

Law & Regulation

End of Year Review 21/22



Cabinet Member for Strategic Planning, Regulation and Housing – Councillor James Clarke






Cabinet Member for Organisational Transformation – Councillor Dimitri Batrouni

Director- Rhys Cornwall

Head of Service- Gareth Price

Introduction

This is the **Law & Regulation** service update on the progress being made against the objectives, actions, performance, and risk for the period 1st April 2021 to 31st March 2022. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#). As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

Long term		The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.
Prevention		How acting to prevent problems occurring or getting worse, may help public bodies meet their objectives.
Integration		Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.
Collaboration		Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.
Involvement		The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area, which the body serves.

The Local Government and Elections (Wales) Act 2021 requires Newport Council to Self-Assess:

- The effectiveness of its functions.
- Consider if it is using its resources, economically, efficiently and effectively.
- Whether the governance arrangements are effective for securing these areas.

This report will be used to support the Council's Self-Assessment and will be integrated into the Council's Annual Well-being / Corporate Self-Assessment Report published in 2022. Any recommendations raised by the Council's Scrutiny Committee(s) and service area will be considered as part of the Council's assessment.

Law & Regulation Service Plan 2021/22

The Law & Regulation service plan focuses on the delivery of the following Wellbeing Objective(s) in the Corporate Plan 2017-22:

- **Well-being Objective 1** – To improve skills, education and employment opportunities
- **Well-being Objective 2** – To promote economic growth and regeneration whilst protecting the environment
- **Well-being Objective 3** – To enable people to be healthy, independent and resilient
- **Well-being Objective 4** – To build cohesive and sustainable communities

The 2021/22 Service Plan has 4 objectives that are focused on:

- **Objective 1** - To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources.
- **Objective 2** – To improve constitutional and corporate governance arrangements
- **Objective 3** – To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes.
- **Objective 4** – To improve public health and consumer protection through the creation of a fairer and safer environment for Newport’s residents, visitors and businesses.

NCC Restructure

From 2022/23 Newport City Council has implemented a new structure that will support the Council’s new Corporate Plan 2022-27 and deliver the manifesto aims of the Council’s Cabinet. From 1st April 2022 Law & Regulation will become Law & Standards. The table below provides an overview of the teams and functions that will be moving to and from Law & Standards:

Service Area Team / Function	Moving To / From
Public Protection	Moving to Environment and Public Protection

Cabinet Member(s) / Head of Service Executive Summary

1. Service Overview

The Law & Regulation Service area provided a wide range of statutory, regulatory, and professional support services for internal clients, Councilors, and members of the public.

- Legal services, Insurances and Local Land charges.
- Democratic Services, including Overview and Scrutiny and the Mayoralty
- Elections and Electoral Registration
- Registration of Births, Deaths and Marriages
- Coroner's service
- Regulatory Services (Environment & Community)
- Regulatory Services (Commercial)

The roles of the Monitoring Officer/Deputy Monitoring Officer, the Head of Democratic Services and the "Proper Officer" are prescribed by legislation and the functions of the Registration Service, Electoral Registration, Scrutiny, Environmental Health, Licensing, Trading Standards and Local Land charges are all statutory requirements. Professional services such as Legal and Democratic Services directly support the delivery of other statutory and regulatory services throughout the Council. The Regulatory Services teams undertake a wide range of public protection work covering all aspects of the Council's statutory functions in relation to Environmental Health, Trading Standards, Animal Health, Licensing, Community Safety and CCTV.

As a result of the senior management re-structure and re-alignment of services, all of Public Protection and Regulatory services transferred to the new Environment and Public Protection service area as from April 2022 and the Cabinet Member for Strategic Planning, Regulation & Housing will assume strategic responsibility for these services. The remaining statutory and corporate services will continue to be managed by the Head of Law & Standards and the Cabinet Member for Organisational Transformation will have strategic oversight of the services.

2. Achievements

Once again, there has been a sustained level of high performance throughout 2021/22 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, increased demand and the unprecedented challenges of the post-Covid-19 recovery plans. 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, but the current figure of 95.5% should be treated with caution, given the limited number of inspections of food premises carried out due to on-going Covid-19 commitments. It is somewhat counter-intuitive with this PAM that, the more inspections that you carry out, the more breaches are identified. Most of the targets for the discretionary PI's have been achieved or exceeded, despite the need to re-focus and reprioritise the Covid-related work.

The Service Area has continued to make excellent progress with key projects and critical milestones have all been achieved. Where some actions are showing as amber, this is largely due to the fact that progress has been delayed due to the impact of Covid-19 but they will be delivered in 22/23. However, other services have continued to operate effectively during this period, albeit with significant changes to how they are being delivered, with greater use of technology. Council meetings have all been conducted remotely, the IT infrastructure has now been upgraded to prepare for multi-location “hybrid” meetings in 22/23. Significant work has also been undertaken to implement the legislative changes required to the Council’s corporate governance processes and the Constitution, to reflect the changes introduced by the Local Government & Elections (Wales) Act 2021, and to prepare for the local elections in May 2022.

The removal of most Covid-19 restrictions and the move to alert level zero has required a phased approach to transition to the recovery phase. There has been a gradual scaling-back of the Test, Trace and Protect services, Environmental Health have continued to support vulnerable settings such as care homes and schools during the transitional period and Regulatory officers have moved from enforcement of risk assessments to a more advisory role. As the Covid-19 response work has gradually diminished, then staff have been redeployed back to their other statutory inspection and regulatory work.

However, the TTP service and the Public Protection Covid-response work has been one of the most significant achievements during the past two years, and this has been recognised at a national level by Welsh Government, Public Health Wales and Wales Audit. Rhys Thomas, the Principal EHO who “acted up” and managed the TTP and Environmental Health response work was the recipient of a NCC Values Award in recognition of his leadership during the pandemic. Other notable awards included the renewal of the Purple Flag accreditation for the City Centre and the Newport City Dogs Home retaining their Gold Footprint RSPCA award.

3. Challenges/risks

This level of performance has been all the more significant because it has been achieved against a continuing backdrop of financial pressures, budgetary constraints, the demands of new legislation and the programme of change. In terms of under-performance, there is only one Red discretionary PI, with only 79.3% of land charges searches being completed within 5 day, compared with a target of 95%. However, this is a broadly comparable with last year’s performance, and is directly related to the impact of Covid, as targets were consistently being met prior to lockdown. A significant backlog of searches occurred during lock-down, which has led to an increased turn-around time. This has now improved since the Covid restrictions have been removed but the cumulative nature of this PI means that the annual indicator is still showing red and the ongoing project to transfer the land charges registers to HMLR is also hampering further improvement.

There has also been a Covid legacy in terms of the backlog of work within other services, such as the food inspections, birth registrations and coroner’s inquests. The suspension of all birth registrations during lock-down created a 6 month backlog which has since been cleared, but only 25% of births were registered within 42 days in 21/22 compared with a target of 98%. Also, the average waiting time for a coroner’s inquest in Gwent is now 12 months, compared with a national target of 6 months. Additional casual registrars and a full-time Area Coroner are being recruited to help resolve the backlog of work. Public Protections are also using contractors to assist with the FSA food recovery plan and the backlog of food hygiene and food standards inspections but, as there are over 1500 registered food premises in Newport, then this will take some time to complete.

The one service area risk is the capacity to respond to new legislation and increasing service demands in the light of budgetary pressures and the need to deliver MTFFP savings. Thankfully, this has been a period of relative budget stability, largely due to the Covid hardship funding, and L&R

has delivered a budget underspend of £358k during 21/22, even allowing for areas of unforeseen expenditure such as the increase in insurance premiums. This underspend is mainly due to increased licensing fee income and delays in recruiting to vacant posts. Recruitment and retention of suitably qualified and experienced staff continues to be an issue, particularly in areas such as Environmental Health, due to the external jobs market, and we are looking at initiatives such as graduate training schemes to address the problem.

4. Work planned for 22/23

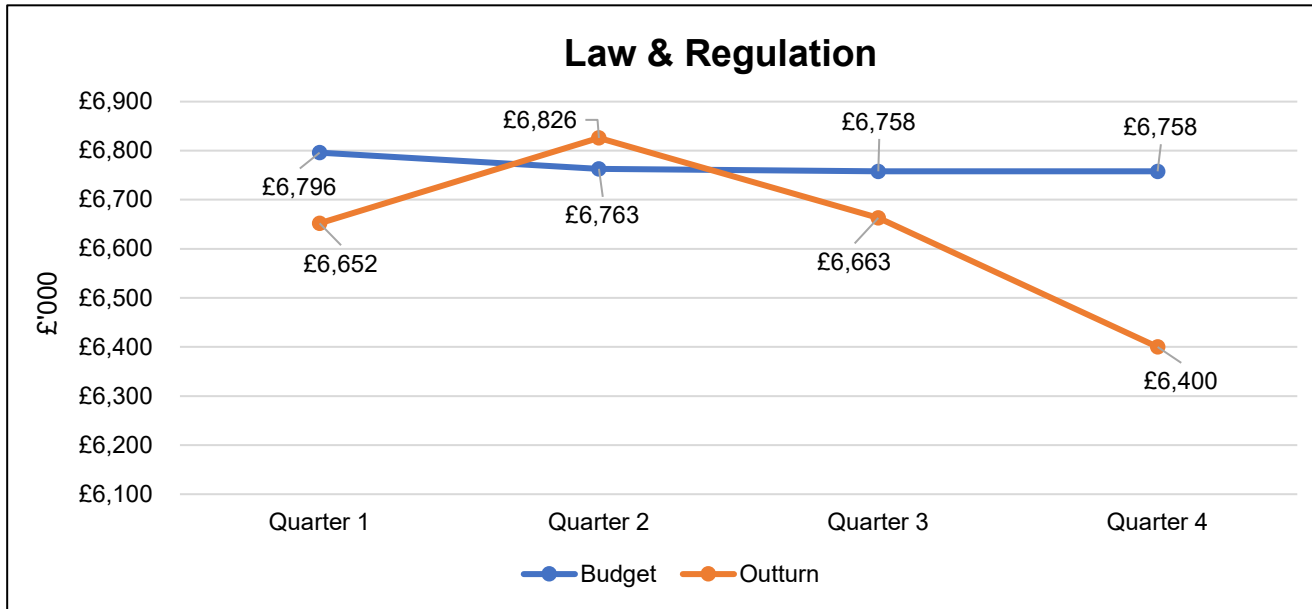
From a Public Protection perspective, most of the planned work will be driven by the Covid recovery process. The TTP service will be transitioned to a scaled-down regional model at approximately 20% of the capacity of the current service and collaborative arrangements will need to be put in place to manage the joint service. Environmental Health and Trading Standards officers will continue to implement the Food Recovery Plan agreed with the FSA, to clear the backlog of food hygiene and food standards inspections of the lower rated food premises.

The Law & Standards work will largely be a continuation of the current year's work, with the delivery of the local elections, member induction training, implementation of the corporate governance changes required to meet the new legislation and the move to hybrid multi-location meetings.

Therefore, the challenges for 22/23 will be unrelenting but, in the light of their performance during the past 12 months, I am confident that the staff will meet these challenges with the same fortitude and resilience.

Finally, on a personal note, I would like to pay tribute to the previous Cabinet Member Ray Truman for his unstinting support over many years and also thank all the staff for their tireless work during this period. It has been a privilege to have managed the public protection staff over the past 8 years and I wish them well in their new service area.

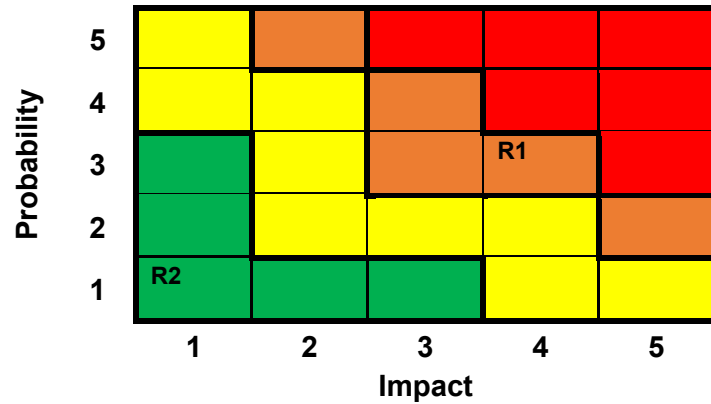
Law & Regulation Revenue Outturn 2021/22



This provides an overview of the service area outturn revenue position at the end of the financial year.

Revenue and Capital Finance reporting can also be found in Cabinet reports for 2021/22 using the link [here](#).

Service Area Risks at 31st March 2022



Service Area Risk Heat Map Key (Quarter 4 2021/22)	
R1 – Capability and Capacity of Environmental Health team	R2 – Budgetary pressures on service demand.

Corporate and Service Risks are reported to the Council's [Governance and Audit Committee](#) and [Cabinet](#) every quarter.

Glossary

Actions (Red / Amber / Green)

C	Green RAG – Completed
%	Green RAG – Action is on course to be completed within timescale
%	Amber RAG – There are potential issues which unless addressed the action might not be achieved within agreed timescales.
%	Red RAG – The action requires immediate action to achieve delivery within agreed timescales.
?	Unknown RAG (Data missing)

Programmes and Projects

This provides an update on the delivery of key programmes and projects that contribute towards the delivery of the Corporate Plan 2017-22. This covers the progress of delivery from 1st April to 31st March 2022.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed at Mid Year (30/9/22)	% of Project Completed	Commentary
Gwent Contact Tracing Service	Working collaboratively across five local authorities and Aneurin Bevan University Health Board to establish and deliver the structure, governance and operation of the Gwent Contact Tracing Service. The outcomes of this work will help manage future Covid 19 outbreaks and enable Newport and others to coordinate and manage responses.	Quarter 2 2021/22	60%	C	The Council has successfully operated a Contact Tracing team within the regional Gwent Service, as agreed with the Regional Board for Gwent Test, Trace, Protect. The regional Service has risen to the challenge of responding to the Omicron wave of the pandemic and the highest priority cases have been successfully dealt with across Gwent.
Implementation of the Local Government & Elections (Wales) Act 2021	Working collaboratively with other service areas to implement the legislative requirements in accordance with prescribed timescales and in readiness for the May 2022 local elections This will include introducing new technology to deliver “hybrid” Council	Quarter 1 2022/23	20%	90%	Hybrid tech has been installed and tested in terms of functionality, but no hybrid meetings have taken place as yet. The Council AGM in May will be the first hybrid meeting.

Programme / Project Title	Brief Programme / Project Overview	Anticipated Programme / Project Completion Date	% of Project Completed at Mid Year (30/9/22)	% of Project Completed	Commentary
	<p>meetings, the development of a public engagement and consultation policy to increase public participation in the governance process, and a self-assessment process for corporate improvement.</p> <p>The Council's Constitution will also need to be substantially redrafted and updated to reflect the legislative changes.</p>				<p>Hybrid meeting guidance has been developed and is reflected in the meeting protocols in the Constitution.</p> <p>The Participation Strategy and Petition Scheme have been developed through Democratic Services. This will be considered in the first AGM of the new Council with a recommendation to adopt them.</p>

Workforce Planning

To support the delivery of the Service Plan and Corporate Plan objectives, service areas in collaboration with the Council's Human Resources team have identified three key actions to improve the capacity and capability of its workforce in 2021/22

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	% of Action completed	Commentary
Undertake succession planning activities to provide opportunities for staff to develop and improve resilience of the service area.	Service Managers provide opportunities for staff to develop, provide career progression and job shadowing. This will support formalising succession plans and create the foundations for a regular reviewing cycle.	1 st April 2021	31 st December 2021	C	Succession planning has been undertaken in Legal, Democratic Services and the Registration and Coroner services, with the appointment of new service managers. As part of the workforce planning process, staff are being developed and given opportunities for progression. Two members of staff from L&R were successful in securing places on the MBA Talent management programme.
Explore options of work based apprenticeships, kick start schemes, training programmes and graduate schemes to develop local talent management framework.	Opportunities provided for new and existing staff to improve the capability and capacity of the service area.	1 st April 2021	31 st March 2022	C	Three new apprenticeships are to be created in Legal, Democratic Services and Trading Standards. Legal are also looking to re-introduce a trainee solicitor post and to fund a legal executive qualification for the apprentice post. Regulatory Services (Environment & Community) are exploring the possibility of creating a Traineeship to support a new recruit through the 3-year BSc Environmental Health degree. A proposal to recruit to a Senior Technical Officer post with a recruit who could be supported through the 2-year part-time MSc Environmental Health Masters is also being considered. Regulatory Services (Environment & Community) are developing a proposal for the Kick Start Scheme.
Undertake a review of current Job Descriptions and	This work will enable the service area to identify training opportunities and updating of Job Descriptions to bridge	1 st April 2021	31 st March 2022	C	Democratic services manager appointed and recruitment on-going for new registration and

Action	Outcome(s) of Action	Action Start Date	Anticipated Completion Date	% of Action completed	Commentary
current workforce capability to future skills and knowledge gaps.	the knowledge and skills gaps identified.				Coroner services manager. succession planning on-going for elections work.

Objectives and Action Update (31st March 2022)

This is an update on the progress against service objectives and actions to the end of quarter 4 (31st March 2022). The tables below also include the RAG status and % completion reported at the Mid-Year Review point. A link to the report can be found [here](#)

Objective 1- To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	Undertake a review of staffing structures within the Registration and Coroners Service and identify any changes required to address increasing demands and budget pressures due to cover arrangements.	Appoint additional Coroners Officers and Administrative Support staff to meet demands of the service and review staffing within the Registration service to mitigate budget pressures caused by use of casual cover.	1 st April 2021	31 st March 2022	80%	C	<p>A review of existing staffing structures has been undertaken in conjunction with the senior Gwent coroner. Additional Coroners Officers have been appointed and a Coroner Service Office Manager is now in post. A business case has been agreed with the other Gwent authorities to create an additional Area Coroner post, to deal with the large backlog of inquests. The post is currently out for recruitment.</p> <p>A number of additional casual posts have been created within the Registration service to provide increased flexibility and capacity to deal with the back-log of birth registrations and to provide cover for week-end ceremonies.</p>
2	To develop and extend customer satisfaction surveys for the Registration Service to cover registrations, in addition to ceremonies.	See objective 1	1 st April 2020	31 st March 2022	60%	80%	Customer feedback has recommenced following the reintroduction of face to face registrations. The survey process will be improved next year.
3	To contribute towards the delivery of key corporate projects and cross-cutting transformational change projects, including alternative	See objective 1	1 st April 2021	31 st March 2022	60%	C	Key milestones for the legal work in connection with major project work have continued to be met.

Objective 1- To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
	service delivery models in 2021/22.						
4	<p><u>Regulatory Services – Environment & Community</u> Operate and further develop the Paid for Advice scheme and successfully deliver established Primary Authority Partnerships to generate additional revenue and improve compliance with public protection regulations. Identify and develop new ways of providing business support whilst maximising income generation.</p>	See Objective 1	1 st April 2020	31 st March 2022	26%	50%	Established Primary Authority (PA) Relationships have been maintained through Covid, however paid for advice schemes have been suspended through Covid and have not yet restarted.
5	<p><u>Regulatory Services – Commercial Standards</u> Operate and further develop the business support activities; to include Training Opportunities; Paid for Advice, Assured Trader Schemes; and Primary Authority Partnerships; to generate additional revenue and improve compliance</p>	See Objective 1	1 st April 2021	31 st March 2022	40%	C	Businesses have received support from officers on many compliance issues. Examples have included licence requirements for the reopened Newport Market and the various outdoor music festivals, new allergens rules for food, and the safety of imported toys. Officers have provided advice on at least 1,250 occasions. (The Licensing Team did not have a mechanism for recording advice numbers; this figure relates to the three Trading Standards Teams; the Licensing Team have commenced new recording mechanisms for 2022-23). COVID Restrictions Advice was also provided to business on 1,612 occasions.

Objective 1- To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
	with public protection regulations. Identify and develop new and effective ways of providing business support whilst maximising income generation.						The service has four statutory primary authorities, and has engaged with another two businesses, ready to sign-up in Q1 2022/23. The service also has 11 businesses participating in the <i>Buy with Confidence</i> scheme. Officers also provided specialist testing services and the service also provides a licensing service where advice and training is available for businesses. The new year will see plans to establish a Responsible Retailer Scheme and business training opportunities to Newport businesses. Each of these initiatives have an income element. Newport City Dogs Home also raises income for the council in relation to rehoming fees and the provision of a dog walking park. There is also a charge for releasing stray dogs back to their owners. Plans are underway to increase revenue from fundraising activities.
6	Undertake a review of accommodation and court premises, supplies and services budgets and commissioning arrangements, to improve the Coroner service and deliver efficiencies.	See Objective 1	1 st April 2021	31 st March 2022	50%	C	The Coroners service has been relocated to the Civic Centre. Additional IT provision has been made for remote attendance at inquests. The supplies and services budgets are being reviewed and the SLA's with the Health Board and funeral directors are being re-negotiated by the new Registration and Coroner Services Manager. A review of the Coroner's Court is being undertaken as part of the New Ways of Working Project and the rationalisation of Council accommodation.

Objective 1- To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
7	Implement training of existing staff and explore apprenticeship opportunities for the purposes of workforce planning.	Improve the resilience of each team within legal services to ensure sufficient resources available to replace staff retiring/leaving the team	1 st April 2021	31 st March 2022	5%	C	<p>Apprenticeship opportunities have been explored. Whilst there is currently no legal apprenticeship training available in Wales, the Law Society are implementing an apprenticeship programme which will eventually provide the possibility of paralegal/legal executive apprenticeships. In the meantime, however, approval has been provided by HR for legal to recruit a trainee legal executive instead of an apprentice, with a start date of September 2022 when the next legal executive courses commence at local colleges.</p> <p>In addition we have now created an opportunity for a trainee solicitor's post to enable us to train our own solicitors. The JD will go to JE shortly with the recruitment process due to start over the next month.</p> <p>A number of staff members have been seconded to higher grade posts and are receiving training to undertake these roles which will assist with future workforce planning.</p>
8	Undertake a review of workload and backlog of inquests within the Coroner's service and identify any need for an additional Assistant Coroner	To ensure that there is sufficient capacity to undertake coroner's inquests within agreed timescales.	1 st April 2021	31 st March 2022	80%	C	<p>A business case has been agreed with the other Gwent authorities to create an additional Area Coroner post, to deal with the large backlog of inquests. The post is currently out for recruitment.</p>

Objective 1- To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
9	Undertake a review of the transitional arrangements for the Test, Trace, Protect service post September 2021 and any implications for the Environmental Health service and staffing structures	To ensure that there are transitional arrangements in place to deliver a reduced TTP service when the funding ends in September and ensure that there are robust staffing structures in place to deliver all Environmental Health services.	1 st July 2021	30 th June 2022	10%	C	Test, Trace, Protect has now been extended until 31/3/23. ABUHB are leading on a piece of work to develop a model for a much smaller service from 1/7/22 and NCC are actively participating in this area of work to ensure an effective transition.

Objective 2- To improve the constitutional and corporate governance arrangements

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	To undertake a whole-scale review and re-drafting of the Council's Constitution as part of the Local Government & Elections (Wales) Act.	See Objective 2	1 st April 2021	31 st March 2022	50%	80%	Changes have been made to the terms of reference and composition of Governance & Audit Committee. The officer scheme of delegation has been amended to reflect the new senior management re-structure and re-alignment of services. A draft multi-location meetings policy, a public participation and engagement strategy and a draft petitions scheme have all been developed for approval at the Council AGM in May 2022. These changes will meet the requirements of the new legislation. Work will be ongoing in 2022/23 to update the other parts of the Constitution and to provide a guide to decision-making, in line with the new modular framework.
2	Improve and strengthen arrangements in	See Objective 2	1 st April 2021	31 st March 2022	10%	24%	Scrutiny training has been provided to the Democratic Services team.

Objective 2- To improve the constitutional and corporate governance arrangements							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
	accordance with National Scrutiny Survey and Corporate Assessment.						
3	To develop and implement a programme for Member training and development, including individual training plans and Members Annual Reports.	See Objective 2	1 st April 2021	31 st March 2022	12%	90%	Curriculum has been developed and signed off through Democratic Services Committee and Standards Committee. Delivery cannot commence until after elections in early May 2022.
4	To ensure that Standards Committee continues to operate effectively and discharges its statutory responsibilities.	See Objective 2	1 st April 2022	31 st March 2022	50%	C	New independent members have been recruited and trained and a new Chair has been appointed. Standards committee continues to effectively discharge its statutory responsibilities.
5	Successfully deliver elections, raise voter awareness and increase elector registration.	See Objective 2	1 st April 2021	31 st March 2022	80%	C	The Welsh Government and PCC elections, the Victoria and Graig by-elections have all been successfully delivered. The new reform canvass has been completed and the new registers were issued in December. A new fixed term voter engagement officer has been recruited using WG funding.
6	Continue to strengthen Scrutiny arrangements and the composite work programme.	See Objective 2	1 st April 2021	31 st March 2022	10%	24%	Scrutiny training has taken place for Democratic Services team.

Objective 2- To improve the constitutional and corporate governance arrangements

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
7	Successfully deliver by-election in Victoria ward and PCC elections in accordance with agreed electoral performance standards.	See Objective 2	1 st January 2020	30 th June 2021	C	N/A	Ward election completed in 2021/22
8	Develop a programme of member induction training for new elected Councillors following the May 2022 elections	See Objective 2	1 st October 2021	31 st March 2022	N/A	C	Curriculum has been developed and signed off through Democratic Services Committee and Standards Committee. Delivery cannot commence until after elections in early May 2022.
9	Implement succession planning for Standards Committee to appoint and train new independent members	Two new independent members of Standards Committee appointed to meet requirements of legislation and appropriate training delivered	1 st April 2021	31 st October 2021	C	N/A	Two new independent members appointed, one to take up office in June and the other in October, when the current member's term of office ends. Appointments approved by council at AGM in May 2021.
10	Prepare for local government elections in May 2022 in the light of the electoral review and new legislation relating to reduced voting age, and electoral arrangements.	Successfully deliver local elections, raise voter awareness and increase elector registration. Ensure that legislative and EC requirements are met	1 st October 2021	31 st March 2022	Not Applicable	50%	The new reform canvass was completed and the new registers were issued in December 2021, to reflect the new electoral boundaries. Additional Household Notification Letters were issued, using WG grant funding, to improve voter registration prior to the local elections, particularly among 16-17 year olds. A new fixed term voter engagement officer was also recruited using WG funding. All preparations completed up to the notice of elections on 28 th March 2022.
11	Develop a programme of member induction training for new elected	Induction programme and training modules prepared to ensure that new members have the necessary skills	30 th September 2021	31 st March 2022	8%	24%	Curriculum has been developed and signed off through Democratic Services Committee and Standards Committee.

Objective 2- To improve the constitutional and corporate governance arrangements							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
	Councillors following the May 2022 elections	and knowledge to discharge their roles and responsibilities					Delivery cannot commence until after elections in early May 2022.

Objective 3- To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes							
Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	<u>Regulatory Services – Environment & Community</u> Maximise the use of online web forms linked to the Idox database.	See Objective 3	1 st April 2019	31 st March 2022	25%	60%	Feedback from Licensing colleagues indicated that the use of in-house web forms are more effective and efficient than using IDOX forms. The Principal EHO (Housing) has therefore made further progress in this direction during this period.
2	<u>Regulatory Services – Environment & Community</u> Continue to roll out card payment capability for customers within Regulatory Services.	See Objective 3	1 st April 2021	31 st March 2022	50%	75%	This work has been impacted by the response to the Covid-19 pandemic, but progress continues to be made.
3	Modernise the payment methods across the various Licensing, Trading Standards and Animal Health Teams.	Improved accounting methods	1 st April 2021	31 st March 2022	15%	C	This action is part of an ongoing effort to make payments more efficient. The next significant improvement will be the commencement of online payments at Newport City Dogs' Home. Start date: April 2022.

Objective 3- To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
4	Procure enhancements to Public-I webcasting system and upgrade screens and projectors in Council Chamber using Digital Democracy grant funding.	Existing IT systems and infrastructure successfully upgraded to conduct and broadcast "hybrid" Council meetings to meet the requirements of the new legislation.	1 st April 2021	31 st March 2022	15%	90%	The hybrid technology has been installed in the Chambers and is working. Guidance for Members has been written. Training will not take place until induction in May 2022.
5	Migration of Local Land Charges register and property information databases to the HM Land Registry central database and on-line web portal.	All existing Land Charges registers will be updated and transferred onto the new system, together with all planning, highways, development control and other spatial GIS property data. This will provide up-to-date and accurate property search information which can be accessed on-line as part of any property transaction.	1 st April 2021	31 st March 2023	5%	30%	The migration work is progressing with the Land Registry as expected for this stage in the process. The Land Registry has been provided with access to all of the data required at this stage. The final migration will not take place until approximately 2023/2024 in line with the Land Registry roll out plan.

Objective 4- To improve public health and consumer protection through the creation of a fairer and safer environment for Newport's residents, visitors and businesses

Action No.	Action Description	Action Outcome(s)	Start Date	Anticipated Completion Date	Q2 % Action Completed	Q4 % Action Completed	Action Commentary
1	<u>Regulatory Services – Environment & Community</u> Working collaboratively with partners to prevent and tackle instances of	See Objective 4	1 st April 2020	31 st March 2022	75%	C	The response to addressing ASB is continuing to work dynamically, utilising a strong partnership approach through the twice monthly Problem Solving Group and CaSAMs. These are led, chaired and facilitated by the ASB Liaison Officers in Law & Regulation.

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	anti-social behaviour impacting upon residents and business community.						
2	<p><u>Regulatory Services – Commercial Standards</u> Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.</p>	See Objective 4	1 st April 2020	31 st March 2022	50%	C	Key activities: interventions to prevent children accessing alcohol and tobacco/vape products and premises closures for illegal tobacco. Age restricted sale: 37 premises tested for alcohol with a 19% failure rate: 19 premises tested for cigarettes with a 19% failure rate: and 25 premises tested for other products (including vapes and knives) with a 20% failure rate. Each failure results in either an enforcement or advice intervention. The teams dealt with 118 service requests in this area and handled 39 pieces of intelligence. Premises Closure Notices: 13 shops have been closed using ASB Closure Orders representing a disruption of at least £440k to the organised crime groups running the enterprise. The teams dealt with 56 service requests in this area and handled 132 pieces of intelligence. Officers have led approximately 40 visits; they have seized 1,175,023 cigarettes and 143.6 kg of tobacco worth £290k wholesale (approximately £700k retail). There are currently 8 criminal investigations underway moving through the legal process.
3	<p><u>Regulatory Services – Environment & Community</u></p>	See Objective 4	1 st April 2020	31 st March 2022	75%	C	Activity in this area continues to be delivered. In addition, officers have completed the process to implement a revised Public Spaces Protection Order

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	Work with key partners to tackle anti-social behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly and other areas as required, by delivering actions from the ASB Group Action Plan						for Pill, to provide additional enforcement powers to Gwent Police and the Community Safety Warden Service.
4	<u>Regulatory Services- Commercial Standards</u> Work with key partners to tackle anti-social behaviour and crime and improve community cohesion and wellbeing in Pillgwenlly and other areas as required, by delivering actions from the ASB Group Action Plan.	See Objective 4	1 st April 2022	31 st March 2022	66%	C	Officers have continued compliance work in the Pillgwenlly ward. The focus has been illegal tobacco work; a number of investigations have been commenced and seizures and premises closed using ASB legislation. Trading Standards attend the Safer Newport subgroup and interest was expressed with the Friends Against Scams initiative. This will be explored in 2022-23 Q1.
5	Local Air Quality Management - develop localised plans under the Council's Sustainable Travel Strategy to meet statutory requirements for Action Plans. Actions to be generated by the Sustainable Travel Group.	See Objective 4	1 st April 2020	31 st March 2022	75%	75%	Annual Performance Reports (APR's) for 2019 and 2020 have been completed and submitted to Welsh Government. These reports are the foundation on which the Air Quality Action Plans will be based. APR data has been externally validated by consultants to ensure their accuracy and validity.

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							2021 APR will be undertaken by external consultants - contract awarded. A Scoping Report for the Air Quality Action Plan has also been completed and provides an essential roadmap for the next stages of the work.
6	Support compliance within reputable businesses and investigate rogue traders to maintain a fair and safe trading environment.	See Objective 4	1 st April 2020	31 st March 2022	50%	C	The total value of fraudulent criminality investigated by the service, across 35 key cases, stands at over £4 million. The service has balanced returning to normal compliance activities with the COVID business restrictions work programme. The several COVID regimes have interrupted many of the planned activities to encourage compliance and investigate rogue traders. However, a lot of progress has still been made. In relation to food standards inspection work officers have carried out assessments at 200 businesses. There exists a Food Standards Agency Recovery Plan to put the compliance programme back on track. For the food standards work, this will end in December 2023. The service has a plan in place to deliver on this challenge. In relation to other Trading Standards work, officers have carried out 1,500 compliance assessments. Compliance activities have included work on home maintenance scams, counterfeit goods, food fraud, used car descriptions and landlord responsibilities. In relation to Licensing work, officers carried out at

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							<p>hundreds of compliance assessments (accurate reporting will commence for the forthcoming year; 2022-23 will see new reportable recording methods for the team).</p> <p>Officers have carried out official controls at Newport Docks regulating animal feed- imported into the UK. 186,914 KG of feed have been subject to controls relating to 26 shipments. From July 2022 EU rules end and additional controls are required.</p> <p>Business support projects have included: engagement with storage companies to discourage storage of illegal products; age restricted goods advice; and vaping product safety.</p> <p>Officers participate on many partnership events; often focused on compliance and enforcement. Operations Utah and Bluewater and Road Trader Week have seen police stop trade vehicles to check criminality whilst Licensing and Trading Standards Officers check compliance with licence requirements and business regulations. Investigations relating to counterfeit products have involved, wine, tobacco, DVDs, handbags, clothing and handbags.</p>
7	Regulate businesses and support consumers/residents to protect and improve health.	See Objective 4	1 st April 2020	30 th March 2022	50%	C	The service has balanced returning to normal compliance activities with the COVID business restrictions work programme. The several COVID regimes have interrupted many of the planned activities to encourage compliance and investigate rogue

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							<p>traders. However, a lot of progress has still been made.</p> <p>Health regulation checks have included work on imported toys, illegal vape products, allergen food systems, unsafe food, and unsafe vehicles. Acting on intelligence, one project saw visits to dozens of retail outlets looking for dangerous vape products. 640 illegal vapes (worth £5,750) were removed from sale from multiple premises.</p> <p>A key health promotion activity is sampling of food to ensure it does not contain harmful ingredients. Officers carried out sampling checks of takeaway meals to assess levels of undeclared allergens. 43 samples were taken and 19 were found to fail checks. A key health regulation activity has focussed on counterfeit tobacco.</p> <p>Officers have led approximately 40 visits; they have seized 1,175,023 cigarettes and 143.6 kg of tobacco worth £290k wholesale (approximately £700k retail). 13 shops have been closed using ASB Closure Orders representing a disruption of at least £440k to the organised crime groups running the enterprise. There are currently 8 criminal investigations underway moving through the legal process.</p> <p>The service also project manages the Wales part of Operation CeCe. This project oversees the disruption searches and seizures across the UK.</p>

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							The service has organised seizures across the whole of Wales, working closely with colleagues in local TS teams; officers have seized 2.8 million cigarettes and 506 kg of tobacco worth an estimated £1.7 million.
8	Review the policies and procedures for the Regulatory Investigatory Powers Act and seek their approval from Cabinet Member	Redraft RIPA policies for approval by Cabinet Member and deliver training to meet requirements of RIPA inspection report and Action Plan.	1 st April 2020	31 st March 2022	10%	85%	The policy has been redrafted and is ready to go to consultation with key managers at Law & Standards and Environment & Public Protection. The policy will be completed by 1 August 2022
9	Prepare to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part 4 - Special Procedures) including recruitment of new officers	See Objective 4	1 st September 2019	31 st March 2022	75%	75%	The legislative work required by WG to move this forward has been suspended during the Covid-19 pandemic and there is no action currently required of the Council.
10	Public Space Protection Orders (PSPOs) Undertake a review and renew (as appropriate and subject to the appropriate democratic process) PSPOs that have, or are due to, expire this financial year.	PSPOs are made or renewed where appropriate to benefit the City. This includes supporting City Services in developing proposals for new PSPOs across the City's parks, green/open spaces.	1 st April 2020	31 st March 2022	15%	75%	Significant progress has been made in this area of work, with the Pill PSPO and the City Centre PSPO renewed.
11	In relation to food safety matters, ensure that the actions in the Action	To deliver actions from the Food Standards Agency Action Plan.	1 st April 2020	31 st March 2022	66%	80%	Programmed Food Safety inspections were largely suspended due to the resource demands of responding to the

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	Plan agreed with the Food Standards Agency are delivered.						Covid-19 pandemic, however 'business as normal' activity has been increased further during this period with resulting performance that exceeded the milestones set out in the FSA's Recovery Plan.
12	To deliver the Food Standards Agency Action Plan for food standards matters and animal feeds.	To deliver actions from the Food Standards Agency Action Plan.	1 st April 2020	31 st March 2022	80%	95%	The final elements of the action plan required work on the annual food plan. During COVID this was not a priority. However, officers have prepared a draft food standard plan that will be presented to Cabinet Member for an approval decision in August 2022. The animal feed plan is not produced by Newport City Council officers as it is based on the Greater Gwent footprint. Newport City Council will adopt the feed plan when produced.
13	Ensure that available resources are utilised to prepare the Service for increased export and import regulatory duties as a result of Brexit.	Officers provided with appropriate training and equipment where resources allow.	1 st April 2021	31 st March 2022	90%	C	In Q4 of 2020/21 officers carried out an extensive surveillance programme seeking out importers and exporters that were affected by new rules due to EU Exit. Advice was provided to many businesses. Throughout 2021/22 officers engaged where appropriate with importers and exporters. This was not a significant time impact and it is true to say that this type of advice is now a 'BAU' activity.
14	Deliver safeguarding programmes and measures that protect citizens from victimisation and to measure the impact of regulatory interventions.	Successful identification of victims, actions taken to alleviate suffering/distress, assessment of impact of work carried out.	1 st April 2020	31 st March 2022	50%	C	Officers from across the service have taken positive action in relation to safeguarding issues. Officers from the Licensing Team have provided training to taxi drivers on CSE awareness and have engaged with partners about improved procedures for children riding in taxis. The team also works with

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							police and partners regarding investigations centred on safeguarding and have suspended the licences of drivers on such grounds. A draft revised policy has been prepared seeking to improve safeguarding measures. Officers from Trading Standards have been active regarding financial safeguarding of vulnerable consumers. 12 major investigations have been worked on with financial harm of £1.5 million under scrutiny. The teams dealt with 50 service requests in this area and handled 110 pieces of intelligence. Officers have also used partnership funding to provide 'call blockers' to vulnerable residents. The assessment of the harm prevented from this work is £203,000.
15	Deliver business support and regulatory interventions in relation to new legislative requirements; specifically, energy performance for domestic and non-domestic housing.	Knowledgeable businesses: the removal of the risk posed to vulnerable drinkers; more energy efficient buildings and savings to citizens.	1 st April 2020	31 st March 2022	80%	C	Operation EMERALD EPC. The Welsh Index of Multiple Deprivation, published 2019, states the local authority with the highest proportion of small areas in the most deprived 10% in Wales was Newport (24.2%). Through NCC TS enforcement work the standards of comfort and well-being for PRS tenants will be improved. Identifying non-compliant EPC F or G rated properties and encouraging or enforcing landlord compliance we will support residents in NCCs geographical area. NCC are concerned with climate change, this piece of work would positively contribute to the reduction of carbon omissions. Without funding, fears that the work will not continue due to other

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							<p>Trading Standards areas requiring resources are present.</p> <p>113 landlords suspected of renting illegal and inefficient properties were contacted. 23 demonstrated they were compliant and 29 brought themselves into compliance due to the service interaction. 27 Compliance Notices were sent to those not returning contact. Compliance work continues.</p> <p>362 landlords suspected of having no EPC. It was discovered that 117 were compliant and 11 of these were only made compliant following the action of the service. 241 of the landlords require further consideration; 12 of whom are in discussion with the service and from 229 there has been no response. Compliance work continues.</p> <p>The service delivered a landlord advice event in conjunction with the National Rented Landlord Association. The event was a success and was attended by 40 landlords. Publicity will be carried out via the website and printed leaflets and will be distributed to via letting agents and colleagues. The impact of the work shows a reduction in annual carbon emissions of 198.5 tonnes, a reduction in annual energy of 178,329 kWh and a reduction in fuel bills (April 2022 prices) of £58,217. The work was made possible with a government grant.</p>

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16	Deliver business support and regulatory interventions in relation to the city's night-time economy.	Knowledgeable and compliant businesses; and vibrant successful economy; maintenance of Purple Flag status.	1 st April 2020	31 st March 2022	50%	C	Licensing Officers have carried out 23 enforcement nights throughout 2021-22 assessing compliance with general trading laws and, earlier in the year, safe systems for reopening post-COVID lockdown. After initial concerns that the City Centre venues were unable to trade within their licence conditions, partnership work with business, Gwent Police and the Licensing Team have seen a gradual improvement of business behaviour. The police and the Licensing Team have secured action plans against three key NTE premises. Both partners continue concerted compliance inspections against all venues in the City Centre. Non-compliance with conditions is treated with urgency and seriousness and matters are pursued until venues comply. Licensing Officers regularly assess the compliance of taxis and taxi drivers through project work, complaint work and action nights. This identifies businesses breaching licence conditions and illegally plying for hire. Throughout the year 634 drivers and vehicles have been assessed approximately 50% of the Council fleet. Gwent Police and the Licensing Team have also promoted the take-up of premises counterterrorism training in the City Centre. 11 key venues have undergone the training.
17	Deliver an animal welfare programme.	Knowledgeable and compliant businesses in the	1 st April 2020	31 st March 2022	50%	C	Newport City Dogs Home continues its improvement programme. The staffing

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		farming and licensed sectors; and a successful dog rehoming facility.					restructure has been completed and a partnership with Monmouthshire County Council has been secured whereby the service kennels their stray dogs. In the summer the NCDH has retained the RSPCA Gold Footprint Award. Investigations continue into illegal, dog breeding in Newport. Officers have commenced a number of investigations.
18	Respond robustly to incidents, clusters and outbreaks of Covid-19 in line with statutory duties.	To work collaboratively with Public Health Wales and the Council's appointed consultants in communicable disease control to manage covid-19 incidents, clusters and outbreaks. Minimise the risk for of Covid 19 outbreaks across the communities as part of the regional response plan and the Welsh Government's national Test, Trace and Protect Strategy.	1 st April 2022	31 st March 2022	50%	C	Since the move to Alert Level 0 in August 2021 which removed the majority of Covid-19 restrictions from businesses and citizens, the work of EH has focussed on supporting Education and Care Settings. This has not changed during the Omicron wave of the pandemic. There is no requirement to focus on other clusters etc. at this time due to the lack of societal restrictions. A new SOP was released in late 2021 with regard to Care Settings and EH were supporting Settings during a transition period which would have seen Public Health Wales taking this function from local authorities. However Public Health Wales have continued to rely on local authorities and this work will now transition from EH to Test, Trace, Protect.

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19	Provide advice and support for local businesses and an effective regulatory and compliance regime to enable them to re-open safely as part of the Council's Covid-19 strategic recovery aims	Local businesses are able to re-open safely and in compliance with safety regulations, to support the local economy whilst maintain the safety and wellbeing of the public.	1 st April 2021	31 st March 2022	80%	C	During the year officers provided advice to businesses on 1,618 occasions and carried out 2,045 visits. 13 notices were issued. Businesses found it difficult to understand and implement the rules as they changed frequently as the risks changed. Officers found that 23% of assessments found non-compliance; with 7% of assessments requiring additional investigation. Without the intervention of officer's businesses would have put their employees and customers at risk.
20	Review the Gambling Policy and seek adoption by the Council following consultation.	Complete a draft of the Policy after consultation. Ensure the policy is submitted to Council and implemented.	1 st April 2021	30 th September 2021	C	N/A	The Gambling Policy was approved by council in January 2022 prior to the deadline.
21	Review and update the Public Protection Enforcement Policy 2013 and seek Cabinet Member approval of the new revised policy.	Policy updated as appropriate and approved.	1 st October 2020	31 st March 2022	20%	80%	Service Managers at Trading Standards/Licensing and Legal Services are meeting in Q1 2022-23 with a view to completing the task prior to formal approval.

Performance Measures (31st March 2022)

This is an update on the quarterly, half-yearly and annual performance measures for the service area to 31st March 2022. The Performance reported in the table below is also compared to the last four years (where data is available). Commentary is provided for all red and amber measures and discretionary for Green measures.

Key

Green	Green – Performance is above Target
Amber RAG	Amber RAG – Performance is below Target (0-15%)
Red RAG	Red RAG – Performance is Under achieving (+15%)
?	Unknown RAG (Data missing)

Performance Measure	2021/22 Actual Performance	Target 2021/22	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance	Commentary
National - Percentage of Food establishments broadly compliant with food hygiene standards	95.5%	95%	96.8%	96.6%	94.6%	95%	Not required
% of ASB incidents resolved by wardens	95%	93%	92.3%	92.1%	93.3%	91.1%	Not required
Percentage of Regulatory Services significant issues resolved	97%	95%	88%	95.7%	93.8%	91.2%	Not required
Local - Percentage of legal searches in 5 days.	79.3%	95%	78.3	94.2%	96.8%	94.2%	There is a backlog of searches due to Covid restrictions and the suspension of all personal searches. This has led to a significant increase in numbers of electronic searches and an increased turn-around time. This has now improved since the Covid restrictions have been removed but the cumulative nature of this PI means that the annual indicator is still showing red. However, the ongoing

Performance Measure	2021/22 Actual Performance	Target 2021/22	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance	2017/18 Actual Performance	Commentary
							project to transfer the land charges registers to HMLR is hampering further improvements.
Local - Percentage of customers seen within 10 minutes.	No Data	95%	No Data	99.5%	99.3%	99.3%	Collection of this data was suspended by agreement with GRO, while birth registrations were suspended during the Covid restrictions and telephone registrations were being carried out for death registrations.
Percentage of single justice procedure notices drafted within timescales	100%	98%	No Data	Not Recorded	Not Recorded	Not Recorded	All prosecutions issued within the last quarter have been by summons, not through SJP notices. However, 100% of all summonses were issued within 20 days of the receipt of instructions.