints Policy across service areas.</p> <p>Review and update the Unacceptable Actions Policy.</p> <p>Improve accessibility for disadvantaged and vulnerable customers.</p>	People, Policy and Transformation	31 st March 2024
8	<p>Annual Governance Statement 2022/23</p> <p>Implementation of the 19 actions identified in the Council's Annual Governance Statement 2022/23</p>	Deliver the 19 actions identified in the Council's Annual Governance Statement 2022/23 and to report progress to the Council's Governance & Audit Committee.	Transformation & Corporate Directorate (Finance, Law & Standards and People, Policy & Transformation)	31 st March 2024

Action No.	Recommendation / Issue(s)	Action	Lead Service Area	Anticipation Completion Date
9	<p>Audit Wales – Setting of Well-being Objectives Report 2022/23</p> <p>As the Council develops the measures it will use to monitor progress against its Well-being objectives, it should ensure they reflect the sustainable development principle – for example enabling it to monitor:</p> <ul style="list-style-type: none"> • Progress against long and short-term objectives and • Progress against objectives that cut across multiple of its own services and other organisations. 	<p>The Council will examine the performance measures available and assess these alongside the Welsh Government’s National performance indicators and Milestones.</p> <p>These will enable the Council to provide an assessment of progress between the short term delivery /service plans and the longer term work which it is undertaking through other programmes such as the Gwent Public Services Board, Cardiff Capital Region.</p>	People, Policy & Transformation	31 st March 2024

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Glossary

The table below provides an explanation of the acronyms and terms used throughout the report:

Acronym	Description
AT	Active Travel
ALN	Additional Learning Needs
AQMA	Air Quality Management Areas
CCR	Cardiff Capital Region
CLA	Children Looked After
NEET	Not in Education, Employment or Training
TFW	Transport for Wales
UASC	Unaccompanied Asylum Seeker Children
WG	Welsh Government

Corporate Plan / Service Area Plan Red / Amber / Green Assessment

RAG Assessment	Description
Red	The delivery against the strategic priority or objective is not on track. Immediate management intervention is required to improve performance and escalation to relevant senior officer group(s).
Amber	The delivery against the strategic priority or objective is mainly on track with some areas requiring management intervention to improve performance and escalation to relevant senior officer group(s)
Green	The delivery against the strategic priority or objective is achieving and/or succeeding against its agreed targets.

Performance Measure Monitoring and Tolerance Assessment

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

RAG Assessment	Description
=> 15%	Performance is under achieving against target or previous year's performance. Immediate management intervention and escalation to relevant senior officer group(s) is required.
< 15%	Performance is off target or previous year's performance but within the agreed 15% tolerance. Management intervention and close monitoring by the service area and Directorate is required.
Achieving	Performance measure is achieving or succeeding against its agree target or previous year's performance. Commentary provided is at the discretion of the service area.

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



Download the My Newport App to your Smartphone device.

Available on Apple and Android devices.



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