

# **Swansea Bay City Deal Portfolio Quarterly Monitoring Report (April - June 2024)**

Programme / Project Scorecard							
Prog / Proj	Status Update	Delivery	Scope	Staffing Resource	Finance	Stakeholder Engagement	Overall (change)
<b>Digital Infrastructure</b>	<p>Programme remains on target to deliver objectives to time. PSBA FFIB order is progressing, forecasted for completion by Q2 2025-26. To date, 19 sites are End to End complete, 22 CBT complete, and 24 in build. All remaining sites are in planning or survey. Dark Fibre East procurement now completed with VMO2 awarded the contract following a period of contract negotiations. Project mobilisation meeting to take place early July 2024; build due to be completed within 18-20 months.</p> <p>Procurement for Dark Fibre Carmarthenshire is progressing, with PIN issued on Sell2Wales and PPME completed; working with the CPU on finalising specification and other tender documentation prior to issuing ITT, on track to launch end of July 2024.</p> <p>5G Investment Fund continues to be open for applications from SBCD projects and programmes and has now been extended for applications from the private sector following board approval. First award to Campuses project 5G Living Lab in delivery, on track for completion within agreed timescales.</p> <p>Stakeholders in UK and Welsh Government continue to be fully engaged, working closely with the programme, ensuring alignment of national and regional connectivity projects, notably Project Gigabit.</p> <p>Better Broadband in-fill project progressing to time with local LA teams finalising latest data for project gigabit, commercial rollout, and other government intervention areas to ensure an accurate and targeted site list. PIN issued on Sell2Wales and PPME completed with 10 suppliers engaged. Specification and route to market to be determined with CPU with tender to be issued end of July 2024.</p> <p>Benefits Realisation exercise for 2022-23 completed, pending publishing once confirmation of final investment figures. Exercise for 2023-24 to be completed in summer 2024.</p> <p>Hosted successful Digital Innovations and 5G event at Swansea.com stadium, to an audience of circa. 80 attendees comprising of industry experts, private and public sector partners. Event well received by all in attendance and those joining on live stream. Comms to follow after election period.</p> <p>Central engagement and communications officer continues to work on event planning, press releases, engagement, and educational video content to support programme delivery and engagement with stakeholders.</p> <p>Local teams fully resources and working well across the region with key stakeholders, notably fibre/mobile network providers, internal departments, and open access network providers.</p> <p>Local team at Swansea Council continue to build on momentum to secure Open Access Agreement with Ontix following signatory of agreement with Freshwave.</p> <p>Continuous dialogue with UK and Welsh Governments, and key national and regional private sector partners, including leading telecoms providers. Central team in regular contact with other growth deals to share best practice/lessons learned/challenges.</p>			↓			↔
<b>Pembroke Dock Marine</b>	<p>PAR review completed in Sept / Oct 23, which concluded PDM is mostly green with some Amber (focusing on Outcome and Impact related benefit realisation)</p>						↔
<b>Pentre Awel</b>	<p><u>Delivery</u> – Updated to AMBER. A revised construction programme has been agreed in the period which re-casts the Zone 1 handover date to Q1 2025 for primary areas of the building. The health board demise will follow in Q2 2025. Works being delivered and managed in accordance with the NEC3 Construction Contract. <u>Finance</u> – remains Green as forecasted construction cost remains in tolerance with the contract sum agreed with Bouygues UK and prior approval at Full Council. Z Clause for managing inflation risk of key materials has been removed from NEC3 contract. Swansea University has signed an agreement to lease for its demise, and agreements with Hywel Dda University Health Board in the process of being finalised. Discussions are ongoing with other prospective FE and HE tenants. Commercial property agents appointed to help secure tenancies. External structure has been completed, culminating in the Topping Out event on 29<sup>th</sup> February 2024. Internal works progressing well.</p>	↑					↔
<b>Yr Egin</b>	<p>Increasing economic uncertainty and Covid implications impacting on levels and nature of demand. Following Phase 1 Lessons Learned exercise, an updated Creative Sector demand analysis has identified a significant change in the type of target companies (by financial size) and nature of provision required (bespoke support services rather than leased floorspace). Internal team putting in place process to identify</p>						↔

	<p><b>Quarterly Monitoring Report</b></p> <p>required revisions to meet industry requirements post-COVID. Project team moving forward with Change Notice for Egin Phase 2 but this will only be submitted when the new University Senior Leadership Team have agreed the direction of travel</p>						
<b>Campuses</b>	<p>Delays with the funding agreement have started to affect the timeline of the project. Funding agreement signed January 2024. 3 separate change notifications (ILS Singleton, Morrision Management, Access Route) will be submitted to reprofile timelines of outputs. Scope of the project remains unchanged as per the Business case however particular focus is on the affordability of the Phase 1 Singleton development and Morrision Management Centre. Mitigating actions formulated and circa £4M approved for Singleton phase 1 by Swansea University. Delivery and finance red due to funding agreement only being signed.</p>						↕
<b>Homes As Power Stations</b>	<p>A large proportion of the HAPS Financial Incentives Fund has now been allocated, supporting over 360 homes across the region. HAPS supported two successful applications to leverage funding from UK Government supporting the realisation of the project benefits, financially totalling £12.5m</p>						↕
<b>Supporting Innovation &amp; Low Carbon Growth</b>	<p>Multiple projects in delivery namely SWITCH, AQMP, LEV, PDF, H2 stimulus project-</p> <ul style="list-style-type: none"> <li>- Bay Technology Centre - is currently at 53% occupancy with active pipeline of enquiries.</li> <li>- SWITCH - Morgan Sindall progressing with the design phase of the project with monthly design meetings.</li> <li>- Enhanced AMPF project received approval for National Net Zero Skills Centre of Excellence. Key stakeholder engagement and land acquisition enquiries are continuing.</li> <li>- PDF stage 2 process underway with Grant Agreements issued</li> <li>- LEV strategy under development.</li> <li>- AQMP project draft analysis report has been received</li> </ul> <p>SILCG Programme Board meets quarterly. Lessons learned from BTC construction is informing future projects such as SWITCH. Finance changed to Amber to reflect funding gap on SWITCH.</p>						↕
<b>Skills &amp; Talent</b>	<p>22 Pilot projects and 4 Apprenticeship developments have now been approved by RLSP board.</p>						↕
<b>Swansea City &amp; Waterfront Digital District</b>	<p>71-72 Kingsway: BYUK now undertaking landlord fit out works, Practical Completion programmed for August 2024.</p> <p>Arena Hotel - Hotel developers and operators shortlisted after successful marketing campaign. Interviews held with three developers and are currently being considered.</p> <p>Innovation Matrix will be practically complete on 10<sup>th</sup> July 2024. Discussions ongoing between Swansea Council &amp; UWTSO about the delivery of the Innovation Precinct. Innovation Precinct - funding on amber</p>						↕

<b>Title</b>	Portfolio Management Office (Communications & Marketing)	<b>Reporting Period</b>	Q1 2024/25
<b>Officer</b>	Heidi Harries (SBCD Communications & Marketing Officer)		

**Key achievements**

- 45 positive mentions in local, regional, national and specialist media. Previous quarter was 67 therefore down by 22. **Pre-election period started on 31<sup>st</sup> May 2024.** Coverage was through the following media outlets: Wales Online, Western Mail the South Wales Evening Post, Wales Business Insider, Business News Wales, Wales 247, Inside Media, and specialist publications. Topics covered include: Digital Infrastructure Event Improvements in mobile connectivity in Swansea, Pembroke Pontoon welcomes first customer, Biodiversity at Pentre Awel and Port of Pembroke breaks £40m revenue.
- X posts - From 1<sup>st</sup> April – 30<sup>th</sup> June: Number of followers is 1,559. Post impressions is 4,748.
- Facebook posts - From 1<sup>st</sup> April – 30<sup>th</sup> June: Number of followers is 1023. Post impressions is 5, 868.
- Represented the City Deal in the Welsh Business Show and Welsh Construction Show in Cardiff.
- Planned and organised the Meet the City Deal Event in Neath Port Talbot.
- Helped co-ordinate the Digital Infrastructure 5G Technology workshop.
- Helped co-ordinate the City Deal section of the NNISH video
- Social posts and/or web updates including 5G Innovation Event, Kingsway latest pictures, Job Opportunities, Pembroke Pontoon first customer, Neath Port Talbot Meet the City Deal Event.
- First stage training on the new website CMS.
- Final text draft of Annual Report and confirmed new design.
- Finalised the Marketing budget planning and forecasting.

**Key Activities planned**

- Attend events including Welsh Business Show Carmarthen.
- Finalise the Annual Report for approval and issue.
- PR on upcoming activities (following the issue of the Annual Report)
- Further training on the new website CMS
- Upload copy and build content for the new website ahead of the launch in December 2024.
- Plan Marketing and Communications workshop.

<b>Title</b>	Portfolio Management Office (Business Engagement)	<b>Reporting Period</b>	Q1 2024/25
<b>Officer</b>	Peter Austin (SBCD Business Engagement Manager)		

**Key achievements over the last 3 months**

- Support Programmes and Projects** - Ongoing support for programmes and projects this quarter includes:
- Supporting Pentre Awel at the community benefits steering group.
  - Supported UWTSD at Industry open day.
  - Supported RLSP at Retrofit Conference.
  - Arranged and delivered Business Engagement workshop for stakeholders.
- Events** - Events attended include:
- Arranged and delivered regional showcase event with NPT CBC at Margam Park
  - Exhibited at SWWRFC event Parc y Scarlets.
  - Attended 4theRegion Pembrokeshire event.
  - Exhibited at Welsh Business Show, Cardiff.

- Exhibited at Welsh Construction Show, Cardiff.

**Business Engagement –**

**Meetings:**

- Oliver Phillips, Gambit Corporate Finance. Passed information to S151, UWTSU, SU.
- Russel Greenslade, Swansea BID. Follow-on from Swansea City Deal event.
- William Silverstone, Silverstone Green Energy. Follow on from events contact.
- Christine Jardine, Computer Aid Wales.
- Mark Hunter, Parc Dewi Sant developer.
- Louise Jones, Innovate UK/UKRI. Investment opportunities.
- Simon Erasmus, Fidelity Energy. Passed info to PLs, S151 and Universities.
- Lewis Garvey, Wales and West Utilities. Passed info to relevant organisations.
- Barry Kirby, K-Sharp. Integration with projects. Info passed to PLs and other interested parties.

**Support stakeholder groups.**

- Attended CEIC project Advisory Panel meeting (Swansea & Cardiff Universities).
- Attended Swansea Uni schools project demo at NBGW.

**Economic Strategy Board - This quarter focussed on:**

- Arranging ESB involvement with Engagement Workshop.
- ESB Chair included in meeting with Innovate UK.
- Ongoing liaison with CJC team to support advisors group set up.

**Other Activity:**

- Attended BCIS Construction Sector webinars.
- Attended Launch of Delineate, Llandysul, follow on from earlier contact.
- Meeting with Tinint, to review delivery of website contract.
- Met with Stori Cymru, re website enhancements.
- Attended 4theRegion meeting re youth engagement.
- Meeting with Peter Jones, Growing Mid Wales re construction costs.
- Meeting with Clare Sullivan, Dev Bank Wales re-funding opportunities.
- Attended Global Welsh Brain Drain webinar.
- Undertook Armed Forces Covenant training.

**Ongoing Activity**

- Managing upgrade and development of new SBCD website.
- Planning and arrangements for Comms and Marketing Workshop.
- Continued monitoring of construction costs and associated reporting.
- Monitoring Apprenticeship register reporting.
- Monitoring Portfolio procurement pipeline.
- Updating the PoMO Events planner.
- Responding to enquiries received via the City Deal email inbox and other avenues.
- Managing SBCD LinkedIn account.
- Support Comms & Marketing officer in promotion of SBCD.

**Key Activities planned**

- Manage project delivery for update of SBCD Website.
- Arrange and deliver Comms and marketing workshop.
- Draft year end Private Sector Contribution report.
- Continue to engage and support stakeholders, programmes and projects, businesses, and ESB Board.
- Support Comms & Marketing officer in promotion of SBCD.

<b>Project Title</b>	Pembroke Dock Marine	<b>Programme / Project Lead</b>	Steve Edwards
<b>Local Authority Lead</b>	Pembrokeshire County Council		
<b>Project Delivery Lead</b>	Milford Haven Port Authority	<b>Reporting Period</b>	Q1 2024/25
<b>SRO</b>	Rachel Moxey		

Budget	
<b>Total Budget</b>	£65.2m
<b>City Deal</b>	£28m
<b>Public</b>	£19.2m
<b>Private</b>	£17.9m
Description	
<p>This programme will place Pembrokeshire at the heart of UK and global zero carbon, marine and offshore energy innovation, building on the expertise of a marine energy cluster in Pembroke Dock. Facilities will be provided for marine energy innovators to build, test and commercialise their technologies. Project features include:</p> <ul style="list-style-type: none"> <li>• Pembroke Dock Infrastructure (PDI) improvements</li> <li>• A Marine Energy Engineering Centre of Excellence (MEECE)</li> <li>• Marine Energy Test Area (META) developments</li> <li>• The Pembrokeshire Demonstration Zone (PDZ)</li> </ul>	

**Key achievements (Overall Objective ID shown in brackets)**

<p><b>PDI update</b></p> <ul style="list-style-type: none"> <li>• Lot 3 (Terrestrial Infrastructure) works in concept planning/budgeting stage.</li> </ul>
<p><b>PDZ update</b></p> <ul style="list-style-type: none"> <li>• Attended MEW Advisory Board and members summit to promote PDZ and PDM</li> <li>• Attended workshop with TCE in regards of variation to lease of PDZ. Agreed narrative around framing the future of the PDZ around the Industrial Growth Plan.</li> <li>• Attended Hydrogen Innovation Initiative launch and Hydrogen Innovation Initiative Showcase in Manchester.</li> <li>• Awaiting confirmation regarding funding won, for Subsea Soundscape project, in principle (embargoed) awaiting grant offer letter. Project in collaboration with ORE Catapult which will provide additional info for PDZ EIA</li> <li>• MH:HK project in delivery, “at risk”, prior to imminent signing of grant offer letter.</li> <li>• Attended Celtic Sea Design workshop to promote PDM as part of the Welsh and UK offer to the global energy industry.</li> </ul>
<p><b>META update</b></p> <ul style="list-style-type: none"> <li>• ERM Hydrogen Barge deployed at META Criterion Jetty site.</li> <li>• PEBL novel remote environmental monitoring stations deployed at META Dale Roads and East Pickard Bay site.</li> <li>• META schools competition winners deployed at META Quayside.</li> </ul>
<p><b>MEECE update</b></p> <ul style="list-style-type: none"> <li>• £2M funding won, for Subsea Soundscape project with Celtic Sea Power, in principle (embargoed) awaiting grant offer letter.</li> <li>• MH:HK project in delivery, “at risk”, prior to imminent signing of grant offer letter.</li> <li>• X-Band radar installation at St Anne’s Head now has planning approval, seeking an installation contractor.</li> <li>• Engaged with the Sea Ranger initiative, exploring how they could be contracted to deliver on our at sea projects.</li> </ul>

- Supported Porpoise Power with their application for LaunchPad funding for a demonstration in META.

**Key Activities planned**

**PDI**

- Once Lot 3 works finalised construction contract commence works.

**PDZ**

- MH:HK Consenting Workshop – presenting the outputs of WP2 in collaboration with other MHHK partners.
- MH:HK Formal Launch at the H2 Bay Day in Swansea 18<sup>th</sup> of July
- Subsea Soundscape project will move into delivery phase.
- Attend the “Unleash the future of underwater tech! at Smart Sound Connect” Event

**META**

- Complete test campaigns of devices currently deployed.
- Porpoise Power tidal energy test device pre-deployment preparation (Dependent on Innovate UK application success).
- Detailed market assessment to establish the sector’s current/future needs for META
- ROV reef surveys at East Pickard Bay.

**MEECE**

- Installation of X-band radar next quarter.
- Deployment of waverider buoys as ground truth for radar measurements.
- Subsea Soundscape project will move into delivery phase.
- LaunchPad in-person Seminar expected in September, at Swansea University Bay Campus

<b>Project Title</b>	<b>SBCD Campuses Project</b>	<b>Programme / Project Lead</b>	Clare Henson
<b>Local Authority Lead</b>	City and County of Swansea		
<b>Project Delivery Lead</b>	Swansea University	<b>Reporting Period</b>	Q1 2024/25
<b>SRO</b>	Keith Lloyd		

<b>Budget</b>	
<b>Total Budget</b>	£130.44m
<b>City Deal</b>	£15.00m
<b>Public</b>	£58.01m
<b>Private</b>	£57.43m
<b>Description</b>	
<p>The project harnesses unique capabilities and the thriving life science ecosystem in the Swansea Bay City Region to establish an international centre for innovation in life science, wellbeing and sport, supporting preventative interventions in healthcare and medicine and driving the growth of a globally significant Sports Tech industry. The project will deliver R&amp;D, trials and testing facilities, enabling co-location of research and industry alongside clinical infrastructure and investment opportunities. An emphasis on digital and data-driven innovation at the intersection of life sciences, health, wellbeing and sport is a key differentiator for this project within the South Wales health and life sciences sector.</p>	

<b>Key achievements</b>
<ul style="list-style-type: none"> <li>Continued workstream meetings held with WS1 Morriston Management Centre, WS2 Sketty Lane, WS3 Education, WS4 Enterprise and Innovation, WS7 Research, WS8 Health and well being WS9 Morrison Link Road, Singleton Phase 2</li> <li>WS2; Sketty lane             <ul style="list-style-type: none"> <li>Tender period for contractor concluded on 30<sup>th</sup> May 2024. 5 principle contractors returned tenders.</li> <li>Submissions currently under review. Contractor to be appointed end of July.</li> <li>Design review to be undertaken upon appointment and planning to be submitted July 2024.</li> <li>Public consultation event took place on Thursday 13<sup>th</sup> June from 8am until 6:30pm. Wider consultation has been undertaken by the wider team.</li> </ul> </li> <li>5G Vodafone bid - Continuing to progress. Change notification submitted May 2024 and approved at Digital Infrastructure board.</li> <li>Continued development of key business relationships and development of research and innovation collaborations</li> <li>Benefits - Cluster companies engaged and signed up to network.</li> <li>Business development - attended MediWales Event</li> </ul>
<b>Key Activities planned</b>
<ul style="list-style-type: none"> <li>WS2 - Design review to be undertaken upon appointment and planning to be submitted July 2024.</li> <li>WS1 - Morriston Management Centre - Review designs. Write a tender pack details designs/ requirements</li> <li>WS4 and 5 - Continued discussions with Vodafone UK senior leadership and other stakeholders to develop cluster of companies and commercial opportunities</li> <li>NNISSH network launched and established.</li> </ul>



<b>Project Title</b>	Homes as Power Stations (HAPS)	<b>Programme / Project Lead</b>	Oonagh Gavigan
<b>Local Authority Lead</b>	Neath Port Talbot County Borough Council		
<b>Project Delivery Lead</b>	Neath Port Talbot County Borough Council	<b>Reporting Period</b>	Q1 2024/25
<b>SRO</b>	Nicola Pearce		

<b>Budget</b>	
<b>Total Budget</b>	£505.5m
<b>City Deal</b>	£15m
<b>Public</b>	£114.6m
<b>Private</b>	£375.9m
<b>Description</b>	
<p>HAPS is a regional pioneering project to facilitate the adoption of houses with energy efficient design and renewable technologies in both new build and existing housing stock in the public, RSL and private sector across the City Region. The project will support the implementation of renewable technology by facilitating collaboration across the region and creating a platform to share lessons learned. The Technical Monitoring and Evaluating contract will provide data and the ability to realise many of the project benefits. HAPS will support a regional supply chain of proven technology to enable the wider benefits associated with the project.</p> <p>The project will:</p> <ul style="list-style-type: none"> <li>• Facilitate the take up of renewable technologies and energy efficient design in new build and existing housing stock</li> <li>• Support a regional supply chain of proven technologies.</li> <li>• Establish an open access knowledge sharing hub to share the project findings with all sectors across the region and wider</li> <li>• Tackle fuel poverty</li> <li>• Further decarbonise the regional economy</li> <li>• Improve residents' health and well-being</li> </ul>	

<b>Key achievements</b>
<p><b>Project Development</b></p> <ul style="list-style-type: none"> <li>• Levels of monitoring within homes has been designed for the retrofit houses and device installation has commenced.</li> <li>• Neath Port Talbot Meet the City Deal Event held on 9<sup>th</sup> April '24</li> <li>• Supported application to the Skills and Talent Programme for Renewable Workshops in secondary schools in the region.</li> <li>• Submitted an application for funding to the Local Area Retrofit Accelerator scheme through the MCS Foundation.</li> <li>• Attended and presented at the South West RLSP Retrofit Conference 20<sup>th</sup> May '24</li> <li>• Meetings held with ARCH to discuss current research and further opportunities linking homes and health.</li> <li>• Attended the Housing Industry Leaders Conference in Cardiff to speak as part of a panel, this gave the opportunity to share some of the work we are doing through the HAPS project.</li> </ul>
<b>Key Activities planned</b>
<p><b>Project Development</b></p> <ul style="list-style-type: none"> <li>• Work with the regional LAEP (Local Area Energy Plan) staff to ensure opportunities are maximised.</li> <li>• Plan online / web content to raise awareness of FIF Projects.</li> <li>• Finalise scoping of Supply Chain Development Fund to present to Project Board.</li> <li>• Plan marketing opportunities for the HAPS Demo Houses</li> <li>• Scope area specific criteria for remaining Financial Incentive Fund to address any gaps not yet filled.</li> <li>• Employer engagement to support information gathering on skills requirements for HAPS related roles</li> </ul>

<b>Outputs</b>
<p><b>Project Outcomes</b></p> <ul style="list-style-type: none"> <li>Facilitate the adoption of renewable technologies in 10,300 properties (7,000 retrofits and 3,300 new builds)</li> <li>Develop a regional supply chain of HAPS related renewable technologies</li> <li>Technical Monitoring and Evaluation - determine the efficacy and impacts of renewable technologies on new build and existing housing stock</li> <li>Establish knowledge sharing hub for all sectors</li> </ul> <p><b>Project Outputs</b></p> <ul style="list-style-type: none"> <li>Reduction in energy use as a result of the additional technologies funded by HAPS for new build and retrofit homes,</li> <li>New build = £564 per home    Retrofit = £758 per home by 2033</li> <li>Reduction in greenhouse gas (GHG) emissions as a result of reduction in energy use, New build = £71 per home    Retrofit = £99 per home by 2033</li> </ul>

	<b>Supporting Innovation and Low Carbon Growth</b>		
<b>Local Authority Lead</b>	Neath Port Talbot County Borough Council	<b>Programme / Project Lead</b>	Interim: Lisa Willis
<b>Project Delivery Lead</b>	Neath Port Talbot County Borough Council	<b>Reporting Period</b>	Q1 2024/25
<b>SRO</b>	Nicola Pearce		

<b>Budget</b>	
<b>Total Budget</b>	£64m
<b>City Deal</b>	£53m
<b>Public</b>	£5.5m
<b>Private</b>	£5.5m
<b>Description</b>	
<p>The Supporting Innovation and Low Carbon Growth (SILCG) programme has been developed to deliver sustainable growth and job creation in the Swansea Bay City Region, with a targeted focus on the Port Talbot Waterfront Enterprise Zone area. It aims to create the right environment for a decarbonised and innovative economy.</p> <p>The programme will support the green industrial revolution and will be delivered in partnership with industry, academia and government.</p> <p>The Programme of interlinked projects comprises:</p> <ul style="list-style-type: none"> <li>Bay Technology Centre</li> <li>South Wales Industrial Transition from Carbon Hub (SWITCH) with Swansea University</li> <li>Hydrogen Stimulus Project with University of South Wales</li> <li>Air Quality Monitoring Project</li> <li>Low Emission Vehicle Charging Infrastructure</li> <li>Advanced Manufacturing Production Facility,</li> <li>National Net Zero Skills Centre of Excellence</li> <li>Property Development Fund</li> </ul>	

<b>Key achievements</b>
<p><b>Project Development</b></p> <ul style="list-style-type: none"> <li>Discussions with PoMO on new SBCD website</li> <li>Attended SBCD Monitoring and Evaluation Sub Group</li> </ul>

- SILCG Programme Board meeting held on 13<sup>th</sup> June
- 
- Meeting with 5G innovation fund project
- Hosted (as part of the Strategic Funding Programme Office) the Supporting Businesses in Neath Port Talbot and the Region Event at Margam Orangery on 8<sup>th</sup> March

#### **Bay Technology Centre**

- The Centre is now 53% let with an active pipeline of enquiries
- Strategic partnerships office in the BTC has been established. This is for use by UKSPF funded strategic projects to increase the interaction with existing tenants and provide a hot desk base for UKSPF strategic projects to use.
- The High Value Manufacturing Catapult have taken occupancy at BTC.. This suite of rooms in the BTC will be to provide an interface for Welsh based organisations to access the wider UK Catapult network.

#### **SWITCH**

- The team have continued to work with Morgan Sindall and their subcontractors to optimise the internal space of the SWITCH Harbourside facility
- Work is ongoing by Morgan Sindall to address the risk register and minimise the costs around this.
- Ongoing work to reduce external construction costs as much as possible.
- Ongoing workshops with Morgan Sindall to progress to RIBA stage 3 and identify opportunities for cost reduction
- Heads of Terms and Agreement for Lease documentation in development

#### **Enhanced Advanced Manufacturing Production Facility & NNZSCoE**

- Discussions with interested stakeholders are ongoing
- Active discussions taking place around delivery and operator models for the Facility.
- Land acquisition discussions are ongoing

#### **Property Development Fund**

- Round one of funding saw five successful bidders complete Stage 2 applications. Face-to-face meetings between the project team and applicants were held to talk through process, requirements, and timings.
- Applications have been reviewed by a quantity surveyor and site visits took place, before three companies were successfully awarded the funding.
- Grant Agreements have been issued to applicants following subsidy control assessments.
- Round two of the PDF launched with NPT Council inviting Expressions of Interest (EOI) for the funding. As a result of Round Two of the Property Development Fund, three applicants have been invited to submit stage 1 applications.

#### **Hydrogen Stimulus Project**

- Infrastructure preparation works carried out in advance of purchase and installation of 100KW electrolyser which converts green energy at Hydrogen Research Centre on Baglan Energy Park.
- Funding agreement signed between Neath Port Talbot Council and University of South Wales
- £4m of EPSRC PBIAA funding awarded to a consortium of universities with the Hydrogen Centre used as a key research centre for the activity.
- €3.4m European Horizon project H2SHIFT funding awarded to develop electrolytic hydrogen testing facilities in Baglan Energy Park.

#### **Air Quality Monitoring Project**

- Ricardo Environmental Specialists produced draft quality assurance report of the network with a Year 1 data analysis report written.
- Maintenance carried out and new sensors units were made available.
- Next steps discussions with suppliers ongoing
- Automatic Urban and Rural Network (AURN) cabin upgrade is now complete.

#### **Low Emission Vehicle Charging Infrastructure**

- NPT Zero Emissions Vehicle Infrastructure Strategy document (NPT ZEVIS) approved by Neath Port Talbot Cabinet
- Working groups established to establish case study in Valley areas to explore solutions to on street vehicle charging.
- Exploring Hydrogen fleet options for Neath Port Talbot Council fleet
- £5M EPSRC Place Based Innovation Accelerator Account funding awarded which will...
- Hosted 'Road to Zero' GreenFleet Cymru roundtable event and the CENEX Cymru roadshow

**Key Activities planned next Quarter**

- Project Development**
- The role of Programme Manager remains vacant, , in the interim Lisa Willis and Julia Lewis will manage and coordinate the SILCG programme
- Bay Technology Centre**
- Look to promote and sign up additional tenants
- SWITCH**
- Heads of Terms and Agreement for Lease between NPT Council and Swansea University to be progressed and agreed
  - Morgan Sindall to submit PAC to NPT for consideration
  - Finalise Pre Construction Service activities
- Advanced Manufacturing Production Facility/NNZSCoE**
- Set up meetings to engage local stakeholders to decide on an operator model
  - Visits planned to local HEI partners
  - Progress land negotiations with WG
- Property Development Fund**
- The project team will continue to support applicants.
  - Four, round two expression of interest forms were received and three have been invited to stage 1
  - Issue Grant Agreements and review subsidy control compliance
- Hydrogen Stimulus Project**
- Further development of the technical aspects of the Hydrogen Stimulus project will take place, including finalising designs for the upgraded hydrogen vehicle refuelling facility at the Baglan Hydrogen Centre.
  - Ongoing supply of hydrogen from the USW/Protium Electrolyser at the Baglan Hydrogen Centre
  - Hydrogen Projects stimulated by this activity will continue to be explored in NPT and within the Swansea Bay City Region.
  - SWITCH PBIAA, GW-SHIFT PBIAA and H2SHIFT projects will continue
- Air Quality Monitoring Project**
- Take forward the field trial report from Ricardo and work out the next steps.
  - Discuss condition of network with Ricardo and obtain upgrade costs proposals.
- Low Emission Vehicle Charging Infrastructure**
- Develop procurement routes for commercial collaboration on ULEV TF Project
  - Prioritise PFAs leading from NPT ZEVI
- Develop 'Fast Track' programme from PFAs

**Outputs**

Project component	Expected Outputs
Technology Centre	Construction of an energy positive hybrid commercial building (2500 m2) completed
SWITCH	Specialised open access facility created to enhance applied research for steel & metals industry (4000 m2)
	Provision of specialised equipment to enhance research for steel & metals industry
Hydrogen Stimulus Project	Increase capacity for hydrogen production at the Hydrogen Centre at Baglan Energy Park
Air Quality Monitoring Project	Procurement & installation of 70 sensors in and around the Port Talbot Air Quality Management Area (AQMA)
LEV Charging Infrastructure	Regional strategy for LEV charging
Advanced Manufacturing Production Facility	Specialist hybrid facility providing a range of industrial / production units with pilot line and office space (4000 m2)
	Provision of open access specialist equipment advised by industry with academia input

National Net Zero Skills Centre of Excellence	1000m2 facility located on site with AMPF
Property Development Fund	Property Development Fund targeted on the Port Talbot Waterfront Enterprise Zone (expected premises created 6000 m2)

<b>Project Title</b>	<b>Pentre Awel</b>	<b>Programme / Project Lead</b>	Alex Williams
<b>Local Authority Lead</b>	Carmarthenshire County Council		
<b>Project Delivery Lead</b>	Carmarthenshire County Council	<b>Reporting Period</b>	Q1 2024/25
<b>SRO</b>	Chris Moore		

Budget	
<b>Total Budget</b>	£199.19m
<b>City Deal</b>	£40m
<b>Public</b>	£51
<b>Private</b>	£108.19
Description	
<p>Proposed for an 83-acre site at Delta Lakes in Llanelli, Pentre Awel will be the first development of its kind in Wales. The project will include the co-location of academic, public, business and health facilities to boost employment, education, leisure provision, health research and delivery, and skills and training.</p> <p>City Deal will provide the requisite investment for business incubation and acceleration facilities, laboratory space, testbed capabilities, a well-being skills centre, clinical research centre and a clinical delivery centre to deliver multi-disciplinary care closer to home. The design for Zone 1 will create an ‘ecosystem’ by facilitating joint working across traditional boundaries, integrating education and training programmes within a clinical setting and fostering interface between health and leisure for the benefit of population health.</p> <p>Pentre Awel will include state-of-the-art leisure centre funded by Carmarthenshire County Council.</p> <p>A network of integrated care and rehabilitation facilities will also be provided on site to enable the testing and piloting of life science technologies aimed at enhancing independent and assisted living.</p> <p>Assisted living accommodation will also feature, along with a nursing home, expansion space for businesses, elements of both open market and social and affordable housing, and a hotel.</p>	

Key achievements in Q3 2023/24
<p><b>Construction:</b></p> <p>A revised construction programme has been agreed in the period which re-casts the Zone 1 completion date to Q1 2025 for primary areas of the building (wet and dry leisure, education, business, café and customer hub). The Clinical Health and Research Hub will follow in Q2 2025 and will constitute contract completion. The prolonged programme accounts for the impact of adverse weather, additional scope and extensive re-design of Health Board space and will be managed through a Deed of Variation to the construction contract.</p> <p>Works continue to progress well onsite with the external envelope and roof works nearing completion and Bouygues on target to make the building watertight in July/August 2024. As of w/c 8<sup>th</sup> July 2024, Zone 1 is in week 75 of construction activity. Key highlights in the period include:</p> <ul style="list-style-type: none"> <li>• Installation of 6 atrium rooflights</li> </ul>

- Internal partitioning and mechanical and electrical services progressing in education, leisure and facilities management/back of house areas
- External cladding and brickwork are underway
- External drainage and services installations to both building footprint and car park
- Review of samples and finishes for Buildings A, B, C and E
- First review of Stage 4 technical design for Hywel Dda’s Clinical Delivery and Research Hub
- Design of cafe, leisure retail/customer hub and signage & wayfinding fixed for pricing
- Completion of northeast section of foot/cycle path. This now opens up the entire northern lake section of footpath for public use
- BREEAM design stage certificate issued June 2024 with a score of 75.7% achieving BREEAM “excellent”.
- BYUK has completed 95% of its procurement activity

**Community Benefits:**

- 3,158 person weeks of TR&T delivered during the construction phase to date, inclusive of 35 apprentices and 62 new entrants (mix of unemployed, long term unemployed, NEET and economically inactive). BYUK is currently averaging 300 TR&T weeks per month
- BYUK’s ‘Employment Hubs’ (which proactively promote TR&T opportunities to target groups) have, to date, helped 22 people find employment onsite. Of these, 17 employees reside within a Llanelli postcode
- BYUK has interacted with 617 pupils and delivered 110 hours of educational engagement. It is supporting local schools to deliver a 6-week ecology and sustainability project and preparing for the second cohort of the Skills & Talent funded Real World Learning project in which participating primary and secondary schools will be tasked with designing assisted living or hotel facilities at Pentre Awel. In addition, July will see the culmination of an artwork project with Coleg Sir Gar students; an event will be held onsite to unveil the new site hoarding based on the 7 wellbeing goals
- BYUK contributed £5,000 in sponsorship towards a homeless street [football initiative](#) at Stebonheath Park in May
- Some community initiatives (newsletter and Residents Surgery) have been paused whilst the Council observes the pre-election protocol period for the PCC and general election

**Project Update:**

- First draft of updated Full Business Case (FBC) prepared. Following review and sign off within internal project and CCC governance structure, this will be submitted to the City Deal PMO and requisite change notification procedures will be observed
- CCC has appointed BP2 and Savills as joint commercial property agents to promote Pentre Awel to prospective business tenants and provide market intelligence on the type of office and lab space required. Marketing materials and methodology being developed. Potential for a demo/show office being explored
- Three SPF Project Managers in post covering remit of (1) business and clinical incubation; (2) research and product development and (3) social models and community health. These roles will help develop a ‘pipeline’ of businesses/organisations ready to move into the Pentre Awel ecosystem once opened, together with the practical ‘wraparound’ support to be offered to businesses/organisations based onsite
- IRCF bid submitted 11<sup>th</sup> June to seek additional capital funding required for build and fit-out of Zone 1.
- CCC initiated a PIN notice to raise awareness of a forthcoming tender opportunity to procure an electric vehicle charging operator. Tender documentation and specification at an advanced stage with the aim to launch in September 2024.
- Dialogue continues with FE and HE providers to explore the viability of ‘Teach and Treat’ within Zone 1 across a number of disciplines including pharmacy, optometry and dentistry, as well as a number of options around more vocational skills.
- Branding exercise undertaken to form a name for the Zone 1 building
- Hosted site visits with prospective tenants. Welcomed sector leads within Welsh Government, UK Government and ARCH to showcase Pentre Awel, promote business and research opportunities and facilitate access to regional and national networks
- Expressions of Interest received for the hotel development opportunity in Zone 4. PQQ stage evaluation concluded; successful tenderers will be invited to participate in competitive dialogue  
Change Notification to be submitted to PMO to confirm the total development costs for Zone 1

**Key Activities planned Q4 2023/24**

- Zone 1 construction: Building to be ‘watertight’ in July/August 2024; installation of capital plant for wet and dry leisure; approve/instruct cafe design and fit-out
- Zone 1 community benefits: 4 week wellbeing programme with Llanelli Foodbank (Trussel Trust); unveiling ceremony for Coleg Sir Gar site hoarding artwork project in July 2024.



- Sign Agreement to Lease with Hywel Dda UHB
- Consolidate interest in education and training / teach and treat
- September - Undertake procurement exercise for an EV charging operator
- Launch business marketing literature
- Submission of revised City Deal Business Case
- Determination of IRCF application
- Firm-up delivery programme for Zones 2 and 3

**Outputs**

- 3,158 weeks of TR&T delivered on the project to date.
- 655 pupil interactions achieved during the construction stage and 114 hours of schools engagement  
60 pupils from local primary and secondary schools have been recruited to Bouygues' Student Ambassador Programme.

<b>Project Title</b>	<b>Digital Infrastructure Programme</b>	<b>Programme / Project Lead</b>	Rebecca Llewellyn / Dija Oliver
<b>Local Authority Lead</b>	Carmarthenshire County Council		
<b>Project Delivery Lead</b>	Carmarthenshire County Council	<b>Reporting Period</b>	Q1 2024/25
<b>SRO</b>	Simon Davies		

**Budget**

<b>Total Budget</b>	£55m
<b>City Deal</b>	£25m
<b>Public</b>	£13.5m
<b>Private</b>	£16.5m

**Description**

To significantly improve digital connectivity throughout the City Region for the benefit of businesses and residents, also helping to attract inward investment. The project is made of up of three Project workstreams:

- Connected Places
- Rural connectivity
- Next generation wireless (5G and IOT networks)

**Key achievements**

- PSBA FFIB order placed, in build phase. Project in delivery to drive FTTP to 68 public sector assets with additionality to 401 premises and investment of £1.7million across the region. Progress to date (30/06/24):
  - 60 surveys complete, 3 in progress
  - 14 sites in planning
  - 24 in build
  - 22 Connectorised Block Terminal (CBT) complete
    - 19 End to End (E2E) complete
- Dark Fibre Phase 1 procurement exercise completed; contract awarded to VMO2. Project mobilisation meeting due early July 2024.
- Dark Fibre Phase 2 PIN issued, with PPME completed with 8 organisations interested. Route to market agreed with CPU, pending completion of specification and tender documentation. On track to issue ITT for end of July 2024.
- 5G Investment Fund live and open for applications from public sector partners and SBCE projects and programmes. Fund now extended for applications from the private sector following board approval and amendment of subsidy scheme. Further EOIs received, with subsequent applications to follow.

- First 5G Investment Fund of £1.55 million to Campuses project 5G living lab awarded, with project on track for completion within agreed timescales.
- Data analysis for Better Broadband in-fill project nearing completion; final checks being undertaken by local LA teams to inform final site list. PIN issued, PPME completed. On track to issue ITT by end of July 2024.
- Hosted successful Digital Innovations and 5G Technology event. circa. 80 attendees from industry, public and private sector partners. Feedback overwhelmingly positive. Highlights video and comms to be circulated following election period.
- Signatory of Open Access Agreement (OAA) - Swansea Council and Freshwave. LA team working towards signatory of identical OAA with Ontix.
- Benefits Realisation exercise for 2022-23 completed, pending final approval of figures from one outstanding supplier. 2023-24 exercise to be completed summer 2024.
- Created overarching communications plan for programme.
- Established plans and timescales for significant Shared Rural Network (SRN) investment across the region working with UK and Welsh Government.

**Key Activities planned**

- Finalise site list for Better Broadband in-fill Procurement and issue ITT.
- Finalise specification and outstanding tender documentation for Dark Fibre Carmarthenshire and issue ITT.
- Complete Benefits Realisation exercise for 2023-24.
- Signatory of OAA – Swansea Council and Ontix.
- Utilising e-mail marketing for stakeholder communications and implementing for Q2 2023-24.
- Supporting Local Authorities with ongoing Digital Infrastructure interventions and investment.
- Programme risk mitigation ongoing.
- Finalise and publish case studies as part of programme communications plan.
- Market engagement with operators and suppliers ongoing.
- Additional lobbying for, facilitating, and supporting of private sector investment

**Outputs**

- More public sector assets with gigabit capable FFTP connections.
- Increased, future proofed DUCT / asset infrastructure.
- Regional Innovation Network established.
- 5G Testbed(s) deployed.
- More mobile infrastructure.
- Community based interventions delivered.

<b>Project Title</b>	<b>Swansea City &amp; Waterfront Digital District</b>	<b>Programme / Project Lead</b>	Lee Richards
<b>Local Authority Lead</b>	Swansea Council		
<b>Project Delivery Lead</b>	Swansea Council	<b>Reporting Period</b>	Q1 2024/25
<b>SRO</b>	Martin Nicholls		

**Budget**

<b>Total Budget</b>	£175.35m
<b>City Deal</b>	£50m
<b>Public</b>	£85.38m
<b>Private</b>	£39.97m
<b>Description</b>	



To boost Swansea city centre’s economic well-being at the heart of the City Region’s economy, while retaining local tech, digital and entrepreneurial talent. This project includes:

- A digitally enabled indoor arena in the city centre for concerts, exhibitions, conferences and other events
- A ‘digital village’ development in the city centre to accommodate the city’s growing tech and digital business sector
- Innovation Matrix development at the University of Wales Trinity Saint David’s new Swansea waterfront campus to enable start-up company support and growth

**Key achievements**

**Digital Arena and Hotel.**

- Hotel: Six expressions of interest have been received for the hotel and interviews held w/c 10th June. Recommendation to Cabinet for preferred developer in July.

**71/72 Kingsway Construction:**

- Cat A works are nearing completion with some external works to follow.
- BYUK have begun CAT B landlord fit out works and full practical completion with building ready for operational use is expected by Q2.
- Savills have been formally appointed as building managers and mobilisation is taking place.
- Vodafone have completed ducting from Copr Bay to the Kingsway in readiness for fibre connections.
- Internal landlord shared area furniture order placed.

**71/72 Kingsway Commercial:**

- Second Floor Tenant - Agreement to lease with tenant progressing for half of the second floor.
- Third & Fourth Floor Tenant - Formal proposals issued for office floors 3 and 4 to one potential tenant who visited the site in April. Awaiting response on how they want to proceed.
- Fourth Floor Tenant - A separate proposal has been issued to another tenant for the fourth floor. Site visit has taken place and tenant undertaking detailed due diligence checks.
- Flex Space Operator/Tenant - Swansea Council have asked for formal “best offers” from the proposed flex operator and other interested parties. Formal presentations from two flex operators took place Thursday June 20th.
- Retail Units - Variety of interest from a number of different tenants/offers. One tenant is interested in taking all 5 units, but there is also interest from other tenants with smaller unit requirement. Swansea Council to decide on preferred retail unit strategy.

**Innovation Matrix:**

- Project is onsite and progressing according to programme plan
- Tenant HoTs at 75% of available net lettable space
- Tenant engagement is ongoing to finalise fitout plans
- Social Value targets are on track.

**Innovation Precinct:**

- Options appraisal workshop has been completed to support the CRN and will be appended in the re-submission
- Ongoing negotiations with the Local Authority development partner regarding potential property delivery model

**Key Activities planned**

**Arena and Hotel**

- Decision on preferred Hotel developer to be made by Cabinet in July.

**71/72 Kingsway**

- Work towards full practical completion, ensuring all planning conditions are discharged.
- Sign lease with 2<sup>nd</sup> floor tenant.
- Progress data connections to the building.
- Review flex operator options.
- Progress lettings on other floors.
- Progress Managing Agent mobilization and Building Management Strategy.
- Progress design and costings for public realm Mowbray Yard to the rear of the building.

**Innovation Matrix & Precinct:**

- Continuation of construction programme
- Preparation for Gateway assessment for Innovation Matrix
- Continuation of negotiations with local authority for development of Innovation Precinct
- Completion of change request notification for Innovation Precinct

**Outputs**

- Physical delivery of arena (circa 80,000 square feet with a 3,500-capacity), along with digital square is on track.
- Physical delivery of 71/72 The Kingsway, which will comprise circa 115,000 square feet of office space.
- Discussions on-going with UWTSO about their element of the project (Innovation Precinct).  
*Caveat: Covid 19 could have an impact on jobs and GVA.*

<b>Project Title</b>	<b>Yr Egin - Creative Digital Cluster</b>	<b>Programme / Project Lead</b>	Geraint Flowers
<b>Local Authority Lead</b>	Carmarthenshire County Council		
<b>Project Delivery Lead</b>	University of Wales Trinity Saint David	<b>Reporting Period</b>	Q1 2024/25
<b>SRO</b>	Professor Elwen Evans		

**Budget**

<b>Total Budget</b>	£25.17m
<b>City Deal</b>	£5m
<b>Public</b>	£18.67m
<b>Private</b>	£1.5m

**Description**

To support and further develop the region’s creative industry sector and Welsh language culture, led by University of Wales Trinity Saint David campus in Carmarthen. Phase 1 was completed in September 2018 and features:

- National creative sector anchor tenants
- World class office space for local and regional creative sector SMEs, with opportunities for expansion
- Facilities for the community and business networking

Facilitating engagement between businesses and students as well as accommodating dynamic growth of the creative and digital industries within Carmarthenshire and SW Wales.

**Key achievements**

**Project Development**

- University has engaged expert consultants to develop a proposal centred around the provision of a Digital Production Facility in existing University space.
- University has begun drafting Change Notification that will encapsulate the proposed change to the Egin Phase 2 project
- Key concept and equipment requirements developed

**Key Activities planned**

- University to complete initial Change Notification to evidence the requirements for Egin Phase 2 and document the rationale behind the change in delivery methodology
- Ongoing financial development to understand new project cost requirements etc.
- Further engagement with creative and digital sector to ensure that the proposed Egin Phase 2 project will satisfy requirements going forward
- Survey of proposed location for Egin Phase 2 along with design and development work commencing

<b>Project Title</b>	<b>Skills and Talent</b>	<b>Programme / Project Lead</b>	Samantha Dillon
<b>Local Authority Lead</b>	Carmarthenshire County Council		
<b>Project Delivery Lead</b>	South West Wales Regional & Skills Partnership	<b>Reporting Period</b>	Q1 2024/25
<b>SRO</b>	Andrew Cornish		

<b>Budget</b>	
<b>Total Budget</b>	£30m
<b>City Deal</b>	£10m
<b>Public</b>	£16m
<b>Private</b>	£4m
<b>Description</b>	
<p>To develop a sustainable pipeline of regional talent to benefit from the high-value jobs City Deal projects will generate in growth sectors for the region. This includes the potential to develop skills through courses and training and apprenticeship opportunities aligned to City Deal projects and regional priorities, as well as a partnership approach involving schools, universities, businesses and training providers across the region to identify need and resolve skills development gaps.</p>	

<b>Key achievements</b>
<p><b>Business Case Development</b></p> <ul style="list-style-type: none"> <li>• 22 Pilot projects and 4 Apprenticeship developments have now been approved by RLSP board and are in delivery.</li> <li>• Gateway Review completed resulting in a 2<sup>nd</sup> Green Rating.</li> <li>• Barometer Reviewed and Updated and prepared for transition to digital platform.</li> <li>• Feedback from Cluster groups received regarding Sector Skills gap analysis, with discussions ongoing on developments of Pilot Projects to meet those needs.</li> <li>• Development of Website.</li> <li>• Marketing materials for students, parents and business produced.</li> <li>• Teaching experienced pilot complete with report submitted to WG.</li> <li>• Work experience pilot in development ready for September roll out.</li> <li>• Further pilot project applications in development</li> </ul>
<b>Key Activities planned</b>
<ul style="list-style-type: none"> <li>• Receive and review further pilot project applications.</li> <li>• Increased marketing and events</li> <li>• Barometer data being reviewed and updated with a further focus on capacity.</li> <li>• Website update being completed with a view of increased marketing activity and website updates to raise awareness of Programme and stimulate further pilot applications.</li> <li>• Ongoing discussions with interested parties regarding further pilot project development to meet with the skills gaps identified through the skills barometer.</li> </ul>

<b>Outputs</b>
<ul style="list-style-type: none"> <li>- Create 14,000 individuals with increased level of skills within 10 years</li> <li>- Create at least 3000 new apprenticeship opportunities, to include level 3 to Degree apprenticeships.</li> <li>- Create Centre of Excellence for specific sectors.</li> <li>- 2,200 additional skills</li> <li>- 20 new course frameworks updated/created</li> <li>- 2 Centres of excellence</li> <li>- Create a clear career pathway through school, FE, HE and apprenticeship and into the world of work</li> </ul>

ANNEX 1

<i>RAG Status</i>	
<b>R</b>	<p><i>Major problems identified which mean the programme / project is unlikely to deliver the agreed scope to the required standard on time or on budget, or to deliver the expected benefits.</i></p> <p><i>Remedial plans are not proving effective.</i></p> <p><b>Escalate to programme / project sponsor for support to resolve.</b></p>
<b>A</b>	<p><i>Some problems identified which may put the programme / project's scope, time, cost, and/or benefits at risk. Remedial plans are in place and are being monitored to ensure that risk is mitigated.</i></p> <p><b>Highlight to programme / project sponsor for visibility and awareness.</b></p>
<b>G</b>	<p><i>Programme / Project is proceeding according to plan. Risks/issues are being managed within the programme / project.</i></p> <p><b>No need to escalate to next level.</b></p>