

Ask for/Gofynnwch am **Scrutiny**

Our Ref/Ein Cyf **20190109–PARTNERSHIPS**

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Date **5 February 2019**



Councillor Majid Rahman,
Chairperson of the Performance Scrutiny
Committee - Partnerships

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Summary

This is a letter from the **Performance Scrutiny Committee - Partnerships** to the **Public Services Board** following the meeting of the Committee held on 9 January 2019 with comments upon the:

- **Public Services Board – Well-being Plan Mid-Year Update.**

Dear Chair of the Public Services Board,

Comments upon the Public Services Board - Well-being Plan Mid-Year Update

I am writing to submit the Performance Scrutiny Committee - Partnerships' comments upon the Public Services Board – Well-being Plan Mid-Year Update, to the Public Services Board.

This Committee has within its Terms of Reference the statutory duty placed upon the Council by the Well-being of Future Generations (Wales) Act 2014 for the Scrutiny of the Public Service Board.

At the meeting of the Performance Scrutiny Committee - Partnerships held on 9 January 2019, the Committee considered the Well-being Plan Mid-Year Update and the PSB Intervention Leads presented progress upon the 5 Interventions, received and answered the Committee's questions. The full summary of the discussion can be found in the **attached** Minute of the meeting and is submitted formally as the Committee's comments to the Public Services Board.

If you have a query regarding the content of the letter please contact:
scrutiny@newport.gov.uk

Yours sincerely,

Councillor Majid Rahman
Chair of Performance Scrutiny Committee – Partnerships

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3 Public Services Board - Well-being Plan Mid-Year Update

Attendees:

- **Will Godfrey, PSB Intervention Lead for Sustainable Travel and The Newport Offer** (Chief Executive of Newport City Council);
- **Huw Jakeway, PSB Intervention Lead for Green and Safe Spaces** (South Wales Fire and Rescue Services);
- **Gary Handley, PSB Intervention Lead for Right Skills** (Coleg Gwent);
- **Supt Ian Roberts, PSB Intervention Lead for Strong Resilient Communities** (Gwent Police);
- **Rhys Cornwall** (Head of People and Business Change);
- **Nicola Dance** (Senior Policy and Partnership Officer).

The Committee was advised that Nicola Prygodzicz was unable to attend for the Strong Resilient Communities Intervention Progress Update and had asked that her apologies were offered at the Meeting.

A brief overview of the Public Services Board Well-being Plan Mid-Year Update was presented to the Committee by the Chief Executive of Newport City Council in which he briefly outlined the background on the shift from the Single Integrated Plan to the Well-being Plan. It was important to recognise that the Public Services Board (PSB) was transitioning from adopting the Plan in May to delivering the Well-being Plan, starting with the identification of actions for interventions and the development of mechanisms for reporting back on the interventions. He stressed that it was the start of the process so therefore not a fully-fledged reporting mechanism and that the report was also an opportunity to seek the Committee's views on what it needed in future Well-being performance reports as part of the development.

He advised that it was important for the Committee to note that although there were five interventions, inevitably, each was at different stages, for example there was more detail within the Progress Update for Sustainable Travel intervention than other Well-being Plan Interventions, but as delivery progressed the reports would develop similarly.

He referred to page 17 of the report where an example of a dashboard using Sustainable Travel as the most developed to date was included and welcomed the Committee's views upon the draft dashboard as a reporting mechanism to progress with actions in future reports.

Sustainable Travel

The Chief Executive introduced the Sustainable Travel Intervention to the Committee as the Public Services Board Lead for this Intervention. He referred to page 19 of the report where an Action Plan for Sustainable Travel set out Steps, Actions, Progress to date and Plans for the next quarter. He referred to one of the steps which related to fleet management and advised that a pan-Partnership view on these steps and the actions that could be taken was being collated.

He advised that air quality was a big issue across the City and the future impact of issues such as the proposed M4 relief road, a significant increase in traffic due to the tolls being removed on the Severn Bridges. There was a need to change behaviour, to encourage others to do so, including: building infrastructure around electric vehicles and charging points; looking at the Bike Scheme in Cardiff to develop a scheme in Newport, which feeds into the Active Travel Scheme and the Welsh Government White Paper, and; looking at how people get to the Convention Centre from the City Centre in the future. Partners within the Public Services Board had a clear view that a change of behaviour needed to be encouraged in the City centre to address these issues for sustainable travel.

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Members asked the following:

- It was questioned how the Public Services Board could get the public to buy into the Well-being plan. The Chief Executive advised that the Well-being Plan was still in its early stages there was still so much to develop. Its predecessor, the Single Integrated Plan did not have wide engagement with partnerships, but the Well-being Plan should be celebrated, as there was much wider engagement and better engagement with Partners, which was just a taste of things to come and the Public Services Board was taking strategic steps to develop sustainable travel.
- A Member asked whether any applications for funding had been submitted to the Active Travel Funding Stream. The Chief Executive advised that a lot of funding was project specific, however funding had been obtained for the foot bridge over the railway from Welsh Government.
- A Member was concerned that while the use of electric cars was a way forward, it did not reduce the Partnership's carbon footprint; with fossil fuel still generated and asked whether it was therefore worth considering an alternative fuel. The Chief Executive clarified that the move to electric vehicles was to improve the air quality and although a fossil fuel, better than diesel or petrol cars. The Partnership was trying to improve air quality and build the infrastructure to encourage changes in travel behaviour.
- Clarification was sought upon whether the Public Services Board or its Partners applied for funding bids. The Chief Executive advised that it would be decided at the Sustainable Travel Board which organisation would apply for funding and that there could be a move to the Public Services Board bidding in the future.
- A Member commented that it was a struggle to see the overall vision, while looking for pots of funding which were not guaranteed and how this would fit into the whole vision. The Committee would like to see targets and how they would tie in with the overall vision and ambition for the City. The Chief Executive advised that the Partnership would reflect on how to link the actions set out in the plan. It was reiterated that this was in the early stages and specific measures would be reported in future reports to the Committee.
- A Member made reference to the increased traffic from Severn Bridge, the new Conference Centre and the introduction of electric cars, all of which would increase traffic and affect targets. The Chief Executive advised the Committee that the Partnership was engaging in ongoing conversations with the Celtic Manor and Welsh Government about creating infrastructure for better public transport for the city centre, balanced with other choices as some people would want to use their own transport.
- A Member referred to low zero emissions and asked to what degree would the PSB be working with the private sector business vehicle owners, e.g. Tesco, as mentioned in the report. The Chief Executive advised that this was part of the transition from a single organisation to working as a partnership including the private sector on what they could do to help improve the infrastructure for sustainable travel.
- A Member asked what was defined as a fleet and would this include all vehicles in the Partnership, such as ambulances. The Chief Executive advised that this was still at an early stage, however they would be looking into what vehicles would be used in service silos within the Partnership, so similar questions would be asked of the Police, Fire and Health Service, regarding how these fleets were procured and if there was an opportunity to procure as an entity or individually.
- A Member enquired would there be a baseline for acceptable policies across Partner organisations of the PSB. The Chief Executive advised that previously there had not

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been a level of commonality, but that each individual partner organisation had adopted the Well-being Plan which was the starting point and the plan was still in its early stages.

- A Member expressed concern about the impact of the lack of joined up public transport, taxi and school run traffic emissions and increased travel to the Convention Centre upon the air quality ambitions and that they could have been identified earlier. The Chief Executive advised that one of the Partnership's ongoing conversations was about having Supplementary Planning Guidance on sustainable transport for the City as there was no city wide document on transport.
- A Member referred to the Dashboard and asked how the Key Performance Measures would be clarified, developed and monitored, e.g. the proposed key performance measure upon the Number of street bike hire sessions.

The Chief Executive advised that the draft dashboard was an example produced to begin discussion with the Committee upon their views on using it as a template in future reporting, but he would feed back to the next Sustainable Travel Board to discuss and develop.

The Head of People and Business Change explained that previously the Committee had received reports upon the Single Integrated Plan themes which were more detailed as it was more mature plan, while the Well-being Plan was at an early stage. The Partnership needed to get to a point where key performance measures were in place by the next report to Committee and how they linked to the bigger picture. He confirmed that there were big aspirations in the plan, which needed changes across the City and that the future Well-being Plan Updates needed to explain where each action was at the point in time and the direction in the future.

- A Member was concerned that rural public transport was very poor, as well as access for emergency services and asked whether the Partnership was engaging with Newport Bus. The Chief Executive advised that the Partnership was contacting different partners and it was part of the conversation about encouraging changes in travel behaviour. He added that transport infrastructure was capital intensive and it would need a 10 to 15-year Plan.
- A member suggested that in future reports Actions should include timescales, resources, what has been done and how it is working. The Chief Executive advised that they would look at how that could be done.

Green and Safe Spaces

The Public Services Board Intervention Lead for Green and Safe Spaces introduced the Intervention to the Committee. He advised that the Green and Safe Spaces Intervention was in its early stages but as a new group had already organised an event for stakeholders to be held in the summer. There would be approximately 20 different groups to set priorities with partner engagement to look at the green infrastructure for Newport and how this could be taken forward. The strategic planting of trees was an example of working with other partners. He referred to the Pill Action Day and the desire to pursue a community green flag for Pill. He advised that the Project Manager for Natural Resources Wales had recently been appointed and some funding opportunities had been identified. There could be a joint bid, which was favoured by Welsh Government.

Members asked the following:

- A Member commended the Intervention Group for the approach taken in this Progress Update, which had context, a vision and a clear idea of progress, key priorities and direction of travel.

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- A Member asked to what degree had community mapping been done to date. The Lead advised that a piece of analysis had been done with the Education Authority and that National resources Wales already geo-spatially map and code green spaces which could be utilised and the development group had suggested that these could be promoted through apps and social media.
- A Member referred to antisocial behaviour and caravans parking on green spaces, which caused costly clear up for the Public Sector and was concerned that more green spaces could result in fly-tipping and antisocial behaviour. The Lead advised that while trying to improve green urban spaces, there was some concern regarding fly tipping and antisocial behaviour, but it had been noticed that working with the Police on anti-social behaviour and community safety had improved green spaces.

Right Skills

The Public Services Board Intervention Lead for Right Skills introduced the Intervention to the Committee. He advised the Committee that similarly to comments made in the earlier Progress Updates by other Leads, the plan was in its early stages but assured Members that positive strides were being made. The joint collaborative activity was a small example and funding was being explored to improve engagement with asylum seekers which was a joint initiative with Cardiff. Work was ongoing to understand what Right Skills includes throughout life, with employers' views gathered through Newport Economic Forum and Careers Wales to gain an overview of what employers might look for in young people. Information gathered could provide a plan for Primary and Secondary Schools and Careers Wales, identifying out of the whole group specific needs to address. Engagement was underway with Partners about what was already being done to prioritise areas for skills development but there were variations between their priorities. Intelligence was being provided into what was available for all stakeholders which would help to develop the right skills for young employees. Regional links were also appropriate and the region could be defined in a number of ways including Bristol and Cardiff. They were identifying what organisations needed, the gaps in Newport in terms of skills and how to turn this into smart action, objectives and targets as well as discussing deficiencies. The curriculums offered in primary, secondary schools, college and university were being looked at and how they linked to each other as well as challenging what employers wanted.

Engagement with parents was also a way forward through messaging, adopting software systems in 30 plus languages. Software called Vocalize had been utilised in Swansea to engage communities. It was very important for parents and guardians to get on board to fully support students. Apprenticeships and vocational qualifications were also very important, as was ensuring the skills for working in electric car and rail industries would be developed. Also raising awareness of good examples of success stories such as children winning national competitions, rather than focussing on the negative.

Members asked the following:

- A Member expressed a wish to see a vision that residents of Newport could buy into including the aspiration, ambition which was fundamental to what the Intervention was trying to achieve.
- A Member welcomed that the Partnership were looking at developing new skills and referred to the importance of apprenticeships, such as those run by Newport City Council and Newport City Homes and also the importance of skilling the future employees for new industries e.g. Semi-Conductors in Newport.
- A Member enquired about whether procurement opportunities to maximise resources were being explored. The Lead advised that Procurement had not been looked into as

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yet, however the potential was positive. From a Human Resource point of view, they were still looking at how to articulate what they wanted to achieve. They were also looking at developing leads with business such as semi-conductors, from local market intelligence. There was a clear message on what were the priorities in Newport, and the Convention Centre and the M4 relief road would be a potential for skills to sustain employment within Newport; bringing much opportunities.

- A Member referred to poverty in Newport and asked what was the thinking behind Newport being a centre of excellence for schemes such as Network 75 and how could companies be brought into the city. The Lead advised that each partner at that level was bringing in a range of schemes such as high level apprenticeships e.g. Go Compare were funding 18 year olds to go to university. It would be beneficial to encourage Newport pupils to complete their A levels to allow more scope for employment. This was more realistic and would help with more vocational opportunities.

The Chief Executive advised City Deal Regional Apprenticeships were being considered and the Council also had their own Apprentices and was looking at the National Graduate Apprentice Scheme which each had different levels of development, but that opportunities for work experience needed development.

- A Member referred to the importance of the relationship and links between interventions and joint working between partners e.g. reliable public transport to needed to travel to College, to study via an alternative route of study offered.

The Newport Offer

The Chief Executive introduced The Newport Offer Intervention to the Committee as the Public Services Board Lead for this Intervention and referred to its aspiration to change perceptions and raise the profile of the city and the work of Newport Economic Network and Newport Destination Management Group (DMG). A meeting of the intervention leads, the Chair of the Destination Management Group and Newport City Council Strategic Director - Place had taken place to discuss how the work should best join up to achieve the greatest impacts for the city. The Chief Executive of Newport City Homes was also a joint lead on this Intervention. It had not progressed as well as others although there was a clear understanding that people needed to aspire and invest in Newport without leaving the city. This was in the very early stages and would therefore report back to the Committee when there was more information to discuss.

Members asked the following:

- Members discussed negative feedback that Newport had received while there had been lots of positives which needed to be promoted and also a more collaborative approach upon engagement and encouraging people to visit, work and live in the City.

Strong Resilient Communities

The Public Services Board Intervention Lead for Strong Resilient Communities introduced the Intervention to the Committee and highlighted that it was the vision of the Board to make residents feel safe, promoting community safety and encouraging better engagement in order to change relationships within communities. Services were designed to meet the needs of the community, maximise strength and change the narrative in order that the public were less reliant on public services more involved in volunteering groups and developing networks. Longer term pieces of work were starting to shape service delivery and joined up thinking. There were already pockets of work ongoing.

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Other agencies were being involved with better communications and examples of this were could be seen in the areas of: serious and organised crime, and; exploiting children and vulnerable people. These were nationally recognised as the biggest economic and well-being threat to Britain; bigger than terrorism. There was better working around safeguarding for children through joint working with schools.

He advised that there was an engagement event in February which would be focussing on Newport East but the theme would eventually spread across Newport. The event involved the company Mutual Gain to help get communities engaged and help identify their community safety and well-being needs. It was hoped to achieve a better understanding of what residents were really concerned about. This was the start of a process that would focus on how groups could be supported with funding and connect with voluntary groups and public services. This would span children and the elderly. Good preventative work was taking place and some funding was provided by the Home Office, with support from Mutual Gain and the St Giles' Trust to help potential high risk offenders by using ex-offenders to help guide them on the right track. Work was also ongoing with Barnardo's and Newport Live, developing a Schools' Programme, highlighting the dangers of crime to children. Work was also underway with Crimestoppers.

Members asked the following:

- A Member commented that improving safety was important and would also like to see community groups being supported or signposted to funding e.g. Keep Tidy groups which make a big contribution to city and could get grants for equipment, but not for insurance costs. The Lead advised that the event in February would help with advice and signposting on such matters and there was a small amount of funding towards supporting these small groups.
- A Member referred to Newport's night time economy and asked how the Council could help improve the safety of customers and night club owners. The Lead advised that work was ongoing with Pub Watch and the Licensing Authority, funding to help door staff, for wands to detect metal objects and working with landlords to voluntarily improve conditions was an important aspect and also looking at hot spots.
- A Member referred to communities where the Fire Service might be involved when fly tipping had been set on fire. The Public Services Board Lead for Green and Safe Spaces advised that this was an increasing problem and they were finding evidence with changes to recycling points. The fires were being plotted on a GIS basis and the data being reviewed, the Team would look at the results and if there was an issue would be reported to the PSB.

The Lead advised that community engagement and joint clean ups in targeted areas had seen a 60% reduction in calls as a result.

National Resources Wales also carried out work to clean up fly tipping in rural areas and people should be made aware of the cost and was also an example of where people could get involved. A Member commented that the penalty for fly tipping should be more severe.

The Chair thanked all Invitees for attending and invited any closing comments they wished to add.

The Chief Executive concluded that it had been worthwhile attending the Scrutiny Committee and there was a need to go away and improve performance measures, which would take time but the Committee's feedback was helpful.

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Further to the Committee's concern in a previous meeting regarding Nitrous Oxide the Intervention Lead for Strong Resilient Communities advised Members that it was illegal to sell it for personal use, that an Update had been circulated to Members of the Committee by the Scrutiny Adviser and that further research was being undertaken with Trading Standards on potential for tracing and enforcement action.

Conclusions:

1. The Committee **noted** the performance within the Public Services Board Well-being Plan Delivery Progress Updates for Quarter 2 in Appendices 1 to 5.
2. The Committee **noted** the Minutes of the Public Services Board held on 11 December 2018 in Appendix 6, which included in Minute 5 - the Public Services Board's consideration of the: Local Well-being Plan Delivery – Feedback from Intervention Leads, and its agreed actions.
3. The Committee **made** the following comments to the Public Services Board:

The Committee acknowledges that this was the first Well-being Plan delivery report and the initial Delivery Progress Updates are at different stages.

The Committee welcomes involvement at this early stage and makes the following comments upon the development of future performance reporting for the Well-being Plan Intervention Progress Updates:

- a. The Committee were pleased with the engagement that had taken place and would be ongoing.
 - b. The Committee understood that some Intervention Progress Updates were more developed than others as each were at different stages but Members had gained more assurance from additional information provided by the Lead's presentations and responses to Members' questions.
 - c. The Committee agreed that they needed a clear understanding of the overarching vision from the Public Services Board, the vision for each Intervention and a map of how the five Interventions link.
 - d. The Committee endorsed the use of the Draft Dashboard template in principle, which should contain clear and meaningful information and be reported alongside measurable Action Plans, developed key performance measures with SMART targets. In addition, the Committee requested focussed narrative be included to explain performance / under performance, progress and plans for the next quarter.
-