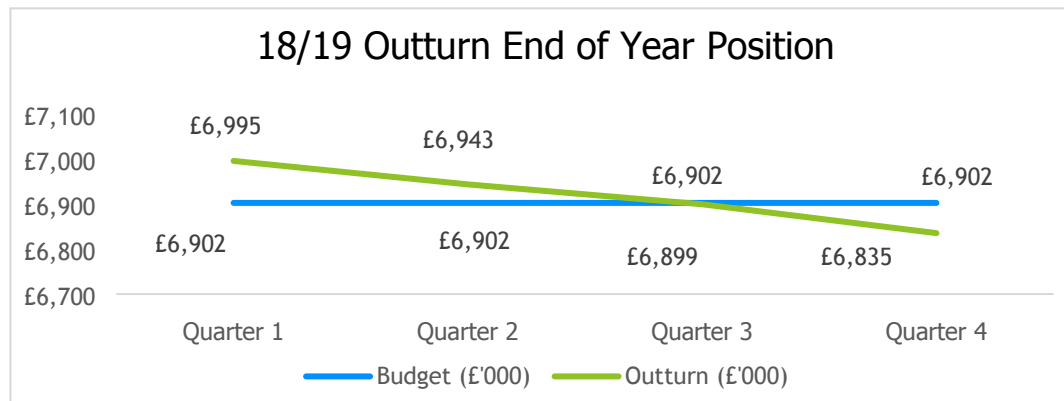
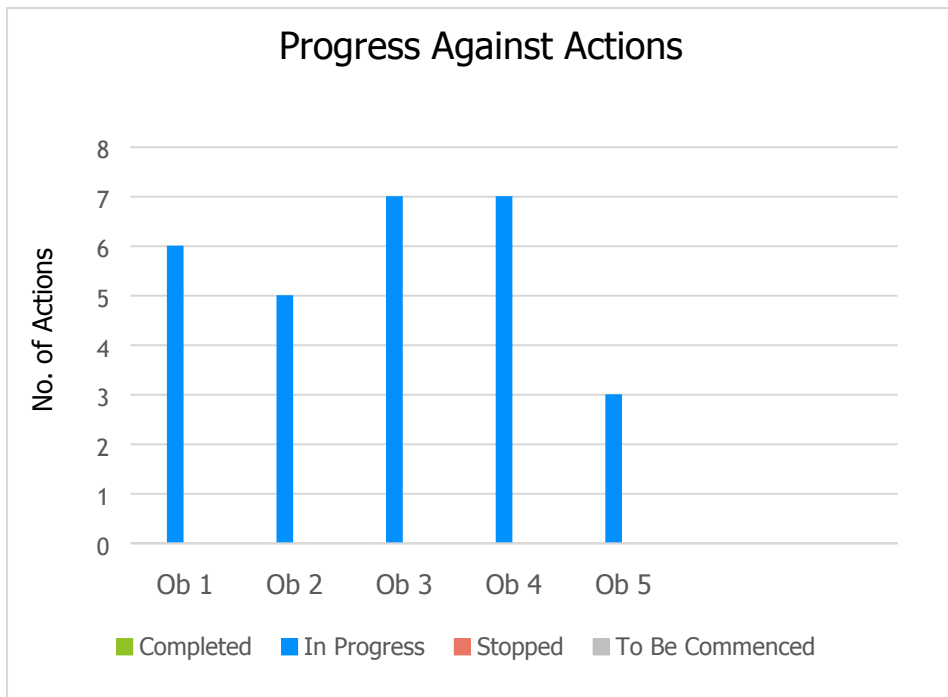


# Law & Regulation End of Year Review 2018/19



## **Executive Summary (Head of Service / Cabinet Member)**

Once again, there has been a sustained level of performance throughout 2018/19 in achieving the Performance Measures and in delivering the key projects within the Service Plan. However, the Performance Measures and objectives remain challenging, particularly in times of diminishing resources and increased demand. Most of the Performance Indicators are discretionary local measures, so there is no national benchmarking data, but the targets have been set on the basis of securing continuous improvement from last year, wherever possible. There is only one PAM for the service, which relates to the numbers of broadly compliant food premises. Performance has remained consistently at or about the target of 95% which is above the Welsh average. This is an excellent performance given the nature of food premises in Newport and reduced resources. All of the discretionary PI's are on track, although performance in relation to issuing legal prosecutions and resolution of Public Protections complaints has dipped slightly due to sickness absences in both teams. However, this still reflects a good level of overall performance. The Service Area has continued to make excellent progress with key projects and critical milestones have all been achieved. The organisation and management of key events has gone from strength to strength. The Tour of Britain on 2nd September was the largest and highest profile cycling event in the UK, as featured on national TV, the Food Festival was even more successful this year and the "Tomorrow's Democracy" event will take place on 5th November. Our tourism figures show that the visitor economy has almost doubled since 2006, with a growth of 3.5% last year, bringing in £396.56m to the local economy. Good progress has been made with the legal work on key regeneration projects – Chartist Tower, the Market redevelopment, Mill Street and Market Arcade. Public Protection have successfully renewed the City Centre PSPO and introduced a new PSPO in Maesglas, while officers from all teams have been actively involved in the multi-agency Pill Action Days, dealing with HMO's, anti-social behaviour and rogue traders.

## **Executive Summary – Continued**

Service quality has also been recognised externally the Registration Service was commended as a “high performing service” following their inspection by the General Register Officer and the Newport Dog Kennels have been presented with the CAWF Gold Standard Community Animal Welfare Footprint Award for their work with stray dogs. These successes have been all the more significant because they have been achieved against a continuing backdrop of financial pressures, budgetary constraints, the demands of new legislation and the programme of change. The service area is currently predicting an under-spend of £170k for 2018/19, as against a net operational budget of £6.9 million. This is a credit to the prudent financial management of the budget holders, having regard to the need to deliver MTFP savings and manage pressures within individual service budgets.

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## Law & Regulation Analysis of Performance

<b>Objective 1</b>			<b>To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources</b>			
<b>Description</b>			This relates to: Corporate Plan priorities – Modernised Council and Thriving City / 20 Things by 2022 – Festival of Democracy / MTFP and Change & Efficiency Programme / Well-Being Objectives - to promote economic growth and regeneration.			
<b>Corporate Plan Objective</b>			<b>Well-being Objective 2</b> – To promote economic growth and regeneration whilst protecting the environment. Thriving City			
<b>Mid Year Action Status</b>			<b>0/6 - Complete</b>	<b>6/6 – In Progress</b>	<b>0/6 - Stopped</b>	<b>0/6 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/6 - Complete</b>	<b>6/6 – In Progress</b>	<b>0/6 - Stopped</b>	<b>0/6 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
1.01	<p>To undertake a review of the service structure within teams and deliver efficiencies to meet MTFP savings.</p> <p>Complete the reorganisation and re-structure within Regulatory Services and the establishment of multi-disciplinary teams.</p> <p>Complete the reorganisation and restructure of Democratic Services, PR and Communications and develop combined teams to provide greater service flexibility and resilience.</p> <p>Undertake a review of</p>	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/12/2019	<p>The review of service structures will provide longer-term resilience and flexibility to respond to changes in service demand and a sustainable budget (Long Term). The review of staffing structures has involved engagement and consultation with staff and key stakeholders (Collaboration).</p> <p>The restructure of the Neighbourhood /Community team was completed in July 2018 and the new management and working arrangements have bedded-in well. The multi-disciplinary team supports the 'Prevention' goal as their work is designed to resolve problems as quickly as possible and to try and prevent problems becoming entrenched.</p> <p>The restructure of the Commercial Standards service has been completed, with improved Integration of management and inspection of licensed premises and greater Prevention. The restructure of the Democracy and Communications service has been completed. The Integration of the services has delivered a more cohesive structure with clearer focus and direction, greater resilience in supporting the Cabinet office, Communications and marketing and Mayoralty/event management. The review of workloads and staffing resources within the revised structures is on-going, in the light of budget pressures and increased demand for services and statutory responsibilities. The review of the Registration Services structure is on-going and the need for additional resources will be re-assessed following the transfer of the coroner's service.</p>

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<b>End of Year Action Status</b>			<b>0/6 - Complete</b>	<b>6/6 – In Progress</b>	<b>0/6 - Stopped</b>	<b>0/6 – To be commenced</b>
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	workloads and staffing resources and identify and implement any staffing changes required  Undertake a review of staffing structures within the Registration Service and identify any changes required to address increasing demands and budget pressures due to cover arrangements.					The establishment of multi-disciplinary team with both Regulatory Services and Democracy and Communications has delivered a more cohesive structure with clearer focus and direction and greater resilience. This has also delivered an MTFP saving through a combined management structure.  A more streamlined management structure will place increased pressure on management and supervisory staff and this has to be factored into future work planning.
1.02	To undertake a further review and re-evaluation of all discretionary and statutory services and prioritise essential and mandatory work in accordance with Corporate priorities and available resources.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	The review and prioritisation of statutory, regulatory and discretionary services is subject of full consultation and engagement with key stakeholders (Collaboration and Involvement).  Statutory enforcement work in Regulatory and Legal services has been prioritised and focused on areas of high risk and identified need, linked to the Corporate and Improvement Plan objectives. Food hygiene inspections target high risk premises and the only non-statutory work undertaken by consumer protection is cost recovery charged work or targeted prevention work that will have the effect of reducing victimisation or improved reporting.  Non-statutory events, marketing and tourism work is prioritised in accordance with Corporate Plan objectives and, wherever possible, external funding and sponsorship is secured.

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<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
						Environmental Health are inspecting all Category A and B food premises and those Category C premises that do not receive a full inspection are chosen on the basis of risk to receive a verification intervention instead. This allows resources to be directed to inspecting new food premises and all new premises are inspected within 28 days of opening. This is considered to be a better utilisation of resources to deliver better outcomes. Additional FSA funding was secured during the last three months of 2019, which enabled additional food inspections to be carried out.
1.03	Identify options for efficiency savings and improved service delivery through joint working and collaboration.  Re-structure and reorganise the Gwent Coroner’s service to co-locate and integrate the staff and support services within the Registration Service.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	(Collaboration and involvement) Joint arrangements for the delivery of key professional and regulatory services should provide greater resilience and improved efficiencies, leading to improved quality of performance. Collaborative working with other Gwent authorities is ongoing in relation to the delivery of legal and Registration functions and joint training and development. Informal arrangements have been developed for regional co-operation in the conduct of childcare cases. Proposals are being agreed with other councils and the GRO for partnership working within Gwent with reciprocal registration arrangements. Collaboration and joint working is on-going at a national level through the Directors of Public Protection Wales/Wales Heads of Trading Standards/Wales Licensing Panel. Funding has been provided by Welsh Government for age restricted sales and animal feed work. The regional intelligence Group (Scambusters) carries out national fraud investigations, funded by Home Office grant. The re-design of their CCTV/call-handling service by Blaenau Gwent meant that the service was unable to tender for any of the work and the contract ended as at 31st March 2019. The loss of the contract income will create a significant budget pressure and there will be a need to reduce the current service in 19/20 in order to mitigate these costs.

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<b>End of Year Action Status</b>			<b>0/6 - Complete</b>	<b>6/6 – In Progress</b>	<b>0/6 - Stopped</b>	<b>0/6 – To be commenced</b>
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						<p>The Business case for the co-location and integration of the Gwent Coroner’s service within Registration was approved by the Ministry of Justice and Chief Coroner's Office in March 2019. The new staffing structures have been approved, accommodation work has been undertaken and new IT systems have been procured. Recruitment for the new senior Coroner for Gwent commenced in April 2019 and was concluded in May 2019. The implementation of the new structure and working arrangements will commence in July 2019.</p> <p>Collaboration with other local authorities: within Regulatory Services (Environment &amp; Community), has been undertaken on a procurement basis during 18/19 in order to deal with staff absences due to maternity leave (and back-filling cover for maternity leave) - Monmouthshire CC has been providing EH expertise to assist with Development Control consultations (Collaboration and Involvement).</p> <p>The service proposals for the new Gwent Coroner service have been developed in collaboration with the other Gwent local authorities, the existing Coroner’s legal practice, Gwent Police and the Ministry of Justice.</p> <p>We have learnt that a different type of contract/agreement should have been used for BGCBC CCTV that included a clause about who would bear the cost of redundancy at the termination of the agreement.</p>
1.04	Undertake a further review of discretionary fees and charges for the Registration Service, Regulatory Services (Commercial),	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	<p>The revised fees and charges have been the subject of full public consultation and engagement as part of the budget-setting process (Collaboration and Involvement). Discretionary fees have been fixed, wherever possible, having regard to comparative fees charged by neighbouring authorities, on a collaborative basis. Land Charges fees have been reviewed and benchmarked with other councils and discretionary Registration fees have been</p>

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<b>End of Year Action Status</b>			<b>0/6 - Complete</b>	<b>6/6 – In Progress</b>	<b>0/6 - Stopped</b>	<b>0/6 – To be commenced</b>
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	Regulatory Services (Environment & Community), and Local Land Charges and explore options for securing external funding for discretionary services, to maximise income generation.					<p>increased, where appropriate. Licensing fees have been reviewed to ensure full cost-recovery, including the staff pay award for 19/20.</p> <p>Home Office grant has been secured to continue to deliver the national Scambusters service. WG grant funding has been obtained to support the implementation of Rent Smart Wales. External sponsorship was secured to deliver the Newport Food Festival.</p> <p>Regulatory Services (Environment &amp; Community) has continued to develop Paid for Advice services as a strategic alternative to delivering discretionary advice and is starting to generate useful levels of income and build a commercial reputation, particularly for Food Safety training. The Celtic Manor Resort has paid for a number of higher level Food Safety training courses, which has provided experience for officers, useful income and further developed the relationship between the 2 organisations. Work to establish the first 'Environmental Health' Primary Authority with a major supermarket chain has also continued and can be finalised as soon as the legal contract has been approved.</p>
1.05	To develop and extend customer satisfaction surveys for the Registration Service to cover registrations, in addition to ceremonies.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	<p>The on-line surveys for ceremonies will be extended to cover birth and death registrations as part of the implementation of the new corporate CRM system in 2019/20. In the longer term these satisfaction surveys will assist in service planning and improvements. Customers are engaged at the point of access to services and their feed-back provides a qualitative evidence base for the future development of service improvements and to benchmark performance against national standards (Collaboration and Involvement).</p> <p>Customer satisfaction with ceremonies is measured using an online survey throughout the year. Between April 2018 and</p>

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<b>End of Year Action Status</b>			<b>0/6 - Complete</b>	<b>6/6 – In Progress</b>	<b>0/6 - Stopped</b>	<b>0/6 – To be commenced</b>
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						February 2019 (latest month for which we sent surveys) 100% of respondents were satisfied (or very satisfied) with service received.
1.06	To contribute towards the delivery of key corporate projects and cross-cutting transformational change projects, including alternative service delivery models  Organise and deliver the Newport Festival of Democracy, develop and implement a Strategic Marketing Strategy and Destination Management Plan.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Key projects, events and strategies are being delivered in conjunction with other services areas and external stakeholders and partners (Collaboration and Involvement). Key milestones continue to be met in relation to the delivery key City Centre redevelopments. The Chartist Tower grant and loan funding agreements have been completed and the development and loan agreements have been drafted in relation to the Market redevelopment. The legal due diligence process is ongoing in relation to the funding agreement for the Mill Street redevelopment. The legal documentation has been drafted in connection with the Market Arcade redevelopment scheme, both in relation to the funding agreements and the development work. . Newport Food Festival was successfully delivered on 6th October 2018 and Tomorrow’s Democracy event was organised on 5th November. A draft Strategic Marketing Strategy and a draft Destination Management Plan has been prepared for consultation with other partners.  Festival and Events team helped to organise and deliver the final stage of the Tour of Britain on 2nd September 2018. £128,000 grant funding has been secured from the Rural Community Development Fund as match funding for the Gwent Living Levels project.



<b>Objective 2</b>			<b>To improve the constitutional and corporate governance arrangements</b>			
<b>Description</b>			This relates to Corporate Plan priorities – Modernised Council / WAO Corporate Assessment /			
<b>Corporate Plan Objective</b>			<b>Modernised Council</b>			
<b>Mid Year Action Status</b>			<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>
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2.01	To undertake a whole-scale review and re-drafting of the Council's Constitution.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	<p>The review of the constitution and governance is overseen by Democratic Services Committee, and subject to consultation and engagement (Collaboration and Involvement).</p> <p>New procedures have been introduced to deal with members' written questions. A revised Mayoral protocol has been developed and approved by Council. A review of member support in their ward work is on-going. Council Policy framework documents have been updated and reviewed. Member role descriptions have been adopted and incorporated into the Constitution. Head of Democratic Services and DSC Annual reports presented to Council and forward work-programme developed. A new officer scheme of delegation has been developed and approved by Council for the sale and acquisition of smaller property assets. A review of the officer scheme of delegation is on-going to incorporate additional SUDS powers.</p> <p>Self-assessment process commenced to achieve WLGA member development Charter accreditation.</p>
2.02	Improve and strengthen arrangements in accordance with National Scrutiny Survey and Corporate Assessment.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	<p>(Collaboration and Involvement) Public engagement is an essential part of effective scrutiny and the critical friend challenge. The Scrutiny Action Plan will develop further initiatives to engage with the public and to provide more effective consultation on key policy reviews.</p> <p>The review of the new scrutiny structure and arrangements in driving improvements is on-going, including a repeat of the Scrutiny Self Evaluation and Peer review process. The Public Engagement Strategy is being redeveloped to ensure arrangements are put in place to support public involvement and participation, to include utilising social media to promote Committee work.</p> <p>Cabinet Members attend Performance Scrutiny committee as part of the service review and performance monitoring process. Pre-meetings have been used successfully to identify areas for challenge.</p>

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<b>Corporate Plan Objective</b>			<b>Modernised Council</b>			
<b>Mid Year Action Status</b>			<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>
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						<p>Improved planning and links between the Scrutiny Forward Work Programme and the Cabinet work programme. Regular meetings take place between Chairs of Scrutiny and the Scrutiny Team to ensure a positive relationship continues, and workloads are co-ordinated effectively managed. This includes meetings with the lead Cabinet Member.</p> <p>The WAO “Fit for the Future” review confirms that the Council is meeting the requirements of the Local Government Act 2000 in terms of delivering an effective overview and scrutiny function, which makes a positive contribution to decision-making and policy development.</p> <p>There are identified areas for improvement, particularly in relation to member training and development, holding the executive to account, performance management and public engagement. However, all of these issues are already identified in the Overview &amp; Scrutiny Annual Report and are being addressed through the agreed action plan.</p>
2.03	To develop and implement a programme for Member training and development, including individual training plans and Members Annual Reports, and deliver a successful induction programme for new Councillors.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	<p>(Collaboration and Involvement) Individual training and development plans require engagement with councillors and key Cabinet Members. Delivery of training is in collaboration with the WLGA, other local authorities and external trainers, as appropriate.</p> <p>An effective member development programme is being implemented to support Members in undertaking their roles. Further training has been provided for scrutiny members on the Wellbeing of Future Generations (Wales) Act and strategic housing duties.</p>
2.04	To ensure that Standards Committee continues to operate effectively and discharges its statutory responsibilities.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	<p>The monitoring of ethical standards compliance and governance arrangements involves extensive involvement and engagement with elected members, community councils and community councillors (Collaboration and involvement). Succession planning and new independent members of Standards Committee appointed. Further Code of Conduct training delivered and ethical standards review of community councils completed. Revised protocol for Member Officer Relations developed and approved by Council. Annual report prepared for submission to Council and forward work programme developed.</p>

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<b>End of Year Action Status</b>			<b>0/5 - Complete</b>	<b>5/5 – In Progress</b>	<b>0/5 - Stopped</b>	<b>0/5 – To be commenced</b>
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						There were no serious complaints of misconduct referred to the Standards Committee by the Ombudsman during 2018/19 and no complaints were referred for determination by the Committee under Stage 3 of the Local Resolution Protocol.
2.05	Successfully deliver elections, raise voter awareness and increase elector registration.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	<p>Local and general elections are delivered in collaboration with other statutory agencies, key stakeholders and Government departments, including the Cabinet Office and Electoral Commission (Collaboration and Involvement). Raising voter awareness involves engagement with hard to reach groups and facilitate community working. The annual canvas was completed in October 2018 and the new register issued in January 2019. Draft proposals were formulated for approval by Council in relation to the review of electoral arrangements by the Local Democracy and Boundary Commission for Wales.</p> <p>A cross-party working group was established by Democratic Services Committee to undertake a review of existing electoral arrangements and submit proposals to the Council for addressing areas of under and over-representation. This involved extensive analysis of data and mapping of a range of options during a short 12 week consultation process. A range of viable proposals were identified and presented to council at the end of April 2019.</p>

<b>Objective 3</b>			<b>To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes.</b>			
<b>Description</b>			This relates to Corporate Plan priorities – Modernised Council / MTFP / Performance Measures - RS/SI/1, L&S/L/08, HRP/041, LR/L/002			
<b>Corporate Plan Objective</b>			<b>Modernised Council</b>			
<b>Mid Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
3.01	Complete New Ways of Working service review in Regulatory Services (Commercial) and	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	The service review and extended use of technology involves extensive consultation and engagement with staff and key stakeholders, including license applicants. IT projects involve collaboration with internal colleagues and external software

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<b>Corporate Plan Objective</b>			<b>Modernised Council</b>			
<b>Mid Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
	Regulatory Services (Services (Environment & Community)), with new improved technology and working practices.					suppliers (Collaboration and involvement). Work has recently commenced within Regulatory Services (Environment & Community) to develop the use of IDOX Uniform 'apps' for Food Safety. These could be used to update the IDOX database with data concerning some food businesses, while officers are on site, rather than them having to return to a desk to complete the task. Further work on this project will identify what equipment (i.e. tablet computer) will suit the task. Further development are on-going in conjunction with the roll-out of the corporate CMR system and specific modules for case management, inspections and licensing.
3.02	Greater use of technology and development of back-office systems to deliver improved efficiencies in Legal Section.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	The extended use of technology involves extensive consultation and engagement with staff and key stakeholders (Collaboration and Involvement). The EDMS system has been developed as a document management system for child care cases, providing greater efficiency. Work is on-going in collaboration with the other Gwent Authorities to develop a secure portal for use in connection with court documents. The contracts for the on-line legal library will be renegotiated and renewed in 2019/20 as remote access to legal materials is essential for flexible and smarter working. An assessment will also be undertaken about developing the Norwel legal case management system or extending the use of the EDMS system to other areas of legal work. The implementation of new technology is heavily dependent upon technical support and there is a lack of project management support available through the SRS for specialist systems such as legal case management and the coroner's software.
3.03	Greater use of digital technology for delivery of PR, communications and marketing services	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	The promotion of Council services, communication of key messages and marketing information involves extensive public engagement through social media and the Council web site (Collaboration and Involvement). The Place web-site has been designed and the functionality is currently being developed. We domains are being purchased and welsh translation is on-going. A draft Destination Management Plan has been produced for consideration by the Destination Management Group. The terms

<b>Objective 3</b>			<b>To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes.</b>			
<b>Description</b>			This relates to Corporate Plan priorities – Modernised Council / MTFP / Performance Measures - RS/SI/1, L&S/L/08, HRP/041, LR/L/002			
<b>Corporate Plan Objective</b>			<b>Modernised Council</b>			
<b>Mid Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
						of reference of the Web Development Group have been re-drafted. The Council's corporate Public Relations and Communications team now have over 24,000 "followers" on social media, which ensures that key corporate messages are being communicated promptly, to the widest possible audience.
3.04	Develop and improve the openness and transparency of corporate governance processes through greater use of technology.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Developments to the existing IT systems for broadcasting and agenda management have been carried out in conjunction with the software suppliers and Norse. The audio equipment in the Council Chamber has been upgraded and improved, with links to the Public-i web-casting system. (Collaboration and Involvement). The modern.gov system has been developed to further streamline the democratic decision-making process .The translation module has been implemented to allow for the publication of bilingual Minutes of meetings and the web site now has direct links for Welsh versions of documents. The investment in Members IT will enable further efficiencies in terms of printing hard copy agendas.
3.05	Develop and implement a case management system for the Coroner's Service.	<b>In Progress</b>	<b>In Progress</b>	01/09/2018	30/09/2019	Civica system and kit procured and training delivered. Implementation on-going pending SRS installation of Wi-Fi broadband and communications cabinet.
3.06	Develop an online application form for landlords for Houses in Multiple Occupation Licensing linked with the Idox database.	<b>In Progress</b>	<b>In Progress</b>	01/03/2019	31/03/2020	Work on-going. Progress has been delayed due to the database administrator being transferred to the Intelligence Hub and other housing work taking priority.
3.07	Continue to roll out card payment capability for customers within Regulatory Services.	<b>In Progress</b>	<b>In Progress</b>	01-Apr-18	31/03/2020	Work is on-going with the Council's Finance teams to continue the roll out of card payments within Regulatory Services. This has been delayed due to staff unavailability This will it make it easier for customers to pay for services and make them more attractive.

<b>Objective 4</b>			<b>To improve public health and consumer protection through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.</b>			
<b>Description</b>			This relates to Corporate Plan priorities – Resilient Communities and Thriving City / 20 Things by 2022 – Purple Flag accreditation / Well-Being Objectives - to promote economic growth and regeneration whilst protecting the environment, to enable people to be healthy, independent and resilient and to build cohesive and sustainable communities. Service plan measures - PAM/023, RS/SI/1, LS/L/027, LR/L/002 and new fraud detection measures			
<b>Corporate Plan Objective</b>			<b>Well-being Objective 2</b> – To promote economic growth and regeneration whilst protecting the environment <b>Well-being Objective 3</b> – To enable people to be healthy, independent and resilient <b>Well-being Objective 4</b> – To build cohesive and sustainable communities <b>Resilient Communities / Aspirational People / Thriving City</b>			
<b>Mid Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
4.01	Prevent and tackle instances of anti-social behaviour impacting upon the residents and business community including general poor behaviour, noise nuisance, fly tipping, illegal alcohol sales to children and doorstep crime.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Tacking anti-social behaviour and improving community cohesion requires collaboration and Involvement with other key stakeholders, such as the Police, RSL's and community groups and early intervention and prevention will stop problems from escalating. Illegal Alcohol Sales: Officers from the Consumer Protection Team and Licensing Team have continued to provide advice to licensed premises to reduce the risk of illegal sales and have been involved in three 'mystery shopper' operations. The Licensing Team has also secured a conviction in relation to an off-licence selling alcohol outside permitted hours. Doorstep Crime and Scams: Visits continue to the identified scam victims with a view to 'target hardening'. There are a number of significant investigations into instances where traders prey on older and vulnerable customers. These cases involve deliberate frauds. Officers continue to respond to instances of anti-social behaviour and noise nuisance. A multi-agency approach is used for serious/persistent cases where appropriate. Abatement Notices for Statutory Nuisance are served where the officers are satisfied that a Nuisance exists. Increased fixed penalty notice fines with no discount for early repayment have been approved by Cabinet Members to deal with littering and waste offences. The Regulatory Services Manager (Environment & Community) liaised with colleagues in Regeneration, Investment & Housing and Newport City Homes (NCH) to identify funding to install the gates in Maesglas. The installation of the gates would not have been possible without the partnership approach between NCC and NCH. The new PSPO in Maesglas, which included restricting access to a path with gates, has led to multiple requests for 'gating orders' in other areas, which have been referred to L&R by City Services. Officers of L&R have built up some expertise on

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<b>End of Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
						this area of work, however it should be noted that such work is resource intensive even at an initial exploratory stage and when demands for gates have to be rejected.
4.02	Work with key partners to tackle anti-social behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly, and use this area focussed model to inform potential future programmes in other areas of Newport.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	(Collaboration, Involvement and Prevention) Regulatory Services officer have successfully participated in multi-disciplinary action days in Pill and the City Centre, together with other partners. In particular the focus on private sector rented accommodation by officers from the Environmental Health Housing team resulted in a number of properties requiring enforcement action, including HMOs that require a licence from the Council. Officers from the Licensing Team and Consumer Protection Team have also participated in the Days of Action focussing on alcohol premises, scrap metal dealers and rogue trading. The Consumer Protection Team also carried out a 'mystery shopper' exercise with 'knives sales' (Business performance when tested improved greatly).
4.03	Secure Purple Flag Accreditation for the City Centre Night-Time Economy.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	01/01/2020	The Regulatory Services Manager (Commercial) has been appointed as lead officer for the Night-time economy work-stream of the Safer City Centre sub-group on the PSB. A draft action plan has been produced to address areas of concern including crime and disorder, alcohol and traffic problems. The Group are working towards a Purple Flag application in October 2019, following the introduction of CPE by the Council.
4.04	Develop Local Air Quality Management Statutory Action Plan to identify Air Quality Management Areas in the City and ensure it is formally adopted and implemented.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/12/2019	Effective action will require collaboration with a number of internal services areas and external partners, including Planning, Housing, other local authorities, regional enforcement and Government agencies (Collaboration and Involvement) The Air Quality Action Plan has been incorporated into a wider draft Sustainable Travel Strategy. Permission to go out to public consultation has been provided by the Cabinet Member for Licensing & Regulation via a Cabinet Member Report (therefore

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						all Elected Members have had the opportunity to consider the draft strategy) and the draft is currently being translated into Welsh. The consultation will go live as soon as the translation is completed.
4.05	Regulation of housing standards in both rented and non-rented housing, including implementation of licensing regimes.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Officers continue to respond to service requests from tenants, landlords and others. Licensed properties are subject to programmed inspection/s during the term of the licence. The Council continues to work closely with Rent Smart Wales (landlord registration and licensing) who deliver this national regulatory regime for the Council. The legal process to make a new Additional Houses in Multiple Occupation Licensing Scheme has now been completed and will take effect on 1 July 2019.
4.06	Support compliance within reputable businesses and investigate rogue traders to maintain a fair and safe trading environment.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Regulatory Services (Environment & Community) has continued to develop Paid for Advice services as a strategic alternative to delivering discretionary advice and is starting to generate useful levels of income and build a commercial reputation, particularly for Food Safety training (Collaboration, Involvement and Prevention). The Celtic Manor Resort has paid for a number of higher level Food Safety training courses, which has provided experience for officers, useful income and further developed the relationship between the 2 organisations. There have been numerous inspections, investigations, seizures, complaints, projects and sampling programmes conducted, all with a view to supporting good businesses and targeting rogue traders. The Serious Organised Crime Sub-group of Safer Newport has commenced plans that will aim to reduce crime in the city centre. Officers from across the service will be involved in disruption activities.
4.07	Regulate businesses and support	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Inspection programmes of premises were completed largely as planned. For High Risk Food premises, funding from the Food



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<b>Mid Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
	consumers/residents to protect and improve health.					Standards Agency was used to employ a contractor and pay some overtime in order to increase the number of inspections undertaken. We planned to undertake 85% of 'C-rated' businesses in 18/19 but because of the funding, 100% were undertaken plus 17 'D-rated' premises that had not been inspected for some years. Programmed inspections of industrial processes with Environmental Permits were also largely completed as required. Officers from the Consumer Protection Team continue to focus on the emerging issue of 'allergenic ingredients' and 'food fraud'. The sampling projects have now yielded three convictions. There has also been a conviction relating to falsely described meat. Further surveillance work is underway. Officers from the Consumer Protection Team completed multiple 'mystery shopper' exercises looking at the willingness of shops to sell age restricted products to children. 93 mystery shopper visits to premises including pubs, corner shops, supermarkets and department stores. Products tested included alcohol, cigarettes, knives and vaping products. 20 illegal sales were made. All businesses responded positively to advice and support The surveillance work of the Licensing Team has a direct effect of health improvement by not allowing the licensed trade to adopt business practices detrimental to the health of Newport's citizens. Officers from the Licensing Team continue to provide taxi drivers with training on Child Sexual Exploitation. There have been numerous prosecutions and operations in relation to private hire vehicles illegally plying for hire. Officers from the Consumer Protection Team are currently investigating a significant number of Illicit Tobacco Investigations. There have been a number of convictions in this area. There have also been many investigations and prosecutions regarding












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<b>Mid Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/7 - Complete</b>	<b>7/7 – in Progress</b>	<b>0/7 - Stopped</b>	<b>0/7 – To be commenced</b>
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						counterfeit products; and a considerable effort in the area of unsafe goods. There was a recent conviction regarding a dangerous vehicle. The Food Hygiene Broadly Compliant performance indicator (a PAM) result was maintained at 95% - it is reassuring that those low risk businesses that had not been inspected for some time were largely compliant. Officers from Newport City's Dog Home have won the RSPCA Gold Footprint Award. This work improves the welfare of Newport's citizens.












<b>Objective 5</b>			<b>To extend the range of services and communications available through the medium of Welsh comply with relevant Welsh Language Standards</b>			
<b>Description</b>			This relates to Corporate Plan priorities – Modernised Council / Wellbeing Objective 4 - To build cohesive and sustainable communities / Welsh Language Standards			
<b>Corporate Plan Objective</b>			<b>Well-being Objective 4 – To build cohesive and sustainable communities</b> <b>Modernised Council</b>			
<b>Mid-Year Action Status</b>			<b>0/3 - Complete</b>	<b>3/3 – in Progress</b>	<b>0/3 - Stopped</b>	<b>0/3 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/3 - Complete</b>	<b>3/3 – in Progress</b>	<b>0/3 - Stopped</b>	<b>0/3 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
5.01	Delivery of Welsh Language Standards applicable to Law and Regulation services.  The service area will extend the range of	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Delivery of key Welsh Language Standards has involved extensive engagement with staff and services users. The Democracy and Communications Manager represents the service area on the Corporate Welsh Language Group. Council and Committee Agendas are translated into Welsh as part of the democratic decision-making processes, the offer of correspondence in Welsh where customers express such a

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<b>Description</b>			This relates to Corporate Plan priorities – Modernised Council / Wellbeing Objective 4 - To build cohesive and sustainable communities / Welsh Language Standards			
<b>Corporate Plan Objective</b>			<b>Well-being Objective 4 – To build cohesive and sustainable communities Modernised Council</b>			
<b>Mid-Year Action Status</b>			<b>0/3 - Complete</b>	<b>3/3 – in Progress</b>	<b>0/3 - Stopped</b>	<b>0/3 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/3 - Complete</b>	<b>3/3 – in Progress</b>	<b>0/3 - Stopped</b>	<b>0/3 – To be commenced</b>
<b>Action Number</b>	<b>Action</b>	<b>Mid-Year Position</b>	<b>End of Year Status (Complete / In Progress / On Hold)</b>	<b>Start Date</b>	<b>Anticipated Completion Date</b>	<b>End of Year Update</b>
	<p>services where customers are offered a choice of language from the first point of contact and encourage the use of Welsh in the delivery of front-line services.</p> <p>Increase Welsh awareness and basic training among staff, to encourage greater use of the Welsh language.</p> <p>Continue to make a positive contribution in relation to the work of the Corporate Welsh Language Group.</p>					<p>preference and the conduct of internal hearings. Statutory notices and Orders are now drafted and published bilingually. Education statutory notices continue to be translated. Welsh-speaking Solicitors are also able to clerk School Admission/Exclusion appeals, if necessary. There are two first language Welsh speakers in Public Protection who are able to deal with enquiries in Welsh. (Collaboration and Involvement)</p>
5.02	To review recruitment policies, specifically in relation to front-line services, such as the Registration Service, to offer greater choice in respect of the conduct of registrations and ceremonies in Welsh.	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Collaboration is on-going with other Gwent Registration services to share services of Welsh-speaking Registration officers. Bilingual registrations are routinely offered to Welsh speakers by the Registration service and arrangements made for appointments to be with Welsh speaking registration staff.
5.03	The translation of key policy Statements and internal governance documents, such as the Statement of Licensing Policy and corporate	<b>In Progress</b>	<b>In Progress</b>	01/04/2018	31/03/2020	Council and Committee agendas are provided bilingually and are signposted separated on the website. Modern.gov upgrade implemented for the translation and publication of Minutes. Statutory notices are also drafted and published bilingually. Public protection officers are capturing language preference during initial contact with the public and with businesses.

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<b>Corporate Plan Objective</b>			<b>Well-being Objective 4 – To build cohesive and sustainable communities Modernised Council</b>			
<b>Mid-Year Action Status</b>			<b>0/3 - Complete</b>	<b>3/3 – in Progress</b>	<b>0/3 - Stopped</b>	<b>0/3 – To be commenced</b>
<b>End of Year Action Status</b>			<b>0/3 - Complete</b>	<b>3/3 – in Progress</b>	<b>0/3 - Stopped</b>	<b>0/3 – To be commenced</b>
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	decision-making templates, into Welsh.					Public Protection Standard Letters and Notices are available bilingually. Licensing and other policy statements have been translated and are available bilingually on the website.

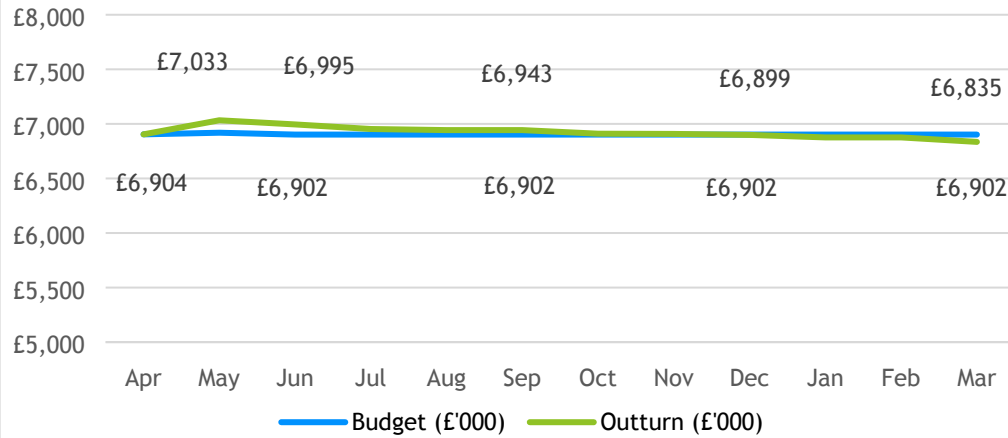
# Law & Regulation Performance Measures 2018/19

PI Result vs PI Target Definition	On Target				Short of Target (15% Tolerance)	Off Target (Over 15% Tolerance)
Performance Direction Definition (Based upon the performance from the previous reporting period)	 Performance has Improved				 Performance has Declined	 Performance is the same
Performance Measure (National / Local / Management Information)	Link To Service Plan Objective(s)	Q2 Result	2018/19	2018/19 Target	2017/18 Position	Service Area Comment (For Performance Indicators not meeting their targets)
<b>National</b> – Percentage of food establishments broadly compliant with food hygiene standards  Quarterly	<b>Objective 4</b>	95.16%	94.64%	 95.16%	 95%	This performance is consistent with the previous year. It represents a significant improvement compared with 2 years ago and is an excellent result when you consider the numbers and types of food premises that we have to regulate.
<b>Local</b> – Total number of social media followers  Quarterly	<b>Objective 1</b>	27,800	29,300	 27,000	 26,933	
<b>Local</b> – Percentage Legal prosecutions issued within 20 working days.  Monthly	<b>Objective 1</b>	72.4%	51.8%	 85%	 80.7%	Performance has dipped in the last three quarters because of staff turnover and long-term sickness absence. A management decision was taken to prioritise other, more urgent litigation work. However, we have consistently met this target (89.4% last year) and this level of performance should be restored once there is a full complement of litigation staff within the section.
<b>Local</b> – Percentage of public protection fraud investigations successfully concluded.  Quarterly	<b>Objective 4</b>	100%	88%	 85%	N/A	
<b>Local</b> – Average value of fraud investigations successfully concluded.  Quarterly	<b>Objective 4</b>	£86,839	£76,976	 £30,000	N/A	

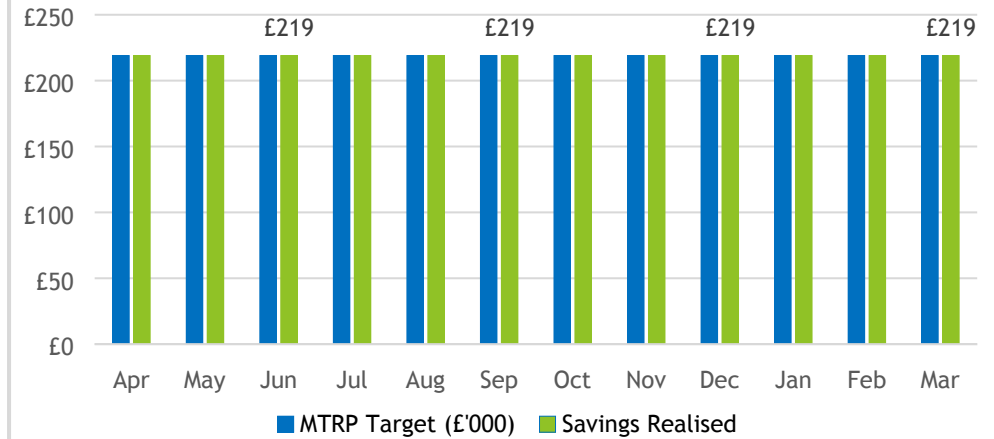
PI Result vs PI Target Definition	On Target				Short of Target (15% Tolerance)	Off Target (Over 15% Tolerance)
<b>Performance Direction Definition</b> (Based upon the performance from the previous reporting period)	 Performance has Improved				 Performance has Declined	 Performance is the same
Performance Measure (National / Local / Management Information)	Link To Service Plan Objective(s)	Q2 Result	2018/19	2018/19 Target	2017/18 Position	Service Area Comment (For Performance Indicators not meeting their targets)
<b>Local</b> – Percentage of legal searches in 5 days. Monthly	<b>Objective 1</b>	96.47%	96.77%	 96%	 94.19%	
<b>Local</b> – Percentage of Customers seen within 10 minutes. Monthly	<b>Objective 1</b>	99.24%	99.2%	 98%	 98.65%	
<b>Local</b> – Percentage of Anti-social behaviour incidents resolved by wardens. Quarterly	<b>Objective 4</b>	91.22%	92.84%	 93.96%	 93.96%	The resolution rate is consistently over 90% but performance tailed off very slightly over the last two quarters because of the numbers of service requests received. However, the outturn figure was still within 1% of a very challenging target and still demonstrates a good level of performance.
<b>Local</b> – Percentage of Regulatory Services significant issues resolved. Quarterly	<b>Objective 4</b>	95.2%	93.8%	 92%	 91.2%	

# Law & Regulation Finance Analysis

### 2018/19 Overall Net Position



### 2018/19 Delivery of MTRP Savings



### Summary Revenue Budget Position 2018/19

Service Area	Deficit / (Underspend)
Legal	(10)
Democratic Services	(15)
Registrars	38
Electoral Registration	15
Public Protection	(63)
Communications & Marketing	(32)