

# Annual Report 2019/20

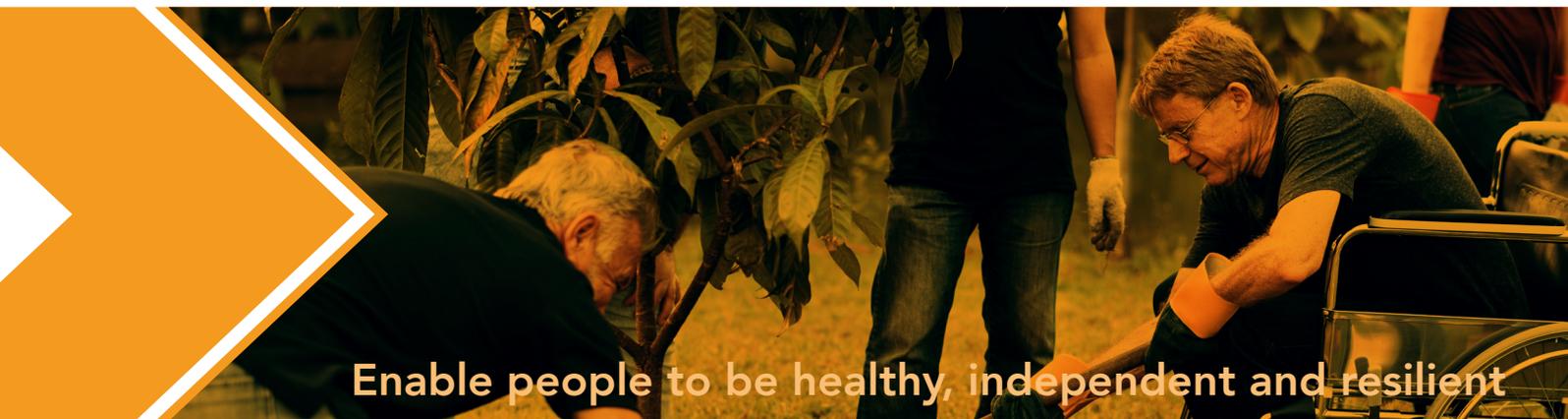
## Improving People's Lives



Improve skills, education and employment opportunities



Promote economic growth and regeneration whilst protecting the environment



Enable people to be healthy, independent and resilient



Build cohesive and sustainable communities

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# Introduction by the Leader of the Council

Welcome to the third Annual Report of the Council's Corporate Plan (2017-22).

In 2019/20 we have seen the Council and city undergo significant changes; improving the delivery of Council services, embracing new opportunities with our strategic partners and responding to one of the most difficult challenges faced since the Second World War.

I was delighted to be selected by my fellow Councillors as Leader last November. I would like to thank Baroness Wilcox of Newport for her hard work and dedication during her tenure as Council Leader. I also welcome Beverly Owen as the new Chief Executive. With Beverly's experience and knowledge, I am sure we will be able to forge long lasting partnerships, deliver change and steer the Council through the immensely tough challenges of the Covid crisis.

Since February 2020, the Council has focused on supporting communities, businesses and staff through the pandemic. As Leader and on behalf of all Councillors, I want to pass on our condolences to everyone that has been affected and sadly lost loved ones. I also want to thank staff, partners and members of the community for their hard work and dedication to ensure our most vulnerable were cared for and businesses supported.

Alongside our strategic partners, schools and Welsh Government, we have adapted and worked together to support those affected by Covid-19. Examples include the administration of financial support for businesses and residents, delivering food and medicine parcels, and providing care packages for vulnerable residents.

Covid-19 has also highlighted the inequalities that still exist in society, where disadvantaged and marginalised groups have been severely impacted by the virus and the restrictions. This is why the Council is committed to support these groups to access services and improve their opportunities to succeed.

The Council and the city will face new challenges and opportunities as it adapts and responds. We have developed four Strategic Recovery Aims focussing our efforts on restoring services, supporting communities and recovering our economy.

This year's Annual Report highlights some of the initiatives delivered in 2019/20. Many of these successes have been achieved through collaborative work with partners and the involvement of service users, residents and businesses in shaping their delivery.



Newport has also seen large scale redevelopment and investment progress, including the Market Arcade, Newport Market and Chartist Hotel projects.

In 2019, Newport saw modal shifts in how the city manages its waste and the introduction of Civil Parking Enforcement. The implementation of smaller waste bins saw significant improvements to the amount of waste recycled making Newport one of the best performing Council's in Wales and the UK. With Civil Parking Enforcement transferring to the Council, Newport is now safer for both pedestrians and road users.

The Council continues to work with charities, Registered Social Landlords and the third sector, supporting rough sleepers to move into more secure accommodation and improve the opportunities to access affordable and good quality housing throughout the city.

Newport's schools have continued to improve their attendance figures, GCSE and A Level results and millions are being invested in modernising school buildings. It is also encouraging to see the skill levels of young people entering into further education, training and work improve alongside community-based learning and opportunities for adults in the city.

Social Services has continued to see increasing demand for complex long-term care for both children and adults. Despite financial pressures, the teams continue to innovate and support those in need whether it is the Baby and Me initiative or the First Contact service.

This will be a challenging year for the City and the Council which is why it will be important for us all to work together and support each other as we respond and recover from a crisis which has reshaped our lives.

# Introduction from the Chief Executive



I am pleased to welcome you to my first Annual Report as Chief Executive of Newport City Council. I am very excited to take on this role representing Newport and the Council at local, regional and national levels.

Working for the Council for the last five years, I have seen the city thrive with new investment opportunities and a growing strength across local communities. But I also know that we now face many new challenges.

The Covid-19 pandemic and the way in which we work with the European Union and the rest of the world will fundamentally change things: how we do business and how we sustain and grow Newport as a city fit for the future.

The majority of 2020 has seen us respond to the biggest crisis the country has faced in over 50 years. But despite these circumstances, I have seen the Council demonstrate resilience: continuing to deliver services to communities; adopting new technology; finding different ways of working; and agility in responding quickly to change. None of this would have been possible without the support of Councillors, Public Services Board partners, Welsh Government, community leaders, the business sector and most importantly, residents of Newport.

In this year's Annual Report, it is encouraging to see good progress made against the four Well-being Objectives. This has all been achieved despite continuing financial pressures and increasing demand on key services such as adult and children services, frontline city services and schools.

As a result, we can report significant improvement in recycling performance, making Newport one of the best in Wales and in the UK.

We also introduced Civil Parking Enforcement. Implementing this has improved how residents and visitors park and enhanced the general environment in the city centre.

In delivering the Corporate Plan, the Council has developed strong partnership working with private, not for profit and other organisations to attract investment into the City. This has seen key projects progress including Newport Market, Chartist Tower, Market Arcade and the Transporter Bridge Visitor Centre.

The redevelopment of Ringland Community Centre and ongoing community work has demonstrated the importance of community involvement to help shape the way we deliver services. This is also demonstrated by our Community Connectors who work with marginalised and disadvantaged groups to improve access to Council services.

The Council is also committed to ensure that residents have access to affordable and quality housing. In 2019/20 we launched the Empty Homes Strategy, providing financial support to renovate empty properties and bring them back into use. Over the next two years, working with our Registered Social Landlords and charities, we will improve the opportunities to access housing in the city and build more affordable homes.

Climate change and air quality remains one of our biggest challenges and we have made a clear commitment to decarbonise by 2030. This is a very big challenge for us and partners, but we have already made step changes with the installation of solar panels, electric charging points and upgrading to electric vehicles. Working remotely during Covid-19 has also resulted in reduced travel to work, all helping lower the Council's carbon footprint.

Newport Council remains dedicated to improving the resilience and aspirations of its disadvantaged and marginalised communities. This report highlights some of the partnership work which is improving opportunities in education, social services and community regeneration.

However, the Covid crisis has highlighted the inequality that remains in Newport, with it now a primary feature of our Strategic Recovery Aims. We will ensure that Council services are able to adapt and support our most vulnerable as we come out of the crisis.

◀ In 2019/20 we made a significant change to how we collect waste with the introduction of smaller waste bins.

# Purpose of the Annual Report

Welcome to the 2019-20 Annual Report for Newport City Council. This report outlines the progress Newport City Council is making towards delivering its Well-being Objectives set out in the **Corporate Plan 2017-22**. This report reflects back on the achievements we have made in the year, the challenges that we have faced, the lessons that we have learned and looks forward to the next two years and beyond on what we will deliver for Newport. This year's report will also reflect back on the impact that Covid-19 has had on the Council's services, Newport's communities and its economy. The report will highlight how these challenges and opportunities are reshaping the focus of the Council's delivery of services and supporting Newport in its recovery.

The objectives that we have set in the Corporate Plan contribute towards the 7 goals set out in the **Well-being of Future Generations Act (Wales) 2015**. The Act requires all public bodies to deliver sustainable development that improves the economic, social, environmental and cultural well-being of citizens in

Wales. What this means is that when we make decisions we should consider what the socio-economic impact that these decisions will have on the communities, businesses and those that use the Council's services.



Newport City Council has a mission to 'Improve People's lives' and to achieve this mission we have set four well-being objectives in our Corporate Plan:

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

From the outset of the Covid-19 outbreak, Newport Council's immediate response was to support front-line services, Newport's communities impacted by Covid-19 and Newport's businesses and economy. As the Council moves forward to a recovery phase, we have recognised that we cannot deliver the same level of services that we would have originally have liked to do. So in 2020/21, it is more important to retain the Council's mission alongside our partners and communities to support Newport in its recovery. To do this we will be focusing

on four strategic areas that are aligned with the Council's Well-being Objectives:

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

Later in the report, we will outline the Council's key strategic priorities for the year that will support each of these recovery aims.

# Newport City Council Delivering for Newport, Gwent and Wales

Newport City Council is a single tier unitary authority responsible for the administration of all areas of local government. There are 50 **Councillors** (31 – Labour, 12 – Conservative, 4 Newport Independent Party, 2 – Liberal Democrats and 1 Independent). The **Council's Constitution** sets out how the Council operates, how decisions are made and the procedures that are followed to ensure these are efficient, transparent and accountable to local people.

The Council is responsible for over 800 different services / activities spanning 8 service areas that cover the city ranging from roads and parks, collecting your waste, managing cemeteries through to delivery of education services, social services, planning, libraries, car parks and many more. The Council also has to comply with different legislation and regulations that are set by the Welsh Government, UK Government and European Government (until UK formally leaves the EU).

Newport Council recognises the important role that Newport has in bringing prosperity and opportunities to its people. This is even more important following the Covid-19 outbreak as we look to support people and businesses impacted and to rebuild our economy. This cannot be achieved by the Council alone and we have to collaborate with other public sector bodies, third sector organisations and the private sector. In this report

you will recognise that the achievements made have not been delivered in isolation and have involved you as users of our services and other organisations. Below is a summary and links to some of the strategic boards that representatives from the Council are involved in and contribute towards these successes.

The Well-being of Future Generations Act require local authorities in Wales to have a Public Services Board (PSB). The One Newport PSB is led by Newport City Council, Natural Resources Wales, Aneurin Bevan University Health Board (ABUHB) and South Wales Fire & Rescue Service. Other public sector bodies such as Gwent Police, Newport Live, University of South Wales and third sector partners also contribute to the PSB.

The One Newport PSB has its own **Well-being Plan 2018-23** and delivers an **Annual Well-being Report** which outlines its achievements made in 2019/20. Newport City Council's own Corporate Plan has been aligned to support the delivery of the Well-being Plan and will see examples throughout this report where the Council and the PSB have contributed towards achieving our objectives.



## G10 Group – Public Sector Leaders in Gwent

The G10 is a strategic collective of Leaders from the 5 Gwent local authorities, South Wales Fire and Rescue Service, Gwent Police, Police & Crime Commissioner, ABUHB and Natural Resources Wales. Chaired by the Council's Leader, Councillor Mudd and guided by the Well-being of Future Generations principles, the Group's main aim is to provide the strategic direction of travel on agreed priorities, emerging issues and improve public services. The Gwent Strategic Well Being Action Group (GSWAG) also delivers work on behalf of the G10 and is represented by each invited group. The group is a strategic forum for public services

to improve the outcomes for the people of Gwent through Gwent wide actions such as the Gwent Travel Charter, the development of the Futures Risk Register and the Climate Ready Gwent programme of work.

The **Cardiff Capital Region (CCR) City Deal** is an economic investment programme of £1.2 billion agreed in 2016 between the UK Government, the Welsh Government and the ten local authorities in South East Wales. The main focus of the programme is to deliver the proposed Metro network for South East Wales and building on the region's strengths of its physical and

digital infrastructure, increasing its economic output through innovative business networks, and increasing skill levels in the region.

In 2019/20, CCR saw the semiconductor processor facility based in Newport secure a multi-million-pound refinancing deal to broaden the manufacturing capability of the plant.

The CCR Skills Partnership which is hosted by Newport Council also saw the first cohorts of the Graduate scheme to support business across the region.



Following the decision of the Welsh Government not to proceed with the M4 Relief Road, the **South East Wales Transport Commission** was set up. Chaired by Lord Burns and including the Council's Director of Place, the Commission is examining other options and solutions to ease the congestion on the M4 corridor. Using evidence based analysis the Commission will look at the current and future needs of Wales including climate change, Well-being of Future Generations Act, alternative transport arrangements and societal changes.



Newport Council is also part of the **Western Gateway** which is a cross-border partnership made up of local authorities, city regions, local enterprise partnerships and Governments (Wales and Westminster). The partnership covers South Wales and Western England delivering an economic powerhouse that is focused on inclusive and clean economic growth in the area's existing strategies and structure.



## Structure of Report

In the rest of this report, we shall provide an overview of what Newport City Council delivered in 2019/20 as part of each Well-being Objective in the Corporate Plan. For each Objective we will also include the performance measures that are used to support and indicate the areas which the Council is performing well and the areas that require improvement. Where measures are reporting amber or red against their target, an explanation has been provided. The performance measures reported include national indicators such

as Public Accountability Measures (PAMs) reported to Data Cymru, Welsh Government Social Services and Wellbeing Measures, and local performance measures set by the Council.

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



# Newport City Council's Finances...

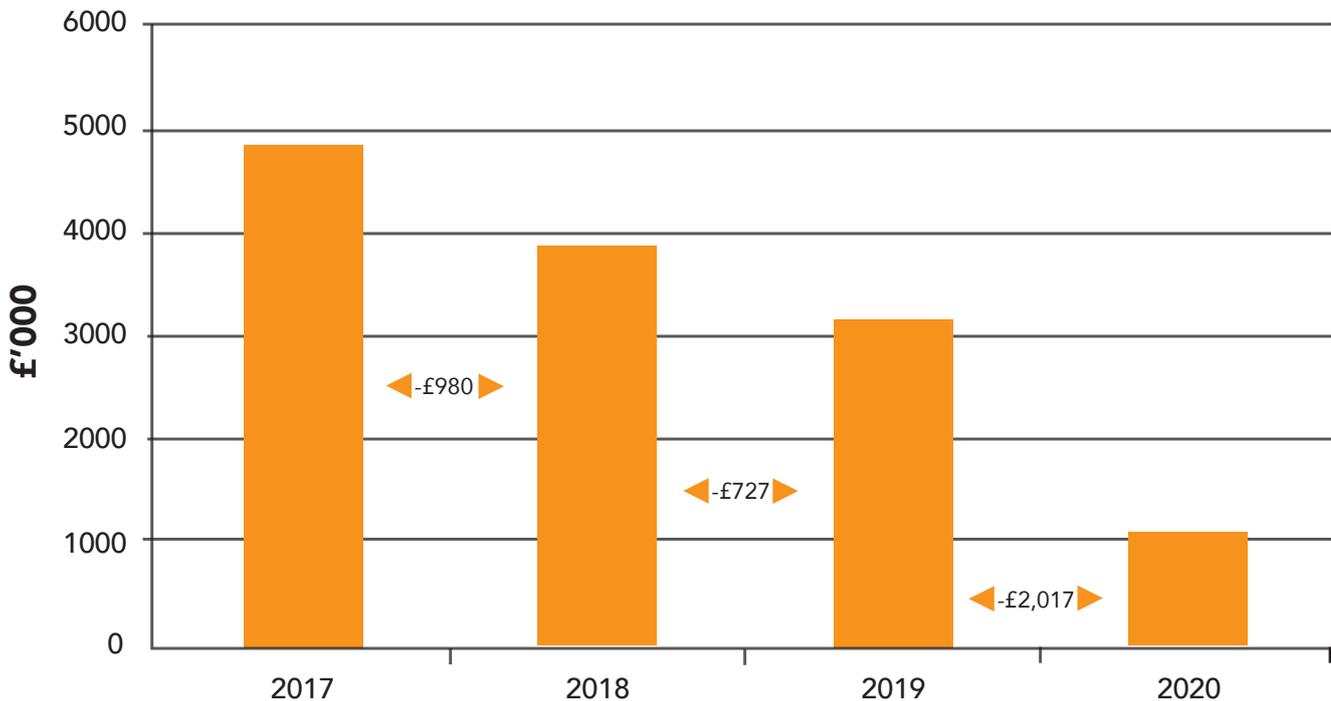
Similar to other local authorities and public sector organisations across Wales, Newport City Council has to set a budget every year to deliver its services. In 2019/20 the Newport Council had a net budget of £280.6m which is made up of Welsh Government funding (76%), and Council Tax revenues (24%). Every year becomes even more challenging as we continue to see increasing demands for essential services such as education, adults and children social services.

Every year the Council is required to produce its 'Statement of Accounts' to advise the final outcome of its finances. At the end of 2019/20, an underspend of £1.8m was reported and could have been worse had the Council not received unexpected grant income

during the year to support its social services. However, the pressures remain in areas such as Adults Community care (£0.95m), Children's independent fostering (£0.6m) and Children's out of area placements (£0.5m).

Another area that the Council is facing increased financial pressure is its schools. At the end of 2019/20 schools had overspent by £2m and over the last 3 years has seen balances held by schools reduced from £4.8m in 2016/17 to £ 1.1m at the end of 2019/20. In the last financial year (2019/20) all schools sectors faced in year overspending causing deficit balances for many schools. It was secondary schools that had faced the biggest challenge with all 9 secondary reporting an in year overspend position.

**Balances held by schools as at 31st March**



## Medium Term Savings

In 2019/20 a target of £6.5m was set to achieve its Medium Term Savings across all service areas. At the end of the year we successfully saved £5.9m and were

£683k short of meeting the target. Those savings that were not achieved have been carried forward into 2020/21 savings plan.



# Newport Council's Budget 2020/21

The Council's budget for 2020/21 is £300.3M which was contributed by the Council receiving a net cash increase of £7.2m from Welsh Government and increasing the Council Tax at 6.95%. After taking into consideration

existing cost pressures and savings, this resulted in an overall increase of £3.9M. The Council Tax increase of 6.95% still has Newport as the third lowest Band D rates in comparison to the other 21 authorities in Wales.

## Covid-19 impact on the Council's budget 2020/21

Towards the end of the financial year 2019/20 and into 2020/21, the lockdown measures implemented by UK and Welsh Government had significant financial implications both in terms of additional costs and loss of income. The UK and Welsh Governments implemented the biggest fiscal stimulus into the economy to support businesses, organisations and furloughed staff. In Newport the Council's Revenues team administered over 2,500 grant claims totalling £31m. We also administered over £18m rates relief effectively cancelling rates bills for nearly 1,200 businesses for 2020/21; and supported households to revise their payment instalments for Council Tax. However, Covid-19 has brought estimated unavoidable loss of income of £3m for the year and additional costs to date exceeding £8m which are assumed to be reimbursed in full from Welsh Governments Hardship Fund. Furthermore

Covid-19 has impacted on the delivery of agreed savings as the current forecast assumes undelivered savings in 20/21 of around £1m.

Whilst some of these costs will be met by the Welsh Government, there remains ongoing uncertainty for remainder of the financial year should the city encounter second or even third waves of Covid-19 and also the ongoing uncertainty over the UK/EU trade negotiations which are expected to conclude by 31st December 2020. At the time of the report there remains risks of the UK falling back to World Trade Organisation tariffs which could impact on the cost of goods and services but could also impact on the city's businesses. These risks are fully considered with the use of the Corporate Risk Register monitored by the Cabinet and Audit Committee.



# To improve skills, education and employment opportunities

We want to give every child in Newport the opportunity to have the best start in life from the very early years through to secondary, tertiary education and eventually into employment. We also strive for adults to have the opportunities to up-skill and strengthen their prospects of maximising their potential. Improving educational and employment opportunities has been shown to

have a significant impact on the health and well-being of individuals. It also reduces inequalities, improves prosperity of individuals and communities to move out of poverty and overall improve the socio-economic position of the city.

THE STEPS	
1	Improve school attainment levels and ensure best educational outcomes for children
2	Support young people into education, employment and training.
3	Reduce inequalities in education by improving educational outcomes for pupils disadvantaged by poverty.
4	Improve basic skill levels and increase personal capacity to assist more people to enter sustained employment, training or education.
5	Produce and implement a strategy for the delivery of Adult Community learning and lifelong learning opportunities.
6	Development of digital skills through support for schools and community IT programmes including a Digital Inclusion Charter.
7	Improve school attendance, reduce exclusions and improve safeguarding and well-being.



A Prosperous Wales



A More Equals Wales



A Globally Responsible Wales

Newport has 57 schools consisting of 9 secondary schools, 43 primary schools, 2 special schools, 1 pupil referral unit and 2 nurseries. Within these there are 3 welsh-medium primary schools, 1 welsh-medium secondary school, 6 Roman Catholic primary schools, 1 Roman Catholic secondary school and 2 Church in Wales Primary schools. In the academic year 2018/19 both primary (94.8%) and secondary (93.9%) schools improved their performance with school attendances from the previous academic years. The average

attendance for primary school pupils who are eligible for free school meals (92.4%) was also above the Welsh average of 92.1%. This was also true for secondary school pupils who are eligible for free school meals (89.9%) being above the Welsh average of 89.5%. However, we recognise that more needs to be done to reduce the gap between free school meal pupils and non-free school meal pupils at both primary and secondary levels.

2018/19 Academic Year	% Attendance of pupils eligible for Free School Meals	% Attendance of pupils who are not eligible for Free School Meals	%
Newport City Council (Primary Schools)	92.4%	95.5%	-3.1%
Wales Average (Primary Schools)	92.1%	95.3%	-3.2%
Newport City Council (Secondary Schools)	89.9%	94.8%	-4.9%
Wales Average (Secondary Schools)	89.5%	94.7%	-5.2%

The Newport Attendance Strategy, Education Welfare Service, school and EAS staff will be supporting pupils and their families to safely return for the academic year 2020/21 and to support those who are unable to return to full education. In 2019/20, the [Welsh Government National School Categorisation system](#), had categorised 34 (32 Primary / 2 secondary) out of the 57 schools in Newport as Green. In the last 3 years we

are pleased to see an increase from 24 Primary schools to 32 Primary schools categorised as Green. In the last year there was positive news with Llanwern High moving from red to amber categorisation and John Frost School moving from Amber to Yellow categorisation. This is testament to the ongoing collaborative work between Education Services, Education Achievement Service (EAS), school management teams and Governors.



# To improve skills, education and employment opportunities

In 2018 the Minister for Education announced the introduction of a suite of interim Key Stage 4 (KS4) performance measures that are designed to remove the narrow focus of borderline C/D grade learners and instead reflect a school average of all individual learners' 'points' scores. Thus valuing learner needs and achievements and the broader learner choice that is now offered. The **Cabinet report** published in February 2020 reported on the performance of KS4 pupils from

the 2018/19 academic year. There were schools such as St Josephs RC High, Llanwern High, Bassaleg School, St Julian's and Newport High that had performed better than the modelled expectation. However what the report also reflected was the further work required to reduce the gap between pupils receiving Free School Meals (FSM) and those who are not and also the diversity of learners whose first language is not English or have high rates of mobility in and out of the city.

## Long Term / Involvement / Prevention – Raising Achievement of Disadvantaged Youngers (RADY)

One of the many projects that the Council ran was the pilot project Raising Achievement of Disadvantaged Youngsters (RADY) in secondary schools. The purpose of this work is to 'up-lift' predicted attainment outcomes for year 7 disadvantaged pupils (FSM) so that they are equalised to other pupils nationally (or in the school). The project has identified pupils improving their attitude to learning grades as well as improvement in their attendance through the provision of RADY mentoring and support. It is recognised that this work is not a quick fix and will be continued into future academic years to provide long term goals for those pupils involved.



Another key initiative is the Seren Academy (Post 16) programme that supports 50 young people in years 9-12 at risk of under achieving despite their academic ability with particular focus on first generation university entrants and/or FSM learners. In 2017/18 there were 81 young people involved in the Seren Academy and has increased to 90 in 2019/20. In the last two academic years (2017/2019) the number of young people going to Sutton Trust 20 (ST30) universities increased from 45 in 2017/2018 to 53 in 2018/19. The Seren learners who did not go to the ST30 gained placements at Welsh universities or specialist departments in other UK universities.

For the city's Key Stage 2 and 3 pupils there continues to be good progress being made by pupils and schools where pupils are performing above the region's average in 6 out of 7 areas. Following the Estyn inspection in November 2018 it was recommended that the Council strengthens the opportunities for children and young people to influence the decisions that affect

them in setting the strategic direction of education. Working together with pupils and schools during 2019/20 the Council's Education services have been undertaking a range of initiatives to involve pupils in the decision making processes. These initiatives have included the development of the 'Learn Well Plan', establishment of a 'Pupil Voice' steering group which includes representatives across a range of Council services including Education, Community Regeneration, Children Services, and youth justice; focus groups with vulnerable young people e.g. looked after children; raising the profile of the Youth Council; establishing mechanisms to share policies; developing pupil participation network in primary schools; and establishing monitoring of our work in developing the Pupil Voice. All of this work is intergrating with the Council's Young Person's promise and strengthening the Council's work in engaging and involving young people.

## Public Services Board 'Newport Commitment'

As part of the Council's role at the PSB we supported the delivery of the Newport Commitment employer pledge. In collaboration with Coleg Gwent, University of South Wales, Careers Wales and Job Centre Plus, the Newport Commitment will ensure young people and the unemployed in the city can develop their skills and talents to secure decent work. The pledge enables public, private and third sectors to work in partnership with schools and education providers to connect with children and young people to the world of work whilst opening up opportunities for the long term unemployed. The PSB involved young people and local businesses to develop the website that will be launched in 2020/21.

This will enable employers to post available job / training opportunities with prospective applicants able to post their CVs with a view to being matched to a suitable position. In the long term this will prevent young people from becoming NEET and provide another avenue for local businesses, schools and education providers to provide opportunities of employment and secure links to develop skills for the city and region.

You can find out more about the Newport Commitment in the **One Newport Annual Report**



Back in 2016, Newport City Council was the first Council to adopt the Digital Communities Wales Charter with its main aim to promote digital skills and to help people get online. Since this pledge, Newport Council has continued to offer a range of IT and digital skills courses through Newport Adult Community Learning and also through schools at both Primary and Secondary levels. The Newport Adult Community Learning also delivers a range of other courses to young people and adults over the age of 16 from the Central Library and St Julian's Community Learning and Library Centre. These skills range from literacy, numeracy, digital and IT skills, GCSE Maths and English, Teaching Assistant, and British Sign Language. Newport is also home to asylum seekers and refugees and through the Reach/Restart initiative support was provided for housing, education, money, employment and more. In 2019/20 we completed 116 assessments and supported 83 people to gain employability skills in Newport.

Newport Council also delivers three initiatives through EU Social Funding: **Inspire to Work (I2W)**; **Journey to Work (J2W)** and **Skills at Work (S@W)**. The I2W

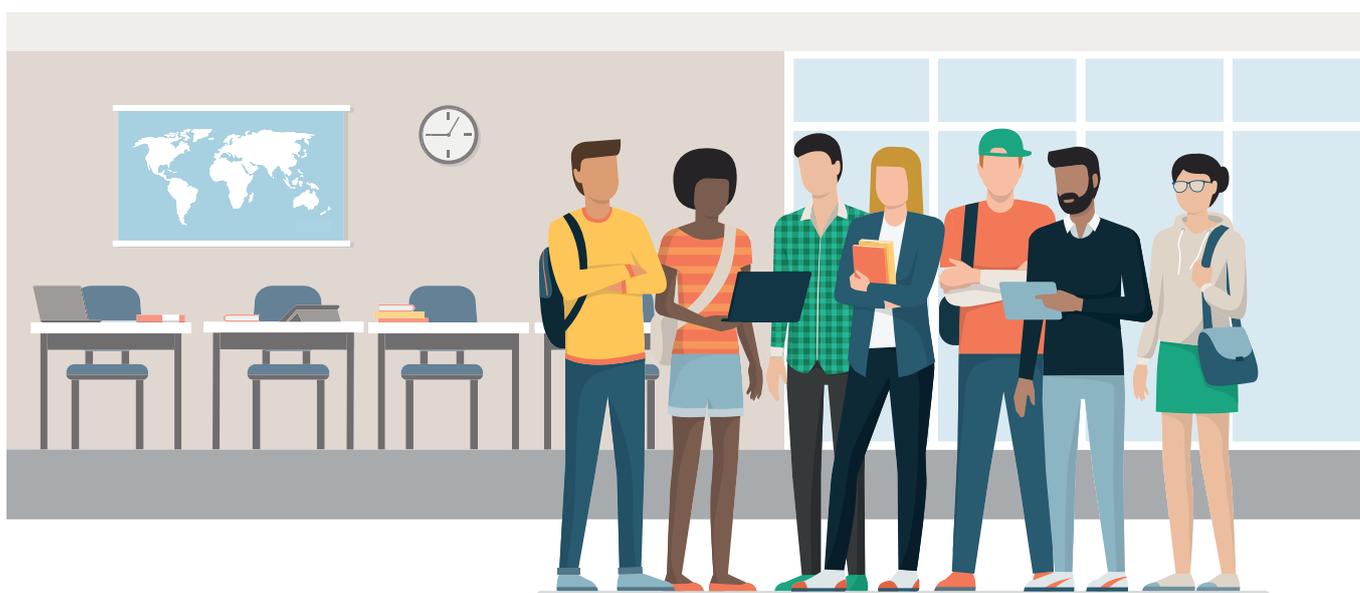
initiative aims to reduce the number of young people aged 16-24 years that are not in employment, education or training (NEET) and supported them to gain the necessary skills and training to get into long term employment.

In 2019/20 the I2W initiative supported 24 young people into work and enabled 72 young people to undertake further training and education. The J2W initiative supports the long term unemployed aged 25 and over to gain the skills and confidence for work and in 2019/20 we enabled 30 adults to move into employment whilst providing 44 adults with training and 52 adults with volunteer placements to gain valuable workplace experience. Finally, S@W supports people already in the workforce with no or low skills to increase their skill levels. In the last year, we supported 70 people to gain qualifications through the initiative. All of this work contributes towards improving skills in the city, which from the table on the next page has seen improvements to skill levels since 2017.

# Performance Analysis 2019/20

\*No data available as data was not collected during year.

Highest qualification levels of working age adults (18-64) in Newport. (Source Stats Wales)				
	2019 (Newport)	Welsh Average 2019	2018 (Newport)	2017 (Newport)
No Qualifications	7.1%	8.2%	7.6%	7.5%
Below NQF Level 2	13.3%	12.7%	15.7%	15.2%
NQF Level 2 or above	79.6%	79.1%	76.7%	77.3%
NQF Level 3 or above	60.4%	59.4%	56%	56.3%
NQF Level 4 or above	37.5%	38.8%	36.2%	38.4%



Performance Measure (NCC Measure unless stated)	2019/20 Actual Performance	2019/20 Target	2018/19	2017/18
Public Accountability Measure (PAM) Indicator - % attendance Primary Schools for previous academic year 2018/19	94.8% (Academic Year 2018/19)	94.7%	94.5% (Academic Year 17/18)	94.7% (Academic Year 16/17)
PAM Indicator - % attendance Secondary Schools for previous academic year 2018/19	93.9% (Academic Year 2018/19)	93.8%	93.4% (Academic Year 17/18)	93.6% (Academic Year 16/17)
WG (Welsh Government) Indicator - % of Primary schools categorised as Green (National School Categorisation system)	74.4%	Not Applicable	62.8%	55.8%
WG Indicator - % of Secondary schools categorised as Green (National School Categorisation system)	22.2%	Not Applicable	22.2%	22.2%
PAM Indicator - % Young people NEET Year 11	0.9%	3%	1.1%	1.3%
PAM Indicator - % 16-18 year olds not in education, employment or training	2.6%	6%	2.6%	4%
% young people NEET 13	1.8%	3%	1.7%	1.5%
Number of incident of fixed term exclusion (over 5 days)	23 (Academic Year 2018/19)	38	Not Available*	Not Available*
Number of incidents of fixed term exclusions (5 days or less)	933 (Academic Year 2018/19)	946	Not Available*	Not Available*
Total No. of days lost to secondary fixed term exclusions	1,249 days (Academic Year 2018/19)	1,290 days	1,338 days (Academic Year 2017/18)	1,344 days (Academic Year 2016/17)
No. schools being accredited at healthy schools level 4 and 5	53	35	33	31
No. of schools who have gained the National Quality Award in Healthy Schools	12	Not Applicable	8	3
No. of people improving skills & qualifications	944	500	1,165	Not Available*
No. of people supported into employment.	451	200	434	Not Available*
% care leavers in education, training or employment at 24 months	50%	50%	48%	44.1%

Performance Measure (NCC Measure unless stated)	2019/20 Actual Performance	2019/20 Target	2018/2019	2017/2018	Explanation
% of young people recorded as unknown following compulsory education.	1.2%	0.5%	1.2%	0.7	Every effort is made to ensure as few young people are recorded with an unknown destination. This includes carrying out 3 home visits at different times of the day and working with their previous education establishments. Due to GDPR issues 'unknown' data has increased through the destination survey.
% of care leavers in education, training or employment at 12 months	14.3%	45%	42.9%	45.7%	This measure is linked to very small numbers of young people. We have done internal work with improving what the Council itself offers but we are still struggling with the wider offer. Employment options going forward are likely to impact negatively on this area.

# Covid - 19 Response

## To improve skills, education and employment opportunities

20th March saw the closure of all schools in Wales, something that has not been encountered in our lifetime. What this has brought is a once in a generation change to how education was delivered using technology such as Google Classroom, video calls and parents having to support teachers and schools to deliver education at home.

This wasn't easy for either the children or the parents taking on the role of a teacher whilst juggling home working and parental responsibilities. What it has given us all is an appreciation of the hard work and effort that schools provide to deliver education for young people. These changes have also brought

new challenges and concerns regarding the long term impact that this will have on pupils in general, pupils from disadvantaged / BAME backgrounds, children that require additional learning needs support and also those pupils that were unable to sit their final exams.

All schools closed for educational purposes at this time, re-opening as childcare hubs alongside the Council's Neighbourhood Hubs for children of key workers and vulnerable pupils. Children that were entitled to Free School Meals were initially offered food parcels before receiving fortnightly supermarket vouchers from April. For parents of who are key workers that were already

accessing childcare through the Council's Hubs this was extended for the summer holidays. We also offered support to 60 vulnerable learners by providing additional teaching support through the Hubs and the schools during this period.

From the onset of lockdown it highlighted the inequalities that are still faced by households across the city and the digital exclusion that children and families face in accessing IT devices or having suitable internet access. Schools had initially identified 2,565 digitally excluded learners that did not have access to devices and/or reliable internet connection. In response through collaboration with our IT partner Shared Resource Service we distributed over 800 devices with licence costs for 1 year paid for by the Welsh Government. For those that did not have access to reliable internet connections Newport Council loaned 1,300 Mi-Fi units to enable children to access the internet with costs initially paid for by Welsh Government. We recognise that more will need to be done in the long term to reduce digital exclusion and to support disadvantaged households to have access to the necessary IT equipment and internet.

In July 2020, schools reopened for three weeks enabling teachers and pupils to check in,

catch-up and prepare with a focus on well-being whilst continuing social distancing. During this time, pupils were able to access lessons in school whilst continuing their learning at home using online resources. This period has also enabled schools to become 'Covid secure' environments and prepare for the reopening of schools in the Autumn. However, we are aware that as we ease out of lockdown, Newport could face localised and national lockdowns in 2020/21 academic year and that we will need to ensure blended learning through face to face and online teaching will need to continue. Further information on the steps that Newport schools and Education services are taking can be found in the link [here](#) or refer to your local school.

Similar issues have been faced by the Council's Neighbourhood Hubs having to close during the lockdown period. We recognise that many residents and communities have not been able to access the necessary facilities and IT equipment to support their training, accessing jobs and the services to support their needs. As our Hubs reopen we will be offering support to those that have lost their jobs during Covid-19 and throughout the recovery phases whilst reopening training and support programmes in the Autumn 2020.



# Strategic Recovery Aims

To support schools and education establishments to safely reopen; address long term issues of digital exclusion across the city and to support that have been made unemployed, the following Strategic Aim has been set: *Understand, respond to, the additional challenges which Covid-19 had presented, including the loss of employment, impact on business and the progress, achievement and well-being of both mainstream and vulnerable learners. To support this aim we have 6 steps:*

1. Support schools and other education establishments to safely reopen for both staff and pupils.
2. Work to prevent and reduce inequality of progress and outcomes in education for mainstream and vulnerable learners

through the implementation of the National Continuity of Learning Plan.

3. Support schools to enhance and develop digital skills, digital teaching and learning platforms, and enhanced support for digitally excluded learners.
4. Support and enable people that are digitally excluded to access community IT programmes, Council and other services.
5. Support people who have been affected by unemployment to access new opportunities through training and re-employment required for post Covid-19 businesses.
6. Ensure our diverse communities are appropriately supported through tailored interventions specific to their needs.



# To promote economic growth and regeneration whilst protecting the environment

Newport is uniquely positioned in South East Wales served by road, rail, sea and air services making it an ideal location for businesses and investments. Newport has already seen global organisations such as Airbus, IQE Ltd and SPTS invest in the City alongside home grown businesses like Tiny Rebel, Admiral and Wales & West Utilities. We want to continue to build on this success and attracting diverse, innovative businesses that can contribute towards making Newport and Wales a prosperous place to live and work.

Newport also has a heritage and cultural assets that rival other cities in the UK

and abroad. These include one of only six Transporter Bridges in the world that dominates the Newport skyline, Caerleon Roman fortress and baths, Tredegar House and the Wetlands National Nature Reserve.

We want to preserve these areas to attract visitors into the city and for future generations to use. Finally, climate change and the protection of Newport's environment is one of the biggest challenges that our future generations will face and we have made the commitment to become a zero net carbon organisation by 2030.



A Prosperous Wales



A Resilient Wales



A Globally Responsible Wales



A Wales of Vibrant Culture and Thriving Welsh Language



THE STEPS	
1	Specialise in high value business growth.
2	Grow the economy as part of the wider region – collaboration for competition.
3	Promote and innovate for entrepreneurship, support indigenous development
4	Create an economic environment to support population growth.
5	Deliver a digital strategy with improved connectivity in the city with access for citizens, partners and businesses
6	Recognise and promote the importance of fast, reliable and frequent public transport links for the connectivity of the city
7	Maintain our focus on regenerating the city centre to become one of the UK's top cities
8	Improve school attendance, reduce exclusions and improve safeguarding and well-being. (See WB Objective 1)
9	Maximise environmental opportunities
10	Work with communities and schools on a range of countryside, biodiversity & recycling related matters
11	Increase household recycling and divert waste from landfill
12	Protect and promote local built and natural assets and cultural heritage
13	Support compliance within reputable businesses and investigate rogue traders to maintain a fair and safe trading environment.

We recognise that Newport has to compete with other cities in the UK, Europe and the rest of the world to be able to produce home grown businesses and to attract and sustain global organisations into the city and region. We cannot do this alone and have to collaborate with other local authorities, public services, private and not for profit sectors which is why we are involved with initiatives such as the Cardiff Capital Region City Deal and the Western Gateway. To support the Council's strategic focus, the next iteration of the Council's 10 year **Economic Growth Strategy 2015-25** was adopted in February 2020. This Strategy builds upon the strengths, challenges, opportunities and threats identified in the original 2015 Strategy and

recognises the further work that the city has to do to improve economic prosperity and well-being of its residents. Much of the work that is undertaken by Newport Council is completed in collaboration with the Newport Economic Network who provide insight and support.

As part of the Council's destination work, phase one of the **City of Newport website** was launched to partners. In 2020/21, we will be completing phase two of the project to add interactive features such as commercial property search and integration with Visit Wales events. Once complete this will be actively promoted to support the Council's wider growth strategy and economic recovery plans following Covid-19.

# To promote economic growth and regeneration whilst protecting the environment

Throughout the last year, Newport has continued to see major developments take shape across the City. We were pleased to be associated with the launch of Wales' first International Conference Centre at the Celtic Manor site and have taken forward a number of developments including:

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

The **Urban Centre Living Grant** supports city centre living through bringing back in to use empty upper floors of City Centre based properties. Supporting the Property Enhancement Fund, the Urban Centre Living Grant offers potential applicants the opportunity to apply for grants to undertake external and internal works to improve access to vacant or under-utilised space above shop/commercial frontages, with the intention of assisting owners to bring that space into use for residential purposes.

In 2018, the Council launched the City Centre Masterplan, recognising the need for the City Centre to diversify in the long term and offer an environment for people to work, live and visit. In February 2020 we secured funding from the Heritage Fund, Cadw and Welsh Government for the restoration of the 19th Century Market Arcade. The development of this work will see the restoration of shop fronts and refurbishments of the glazed canopy. The development of the Indoor Market also

took major steps forward in the year with final designs being prepared to restore the market into a multi-use facility that will include residential apartments, service apartments, modern market place for shoppers, leisure facilities and co-working space for businesses.

One of the key aims for Newport is to increase its Grade A office space for businesses in the City Centre. During the year work commenced on the redevelopment of office space at the former Post Office on Mill Street. In February 2020, the Council's Cabinet agreed to the transformation of the Information Station and move the Council's contact centre to the city centre library and museum to act as a 'one-stop shop' for the public. Building on the need identified through the Newport Economic Network for more collaborative work spaces for small to medium enterprises, the Information Station will be transformed into a tech-hub within the next 2 years.

Newport Council is committed to supporting businesses and ensuring that reputable businesses are able to operate safely and comply with necessary trading legislation / regulation. Throughout the last year the Council's Regulatory services working across multi-agencies on proactive and reactive investigations and initiatives. In 2019/20, the 96% of businesses were found to be broadly compliant with food hygiene laws and had participated in three events with communities during the year. The Council was also involved in many investigations of illicit and rogue trading activities. This included operations tackling counterfeit fraud, illegal alcohol and tobacco sales. The City's night-time economy was also to be assessed for its purple flag status but due to the Covid-19 restrictions this has now been postponed.

## Prevention / Collaboration / Integration – Civil Parking Enforcement

From the 1st July 2019, Newport Council took responsibility for enforcing parking restrictions in the City. Working in collaboration with South Wales Parking Group (operated by Rhondda Cynon Taf Council), the Council's City Services established a new team of Civil Enforcement Officers and improved the road signage and markings in the city. Following its implementation the Council has issued over 19,000 tickets. The city has also seen a significant environmental and behavioural changes by motorists that have improved traffic flow, reduce congestion, reduced inconsiderate parking for residents and pedestrians and released Police resources.



Newport's industrial and historical past can be seen throughout the City ranging from the Roman fort at Caerleon, the Medieval ship, Newport Castle ruin, Tredegar House and the Transporter bridge. The Transporter bridge is an icon of the city and the Council wishes to maintain and preserve the site for future generations to visit and use. In March 2020, a vital step was taken when the proposal for a new Heritage Centre was given

planning permission (subject to conditions). This new £12m project involving restoration of the bridge and development of a new Visitor Centre will protect the area's industrial history and architecture and provide a space for visitors to learn about Newport and its industrial past. Over the next 3 years, involving the community and local schools, the delivery of this project will help support the ongoing maintenance of this world heritage site.

# To promote economic growth and regeneration whilst protecting the environment

Last year we were pleased to be associated with the ABP Wales Marathon and was host of the **42nd British Transplant Games**. Over 2,000 people registered for the games and attracted over 1,300 supporters to demonstrate the benefits of transplantation, helping patients to regain fitness, thank and celebrate donor families and the gift for life. You can find out more about organ donation in Wales [here](#). Throughout the last year Newport hosted many events across the City including the annual food festival, theatre productions

at the Riverfront theatre and Shwmae Day celebrating the Welsh language.

In 2015 Newport Council launched its 5-year Digital Strategy outlining a way forward for citizens to access services, improve connectivity and enhance partnership working. Over the last couple of years, the Council has fully funded free Wi-Fi across a range of locations in Newport. In the last year through collaboration with our IT partner Shared Resource Service (SRS) we had supported

and enhanced many initiatives to improve services to the Community. As part of the Council's multi-agency neighbourhood hubs we implemented wireless network, printing facilities for all users, digital displays and an appointment booking system into Ringland Hub. This will be extended further to the other Hubs as part of the initiative. As part of the Civil Parking Enforcement (CPE) project mobile technology and body cams were implemented to support and protect staff to undertake their duties. The next iteration of the Digital Strategy will be developed learning from what the Council has delivered in the last five years and also reflecting on issues identified during the Covid-19 crisis.

Newport City Council has a long term commitment to manage and enhance Newport's wealth of green and blue assets.

Our aim is to reconnect our communities with their green spaces and help them to change the image and perception of their areas now and for future generations. The environmental and biodiversity work undertaken by Newport City Council is closely linked to the Public Services Board's Green and Safe Spaces intervention. Newport has a wealth of natural assets ranging from the River Usk, the Gwent Levels, Wentwood Forest as well as the many small and open spaces running throughout the City.



**Collaboration / Involvement – Greening the Public Estate Project 'Barrack Hill'**

Barrack Hill is a Site of Importance Nature Conservation (SINC) designated for its semi-improved wet and dry natural grassland, scrub, bracken and woodland. The area also includes open space and woodland alongside residential estates which over the years has seen issues around fly-tipping and anti-social behaviour. Through involvement of the housing association and local resident group the Council was awarded funding to enhance the areas and support nature recovery for the community to use. Collaborating with the Canal and Countryside volunteers and volunteers from the Office for National Statistics we removed the fly tipping in the area over 2 days. The next phase of the project will be to enhance the areas that have been cleared for use by the communities in the area.

The Barrack Hill clear up was one of many activities undertaken in the year. The Council also collaborated with TSB at the Monkey Island site and Fourteen Locks, Warburtons and Eveswell Primary School replacing old fencing, clearing up the yard and creating raised beds for the children. Having a close working relationship with the Gwent Wildlife Trust also contributed to the Coastal Clear

Up, St Woolos cemetery and Tredegar House during the year.

Throughout the year the Council's Biodiversity and Education Officer engages with the City's schools to raise awareness and support the schools to deliver their own biodiversity projects. In 2019/20 30 schools signed up to the Biodiversity Agreement to enable them

to create 'leave to grow' areas, tree planting, mini orchards and bug hotels. We have also supported the schools with obtaining their Eco-schools awards and to become Bee Friendly with activities linked to the curriculum. You can view which schools have this award [here](#).

In July 2019, the Council agreed a cross-party motion to make Newport into a Bee Friendly City. This motion has enabled the Council and its partners to protect and enhance pollinator habitats through the management of green spaces. To support this motion, over the year the Council and its partners undertook several initiatives across the city including its local nature reserves at St. Julians and Allt-Yr-Yn, Wentwood Meadow, St. Woolos Cemetery,

Belle Vue Park. New Pollinator sites were also established at Percoed Lane and Newport Tip alongside Community adopted sites in Great Oaks, Rogerstone Welfare Grounds, and St. Woolos Cemetery.

The Council's Countryside Warden Team ran monthly 'guided' walks across Newport taking in sites such as the Transporter Bridge, Allt-yr-Yn Nature Reserve, the Canal and Gwent Levels. Collaborating with the Gwent Wildlife Trust and Nash College the Council supported students with additional learning needs in a range of activities including litter picking, short walks, placing hedgehog hibernacula's. A short video highlighting one of the many activities can be accessed [here](#).

## To promote economic growth and regeneration whilst protecting the environment

Newport City Council has committed to be a carbon neutral organisation by 2030 integrating with the Welsh Government commitment for all Welsh public services to meet this target.

As part of our commitment, in February 2020 we announced a new partnership with Egni Co-op and installer Joju Solar to roll out rooftop solar panels across buildings.

This project installed 6,000 solar panels across 21 sites in Newport producing up to 2 Mega Watts. This builds on the Council's installation of electric charging points at key sites across our estate.

The Council's own Fleet provision has also seen the introduction of 15 ultra-low emission

vehicles and six hybrid vehicles which equates to approximately 10% of the fleet.

The Welsh Government 'Towards Zero Waste – One Wales: One Planet Strategy' set an ambitious target for Wales to have zero residual waste by 2050. Over the last 7 years, Welsh Government has set statutory intermediate targets for local authorities achieve.

In 2019/20 we made significant steps towards achieving this target through limiting residual household waste capacity and the launch of our Waste strategy 2019-2025.



### Prevent / Collaboration / Involvement – New Household Waste Collection

In 2019/20 we introduced the new waste collection service which saw new smaller household bins introduced across households in the City. This was a significant step change for the City and to support them we undertook a social media and communication campaign to inform residents of the changes. Throughout the year we have supported households to adapt to the changes, educating the importance of recycling and if required as a last resort financial penalties. At the end of 2019/20, Newport Council reported an increase in household recycling from 59% (31st March 2019) to 66.4% and are now the 6th best towns and cities for recycling in the UK. This is an opportunity for us to say thank you to all of the households in Newport for this success and demonstrates what we can do together in working towards becoming a zero waste city.

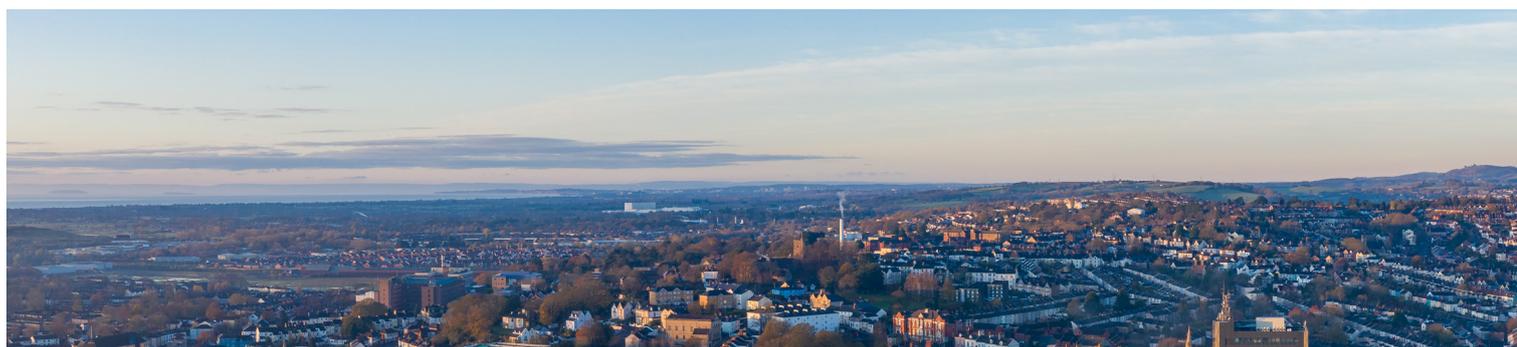
# Performance Analysis 2019/20

\*No data available as data was not collected during year.

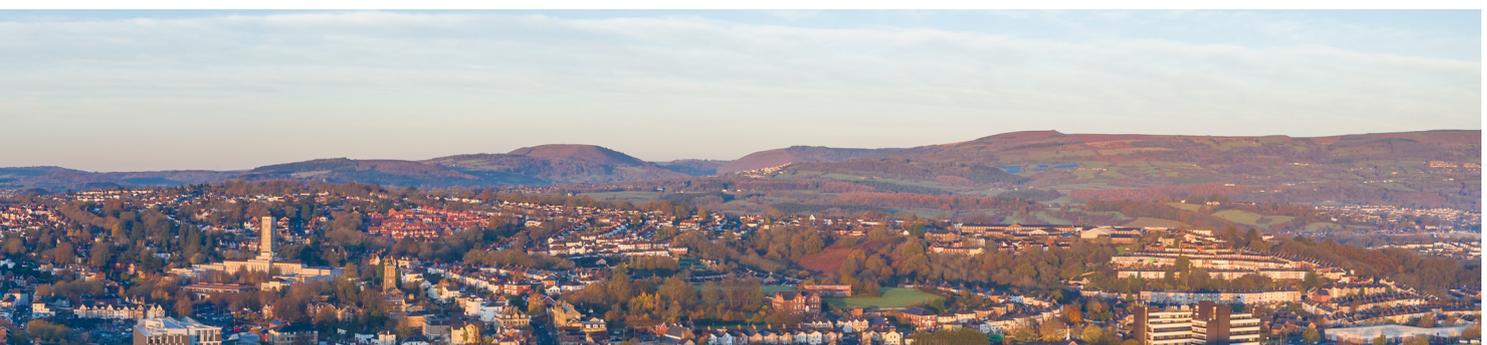
Performance Measure (NCC Measure unless stated)	2019/20 Actual Performance	2019/20 Target	2018/19	2017/18
Welsh Government (WG) Indicators – Difference (£s) between average (median) full time hourly earnings of males / females (workplace)	£1.37	0.88 (Welsh Average)	£0.57	£0.54
WG Indicators – Gap (£s) between average (median) full time hourly earnings of males / females (Resident)	£1.65	1.11 (Welsh Average)	£1.53	£-0.13
WG Indicators - % of people in employment.	74.6%	73.7% (Welsh Average)	75.1%	74.5%
Public Accountability Measure (PAM) Indicator - % of waste reused, recycled or composted	66.4%	64%	58.9%	59.8%
PAM Indicator - Kilograms of residual waste generated per person	163.75kg per person	175kg	196.95kg	Not available*
% of municipal waste recycled at the waste recycling centre	65.4%	65%	61.1%	59.8%

# To promote economic growth and regeneration whilst protecting the environment

Performance Measure (NCC Measure unless stated)	2019/20 Actual Performance	2019/20 Target	2018/19	2017/18
PAM Indicator - % of streets that are clean.	95%	95%	92.4%	95.8%
PAM Indicator - Average number of days taken to clear fly tipping incidents	1.49 days	2 days	1.73 days	N/A
PAM Indicator - % of principal A / B / C roads in overall poor condition.	A - 2.7% B - 5% C - 7.4%	A - 3.1% B - 5.1% C - 7.4%	A - 2.3% B - 4.2% C - 6.9%	A - 2.6% B - 4.4% C - 7.1%
Number of businesses supported and provided advice	144	58	113	116
Number of new business start-ups through the business development fund	9	3	10	8
Number of events held on a range of countryside, biodiversity and recycling related matters	92	35	81	38
Number of Penalty Charge Notices issued from 1st July 2019 to 31st March 2020 *Legislation does not allow the Council to set targets for Penalty Charge Notices	19, 678	No target*	Not available*	Not available*



Performance Measure (NCC Measure unless stated)	2019/20 Actual	2019/20 Target	2018/19	2017/18	Explanation
PAM Indicator - % of all planning appeals dismissed	62.2%	75%	70%	75%	62.2% is considered to be a fair outcome when viewed in accordance with the WG Performance Framework which considers a result between 55-65% as being good. Newport continues to lose appeals on Houses in Multiple Occupation (HMO) applications which impacts on the statistics. It is hoped the Planning Inspectorate will attend a future member training event – a session which was arranged for May but aborted due to lockdown.
PAM Indicator - % of all planning applications determined in time	77.8%	87%	87.6%	88.6%	77.8% is considered to be a fair outcome in accordance with the WG Performance Framework. The drop in performance from last year is slightly disappointing but is attributable to officers trying to provide applicants with an opportunity to amend unacceptable schemes or to negotiate improvements to schemes. The Planning department have also been involved with the implementation of a new back office IT system.
% of vacant commercial properties in the city centre *Data impacted by Covid-19	23%*	24%	No data	24%	It needs to be noted that this figure is not reflective of the current level of vacancy, as the last mid-year count was completed in July 2019. Unfortunately, whilst we calibrate our data with other sources such as property agents and the National Non-Domestic Rates (NNDR) team, the most reliable way to count vacancy levels is through a physical property survey. Covid-19 restrictions have made conducting this exercise impossible as of the end of March and given that business trading is equally restricted any data presented would be inaccurate in any case.



# To promote economic growth and regeneration whilst protecting the environment

## Covid-19 Response

At the end of 2019/20, Newport's economy faced an unprecedented challenge following the UK Government's announcement to lockdown the spread of the virus. In response to this, the UK and Welsh Government implemented one of the largest fiscal support packages to support the economy. The Welsh Government funded over £2.4 billion of which £1.3 billion was allocated through the Economic Resilience Fund and £332 million towards Non-Domestic Rate relief. Newport Council administered £19 million of rates relief, effectively cancelling bills for 2020/21 for nearly 1,000 businesses. The city also saw 16,600 working aged people furloughed during the crisis. The Debenhams store did not qualify for Welsh Government funding and the Council took the pragmatic step to allow deferral of their payment of business rates until the outcome of their business rate valuation appeal is known. We also administered nearly £30 million of business grants to 2,250 eligible businesses within Newport and to enable those businesses to gain access to this funding quickly we undertook short term borrowing pending the receipt of Welsh Government funds in early April.

There remains an unprecedented challenge for Newport's economy to thrive again following Covid-19 and the city's economy will prepare for the challenges and opportunities that will emerge through the Brexit trade negotiations

in 2020. In light of these challenges and as part of the Economic Growth Strategy 2020, the Council has adopted the Economic Impact and Recovery Strategy which is focused on three key areas: supporting businesses to safely Recover (short term) and rebuild with focused support and interventions; **Reposition (medium term)** to attract inward investment and accelerating digital infrastructure with an improved skills and learning offer; and **Renew (long term)** to rebalance the economy, society and the environment that will provide long term resilience and improved well-being for the city.

The Council remains committed to preserving and improving the environment which residents live and work in Newport. Our commitment to decarbonise and become carbon neutral by 2030 remains a key priority of the Council and we want to extend this across all of our partners, businesses and residents in the City. With a significant proportion of the City's workforce (including Council staff) having to work from home either on a full time or part time basis there has been notable improvements to the city's air quality. However, there also needs to be consideration about the wider economic impact on the City Centre and what this will look like in the long term. The Council will also continue to replace its fleet with more ultra-low emission vehicles and to purchase a new electric Refuse vehicle.

During this Covid-19 crisis we have seen the city's green spaces flourish and its bio-diversity improve. The Council has also not been able to promote and implement many of its initiatives. However the Council's Bio-diversity Officer (**Back Garden Biodiversity**) has used social media and YouTube to inspire households on how they can improve the bio-diversity of their gardens and spaces.

Throughout this period, the Council's City Services and its partners Wastesavers have continued to deliver waste and frontline services to residents and businesses. Despite the impact on its services, Newport has continued to maintain its recycling levels and has seen the re-opening of the **Household Waste Recycling Centre**.



# Back Garden Biodiversity

Lucy Arnold-Matthews

## Strategic Recovery Aims

Newport Council has set the Strategic Aim to 'Understand and respond to the impact of Covid-19 on the city's economic and environmental goals to enable Newport to thrive again'. It is important that Newport Council is able to support businesses to return back to operation and provide safe places for its workers and customers. The regeneration of the city with new and

affordable housing, meeting the needs of businesses and providing efficient transport networks is vital for providing long term prosperity for the city and wider region. But it is also important that the city builds on the societal and behavioural changes to how we work and connect with one another exploiting the technological advancements made.



To support the delivery of this, the Council has 6 strategic steps / actions:

- Maintain our focus on regenerating Newport to deliver existing and new investment projects.
- Enable and support the construction industry to re-establish the supply of new and affordable housing.
- Enable and support businesses re-establish normal operations whilst maintaining the health and safety of their workers and customers.
- Enable and support businesses to prepare for future trade arrangements resulting from Brexit negotiations.
- Protect and improve the environment, including air quality and decarbonisation of the city for its residents, businesses and visitors.
- Continuing support and safe delivery of the Council's City Services including waste, cleansing and highways



# To enable people to be healthy, independent and resilient

We want all people in Newport to live healthy, independent lives where they are able to take part in social activities and contribute towards their communities.

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

The health and well-being of residents is also important for preventing people having to require acute services and reducing the demand for Council and health services in the long term.

It is also important for the city to encourage people to be active and offer alternative approaches to travel (including commuting) across the city and the wider region.

All of this will support the city to improve its environment, reduce health inequalities and deprivation.



A Prosperous  
Wales



A Resilient  
Wales



A Globally  
Responsible Wales



A Wales of  
Vibrant Culture  
and Thriving  
Welsh Language



A Healthier  
Wales



A More Equals  
Wales



A Wales of  
Cohesive  
Communities

## To achieve this we will:

THE STEPS	
1	Support people to remain living independently in their homes and communities
2	Work with partners to promote healthy lifestyles and support the prevention, early intervention and self-management of illness
3	Support children to remain safely with their families
4	Support all schools to work towards the National Quality Award for Healthy Schools
5	Work towards Newport becoming a recognised Dementia Friendly City
6	Improve opportunities for Active Travel
7	Regulate residential dwellings to ensure provision of safe homes
8	Work towards improved air quality
9	Regulate businesses and support consumers / residents to protect and improve health

In the last year Newport City Council's Children Services has been working collaboratively with Barnardo's to deliver Baby and Me. With the support of other agencies including Aneurin Bevan University Health Board (ABUHB), housing services, and using the Baby Steps programme, established by NSPCC, the aim of Baby and Me is to support parents to overcome barriers to successful parenting by providing practical support and recognising the importance of building skills as they become parents. The programme focusses on supporting parents at risk of their children becoming looked after at birth. This contributes towards the ethos of 'well-being leads to well doing' by increasing confidence and reducing stress for the parents to become the best parents they can be. Since October 2019 the team has supported 17 families where of the nine babies that have been born, seven have gone home with the mother. Whilst undertaking this work the Council enjoyed collaborating with its partners and relationship building with the families to ensure there is regular communication and understanding of needs. The 'Baby and Me' work also identified the need to provide wider community and

social networks for mothers that are often integrated in either toxic social groups or domestically abusive relationships. The work undertaken by the Council and its partners has received positive praise from leading academics and has been cited as areas of good practice in articles published by the **BBC** and **The Guardian**.

Family Group Conferences (FGC's) were introduced into Children Services over the last 12 months and have received over 100 referrals from social workers. The main purpose of FGC's is to engage families and help them to find their own solutions to the problems presented. FGC's have been seen by families, staff and partners as a vehicle for empowering families to bring about positive change to safeguard children by offering an opportunity for everyone to be listened to and support the families to develop a plan and action the changes that are needed. Since its implementation the service has learned a lot sharing its experiences and development with its partners and other local authorities in Wales as part of the All Wales FGC network.

For young people in Newport, the Wider Circles Model was undertaken to support adolescents on the edge of care and their families in Newport to reduce family breakdown and admissions into the care sector. Collaborating with Barnardos we recognise the bespoke approach required to form relationships with young people, their families, friends and surroundings. We ran a 12-week Teenager workshop and feedback from the young people that attended has been positive. Unfortunately, due to Covid-19 further work on the model had to be paused but we are looking to continue once lockdown restrictions are eased.

In last year's Annual Report, we included the opening of Rose Cottage as a setting for young people in the Council's care. During the year we have had five children living at the cottage with one who returned to live with their parents and the remaining four will be there in the long term. The main impact of this setting has been for the children to live in their home city having previously been placed many miles away from Newport. For one child in particular this is the longest that they have remained in placement. The purpose of the cottage is to provide a 'regular family home' for the children where they are able

to experience a safe 'family' environment where there are no areas excluded to them or considered 'staff only'. This has helped the children not to feel they are part of an institutional setting and have been allowed to manage their emotions, enjoy positive activities and complete their education knowing staff are invested in their welfare. The children have benefited by being able to join local sports clubs, one of the children regularly walking a neighbour's dog, taking part in recycling competitions and organising litter picks along the seawall. During the Covid-19 lockdown they held their own sports day and have been showing their support for the NHS painting posters and decorating the house for VE day. The delivery of this setting has been recognised through the Social Care Accolades Award where the Council is a finalist.

The principles and lessons learned from this project are being incorporated into both Rosedale and the Windmill Farm development. Windmill Farm will be aimed at supporting children in crisis and provide shorter term stays. The farm will have a dedicated team to develop relationships with the children and assist in their transition to a longer term placement.

## Integration / Collaboration / Involvement – 20 Reasons Fostering Campaign

**20 REASONS TO FOSTER IN 2020**

1. YOU CAN HELP A CHILD WHO'S HAD A DIFFICULT PAST 2. YOU'LL HELP BUILD POSITIVE FUTURES 3. YOU CAN HELP A CHILD REACH THEIR FULL POTENTIAL 4. FOSTERING IS AMAZING AND REWARDING 5. MEET OTHER CARING PEOPLE - JUST LIKE YOU 6. YOU CAN MAKE A DIFFERENCE LOCALLY 7. CHOOSE WHICH TYPE OF FOSTERING IS RIGHT FOR YOU 8. HELP KEEP A CHILD IN THEIR SCHOOL 9. DEVELOP NEW SKILLS AND GAIN QUALIFICATIONS 10. YOU'LL MAKE A DIFFERENCE THAT LASTS A LIFETIME 11. IT'S A DIFFERENT WAY TO GROW YOUR FAMILY 12. BECOME PART OF OUR FOSTERING COMMUNITY 13. YOU'LL BE A POSITIVE ROLE MODEL 14. KINDNESS FEELS GOOD 15. LOCAL CHILDREN AND YOUNG PEOPLE URGENTLY NEED A HOME 16. YOU'LL HELP BUILD A CHILD'S CONFIDENCE 17. YOU CAN CHANGE CAREER 18. YOU'LL GIVE A CHILD A CHANCE IN LIFE 19. FOSTERING GIVES YOU NEW PERSPECTIVES 20. YOU'LL GIVE A CHILD A SENSE OF BELONGING

WHAT OTHER REASON DO YOU NEED?

Foster Newport  
01633 210272  
www.newport.gov.uk

FOSTER NEWPORT  
NEWPORT COUNCIL  
SOUTH WALES  
ACCOLADES AWARD

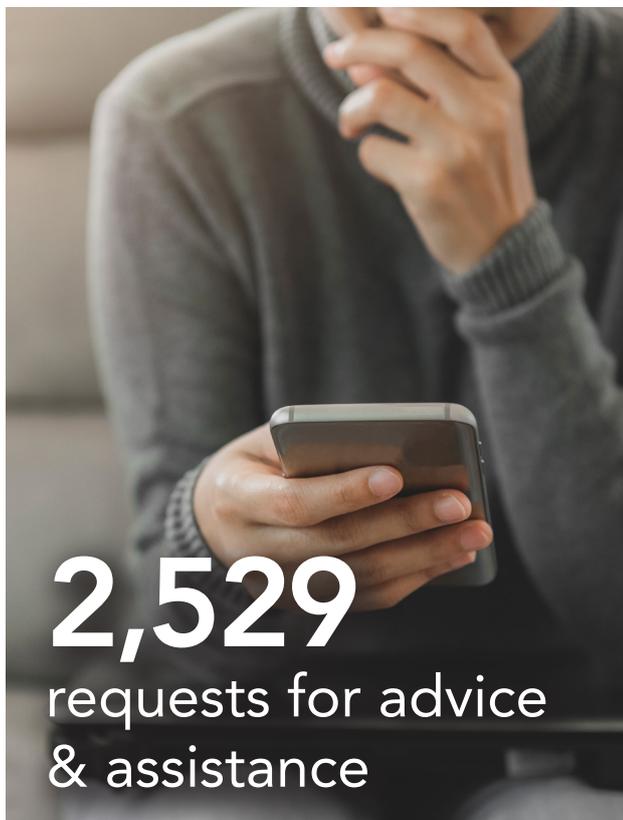
Newport Council has a responsibility for ensuring babies, children and young people are protected and there are times when the Council has to provide short term accommodation and security. Fostering is a vital part of our care but over the years Newport and other local authorities have struggled to find suitable Foster carers. Last year Newport, and 6 other local authorities in Wales collaborated to launch the 20 Reasons to Foster Campaign. Involving carers from the 6 authorities, social media videos and media publications was carried out promoting the benefits and inspiration that Fostering provides to both children and carers. The campaign attracted media coverage through the BBC, ITV News and South Wales Argus as well as social media conversation. As a result of the campaign, Newport received 19 enquiries which was a record high for the Council and demonstrated the benefits of collaborating together with other Council's and foster carers to provide a 'one voice' for the service and since this campaign the Council has once again collaborated with Gwent local authorities to promote the Foster Care fortnight campaign.

If you are interested in becoming a Foster Carer please contact us on 01633 210272 or visit Newport Council's Fostering & Adoption page

We understand that to get better at delivering services, we must involve the people that use them. This was demonstrated through the refurbishment of Oaklands which provides planned overnight short breaks for children and young people with severe disabilities. Using the Intermediate Care Fund from the Welsh Government we improved the facilities and environment at Oaklands to have a 'home from home' experience for both the children and their families. This was achieved by involving the families throughout the project from the design process and finalisation of the layout in the home; families, staff and health practitioners providing their own experiences and knowledge through their own home life and work. All of this enabled the Council and its facilities provider Newport Norse to create sensory rooms, improved access in the home and garden, and provided space for children to have independence and creativity.

In 2011, Newport had 23,839 people aged 65 and over which has now grown to 26,670 people aged 65 and over (Mid-Year estimate 2019, Stats Wales). Over the next 10 years, this is projected to grow further to 33,064 (Population projections, Stats Wales). With increases in the elderly population further demands are being placed on the Council's Adult and Community Services, health care and supporting partners to provide acute care and support.

This rise in the numbers of over 65's has resulted in both an increase in demand and complexity of need. In 2019/20, the Council had completed 2,248 integrated assessments and had received 2,529 requests for advice and assistance. In the last 3/5 years the Council has seen increasing levels of complexity to provide specialist and long term care packages for service users.



One of the ways to mitigate this growing demand is for citizens to have the opportunity to access help and support at an earlier stage in order to prevent or delay the need for long-term care. The Social Services and Well-Being Act requires Local Authorities to offer early intervention and prevention services to improve and extend well-being and independence. Newport Adult and community services has developed its First Contact team to ensure that citizens are able to access the right type of information and support from the very first conversation. The team includes Social Workers, Occupational Therapists, Community Connectors, Housing Support, Safeguarding, Sensory Impairment and Direct Payment workers. The staff are trained to discuss the issue with the service user and provide an immediate response. This could be advice, signposting or referral to another organisation or arranging a more in depth assessment for care and support.

The **Newport Community Connectors** have specialist knowledge of community based services and offer information and support to enable residents to access groups and activities in accordance with their individual needs and interests. Throughout the year the team ran café drop in sessions and directly supported over 1,000 people from minority ethnic backgrounds. The team help carers to get together and share their experiences, knowledge and training via the Newport Carers Network. In October 2019 1,000 citizens attended the 50+ information Day at Newport Centre where 120 local and national organisations offered advice and information to older people and their carers.



Technology is playing a bigger role in people's lives to enable them to live independently. The **NCC telecare service** delivered in partnership with Caerphilly and Monmouthshire Councils. A range of equipment is available such as pendant alarms that offer reassurance to service users and their families in the knowledge that help is available 24/7. In 2019/20 this service was provided to 153 people in Newport. The **'AskSara'** online service is also available to help service users, carers and/or families to access information and advice about independent living aids and equipment, how to use them and where to get them. Newport was the first local authority in Wales to go live with this service. In residential care homes, innovative aids such as electronic dogs, cats and babies to stimulate positive responses from patients with dementia.

The Occupational Therapy service undertakes home assessments to help people maintain their independence and keep them safe. During 2019/20 the Council spent £1.66m on home adaptations. The Council also delivered 1,369 Safety at Home Grants, 296 Welsh Government Enable Grants and 135 Disabled Facility Grants. Working in partnership with Care and Repair, Newport Council facilitated many minor adaptations which improve people's lives and by keeping them safe helps prevent hospital admissions and enables timely discharge.

Intermediate Care Funding (ICF) from Welsh Government was secured in 2019/20 to support

speciality Occupational Therapy to work with young people as they transition into adult services. This support enables young adults to develop their independent living skills and aims to improve opportunities to exert individual choice and control.

The processes around hospital admission, discharge and after care have a huge impact on the ability for service users to maintain their long-term independence. ICF from Welsh Government has developed the 'In Reach' service that requires the Hospital Social Work Team to start planning for safe discharge when patients are still on the ward. This integrated approach has ensured people leave hospital as soon as possible with social care services in place. Additional funding was received from the ICF in 2019/20 to expand the step down bed capacity at Parklands Care Home from 10 to 15. This service enables people to receive specialist Reablement care prior to returning home.

Preventing unnecessary hospital admission is the key aim of the Home First service. A Regional initiative that offers citizens the opportunity for an assessment by a social care professional to determine if the presenting issue can be dealt with in a way that does not require a hospital stay and can be better managed in the community.



Newport Council recognises that in the long term to reduce the demand on social care and health services, preventative work is required to promote and encourage people to live healthy and active lives. We also recognise there is not a 'one size fits all' solution and that a range of educational, infrastructure, collaboration with partners and societal changes are needed over time to promote and improve the health of people across Newport. Newport Council is involved in the Welsh Network of Healthy Schools Schemes and the **National Quality Award** which is offered to schools that promote physical, mental and social health and well-being. At the end of the year Newport had 12 schools which achieved full NQA with another 7 schools working towards the full NQA accreditation. Individual schools in Newport also offer a wide range of initiatives and

schemes for their pupils and local communities across Newport. This includes allotments, active schools, healthy cooking and eating.

It is recognised that the use of the car to make short journeys not only impacts the air quality of the city, it also impacts on our health and well-being. **The Active Travel (Wales) Act 2013** aims to make walking and cycling the most attractive option for people, which consequently reduces the amount of traffic on the city's roads and network. During 2019/20 the Council has been delivering four schemes across Newport including Fourteen Locks and Coed Melyn cycleway which have been delayed by Covid-19 and will be completed in the first half of 2020/21. The Council has also been involved in the improvements along Corporation Road to make the road safer for cyclists and pedestrians.

In September 2019, the Council's Cabinet adopted the **Sustainable Travel Strategy**, following consultation with the general public and members of the Sustainable Travel group. The Strategy outlines how Newport City Council alongside its partners at the PSB and strategic delivery partners will encourage the move to use alternative cleaner transport, use of more public transport, support infrastructure changes to enable safe routes and promote engagement across schools and communities.

### Collaboration / Prevention / Involvement / Integration – St David's Primary School Walk Active Travel scheme

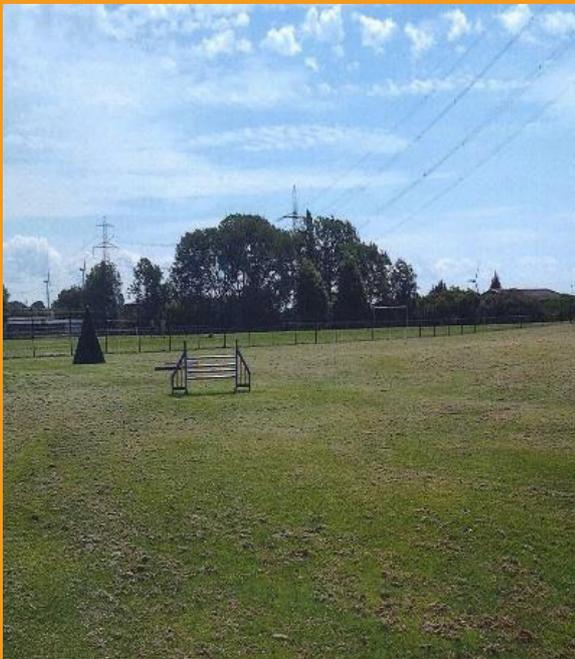


Led by Sustrans, in collaboration with Newport City Council and St David's Primary School, work has been undertaken to improve the pedestrian routes to the school to encourage parents and children alike to walk more. As part of the project Sustrans and Newport Council involved parents, children, residents and communities around the school to contribute towards the design and build of the project. As highlighted in the video from Sustrans involving the school has enabled them to understand where dangerous areas are around the schools and to design safe crossings, wider / protected pavements. This has also supported the education of the children to encourage health and well-being by exercising more, making areas safer for the community and to discourage the use of vehicles around the school. In 2020/21 using the information obtained from this work, Sustrans will be delivering the road improvements.

The Council's Regulatory Services has been undertaking a range of proactive and reactive work to support businesses and protect consumers. Some of the most notable aspects of their work has included operations to prevent the illegal tobacco sales from shops, underage sales test purchasing across commercial units in the city which resulted in further action being taken against three shops in the city. The teams are also involved in work to ensure correct labelling on food and retail outlets; and also the selling of counterfeit goods and clothing. The team also

carried out a review of private hire taxis to ensure that they were complying with the Equality Act when carrying disabled and wheelchair users. When carrying out the exercise the team had only one operator that had failed to comply. The Council's Regulatory services had also supported a national campaign for businesses such as Uber and Ola to incorporate an 'assist' feature for disabled people, older people and people with dementia to be provided with extra assistance. For more information or how to report an issue, please visit [here](#).

### Involvement / Collaboration / Preventative – Newport City Dogs Home



Newport Council runs the Newport City Dogs Home (NCDH) and we are responsible for taking in stray dogs found by residents or the Council's dog wardens. We make every effort to rehome dogs to their owners and ensure owners understand their responsibility for caring for their dogs. In 2019, NCDH alongside our partner charity Friends of the Dogs Wales identified that a dedicated dog exercise area was needed. Two acre field adjacent to the home was sufficient to allow all of our dogs (large and small) the freedom to enjoy their exercises and run safely off their lead. The team ran a consultation exercise with the Friends of Dogs social media followers and collaborated with the Council's City Services to design and create the space which is a unique facility for a Welsh Council. Following its completion the space is open to the public to use and enjoy by completing a registration form on the NCDH home page. If you are interested about rehoming a dog or wish to access the space / further information visit their webpage [here](#).

Regulatory Services are also responsible for delivering mandatory and additional licensing schemes for Houses in Multiple Occupation (HMOs). These schemes ensure the condition of properties are well maintained, adequate facilities are in place and fire precautions are installed and maintained. Finally, these schemes also ensure the landlords/managers are suitable to hold licences. Throughout 2019/20 Environmental Health officers have been undertaking proactive and reactive work inspecting HMOs and investigating complaints. Where complaints have been made we offer the opportunity for the tenant(s) and landlord/manager to resolve the issue(s). However where insufficient and/or multiple complaints

occurred, inspections have been undertaken and appropriate enforcement action taken.

A Paid for Advice service was launched in the housing area last financial year and this gained traction during the year. Such services allow property owners or prospective owners to pay for an inspection and receive bespoke advice. This is particularly useful for individuals who wish to operate houses in multiple occupation and who want to ensure that their property purchase or property renovation will result in a property that can be licensed, and therefore that their investment is not wasted. To find out more about Regulatory services role and HMOs please visit through the link [here](#).

# To enable people to be healthy, independent and resilient

## Performance Analysis 2019/20

\*No data available as data was not collected during year.

Performance Measure (NCC Measure unless stated)	2019/20 Actual Performance	2019/20 Target	2018/19	2017/18
WG Indicator - % Re-registrations of Children on Local Authority Children Protection Registers	1.1%	5%	3.2%	8.5%
Number of Children Subject to Interim Care Orders	43	50	45	Not available*
WG Indicator - % Adults who have received advice and assistance no repeat contact.	84.6%	60%	24.4%	33.8%
WG Indicator - Delayed Transfers of Care (DTC)	5.10	7	6.18	6.02
WG Indicator - Length of Time (days) Adults are in Care Homes	827	868.2 days	789 days	868 days
WG Indicator - Average Age of Adults Entering Residential Homes	84.5	76	84.8	79.2
WG Indicator - % Adult Protection Enquiries Completed Within 7 Days	100%	95%	100%	100%



Performance Measure (NCC Measure unless stated)	2019/20 Actual	2019/20 Target	2018/19	2017/18	Explanation
WG Indicator - % Looked after Children (LAC) who have had 3 or more Placements	11.8%	9%	16.5%	8.6%	While we are outside of our target the final part of the year saw an improvement in moves and we have significantly improved on last year. This is an area of ongoing work for placement stability to ensure fewer moves.
Number of Children on Child Protection Register as at 31st March 2020	128	110	105	Not available *	The increase in children on the Register is in some ways an indication of our management of risk and keeping children at home in line with WG drivers. This is a small increase in the latter part of the year and while off target is still in line with similar Local Authorities (LA)s.
PAM Indicator - Visits to Sport and Leisure Centres per 1,000 population (Year to Date) *Q4 data could not be collected due to Covid-19	5,288.3 (Q3)	7,800	7,887.7	7,451.8	Due to Covid 19, Newport Live staff were furloughed at the end of the financial year and therefore we have not been able to obtain Quarter 4 figures.
WG Indicator - % Looked after Children (LAC) Returned Home from Care	9.3%	15%	10.8%	10.8%	These are PMs which are almost certainly going to be discontinued. We can only support children to remain safely at home and we cannot always control this so this is not always possible hence this PM requires amending. Similarly children can only return home if it is safe and this is not always in our control.
WG Indicator - % Children Supported to Remain Living with their Family	58.1%	65%	56.5%	65%	
Welsh Government (WG) Indicator - % Assessments Completed for Children Within Statutory Timescales.	88.9%	95%	93.2%	91.5%	Q4 saw a very slight improvement on the Q2 figure but still a drop in completion on earlier years. We do now have a far more effective set of processes in place at the front door but it has taken time to shift to a change in the way resources are focused. This work is now complete and we expect to see an improvement in the coming six months.
WG Indicator - Average Length of Time Children who were on Child Protection Register during the year	242 days	230 days	245 days	261 days	The timetabling of conferences was impacted by the inspection and then right at the end of the year by Covid so the slight increase in days can be understood in this context.

Number of Looked after Children (LAC) as at 31st March 2020	380	375	375	Not available	The National trend for numbers of children who are looked after continues to be an upwards move. In the returns to Welsh Government we are now asked to consider the numbers without Unaccompanied Asylum Seeking Children. We again saw an increase in this group of children while overall our rate of issuing in care proceedings is slowly coming down. Against the National picture of increases this small increase is reasonable.
Number of Active Travel journeys (Year to Date)	224,924	250,000	200,927	139,680	Due to functionality issues with the sensors in 2019/20 this has impacted on the figures. The sensors have been repaired and this should improve in 2020/21.

## Covid-19 Response

The onset of Covid-19 in February 2020 has brought great demand on adult, children’s and community services across Newport. Despite the lockdown measures that were brought in to manage the spread of the disease, the Council’s front-line social and community services have continued to ensure people receive the necessary care they need and to support carers across Newport.

One of the biggest impacts that Covid-19 had was on the Council’s residential homes, domiciliary care and occupational therapy (OT) work. Throughout Covid-19 Adult Services’ First Contact Service continued to operate an integrated duty system from a virtual hub from 8 till 8, 7 days a week. The service’s OT team had carried out over 75 urgent visits to facilitate hospital discharge and prevent hospital admission. They had also contacted over 90 service users on their non-urgent list to ensure that they had the necessary advice, assistance and help with daily activities. One of the biggest challenges that our teams had was ensuring our staff maintain valuable contact whilst wearing the necessary PPE equipment.



Throughout this period the teams faced very challenging and often difficult circumstances to support individuals, carers and families, we are thankful to all of those that have supported us and provided positive feedback. Here is an example of a particular case:

*A patient was admitted to the Royal Gwent Hospital in February as a result of collapsing and was later diagnosed with Spinal Metastasis. The patient was transferred to the Velindre Cancer Centre for treatment where they had become paralysed from the waist down. A referral came into the team to look at providing manual handling equipment for the patient when they returned home so that they were able to spend as much time with their family. The team visited the home, installed the equipment and supported the patient and the family to ensure as much quality time could be spent during their palliative care.*

Throughout Covid-19, the Council's Community Connectors Team has been offering support through shopping, meds collection, provision of utilities and phone top ups and signposting to the Council's Community Hubs to access food banks and Welsh Government food parcels. Utilising the data from the Welsh Governments' Shielding letters we were able to link back to



our Social Services systems and contact households to ensure that they had access to the necessary services, advice and guidance as well as signposting to appropriate Council services and collaborating partners such as Pobl to provide additional services.

Community Connectors had also distributed 550 carer packs and handbooks. Across the Council's and private sector residential homes, regular contact was maintained and PPE equipment has been provided to staff to support them during this time.



For the Council's Children Services remaining in contact with children and their families due to the lockdown and social distancing measures required has provided challenging. Despite this the teams have continued to undertake the necessary court work, fostering & adoption, family support, preventions and work with disabled children and their families. Children's Services has successfully used video conferencing and social media to remain in contact with families and young people throughout the crisis. The Council's Youth Justice Team with young people put together Pamper Packs for NHS staff and linked with Care Homes. The service continued to celebrate Fostering Fortnight and have continued to recruit carers as well as supporting foster carers and residential staff. Throughout this period Oaklands has remained open and we extended our offer for day care to alleviate the stresses on families.

During the crisis the Council's Regulatory Services alongside the Customer Contact Centre set up the City's Test, Trace & Protect service. Staff across the services had volunteered to support the service. Operating virtually, the service has been able to support the local community to contain the spread of the virus.

During the Covid-19 lockdown, the City had seen a significant reduction of vehicles on the roads and more residents walking, cycling and exercising across the City. What this crisis has seen is improvements to the air quality across the City and societal changes in attitude and approach to using cars to travel to places. Such a dramatic impact has highlighted what improvements can be made in the long term to city's environment and air quality if we used cars less and used alternative transport and cleaner vehicles to travel / commute across Newport and the wider region. In 2020/21, the initial findings from the South East Wales Transport Commission will be published and form the basis of the next stages of modelling and feasibility work to inform the final report. Newport Council also received £600k from the Welsh Government to deliver seven schemes around Newport to improve active travel.



## Strategic Recovery Aims

Learning from the Covid-19 crisis, Newport City Council has set the Strategic Recovery Aim 'Promote and protect the health and well-being of people, safeguarding our most vulnerable and building strong, resilient communities.' This aim recognises the long term impacts that Covid-19 will pose to the health (physical and mental) and well-being of the variety of people in the City. It also recognises the vulnerability of the social care sector to be sustainable for the long term to continue to provide the tailored care and support for complex needs over long periods of time. Additionally, we understand that we need to continue to improve our early intervention services and ensure that we can support communities to become more active and healthier. There is also a need to ensure the environment of the city is improved in the long term by reducing carbon dioxide emissions and providing alternative means of travelling and commuting across the city. To support this aim and the delivery of the Well-being objective we have developed the following steps:

1. Support people to remain living independently in their homes and communities.
2. Fully restore children and adult services, supporting partners that have been impacted by Covid-19 and ensuring service users and staff are supported and protected.
3. Assess the impact and the long term sustainability of the social care sector in Newport informing future service requirements.
4. Safeguard and support children and young people to remain safely with their families.
5. Improve opportunities for Active Travel and work towards improved air quality.
6. Regulate businesses and support consumers / residents to protect and improve their health.
7. Work with key partners to safely re-open cultural and leisure facilities including the promotion of the city's parks, open spaces and coastal paths.
8. Sustain a safe, healthy and productive workforce.

# To build cohesive and sustainable communities

Cities are built by the communities that live in them where they shape the way we connect with each other, adapt to change, create safe environments and ensure that the people who live there are focused on each other's well-being. Improving the access to Council services, housing and improving the opportunities of communities to access employment is vital for building resilience to change. We also want to build on the strong sense of place and the diversity of our communities that Newport provides so that we can all contribute towards improving the way we live.

In Newport, we are proud of our place in Wales' history and it is important that we continue to grow the Welsh language. We also recognise that our Welsh Culture and language is one part of the many communities and languages that live and work in Newport.



A More Equals  
Wales



A Wales of  
Cohesive Communities



A Globally  
Responsible Wales



A Wales of Vibrant  
Culture and Thriving  
Welsh Language



Newport is home for many residents from across the world that have settled here and we want to ensure that everyone has a voice and are able to contribute towards the shaping of our services and can benefit from what we can offer to them and to the city. To deliver our objective we have the following steps.

THE STEPS	
1	Deliver a community cohesion programme that creates opportunities for communities to interact with one another.
2	Prevent offending and re-offending of young people.
3	Develop sustainable communities through the provision of good quality, accessible and affordable housing.
4	Prevent and tackle instances of antisocial behaviour impacting upon the residents and the business community including general poor behaviour, noise nuisance, fly tipping, illegal alcohol sales to children and doorstep crime.
5	Work with key partners to tackle antisocial behaviour and crime, and improve community cohesion and well-being in Pillgwenlly, and use this area focussed model to inform potential future programmes in other areas of Newport.
6	Work towards increasing the number of Welsh speakers and promote the Welsh language in all parts of life.
7	Deliver a sustainable library service and varied cultural offer.
8	Work with key partners to promote the city's parks, open spaces and coastal path.
9	Develop opportunities for community involvement, participation and engagement.

Newport Council is committed to ensure residents have access to good quality affordable and safe housing. Towns and cities across the UK face challenges to ensure residents are prevented from becoming homeless and to support people who are already homeless or rough sleeping to access more long term housing arrangements. In 2019/20 the Council had 610 households presented as homeless and received 919 allocations of affordable housing. At the end of 2019/20 the need for affordable housing remains high with over 7,000 applications on the housing waiting list.

Newport Council does not own any housing stock of its own and therefore we work closely with our Registered Social Landlords (RSLs) such as Newport City Homes, Pobl, Llamau. In 2019/20 Newport Council received £6.3 million from the

Housing Support Grant as well as an additional £2.5 million towards the end of the financial year.

During the year housing developments were completed at Durham Road, the former Kings Head Public House and Cot Farm in Ringland. Developments have also commenced at the former Hillside resource centre and Centurion Public House where there were incidents of Anti-Social behaviour and will now be redeveloped into much needed family homes.

The redevelopment of the Tredegar Court sheltered accommodation will be replaced with modern one and two bed apartments alongside a communal courtyard and dementia friendly garden. The first residents have also moved into Central View which provides modern apartments for over 55s in the heart of Newport.

# To build cohesive and sustainable communities

One of the Council's biggest challenges is the number of empty private homes in city. At the end of the year (2019/20) the Council had over 1,100 homes that have remained empty for over 6 months. To improve the Council's performance, in 2019/20 we introduced the Council's **Empty Homes Strategy**.

The Council continues to try and contact the owners of these properties and offer support and information to return the properties back into us through the **Safe, Warm & Secure housing improvement loan scheme**. The pictures show how this scheme has enabled an apartment that had been empty for at least 12 years return back into use.

The Housing Support Grant is also used for many other initiatives and schemes across Newport and the wider Gwent region. Much of the Council's work is through supporting homeless and rough sleepers to find safe and secure accommodation and support so that they can live independently and develop skills and training.

Support is also provided to people who have additional mental or physical needs through different collaborative schemes with Pobl, Llamau and other not for profit organisations.

Newport Council is also responsible for delivering the **Disabled Facility Grant** scheme to enable people to live independently at home by installing independent aids and facilities into their accommodation. Additionally, the Council in collaboration with **Care and Repair** provide a home improvements to support people coming out of hospital or are at risk of admission.



# To build cohesive and sustainable communities

## Collaboration / Prevention / Involvement / Integration – Ty Rhyddid scheme supporting women and children fleeing domestic abuse



Commissioned by Caerphilly CBC and in partnership with Torfaen Council (1 unit), Llamau Ltd and Newport Council (2 units) utilising the funding from the **Housing Support Grant**, Ty Rhyddid provides self-contained accommodation and specialist support for women and their children with complex needs fleeing domestic abuse in the region. Since opening in December 2019 the accommodation has supported 23 women and 16 children. Through the holistic support provided the families are provided safe places, build positive relationships and support through the healing and recovery from the abuse they have faced.

If you are a victim of domestic violence or abuse, please contact the Live Fear Free Helpline (0808 80 10 800).

If you need access to housing support services call Newport Gateway on (01633) 235201 or email [Newport.gateway@newport.gov.uk](mailto:Newport.gateway@newport.gov.uk)

The Council's Community Regeneration team developed four Community Hubs across the city to bring together key community services such as work & skills, Youth Services, Families First, Resilient Communities, Library Services, and Flying Start. At the heart of this new approach was the redevelopment of the 'Ringland Community Centre'. Having first opened back in 1966, there was a case to reinvest and refurbish the building to become the East of Newport Community Hub. By working with the community, we shaped the refurbishment to support their needs and provided detailed visual information on its progress through the development. Street artists were commissioned to develop artwork on the building and also engaged with the community to identify what services and activities they would like to have at the Hub. Since its opening in November 2019, the Council has been nominated as a finalist as part of the Municipal Journal Awards for Innovation in Property and Asset Management.

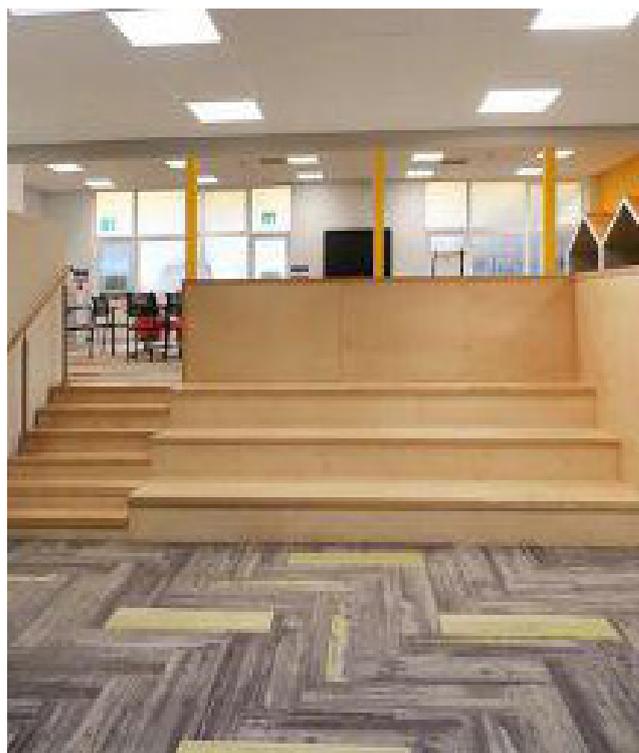


Safer Newport is the city's community safety partnership. Progress has been made as an authority to establish a process that reflects the need for a long term approach to tackling Anti-social Behaviour (ASB) and to help address the prevention of ASB. The Council, along with its partners including Gwent Police, South Wales Fire and Rescue Service, housing providers, Newport Live, local community groups and others, have developed an ongoing multiagency approach which responds to concerns from local communities regarding anti-social behaviour and crime. This approach includes holding action days, walkabouts and community assist events to visibly demonstrate our commitment to improving the well-being of local areas and to build trust within communities. Partners work with local people, residents groups, businesses and traders to promote community involvement and address various issues with the aim of reducing ASB and the fear of crime.

The group meets quarterly to provide a strategic overview of activity across the city, and reports direct to Safer Newport. This partnership approach promotes integration with partners and other public bodies. In addition, there are Problem Solving Groups which meet bi-monthly and a quarterly ASB Operational Group that looks at timely and seasonal activities such as Op Bang (October/November) and holiday periods.

Prior to the current situation regarding Covid-19, the Community Hubs had agreed to establish Local Action Groups. These groups will collaborate with the community to reflect their needs and help to prevent further ASB. A more joined up approach to communicating positive outcomes and messages to the local community and stakeholders will influence activity and provide reassurance.

Audit Wales published a report on how the Council is acting in accordance with the Well-being of Future Generations (Wales) Act in tackling instances of antisocial behaviour with a focus on the five ways of working in January 2020. The report praised "imaginative and innovative methods of engagement" and stated that



there is "clear drive and ambition to tackle ASB across senior Council leaders and PSB partner organisations." Looking forward the report highlighted areas of improvement that the Safer Newport group will consider for the future.

# To build cohesive and sustainable communities

## Prevention and Collaboration – Operation Bang



Operation Bang is a partnership approach to help reduce ASB throughout Halloween and Bonfire night through the delivery of diversionary activities. This period is often associated with Anti-Social Behaviour. The partners supporting Op Bang include Gwent Police, South Wales Fire and Rescue, Urban Circle, Newport Live, Newport County in the Community, Newport City Homes, Charter Housing and Newport City Council.

The programme aims to support residents to enjoy both Halloween and Bonfire Night, but at the same time, being mindful of keeping safe and respecting those around you. Events at this time supported by the partnership included: 200 attendees at a Halloween Shutdown Event (Newport Centre), 100 participants engaged at Alway Police Station and The Youth Service engaged with over 300 individuals through Outreach sessions.

The project has engaged a total of 2,769 participants, seen a decrease of 14% in ASB, 37% decrease in fire settings and delivered a total of 212 diversionary hours.

Newport City Council continues to build cohesive communities and tackle hate crime. Over the past 12 months, the Council has been delivering the Welsh Government's Community Cohesion Programme priorities, and recruited two new Cohesion Officers to support this work, covering Newport and Monmouthshire. Community cohesion involves everyone, creating a shared sense of identity, and promoting positive relationships across communities regardless of their background. This year's focus has been on mitigating some of the negative impacts that we have seen as a result of Britain leaving the EU, including rises in hate crime, anti-migrant narrative, and the fear that has been created within our EU communities about their future in the UK. We have worked with partners in the voluntary sector to reach out to our EU citizens, supporting them to apply for the EU Settlement Scheme whilst promoting the positive contribution that migration has made to

Newport. We have also been hosting a regular EU Citizens meeting, to make sure our approach to this work is joined up, and focussed on the right areas. This year, Newport also signed up to the Inclusive Cities programme, a knowledge exchange programme facilitated by the Centre on Migration, Policy and Society at Oxford University which focusses on sharing good practice around migration and integration. We continue to provide Prevent training which raises awareness of the risk of radicalisation, to school and corporate staff, and this year trained over 700 people.

Our Vulnerable Person's Resettlement Team continues to work with the Home Office to resettle vulnerable families from areas of conflict and over the last 12 months brought a further nine families to Newport. Several of these cases were complex, involving children or adults with specific needs or disabilities who could not

access appropriate care in their home countries. The Team provides practical support to enable families to settle in the city and play an active role in their local community.

This year we have celebrated a number of achievements made by our families, including taking on voluntary roles, finding paid employment and successfully passing school exams.

### Involvement / Integration – Hiba Albaba



Hiba Albaba is one of the exceptional individuals who despite all the trauma faced and the hardship experienced they make such a positive impact and use all opportunities granted through the resettlement support to flourish and give back to their communities. Hiba arrived 2018 with little to no English and is now volunteering with: The British Red Cross for the voices project, Home Start and Volunteering Matters. Hiba has participated in different activities, events and campaigns to share her experiences and views. This has helped promote a positive change in the UK's asylum system, providing ideas and views on improving the services, documents and practices of Home Office and Welsh Government. She has also delivered a public speech in a Global Resettlement Event providing an overview of her experience of being resettled in Wales. Hiba also participated for the AVAIL Project at the Red Cross EU conference held in Brussels. She also recently co-authored an article for the Oxford Monitor on Forced Migration quoting her views of why resettlement matters.

Meaningful community involvement, participation and engagement with the public is another step to Well-being Objective 4. Engagement is also central to the Council's equalities agenda. Whether that is through the different ways the public can participate in the policy process via consultations or through the engagement and events that the authority supports.

The council offers a wide variety of mechanisms for people to engage with the democratic process. This includes formal consultation via the council's website and social media platforms; the Citizens Panel, over 50 forum, Youth Council and the bus Wi-Fi where the public can engage with Council surveys.

Here are some highlights of topics the Council has engaged on during 2019-20.

A detailed timeline is shown on page 40.



# To build cohesive and sustainable communities

In Ringland and Alway areas there were Participatory Budgeting projects (Community Grant Scheme) - The Home Office/Gwent PCC allocated £15k specifically for this purpose. A participatory budgeting approach made funding available to address ideas that came out of the Connecting Café engagement event. A Community Steering Group was set-up made up of local residents, to oversee the grant scheme e.g. deciding bid limits, who was eligible to apply, shortlisting bids etc.

This gave local people a high degree of ownership, involvement and empowerment. Organisations and groups were encouraged to apply for funding and those that met the criteria were invited to take part in the Community Grant Event, which took place in April. A total of 15 groups pitched their projects to almost 100 attendees who voted to decide which bids received funding.

## THE SUCCESSFUL BIDS WERE AS FOLLOWS:

Newport Samaritans	(£5,000) to support vital telephone and face-to-face support for those who need a safe place to be heard whatever the problem.
Gwent Police Cadets	(£5,000) running a range of crime prevention initiatives in the communities e.g. staying safe online, safer relationships, be-friending, motorbike training.
Ringland Radio	(£4,995) a project by Ringland Primary School to run a local radio station, through which, pupils will promote local services events and activities, pass on crime prevention advice etc.
Alway Boxing Club	(£300, plus they were offered a share from the Police Cadets bid) using boxing to divert young people from crime and ASB and to develop discipline and self-confidence.



Newport Youth Council (NYC) is a forum for young people who live in Newport to have a say on the issues that are important to them.

Each year the Youth Council choose a number of priorities that shape a work programme for the year. For 2019 - 2020 these priorities have been LGBTQ+ issues for young people, Education and the Environment.

Members of NYC developed questions that were used as part of a consultation to find out from young people the difficulties they faced living in Newport and being part of the LGBTQ+ community.

These questions were:

1. Do you think LGBTQ+ young people feel safe in Newport?
2. Are you aware of any LGBTQ+ support youth groups in Newport?
3. Do you think there is a need for a LGBTQ+ service to support young people living in Newport?

There was a response of approximately 2,500 people with over half aged 11-25. An example of one of the responses:

*"I am gay, I can't hold hands with my boyfriend in public or kiss him goodbye at the end of the day because people stare shout and throw things I've had people threaten to hit us threaten and bully"*

A discussion group was held with local LGBTQ+ groups, NYC, the local authority Equality Officer and a pupil led LGBTQ+ group to discuss how they could work groups can work together to make a positive impact on the

lives of young people who live in Newport and from the LGBTQ+ community.

It was agreed by partners that an LGBTQ+ event would be held to celebrate LGBTQ history month, to provide information and advice to young people from the community and to create a safe space for other young people to meet each other.

In February 2020 a "History in full colour" event was held in line with LGBTQ+ history month, a range of partners attended the event with stallholders providing information and advice regarding LGBTQ+ issues. Partners included: Stonewall, Pride Cymru, Newport Mind, Umbrella Cymru and Gwent Police.

There were a variety of activities available on the day to help attendees to be able to have a say, and to make the day inclusive and fun as possible. There were over 40 attendees on the day including the leader of Newport City Council and the Police and Crime Commissioner for Gwent.



The visual minutes from the event.

# To build cohesive and sustainable communities

On the day a number of engagement activities took place to encourage young people to share their views, network and find information to support them.

## These activities included:

- A graffiti/doodle board for young people to write their issues.
- A visual minute taker for views to be recorded.
- A local artist provided opportunity for young people to take part in an art display.
- An open mic session for young people to share their views and concerns.



Throughout 2019-20, young people across the city have been involved in the development of Newport Young Person Promise.

This promise is a set of commitments that young people in Newport feel they would like from the local authority which will help to guide policy and decision making. From the onset the promise has been developed by young people, with Newport Youth Council leading engagement with stakeholders. In December 2019 an engagement event was held in partnership with a number of different agencies with Newport Youth Council taking the lead in organising and facilitating the event.

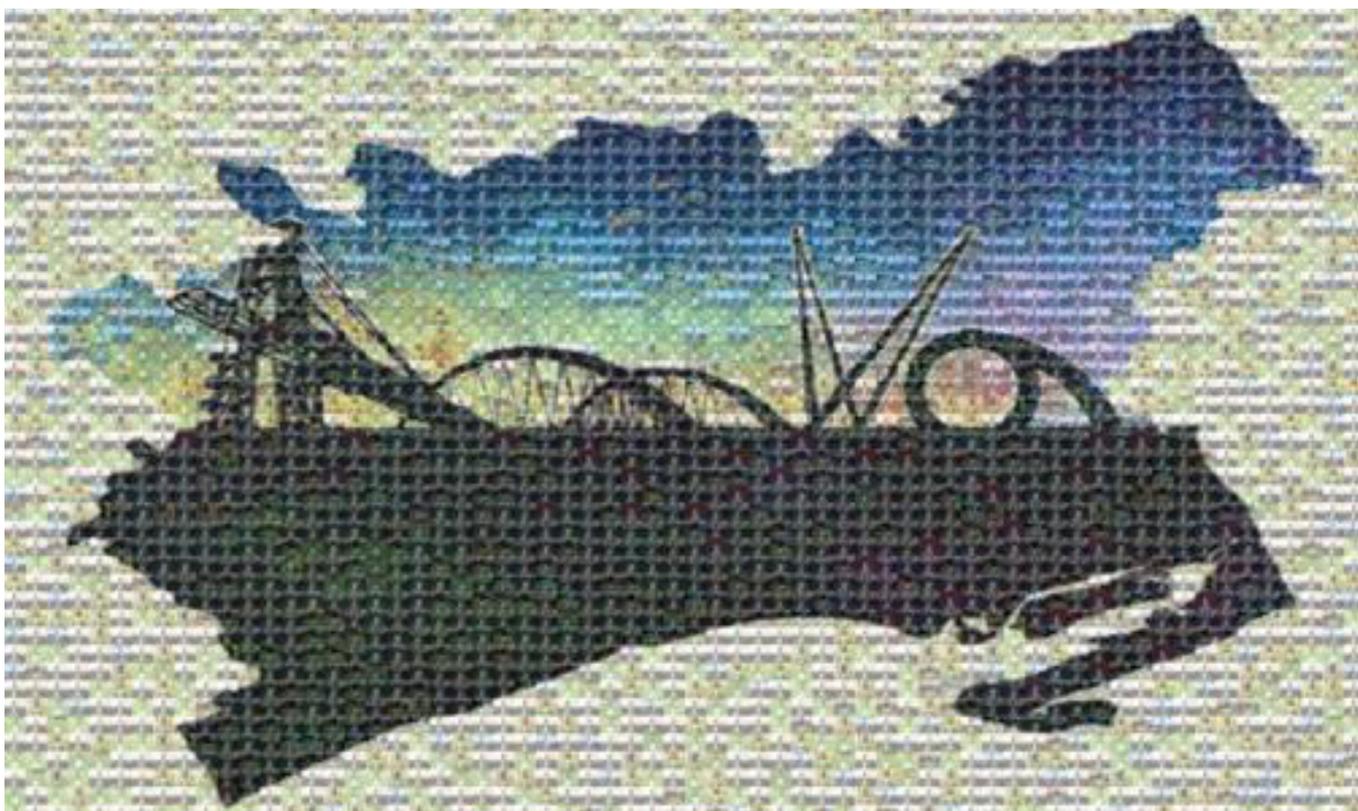
The Promise has set out six commitments for Newport Council to implement and incorporate into the decision making processes and activities of the Council. These promises are statements of intent and are aspirations for Newport City Council and its staff.

## The commitments in the Promise are as follows:

1. All young people are listened to and are included in decisions that affect them.
2. All young people have access to education and learning opportunities.
3. All young people have the same opportunities to reach their potential regardless of race, gender, religion, (dis)ability, LGBTQ+ status, language preference (Welsh).
4. Newport Council will work with other services to help keep young people safe.
5. All young people's mental, physical health and well-being are considered in decisions that affect them.
6. All young people have access to safe spaces to play and socialise.

Following on from the development of the promise a local artist was commissioned to create a floor graphic of Newport Civic Centre that was used as an engagement tool to inform many young people about the promise through local schools and family events. Images of young people with the floor graphic were used to create

a mosaic which was then unveiled by Councillor Wilcox and her cabinet at a celebration event on 13th November – young people across the city attended as well as Newport Fairness Commission with speeches from Councillor Wilcox, the chair of Newport Youth Council and Fairness Commission.



The mosaic is now in Committee Room 1 of the Civic Centre to remind cabinet members of their commitment to young people when making decisions. The promise will be sent to all service areas within the authority to identify how staff are meeting these commitments and will be monitored by young people regularly.

The Welsh Language Standards continue to provide the Council with the impetus to rise to the Welsh Government's challenge of delivering bilingual public services. This is reflected in the positive work the authority is undertaking implementing change across the organisation in terms of governance, performance monitoring and increasing accountability for compliance with the Standards.

Having launched its five-year strategy in 2017, the Council continues to work with the Welsh

Language Forum partners and key local Welsh language stakeholders to promote and use the Welsh language in our activities and services. An annual report, published on the Council's website, reflects the positive steps taken, while also highlighting the remaining work and challenges.

During 2019/2020, the Council made progress in a number of areas including the delivery of Welsh Language Awareness training and introducing alternative methods for staff to learn Welsh. This included a number of employees using the Say Something in Welsh to develop levels of conversational Welsh, and a celebration of both Diwrnod Shwmae and St David's Day to raise awareness and promote the Welsh language across the authority.

The Council was one of the main sponsors of Gŵyl Newydd, a local Welsh language festival, and hosted a talk by Welsh Language Commissioner, chaired by the Council Leader and Deputy Leader as part of the week's events.

Last year the Council also:

- Reviewed and updated our Fairness and Equality Impact Assessment (FEIA) process and delivered training to decision makers around the necessity to consider the impact of key decisions on the Welsh language.
- Revisited and reviewed our Welsh Language Awareness training, which was then delivered face-to-face to new staff members.
- Enhanced our partnership with the Welsh Language Forum in line with the Welsh Language Strategy.
- Developed advice and guidance for Council staff to include Welsh language guidance and compliance with the Welsh Language Standards.

The authority continues to make positive steps to achieving the goals set out in its five-year Welsh strategy, its journey towards complying with all the Standards and developing links with local Welsh medium stakeholders. A journey made easier by the appointment of a fixed term Welsh Language Promotion Officer, specifically



responsible for raising awareness of the benefits of Welsh medium education.

Over the last financial year Newport City Council have continued to work on improving the parks and open spaces available in the city. A notable achievement was the Green Flag award being awarded to Belle Vue and Beechwood Park from environmental charity Keep Wales Tidy. The award recognises excellent floral displays, facilities and a commitment to delivering great quality green spaces. This was the 12th year that Belle Vue Park received the award and the 2nd year it was given to Beechwood Park. The award is judged by volunteer green space experts which judge sites based on a variety of criteria including biodiversity, cleanliness, environmental management and community involvement.

### Prevention / Collaboration - Belle Vue refill station



A new fountain, located between the pavilion and play area in Belle Vue Park was installed by the Council in June 2019, with plans for more across the city being developed as part of the commitment to the national Refill campaign. The campaign is urging people to stop buying single-use plastic water bottles and switch to refillable ones to help fight the tide of plastic waste. Councillor Debbie Harvey, Cabinet Member for Leisure and Culture, was joined by Hannah Blythyn AM, Deputy Minister for Housing and Local Government to mark the new refill station.

Hannah Osman, Refill Wales Coordinator, said: "It is amazing to see how quickly Newport has embraced the Refill Campaign. The new water fountain installed by Newport City Council and launching to celebrate National Refill Day just shows how seriously the people of Newport want to sort out the plastic pollution in their community."

Refill is a City to Sea and Water UK campaign - find out more at [refill.org.uk](https://refill.org.uk)

# To build cohesive and sustainable communities

## Performance Analysis 2019/20

\*No data available as data was not collected during year.

Performance Measure (NCC Measure unless stated)	2019/20 Actual Performance	2019/20 Target	2018/19	2017/18
PAM Indicator – Number of new homes created as a result of bringing empty properties back into use	21	20	9	6
PAM Indicator - Number of Additional Affordable Housing Units Delivered per 10,000 Households	31.46 units per 10,000 households	30 units per 10,000 households	11 units per 10,000 households	Not Available*
PAM Indicator - Percentage of Food establishments broadly compliant with food hygiene standards	96.62%	95.16%	94.64%	95%
% Quality Indicators (with Targets) Achieved by the Library Service	80%	80%	80%	Not Available*
% of challenges to Welsh language provision upheld.	100%	40%	100%	Not Available*
Number of employees trained in Welsh Awareness (Year to Date)	81	63	208	Not Available*
% of public protection fraud investigations successfully concluded	88%	88%	80%	Not Available*
Average value of fraud cases successfully concluded	£60,000	N/A	£5,966.90	Not Available*
% of young people in suitable accommodation at the end of a statutory order	96.9%	80%	Not Available*	Not Available*

Performance Measure (NCC Measure unless stated)	2019/20 Actual	2019/20 Target	2018/19	2017/18	Explanation
PAM Indicator - % of Empty Private Properties Brought Back Into Use	0.44%	1%	0.6%	1.01%	<p>Work has been undertaken in 2019/20 to ensure the Uniform IT system is used for all empty homes recording and customer record management</p> <p>Regular governance is in place between housing, legal and council tax to progress action on specific cases</p> <p>Letters, points of contact and reminders have been sent to owners offering advice and information about all forms of assistance available from NCC</p> <p>Welsh Government training in enforcement has been hampered due to Covid-19 and has recently re-commenced work with housing, regeneration and legal departments</p>
PAM Indicator – Average Calendar Days to deliver a Disabled Facilities Grant.	239 days	192 days	218 days	171 days	<p>The performance of DFG delivery has underperformed this year due to staffing resource issues in the Occupational Therapy team (Adult Services). However, two new Occupational Therapists were appointed and are now working through the backlog of assessments. The Adaptations team appointed a new Team Manager on the 11th October from within the team with no gap in service. This has resulted in a vacant position with one of the Surveyor roles which was backfilled. In addition to this, early signs of lockdown in March has impacted on PI as it was not possible to progress schemes.</p>
Local (Youth Offending Service) - Average number of hours 'School Age' children attend at the end of an Intervention.	16.7 hours	25 hours	25 hours	Not available*	<p>Part time timetables, and non-attendance at school continue to be a priority area for the team to work with. The Education Officer has developed excellent links to address the educational needs of each individual.</p>
Local (Youth Offending Service) - Total Number of First Time Entrants	25	48	Not available*	Not available*	<p>Although this figure has increased from the mid-year report we are still well below our target, as we drive towards preventing young people entering the criminal justice system.</p>
PAM Indicator - % of Households for whom Homelessness was Prevented	50%	52%	47.2%	52.2%	<p>2019/2020 has seen a steady increase in the number of households assisted to prevent homelessness despite an increased number of presentations.</p>

% of People Seeking Housing Assistance Who are Determined as Statutorily Homeless	19.2%	18%	30.3%	15.7%	In comparison to 2018/19 and the mid- year position, we were able to prevent homelessness for an increased number of people that were deemed statutorily homeless.
No. People Approaching Authority For Housing Advice And Assistance	1,926	1,800	1,814	1,999	In the last quarter of 2019/20, the Council's Housing services experienced a significant increase in demand for housing services due to the Covid-19 health crisis.
Average 'Post 16' Hours at End of Intervention	14.4 hours	16 hours	Not available*	Not available*	This can be a challenging area of work. Engaging plus 16s into a form of education, training or employment relies on a variety of opportunities being available that will suit the young person.
<b>Local (Youth Offending Service)</b> – % of All Cases that are Community Resolutions (CRs).	62.58%	70%	Not available*	Not available*	During the months of February and March we had an increase of young people being considered for a Youth Caution/Youth Conditional Caution via the Bureau Panel as opposed to CRs. This could be the seriousness of their offences, such as Drugs offences, Burglary, Assault by Beating, Possession of a Knife, etc. Some young people had also had previous CRs which would trigger an automatic referral to bureau. Interestingly though, the number of full time equivalents declined towards the end of the year, despite having 5 young people who were given court orders in February. With the exception of 2, three youths who were given a court order in February are children who have already been through the criminal justice system before.



# To build cohesive and sustainable communities

## Covid-19 Response

Working collaboratively with our communities and partners has been an area which Newport City Council has excelled in over the last few years. This has been highlighted by the work which the Council's Housing team / Supporting People services, Pobl, Eden Gate, the Salvation Army, the Olive Branch and Gwent Police did from the onset of the Covid-19 outbreak.

Working together we were able to accommodate over 70 people that were presenting as homeless and rough sleeping during lockdown. In addition to the accommodation we were also able to provide regular meals and opened up access to the necessary toiletries, clothes, professional health, medication and substance abuse services. We understand that more needs to be done by us all to find longer term solutions to support the homeless, provide early intervention and prevention to stop people from becoming homeless in the first place.

During the Covid-19 crisis the Council has seen a significant increase in the number of people that are presenting themselves as homeless or are at risk of being homeless. With the instability of the economy, closure of the housing market and an increase in unemployment there is a risk that this could increase further throughout the year. Also, people who do present themselves as homeless often have complex needs which require additional mental and physical health support as well as providing safe and secure accommodation. This is why the Council is working closely with its Registered Social Landlords, Supporting People services and its partners to develop more secure accommodation and to look at enhancing the support provided.

The Council's Community Hubs and libraries had to close to the public. Behind the scenes the Hubs have continued to deliver services throughout the Covid-19 crisis supporting the local communities, delivering over 1,000 childcare sessions for key worker's children and distributing over 1,000 food parcels, to shielding and self-isolating residents. The Council's libraries service also moved to an online All-Wales eBook service, which enabled members to access free books, audiobooks and magazines. As lockdown measures have been eased the Council's Hubs and services have been re-opening in compliance with the necessary Covid-19 secure measures.

Throughout the Covid-19 crisis there has been a disproportionate impact on BAME communities that has also intersected with other factors such as age, poverty and migration status. Since the outbreak the Council has been undertaking a Community Impact Assessment that will review the impacts that Covid-19 has had across the City's communities. The results of this work will support the Council's future planning and actions required to support those communities that have been impacted by Covid-19. We also saw different organisations coming together and supporting each other to deliver food packages.

The Newport Yemeni Community Association (NYCA) collaborated with the Council, GAVO, and Pobl to deliver food packages to residents of all nationalities and whoever needed their help.

We have also been working with local food banks and have donated over £25k to support them during the Covid-19 crisis and collaborating with them to ensure we maximised the logistical support and resources throughout Newport.

During the Covid-19 crisis the Newport Youth Council used Twitter and Instagram to post daily challenges and get people involved during the April in Isolation initiative. This initiative helped to encourage a community spirit and providing a fun way to keep families entertained and learn new skills. The Youth Council also held video conferencing to discuss key issues for the city including education, LGBTQ+ and the environment.

We also had to make tough decisions to close parks, play facilities and other park areas to maintain social distancing across the city. As restrictions have eased we reopened our parks and we look forward to be able to offer a wide range of services again across our green spaces.



As part of the Welsh Language standards the Council reviews its performance against previously identified priorities and as part of that process identifies areas of focus for the upcoming financial year.

For 2020/2021, these include:

- Developing creative partnership arrangements outside of the public and voluntary sector to better raise the profile of the Welsh language across Newport and local regions, for example, exploring opportunities to work with local sports teams.
- Working with our neighbourhood hubs in each area of the city to promote better engagement with Council services through the medium of Welsh.
- Reviewing the current Welsh language lessons and classes we offer with a view to developing bespoke learning interventions, for example, delivering a course for staff who may have studied Welsh in school but now lack confidence to use it in the workplace.
- Reviewing our internal governance structure around Welsh language to ensure it is effective and responsive.

- Working with our refugee, migrant and BAME communities to better embed Welsh language and culture in a shared sense of identify across the city, particularly in the context of the development of our fourth Welsh medium school.
- Continuing our work to improve the representation of Welsh speakers across the Council. This year we have also commissioned research to look at why young people are not choosing childcare and early years education as employment/ further education options, and how we can work to better address these gaps.



# To build cohesive and sustainable communities

## Strategic Recovery Aims

To support the Council's Recovery we will provide people with the resources and support that they need to move out of the crisis, considering in particular the impact that Covid-19 has had on our minority and marginalised communities.

To deliver this aim we will:

1. Work together with our partners to reduce poverty, address homelessness and support our most vulnerable people as a priority.
2. Assess and address the inequalities that Covid-19 has highlighted or contributed to within our communities.
3. Identify, develop and seek to sustain any positive developments emerging during the crisis.
4. Developing opportunities for people to access suitable and affordable housing.
5. Deliver a community cohesion programme that effectively responds to community tensions and creates a shared sense of identity across the city.
6. Prevent and tackle instances of antisocial behaviour impacting upon the residents and the business community of Newport.
7. Re-establish community regeneration facilities and services where it is safe to do so for staff and service users.
8. Develop opportunities for community involvement participation and engagement.



# The Way We Work

The way in which Newport City Council delivers its services, makes decisions and plans for the future (both short term and long term) is important as we try to evolve our services to meet the demands of our communities. The Future Generations Commissioner for Wales has set corporate areas where continuous development is undertaken to deliver change. The Future Generations Commissioner has also adopted 'Journey Checkers' that shares best practice (both simple and innovate) for public sector bodies to consider and incorporate.

## Corporate / Service Planning and Performance and Risk Management



In 2019/20 Newport Council fully adopted an integrated framework that aligns the work between planning (strategic and operational), performance, and risk functions that support the Council's Corporate Plan and now Strategic Recovery Aims. This benefits both staff, public and partners to understand how the Council is performing, what achievements have been made and where improvements can be made to services. The Council is also evolving its risk culture to fully understand the opportunities and risks that both strategic and operational decisions are based upon and ensure evidence based decisions improve the transparency and accountability of the Council.

As part of the Council's Strategic Recovery Planning, the framework has supported how service areas are able to reconfigure their plans for 2020/21 and identify new opportunities and risks for the organisation.

## Workforce Well-being / Planning



The Well-being and support for staff to undertake their role to their full potential is paramount

for Newport Council to achieve its aims. In 2019/20, Newport Council has made available support such as Care First which is an online or telephone support to access advice, information and counselling 24 hours every day. Staff have also been offered Zest, which is an interactive health management portal to support staff in managing and improving their mental / physical health.

Throughout 2019/20, the Council's Human Resources team has been undertaking pulse surveys with staff to understand different aspects of staff well-being and health. These surveys include: a mental health survey in June 2019; an employee engagement survey in August 2019; smart working survey in October 2019; employee benefits survey in January 2020; reward & recognition survey in February 2020; and management of attendance survey in March 2020. The results of all of these surveys have been shared with the Council's Corporate Management Team and the findings are being used to develop new policies and approaches in 2020/21.

Since Covid-19, the Council immediately mobilised its workforce to work on an agile basis using remote working technology. Since its introduction, many staff have seen the benefits of working more agile has brought to the delivery of Council services. It has also introduced new challenges and considerations for the Council in how it manages the well-being of staff. In 2020/21 the Council will be introducing new policies and procedures using the findings of the surveys undertaken in 2019/20 that will be more focused on supporting the well-being and health of staff in the Council.

Furthermore, developments to the Council's Human Resources (HR) systems in 2020/21 will make it easier for managers to support staff throughout the different stages of an employee's progression in the Council.

## Procurement



In 2019/20 the Council's procurement team has been reviewing and developing their new Procurement Strategy which will be formally endorsed in 2020/21. The development of the new strategy has been building upon the work from the Future Generations Commissioner 'Journey Checkers' introduced earlier in 2020. In 2020/21, the Council's Procurement team will be undertaking a series engagement sessions across the Council's service areas to inform the new requirements under the Council's Procurement Strategy as well as promoting the benefits of using and attracting opportunities for local businesses in the procurement of goods and services.

## Financial Planning



The Council undertakes a thorough evaluation and assessment of its budget position through scrutiny reviews and business change proposals to determine the delivery of its services both through the annual review and medium term financial plans. Throughout the budget setting process, the Council consults with its stakeholders such as Newport citizens, trade unions, Council Members and Newport Fairness Commission to gauge their views and decide on where the funding is allocated.

## Asset Management



In 2018/19, the Council implemented a new Asset Management Strategy that made it more attractive and simpler for community groups to acquire Council assets to convert and/or use by the local community. In 2019/20, Maindee Unlimited were successful in the 99 year lease of the 'Maindee Triangle'. The Community Group are in the initial stages of re-purposing the area for community use with initial proposals outlining a new café and communal area for the public to use. Further information on this project can viewed in the Well-being Plan Annual Report 19/20.

## Equalities



The 2019-20 financial year represented the final active year of the authority's 2016-2020 Strategic Equality Plan (SEP). Over the course of the year the authority has not only made continued progress to achieving the objectives it agreed in 2016, it has also carried out a robust consultation exercise with its staff, key stakeholders and the general public on the development of its next SEP, which will run from 2020-2024.

Progress on both the delivery of the current SEP and the development of the 2020-2024 SEP has been supported by the Strategic Equalities Group. This is an internal, member led group that has representatives from the Fairness Commission, trade unions, heads of service and lead officers to ensure that a wide range of partners are all involved with shaping the delivery of the SEP and to ensure that the agenda is closely associated with wider Council priorities.

Outlined below is a summary of the progress that has been made in 2019-20 against the Equality Objectives agreed within the 2016-2020 SEP.

## Diversity in the Workplace



Over the duration of the 2016-2020 Strategic Equality Plan Newport City Council has steadily improved on the way it communicates with staff on Equality related issues.

Data from our forthcoming 2019-20 Annual Report and over the duration of the current Strategic Equality Plan highlights that Female employees make up around 77 per cent of the workforce, this figure drops slightly to 72 per cent when we exclude staff based in schools.

There is a significant difference in working patterns. Approximately 33 per cent of women work full time compared to 66.7 per cent of men. When we exclude teaching staff, we see that

19.6 per cent of women work full time, compared to 60 per cent of men in non-teaching roles.

The percentage of leavers identifying as disabled (2.7 per cent) is higher than the number of employees that identify as disabled (2.0 per cent), and the percentage of disabled job applicants and employees is also low.

The proportion of BAME employees is lower than that of the population of Newport. BAME employees make up 4.7 per cent of the Council's workforce, while this is an increased figure from the previous year (3.9 per cent in 2018/19), it remains lower than the BAME population of Newport, which is at least 10.1 per cent.

The data dashboard now provides up-to-date information on staffing profiles, enabling us to identify targeted interventions and gaps which are all working towards ensuring the workforce becomes increasingly representative of the population we serve. These will continue to be supported by our positive and collaborative relationships with partner organisations.

Over the course of the 2019/20 financial year the authority has supported a number of notable events in the equalities calendar, such as Hate Crime Awareness Week, Black History Month and International Women's Day.



Council Leader Jane Mudd speaking at Newport's International Women's Day celebration at the Riverfront

This year also saw Newport City Council establish its first Black, Asian and Minority Ethnic staff network, which was launched in March by the Leader of the Council, Chair of the National Black Police Association, and General Secretary of Wales TUC. The network is in its early stages

and will play a valuable role to ensure the Council policies and services are shaped by the voices and experiences of our diverse staff.

The Council is learning from the impacts that Covid-19 has had on the Council and its communities.

The Council is undertaking a Community Impact Assessment in 2020/21 to understand the impact of Covid-19 across its communities and identifying actions to improve the opportunities for communities and marginalised groups to access services and improve their life opportunities.

## 2019 – 22 – Looking Forward

- Delivering on the action plan built in the 2020-2024 Strategic Equality Plan.
- Building better equality monitoring into Council processes.
- Providing support to EU citizens in Newport to access the Home Office's settlement scheme.
- Engaging with our staff that share protected characteristics in order to better understand their experiences working for the Council.
- Undertaking a Community Impact Assessment and actively working in the community to help understand the impact of Covid-19 on marginalised groups.



# Involvement & Engagement

The Council offers a wide variety of mechanisms for people to engage with the democratic process. This includes formal consultation via the Council's website and social media platforms, the Citizens Panel, surveys that are filled out before accessing Wi-Fi on buses and engagement events. Newport Youth Council are also engaged with Council activities. Below is a selection of engagements that occurred in the 2019-20 financial year:

## April 2019

- **Public Toilet Strategy**  
Bus WiFi Survey
- **Bettws Action Day**  
Engagement Event regarding ASB in the area
- **Ringland Participatory Budgeting Event**  
Engagement event with community and partners on tackling Serious Organised Crime

## May 2019

- **Green and Safe Spaces**  
Involve Newport Citizens Panel
- **Welsh Language Skills**  
Bus WiFi Survey

## June 2019

- **Safety in Newport**  
Bus WiFi Survey
- **Pupil Participation Learning network showcase**  
Event celebrating work undertaken over the year to promote pupil voice

## July 2019

- **Strategic Equality Plan (SEP)**  
Bus WiFi Survey

## August 2019

- **Perception of Newport / Safety in Newport**  
Involve Newport Citizens Panel
- **Public Service Complaints**  
Bus WiFi Survey
- **Armed Forces Family Fun Day**  
Engagement event with members of the armed forces community

## September 2019

- **Migration in Newport**  
Bus WiFi Survey
- **LGBTQ+ Survey (For Newport Youth Council)**  
Bus WiFi Survey
- **St Paul's Family Fun Day**  
Event to encourage use of St Paul's Walk

## October 2019

- **Your Newport Survey 2019**  
Involve Newport Citizens Panel
- **Perception of Newport**  
Bus WiFi Survey
- **Pill Action Day**  
Engagement with local businesses and residents regarding issues in Pillgwenlly

## November 2019

- **Launch of Newport Young Person Promise**  
Event where the Young Person Promise is unveiled by the Leader and her Cabinet

## December 2019

- **NCC Budget Consultation 2020-21**  
Bus WiFi Survey and online survey. Multiple engagement events on the 20-21 budget were also held throughout the year

## January 2020

- **50+ Annual General Meeting**  
Public meeting providing information on services and to vote for the roles of the 50+ Forum members
- **Pill Business Forum Drop-In**  
Engagement event with local businesses to support the development of a business forum.

## February 2020

- **Residents Parking Permit Consultation**  
Online Survey
- **Safety in Newport over Christmas**  
Bus WiFi Survey
- **LGBTQ+ Event**  
Engagement event to consult young people and celebrate LGBTQ+ Month
- **Families Love Newport Event**  
Engagement event for families in Newport

## March 2020

- **Active Travel Improvements (Monkey Island and Black Ash Park)**  
Consultation event and online survey



# Decisions & Achievements

The following notable Decisions and Achievements were made during 2019/20:

## April 2019

- Plans for the fourth Welsh medium primary school in Newport are revealed

## May 2019

- Newport City Council sign up to TUC's Dying to Work campaign – supporting employees with terminal illnesses
- Newport City Council receives two awards at the GeoPlace Exemplar Awards 2019 – Gold performance for Street Data and Address Data.

## June 2019

- A new water fountain is unveiled in Belle Vue Park as part of National Refill Day 2019.
- New Breastfeeding Room and Reflection Room to promote the well-being of staff and members of the public are established in the Civic Centre.
- The John Frost School and Ysgol Gyfun Gwent Is Coed were highly commended in the Education Buildings Wales Awards 2019.
- Reservists Day is held by Newport City Council – as part of the ongoing commitment to the Armed Forces community.

## July 2019

- Newport City Council takes over Civil Parking Enforcement in the city.
- The Pedal Power scheme that introduces bicycles suitable for use by disabled youngsters and adults is piloted in Tredegar Park.
- Newport City Council receives Green Flag Awards for Belle Vue Park and Beechwood Park.
- Newport hosts the British Transplant Games 2019.
- The Council agreed a cross-party motion to make Newport into a Bee Friendly City

## August 2019

- Newport unveiled as UK's second donor city – recognising the commitment to make sure the work around organ donation and transplant communities continues.
- Recycling rates increased to 69.6% in the first quarter of the year compared to 56% for the same time in the previous year.
- Newport City Council secured £1 million to support the redevelopment of empty or underused city centre properties.

## September 2019

- A joint project between Newport City Council and Network Rail is completed - extending a footpath creating a much safer alternative route in Marshfield.
- A dedicated dog exercise park – the first of its kind in Wales - is opened by Newport City Council.
- Newport City Council and four other local authorities in Gwent receive funding to install electric vehicle charging infrastructure across local authority car parks
- The Sustainable Travel Strategy is approved by Cabinet.



## October 2019

- The ninth annual Newport Food Festival takes place on 5th October.
- Project to improve and revamp walking routes around Pilton Vale is completed by Newport City Council.
- Newport City Council celebrates Diwrnod Shmae, Shwmae Day – an annual event to celebrate the Welsh language.

## November 2019

- Newport City Council receives an Employer Recognition Scheme Gold Award for outstanding support for the Armed Forces community.
- Flying Start are awarded Bronze in the Careers Wales Valued Partner Awards 2019.
- Maes Ebbw School is given a Vision Friendly Mark award – the first in Wales. Recognising the work they do with pupils who are visually impaired.
- Newport City Council becomes the first local authority in Wales to join the ECO Stars Fleet Recognition Scheme.

## December 2019

- Llawern High School is judged to have made sufficient progress in relation to the recommendations made by Estyn.

## January 2020

- 12 Newport schools gained the Welsh Network of Healthy Schools Scheme's highly regarded national quality award.
- Cabinet agrees to commercialise the Information Station building.

## February 2020

- Work begins restoring the historic Market Arcade in Newport city centre.
- Newport Council begin partnership with Engi Co-op to help boost the ambition to be carbon neutral.
- Western Gateway - a new economic partnership across South Wales and Western England that aims to boost local economies by working together is launched.



# Have your say

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

Ways to get in touch:



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



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**Minicom – (01633) 656 657**



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