



# **Single Integrated Plan Annual Report 2016-17**

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# Introduction

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The Welsh Government challenged all local authority areas in Wales to develop a Single Integrated Plan (SIP) and rationalise partnerships by 1 April 2013. The statutory guidance '[Shared Purpose – Shared Delivery](#)' set out the role of local government and their partners, through Local Service Boards (LSBs), in helping to improve service delivery by working together to plan, work, deliver and improve outcomes.

## **What is a Single Integrated Plan?**

A SIP is the defining statement of strategic planning intent for the local authority area. It contains the LSB's vision for improving the city. No single organisation can meet the total needs of a community, so there is a requirement to plan and deliver services in collaboration with other public and private sector organisations.

The SIP replaced the following plans and strategies:

- Community Strategy
- Health, Social Care and Well-being Strategy
- Children and Young People's Plan
- Community Safety Plan
- Prosperous Newport Plan

To deliver the SIP in Newport partnership arrangements were implemented in June 2012. Since then the SIP has been reviewed on an annual basis. From 2018 this will be replaced by the Local Well-being Plan.

## **How was the Single Integrated Plan been developed?**

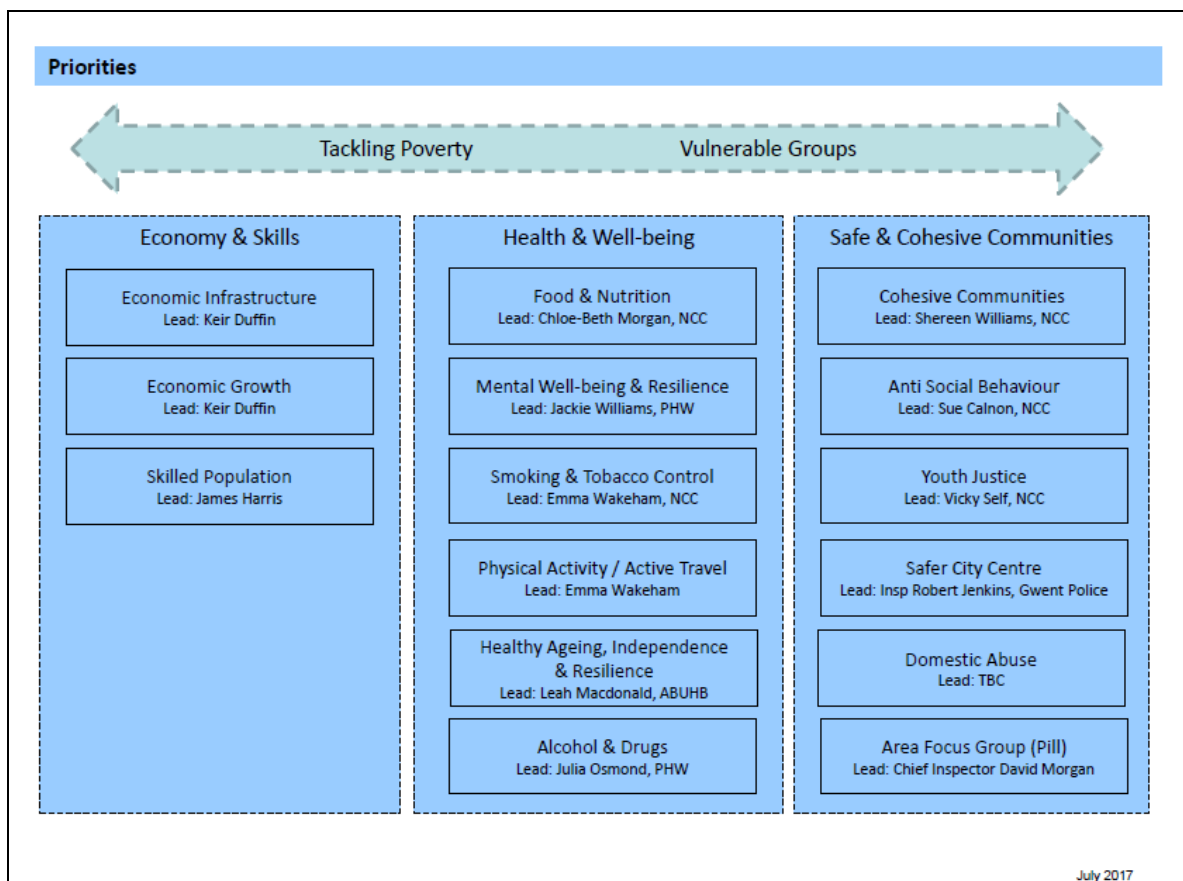
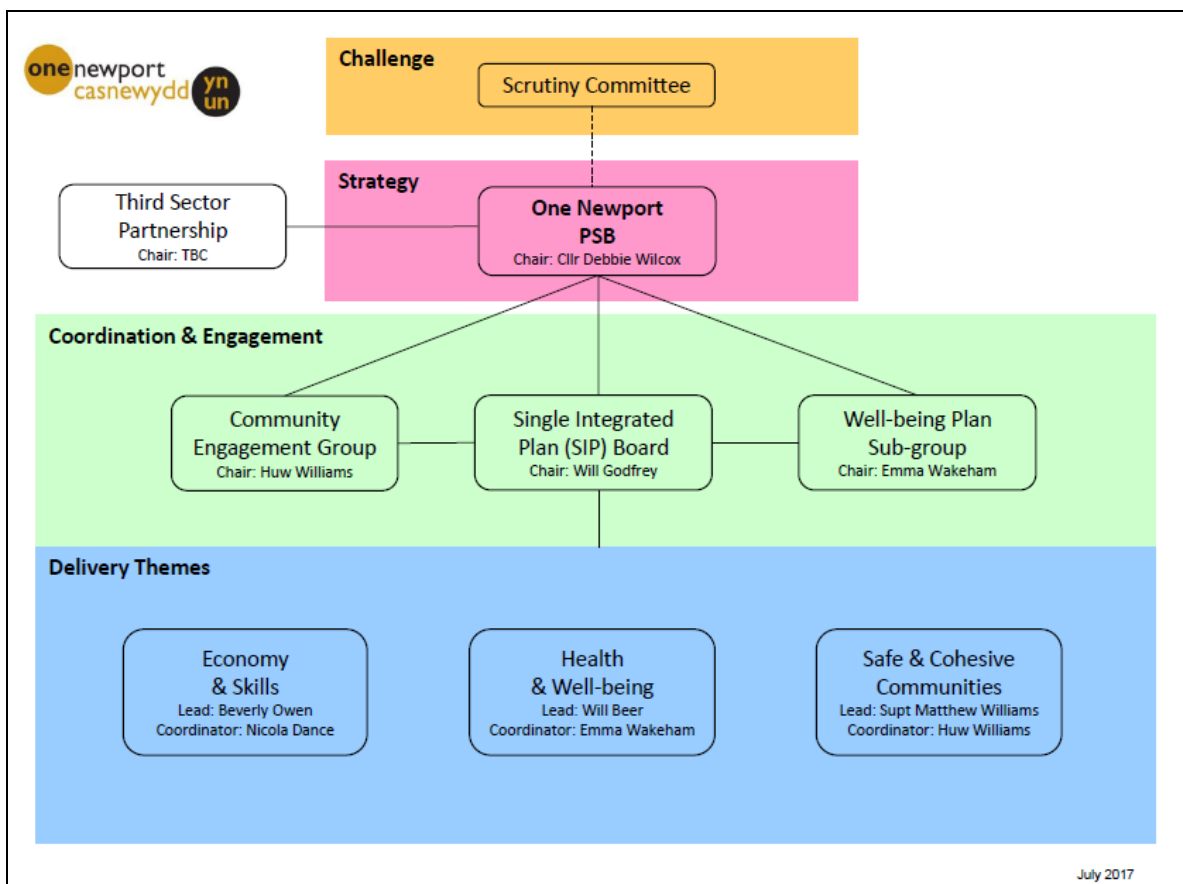
The SIP and priority themes have been determined by a robust evidence base in the form of a [Unified Needs Assessment \(UNA\)](#). There are three priority themes with an emphasis on tackling poverty and addressing the needs of vulnerable groups.

The three priority themes are:

- 1) Economy and Skills
- 2) Health and Well-being
- 3) Safe and Cohesive Communities

The SIP will be replaced by the Well-being Plan for Newport from April 2018 when new delivery arrangements will be in place.

## One Newport Partnership Structure



## **The One Newport Public Services Board**

Following the introduction of the [Well-being of Future Generations Act \(Wales\) 2015](#) the Public Services Board was established to replace the LSB.

One Newport is the city's Public Services Board (PSB) where local public, private and third sector organisations work towards improving the economic, social, environmental and cultural well-being of the city.

Membership includes representatives of Newport City Council (statutory member), Aneurin Bevan University Health Board (statutory member), Natural Resources Wales (statutory member), South Wales Fire and Rescue Service (statutory member), Gwent Police, Office of the Police and Crime Commissioner for Gwent, Probation Service, Welsh Government, Public Health Wales, Coleg Gwent, University of South Wales, Voluntary Sector represented by Gwent Association of Voluntary Organisations, Registered Social Landlords represented by Newport City Homes, Youth Council.

The sub groups of the PSB are as follows:

### **Single Integrated Plan (SIP) Board**

The SIP Board is chaired by Will Godfrey, Chief Executive of Newport City Council and includes the Theme Leads as listed in the diagram above. This board co-ordinates and monitors the delivery of the themes and priorities as set out in the SIP.

### **Local Well-being Assessment & Plan Task & Finish Group**

This task and finish group was set up in May 2016 in light of the [Well-being of Future Generation Act \(Wales\) 2015](#). The task and finish group includes partners from Aneurin Bevan University Health Board, Gwent Health and Social Care Transformation Team, Natural Resources Wales, Newport City Council, Public Health Wales and South Wales Fire and Rescue.

The group was tasked with:

- developing an approach and structure for the Newport Local Well-being Assessment; and
- preparing and publishing the Assessment within Welsh Government timescales.

This task is now complete and the group have moved on to start to develop an approach to the Local Well-being Plan for the area.

### **Engagement Group**

The role of the Engagement Group is to advise on the development and co-ordination of consultation and engagement activities conducted across the Public Service Board (PSB) and its partners including Newport City Council; acting as a 'critical friend' and also as an advisor to colleagues who engage with stakeholders associated with the PSB and its partners. Members of the group include Newport City Council, Police and Crime Commissioners Office, Gwent Association of Voluntary Organisations, Sight Cymru, Newport City Homes, Aneurin Bevan University Health Board, Natural Resources Wales and Heddlu Gwent Police.

### **Third Sector Partnership (TSP)**

The TSP brings together senior planners and decision makers, comprising of representatives from the Aneurin Bevan University Health Board, the Council, Gwent Police, the Office of the Police and Crime Commissioner, Natural Resources Wales, South Wales Fire and Rescue Service and the Voluntary / Third Sector, to further develop the relationship between the public and third sector, in a way which maximises synergy with the Single Integrated Planning Process. This group is a new group that sits as a sub group of Newport's Public Services Board, to provide a mechanism for consistent engagement and dialogue with the Voluntary / Third Sector in Newport.

All terms of reference can be found in the [Governance](#) section.

## Theme Progress

Theme	Economy & Skills
Outcome	<p><b>People in Newport achieve their full potential</b></p> <p><b>Newport has a prosperous and thriving economy</b></p> <p><b>Newport is a distinctive and vibrant city</b></p>
Description	<p>Ensuring people of all ages have access and opportunity to gain the appropriate skills, knowledge and qualities to secure lifelong employment:</p> <ul style="list-style-type: none"> <li>• Developing lifelong work focused skills</li> <li>• Ensuring that progression pathways exist</li> <li>• Ensuring that support is in place</li> </ul> <p>Ensuring future sustainable economic prosperity for the city through:</p> <ul style="list-style-type: none"> <li>• Providing a regenerated, diversified and resilient economy</li> <li>• Raising the profile of the city</li> </ul>
Priorities	<ul style="list-style-type: none"> <li>• Connectivity</li> <li>• Economic Growth</li> <li>• Physical Regeneration</li> <li>• Youth Opportunity</li> <li>• Learning Pathways</li> <li>• Access to Employment</li> </ul>
Theme Lead Overview – Beverly Owen	<p>Newport's economy and skills agenda has continued to make strong progress during 2016-17. There have been a number of achievements across all priority areas of activity, with some notable examples of improvement achieved as a result of partnership working.</p> <p>Since the opening of Friar's Walk in late 2015, regeneration work has continued apace with the Vibrant and Viable Places programme now nearing completion, delivering over £45m investment for the City. A number of run-down city centre properties have been converted into new homes and vibrant office accommodation for business start-ups, stimulating further growth and investment across Newport.</p> <p>Properties such as the King's Hotel, National Buildings have undergone major refurbishment, whilst the demolition of the former Riley's snooker club has given way to a new public space at the lower end of Commercial Street. Each of these key regeneration projects has been delivered as a result of the collective effort of a strong private, public and voluntary sector partnership, which has also levered in significant investment additional to the public sector grant awarded by Welsh Government.</p> <p>The 'footfall' picture across the City Centre has, however, been mixed with numbers of people visiting the City Centre varying at different times of the year, which suggests a new focus on partnership-led events and marketing is required in 2017/18 to stimulate visitors into the City Centre. The number of vacant properties in the City Centre has not improved compared to the previous year either; to develop the city we will need to review how the City Centre 'works' as a whole – giving consideration to both the opportunities and constraints the City presents in</p>

terms of the mix of retail, housing and office accommodation. In 2017/18, the Council, working alongside its key partners will seek to develop a new Masterplan, which sets out a new vision for the City Centre, identifying key opportunities and development priorities for the next five years' regeneration investment.

In terms of transport connectivity, there has been a focus in recent years on improving our active travel networks, to reduce traffic congestion, carbon emissions and improve air quality. Key routes developed include an 'intercity' cycle route between Newport and Cardiff and a City Circular Central and Southern project, which allows some neighbourhoods to access the city centre via a completely traffic free route. In addition to active travel, improvements to the city's major road networks have commenced, with schemes now underway at Junction 28, Tredegar Park and the roundabout at Forge Road.

The Cardiff Capital Region City Deal has also established a Regional Transport Authority, which will oversee development of the South Wales Metro – a new regional transport system to provide faster and more frequent, coordinated services using trains, buses and light rail. As part of the Metro development work, the Council is continuing to promote the case for a direct Ebbw Vale to Newport rail link.

On a less positive note, the Newport Station Footbridge has been delayed due to a lack of funding. The bridge will provide an alternative crossing for pedestrians and cyclists over the Great Western Mainline (GWML) from Devon Place to Queensway. Although delayed, the Council will continue to promote this with Welsh Government as part of the critical connectivity network within the city centre.

Digital connectivity and access across Newport continues to improve. Building on previous work to establish an effective digital infrastructure in Newport, a range of initiatives offering support and training to help people get online has resulted in over 345,000 users accessing the public Wi-Fi network. Plans for 2017/18 include the further development of people's digital skills and the development of a low range wide area network to support a 'Smart City' pilot; the latter will facilitate digital monitoring of air quality, waste and flood risk.

The Newport economy has shown steady signs of growth in recent years, with the number of active enterprises and business birth rates increasing year on year, whilst the tourism sector in particular has seen a positive improvement trend. A number of major companies have either expanded or newly invested across the City; the Office for National Statistics has opened its new Data Science Campus, the first Proton Beam Therapy Centre in the UK has been established at Celtic Springs and work has commenced on the new Welsh International Convention Centre.

Gross Value Added (GVA) in Newport, (which is an economic indicator that measures the value of goods and services), is also performing well and is above that of the other Welsh cities and a number of other cities across the UK. However, more work is required to catalyse SME creation and growth, as whilst business birth rates continue to rise in Newport, the pace of indigenous business growth needs to be accelerated, if we are to compete with other areas in the UK. Projects, such as this year's very successful Pop Up Business School will be repeated in 2017/18, and work will continue with the University of South Wales and Cardiff University, to drive the city forward as the digital technology hub for the region.



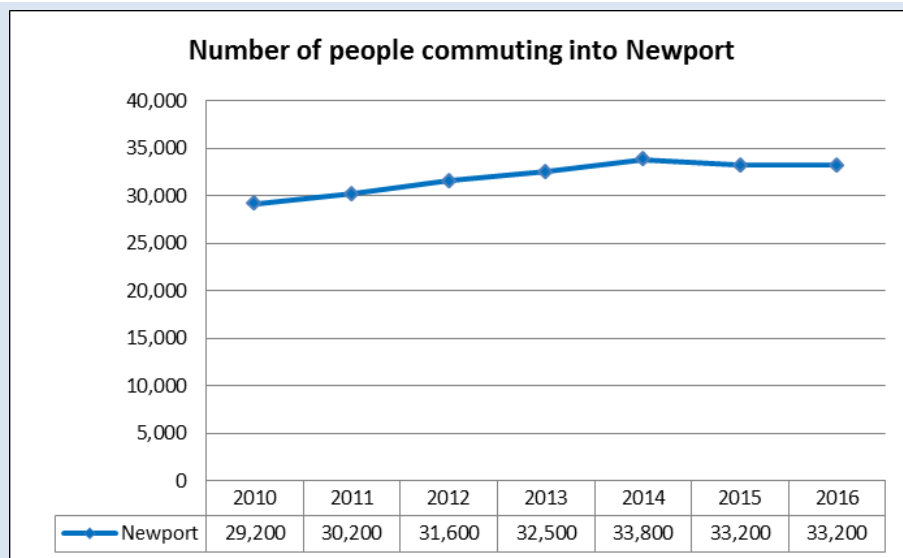
The skills and employment agenda in Newport is a mixed picture. There has been significant success in reducing the numbers of those Not in Education, Training or Employment (NEET), with a reduction from 3.1% in 2015 to 1.7% in 2016, but the number of adults with no qualifications has risen for the second time in two years, whilst the percentage of the population with higher level qualifications has recorded the first significant dip in a decade. Inward and outward migration is likely to be the main contributing factor behind the latter trends, but it is clear that a focus on activities to address these particular areas of declining performance is required in 2017/18 and within the new Wellbeing Plan currently under development.

Work will include the development of new education progression pathways linked to key employment sectors and the promotion and provision of adult literacy, numeracy and digital support for adults. The Inspire to Work programme will continue to assist people transitioning into employment and Inspire to Achieve will provide young people with support at an early stage to sustain and grow their participation in education or training. Work will also continue to support WG's apprenticeship programme across all Public Service Board partners, and the Newport Knowledge Quarter will progress to the next stage of development work.

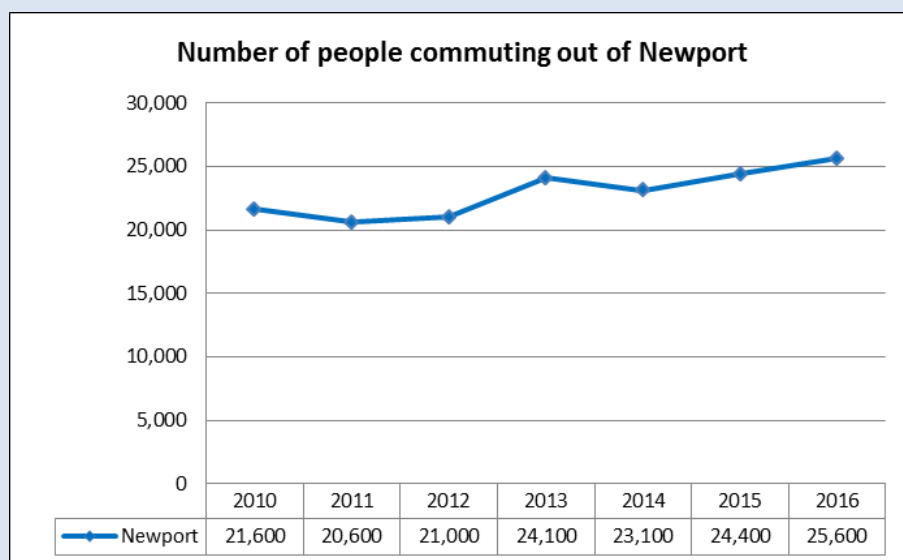
To conclude, 2016/17 has been a successful year for Newport's economy overall, but momentum now needs to be maintained on several key areas of work in 2017/18, to lay the foundations for an ambitious economic and skills agenda within the new Wellbeing Plan.

## Connectivity

### Population Indicators



Inward commuting into Newport showed an increasing trend for the six year period to 2014, followed by a slight decline in 2015, with the figure remaining stable for 2016. The figures demonstrate Newport's well established importance as a driver of the South East Wales economy and particularly for the Gwent Valleys and Monmouthshire. This daily movement of people, however, puts pressure on the main routes into and around the city and rush hour congestion whilst probably not as severe as many other cities is nevertheless a difficulty. The M4 is a commonly used commuter route and problems along the Newport length are well documented and are the reason for the proposed M4 relief road.



Whilst Newport records net in-migration, a significant number of people work outside of the city boundaries. The number doing so has risen over the last seven years by over 24%. This mirrors wider national trends of people travelling greater distances to access employment and also suggests the growing importance of a regional economy in South Wales centred on the capital city but with Newport also playing a role. This recognition of the need for regional connectivity is emphasised in the Great Western Cities and South Wales Metro strategies – see [Community Well-being Profile](#) for more detail.

## Connectivity

### Key Performance Indicators

	Target	Actual Performance	RAG Status
No of people attending all digital inclusion sessions (NCC Libraries)	1,292	2,183	Green
Wi-Fi on Public Transport (Since launch)	2015/16 Unique users 26,401; Sessions 157,680	2016/17 Unique users 198,482; Sessions 1,085,288	Green
Wi-Fi in Public Buildings – Newport Community Cloud (Since launch)	2015/16 Unique users 6,482; Sessions 188,905	2016/17 Unique users 82,901; Sessions 277,422	Green
Wi-Fi in City Centre – Newport City Connect (Since launch)	2015/16 Unique users 4,491; Sessions 29,474	2016/17 Unique users 64,540; Sessions 218,834	Green

### The story so far

#### Travel Connections

#### Cardiff Capital Region City Deal – South Wales Metro



A £1.2 billion Cardiff Capital Region City Deal that could transform the economy of south east Wales was formally ratified on 1 March 2017. The deal includes development of an integrated public transport system in South East Wales.

The Cardiff City Deal will unlock significant economic growth across the Cardiff Capital Region

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(CCR), which includes the ten local authorities of Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Merthyr Tydfil, Monmouthshire, Newport, Rhondda Cynon Taf, Torfaen and The Vale of Glamorgan.

The aims of the CCR City Deal are to invest in physical and digital infrastructure, create jobs and boost economic prosperity by improving productivity, tackle worklessness, build on foundations of innovation, provide support for business, and ensure that any economic benefits generated as a result are felt across the region.

The City Deal includes the establishment of a Regional Transport Authority and funding of £734m for the South Wales Metro, of which over £500 million is provided by the Welsh Government and £125m from the UK Government. The South Wales Metro is a new transport system to transform travel around the Cardiff Capital Region. It will provide faster, more frequent and joined up services using trains, buses and light rail. The Metro will also link with active travel – cycling and walking – to create an integrated network.

The Council is continuing to promote the case for a direct rail link to central Newport on the Ebbw Vale line.

Work is being undertaken to develop a priority list of schemes across the region, including bus priority, interchange enhancements and regional park and ride. Local Transport Funding of £360k has been secured by the Cardiff Capital Region to prioritise and develop these elements during the 2017/18 financial year.

### **Junction 28 – M4**

Welsh Government and Newport City Council are working in partnership to increase the capacity and flow of traffic and address congestion issues through the M4 Junction 28 roundabout at Tredegar House and at two complementary roundabouts at Forge Road and Tredegar Park. Improvement works are currently underway.

### **Active Travel**



There has been a focus in recent years on active travel journeys to reduce congestion, carbon emissions and improve air quality. Newport City Council has improved its cycle and walking

## Connectivity

routes across the city as part of its commitment to increasing healthy lives. During the year it held information gathering workshops to inform the Integrated Network Map (a network of cycling and walking routes) and the city's active travel schemes for the next 15 years. The Network Map will be consulted on in 2017/18 prior to submission to the Welsh Government.

Already completed with funding from the Welsh Government, are a series of active travel projects. These include:

- an 'intercity' cycle route between Newport and Cardiff across the Wentloog Levels
- completion of the City Circular route giving residents of Lliswerry, Pill, Victoria access to the city centre via a completely traffic free route.
- Three new bridges are also now incorporated into the Lliswerry Recreation Ground scheme which provides a shared use route suitable for walkers and cyclists and will complement works to upgrade sports and recreation facilities in the area.

Welsh Government also provided more than £100,000 for improvement works on Bettws Lane to create an off-road route for walkers and cyclists on the northern side of the lane, with new crossing points linking off-road canal routes to each other and also to Newport High School.

The Council has also successfully bid for further funding to enhance the routes between the city centre and the settlements to the north of Newport.

### Newport Station Footbridge

A design for a new Disability Discrimination Act compliant footbridge over the railway line at Newport Station was submitted to Network Rail during the year, the intention being:

- To provide a safer and more attractive crossing for pedestrians and cyclists of the Great Western Mainline (GWML) from Devon Place to Queensway at a similar location to the existing subway. The subway is perceived by the public to be unattractive and unsafe due to anti-social behaviour and has become an obstacle in terms of city centre connectivity.
- To provide a DDA compliant crossing without the need to install and maintain a lift.

It had been hoped to procure the footbridge in 2016/17, however, Welsh Government advised that no funding was available to enable the Council to move the project forward during the year. The Council will continue to promote this as part of the critical connectivity network within the city centre.

### Making Newport a digital city - Digital connectivity and inclusion

Improving digital connectivity and inclusion has been a key focus of the SIP Economy and Skills theme in recent years, with a greater emphasis on digital inclusion as a key strand of 'connectivity'. Initially this focussed on improving the high speed internet infrastructure for Newport and extending the public Wi-Fi network. Now it is increasingly focusing on supporting people to get online confidently and safely and to access key online services.

### Public Wi-Fi network

Development of the public Wi-Fi network across the city has included NewportCityConnect from

## Connectivity

Pinacl Solutions, providing unlimited free Wi-Fi access across key city centre locations, Newport Community Cloud giving free public Wi-Fi in 54 public buildings like libraries, community centres and leisure centres, and free Wi-Fi on local buses. By the end of 2016/17 there were almost 346,000 users of the service.

### Digital Charter

In 2016, there was a further step forward in making Newport a Digital City when Newport City Council became the first council in Wales to adopt the Digital Inclusion Charter as a whole organisation.

Digital Communities Wales developed the charter – the aim of which is to promote digital skills and help people get online. It includes six pledges, with signatories also committing to work together in a spirit of co-operation to promote digital inclusion in Wales.

The principles of the charter are to:

- Ensure that all staff and volunteers have an opportunity to learn basic digital skills, and that they take advantage of this opportunity.
- Ensure that digital inclusion principles are embedded into our day to day activities.
- Encourage and support staff and volunteers to help other people to get online and have the confidence to develop basic digital skills, and help other organisations to embrace digital tools.
- Commit support and resources for digital inclusion activities and initiatives in Wales in whatever ways we can.
- Share best practice and activity around digital inclusion with Digital Communities Wales so that our activities can be co-ordinated for maximum impact and measured consistently.
- Look to build local partnerships amongst organisations which want to share ideas and co-ordinate activities with others in their area.

A range of initiatives were put in place in 2016/17 offering support and training to help people get online. These include:

### Digital Fridays

These are free drop-in sessions held at Newport's libraries where volunteers give advice and help people with a range of IT issues, including questions about computers, the internet, tablets or smartphones, advice on how to use email effectively, search online or look for a job

The free sessions are run by Newport City Council's library service in partnership with the Office for National Statistics (ONS). Employees from their Newport office are volunteer tutors, as part of the ONS corporate social responsibility initiative.

Nathanael Jones, Digital Manager at ONS, said: "We often forget that the things that seem every day to us can be a challenge to someone just starting out on their digital journey, and these sessions will help more and more people in Newport to experience the benefits of being able access digital technology."



## Connectivity

Councillor Roger Jeavons, then Newport City Council's Cabinet Member for Work and Skills, said: "People often find technology daunting or are afraid to do things in new ways. Working in partnership with the ONS has enabled more people to get help with digital skills – we must thank them for helping Newport to become a digitally inclusive city."

Kerry Davies of Newport, who has attended Digital Fridays, commented, "The sessions have helped me to learn about the different things I can do on my laptop. It's nice having someone to work with."



Digital Fridays sessions with ONS volunteers

### Newport City Council and JobCentre Plus Volunteering Project

A scheme in Newport Central Library is providing opportunities for people looking for work to enhance their IT and other skills while also helping other people with job searches.

Newport City Council is working in partnership with JobCentre Plus to give some of their clients the opportunity to volunteer for eight weeks in the library in John Frost Square.

They are able to help other job seekers to use the public network computers to search for employment.

The volunteers are able to enhance their own IT skills as well as boost their confidence.

Helen Vaughan, of Jobcentre Plus, said: "These placements have proven to be invaluable as our customers have had the opportunity to gain and expand their IT and customer service skills in a busy working environment. Many of them have signed off benefits and are now in employment."

### Helping people with sensory loss get online

In another project, library staff and the RNIB have worked in partnership to assist people with sensory loss get online by running free drop-in sessions. People can bring along their own digital devices or try some of the equipment brought along by the RNIB.

The RNIB said "Working in partnership with Newport City Council allows our Online Today project to offer our service in libraries across Newport. It ensures people with sensory loss have

## **Connectivity**

access to specialist support in their local community. It is a much valued partnership that we look forward to continuing and progressing in the future."

### **Plans & Projects for 2017-18**

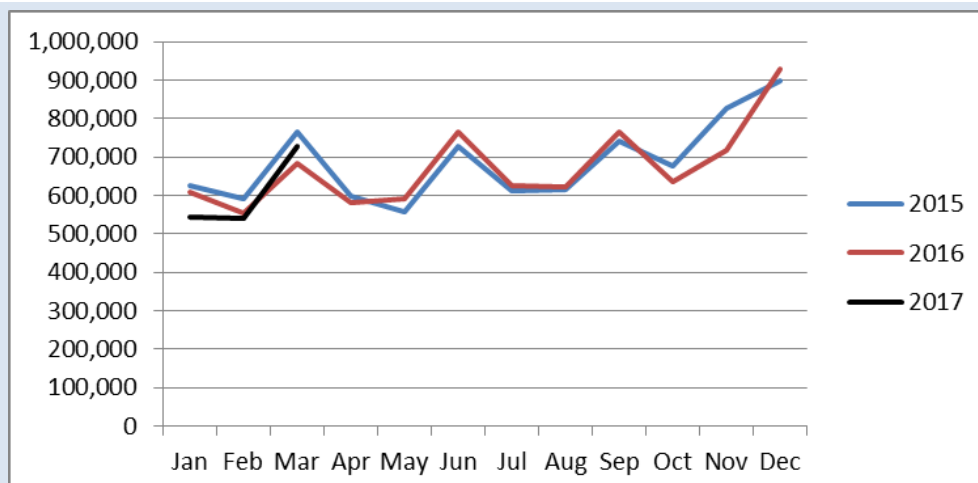
For 2017/18 this priority will be combined with the Physical Regeneration priority to create an Economic Infrastructure priority. Key plans and projects are:

- Using the public Wi-Fi network, develop a low range wide area network (LoRaWAN) across the city to monitor air quality, flood risk and waste
- Create neighbourhood hubs to engage with communities and deliver a range of coordinated services
- Support the case for a direct rail link to central Newport on the Ebw Vale Line
- Expand, improve and promote the local active travel network (walking and cycling)
- Consult on the Integrated Network Map



## Physical Regeneration

### Population Indicators



Friars Walk has clearly been drawing new and returning visitors to the shops and restaurants. However, the city centre footfall figures recorded in Commercial Street show a mixed picture for 2016/17 compared to the previous year. It should be noted that the positioning of the counter (at the former River Island store on Commercial Street) is at a point which is effectively by-passed by people walking through Friars Walk.

Commercial Street footfall figures for April 2016 were lower than the previous year; however in every month from May to September 2016 footfall levels were higher than in 2015. Autumn 2016 saw a period of underperformance compared with the previous year, but footfall rose again in December to a peak of 930,561 – compared to 899,143 in December 2015.

Commercial property vacancy rates in Commercial stood at 21% in 2016, however Council initiatives are aimed at reducing vacancy rates and having a positive effect on the Commercial Street / High Street offer going forward.

### Key Performance Indicators

	Target	Actual Performance	RAG Status
Commercial floor space created / refurbished (m2)	42,683	44,263	Green

### The story so far

#### Perceptions of Newport residents

Newport is a good place to live and becoming even better according to a 2016 survey. Local people were asked their views on whether Newport is a good place to live, and whether it is becoming a better place to live. The 2016 results indicate 55% of people thought that Newport was currently a good place to live, with less than 18% in disagreement, but almost 70% of people thought that Newport was becoming a better place to live (Strongly agree + agree). By comparison, results from the survey of the Winter Citizens Panel showed that back in 2013 only 42.4% agreed Newport is a good place to live and only 24.8% agreed with the statement Newport is becoming a better place to live.

There were also 662 responses to the “Your Newport Survey” undertaken in summer / autumn 2016. The survey formed part of the engagement activity undertaken as part of the development of the City’s Community Well-being Profile. The survey asked:

- What are the things you like most about living in Newport? (up to 3 things).

## Physical Regeneration

- What do you think your community would like to see more / less of in the next 20 years.

All the responses were unprompted and respondents were able to comment openly and freely. This means that responses were very wide ranging and individualised which has resulted in relatively low figures for many of the issues raised. Despite this several common themes did emerge.

The overwhelming message coming from respondents' comments about Newport's economy is the popularity of the regeneration of the city centre and Friars Walk. Of the whole survey, this was the aspect of city life most often referred to by respondents, with over one third of all respondents saying they liked the city's shops / restaurants (97 references), Friars Walk (94 references) or new development (43 references). This is likely to contrast strongly with views held on the city centre just two years ago.

Comments included:

*"Friars Walk has given a much better social element to Newport" "Newport currently feels like a lively up and coming city, with some nice new shops and restaurants." "Love the town centre (Friars Walk) as it's made a huge difference"*

Respondents were also keen to see further regeneration. 75 respondents said they would like to see more regeneration/improvements to High Street and Commercial Street and more shops in the future. 12 people said they would like fewer empty shops.

*"The improvement to the city and the opening of new businesses. The city centre has been improved dramatically but there are still parts to be improved."*

Regarding employment, 37 people wanted more job opportunities in Newport and a further 26 said they would like to see a thriving economy with more support for businesses and more business investment attracted to the city.

*"More support for town centre businesses to build on success of Friars Walk" "More offices in the city centre" "More jobs"*

### Friars Walk and Kingsway

Friars Walk has continued to attract new tenants this year with Superbowl adding to the leisure offer alongside Cineworld. Friars Walk has transformed both the daytime and night time economy in the city and, as mentioned above, has changed people's perceptions.

32 new retailers opened in Newport city centre post opening, which created 450 additional retail jobs. Friars Walk has also been a key partner in the Jobs Fairs in the city in both 2015 and 2016.

At Kingsway shopping centre, plans have been approved to demolish some of Emlyn Walk and create a new public square, designed to regenerate the southern part of Commercial Street.

### City Centre Masterplan

Regeneration of the city centre continues to be a main focus of the Council. Arup were appointed in 2016 to develop the Newport 2017-2027 Vision document which will shape the regeneration of the city centre in the decade ahead. The Masterplan will be completed shortly.

## Physical Regeneration

### Vibrant and Viable Places Programme

2016/17 was the final year of the three-year Welsh Government funded Viable and Vibrant Places programme (VVP). The programme complemented Friars Walk retail and leisure development and has made a major contribution to the regeneration of the city centre.

The Council and partners in the private and third sectors have worked together to deliver VVP projects which have created new homes and commercial space as well as jobs and training opportunities.

- A number of buildings have been given a new lease of life: the former King's Hotel has been converted by a private developer into offices and apartments; and the National Buildings, owned by a trust, have been refurbished.
- There have been enhancements to the facades of a row of commercial buildings and flats, including the Alma public house, opposite Mariner's Green.
- The council demolished the former Riley's snooker hall to open up an area between Commercial Street and Kingsway. This gateway space, to be known as St Paul's Walk, provides a pedestrian route between Kingsway and Commercial Street and could potentially be used for events in the future.
- A new housing development has been built on the site of the former King's Arms pub in Commercial Road. Housing association Pobl knocked down the derelict Pill pub which had become an eyesore, unsafe and a magnet for antisocial behaviour. In its place, it created new homes with the first residents moving into their apartments in February this year.

One new resident of Pobl's Commercial Road development, Andrew Kelly, said, "I was both surprised and thrilled to be lucky enough to be allocated my new home, and travelled to Pill every day to watch it being built! I like that the authenticity of the previous building has been retained, and especially love my modern new kitchen and the impressive undercroft parking, which is far more secure than on-street parking.

"I was also extremely pleased to read about the £8m being invested into the Pill area in general and am hopeful this will further help regenerate Pill into a more attractive, liveable area".

(Newport City Homes announced its £7.9 million scheme for Pillgwenlly in March 2017. It includes demolishing some empty houses, underpasses and garages, construction of 11 new homes and a new community hub, plus the creation of two new areas of open space and car parking).

- Other VVP schemes nearing completion include phase two of housing association Pobl's project to restore the upper floors of Griffin Island, in the High Street area, into new homes.
- Progress has been made on a major refurbishment project by a private developer to convert the former Yates building into a large hotel.
- There are future plans to demolish some properties around the Park Square car park

## **Physical Regeneration**

entrance to create flats and improve the pedestrian access to the car park.

VVP has delivered:

- 17 Traineeships
- Total of £6.6m in private investment to date
- 44253 (sq m) of business space created or refurbished
- 99 new homes
- 32 homes upgraded
- Through VVP and Friars Walk scheme 1,839 jobs, including opportunities for work-based learning and skills development have been created, helping people back into work
- 37 Local SME's awarded contracts, with value of £4.7M
- 5 Landmark buildings brought back into use
- City centre environment improved
- Key gateways improved
- Business growth and investment stimulated
- Business start-up opportunities accommodated

### **Heritage Lottery Funding for Market Arcade**

Initial National Lottery support for a Townscape Heritage (TH) bid from the Heritage Lottery Fund (HLF) was awarded towards developing a scheme to revitalise Market Arcade.

The development funding of £177,300 is being used towards progressing regeneration plans with the longer term aim of breathing new life into the shopping thoroughfare.

A project plan is being developed for the arcade and this will form the basis of a further application to the HLF

Councillor John Richards, then Cabinet Member for Regeneration and Investment, said, "The Heritage Lottery Fund's decision to award this first phase of National Lottery funding will help us secure more than £1 million subject to a successful stage two bid for a scheme that would have a significant impact, not just on the arcade, but on the ongoing regeneration of that part of the city centre,"

Ros Kerslake, Chief Executive of the Heritage Lottery Fund, said: "This project in particular has the potential to have a powerful effect not only on local pride but also on local economic prosperity in Newport."

### **Renewable energy**

A new post of Energy and Sustainability Manager has been created in NCC to develop the renewable energy sector in Newport and reduce carbon emissions through energy efficiency schemes. The renewable energy sector is seen as a strong area for growth in the city, allowing for reduced environmental impact and enabling businesses to become more economic and sustainable. Creating opportunities in this area will be a key focus for the coming year.

## **Physical Regeneration**

### **Plans & Projects for 2017-18**

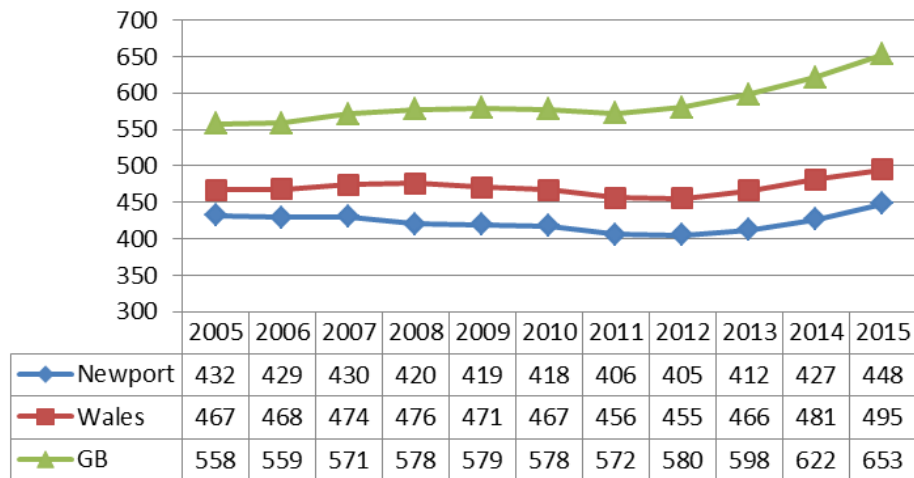
For 2017/18 this priority will be combined with the Connectivity priority to create an Economic Infrastructure priority. Key plans and projects are:

- Develop City Centre Masterplan
- Regenerate the city centre by creating additional residential units (including affordable homes) and decreasing the number of vacant commercial units
- Identify opportunities to bring forward office accommodation, attracting the financial and professional services sector
- Submit stage 2 bid for Market Arcade
- Develop the renewable energy sector in Newport
- Identify key projects for potential investment in energy efficiency schemes

## Economic Growth

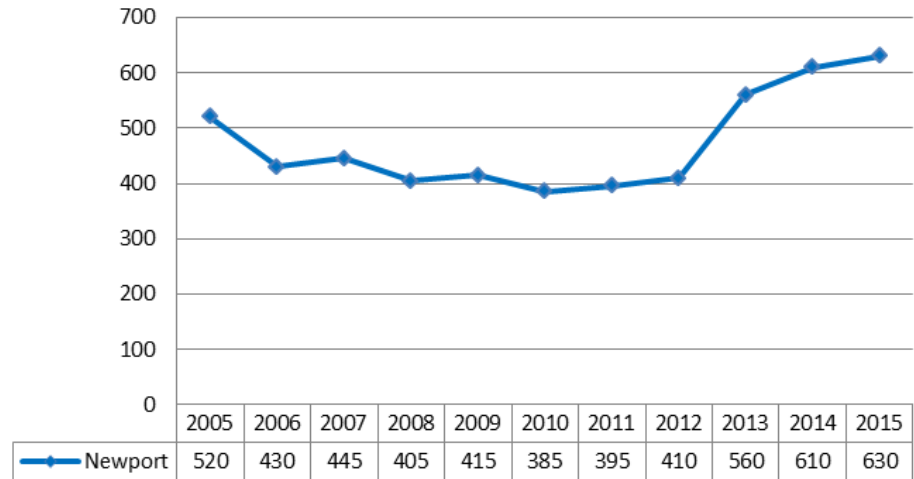
### Population Indicators

#### Active enterprises per 10,000 popn.



While still lower than the wider Wales and GB rates, the rate of active enterprises in business in Newport is at its highest rate since before the recession in 2008. This suggests a growing confidence in entrepreneurship and also improved business survival rates. Newport demonstrated a declining rate before 2008 and encouragingly this has reversed since 2013.

#### Business births by year



Following a generally declining trend up to 2010 the rate of business births has significantly increased to its highest level in a decade. This trend has clearly contributed to the improved rate of active enterprises shown in the previous graph and has offset the business closures which increased after 2008.

## Economic Growth

Key Performance Indicators		2015	2016	RAG Status
	Value of tourism		£286.62 million visitor expenditure which is 8.3% increase on the year before	Green
	Visitor numbers		Total number of visitors rose by 4.6 % on the previous year to 2.69 million	Green
		Target	Actual	RAG Status
	No. of businesses supported by NCC	500	513	Green
The story so far	The <b>Cities Outlook 2017</b> report produced by Centre for Cities revealed that levels of productivity in Newport are higher than Cardiff and Swansea.			
	The report examined important data from 63 cities in the UK. One of the aspects Centre for Cities looked at was gross value added (GVA) which is the measure of the value of goods and services produced in an area. In Newport, the GVA per worker in 2015 was £45,600 compared to £44,800 in Cardiff and £42,800 in Swansea. The Newport's figure was also better than some English cities. This is good news for Newport since productivity and innovation are drivers of long-run economic growth.			
	The report put Newport as the 12th lowest city in the UK for business start ups per 10,000 population in 2015 (compared to Swansea which ranked 7th lowest and Cardiff as 25th highest). Despite this, the number of business births per year in the city has increased significantly since 2012 and Newport has considerable potential to improve its performance: a report in January 2016 named Newport as the best place in Wales to start a business and 28th best place in the UK, taking account of factors such as commercial property, energy, virtual office services, public transport, broadband service, workforce demographics, access to finance and quality of life.			
	There were a number of significant developments during 2016/17 which will support economic growth and vibrancy in Newport:			
	<ul style="list-style-type: none"> <li>• The Cardiff Capital Region City Deal was signed, bringing £1.2 billion to deliver improved transport, develop innovation and improve digital networks and skills in south east Wales.</li> <li>• Work began at the Celtic Manor Resort to clear the site for the International Convention Centre. ICC Wales will attract major events from across the world.</li> <li>• The Cyber Security Academy opened at the university's City Centre campus training the next generation of cyber security experts.</li> <li>• The Office for National Statistics (ONS) opened its new Data Science campus, creating a world centre of excellence in Newport.</li> </ul>			



## **Economic Growth**

### **Business Development Fund and Pop-up Business School**

In 2016, Newport City Council launched a £60,000 business development fund to help new businesses start up.

While Friars Walk has attracted new retailers into the shopping scheme and in some cases into Commercial Street, there still remains a high level of vacant commercial floor space. The Business Development Fund supported the opening of a number of new businesses including Kaspá's, Pat's Thai Restaurant, Glossy Locks, and Nasser Travel.

The Fund also supported a Pop Up Business School event in Newport Market in March, which helped over 90 individuals with start-up business advice and resulted in 37 new businesses being started.

Partners for the event were Newport City Homes, Business Wales, Communities First, Newport Now, Charter Housing, Monmouthshire Housing Association and Jobcentre Plus.

Councillor Debbie Wilcox, Leader of Newport City Council, said: "It has been fantastic to hear that so many people want to start a new business or develop an existing one, and I'm thrilled that this event has been able to give them the confidence or knowledge that they need to do just that."



Budding entrepreneurs at Newport Pop-Up Business School

Newport City Council, together with property partner Newport Norse, also offered opportunities to those with a great business idea to win free space at Newport Market - one unit rent free for a year and two units rent free for six months.

A winner and two runners up were selected but other entrants were also offered incentives to help them get their business ideas off the ground and up-and-running in the Market.

### **Partnership with UK Steel Enterprise**

A partnership between UK Steel Enterprise and the council provides grants of up to £1,500 to prospective and new businesses. Seven businesses received UKSE start up grants in 2016/17. The initiative also helped take up of vacant commercial space in the city centre.



## Economic Growth

Businesses that have benefitted from the programme include Neon, a new live concert and conference venue in an iconic Clarence Place building (once home to the Odeon cinema) and Cazanofa Tailors in Commercial Road, Pill.

Gamar Timan, who has more than 20 years' experience in the trade, runs the traditional Cazanofa Tailors. He began trading last year after he spotted a gap in the market for his skills in the Pill area. The grant he received was used to buy specialist equipment.

Martin Palmer, investment executive with UKSE, said: "We are delighted to provide support for this new venture which is serving to retain traditional skills and create jobs in the area for the benefit of the people of Newport."



Councillor John Richards, Martin Palmer of UKSE and Gamar Timan at Cazanofa Tailors

### Tourism economy

The value of tourism to the Newport economy continues to increase with a focus on business tourism, sport, culture and assets such as the coastal path. Visitor expenditure totaled £286.62 million for the year which is 8.3% increase on the year before. The total number of visitors rose by 4.6 % on the previous year to 2.69 million.

Partnership working plays a key part in tourism development and promotion. For example, Newport City Council has been working regionally with other local authorities on the Southern Wales marketing campaign aimed at the travel trade or groups sector. This sector is targeted particularly by larger hotels on the M4 and key Newport attractions. The project was supported by £55,000 from the Welsh Government and successfully attracted over 50 buyers to an exhibition in the Velodrome, working with the Coldra Court as an accommodation base. The Newport Travel Trade guide was downloaded by 592 companies.

The Newport Guide has been successfully marketed to the UK consumer market with demand levels equal to known tourism destinations such as Plymouth. Over 5,000 copies were requested.

Newport has a number of strong tourism products:

- Business Tourism - This high yield sector is very important for Newport and will grow in significance with the opening of the Wales International Convention Centre in 2019. The

## **Economic Growth**

main activity for the year has been to support the proposals for the Convention Centre.

The Council operates its own direct enquiry system which has resulted in several large conferences being won for the area this year.

- The Wales Coastal Path - The Living Levels partnership covering the Gwent Levels including the Wales Coast Path was successful in winning a Landscape Heritage Lottery grant. This was over £469,000 for a development phase to look at improving the environment, access, interpretation and heritage appreciation of the area, adding value to the Wales Coast Path. This will improve the lives of the communities of Newport and support the visitor economy business.
- Sports, culture and heritage - Newport is attracting more sporting events such as the Velothon, Admiral Half Marathon and Newport Cycling Festival in addition to events at key sporting venues such as Rodney Parade, Newport International Sports Village and the FAW Dragon Park.

Music and cultural events at Neon, the Newport Centre and the Riverfront continue to bring in visitors while Tredegar House, the Transporter Bridge and Caerleon provide a heritage setting for events. Chartism has also created events using the sense of place story linked to the City of Newport.

- Newport Food Festival – Despite mixed weather around 14,000 people flocked to the city centre for the Tiny Rebel Newport Food and Drink Festival in 2016. Tiny Rebel's Bradley Cummings, said: "We're so proud of our city, and this year's food and drink festival really showed how we're all coming together to make great things happen".

### **Improving the Visitor Experience**

The Council launched its Welcome to Newport scheme aimed at training those on the tourism frontline to spread the word about the city's many attractions.

It was funded with grants from the Welsh Government Regional Tourism Engagement Fund with support from Newport Now and the Council.

More than 30 people from a variety of businesses and organisations including Newport Cathedral, the Passport Office Celtic Manor, Friars Walk, Cadw, the Friends of Newport Ship, Tredegar House and the Ffrwm in Caerleon took part in the training.

Councillor John Richards, Cabinet Member for Regeneration and Investment, said: "It is fantastic to see so much enthusiasm from the wonderful Newport Ambassadors for our city and its many fascinating attractions.

"Visitor tourism is an important part of our economy - last year in Newport it has an economic impact of £286 million and provided more than 3,000 jobs - and we want to offer them lots to see and do while they are here so they want to return."

The Newport Explorer virtual visitor information system was also upgraded supporting the aim of Newport City being a digital city and improving the visitor experience. Newport Explorer enables smartphone users to scan codes at various locations around the city to watch archive film, listen to local memories and see vintage views. Figures show over 88 % new users indicating that it is being used by visitors.

## Economic Growth



Newport's Ambassadors

### Supporting the rural economy through the Rural Development Plan

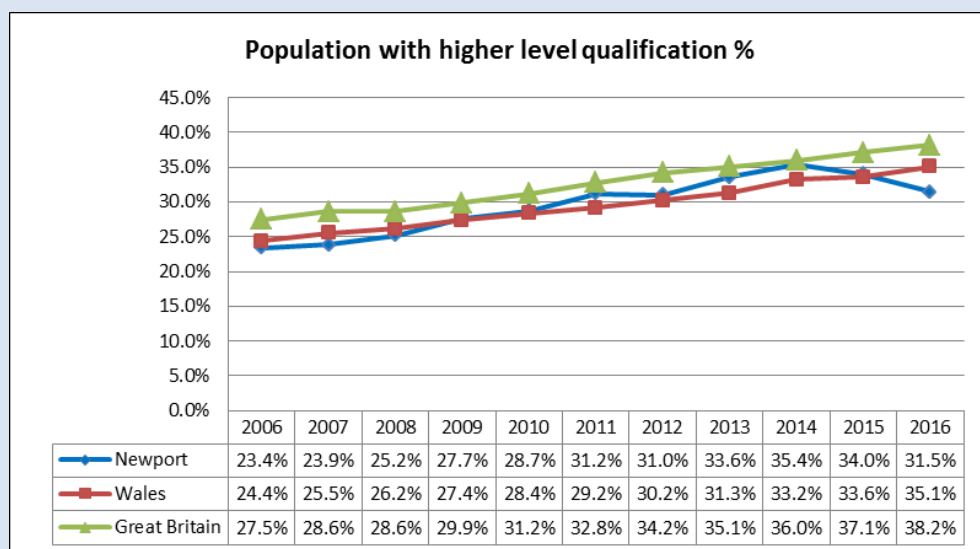
Newport is over 70% rural. The Council has accessed over £175,280 of funding from the Rural Development fund to support economic development in rural areas. Projects include Newport ambassador social media training, the Green services volunteer programme, a Community Leadership Academy, a Food Hub feasibility project, Newport food and drinks promotion and a Vale of Usk visitor information project.

### **Plans & Projects for 2017-18**

- Work within regional partnerships (Cardif City Region, Great Western Cities partnership) to create and support anchor economic projects to further inward investment
- Develop Newport as a hub for the digital technology sector, creating a digital “eco-system” in the city
- Establish a Destination Management Partnership
- Improve perceptions of Newport through effective marketing, events and destination management, including a destination website for investors, visitors and other external markets
- Develop the tourist and visitor economy focusing on:
  - Business tourism – work with the Wales International Convention Centre to benefit Newport’s profile and job growth
  - Sports and cultural events to increase vibrancy , footfall and spend
- Provide joined up support to help businesses start up and grow including:
  - Collaboration to provide assistance packages to Newport businesses
  - Pop-up business schools
  - Test trading opportunities
- Implement the Rural Development Plan and Living Levels Partnership Scheme to support economic development in rural areas of Newport.

## Learning Pathways

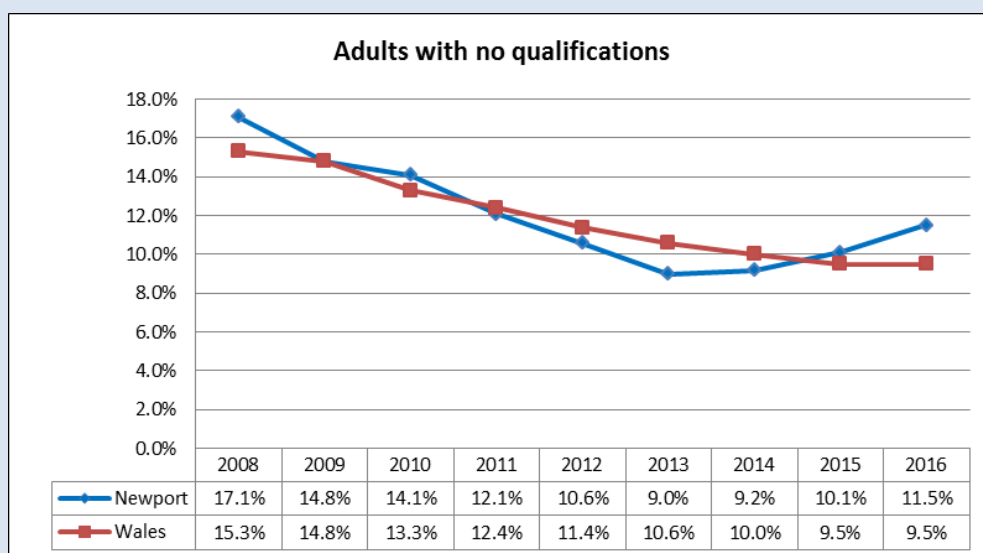
### Population Indicators



Following a long-term rising trend in the proportion of the population with higher level qualifications, 2015 recorded the first significant dip in a decade with a more substantial dip in 2016 to 31.5%. This returns the level to close to that of 2011.

This is perhaps explained by two factors, firstly an increase in the working age population without high level (Level 4 and above) qualifications e.g. through in-migration, and secondly a reduction in the number of people with higher level qualifications e.g. through out-migration. The actual numbers are estimated at 2,200 people less in the working age population.

In a 2017 study by the Centre for Cities, when compared to other cities, Newport ranks around mid-table in terms of higher level skills (NQF 4 and above).



The 2016 figure shows a rise in the number of people with no qualifications for the second time in two years, equating to an additional 500 people.

As education data shows a fall in the number of people leaving school with no qualifications this is probably explained by migration patterns, most likely an increased in-migration of people of working age with no qualifications.

Most forecasts agree that the future labour market will increasingly require higher level skills and unskilled/low skill occupations will contract. In order to remain competitive the Newport workforce will need to respond to the increasing skills demands of employers.

## Learning Pathways

Key Performance Indicators		Target 2016/17	Actual Performance	RAG Status
	No of people attending ESK courses (Literacy and Numeracy) (Note that the 2016/17 academic year has not yet finished)	200	175	Green
	Number of people attending ESOL courses (Note that the 2016/17 academic year has not yet finished)	300	291	Green
	Number of people attending ACL courses across the curriculum (Note that the 2016/17 academic year has not yet finished)	900	852	Green
	Number of people attending Digital Literacy courses	30	5	Red
The story so far	<p><b><u>Newport Knowledge Quarter</u></b></p> <p>Coleg Gwent, the University of South Wales and the Council have created a task force, developing options to establish a Newport Knowledge Quarter in the city centre. The formal Memorandum of Co-operation (MOC) was signed in November.</p> <p>The agreement includes the aim that the Newport Knowledge Quarter will act as a beacon to lift educational aspiration, encouraging further and higher education participation in Newport and across South East Wales. It is also hoped that it will maximise the contribution that further and higher education growth in Newport can make to the local economy, through prioritising the employability of graduates and increasing the pool of higher skilled labour.</p> <p>The potential options for Newport, anchored on the higher education of the University of South Wales's Newport City Campus, include a new further education development for the College and creation of shared facilities to enhance learning and progression to university study. The joint ambition is of creating a unique learning environment in the heart of the city centre for enhancing academic and vocational skills, and expanding future opportunities.</p> <p>Guy Lacey of Coleg Gwent said: "This is another important step in working together to ensure that further and higher education provision meets the skills and developmental needs of employers and other agencies who are engaged in the regeneration of Newport."</p> <p>Professor Julie Lydon of the University of South Wales said: "We're delighted that the city's civic leadership is joining forces with the University and Coleg Gwent to develop innovative and creative ways of delivering education and training for people in Gwent in a way that recognises the specific character of local business and the diverse needs of our local communities."</p> <p>Cllr Wilcox said: "The Newport Knowledge Quarter really matters. It's about showing students from every background that further education and university is for people like them.</p>			



## Learning Pathways



University of South Wales, Coleg Gwent and Newport City Council sign Memorandum of Co-operation to establish Newport Knowledge Quarter

### Essential Skills

Funding for Essential Skills provision in Adult Community Learning continues to be protected and a programme of courses in these areas is available to adults where need is identified. The current programme began in October 2016 in the Central Library.

Progression opportunities are available for all learners, from Entry Level to Level 1, with the appropriate accreditation (via Agored Cymru) or qualification (various Awarding Bodies). In Literacy, Numeracy and Digital Literacy an Essential Skills Wales qualification is offered.

Some 'Discretionary' courses continue to run in our venues, with self-employed tutors, aimed at 'leisure learners'.

There will be further emphasis on promotion to raise the number of enrolments on some courses, particularly digital literacy which fell below target. For 2017/18 we will be using more user friendly titles and fuller course information to stimulate greater interest in our digital literacy courses and will co-ordinate activity with the popular Digital Fridays programme running in libraries which exceeded its target by almost 1,000 participants this year.

Links with partner organisations such as Communities First, Flying Start, Family Information Service and Shaw Trust remain in place, providing targeted learning opportunities and support for families and other 'hard to reach' groups.

Links with the Work Based Learning Academy in Community Regeneration have been fully developed during 2016-17 to create a robust offer of employability skills courses in the community via the Apprenticeship scheme and in consultation with employers.

### **Plans & Projects for 2017-18**

For 2017/18 the Learning Pathways, Access to Employment and Youth Opportunity priorities are being combined to create a priority called Skilled Population. Key plans and priorities are:

- Develop relevant education progression pathways for young people and adults into and

## **Learning Pathways**

within key economic sectors and meeting employer skills demands

- Support the development of Newport Knowledge Quarter providing pathways from schools to higher education and linking employers with college and university
- Promote lifelong learning opportunities for adults of all ages including opportunities to improve their basic skills
- Tackle digital exclusion by improving people's skills and abilities

## Youth Opportunity

### Population Indicators

**Table 5: Year 11 Leavers for Schools in Wales known to be not in education, employment or training by local authority**

	2011	2012	2013	2014	2015	2016
Wales	4.4	4.2	3.7	3.1	2.8	2.0
Isle of Anglesey	2.7	2.4	3.7	1.7	2.2	2.3
Gwynedd	3.6	3.0	2.4	1.7	1.8	1.1
Conwy	4.0	3.4	3.6	1.8	2.4	1.7
Denbighshire	3.6	2.9	4.1	2.1	3.1	1.9
Flintshire	2.7	2.3	3.6	1.3	1.3	1.7
Wrexham	3.4	3.2	3.2	1.8	1.7	1.4
Powys	3.0	2.2	2.7	2.3	2.0	1.9
Ceredigion	3.3	2.3	1.3	1.8	1.4	1.0
Pembrokeshire	3.8	3.1	3.4	3.2	3.8	2.7
Carmarthenshire	2.8	4.3	3.0	3.4	3.5	2.1
Swansea	3.1	3.2	3.9	3.5	2.7	2.1
Neath Port Talbot	4.6	3.1	4.4	3.8	3.6	3.6
Bridgend	4.4	6.4	3.7	3.6	3.2	1.5
The Vale of Glamorgan	4.3	3.9	3.8	2.8	1.7	1.6
Cardiff	7.7	6.7	4.9	4.3	4.5	3.0
Rhondda Cynon Taf	3.9	4.5	4.1	3.9	3.7	1.0
Merthyr Tydfil	5.6	6.2	1.9	2.6	1.6	1.0
Caerphilly	4.5	5.9	4.4	3.5	2.1	1.9
Blaenau Gwent	6.6	4.2	4.6	3.4	2.4	2.5
Torfaen	6.7	5.5	2.5	2.2	1.9	2.0
Monmouthshire	3.8	3.8	2.8	1.7	1.9	2.0
<b>Newport</b>	<b>6.7</b>	<b>4.9</b>	<b>4.9</b>	<b>4.7</b>	<b>3.1</b>	<b>1.7</b>

### Key Performance Indicators

	Target	Actual Performance	RAG Status
Year 11 school leavers not in education, employment or training (NEET)	2.5%	1.7%	Green

### The story so far

#### Youth Engagement & Progression Framework

Newport has made a significant impact on the numbers of young people not in education, employment and training (NEET) over the past six years.

In 2011 the number of young people leaving year 11 and becoming NEET in Newport was 6.7%. By 2014 we had reduced this figure to 4.7%; by 2015 it was 3.1%; and by 2016 the figure has fallen to a record low of 1.7%. We have achieved a reduction of 75% over a six year period. Newport now stands joint 8<sup>th</sup> out the 22 Local Authorities in Wales and is below the Welsh average for the first time.

The Youth Engagement and Progression Framework (YEPF) is for everyone working with and supporting young people to engage and progress in education, training and work. It focuses on reducing the number of young people aged 11 to 25 who are not engaged in education, employment or training (NEET).



## Youth Opportunity

There are six components to this Framework:

- Identifying young people most at risk of disengagement.
- Better brokerage and coordination of support.
- Stronger tracking and transitions of young people through the system.
- Ensuring provision meets the needs of young people.
- Strengthening employability skills and opportunities for employment.
- Greater accountability for better outcomes for young people.

The strategic group for this framework is the Youth Support Services Board chaired by the Chief Education Officer. This group has developed a delivery system centred on the needs of young people.

The impact on the numbers of young people not in education, employment and training over the past six years is believed to be a result of the following actions:

- A clear, challenging, strategic focus at the highest level within Newport City Council.
- The development of the Work Based Learning Academy to act as a portal for young people seeking work experience, training and employment.
- Resource for the Youth Engagement and Progression Coordinator to focus on reducing the numbers of young people not in education, employment or training.
- The development and support of a Pre-16 NEET Partnership to focus on prevention; this has undertaken pupil analysis to support early identification at year 7. This has ensured the appropriate support has been put into young people at the earliest opportunity, preventing young people from becoming NEET. It has also fostered significantly better working relationships between educational institutions and other agencies.
- The Learning Provider Network ensures that the supply of learning opportunities meets needs and that placements are available at the correct times.
- Through the 16-18 Practitioner group young people are allocated a Lead Worker.
- Coordination of internal Newport City Council teams to support the engagement of young people 'unknown' within the system.
- The Post 16 NEET Partnership which has a focus on information sharing, provision and developing specific employment/learning opportunities and events. This facilitates the engagement of Careers Wales with the Youth Service and other Youth Support provision within Newport.
- Direct work with Careers Wales to ensure data and tracking systems are in place and working effectively to track young people through the funding of a Youth Engagement and Progression Officer.
- Intensive work with providers of education and further learning to ensure that appropriate provision is in place at post compulsory education transition points.

### Inspire 2 Work and Inspire 2 Achieve

During 2016/17 the Work Based learning Academy successfully achieved approval for two EU funded programmes creating pathways to employment, education and training to reduce the

## Youth Opportunity

number of disengaged young people:

Inspire 2 Work – targeting those young people transitioning from school education to further learning or employment.

Inspire 2 Achieve – targeting those young people in full time education aged 7 – 11 who have been identified as at risk of becoming NEET. Success will be improving attendance and attainment.

Newport City Council is the lead organisation managing the programme for the SE Wales region, working in partnership with other local authorities, FE colleges and Registered Social Landlords.

In Newport, the Inspire 2 Achieve programme will operate in all secondary schools and will complement the similar Aspire project which has been run successfully in two schools in the city.

Councillor Debbie Wilcox, Leader of Newport City Council, said: "This early intervention work could prevent young people missing out on vital educational and training opportunities that will make a real difference to their entire lives.

"The programme will focus on those at real risk of dropping out of education, including some extremely vulnerable young people, and helping them to re-engage will benefit not just themselves but the city and society in the longer term.

"We want every young person in Newport to achieve their potential and Inspire2Achieve will help them to reach that goal."

### Focus on employability

The Work Based Learning Academy has created job clubs, training courses and bespoke 13 week training provisions to meet the needs of young people who are only seeking employment. These programmes have specifically targeted young people aged 16 – 24 years. They have successfully implemented programmes such as:

Traineeship – This engagement programme supports young people aged 16-19 who have disengaged from full time education/ learning/ Employment. It supports young people to improve essential skills, improve attitudes and behaviours, and choose a career path.

Newport Works – Provision that identifies young people (16-24) who have disengaged from education and learning and only require support to find employment. The provision works to support young people to gain vocational qualifications and skills to apply for employment

### Reducing the impact of poverty on education outcomes

The Families First provision delivered by Newport City Council Youth Services works in partnership with the ESF Inspire 2 Achieve programme to offer a range of provision that seeks to reduce the impact of poverty on education outcome.

This includes interventions with young people to improve attendance and attainment and interventions with the wider families to ensure young people are supported to achieve.

## **Youth Opportunity**

### **Plans & Projects for 2017-18**

For 2017/18 the Learning Pathways, Access to Employment and Youth Opportunity priorities are being combined to create a priority called Skilled Population. Key plans and priorities are:

- Through externally funded programmes, reduce the impact of poverty on education outcomes for children, young people and families
- Create pathways to employment, education and training to reduce the number of disengaged young people through:
  - Inspire2Work
  - Inspire2Achieve
  - Youth Engagement and Progression Framework (YEPF)

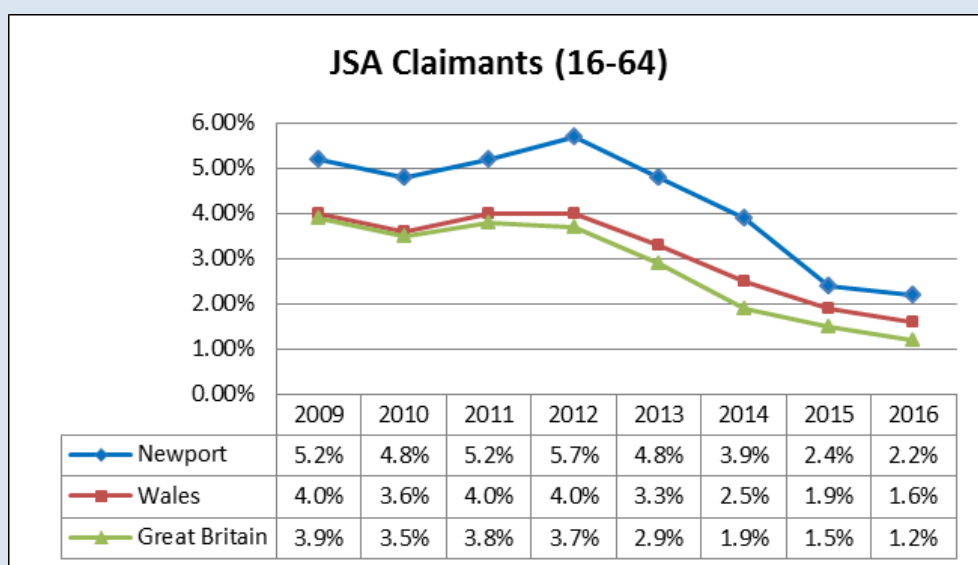
For YEPF in particular:

- A Youth Support Sufficiency audit is being carried out. This will indicate the gaps of provision and influence decision makers on funding of services.
- The delivery of the Inspire to Achieve ESF project will continue to run identifying young people at risk through the Youth Engagement and Progression Early Identification toolkit.
- A NEET review is being carried out to look at the process that Newport City Council follow and recommendations will follow this review.

## Access to Employment

### Population Indicators

Unemployment is commonly measured through Job Seekers Allowance Claimant Rates. The number of JSA claimants stood at 1,990 in December 2016, 3,230 people less than the high point in 2012 (62% reduction). This is the lowest it has been since 2004.



**Note Q4 figures for JSA claimants are not yet available.**

Figures released for March 2017 by the Centre for Cities show that 10 cities in the UK have higher JSA claimant rates than Newport; this compares to only 5 cities a year ago showing Newport's performance is improving comparatively (Cardiff & Swansea are better than Newport)

Ward Profile data shows a strong geographical pattern related to JSA claimant rates (i.e. unemployment). This pattern corresponds with other indicators of deprivation e.g. low skills levels, low educational attainment, ill health and low income. Inner urban wards also tend to exhibit higher JSA claimant rates than the more rural wards on the periphery of the city. The variance in JSA rates between the highest and lowest wards is amongst the highest for a Welsh local authority area. High levels of variance tend to be most commonly found in cities.

See [Community Well-being Profile](#) for more detail.

### Key Performance Indicators

	Target	Actual Performance	RAG Status
Number of people supported into skills and work related activity (on programmes)	90%	611	Green
Number of job clubs held	400	440	Green
Number of people supported into employment	600	655	Green
Number of people supported into employment, work placements and maintained their employment for at least 13 weeks before progressing to permanent employment	200	286	Green

## Access to Employment

### **The story so far**

#### Employability and Skills Group

An Employability and Skills Group was established in 2016/17, made up of key stakeholders in the city. Partners on the group are Coleg Gwent, University of South Wales, Newport City Council, National Training Federation Wales, Newport City Homes, Pobl, Job Centre Plus, Working Links and Careers Wales.

The partnership is working to deliver the priorities set out by the Single Integrated Plan relating to economy and skills, supporting local people to engage in activities that encourage skills development, learning and employability to benefit the local employment agenda.

The group has agreed Terms of Reference and has appointed a consultant to complete a skills audit of the city and identify sectors of growth. Once the audit is completed in 2017, the group will develop an Employability & Skills Operational Plan.

#### Service Alignment

Families First, Flying Start and Communities First have been aligned to engage with communities and deliver a range of coordinated services that support people to find work

Aligning the services has created a more joined up response for local residents, ensuring that complex needs can be supported through a seamless multi programme/ agency approach.

Co-location of services within community buildings has begun, as has the development of a single monitoring tool (CEMP).

#### Job Opportunities

Throughout 2016/17 the Newport City Council's Work Based Learning Academy (WBLA) worked with partners to create opportunities for employment and to help people into work. Initiatives have included:

- Newport Jobs Fair - Over 4,000 visitors attended the 2016 Jobs Fair and 500 vacancies were on offer. The event was delivered in partnership JobCentre Plus, Careers Wales, Newport City Council and Friars Walk.
- Community Benefit Programme which has created a number of employment, apprenticeship and placement opportunities. Working with a number of contractors in the city who have successfully tendered for work. Arranged work placement, employment and apprenticeship opportunities within the areas of Street Lighting, Caerleon Lodge School, Domiciliary Care, Pill Redevelopments, Brynglas Tunnels refurbishment, Junction 28 repairs and the Welsh Medium school.
- Working with developers regarding opportunities on large scale projects such as 21<sup>st</sup> Century Schools and the Wales International Convention Centre.

All this activity has been underpinned by the range of work and skills programmes that WBLA deliver including:

- Work Programme
- Work Choice
- Community Work Placements

## **Access to Employment**

- Communities 4 Work

### Positive Engagement Pathways

The Tearooms at Belle Vue Park are hosting a project run by the council's Work Based Learning Academy (WBLA) for adults with learning disabilities and conditions related to mental health.

The WBLA is dedicated to training adults to gain independent living skills and experience in the world of work as well as a possible route into employment.

Every Monday the Positive Engagement Pathways (PEP) project pops up as Chickles & Putney where the trainees prepare and serve the food and drink under supervision.

The venture originated in Malpas Court where the café is operated by Malpas Court Social Enterprise. It has helped trainees learn foundation catering and hospitality skills before moving on to Chickles and Putney to hone their trade independently.

Councillor Mark Whitcutt, Newport City Council's then Cabinet Member for Skills and Work, said: "It is important that people, of all abilities, have the chance to improve their life and work skills. Through the WBLA, we are able to ensure that those opportunities are widely available.

"The Positive Engagement Project in Malpas Court has opened up doors for people with learning disabilities and mental health conditions and proved extremely popular with customers."

### **Plans & Projects for 2017-18**

For 2017/18 the Learning Pathways, Access to Employment and Youth Opportunity priorities are being combined to create a priority called Skilled Population. Key plans and priorities are:

- Employability and Skills Group to undertake a skills audit, including growth sectors, and develop an action plan.
- Develop apprenticeships across the PSB.
- Create pathways to employment, education and training to reduce the number of disengaged young people, including through the Youth Engagement and Progression Framework, Inspire2Work and Inspire2Achieve.
- Create training, work placements and employment opportunities for the following priority groups:
  - NEET young people
  - Unemployed people aged 18-24
  - Unemployed people aged 25 and over
  - Disabled people
  - Lone parents
  - Black and minority ethnic people
- Work with growth sector companies to identify skills gaps that could be met through new HE / FE provision.

<b>Theme</b>	<b>Health &amp; Well-being</b>
<b>Outcome</b>	<b>People in Newport are healthy and thriving</b>
<b>Description</b>	<p>Improving health, well-being, and independence by:</p> <ul style="list-style-type: none"> <li>• Promoting and supporting healthy living throughout life</li> <li>• Prevention, early intervention, and self-management of illness</li> <li>• Reducing inequities in health</li> <li>• Enabling people to take a personal and shared responsibility for their own health and that of their families</li> </ul>
<b>Priorities</b>	<ul style="list-style-type: none"> <li>• Food &amp; Nutrition</li> <li>• Smoking / Tobacco Control</li> <li>• Mental Well-being &amp; Resilience</li> <li>• Alcohol &amp; Drugs</li> <li>• Physical Activity / Active Travel</li> <li>• Integrated Health &amp; Social Care Delivery</li> </ul>
<b>Theme Leads Overview – Will Beer</b>	<p>More than a quarter of children in Wales in reception year are classified as <b>overweight or obese</b>. In 2016/17 the One Newport Partnership made progress on food and nutrition and physical activity through:</p> <ul style="list-style-type: none"> <li>• Breastfeeding which is being promoted in 20 premises across the City although further work is required to scale this up.</li> <li>• Food and fitness programme in schools including the delivery of “Phunky Foods” that continues to be delivered by Newport LIVE and Families First.</li> <li>• Piloting of a new Child Weight Management Programme with primary schools in Newport.</li> </ul> <p>The delivery of Foodwise has failed to take off due to uncertainty over the future of the Communities First programme, staff changes within National Exercise Referral Scheme and difficulties with recruitment of participants. Over the coming years there needs to be a greater effort made to implement the Gwent Childhood Obesity Strategy – “Fit for Future Generations” – to ensure that public services in Newport are ensuring that for families the healthy choices are also the easier choices. Concerted action on childhood obesity should be a consideration for the Well-being Plan for Newport.</p> <p>Although the overall <b>smoking</b> rate in Newport is in line with the Wales average although further action is required to achieve the Welsh Government prevalence target of 16 per cent. Furthermore the rates of smoking tend to be higher in populations experiencing social and economic disadvantage. In 2016/17 the One Newport Partnership made progress on tobacco control through:</p> <ul style="list-style-type: none"> <li>• Smoking prevention programmes in schools including the delivery of “JustB”, “Filter the Facts” and “Keys to Smoking”.</li> <li>• Promotion of NHS smoking cessation services through the “Help Me Quit” campaign.</li> <li>• The ASH Wales “Smokefree Gates” campaign has been supported with a voluntary ban coupled with signage and a public awareness.</li> </ul>

Further action to ensure that children grow up in a smoke-free environment and this should be a consideration for the Well-being Plan for Newport.

In 2016/17 the One Newport Partnership made progress on **mental well-being** through

- Delivery of psycho-educational classes (“Stress Control” and “ACTivate your life”) through a partnership between the Primary Care Mental Health Support Service and MIND Newport.
- Implementation of Dementia friendly city accreditation with a substantial amount of awareness raising along with Dementia friendly cafes and carers group running across the city.
- Expansion of the Community Connectors Service with additional posts being employed to support carers and people from minority ethnic communities.
- Appointment of a Carers Development Officer to engage with carers to assess, review and implement new services for carers.

Further work is required to advance Newport as a dementia friendly city for future generations. There is also a need to invest in services that builds individual and family resilience. In particular, there should be a focus on the protective factors that buffer the effect of Adverse Childhood Experiences (ACEs) and this should be a consideration for the Well-being Plan for Newport.

The health and social costs of **alcohol and drug misuse** are well established. In 2016/17 the One Newport Partnership made progress in preventing the harms from alcohol and drugs through:

- Introduction of the “Blue Light Project” which, although slow to start, has now been launched with additional funding from the Gwent Substance Misuse Area Planning Board for a dedicated post within Gwent Drug and Alcohol Service.
- Awareness raising and training on harm reduction approaches in relation to Steroids and Image Enhancing Drugs.
- Appointment of a Floating Support Worker in Newport to engage and support people that have severe and enduring alcohol problems.

Continued work is required to ensure that future generations grow up in an environment where the harms from alcohol are not considered the norm. This will require regulatory and enforcement action at a national and local level alongside efforts to manage and improve the evening and night time economy within the city centre.

Only just over a quarter of adults are taking the recommended levels of physical activity in Newport. In 2016/17 the One Newport Partnership made progress in **physical activity / active travel** through:

- Creating good quality play opportunities with six holiday care play schemes now registered with Care & Social Services Inspectorate.
- Implementing duties relating to the Active Travel Act with an Integrated Route Network for walking and cycling, which has been informed by a series of consultation events.
- Promoting walking through the “Walk the Port” event and walking groups established through Lets Walk Cymru funding.

Continued work is required to encourage walking and cycling as a sustainable mode of transport. This is important both for environmental and health reasons. Developing green infrastructure and improving access to open green spaces is also important in many parts of the



city. Finally evolving the concept of public space being playable space is important for future generations of children and young people. Digital technology and social media have become an important part of the culture of many children and young people. Access to digital technology should be part of a wide range of play experiences and opportunities. Open access play, both permanent and short term provision, should be further developed as an integral part of healthy child development.

The **integration of health and social care** is important, particularly for those that are frail, to help people maintain their independence, avoid unnecessary hospital admissions and reduce their need for institutional care.

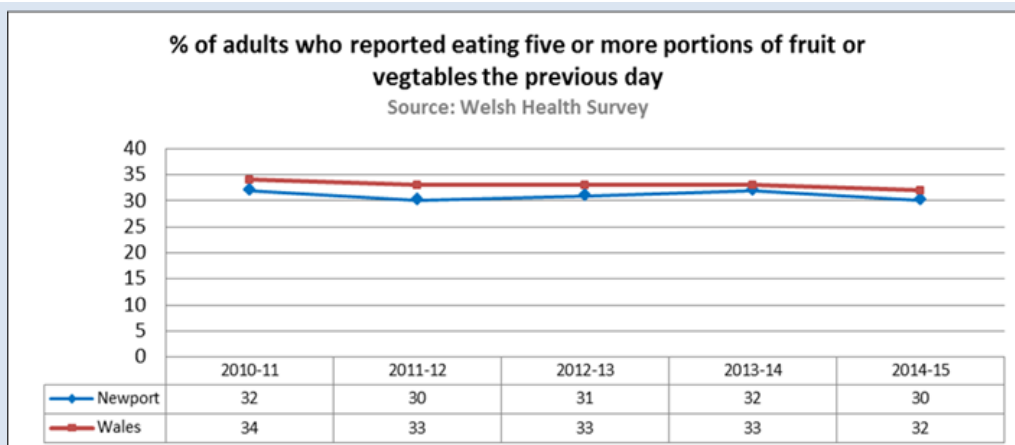
In 2016/17 the One Newport Partnership made progress around integration particularly through further development of Neighbourhood Care Networks (NCNs) and integrated planning arrangements. This has been primarily through:

- The Newport Older Person's Pathway which has identified older people most at risk and worked with them to develop a Stay Well Plan.
- Alignment of adult social services teams on an NCN footprint to support integrated working with primary care.

Further work to progress integration between health and social care services will be informed by the "Care Closer to Home" strategy once this is formally signed off by the ABUHB and Newport City Council. In terms of prevention and well-being there will need to be PSB support to implement the "Living Well, Living Longer" programme in Newport and develop an integrated network of wellbeing on an NCN footprint. Both these developments signals the need for a greater focus on the strengths and resources people have to make positive changes to their lives so they are able realize their own aspiration, become more resilient and less dependent on services.

## Food & Nutrition

### Population Indicators



The percentage of adults in Newport who report eating the recommended fruit and vegetable consumption guidelines has varied between 2010-11 and 2014-15, but the overall trend is a decrease from 32% to 30%. This rate has remained below the Wales average which has also decreased from 34% to 32%.

This rate varied slightly across Newport (2008-13) with the highest rate in the Upper Super Output Area (USOA) which includes Marshfield, Graig, Rogerstone, Gaer and Tredegar Park at 34%. The lowest rate is in the USOA which includes Malpas, Bettws, Shaftesbury, Stow Hill, Allt-yr-yn and Pillgwenlly at 30%.

The consumption of fruit and vegetables as part of a balanced diet has the potential to have a significant positive impact on health. There are numerous protective factors attributed to eating 5 portions of fruit and vegetables a day, including a reduced risk of developing certain cancers and a reduced risk of developing heart disease (dependent on other factors).

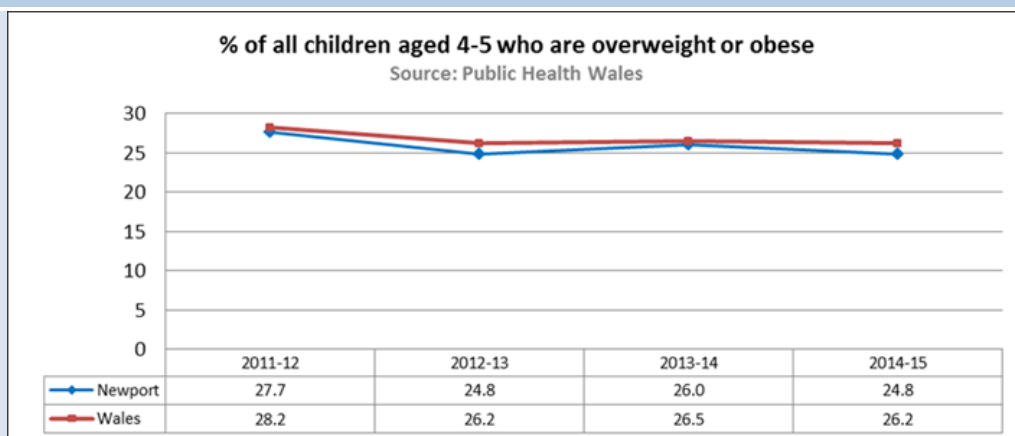
A healthy, balanced diet and regular physical activity are the best ways to maintain a healthy weight, and are key lifestyle choices to make in order to avoid becoming overweight or obese.

With the increasing amount of people being diagnosed as obese or overweight in what has been described as an obesity epidemic, fruit and vegetables are a vital healthy food group to include as a daily staple of one's diet, as opposed to sugary and fatty foods which are known to lead to weight gain, and have the potential to cause further health problems.

People who develop healthy eating habits early in life are more likely to maintain them in adulthood and have reduced risk of cardiovascular disease, cancer, type 2 diabetes and osteoporosis.<sup>1</sup> This is why fruit and vegetable consumption from an early age is vital for the future health and well-being of the population.

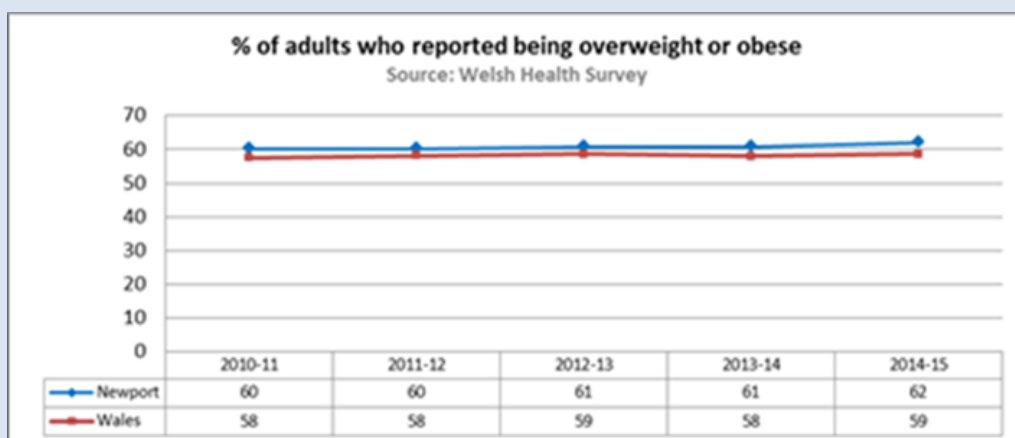
<sup>1</sup> Mendelson & White, 1982: Welsh Health Organisation (WHO), 2004

## Food & Nutrition



The percentage of children in Newport aged 4 – 5 years who were overweight or obese over the period 2011/12 to 2014/15 (academic years) has remained below the Wales average. The latest data in 2014-15 shows 24.8% were overweight or obese compared to 26.2% for Wales.

The harms to child health and well-being caused by obesity are serious and wide ranging and include physical, psychological and social harms. Obesity harms children in the short term but also, as most (between 55 to 80%) go on to become obese adults<sup>2</sup>; childhood obesity harms life chances undermining a range of well-being goals in future generations.



The percentage of adults reporting being overweight or obese has increased from 60% in 2010-11 to 62% in 2014-15. This is above the Wales average which has increased from 58% to 59% over the same period. This rate varied across Newport (2008-13) with the highest rate in the USOA including Llanwern, Langstone, Caerleon, Beechwood, Alway & Ringland at 62%. However obesity alone is higher in the USOA including Lliswerry, St Julians and Victoria at 27% compared with the Newport average of 23%.

Obesity can lead to a number of serious and potentially life-threatening diseases such as type 2 diabetes, heart disease, stroke and some types of cancer. In addition, obesity can affect your quality of life and can often trigger depression.

If obesity rates are not reduced, the costs of treating these illnesses will be a considerable burden to the NHS and will lead to an increased demand on a variety of Health and Social care services, which will be difficult to meet.

<sup>2</sup> Schonfeld-Warden & Warden 1997; Lifshitz, 2008

## Food & Nutrition

### Key Performance Indicators

	Target	Actual Performance	RAG Status
No. of premises signed up to the Breastfeeding Premises Scheme	50	20	Amber
No. of individuals attended a breastfeeding awareness session	200	35	Amber
No. of schools running the Phunky Food Programme	6	6	Green
No. of children taking part in the Phunky Food Programme	150	180	Green
No. of Foodwise programmes running in Newport	5	1	Red
No. of Foodwise participants starting the programme	40	17	Red
% of Foodwise attendees completing the programme	70%	88%	Green
% of Foodwise attendees achieving a reduced BMI	70%	83%	Green

### The story so far



#### Breastfeeding Welcome Premises Scheme

The Breastfeeding Welcome Premises Scheme is aimed at making premises more welcoming and supportive of breastfeeding families, as well as making the public aware that they are able to breastfeed their babies in any public premises.

This is done by delivering a 45 min awareness session to either all staff (in small premises) or key staff for them to then cascade the information down to the rest of their staff (in larger premises).

By raising awareness to staff in public premises of the reasons why families choose to breastfeed and passing on some key information around the subject, the aim is that there will be more accessible places for breastfeeding to happen.

A logo will be displayed at premises for the public to see and identify that the premises is fully aware of breastfeeding and they will be supported to do so in that place. Each premise will then be added to a register that is accessible to the public via the Newport City Council website.

20 premises have received the awareness session. These are a mix of schools/libraries a community centre.

There was initially a delay with resources, however, all materials have now been produced and are ready for distribution.

Plans to target a variety of other premises are now in place, as well as an official launch of the scheme.

#### Phunky Foods Programme (PFP)

The PFP is an early years and primary school programme consisting of healthy lifestyle curriculum activities. The aim of the programme is to assist schools in meeting healthy lifestyle curriculum requirements by delivering key, consistent health messages via the existing

## **Food & Nutrition**

curriculum / topic areas or via the PhunkyFoods club, to support inspection frameworks, achieve local and national Healthy Schools standards and organise their curriculum to include more healthy lifestyles material.

The programme focuses on helping schools to deliver a whole-settings approach to healthy lifestyles and to engage with children, and their families, in the promotion of tangible behaviour changes in a fun and interactive manner.

Following on from the initial pilot study the PFP was rolled out to a further four primary schools (Crindau, Gaer, St. Michael's, St. Gabriel's), one in each of the four clusters across Newport.

The structure of the second phase followed that of the pilot, but included an element of teaching staff delivery in order to further increase roll out of the programme to additional classes / year groups and therefore improve sustainability.

The second phase schools are now approaching the end of the 20 week programme and data is being collected for evaluation purposes.

In addition to supporting four further schools, the second phase also involved maintaining links with the initial pilot schools and expanding the PFP in a manner that was fit for purpose for their individual needs. Both of the initial pilot schools have continued to deliver elements of the programme to further classes across varied year groups.

One of the pilot schools is set to embark on a further role out of the PFP to all Year 3 classes in a structured 11 week programme. Staff attended an overview session to familiarise themselves with the lesson content / structure and will subsequently play a major part in the delivery of the upcoming programme. Families First Health & Well-being / Sports Development will deliver the initial session, conduct a mid-programme review and deliver the final session. All remaining sessions will be delivered by school staff thus ensuring the PFP becomes truly embedded in the whole school ethos.

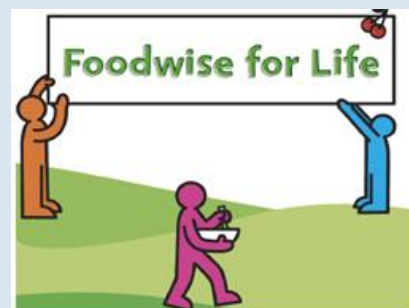
### Gwent Childhood Obesity Strategy

Mapping exercise was carried out for Newport.

Some gaps were recognised. However, with many changes happening to programmes such as Families first and Communities First, these may possibly change in the future.

### Foodwise for Life

Foodwise for Life is an eight week structured programme which utilises evidence based approaches to weight management. Written by Public Health Dietitians in Wales (PHDiW) the programme is designed to be delivered by a range of community based staff and contributes towards activity at Levels 1 and 2 of the Welsh Government 'All Wales Obesity Pathway'.



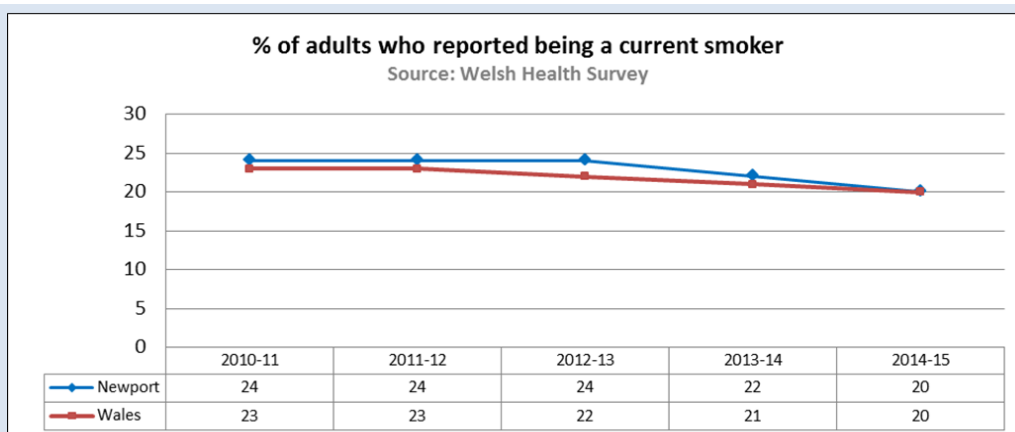
Although the local National Exercise Referral Scheme (NERS) were delivering some Foodwise session, staffing changes have no meant this is no not possible. Communities First have not been able to effectivley engage due to uncertainty over the programme.

## **Food & Nutrition**

	<p>Newport Live and Newport City Council have delivered 3 programmes between across the year. From this it was realised that there is a significant issue with recruitment and the lack of resources within the area to commit to implementing this Level 2 weight management programme.</p> <p>The local NERS team have acted as a central referral point, which is seen as a positive action.</p> <p>Plans are to escalate the issues that are preventing Foodwise being delivered and encourage partner support to address these issues.</p>
<b>Plans &amp; Projects for 2017-18</b>	<p>F1: Promote and expand the Newport Breastfeeding Welcome Premises Scheme.</p> <p>F2: Whole school approach to Phunky Foods in 6 primary schools.</p> <p>F3: Pilot and evaluate the new weight management programme for families.</p> <p>F4: Design and implement a sustainable approach to “Foodwise for Life”.</p>

## Smoking / Tobacco Control

### Population Indicators



Smoking is known as the single biggest avoidable cause of disease and early death in the UK. It causes many serious and fatal diseases including lung cancer, heart disease, bronchitis and emphysema. Plus many other cancers, respiratory diseases, strokes and can affect fertility.

The rate in Newport has decreased from 24% in 2010-11 to 20% in 2014-15. This is now the same as the Wales average which had decreased from 23% to 20% over the same period.

This rate also varies across Newport (2008-13) with higher rates reported in USOA including Lliswerry, St Julians and Victoria at 27% and USOA including Malpas, Bettws, Shaftesbury, Stow Hill, Allt-yr-yn and Pillgwenlly at 26%.

### Key Performance Indicators

	Target	Actual Performance	RAG Status
No. of schools engaged in JustB	4	3	Amber
No. of schools engaged in Shakedown	1	1	Green
No. of participants engaged in Shakedown	120	120	Green
No of secondary schools engaged in Filter the Facts	2	2	Green
No. of Filter the Facts Sessions	10	10	Green
No. of participants attended Filter the Facts Sessions	200	180	Amber
No. of primary schools engaged in keys to smoking	2	7	Green
No. of participants attending keys to smoking	300	309	Green
No. of schools signing up to Smoke Free Gates	30	20	Amber



## Smoking / Tobacco Control

### The story so far

#### Smoking prevention programmes in schools



**JUSTB** is a programme developed by Public Health Wales in partnership with young people to compliment the work of the Welsh Healthy Schools Scheme. The approach taken is directly aimed at reducing smoking related inequalities in health, as it targets the secondary schools in the most disadvantaged communities in Wales. The programme draws on international evidence relating to peer influence and social norms in smoking prevention and smoking marketing approaches such as the Truth Campaign used in the USA. A group of influential year 8 students (ambassadors) are recruited from each participating schools and are informed about the tactics of the tobacco industry and skilled to inform others. Newport City Council's Health and Well-being Officer is trained to support the role out of JUSTB programme in Newport.

Five Newport secondary schools were targeted by the JustB programme: Newport High School, Llanwern High School, Lliswerry High School, John Frost (Duffryn) High School and St Julian's Comprehensive School. Since the programme has started JUSTB has been delivered in Newport High School, Llanwern High School and Lliswerry High School. In addition, and not in the original cohort, JUSTB have also delivered in St Joseph High School.

John Frost (Duffryn) High School has recently indicated they would like to engage with JustB.

St Julian's have indicated that they were unlikely to engage with the programme until the final term of 2016/17 due to pressures on time.

**Shakedown** Project was delivered in Liswerry High School as planned.

**Filter the Facts** (designed by Action on Smoking and Health) is an interactive training resource for use in secondary schools, alternative education provisions and youth groups. Ten sessions were delivered (to 180 young people in total) by Families First. Filter the Facts has capacity issues and have been unable to provide ongoing support to progress further training.



**Keys to Smoking** is a primary school education pack targeting 7-11 year olds. The education package has been delivered by Families First in 7 Newport Primary Schools (delivered to 309 pupils). The number of schools this education package was delivered to is higher than planned and this is thanks to the commitment of Families First programme.

#### Promotion of Stop Smoking Wales and Smoking Cessation Pharmacy Services

NHS smoking prevention services: Stop Smoking Wales and local Pharmacists and No Smoking Day were promoted at the February meeting of the Newport Health Network, and circulated electronically to the Newport Health Network mailing list.

Details of the new NHS Wales Smoking Service: Help Me Quit has also been circulated to, and presented to, members of the Newport Health Network.

## Smoking / Tobacco Control

### Smoke Free Environments ("Smoke Free Newport")



The ASH Wales 'Smokefree Gates' campaign involves a voluntary ban coupled with signage and a public awareness campaign. The aim of the campaign is to deter people from smoking at the school gates. ASH Wales work with Local Authorities to further develop smokefree policies that will increase the amount of 'Smokefree spaces' and protect young people from the harmful effects of second-hand smoke. By introducing this voluntary ban

at the school gates, young people have less exposure to the influence of smoking.

All Newport primary schools have been sent a plaque to promote Smoke Free Gates. Out of the 44 primary schools in Newport, 20 have signed up to Smoke Free Gates

In addition, Caerleon Comprehensive was the first secondary school in Wales to participate in Smoke Free Gates.

### Barriers to ethnic minorities accessing stop smoking services

This project is now to be included within the Aneurin Bevan University Health Board's Living Well Living Longer Programme work.

### **Plans & Projects for 2017-18**

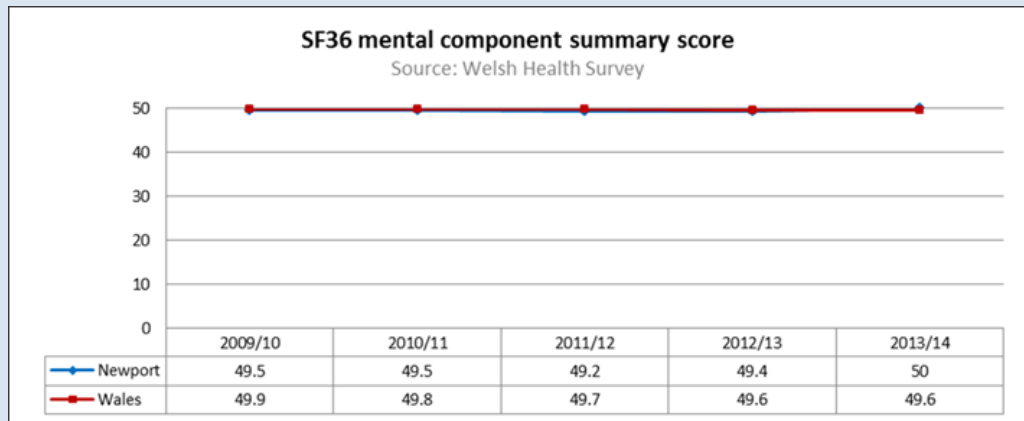
S1: Support the delivery of smoking prevention programmes in schools e.g. JustB.

S2: Further develop smoke free environments across the city ("Smoke Free Newport").

## Mental Well-being & Resilience

### Population Indicators

Mental health problems can affect anyone, regardless of age, race, gender or social background. Mental health disorders take many different forms and affect people in different ways. Schizophrenia, depression and personality disorders are all types of mental health problem. Diseases such as Alzheimer's and dementia generally develop in old age, whereas eating disorders are more common in young people.<sup>3</sup>



The SF36 score is derived from a number of self-assessed questions within the Welsh Health Survey asking respondents about their mental health and the impact on their lives. A higher score indicates better mental health.

The SF36 mental component summary score for Newport has fluctuated between 2009/10 and 2013/14, but the overall trend is an increase from 49.5 to 50.0. This rate is now above the Wales average which has decreased from 49.9 to 49.6.

It has been widely established that some health determinants can improve mental health, while some can increase the risk of poor mental health.<sup>4</sup> For example, protective factors for mental health may include supportive friends and family, good quality housing, feeling safe and part of a community, accessible leisure opportunities & availability of support for major life transitions. Risk factors for poor mental health may include social isolation, unemployment, social or cultural discrimination, lack of accessible services or leisure opportunities and low self-esteem.<sup>5</sup>

There is compelling evidence to indicate that action to improve mental well-being and reduce mental illness across the population results in a wide range of health and non-health outcomes including higher educational achievement, reduced unemployment and worklessness, reduced reliance on welfare and disability benefits, higher productivity in the workplace, reduced crime and anti-social behaviour, better social relationships and community involvement and reduced costs to health and social services<sup>6</sup>.

<sup>3</sup> Public Health Wales

<sup>4</sup> Kazdin and Kagan, 1994

<sup>5</sup> National Public Health Service (NPHS), 2008

<sup>6</sup> Joint Commissioning Panel for Mental Health, 2015

## Mental Well-being & Resilience

Key Performance Indicators		Target	Actual Performance	RAG Status
	No. starting Activate your Life	N/A	134	N/A
	No. completing Activate your life	N/A	97	N/A
	% completing Activate your Life	N/A	72%	N/A
	No. starting Stress Control	N/A	242	N/A
	No. completing Stress Control	N/A	105	N/A
	% completing Stress Control	N/A	43%	N/A
	No. of business signed up to dementia friendly communities	50	45	Amber
	No. of Dementia Champions	20	8	Red
	No. of Dementia Friends	500	1,961	Green
	No of Dementia Friends sessions	50	113	Green
	Community connectors' and carers connectors individual support	500	987	Green
	RVS Volunteering hours – combating social isolation	2,400	0	Red
	RVS Volunteering hours – Housebound Service users	180	0	Red
	RVS Volunteering hours – Befriending interactions	1,500	0	Red
	No. of staff undertaking Training with carer specific modules	1,000	683	Red
	No. of carers attending sessions	N/A	605	Green
<b>The story so far</b>	<u>Mental Health Foundation Tier</u>			
	<p>Primary Care Mental Health Support Services (PCMhSS) in partnership with Newport MIND continue to run Stress Control (SC) and ACTivate your life (AYL) classes on a regular basis, with approximately six sets of both SC and AYL being delivered each year. Uptake of the courses has continued to grow with 60-70 people starting SC and 30-35 for AYL. Additional (new) evening classes for both courses have also been introduced. The retention rate for AYL is considerably higher than that of SC. SC retention in Newport is also below what has been seen in other areas across Gwent, with the local team exploring potential reasons for this difference.</p> <p>Through the rollout of the Living Well, Living longer programme in parts of Newport, Public Health and the PCMhSS will be carrying out a piece of work to explore opportunities for further developing the provision of universally-accessible services to promote health and well-being.</p>			
	<u>Dementia friendly city</u>			
	<p>Newport City was accredited as 'working to become dementia friendly 2015 -2016' in June 2016. In the last 12 months considerable progress has been made to raise awareness of dementia and encourage organisations to adopt dementia friendly practices and support people living with</p>			

## **Mental Well-being & Resilience**

dementia and their carers.

A Dementia Friendly Community (DFC) implementation group has been established with a Terms of Reference (TOR). The implementation group meets quarterly. The group provides regular feedback to the Public Service Board (PSB) in Newport.

A regional Dementia Board has also been established by ABUHB, chaired by the Director of Nursing. The strategic oversight and 'buy in' from the PSB and Dementia Board has created an effective and sustainable structure, to ensure that DFC is progressed and overseen at the highest level.

A number of political champions have been identified in Newport, who take responsibility for driving forward work supporting Newport in becoming a dementia friendly city.

Dementia Friends awareness sessions operate as the main vehicle to raise awareness of Dementia across Newport City, with 2186 Dementia Friends trained and 36 Dementia champions identified in 2016/17.

There are Dementia friendly cafes and carers group running across the city and members of the implementation group link to the groups and ensure their voices are heard.



### **Encouraging social participation**

The community connector service has developed and expanded over the past 12 months, with 2 additional community connectors being employed to support the BME community specifically, in addition to the both the generic and carer support services. Over 2300 referrals have been received to date.

The community and support services directory has continued to grow with over 800 support services having now been mapped (245 support services, 545 community services). This directory is available online and is a fantastic resource for both members of the public and services who provide support to them.

### **Engaging carers to support their well-being and resilience**

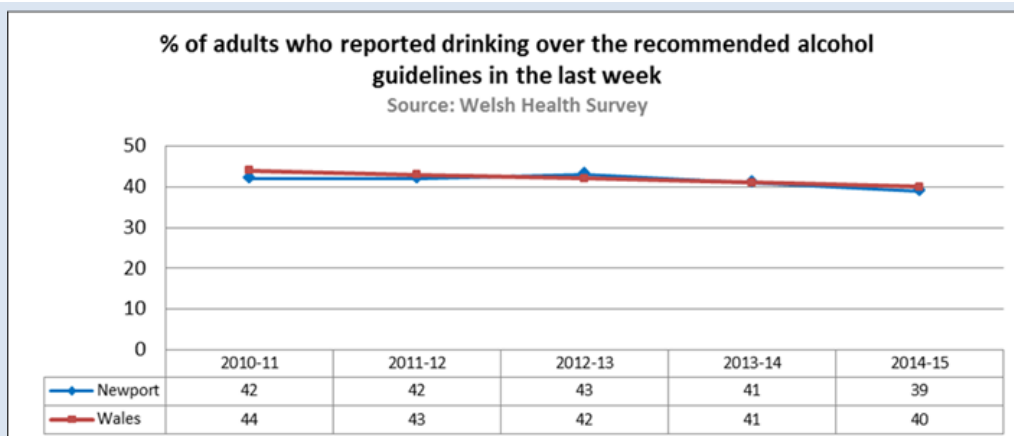
Recruitment of a Carers Development Officer to engage with carers to assess, review and

## **Mental Well-being & Resilience**

	<p>implement new carer services linked to third sector tendering process and re-structuring of adult social care and community services, revise Referral pathways linked to intake and first contact teams.</p> <p><u>Dementia Roadmap</u></p> <p>A Dementia Roadmap website (<a href="http://wales.dementiaroadmap.info/">http://wales.dementiaroadmap.info/</a>) has been developed and launched by ABUHB. It contains sections for each LA and a editorial board is coordinated by GAVO. A multi-agency Dementia Friendly City board meet every 6 months to review use and update content.</p>
<b>Plans &amp; Projects for 2017-18</b>	<p>M1: Further advancement towards Newport becoming a sustainable dementia friendly city.</p> <p>M2: Support services that strengthen social &amp; mental resilience.</p> <p>M3: Support multi-agency working in suicide prevention.</p>

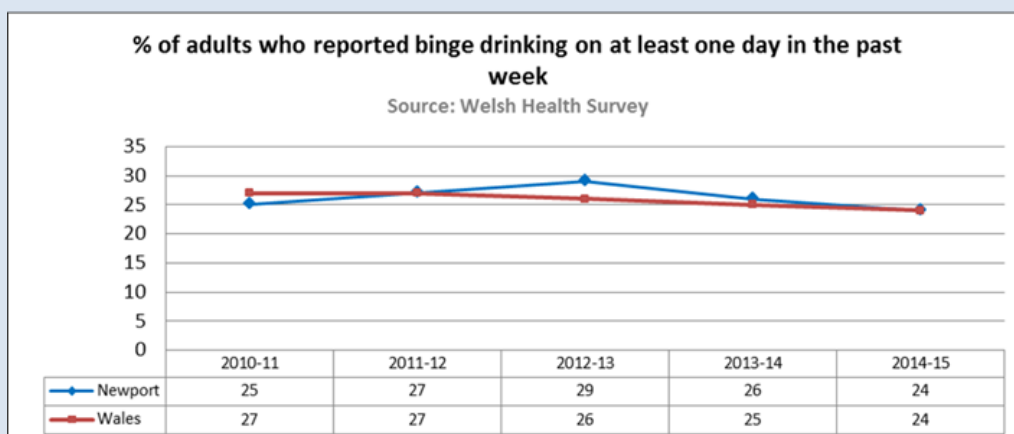
## Alcohol & Drugs

### Population Indicators



The percentage of adults who report drinking above the recommended guidelines in Newport has fluctuated between 2010-11 and 2014-15 but the overall trend is a decrease from 42% to 39%. This is now below the Wales average which has also decreased from 44% to 40%.

Data between 2008 and 2013 shows higher rates reported in the USOAs which includes Llanwern, Langstone, Caerleon, Beechwood, Alway, Ringland, Marshfield, Graig, Rogerstone, Gaer and Tredegar Park at 46%.



The percentage of adults who reported binge drinking in Newport has also fluctuated between 2010-11 and 2014-15 but overall there has been a slight decrease from 25% to 24%. This is still above the Wales average which has decreased from 27% to 24%. The higher rates of binge drinking between 2008 and 2013 are in USOA which includes Llanwern, Langstone, Caerleon, Beechwood, Alway and Ringland at 29%.

Alcohol consumption above recommended limits can lead to a range of conditions such as liver disease, reduced fertility, high blood pressure, increased risk of various cancers and cardiovascular diseases. Too much alcohol can also cause chronic inflammation of the pancreas which can impair its ability to secrete insulin and ultimately lead to diabetes.<sup>7</sup>

Other problems that are linked to excess alcohol include: Assault, sexually transmitted infections, obesity, road traffic crashes, liver damage, unwanted pregnancy, falls and injuries, mental health problems, physical inactivity, self-harm, relationship problems, cancers, dental problems, homelessness, financial problems and workplace problems.<sup>8</sup>

<sup>7</sup> NHS Choices

<sup>8</sup> American Diabetics Society



## Alcohol & Drugs

	The rate of alcohol specific hospital admissions (per 100,000 population) in Newport is higher in some wards than others. The wards with rates of alcohol specific hospital admissions consistently above the Wales & Newport averages between 2006-08 and 2013-15 are Bettws, Pillgwenlly, Ringland, Stow Hill, and Victoria.			
Key Performance Indicators		Target	Actual Performance	RAG Status
	Number of organisations targeted with new accurate alcohol guidelines	20	20	Green
	Number of professionals attending training sessions re SEIDs Awareness	30	13	Amber
	Number of primary referrals made to Gwent Drug & Alcohol Service (GDAS) via the bespoke Blue Light Project	15	0	Red
	Number of primary referrals made to GDAS via the bespoke Blue Light Project	35	0	Red
	Hostel for People with Enduring Alcohol Problems established.	1 Hostel	0	Amber
	Leaflet for older re alcohol and over the counter drugs etc. • Number produced • Targeted places disseminated	4,000 30	4,000 0	Amber
The story so far	<u>New alcohol guidelines</u> <p>The Chief Medical Officers for the UK issued new alcohol guidelines for the safe use of alcohol, in January 2016. These new guidelines were disseminated throughout Newport via the Newport Healthy Network in the autumn once an agreed communication strategy had been produced by the Welsh Government/Public Health Wales.</p>			
	<u>Steroid and image enhancing drugs (SIEDs) training</u> <p>A programme for delivering training sessions in Newport re Steroids and Image Enhancing Drugs has been developed by GDAS and these training sessions are now being delivered to appropriate target audiences identified by Newport SIP partners</p>			
	<u>“Blue Light Project”</u> <p>A working team for the pilot “Alcohol Concern Blue Light Project” to address the needs of change resistant dependent drinkers in Newport has been established; however the progress of this group has been slow due to the production and agreement of TOR within the team.</p>			
	<p>The project is now ready to deliver but in a very different way to how it was first envisaged. It is more bespoke to the needs of Newport rather than the prototype defined by Alcohol Concern ie. a multi-sectorial system has been established for the referral from the Blue Light services of identified clients to GDAS. Also monies have now been sort from the APB to provide a GDAS worker to engage with and perform alcohol outreach work interventions for appropriately identified clients.</p>			

## **Alcohol & Drugs**

### Supported housing for people with enduring alcohol problems

A support worker is now in place who is gaining further information to ensure the Hostel for People with Enduring Alcohol Hostel is as fit for purpose when it is established in Newport for the designated client group. Also he is working to identify possible cohorts for this project when it is up and running.

### Substance misuse information for older people

To fulfil an identified need a leaflet for the older people on Alcohol and Medication has been produced. Once drafted It has underwent consultation and approval with appropriate experts eg. GDAS, Head of Community Pharmacy, Consultant in Addiction Psychiatry and the Senior Citizen Forum for Newport. The leaflets (4000) are now ready and awaiting dissemination via local GP surgeries and The Senior Citizen Forum for Newport.

### **Plans & Projects for 2017-18**

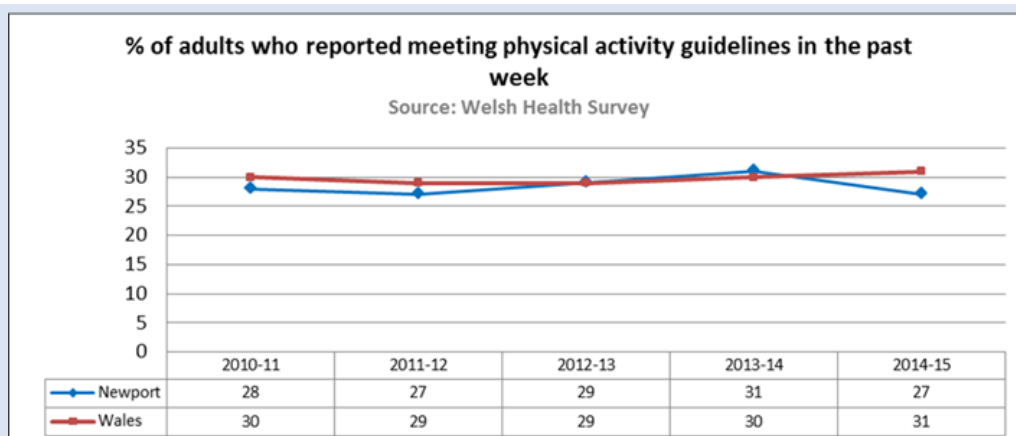
A1: Roll out steroid and image enhancing drugs (SIEDs) training and promotional material for service providers, which will include raising awareness about the risk of blood born viruses (BBVs) when injecting SIEDs.

A2: Pilot and evaluate the Alcohol Concern “Blue Light Project”.

A3: Provide high quality supported housing for people with enduring alcohol problems in a suitable location in the city.

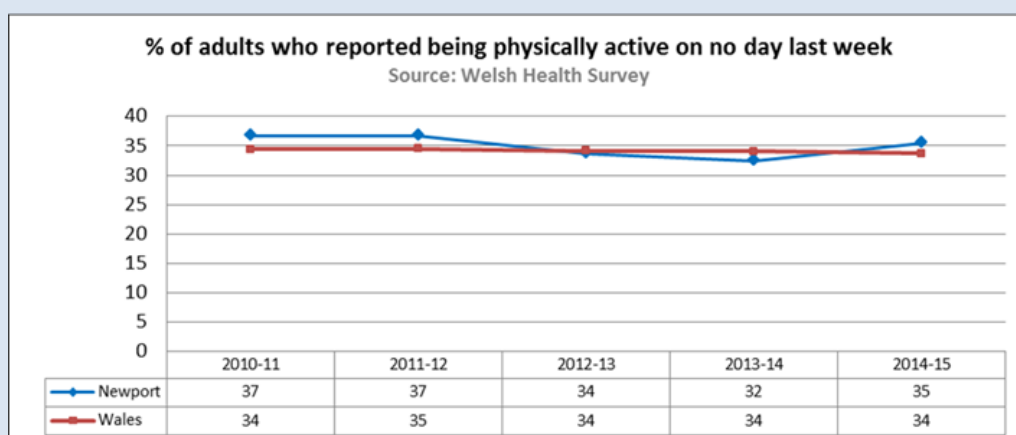
## Physical Activity / Active Travel

### Population Indicators



Since 2010-11 the percentage of adults meeting the physical activity guidelines in Newport has fluctuated with the latest data in 2014-15 recording a rate of 27%. This is now below the Wales average which has remained relatively constant fluctuating between 29% and 31%.

This rate also varies across Newport (2008-2013) with higher rates reported in the USOA which includes Malpas, Bettws, Shaftesbury, Stow Hill, Allt-yr-yn, and Pillgwenlly at 37% and the USOA which includes Lliswerry, St Julians and Victoria at 38%. In contrast these areas also have the highest rates of inactivity at 37% and 38%.



The percentage of adults who were physically active on no days in the previous week has also fluctuated. But the overall trend is a decrease from 37% in 2010-11 to 35% in 2014-15 in Newport. This is now slightly above the Wales average which has remained at 34%.

Regular physical activity can make an important contribution to improving quality of life for adults i.e. both physical and psychological.<sup>9</sup> Physical activity is a vital component in maintaining a healthy body weight and along with eating a healthy balanced diet, is the most effective way of avoiding becoming overweight or obese.

Physical inactivity also known as sedentary behaviour is in itself a risk factor for numerous conditions such as high blood pressure and can contribute significantly to illnesses such as, heart disease, stroke, diabetes and some cancers.<sup>10</sup> Physical activity is also a very important factor in maintaining muscle and bone strength during adulthood; this is an important element of ageing healthily and reducing the risk of falls in old age.

<sup>9</sup> World Health Organisation, 2004

<sup>10</sup> Department of Health, 1993

## Physical Activity / Active Travel

Key Performance Indicators		Target	Actual Performance	RAG Status
	Increase the availability of CSSIW registered holiday care.	6	6	Green
	Number of children and their families engaged in enhancing play opportunities for children in their areas.	600	1,451	Green
	Number of children and their families receiving formal and informal respite.	33	92	Green
	No. of organisations signed up to the One Newport Active Travel Pledge	5	3	Amber
	No. of led walks	160	170	Green
	Average number of walkers per session	5	8	Green
	No. of walkers taking part in the event	150	157	Green
	No. of referred clients attending National Exercise Referral Scheme first consultation	70% or referrals	61%	Amber
	No. of referred clients attending National Exercise Referral Scheme first exercise session	80% of consultation attendees	96%	Green
	No. of referred clients completing National Exercise Referral Scheme 16 week consultation	50% of first exercise session attendees	64%	Green
	No. of referred clients completing National Exercise Referral Scheme 52 week consultation	50% of 16 week consultation attendees	65%	Green
<b>The story so far</b>	<u>Play opportunities for children</u> <p>Six holiday care play schemes are now registered with Care &amp; Social Services Inspectorate for Wales (CSSIW). However, there is still the challenge of recruiting suitably qualified persons seasonally to ensure that all 6 operate. Partnership work with training providers will ensure that access to appropriate training will be put in place.</p>			
	<u>Active Travel Act</u> <p>The Active Travel Act Duties are progressing well and we are now in the process of producing the Integrated Route Network Map for both walking and cycling. Existing routes were captured during the 1<sup>st</sup> phase, and new routes were suggested during the 2<sup>nd</sup> phase with the Public and children within our schools.</p> <p>Drop in information-gathering workshops took place in Q3 and Q4 of 2016/17 which were open to partners and the public. These took place at schools, Leisure Centres and other public building. An update on progress will be given in Q3.</p> <p>To engage with children and young people 4 schools were visited in total (3 primary and 1 secondary). We discussed how children get “to and from” schools, other routes such as doctors and family &amp; friends. We also discussed how these routes could be improved, plus if any new</p>			

## Physical Activity / Active Travel

potential routes could be implemented. All of the information that was collected will now be reviewed and fed into the next stage.

### Promote walking

Walking groups continue to meet across the city. 5 walking groups were established in 2015-16 with grant funding from Let's Walk Cymru. Three of these groups have continued throughout 2016-17.

In September a new "Walk the Port" event took place to encourage people to get walking. Due to the development of the walking event relations between established Newport walking groups have shown to be beneficial in terms of social and business resource value. Walking groups involved in the Walk the Port walking event are Walk Newport, South Gwent Ramblers, NOGS and LDWA.



Despite the weather on the day the Walk the Port event was deemed a success with 157 attending the event. A further event is planned for 2017-18 with the expectation of improving promotion, age/ability access and attendance citywide.

### Exercise Referral

The National Exercise Referral Scheme (NERS) continues to offer regular health intervention for patients using exercise in Newport. NERS operates throughout Wales managed by Leisure Services departments or Trusts, but Newport is unique in managing the service through the Health and Well-being partnership between the Health Board, City Council and Newport Live (Leisure Trust), enabling the service to be developed in a flexible way which best meets local client's needs.

The scheme targets clients who have or are at risk of developing a chronic disease and aims to improve their physical and mental health. There are currently 49 classes' available across Newport, including an additional evening session and mobility aquatic sessions to enhance service provision and the scheme continues to show positive improvement and exceed annual local performance targets.

### **Plans & Projects for 2017-18**

P1: Comply with duties of the Active Travel Act by producing an Integrated Route Network (IRN) Map. The process includes:

- Consultation (targeting children and young people).
- Completion of the mapping of proposed routes and facilities.
- Auditing of proposed routes
- Formal 12 week consultation
- Submission of plans to Welsh Government by Nov 2017
- Promotion of active travel routes and measures.

P2: Promote walking by:

- developing and maintaining sustainable walking groups
- organising a sustainable annual walking event.

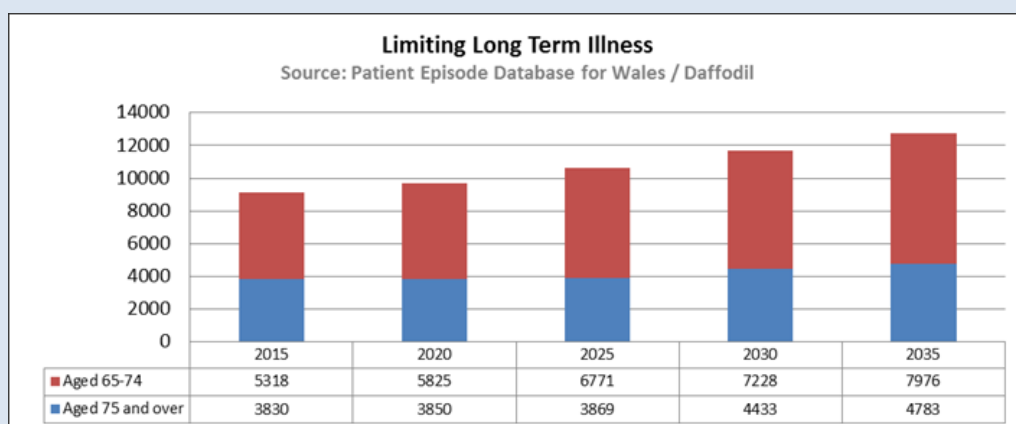
**Physical Activity / Active Travel**

- P3: Develop Green Infrastructure across the city and improve accessibility to routes and greenspaces for a range of leisure activities and abilities.
- P4: Work towards becoming a Play Friendly City for children.

## Integrated Health & Social Care Delivery

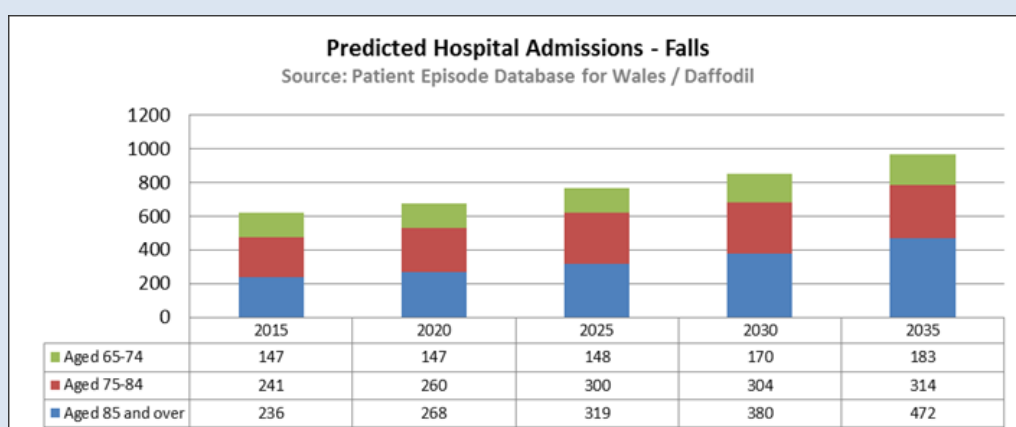
### Population Indicators

In the 2011 census 10.2% of the population in Newport reported their day to day activities as limited a little compared with 28.0% of the over 65 population. 10.6% of the population reported their day to day activities limited a lot compared with 33.3% of the over 65 population.



This is predicted to increase with an increase from 9,148 people of over 65 in 2015 to 12,759 in 2035. This is an increase of 37.5% over 20 years.

Falls can also have an adverse psychological impact on elderly people. For example, after having a fall some people can lose confidence, become withdrawn and may feel as if they have lost their independence.



As can be seen the figures for admission to hospital due to a fall for those over 65 are predicted to increase from 622 in 2015 to 844 by 2030, this is a 36.9% increase.

### Key Performance Indicators

	Target	Actual Performance	RAG Status
Falls prevention at home check RVS	2,000	0	Red
Home safety checks – Care & Repair	385	454	Green
Recorded accidents / falls avoidance incidences	N/A	1,580	Green



## **Integrated Health & Social Care Delivery**

### **The story so far**

#### Older Persons Pathway

There are currently 9 (EMIS) practices that are actively using the risk stratification tool to identify cohorts of patients. 3 additional practices are ready to commence with the service in Q1 (2017/18).

A programme of roll out to further practices for Q1 17/18 is in place which is dependent on the implementation of the risk stratification tool (RST) to Vision system practice. The tool has been written and has tested successful for use in data extraction from GP practices using the Vision system, with a plan to commence rollout of the RST in Vision practices by the end of June 2017.

To date, 1234 patients have been identified as potentially requiring targeted service provision and support, enabling them to remain in their own homes than would otherwise be the case. Of these, currently 722 have a Stay Well Plan (SWP) in place.

An Older Person Pathway Coordinator is now attached to Newport Community Resource Team (Frailty CRT). Each month the CRT send the Coordinators a list of patients discharged from CRT during the past month. The OPP Coordinators triage the list (applying exclusion criteria), allocate those to whom the service would be appropriate into surgery list and contact as per the usual process.

#### Align Teams

Newport Local Authority social work teams aligned to the Neighbourhood Care Networks since April 2016 with communications regarding impact of service changes an ongoing dialogue at NCN level. Managers from the revised social work teams and the adult services manager are active participants of the NCN cluster and NCN management teams meetings respectively.

#### Community Directory

There has been a steady increase in the number of services/resources now on DEWIS, with over 700 now available. Official launch of DEWIS being planned, with a proposed local engagement event in each area. DEWIS leads linking in with communication leads in each local authority area for ideas and suggestions.

Planned launch of NHS 111 in the summer 2017, with work ongoing to ensure directory is linked in and reflects local information.

#### Commissioning arrangements for third sector services

The Care Closer to Home (CCTH) strategy currently in draft form is in the process of being signed off by Aneurin Bevan University Health Board (ABUHB) executive board and the five local authority cabinets.

Newport has begun to develop their CCTH Local Action Plans. It is hoped that the plan developed in Newport can be used as a blueprint to help inform other plans going forward.

A review of all Service Level Agreements (SLAs), Section 28As & Section 33s is being undertaken by Aneurin Bevan University Health Board. Recently initiated, the review will consider all commissioning and funding arrangements for current funded services.

## **Integrated Health & Social Care Delivery**

	<p><u>Older people to reduce their risk of falling</u></p> <p>Falls prevention is routinely included as part of the Older Persons Pathway (OPP) care plan assessment. The team make referrals to the Falls team and try and cover aspects of prevention of falls by looking at strategically places rails, pendant alarms and frequently make referrals to the OT department to assess for aids and equipment to improve mobility, stability and safety around the home.</p>
<b>Plans &amp; Projects for 2017-18</b>	<p>Rename this priority <b>Healthy Ageing, Independence and Resilience</b></p> <p>H1: Support the local implementation of the Care Closer to Home (CCTH strategy)</p> <p>H2: Support the local implementation of the Choose Pharmacy (Minor Ailments Service)</p> <p>H3: Support the local implementation of Living Well, Living Longer</p> <p>H4: Support the development of an Integrated Well-being Network.</p>

<b>Theme</b>	<b>Safe &amp; Cohesive Communities</b>
<b>Outcome</b>	<b>People in Newport live in a safe and cohesive community</b>
<b>Description</b>	Ensuring that residents, visitors and businesses feel safe in their local area and feel confident that any safety concerns are addressed. Promoting an inclusive community that focuses on matters relating to housing, learning, communication, equality and social inclusion, preventing violent extremism and crime and disorder.
<b>Priorities</b>	<ul style="list-style-type: none"> <li>• Cohesive Communities</li> <li>• Anti-Social Behaviour (ASB)</li> <li>• Youth Justice</li> <li>• Safer City Centre</li> </ul>
<b>Theme Leads Overview – Supt Matthew Williams</b>	<p>Reflecting on the past year as theme lead I have identified a number of challenges and significant successes that we have achieved within the 2016-2017 plan. Our priorities now include domestic abuse and more recently the Pillgwenlly area focus plan in response to the range of emerging issues encountered within the ward. The Pill area focus plan has been developed with the key principles of the Wellbeing and Future Generations act in mind and incorporates a range of short, medium and long term actions. Support at strategic level has been assured with organisations committing to prioritising work in the Pill area in support of the plan. The outcomes are clear, to reduce crime and the fear of crime in the area, to improve public confidence in police and partners tackling issues in the local area and to have a well-connected and engaged approach to area development.</p> <p>As a result of the significant drive towards pursuing offenders and clearing the Pill area to allow for transformation we have experienced some unintended consequences. These include an increase in juvenile first time entrants (FTE) into the criminal justice system and more serious levels of criminality. It is also the case that the void left behind by the removal of the street dealers means that young and vulnerable people are now potentially at risk from being targeted to become involved in organised crime. Therefore, longer term plans are being developed in order to reduce the opportunities for this to happen whilst also educating vulnerable and young people of the dangers of organised crime, we are working with organisations and learning from similar experiences around the UK that will help shape our approach. In addition to dealing with the concerns relating to drug dealing and associated anti-social behaviour we have worked with partners to develop an agreed diversionary pathway for sex workers and have actively worked in partnership during several operations to date to support and divert those engaged in on street sex work.</p> <p>The Pill area focus plan is a good example of Public Service Board partners coming together to collectively tackle a broad range of issues and is transferable to any part of Newport, Gwent and the country, with close support and challenge from Welsh Government ministers.</p> <p>The number of recorded hate crimes compared to incidents has remained fairly consistent since 2010/11, the rise in incidents tends to suggest a greater awareness and willingness to report concerns to authorities. Global and national incidents have tended to impact upon increases in line with other parts of the country. A lot of work to raise awareness of hate crime through programmes such as ‘Show Racism the red card’ and ‘zero tolerance to hate crime’ have helped</p>

contribute and the East Gwent Hate Crime Forum work as a range of partners to identify trends, emerging issues and the sharing of good practice. More recently an Interfaith group has been established within the Newport and Monmouthshire area to broaden the engagement with communities and harder to reach groups.

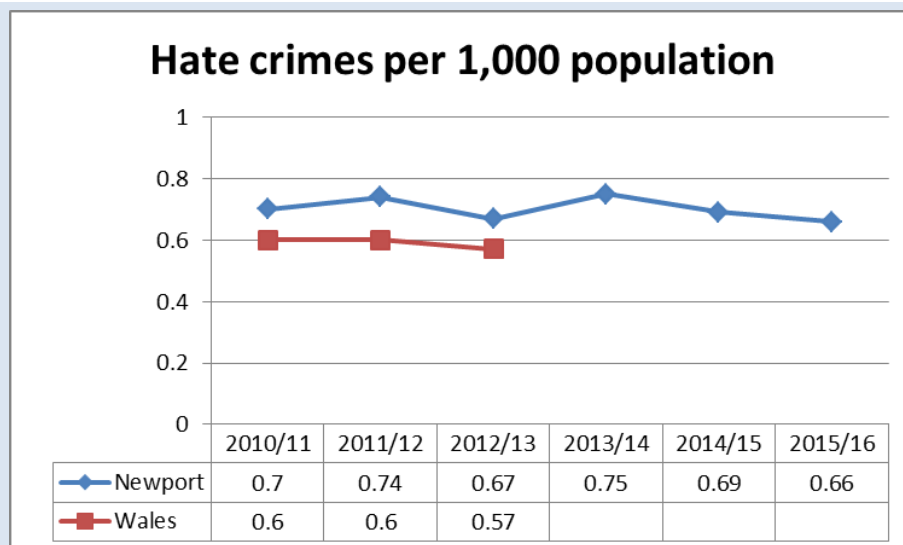
I am really pleased to see the great work in partnership with South Wales Fire and Rescue Service and the social landlords on 'Operation Ash' which was developed to deliver a preventative approach to deliberate fire setting throughout the Newport area, this has resulted in an effective approach to pro-actively tackling an issue that was of concern in the earlier part of the year and will continue to support future planning in line with seasonal trends.

The work of Newport Live, Police and the Youth Service as highlighted in the report demonstrates a positive approach to early intervention and prevention work with young people to divert them from crime and anti-social behaviour. This work cannot be underestimated, the outcomes achieved and young people engaged with through a range of means and initiatives is worthy of recognition.

Work will continue toward the accreditation process for the city centres Purple Flag award, which is a national standard of excellence in managing the evening and night time economy. The work of the city centre group is supported by a range of partners that include Street Pastors, City Ambassadors, Businesses, a range of youth services, police, Fire Service and many more. The Purple Flag is a positive and achievable outcome for the city centre that focusses on the areas of entertainment, diversity, safety and enjoyment in the city for all who live, work and visit. As we work toward this standard, particular focus will be placed upon tackling anti-social behaviour, working together to find a long term solution to improving the parking situation in the city centre and also a focus on those who are rough sleeping. In 2017/18 we will continue to work with the businesses to develop innovative solutions to acquisitive crime that impacts on some of the local businesses, particularly shoplifting, which has seen an increase with the larger volume of stores and visitors to the area.

## Cohesive Communities

### Population Indicators



The number of recorded hate crimes has remained fairly consistent since 2010/11. The most recent data shows an increase from 99 in 2010/11, up to 104 in 2011/12, 118 in 2012/13 with a slight fall to 110 in 2013/14. This number has continued to decrease in 2014/15 to 101 and this trend continued in 2015/16 to 98. In the past, the rate of hate crime in Newport has been above the Wales average however in the past 2 years, the data has reflected that Newport's figures are below the national average. Despite the decrease in Hate Crimes, the number of hate incidents has increased from 203 incidents in 2013/14 to 226 incidents in 2014/15 and 258 in 2015/16. Figures for 2016-17 have not yet been formally published.

Although race and religiously motivated hate crime feature highly in the reported crime figures, reports such as the Equality and Human Rights Commission's "Hidden in Plain Sight – Inquiry into disability related hate crime" state that disability related hate crime is under reported.

Occasionally, localised matters such as proposals for gypsy / traveller sites or groups of new arrivals in Newport can cause a public reaction which negatively affects certain sections of society. These matters may not be consistent but they can be serious and require a high level, multi-agency response.

Global and national incidents can also increase community tensions leading to a spike in hate incidents i.e. increased activity from the extreme far-right, increased media attention on global events (particularly around terrorism). During times of heightened tensions, NCC and Gwent Police ensure that we are in touch with affected communities in order to provide reassurance and support to our communities.

On Thursday 23 June 2016, the EU referendum took place and the people of the United Kingdom voted to leave the European Union. Following this result, information released by the National Police Chiefs' Council (NPCC), which covers Northern Ireland as well as England and Wales, showed that there had been an increase in the level of reported and recorded hate crime. This spike was reflected in Newport's hate crime and incidents figures; however the levels have now normalised and are similar to trends from the previous years.

With the increased resources directed at increasing reporting and improving reporting mechanisms, it is anticipated that reporting levels will continue to increase alongside continued development of support services.

## Cohesive Communities

Key Performance Indicators		Target	Actual Performance	RAG Status	Notes
	No. of people to receive Modern Slavery training	40	48	Green	Exceed target
	No. of people to receive PREVENT/WRAP training	200	840	Green	Exceed target
	No of Hate Crime cases referred to Victim Support / SEWREC	25%	100%	Green	All Hate Crimes reported to the Police are referred to VS.
	Feedback of the effectiveness of WRAP training through the evaluation forms	95%	100%	Green	Exceed target
The story so far	<b>Key achievements:</b> <ul style="list-style-type: none"> <li>Successful delivery of a range of support and services to ensure a better understanding of Hate Crime, improved reporting and better support for victims. Progress includes: <ul style="list-style-type: none"> <li>Work has continued on a multi-agency basis via the East Gwent Hate Crime forum. The group continues to identify trends, deal with emerging issues and share good practice across the area.</li> <li>Supported the development of 'zero tolerance to hate crime' motions across the council and identified local actions to be undertaken at elected members level, officer level and partnership level.</li> <li>Quarterly data on hate crime and incidents is collated and shared with partners</li> <li>Promotion of educational programmes including Show Racism the Red Card, Rewind UK, Me &amp; You.</li> <li>Inclusion of key information from 'Online Grooming and Radicalisation training' which included awareness raising on 'online bullying and trolling' incorporated within Safeguarding (Prevent) training delivered across schools in East Gwent</li> <li>Engagement with the Newport Youth Forum and the Newport City Homes/Charter Youth Forum to raise awareness on Hate Crime, reporting mechanisms and explored opportunities to widen engagement.</li> </ul> </li> <li>Improved understanding of modern slavery through various activity including quarterly training as part of a 12 month training programme, MARAC coordinated and managed by Gwent Police, ongoing participation in pan-Gwent Modern Slavery group, regular briefings and data shared with partners, and additional 'Modern Slavery' breakout sessions held at the Gwent Adult Safeguarding Board Conference.</li> <li>Establishment of a Vulnerable People Resettlement Team to deliver the Syrian Refugees programme. Delivery of integration support for resettled families alongside partners and engagement with local volunteers and third sector group for provision of household items and coordination of the volunteers response to assist with the project.</li> </ul>				

## **Cohesive Communities**

	<ul style="list-style-type: none"> <li>• Successful delivery of the PREVENT programme through ongoing training, Far-Right/Islamist ideology training to Newport City Council staff and partners. Delivery of Online Grooming and Radicalisation training.</li> </ul> <p><b>Issues for further development:</b></p> <p>No issues. All actions are on target.</p>
<b>Plans &amp; Projects for 2017-18</b>	<p>Delivery of the Welsh Government 2017-2020 Community Cohesion programme, as follows:</p> <ol style="list-style-type: none"> <li>1) Work at a strategic level to break down barriers to inclusion and integration across marginalised groups through: <ul style="list-style-type: none"> <li>• Well-being of Future Generations Act – Support Public Bodies to identify barriers to social and economic inclusion across marginalised groups in their areas, and to deliver effectively against the Cohesive Communities goal and A More Equal Wales goal of the Well-being of Future Generations Act through their Well-being plans.</li> <li>• Strategic Equality Plans (SEPs) -Support local and regional SEPs and Equality Impact Assessments (EIAs) to focus on the links between equality and cohesion, and to foster good relations, inclusion, mutual respect and understanding within and between communities</li> <li>• Representation and policy input - Work to increase the representation of protected groups in public roles, amongst leaders, and in the public sector workforce. Provide avenues through which representative organisations can feed views into policy making.</li> <li>• Communications - Promote positive messages and counter narratives at national and local level relating to equality and inclusion and to counter discrimination, including around Equalities week, Hate Crime Awareness Week, Refugee week etc. Engagement with existing structures/ formation of new structures to drive leadership and partnership working</li> </ul> </li> <li>2) Work at a local level to break down barriers to inclusion and integration for particular groups and communities through: <ul style="list-style-type: none"> <li>• Working with particular groups or communities - Cohesion support for particular groups or communities identified at a local level.</li> <li>• Gypsy and Traveller communities - Work to remove barriers to inclusion for Gypsy and Traveller communities and provide cohesion support in relation to Gypsy and Traveller Accommodation</li> <li>• Ensuring Welsh Government funded programmes help local cohesion priorities -Ensure Welsh Government funded programmes support the social and economic inclusion of marginalised groups or communities that have been identified as priorities at a Local Authority or PSB level</li> </ul> </li> <li>3) Supporting migrants, refugees and asylum seekers and host communities during the integration process through: <ul style="list-style-type: none"> <li>• Support for refugees and asylum seekers -Enable asylum seekers and refugees to have the opportunities to learn, thrive and contribute to the economic, environmental, social and cultural life of Wales.</li> </ul> </li> </ol>

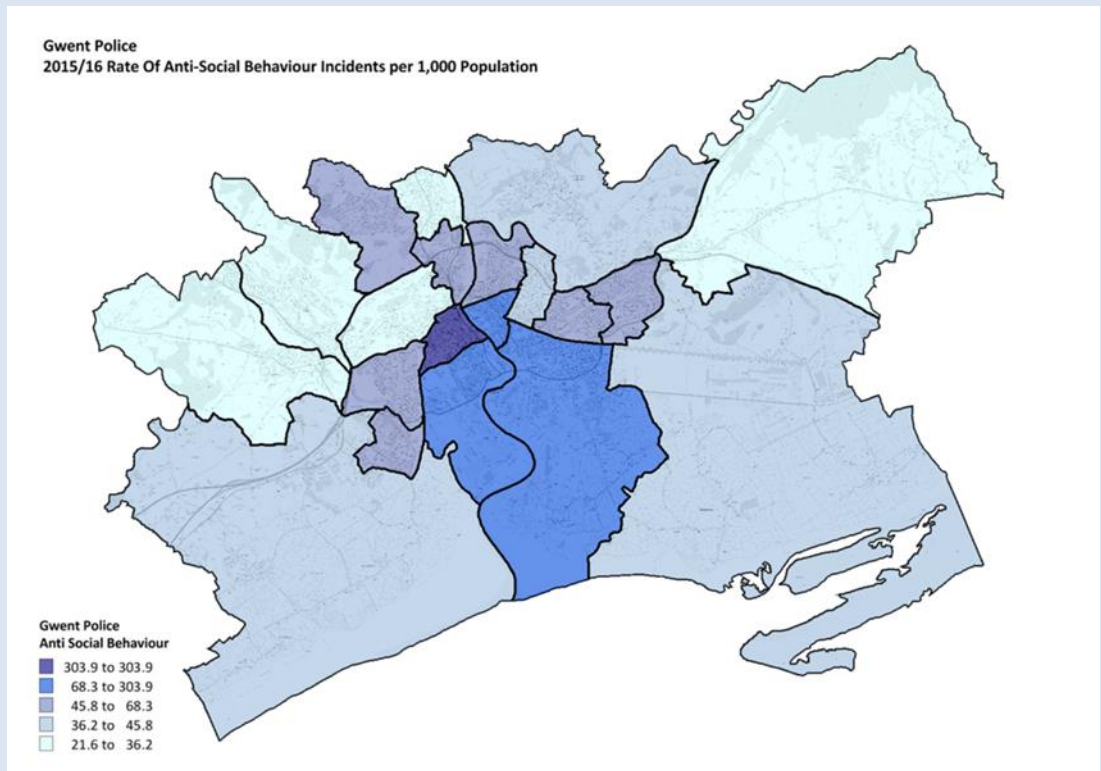
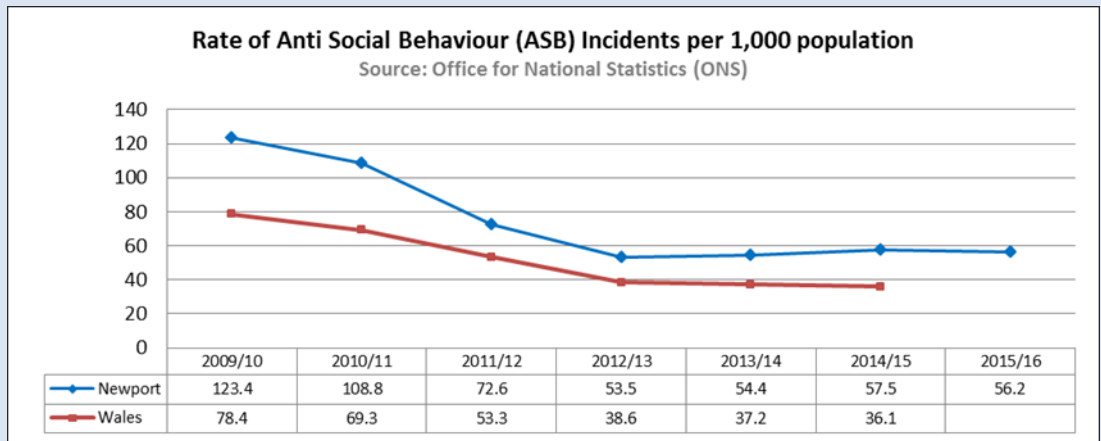


## Cohesive Communities

- Economic migrants - Provide cohesion support for economic migrants to support integration, tackle discrimination, and address concerns relating to Brexit.
  - Host communities - Work with host communities to understand and address fears expressed around immigration, and work to counter misinformation.
  - Understanding migration trends - Partners and departments understand local migration patterns and can plan for their implications and manage tensions.
- 4) Tackling discrimination, hostility, tensions and extremism through :
- Hate-related bullying in schools - Support schools to tackle hate-related bullying and to promote respect
  - Discrimination and prejudice in wider society
  - Community tensions - Monitor and respond to community tensions and link to Community Safety work
  - Sustainable national, regional and local structures for tackling hate crime - Work at all levels to encourage hate crime reporting, provide support to victims and ensure that hate crimes and incidents are dealt with in a satisfactory manner
  - Links to safeguarding - Embed hate crime, modern slavery and Prevent duties into safeguarding duties of public services
  - Tackling Modern Slavery
  - Tackling extremism -Reduce the exposure of young and vulnerable people to extremist groups in order to minimise radicalisation and reduce the threat of violent extremism.
- 5) Continue with the PREVENT programme delivery with a focus on Individuals, Institutions and Ideology:
- On-going participation and engagement with the Gwent PREVENT group
  - Development and promotion of PREVENT training products
  - Continue delivery of training to front-line staff
  - Support Education Departments to understand emergent duties and promote the use of Respect and Resilience Guidance (January 2016)
  - Support engagement with communities impacted through Prevent and emergent legislation/ Policies
- 6) Domestic Abuse
- Support the work of the Gwent Violence Against Women Domestic Abuse and Sexual Violence team
  - Engagement with the Honour Based Violence, Forced Marriage and Female Genital Mutilation sub-group
  - Support the implementation of Ask & Act
  - Partnership support for the Domestic Abuse Unit
  - Coordination of Domestic Homicide Reviews as and when required

## Anti-Social Behaviour (ASB)

### Population Indicators



Anti-Social Behaviour (ASB) incident rates have remained at a fairly consistent level for the last four years following a rapid drop between 2009/10 and 2012/13. However the rate for Newport remains higher than the Gwent average and the thematic map above indicates major geographical disparities. These disparities tend to broadly reflect the urban/rural split and the relative levels of deprivation between wards. The city centre records the highest rates of ASB followed by Pillgwenlly, Victoria and Lliswerry.

## Anti-Social Behaviour (ASB)

Key Performance Indicators		Target	Actual Performance	RAG Status	Notes
	No. of diversionary sessions delivered	2000	8348	Green	Exceed target Additional partners included this year
	Number of participations	43,000	54,802	Green	Exceed target
	Partners actively using ASB Shared Portal	16	18	Green	Exceed target
	ASB incidents reported to the Council	4850	4927	Amber	Work ongoing in hot spot areas
	ASB incidents reported to Gwent Police in 2016/17 (note the 2016/17 figure is not yet verified by the Home Office/ONS)	Reduction on 8,159	7,251	Green	- 11% change on previous year
The story so far	<b>Key achievements:</b>				
	<ul style="list-style-type: none"> <li>We have worked in partnership, utilising a multi-agency approach, to create a diverse needs led delivery plan to tackle community based issues of ASB. Working in the most deprived communities across Newport we have strived, through a sports based delivery model, to engage with local young people. Specialist services provided by Newport Live, Positive Futures and Sports Development have been invaluable in this endeavour.</li> </ul>				
	<ul style="list-style-type: none"> <li>A core part of our strategy to reduce ASB involves the delivery of diversionary activities. On identification of hotspot areas in Newport, partners worked with various community stakeholders to plan an intervention strategy to engage positively with young people on or on the cusp of ASB.</li> </ul>				
	<ul style="list-style-type: none"> <li>Road to Rio was a sports-based project to celebrate the 2016 Olympics and to encourage active participation in Newport. The project was a joint campaign and involved Newport Live, Newport City Homes, Charter Housing, Monmouthshire Housing, Tesco and Linc Cymru. The project ran from May to August 2016 and delivered free taster sport sessions as well as disability sports to communities across Newport.</li> </ul>				
	<ul style="list-style-type: none"> <li>Newport Live in partnership with the Youth Service have proactively addressed the ASB issues in the Friars Walk development. In an effort to engage and divert young people both organisations work together to provide four evening sessions a week. The I Zone team provide an outreach service and Newport Live deliver the 'Friday Night Project' from the Newport Centre. The teams work in tandem and have had considerable success in engaging with young people.</li> </ul>				
	<ul style="list-style-type: none"> <li>As part of a co-ordinated approach, the Working Group has met with social landlords in an effort to streamline provision of services and avoid duplication. With regards to combatting 'noise nuisances' we have agreed in principle to sharing information on working processes e.g. referrals. However one of the most progressive moves is the creation of a multi-agency 'alert' when dealing with profiled repeat offenders and or victims.</li> </ul>				

## **Anti-Social Behaviour (ASB)**

- Reducing ASB around key seasonal dates:
  - 11 partner organisations met to develop a coordinated strategy to deliver measures aimed at reducing ASB during the summer months
  - Operation Bang diversionary activities are coordinated through the ASB Operational Group. A number of community based activities took place throughout half term and Halloween with Newport Live also hosting a sports-based youth event at Newport Centre on Bonfire Night.
  - Weekend activities for young people were delivered as part of Operation Bang, with Newport Centre used as a central hub. Activities included a range of free activities including football, DJ-ing, and various workshops. The event was well publicised with over 170 young people participating.
  - Friars Walk has become a hub for the congregation of young people and unfortunately this has resulted in some ASB concerns. In response we are working with partner organisations to establish a Music/Dance project over the summer months to engage with young people on the periphery of ASB/criminality. Partners include Meze Lounge, Youth Service, Newport Live and the Police.
  - The ASB Operational group is proactively working towards the summer holidays; planning activities to engage, divert and educate young people.
- Reducing incidents of deliberate fire setting:
  - Mosaic and Wales Index of Multiple Deprivation data was used to identify the most vulnerable households within the city; these households typically pose the highest risk of being affected by deliberate fires.
  - Raising awareness through an education programme aimed at young people between key stages 1 to 4, with a goal of promoting safety and reducing arson.
- Operation Ash – a multi-agency partnership operation which addressed the increase in deliberate fire setting, with the aim to reduce crime and disorder and increase public confidence. Operation Ash targeted the Lliswerry Ward and involved engaging with local schools and community members. Children were educated on ASB and deliberate fire setting, while action was taken to support residents through community clean-up days.

### **CASE STUDY – POSITIVE FUTURES**

The Community and Diversionary Sports programme is often referred to as 'Positive Futures', and specifically targets and engages at risk children and young people with activities in the right place, at the right time, and in the right style to make a huge positive impact in Newport communities.

The programme is supported and funded by Newport City Council, One Newport, Office of the Police and Crime Commissioner for Gwent, Sport Wales, Communities First, Street Games, Active Communities Network, Newport City Homes, Charter Housing, Linc Cymru, South East Wales Racial Equality Council (SEWREC), Gwent Police, South Wales Fire and Rescue, Newport Youth Service, GAVO, RASCAL, and Duffryn Community Link.

After years of innovation delivering 'Sport for Good' programmes and cutting edge sport

## **Anti-Social Behaviour (ASB)**

and youth engagement activities in Newport, and across the Gwent region, Newport Live has recently achieved UK wide recognition winning the Street Games National Award for UK Project of the Year 2017.

Working in partnership the following outcomes have been delivered:

- Friday Night Projects across the City - engage 300 young people weekly (5.00pm - 9.30pm).
- Street Team – weekly - a roaming, proactive team of role models operating in a reactive nature responding to concerns of young people and ASB in areas such as Pill (in recent months following One Newport priorities), Friars Walk (City Centre), Bettws, Ringland and other areas of the city.
- A number of innovative approaches to supplement the above programmed, regular activity – such as:
  - the ‘Road to Rio’ campaign and van which visited most schools and communities for six months of 2016/17 – loaded with ‘pop up’ sports equipment. Over 16,000 young people engaged in the heart of Newport’s communities.
  - the ‘Premier League Kicks’ programme with Newport County, Communities First and Gwent Police as partners – engages young people aged 11-18 years through competitive football sessions on Friday nights – culminating in over 100 young people attending; and a team representing Newport County at a national tournament at Aston Villa FC for similar inner city projects through the Premier League Kicks programme.

*Gwent Police Constable Paul Turner said: “As the Bettws and Malpas ward manager, I felt it was vitally important to look at ways of reducing anti-social behaviour in and around the Newport area. Primarily, the initiative focuses on bringing communities together and engaging with young people through a variety of activities, in this case football”.*



*(Photo – a Positive Futures coached football session)*



## **Anti-Social Behaviour (ASB)**

	<p><b>Issues for further development:</b></p> <ul style="list-style-type: none"><li>• Due to cuts in programme funding Communities First are in the process of withdrawing services, consequently, as they are a major contributor to our efforts to address ASB, we could potentially see a reduction in diversionary provision across the city. Our current delivery model has enabled us to maximise our reach with a total of 8 'Friday Night Projects' across the city. There will inevitably be an impact on provision following the loss of resources with possible changes in priority areas, however we are looking to explore and work with the clusters around sustaining the majority of activity currently on offer. This situation is fluid and the partnership will try to be reactive to news in a timely manner.</li><li>• Our strategy over the next few months will see us working collaboratively with agencies such as Newport Youth Service, Street Games, Active Communities Network and the Office of Police Crime Commissioner for Gwent. This approach aims to avoid duplication and ensure services are focussed to impact on and achieve the best possible outcomes for young people and local communities. Provision will not only meet the needs of young people but also impact on wider social outcomes i.e. ASB. Our multi-agency approach will extend to sharing information, to adequately map required provision to resources aimed to improve the quality and quantity of activities offered.</li></ul>
<b>Plans &amp; Projects for 2017-18</b>	<ol style="list-style-type: none"><li>1) Ensure that there are a wide range of diversionary activities in place, delivered in partnership with communities, to reduce the likelihood of anti-social behaviour. Partners will include Positive Futures, Youth Service, Newport Live, Communities First and Play Development.</li><li>2) To maintain and promote a Newport ASB shared intranet to be used by agencies to exchange information, news, events and to minimise the impact of priority offenders.</li><li>3) Reducing ASB around key seasonal dates such as Halloween and school holiday periods through diversionary activity.</li><li>4) Reducing incidents of deliberate fire setting at identified hot spot areas.</li><li>5) Reducing Incidents of ASB at identified areas where there are emerging trends.</li><li>6) Social Landlords, Police and Newport City Council to adopt an action plan, based upon noise mapping results, designed to manage noise issues and effects, including noise reduction.</li></ol>

## Youth Justice

### Population Indicators

In recent years across England and Wales, 'the number of children dealt with by the youth justice system has reduced spectacularly, with consistent year-on-year falls. The number of children cautioned or convicted in 2015 was 47,000 – down 79% since 2007. Over the same period the number of children entering the youth justice system for the first time has fallen by 82%, the number prosecuted at court has reduced by 69%, and there are now around only 900 under-18s in custody (relates to England and Wales).

In the last decade the demand for youth justice services has changed. The police and youth offending services have, rightly, increasingly sought to deal informally with minor offending by children. The diversion from the youth justice system of children who were never likely to continue offending has meant that those who remain are the most difficult to rehabilitate.

(exerts from Review of the Youth Justice system in England and Wales by Charlie Taylor 2016)

Population Indicator	2013/14	2014/15	2015/16	2016/17
Number of first time entrants into the Youth Justice System	YJB information  73  (April 13 - March 14)  Internal information  78  (April 2013 – March 2014)	YJB information  76  (April 14 - March 15)  Internal Information  76  (April 2014 – March 2015)	YJB information  61  (April 15 -March 16)  Internal information  44  (April 2015- March 2016)	Figure not yet available    Internal information  55  (April 2016- March 2017)
The rate of proven re-offending for young people (pre court)  Local information	36%	32.9%  based on 82 out of 249 young people re-offending	25.1%	24%



## Youth Justice

### Key Performance Indicators

The work of the Youth Offending Service (YOS) is set out in statute - to reduce offending and re-offending, so the performance indicators remain the same, are prescribed by the Youth Justice Board (YJB) and as such are subject to quarterly reporting, as well as local bi-monthly reporting to the YOS management board.

Those selected below are included in a local monthly score card prepared by the YOS which are felt to reflect the overall journey (these supplement the YJB monitoring).

Performance Indicator	2016/17 Actual	Target
Percentage of young people referred for community resolution (IP8a)	42.6%	30% (target achieved)
Percentage of young people referred to Newport Bureau for Out of Court Disposals	23%	15% (target achieved)
Number of first time entrants into youth justice system (IP8c)	55	50 (target missed)
Proportion of young people sentenced to custody (IP8d)	12	15 (target achieved)
Young people with substance misuse needs access services (IP8f)	75.6%	80% (target missed)
Percentage of young people Out of Court Disposals re-offend within 12 months	24%	30% (target achieved)
Percentage of young people statutory orders who re-offend within 12 months	46%	45% (target missed)
Average hours education, training or employment (IP8j)	17.5 hours	18.2 hours (target achieved)

### The story so far

#### First time entrants (FTE)

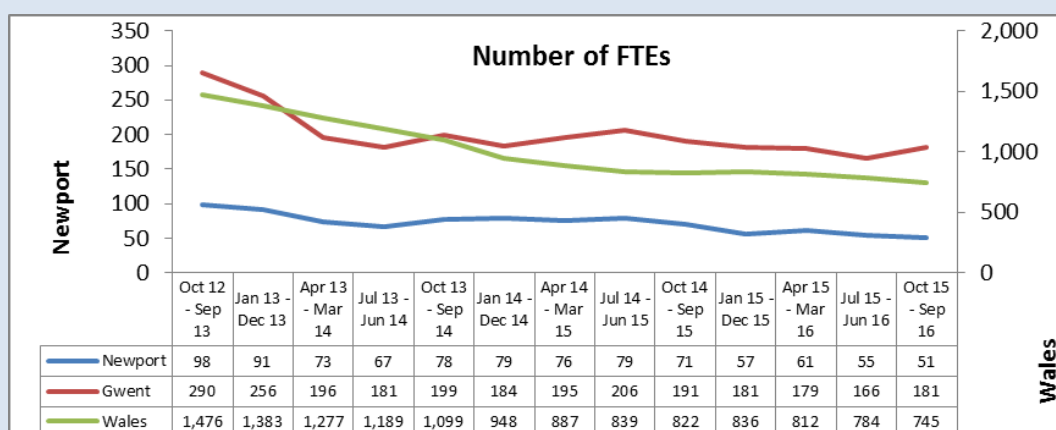
The above table (population indicators) evidences a slight discrepancy between Youth Justice Board (YJB) figures and local figures over the last few years, though the overall trend is generally a downward one, which is positive as less young people are coming into the system. This discrepancy has been the source of frustration on a national basis, and Welsh YOS are in the process of agreeing an information sharing protocol with Ministry of Justice (MOJ) to enable us to check our information with the Police National Computer (PNC) which is where this information comes from. Reasons for the differences, largely amount to recording errors - young people not resident in Newport being counted, adults being counted etc and it is hoped that in 2017 this will be remedied so accurate figures can be maintained. Nevertheless, the First Time Entrant (FTE) rate for Newport is less than for Gwent or the rest of Wales.

In 2016/17, specifically the last 2 quarters, the seriousness of offending in Newport escalated, which has impacted on the FTE figures. In November the 'Pill disturbances' brought a number of unknown young people into the system (and into custody); increased police presence and activity naturally correlated with increased numbers of young people coming into the system - over 30% increase in statutory orders in both quarters 3 and 4. Operation Jewel, which focussed on those supplying drugs, had a similar impact, together with an increase in driving related

## Youth Justice

offending, which cannot be dealt with outside of the system. All these things impacted to slightly increase (local stats) our number of FTE and account for the increase in the last year.

The Youth Justice Bureau report over different periods, and measure rates per 100,00 and as referenced information may not be accurate, though the chart below evidences our performance and direction of travel compared to the rest of Gwent.



### Youth Offending Service Case Study (young person's name changed)

Gareth is 17-years-old and lives in Newport with his mother and sister. Unfortunately, during his last year at school he started to associate with the 'wrong crowd' and became a prolific cannabis smoker. This escalated to the extent that he accrued major debts. He agreed to sell much harder drugs for his suppliers as a means of paying off these debts and he was caught in the Cardiff area with a substantial amount of heroin and cocaine. He was also found with a knife which he claimed was for 'protection'.

Gareth admitted to being substantially involved in Class A drug dealing and he was bailed to attend Cardiff Youth Court for sentencing. As it was his first offence the only two sentencing options were a Referral Order or custody. The Crown Prosecution Service argued that his was a grave crime and that he should be sent to Crown Court, but the youth bench retained jurisdiction. He came very close to being sentenced to custody but was given a 12-month Intensive Referral Order.

From the outset, his engagement with his order was very positive and his conduct whilst on our premises and in community-based reparation projects was exemplary. Gareth participated in work that focused on how drugs offence of this nature impact on society and he now has a far better awareness of this. He completed the Stop Dealing and Knife Crime interventions and engaged with the B@1 Substance Misuse Service in reducing his cannabis usage. He also completed all of his reparation sessions to a very high standard, so much so that during one group project at a local school a tree surgeon commented that he would be glad to consider him for employment at a future date.

Due to the nature of his offences, Gareth's level of risk was regularly reviewed by our service. Because of his good progress and the absence of any further offending his assessed level of risk was reduced accordingly. He was also very active in applying for jobs and fully engaged with the Youth Offending Service and Careers Wales in enhancing his interview and C.V. writing skills. All of which suggests that he has managed to put his regrettable

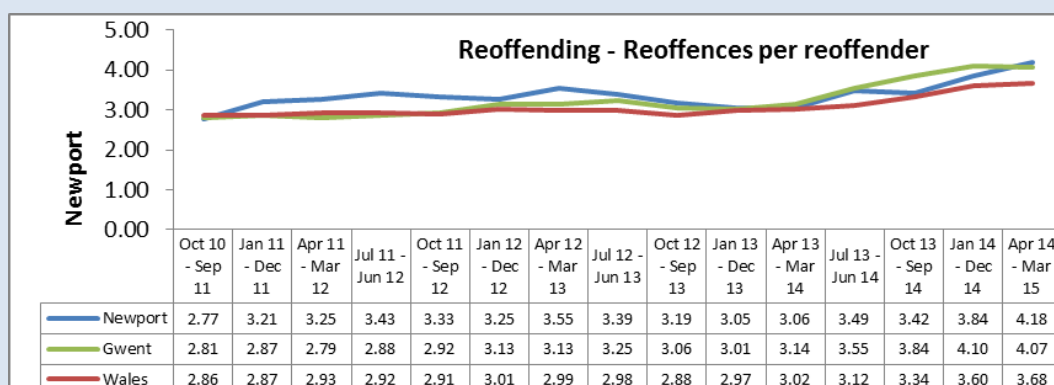
behaviour behind him and now intends to lead a law-abiding lifestyle. The court was made aware of Gareth's good progress and was happy to revoke his order early on the grounds of good progress. Gareth now has an opportunity to apply for a Civil Service apprenticeship which he is taking. He seems motivated to join the Civil Service and is optimistic about the chances of career progression. Gareth's relationship with his family has improved dramatically over the last nine months and his mother reports that he is a 'changed boy'.

### Re-offending

The rate of re-offending within the pre-court cohort (local information) has similarly shown a slight decrease and continues to be far better than for those in the statutory system. Part of this has been due to the sustained effort to divert young people at the earliest opportunity. The excellent work carried out by the prevention service and its relationships with other key agencies and partners (including other strands of Families First, Youth Service, Newport Live), as well as other partners working towards common aims (eg those represented in the ASB theme aim group) underpin this improvement. Over the last year, the YOS and Preventions (who carry out the very early intervention on behalf of YOS) has collaborated with the Youth Service in relation to ASB, and is currently in the process of extending this so a worker is based in both the Prevention Service and YOS, which will further support collaboration and joined up working on wider issues which impact on our work.

An audit completed in the first part of the year, evidenced that a significant number of the pre-court (specifically young people who received a Restorative Justice Disposal (RJD) had offended prior to their RJD, but those offences had not been processed - meaning they had technically not re-offended. The timeliness of young people being processed, as well as a focus on ensuring that all outstanding offences are 'tied up' has improved in the latter part of the year.

As is intimated in the opening paragraphs taken from the recent report published which reviewed youth justice systems, the challenge now is how to meaningfully engage those young people who are in the system, whose needs are generally more challenging and complex - and for whom the re-offending rate is much higher (local information for 2016/17 indicates the rate at 49%), as is common across Gwent. Chart below produced by the YJB whilst evidencing historical information, shows the same trend of increased re-offending, with Newport being the poorest performer in Gwent, though the demographics of the city as compared to the rest of Gwent would indicate this should be expected, especially given that we are financially significantly less funded than our counterparts and have a smaller team, though not the smaller caseloads and demands on the service.



## **Youth Justice**

### **Developments in 2016/17**

- Education, training and employment (ETE) remains a challenging area. The business plan for 2016/17 included a specific focus on this, and actions have largely been achieved, to support young people to attend provision. Performance over the year consistently evidenced improvement, and where young people failed to 'hit targets' though multiagency discussion, it was evident in all cases, that everything possible had been and was being done to support improvement, with some examples of good practice and 'going the extra mile' being evident.
- A post inspection improvement plan was developed in response to the HMIP Inspection in early 2016. This has been monitored and reviewed by the YOS Management board and YJB and has largely achieved the actions cited as needed.
- ASSET+ (the new case management system) went 'live' in Newport in the Summer of 2016. This has significantly changed the way the YOS works in relation to assessment and recording and has and continues to present many operational challenges. We continue to work through the changes, which once embedded will support improved practice.
- The service has been restructured over the last year with new job descriptions developed and new ways of working introduced - all aimed at improving effectiveness, efficiency and performance.

### **Plans & Projects for 2017-18**

- Increase collaborations with other partners and agencies (Youth Service, Newport Live and Families First). This includes extending lateral checks processes, which could inform more holistic planning; planning more activities together - thus initiating savings and efficiencies for all involved and establish more well defined exit strategies for young people who continue to need support beyond YOS involvement.
- Establish formalised links between YOS and the Integrated family Support Services (IFSS) which will improve and increase the support available for 'welfare' related needs.
- Develop a new business plan for 2017/18 (needs led as opposed to Inspection led).
- Look for opportunities for collaboration with other YOS in Gwent and beyond again with the aim of making efficiencies and savings as well as sharing expertise and good practice.

## Safer City Centre

### Population Indicators

### Crime rate in the city centre



### Anti-social behaviour rate in city centre

EAST LPA		ANTI-SOCIAL BEHAVIOUR					CRIME				
Ward Desc	Population	Apr-15 to Mar-16	Apr-16 to Mar-17	Diff from Last Year	% Chg ASB	Rate per 1000	Apr-15 to Mar-16	Apr-16 to Mar-17	Diff from Last Year	% Chg Crime	Rate per 1000
NEWPORT CITY CENTRE SECTOR	4897	1431	1248	-183	-12.8%	254.8	2367	2754	387	16.3%	562.4
CENTRAL STATION	4897	1431	1248	-183	-12.8%	254.8	2367	2754	387	16.3%	562.4
NC81 STOW HILL	4897	1431	1248	-183	-12.8%	254.8	2367	2754	387	16.3%	562.4

Recent figures show a decrease in anti-social behaviour of 12.8% in the city centre from 1,431 incidents in 2015/16 to 1,248 in 2016/17. This is in line with most wards and may in part be due to how these incidents are now being recorded compared to previous years. In contrast, there has been an increase in total crime; increasing by 16.3% from 2,367 in 2015/16 to 2,754 crimes in 2016/17. Over the last year incidents that would previously have been recorded as ASB are now being recorded as a crime at the first point of contact, including low level public order offences and violence without injury offences, therefore resulting in an increase in these crime category types. To provide some context, the iQuanta system provides a comparison on a national arena. For the 12 month period to November 2016 Gwent Police recorded 18.94 crimes per 1000 of the population, which is lower than the National average of 20.07 per 1000 of the population. Furthermore, when comparing Gwent to seven other forces (South Yorkshire, Lancashire, Northamptonshire, Durham, Humberside, Northumbria and South Wales) that are similar in size and make up, Gwent is ranked second out of eight with only South Wales Police having a lower crime per 1000 of the population.

Furthermore, for the 12 months to October 2016 all forces in England and Wales saw an increase in crime levels. The average crime level increased by 21.2% in England and Wales, 20.9% in Wales but only a 15% increase in Gwent. Therefore there were only 13 forces out of the 43 in England and Wales with lower levels of increase in crime, with Gwent performing better than the Welsh average, and all other Welsh and English forces.

## Safer City Centre

EAST LPA		CRIMINAL DAMAGE & ARSON				
Ward Desc	Population	Apr-15 to Mar-16	Apr-16 to Mar-17	Diff from Last Year	% Chg	Rate per 1000
NEWPORT CITY CENTRE SECTOR	4897	227	274	47	20.7%	56.0
CENTRAL STATION	4897	227	274	47	20.7%	56.0
NC81 STOW HILL	4897	227	274	47	20.7%	56.0

VIOLENCE AGAINST THE PERSON					AQUISITIVE CRIME				
Apr-15 to Mar-16	Apr-16 to Mar-17	Diff from Last Year	% Chg	Rate per 1000	Apr-15 to Mar-16	Apr-16 to Mar-17	Diff from Last Year	% Chg	Rate per 1000
556	630	74	13.3%	128.7	1196	1463	267	22.3%	298.8
556	630	74	13.3%	128.7	1196	1463	267	22.3%	298.8
556	630	74	13.3%	128.7	1196	1463	267	22.3%	298.8

As can be seen above the 3 priority crime types where there has been an increase in the city centre are criminal damage and arson (20.7% increase), violence against the person (13.3% increase) and acquisitive crime- in particular shoplifting (22.3% increase).

It should be noted that where there is an increase in criminal damage – at least half are damage to vehicles where spates along whole streets have a significant impact on figures. Shoplifting has seen rising crime levels which can be explained by the increase in retail premises in the city centre since Friars walk opened in November 2015. Prior to this shopping areas in Spytt retail park and further afield were more popular targets with greater opportunity. The increase in year on year shoplifting can be partly explained by the fact that 2015-2016 figures only include Friars Walk for Nov-Mar whereas 2016-2017 include Friars Walk incidents for the whole year.

As previously stated there has been a rise in the number of public order offences and violence against the person which is due to the way crimes are recorded. This is further supported by the number of ASB incidents related to the Night-Time Economy in Newport city centre reducing by 21% during 2016/17 (from 344 to 272). The overall trend over the past three years is now downwards, with night-time economy incidents accounting for 65% of all ASB incidents in Newport city centre.

Finally, there has been an increase in overall crime in Newport city centre on Fridays/Saturdays during 2016/17 which again can be explained by the increase in the number of restaurants and bars that have opened up, increasing footfall and making Newport a more appealing place to visit in the evening. It is inevitable that increased footfall will lead to an increase in opportunistic crime and other offences linked to the night-time economy.

It is important to note, that reductions in ASB and disorder can also be attributed to targeted patrols linked to intelligence and information. This means dealing with known offenders at known locations. A positive increase in Police foot patrols across the city centre and Stow Hill ward has acted as a deterrent, as well as a series of covert patrols where numerous offenders have been identified.



## Safer City Centre

Key Performance Indicators		Target	Actual Performance	RAG Status	Notes
	Number of Night Time Operations undertaken jointly by NCC and Gwent Police	6	14	Green	Target exceeded
	Number of taxis inspected	400	358	Amber	Target not met due to temporary officer shortage
	% of high risk city centre premises inspected by NCC for compliance with licensing laws	100%	100%	Green	Target met with 122 inspections undertaken
	No. of Licensing significant breaches detected and % rectified	100%	100%	Green	Target met
	Quarterly crime rate in the city centre	0%	-22% (compared to previous quarter only)	Green	Exceed target
	Quarterly ASB rate in the city centre	-1%	-35% (compared to previous quarter only)	Green	Exceed target
	% of people who say they feel safe in the city centre in the <u>day</u> time	Increase compared to previous survey	-1.1% points	Green	July 15 – 71.4% Jan 16 – 83.7% Jan 17 – 82.6%
	% of people who say they feel safe in the city centre in the <u>night</u> time (Involve Newport Citizen's Panel)	Increase compared to previous survey	-2.6% points	Green	July 15 – 26.6% Jan 16 – 38.1% Jan 17 – 35.5%
The story so far	<p><b>Key achievements:</b></p> <ul style="list-style-type: none"> <li>A range of activities have been undertaken throughout the year to improve safety and the public perception of safety within the city centre during the day and night time. This includes: <ul style="list-style-type: none"> <li>Street pastor patrols conducted each week and details provided to the Police. Between April 1<sup>st</sup> 2016 and March 31<sup>st</sup> 2017 Street Pastors patrolled approximately 95 times including additional patrols to cover 5 critical dates. Approximately 3000 bottles/glasses were collected during this period and around 290 Street Pastors covered the city centre over the year.</li> <li>Regular surveys undertaken including the Police Your Voice surveys and Involve Newport Citizens Panel surveys. Police Your Voice surveys are currently being</li> </ul> </li> </ul>				

## Safer City Centre

undertaken by the Neighbourhood Team, with priorities anticipated to be youth nuisance in the area, vehicles parking in pedestrian zones, and theft offences. Arrangements have been made for joint patrols to tackle these issues with the Local Authority and Neighbourhood Policing Team.

- Newport Now have introduced a uniformed Street Ambassador scheme to welcome visitors, provide assistance to users of the city centre, help reduce crime and anti-social behaviour (ASB), maintain regular contact with members of the business community and ensure that the public realm in the Business Improvement District is safe and clean.
  - Directed patrols are being conducted daily based on local intelligence and crime/ASB trends.
  - Several high visibility operations have been conducted to provide reassurance and proactively deal with offences. On the weekend of 3rd March 2017 additional resources were deployed to the city centre to deal with ASB and engage with members of the public. This culminated in 21 persons being dispersed from the city centre for a 48 hour period, three fifteen year old males being arrested for breaching this order, two warnings being issued for smoking cannabis and a bike being seized.
  - Wardens continue to patrol in the city centre during peak times of the day, liaising with CCTV and Police. Over 900 fixed penalty notices were issued during the year with the majority for littering offences.
  - CCTV has now moved to the Civic Centre, with a range of high definition cameras that are now able to live monitor Friars Walk and the Admiral Plaza.
  - The I-zone, local youth services, Fire Service and businesses in the area have increased presence in the city centre in order to introduce a programme of diversionary activities for youths whilst aiming to divert them away from ASB and related criminality.
- Work continues on making the city centre safer through the pedestrianised zone, including :
    - Fixed penalty notices issued for parking offences.
    - Warning notices placed on vehicles and letters sent to local businesses / taxi firms.
    - Community Safety Wardens providing parking advice to public.
  - Child Sexual Exploitation (CSE) training has been arranged for all taxi drivers and private hire operators and 526 of the 868 drivers have now attended these sessions with further sessions ongoing.
  - All city centre licensing applications are now carefully scrutinised as the area is covered by a Cumulative Impact Policy. The Police Licensing Officer and Council Licensing Manage meet once a week to discuss applications. No 'Late licences' have been granted past 3am and premises have been heavily conditioned. The type of premises setting up in the city centre is changing, bringing in greater variety and "family friendly" venues, especially in the Friars Walk development.
  - Joint Licensing visits of all city centre on /off licence premises - 14 joint operations have taken place in the city centre. Enforcement action is being taken against problem premises



## **Safer City Centre**

and all licences are being reviewed to ensure they have a working CCTV system. One problematic premise is currently subject to an action plan and is working closely with the Local Authority and Police to reduce the number of incidents that can be attributed to them.

- The city centre Public Space Protection Order (PSPO) has now placed restrictions on aggressive begging and persistent charity collecting. Also it has extended the boundary of what was the old city centre alcohol exclusion zone- prohibiting the drinking of alcohol in public areas. Fixed Penalty Notices have been issued and the enforcement and education regarding the PSPO will continue jointly between the Police and Council.
- A Homelessness and Rough sleeper's group has now been set up with aim of identifying those that need support within the community. This group meets on a quarterly basis with representation from the Police, local authority and local charities who discuss each case and put together a tailored support package.
- A Safer City Centre Group has been set up to ensure that Newport is an appealing and safe place to visit. This group meets regularly with representatives from the Police, Newport City Council, South Wales Fire and Rescue, Newport Now and Pub Watch.



### **Issues for further development:**

- We are currently working with Newport Business Against Crime to promote their app as well as working with local businesses to set up a memorandum of understanding in relation to improving the evidential packs that are received from stores when reporting a theft offence. This is in the early stages but it is hoped that there will be further development throughout the next year.
- Officers will continue to work with partners to identify those that are acting anti-socially within the city centre, aiming to divert them away from ASB/criminality. A series of diversionary activities are planned for the Summer months involving local businesses and youth services and it is hoped that this will have a positive impact.

## Safer City Centre

	<ul style="list-style-type: none"> <li>Purple Flag is a nationally recognised safety standard for city centres. A decision is due to be made in the early summer as to whether we apply for Purple Flag status now or address some of the issues that were raised during a mock purple flag assessment. Either way it is hoped that Purple Flag status can be achieved by the end of 2017/18.</li> </ul>
<b>Plans &amp; Projects for 2017-18</b>	<ol style="list-style-type: none"> <li>Identify the current perceptions of safety within the city centre both in the day and night. Stakeholders to assist in addressing a perception of feeling less safe in the transition from day to night. A range of activities will be undertaken including: <ul style="list-style-type: none"> <li>Safer Newport Questionnaire</li> <li>Your Voice Questionnaire</li> <li>Taxi Marshalls</li> <li>Directed patrols from police</li> <li>All streetlight outages within the city centre identified and resolved.</li> <li>Addressing youth ASB, especially around Friars Walk and the area around High street/Westgate Square</li> <li>Enforcing the city centre PSPO with regards to street drinking</li> <li>Stakeholders to work together to compile an application for the Purple Flag award, addressing any identified issues in a timely and proactive manner.</li> </ul> </li> <li>Stakeholders to assist in making the city centre safer throughout the pedestrianised zone. Improved parking enforcement- against those in breach of the traffic order / stopping cars from circulating around the High St / Cambrian Rd at night. To include: <ul style="list-style-type: none"> <li>Period of education reminding the business community and public of legislation affecting the pedestrianised zone</li> <li>Undertake joint initiatives with partners to resolve current parking issues within the city centre</li> <li>Ensure traffic orders are compliant and enforceable</li> <li>Ensure high levels of street cleanliness to promote perception of safety within pedestrian areas</li> <li>Ensure highway assets are well maintained to ensure and promote perception of safety within pedestrian areas</li> </ul> </li> <li>Stakeholders to adopt a best practice approach to licencing within the city centre (encompassing all elements of licencing i.e. alcohol, taxis, street traders etc). Partnership working on enforcing the licensing provisions in the city centre, endeavouring to ensure we do not have problem premises. Ensuring city centre premises comply with their licence hours and conditions. To include: <ul style="list-style-type: none"> <li>Regular meetings with taxi drivers.</li> <li>Monthly Pub Watch Meeting</li> <li>Scrutiny over new / amended / TEN licencing application</li> <li>Joint Licencing visits of on / off licence premises</li> <li>Tackle availability of cheap alcohol and single can sales of alcohol</li> </ul> </li> </ol>

## **Safer City Centre**

- Check to adherence of licencing hours with late night refreshment houses (LNRH)
- 4) Prevention activity to address the increased risk of serious injury or death presented by individuals jumping into the River Usk. This is being progressed by South Wales Fire and Rescue.
- 5) Continue to work with partners to address homelessness/rough sleeping in the city centre through providing support to individuals. Any person identified as committing offences or begging in an intimidating or aggressive manner will be dealt with proactively.

## Information Management

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Information management plays a vital part of delivering priorities in the Single Integrated Plan (SIP). The [Information Strategy](#) highlights how the use of readily available information can provide benefits for understanding local needs, setting priorities, and improving services, quality of life and well-being of the people in Newport. This information can also be used to measure what actions have been put in place, how successful this has been, and whether anyone is better off.

[Newport Atlas](#) is the information portal for the One Newport Public Services Board (PSB). It provides a single source of data analytics and mapping to support evidence-based decision making about Newport and its communities. Newport Atlas uses map-based information to support service planning and engagement.

### Unified Needs Assessment (UNA)

In June 2010, One Newport Local Service Board agreed a new approach and developed the Unified Needs Assessment (UNA) with the first one published in November 2010. This was used to inform the development of the previous core plans. A revised version was published in May 2012 which included more detail and analysis in order to meet the statutory requirements of Community Safety planning and to develop the Single Integrated Plan.

The UNA was published on an annual basis up until December 2015 which detailed the key indicators across Newport, along with an analysis of need. This approach supported the work of the SIP and included a robust evidence base from which to determine the greatest priorities for action at a local level. It provided an improved methodology to analysing the available evidence in order to support an outcomes based approach and identify priorities for shared action and improvement.

### Ward Profiles

In 2013, to understand the needs at a local level more effectively 20 ward profiles were developed. The profiles are designed to provide an overview of the population by presenting a range of data including population, diversity, households, health, education, housing, benefits and levels of deprivation. The information is given through a series of charts and graphs with supporting thematic map analysis, with key bullet points and narrative.

To tie in with all the work that has already been undertaken in Newport, the former ward profiles have been reviewed, developed and refined to become community well-being profiles.

This incorporates the previous good work undertaken within the ward profiles and meets the needs of the [Well-being of Future Generations \(Wales\) Act 2015](#).

As part of this joint well-being duty a public services board must prepare and publish an assessment of the state of economic, social, environmental and cultural well-being. The assessment must provide an accurate analysis of the state of well-being in each community and in the area as a whole.

### Newport Approach to the Assessment

A project task and finish group was set up in May 2016 to develop the Local Well-being Assessment on behalf of the PSB. The task and finish group included partners from Aneurin Bevan University Health

Board, Gwent Health and Social Care Transformation Team, Natural Resources Wales, Newport City Council, Public Health Wales and South Wales Fire and Rescue.

The Assessment of Local Well-being contains an assessment of the state of well-being of Newport as a whole and 20 community assessments which comprise the whole area. These are called community well-being profiles.

Each assessment is split in to six chapters:

- Preface;
- Community Overview;
- Economic Well-being;
- Social Well-being;
- Environmental Well-being;
- Cultural Well-being;

Each chapter contains a range of quantitative and qualitative data and analysis which includes the results from the extensive public engagement programme.

The [Community Well-being Profiles](#) were signed off by the Public Services Board on 25<sup>th</sup> April 2017 following a consultation with the PSB a number of statutory consultees including its own members, other partners, local authority scrutiny committee, voluntary sector organisations and the public.

From this assessment each PSB must prepare and publish a Local Well-being Plan setting out its objectives and the steps it will take to meet them.

## Public Engagement

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### One Newport Engagement Strategy

The purpose of the [One Newport Engagement and Participation Strategy](#) is to make sure that The One Newport Public Services Board (PSB) and its partners involve citizens, service users, agencies and practitioners in the design and delivery of services in Newport. This strategy also sets out how the statutory requirements of the guidance Shared Purpose, Shared Future will be addressed and how stakeholders are engaged.

An Engagement Group is in place which represents key PSB partners and community representatives. The group aims to share best practice, collaborate on engagement work and improve representation of a range of stakeholders and community interests.

### Engagement on the Well-being Assessment

Over the course of 2016 the main focus of engagement was to inform the development of the Local Assessment of Well-being and key outputs were as follows:

- The Well-being of Future Generations Engagement programme ran from late June to October 2016 and received the highest response rate recorded by the Council for an opinion based consultation exercise (below):

Short survey	1,366
Citizens panel long survey	402
Children & Young People survey	550
<b>Total</b>	<b>2,318</b>

- A stronger collaborative and coordinated approach to public engagement was put in place. In 2016 engagement exercises, contributing to the 2,318 responses outlined above, were run in partnership with Newport City Homes, Newport Live, the Youth Service, RSPB, GAVO, SEWREC and the Health Board.
- Over 25 community events were attended including Sports in the Park, Road to Rio, Living Levels, Residents forums, Families Love Newport event etc. This ensured a geographical spread across the city covering urban and rural areas and a number of wards.
- To ensure a demographic spread the consultation targeted businesses, FE/HE students, Communities First contacts, SEWREC, Rainbow Newport (LGBT), Deaf Clubs, Sight Loss Clubs and faith communities.
- Community language versions of surveys were made available including Arabic, Kurdish, Slovak, Romanian, Polish and Welsh. Members of the team also worked with Communities First, BME Health 'Mechanic' Network and the BME Youth Forum to increase the participation of minority communities.
- A specific young people's needs assessment survey was carried out during the autumn term and received 550 responses.

## Participation and Engagement – Children and Young People

Local authorities have a statutory duty under Annex B of Well-being and Future Generations Act (2015) to involve children and young people in decisions that have a direct impact on their lives. To meet the statutory requirements local authorities must:

- Promote and facilitate participation.
- Embed children and young people's participation into all aspects of planning, delivering and reviewing of services.
- Publish information about arrangements.
- Ensure that a range of opportunities and the appropriate required support are provided for effective participation.
- Establish a County Youth Forum.
- Consider how best to support training.
- Report on how the PSB is engaging children and young people in the Single Integrated Plan annual report.

### What have we achieved?

As a local authority we have worked towards meeting the participation requirements by:

- Mapping of existing engagement practice and training needs across partnership organisations.
- Ensuring children and young people's participation is at the forefront of strategic planning through the Community Insight mechanism.
- Publishing arrangements through One Newport, NCC website, through Education networks and across the One Newport Partnership.
- Provided a wide range of opportunities including forums, special interest groups, online surveys, paper based surveys and interactive workshops.
- Provided on-going support to Newport Youth Council (County Youth Forum), through the newly established One Newport Participation Project supported by Tros Gynnal Plant.
- Targets for Tros Gynnal to work with Youth Council to meet with decision makers
- A young person sits as a representative on the Fairness Commission, and Public Services Board
- Provided tailor made training to both service providers and young people accessing services.
- Developed a mechanism within the Council's Democratic report writing system to ensure that children and young people's views are gathered and taken into account when decisions are being made that directly impact upon them. This is now an important element of the Fairness and Equalities Impact Assessment process.
- As part of the Well-being Assessment a young person's survey has been developed and will be used by the Youth Council, Schools, the Unity Forum and the Youth Service. This is accompanied by a teaching pack so the survey can be incorporate into lessons.
- Children and young people were given opportunity to get involved in the NCC budget consultation e.g. through Play Schemes.
- Children's Rights and Complaints Officer meets with children and young people to ensure their voices are heard when a complaint is made that affects them.
- In preparation for the Well-being Assessment the Council has developed a Young People's well-being survey to be used by schools. A similar format was used in 2014 and achieved just under 1,000 responses. To accompany this, a teaching resource has been developed so that principles of well-being can be covered in school lessons.

- Engagement for the well-being assessment has focussed on family events including National Play-day, 3 x Sports in the Park events, Road to Rio, Maindee Festival, Serennu Summer Fair etc.
- The Youth Service, Newport City Homes and NCC employees engaged with young people at the RawFfest Youth Festival and Summer Fest in relation to the Well-being assessment.
- The Youth Council and Unity Youth Forum has been engaged through the Well-being Survey.
- Engaging with young people at Restart the Heart CPR training event 18 October
- The Engage Project works with seldom heard groups including BME young people. A film is being produced by the young people on their perspectives on well-being and the WFG Act and will be presented to City Council scrutiny members.
- The Children as Researchers (CARs) Project has been developed by Newport Primary Schools. Pupils are able to identify issues that interest them and are supported to undertake research and recommend an improvement plan. This gives them a voice in relation to issues that affect them.

### **What have children and young people been involved in as a result?**

- Over 550 young people took part in a survey about their well-being, what they like about living in Newport and what they would like to see more of/less of in the future.
- Unity Youth Forum – The council is working with Newport City Homes and Charter RSL's to support their youth forum which is focussed on disadvantaged young people and aims to give them a voice.
- Tros Gynnal Plant (TGP) are commissioned to provide advocacy for eligible children and young people including Looked After Children, Children in Need and children with disabilities. The service complies with National Advocacy Standards.
- Under this contract TGP involve the children and young people in the development of the service and encourage engagement with the Children In Care Council (CICC). Advocates promote knowledge and understanding of the UNCRC and the benefits of participating in decisions which are being made which affect the children and young people's lives. Advocates support children and young people to make complaints or representations to the City Council and support them to participate in issues which concern them and ensure their voices are heard.
- TGP are also commissioned to facilitate a CICC for LAC. Members of the group have named the group 'Have Your Say'. The CICC has been invited to raise questions about and to give their views on the Corporate Parenting Strategy. Their feedback has been supplied to the Corporate Parenting Forum and further engagement on this topic will follow. Have Your Say meet at least once a month with opportunities for additional meetings and regular contact between members of the group and TGP participation workers.
- TGP facilitate engagement with consultations and attendance at participation events e.g. All Wales Annual Conference, and most recently a video workshop with the Fostering Network providing feedback on 'what makes a good foster placement'. One member of the group has been appointed to The Children's Commissioner's Young Persons Advisory Panel having been introduced to the opportunity by TGP participation workers and encouraged to apply. Have Your Say expect to have the opportunity to be part of a focus group informing the 'Little Voices' research carried out by the Observatory and Swansea University and to provide feedback to Children In Wales around Well-being.
- Members of Have Your Say are supported to take part in Newport Youth Council. Recruitment to the group is dependent on access to eligible children and young people.



- TGP advocates promote the opportunity with those they work with as advocates and participation workers also rely on introductions to other interested young people from LAC team social workers and others e.g. foster Carers and IROs.

## **Involve Newport**

Involve Newport is a panel of Newport residents who have agreed to take part in One Newport consultations and represent the views and opinions of the people in the city. The panel was originally established by Newport City Council in 2002 and is now used jointly with the council's partners through the One Newport Public Services Board (PSB) managed by the Policy, Partnership & Involvement Team.

The Involve Newport panel is made up of around 700 members but is open for new people to join at any time including children and young people, while work continues to broaden its membership based on gender, ethnicity, language, age and ward residency.

Involve Newport is one of the best ways that the local community can be consulted on local issues and services across the One Newport Partnership.

### **Why have a panel?**

Many local authorities and Public Services Boards have a citizen's panel to encourage better communication between citizens and the public bodies and help participation in the democratic process.

The aim of Involve Newport is to provide a platform through which residents' views on local services can be accurately gauged with the benefit of:

- Regular and easy access to a group of residents.
- Opportunity to understand why people's views are changing.
- Opportunities for more focussed research about specific services.

### **How does it work?**

Panel members are sent up to 4 questionnaires each year and asked for their opinions and views on a range of topics affecting Newport. Surveys in the last year have included:

#### **Spring (April 2016) – 44.72% response rate (292 surveys completed)**

- Newport City Council; Access to Services
- Newport Live

#### **Summer (July 2016) – 39.63% response rate (258 surveys completed)**

- Safety in Newport
- Perception of Newport
- Your Newport Survey 2016
- Schools Attendance Survey – Barriers to Attendance
- Talk to Me About Your Policing Service
- Market Arcade

#### **Autumn (October 2016) – 35.54% response rate (231 surveys completed)**

- Newport Live
- Council Tax – Long Term Empty Dwellings
- Social Services & Well-being Act

- Purchase of Over the Counter Medicines
- GP Access Survey

Winter (January 2017) – 40.22% response rate (259 surveys completed)

- Perception of Newport
- Safety in Newport
- Community Transport
- Living Levels' Partnership Project
- Domestic Abuse & Violence Against Women

**What happens to the results?**

The information collected from survey responses is sent onto the relevant public services to help policy development and improve services. Results are sometimes reported in the local media, council and partner organisation publications and press releases, although all responses are treated anonymously.

Feedback is also reported back to panel members via newsletters that summarise their responses (what you said) and how their views have been used to develop and improve services (what we did). These newsletters are produced twice a year, with the feedback provided in April and October 2016 along with the Spring & Autumn surveys.

For further details on the Involve Newport Panel can be found on the [One Newport website](#) including how residents can join, the topics consulted on within each survey and links to the feedback newsletters.

# Governance & Performance Management

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## **Governance**

Within the [One Newport PSB Partnership Structure](#), each of the groups have agreed a terms of reference, allowing the members to fully understand their roles and responsibilities and the groups governance arrangements. The following Terms of Reference were reviewed and agreed in June 2016, and will be reviewed following the PSB terms of reference review June 2017. These are:

- [One Newport PSB Terms of Reference](#)
- [One Newport Single Integrated Plan Board](#)
- [One Newport Theme Board Terms of Reference](#)
- [One Newport Working Group Terms of Reference](#)
- [One Newport PSB Local Well-being Assessment and Plan Task & Finish Group](#)

The following Terms of Reference were reviewed and agreed in August 2016:

- [One Newport PSB Engagement Group](#)

The PSB also agreed for an additional group to be set up in March 2017. The terms of reference are below:

- [One Newport PSB Third Sector Partnership](#)

## **Performance Management**

The [One Newport Performance Management Framework 2016-17](#) (PMF) sets out the vision of how the PSB manages the performance of the SIP in 2016-17. The PMF has supported the delivery of the SIP and was designed to ensure that the appropriate checks and balances were in place to promote continuous improvement and accountability across all key partners. At the end of each year the PMF has been critically reviewed and updated. A [revised PMF](#) has been developed for 2017-18.

## Scrutiny

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In 2016-17 Chairs of Newport City Council's Scrutiny Committees collectively agreed interim arrangements for the scrutiny of One Newport Public Services Board, while a more permanent structure was being discussed.

The Street Scene, Regeneration and Safety (SSRS) Scrutiny Committee was given overall responsibility for scrutiny of the Public Services Board and a Policy Review Group (PRG) was set up to investigate and recommend a permanent structure for PSB scrutiny.

The PRG's terms of reference included:

"To undertake scrutiny of the quarter 2 performance updates on the Single Integrated Plan (SIP), and report any comments to the Street Scene Regeneration and Safety Committee on 20 April 2017."

The PRG reviewed the performance dashboards for the three SIP themes (Health & Well-being, Economy & Skills and Safe & Cohesive Communities) over two meetings on 13 March and 5 April 2017. The comments of the PRG were submitted to the Street Scene, Regeneration and Safety (SSRS) Scrutiny Committee in April 2017.

In its Final Report, the PRG also suggested that less frequent, more in-depth consideration of each SIP theme through the year would be more effective than a quarterly, very high level overview of all themes.

The Street Scene, Regeneration and Safety Scrutiny Committee endorsed the PRG's Final Report including the recommendation that a separate scrutiny committee should be established for the scrutiny of partnerships including the PSB.

At its 2017 AGM the Council reviewed its scrutiny arrangements and agreed to establish a new Performance Scrutiny Committee – Partnerships to monitor the performance of partnerships including the PSB. This new committee will scrutinise performance against the SIP in 2017/18.

# Well-being of Future Generations Act (Wales) 2015

## Background

The Well-being of Future Generations (Wales) Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. It is to ensure that public bodies listed in the Act think more about the long-term, work better with people and communities and each other, look to prevent problems and take a more joined-up approach.

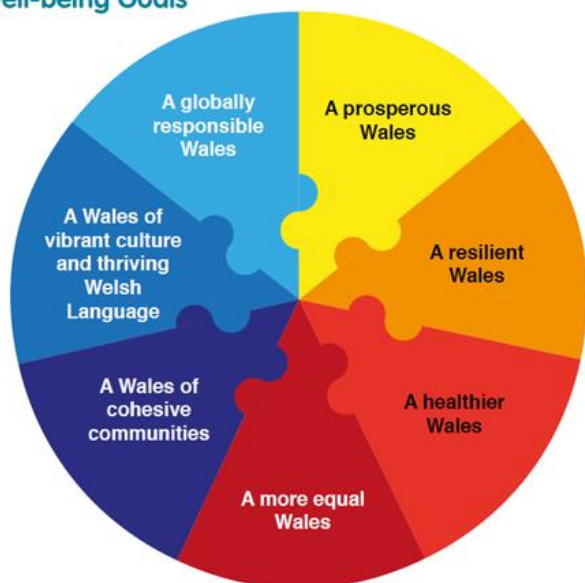
The Act sets out a “sustainable development principle” which is about how the public bodies listed in the Act should go about meeting their well-being duty under the Act.

The principle is made up of five ways of working that public bodies are required to take into account when applying sustainable development. These are:



- Looking to the **long term** so that we do not compromise the ability of future generations to meet their own needs;
- Understanding the root causes of issues to **prevent** them from occurring;
- Taking an **integrated** approach so that public bodies look at all the well-being goals in deciding on their well-being objectives;
- Working with others in a **collaborative** way to find shared sustainable solutions;
- **Involving** a diversity of the population in the decisions that affect them.

## Well-being Goals



The Act sets seven well-being goals:

Together they provide a shared vision for the public bodies listed in the Act to work towards. The well-being goals must be considered as an integrated set of seven to ensure that the relevant links are made in the context of improving the economic, social, environmental and cultural well-being of Wales.

In addition to the well-being duty placed on listed individual public bodies, the Act also sets a well-being duty on specified public bodies to act jointly via public services boards (PSBs) to improve the economic, social, environmental and cultural well-being of their area by contributing to the achievement of the well-being goals.

### **Operating a Public Services Boards**

The Act establishes a statutory board known as the Public Service Board for each local authority in Wales. There are four statutory members of the board; Local Authority, Local Health Board, Fire & Rescue Authority and Natural Resources Wales. Statutory members are collectively responsible for fulfilling the board's statutory duties. However, statutory members cannot work in isolation and must invite other organisations to participate.

Each PSB must improve the economic, social, environmental and cultural well-being of its area by working to achieve the well-being goals. It will do this by:

- Assessing the state of economic, social, environmental and cultural well-being in its area by 3<sup>rd</sup> May 2017 ([Local Well-being Assessment](#)); and
- Setting objectives that are designed to maximise the PSB's contribution to the well-being goals by 3<sup>rd</sup> May 2018 ([Local Well-being Plan](#)).

They must do this in accordance with the sustainable development principle.

The Local Well-being Plan must include:

- Why the PSB feels their objectives will contribute within their local area to achieving the well-being goals, and
- How it has had regard to the Assessment of Local Well-being in setting its objectives and steps to take.

### **One Newport Public Service Board**

The work on the transition from an LSB to a PSB was undertaken by a PSB Development Group in 2015-16 and the first official PSB meeting took place on 3rd May 2016 where terms of reference and membership were agreed.

In 2016-17 the PSB has continued to monitor the performance of the SIP whilst planning for the implementation of the Act and the development of the Local Well-being Assessment. In Newport these have been named [community well-being profiles](#) and were signed off by the Public Services Board on 25th April 2017.

Over the coming year the PSB will utilise the Community Well-being Profiles and the five ways of working to choose priorities, set objectives and develop the Local Well-being Plan.