

# Environment & Public Protection Service Plan 2022-24

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## **Introduction**

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an *Ambitious, Fairer and Greener Newport for Everyone* and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. The Environment and Public Protection Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

Environment and Public Protection is part of the Council's Environment and Sustainability Directorate and is responsible for delivering a range of services that will contribute towards Newport Council becoming a net zero carbon emissions by 2030, increase reuse and recycling, enhance the environment and ecology of Newport and ensure Newport's businesses, and residents are protected to improve their health and well-being.

The service area will be leading and championing the delivery of the Council's Climate Change Plan 2022-27. The team will also be enabling other services, partners, residents and businesses to contribute towards reducing their carbon emissions and improving the City's environment. Over the next five years, the service area will be focused on continuing the strong performance of its waste and cleansing services, supporting residents and businesses to increase recycling of their waste and to improve the cleanliness of the city and the city centre.

The service is also responsible for its statutory public protection services covering Environmental Health, Community Safety, Trading Standards and Licensing. The services provide a broad coverage supporting businesses to be compliant with the necessary legislation but also taking action against those who contravene and put public safety at risk.

The next 5 years will provide exciting opportunities to change how services are delivered to meet the needs of our communities, enhancing Newport's environment but also new challenges as new legislation and financial pressures impact on how we deliver our services.

## **Environment & Public Protection Objectives**

To support the delivery of the Corporate Plan, meet our statutory duties and improve the services we deliver, we will be delivering five objectives:

**Objective 1** - Green and Blue Infrastructure for Community and Environmental Resilience.

**Objective 2** - Continuous improvement of recycling performance and move towards a Circular Economy.

**Objective 3** – To improve public health and community wellbeing through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.

**Objective 4** - To carry out regulation activities with the purpose of supporting businesses and tackling rogue trading, safeguarding vulnerable individuals and communities, and improving and protecting health and well-being.

**Objective 5** - To support the delivery of the Council's Climate Change Plan 2022-27 to become net zero carbon by 2030.

# Transformation Plan / Service Area Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Programme / Project Manager (Service Manager)	Anticipated Completion Date (Quarter / Year)
<b>Cemetery feasibility study</b> - Sites feasibility, site investigation and design development.	<p>Complete the work on assessment of burial capacity at Newport Cemeteries. Provide robust data on post pandemic burial capacity in Cemeteries. Bring forward programme and feasibility assessments for a number of sites with potential for future use as municipal cemeteries. Outcome will enable Newport to continue as a burial authority to serve needs of population for whom burial is a cultural necessity.</p> <p>Outcome will be a fully developed set of proposals for a site(s) for consultation and council approval prior to submission of planning application.</p>	<p>Well-being Objective 2</p> <p>Well-being Objective 4</p>	<p>Environment &amp; Leisure Services Manager &amp; Parks and Cemeteries Manager</p>	<p>Quarter 4 2023/24</p>
<b>Parks and cemeteries:</b> Design and delivery of capital programmes to upgrade existing formal play assets and historic infrastructure in existing parks and cemeteries, to clear maintenance backlog and address historic issues.	<p>Improvement of existing play areas across Newport.</p> <p>Engagement with residents to ensure project delivery covers needs of the community.</p> <p>Delivery of infrastructure and access improvements at Newport cemeteries to ensure health and safety of public and protection of the asset.</p>	<p>Well-being Objective 2</p> <p>Well-being Objective 4</p>	<p>Environment &amp; Leisure Services Manager &amp; Parks and Cemeteries Manager</p>	<p>Quarter 4 2023/24</p>

## **Workforce Development**

To support workforce development across the Environment & Public Protection, the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Responsible Officer (Service Manager)	Action Start Date	Anticipated Completion Date
Improve check in performance	Increased percentage of check in meetings completed on I-Trent for all Environment and Public Protection areas	All Service Managers	1 <sup>st</sup> October 2022	30 <sup>th</sup> June 2023
Training needs review	Improved training offer for staff by improved internal recruitment offer (HR lead in collaboration with EPP managers) or external alternatives that can be delivered within budget	All Service Managers	1 <sup>st</sup> January 2023	30 <sup>th</sup> June 2023

# Service Area Objectives and Action Plan 2022-24

<b>Objective 1</b>		<b>Green and Blue Infrastructure for Community and Environmental Resilience</b>				
<b>Objective Outcome(s)</b>		<p>This objective cuts across services and projects delivered by Environment and Public Protection and in collaboration with other Council service areas, Public Service Board partners and community groups. Delivery of these services and projects contributes towards:</p> <ul style="list-style-type: none"> <li>• Achieving the Welsh Government target of public sector bodies producing net carbon neutral emissions by 2030.</li> <li>• Improving the Newport Offer with access to quality green spaces and parks across the city.</li> <li>• Improving spaces for communities to use to promote regeneration, protect the environment and improving the health and wellbeing of Newport citizens.</li> <li>• Matching community need for transfer of open space provision for sport, inclusive recreation opportunities including volunteering and cultural requirements such as burial space</li> <li>• Responding directly to climate change through development of green and blue infrastructure</li> </ul> <p><b>Green Infrastructure</b> – The City's parks, green spaces, woodlands and natural habitats  <b>Blue Infrastructure</b> – The City's water infrastructure including canals, rivers, ponds, lakes, coast and docklands</p>				
<b>Corporate Strategy and/or Strategic Plan supported (If Applicable)</b>		<b>Corporate Plan 2022-27</b> <b>Climate Change Plan 2022-27</b>				
<b>Well-being Objective Supported (If Applicable)</b>		<p><b>Well-being Objective 2</b> – A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.</p> <p><b>Well-being Objective 4</b> - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.</p>				
<b>Well-being Strategic Priorities Supported</b>		<p><b>WBO 2 / Strategic Priority 1</b> - Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan.</p> <p><b>WBO 2 / Strategic Priority 4</b> – To protect and enhance the biodiversity and environment of Newport's urban and rural communities, improving well-being and health.</p> <p><b>WBO 4 / Strategic Priority 3</b> – Deliver our organisational Climate Change Plan to become a net zero organisation by 2030.</p> <p><b>WBO 4 / Strategic Priority 6</b> – Rationalise, protect, and enhance our buildings and assets enabling co-productive working environments with our strategic partners, public sector bodies and other organisations.</p>				
<b>Objective Owner(s)</b>		<b>Environment and Leisure Service Manager</b>				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	To achieve annual targets from Climate Change Plan: - Ecosystem Resilience; - Management of Trees and Woodland; - Create Urban green space; - Manage NCC land for maximum ecological benefit	Deliver all actions and outcomes on the overall and annual targets of the Newport Climate Change Plan.	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 4 Climate Change Plan	Environment & Leisure Service Manager	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
2	Development and implementation of 'Destination' recreation and leisure open space visitor facilities	Implementation of facilities and improvement works at key parks and countryside locations for	WBO 2 / Strategic Priority 4 WBO 4 / Strategic Priority 6	Environment & Leisure Service Manager	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024

	<p>at Key locations across the city including:</p> <ul style="list-style-type: none"> <li>- Tredegar Park;</li> <li>- Mon-brec Canal</li> <li>- Beechwood Park</li> </ul> <p>To secure suitable external funding to undertake major works within sites.</p>	creation of formal and informal recreation and leisure destinations.				
3	Development and publication of a Sports and Recreation Strategy for Newport to set out a future purpose and direction for the provision of sport and active recreation in Newport.	<ul style="list-style-type: none"> <li>• Establishment of key principles and vision to inform future decisions and actions for the sports offer in Newport.</li> <li>• It will run alongside a management plan for the improvement and operation of in house sporting facilities, explaining how we interface with partnership organisations to deliver key sports and recreation interventions.</li> </ul>	WBO 2 / Strategic Priority 4	Environment & Leisure Service Manager	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
4	Following up the work of the City Centre Green Infrastructure Strategy and City-wide GI assessment, design and development of pocket park and raingarden sites.	<ul style="list-style-type: none"> <li>• Fully develop a set of proposals for consultation and council approval prior to submission of planning application.</li> <li>• Overall aim is to increase biodiversity, enhance public wellbeing, link into various volunteering activities and make a contribution to climate change.</li> </ul>	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 4	Environment & Leisure Service Manager	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
5	Undertake Community Asset Transfers of sports pitches where clubs and organisations are able to demonstrate suitability for management of transferred land or facility, following adopted CAT policy.	Empower and support communities and promote local sports by facilitating Community Asset Transfers of key community leisure and sports facilities to local clubs and organisations.	WBO 4 / Strategic Priority 2	Environment & Leisure Service Manager	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
6	Expand volunteering opportunities by working with partners to enable local groups to gain access and assist with	<ul style="list-style-type: none"> <li>• Maximise opportunities for Volunteering in Newport.</li> <li>• Increase community resilience.</li> </ul>	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 4	Environment & Leisure Service Manager	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024

	<p>management of NCC open space land.</p> <p>The team will continue to work with local groups set up through the countryside service to maintain Countryside Sites and Public rights of way.</p>	<ul style="list-style-type: none"> <li>• Contribute to enhance biodiversity via conservation of open spaces across Newport.</li> </ul>				
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<b>Objective 2</b>		<b>Continuous improvement of recycling performance and move towards a Circular Economy</b>				
<b>Objective Outcome(s)</b>		Move towards Welsh Government's Zero Waste overall objective by promoting recycling and reuse alternatives for residents and business in Newport, and improving recycling performance. Contribute to net zero carbon goals by 2030.				
<b>Corporate Strategy and/or Strategic Plan supported (If Applicable)</b>		Corporate Plan 2022-27 Climate Change Plan Newport City Council Waste Strategy				
<b>Well-being Objective Supported (If Applicable)</b>		<b>Well-being Objectives 2</b> - A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future. <b>Well-being Objective 4</b> - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.				
<b>Well-being Strategic Priorities Supported</b>		<b>WBO 2 / Strategic Priority 1</b> - Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan. <b>WBO 2 / Strategic Priority 3</b> - Continue our progress as a world-leader for recycling contributing towards Wales's net zero waste goal. <b>WBO 2 / Strategic Priority 7</b> - Support and champion reputable businesses that comply with environmental and regulatory requirements and take action against organisations that do not. <b>WBO 3 / Strategic Priority 7</b> - Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime. <b>WBO 4 / Strategic Priority 3</b> - Deliver our organisational Climate Change Plan to become a net zero organisation by 2030.				
<b>Objective Owner(s)</b>		<b>Waste &amp; Cleansing Service Manager</b>				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Increased recycling: <ul style="list-style-type: none"> <li>Improvements/changes to household waste collections</li> <li>Improvements to Household Waste Recycling Centre</li> <li>Yearly monitoring of Waste Strategy to 24/25 - monitor the implementation and impact of the different activities and actions deriving from it</li> </ul>	<ul style="list-style-type: none"> <li>Increase recycling performance and work towards achieving the Welsh Government zero waste target.</li> <li>Improved options for Newport residents to recycle their waste</li> <li>Review overarching waste strategy to measure progress and results over time</li> </ul>	WBO 2 / Strategic Priority 3  Climate Change Plan	Waste & Cleansing Service Manager	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
2	Beyond recycling: <ul style="list-style-type: none"> <li>Support the development of repair and reuse across the city</li> <li>Contribute to promote and advertise initiatives to reduce and recycle/upcycle waste</li> <li>Research options and new technologies leading to waste minimisation and tackling of hard to recycle materials</li> </ul>	<ul style="list-style-type: none"> <li>Increase recycling performance and work towards achieving the Welsh Government zero waste target.</li> <li>Contribute to the circular economy in line with WG goals</li> <li>Incentivise community cohesion and partnership work</li> </ul>	WBO 2 / Strategic Priority 3  Climate Change Plan	Waste & Cleansing Service Manager	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024

3	<p>Encourage businesses to be more sustainable:</p> <ul style="list-style-type: none"> <li>• Encourage initiatives to minimise waste eg support reduction in single use plastics</li> <li>• Support promotion and implementation of WG non domestic waste regulations and improve NCC commercial recycling services</li> <li>• Engage with local businesses/organisations regarding reuse and recycling options and initiatives</li> </ul>	<p>The delivery of this action will enable the Council to:</p> <ul style="list-style-type: none"> <li>• Contribute towards meeting landfill diversion and waste recycling targets.</li> <li>• Increase cleanliness of local environments</li> <li>• Collaborate with and involve the business sector to identify opportunities and barriers to improving recycling rates for trade waste.</li> </ul>	<p>WBO 2 / Strategic Priority 3</p> <p>WBO 2 / Strategic Priority 7</p>	Waste & Cleansing Service Manager	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
4	<p>Support community pride in the city:</p> <ul style="list-style-type: none"> <li>• Engage with landlords to increase recycling in private rented sector and HMO's</li> <li>• Increase recycling in flats</li> <li>• Improvement of local environment especially in city centre and target wards</li> <li>• Action against graffiti and community action to cleanse and improve local neighbourhoods through partnership working</li> </ul>	<p>The delivery of this action will enable the Council to:</p> <ul style="list-style-type: none"> <li>• Develop partnership work and increase community cohesion</li> <li>• Raise awareness on the recycling element to contribute towards improved recycling performance</li> <li>• Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour</li> </ul>	<p>WBO 2 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 7</p>	Waste & Cleansing Service Manager	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
5	<p>Lead by example and embed waste minimisation and circular economy principles and practice across the Council departments.</p>	<ul style="list-style-type: none"> <li>• Other themes of the climate change plan influenced by waste especially procurement</li> <li>• Recycling hubs in Civic replaced with new bins purchased April 2020 for consistency.</li> </ul>	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 4 / Strategic Priority 3</p> <p>Climate Change Plan</p>	Waste & Cleansing Service Manager	1 <sup>st</sup> June 2022	31 <sup>st</sup> March 2027

<b>Objective 3</b>		<b>To improve public health and community wellbeing through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.</b>				
<b>Objective Outcome(s)</b>		Ensure that appropriate environmental health services and measures are delivered to promote and achieve healthier conditions in Newport across a wide range of sectors, ranging from Air Quality to standards of private accommodation or specific health matters				
<b>Corporate Strategy and/or Strategic Plan supported (If Applicable)</b>		Corporate Plan 2022-27 Climate Change Plan 2022-27 Sustainable Travel Strategy				
<b>Well-being Objective Supported (If Applicable)</b>		<b>Well-being Objective 2</b> – A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future. <b>Well-being Objective 3</b> – Newport is a supportive city where communities and care are at the heart of what we do.				
<b>Well-being Strategic Priorities Supported</b>		<b>WBO 2 / Strategic Priority 1</b> - Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan. <b>WBO 2 / Strategic Priority 4</b> - To protect and enhance the biodiversity and environment of Newport's urban and rural communities, improving well-being and health. <b>WBO 2 / Strategic Priority 5</b> - Transform Newport's highways and transport system to improve air quality and safety. Promote active travel across the city and south east Wales region. <b>WBO 2 / Strategic Priority 7</b> - Support and champion reputable businesses that comply with environmental and regulatory requirements and take action against organisations that do not. <b>WBO 3 / Strategic Priority 7</b> - Promote positive community inclusion and culture by engaging with key stakeholders and communities to address issues of anti-social behaviour and crime.				
<b>Objective Owner(s)</b>		<b>Regulatory Services Manager - Environment &amp; Community</b>				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Delivery of adequate Air Quality management and monitoring across Newport: <ul style="list-style-type: none"> <li>Finalise an Air Quality Action Plan</li> <li>Hold an annual Clean Air Day</li> <li>Develop and maintain community-based Air Quality Groups for Air Quality Management Areas</li> </ul>	Main aims are: <ul style="list-style-type: none"> <li>Meet statutory requirements.</li> <li>Contribute to air quality improvement and reduction of pollutants.</li> <li>Support the Sustainable Travel Strategy.</li> <li>And support other Council plans and strategies, particularly the Climate Change Plan</li> </ul>	WBO 2 / Strategic Priority 1  WBO 1 / Strategic Priority 5  Climate Change Plan	Regulatory Services Manager - Environment & Community	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
2	Development and approval of a new Public Spaces Protection Order (PSPO) for Maesglas.	<ul style="list-style-type: none"> <li>New PSPO made in line with statutory requirements.</li> <li>Reduction of anti-social behaviour incidents.</li> </ul>	WBO 3 / Strategic Priority 7	Regulatory Services Manager - Environment & Community	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2023

3	Carry out a health and well-being focused compliance programme.	<ul style="list-style-type: none"> <li>• Reduced availability of illegal cigarettes and unsafe products and for children to access harmful products</li> <li>• Support for Aneurin Bevan Health Board and smoke free health settings</li> <li>• Preparatory work to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part 4 - Special Procedures)</li> </ul>	WBO 2 / Strategic Priority 7	Regulatory Service Manager – Commercial Standards	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2025
4	Review the Local Toilets Strategy in accordance with Welsh Government guidance	Review completed and Action Plan updated as required	WBO 3 / Strategic Priority 4	Regulatory Services Manager - Environment & Community	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
5	Review the demands on the service following implementation of the Renting Homes (Wales) Act 2016 and develop an action plan/strategy	Review completed and action plan/strategy developed.	WBO 2 / Strategic Priority 4	Regulatory Services Manager - Environment & Community	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2023
6	Review the HMO Licensing Scheme and take appropriate action, including licence renewal	Provide safe accommodation to Newport residents by ensuring standards are met in privately hired accommodation.	WBO 2 / Strategic Priority 7	Regulatory Services Manager - Environment & Community	1 <sup>st</sup> April 2023	31 <sup>st</sup> March 2024
7	Inspection of properties for Ukrainian refugees to ensure properties meet the relevant standards and H&S legal requirements	Provide safe accommodation as part of the emergency response provided by NCC to help with the Ukrainian refugees' crisis.	WBO 2 / Strategic Priority 7	Regulatory Services Manager - Environment & Community	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024

<b>Objective 4</b>		<b>To carry out regulation activities with the purpose of supporting businesses and tackling rogue trading, safeguarding vulnerable individuals and communities, and improving and protecting health and well-being.</b>				
<b>Objective Outcome(s)</b>		The outcomes delivered by the actions associated with this objective include, thriving businesses, protected consumers, preventing detriment to the local and national economy, safe and resilient consumers, justice for victims, a deterrent effect for poor behaviour, and an improved reputation of the city.				
<b>Corporate Strategy and/or Strategic Plan supported (If Applicable)</b>		Corporate Plan 2022-27 Climate Change Plan Sustainable Travel Strategy				
<b>Well-being Objective Supported (If Applicable)</b>		<b>Well-being Objective 2</b> – A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future.				
<b>Well-being Strategic Priorities Supported</b>		<b>WBO 2 / Strategic Priority 1</b> - Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan. <b>WBO 2 / Strategic Priority 2</b> - Collaborate and involve developers, communities, and businesses to create buildings for working and living in that are sustainable, affordable and enhance the environment. <b>WBO 2 / Strategic Priority 7</b> - Support and champion reputable businesses that comply with environmental and regulatory requirements and take action against organisations that do not.				
<b>Objective Owner(s)</b>		<b>Regulatory Service Manager – Commercial Standards</b>				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	Carry out a business support programme that will involve 'paid-for' business advice, training, partnership schemes etc.	<ul style="list-style-type: none"> <li>• Deliver a licensing advice/support service for businesses</li> <li>• Improve compliance by businesses</li> </ul>	WBO 2 / Strategic Priority 7	Regulatory Service Manager – Commercial Standards	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
2	Carry out a programme of compliance monitoring and investigations that will deliver a level playing field for businesses to tackle issues linked to counterfeit, unsafe or illegal products entering the marketplace.	Prevent/reduce the volume and market value of illegal products entering the marketplace.	WBO 2 / Strategic Priority 7	Regulatory Service Manager – Commercial Standards	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
3	Carry out a programme of support for vulnerable individuals that will reduce the likelihood of their lives facing disruption by unscrupulous businesses.	Delivery of interventions and establishment and monitoring of safeguarding mechanisms to provide improved consumer protection	WBO 2 / Strategic Priority 7	Regulatory Service Manager – Commercial Standards	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024

4	Delivery of animal welfare protection service	<ul style="list-style-type: none"> <li>• Sustainable and successful Dogs' Home</li> <li>• Attainment of RSPCA Footprint Award</li> <li>• Improved compliance in dog breeding and sales sector and disrupted organised crime groups</li> </ul>	Continuous Improvement	Regulatory Service Manager – Commercial Standards	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
5	Regional Enforcement and Intelligence Programme:  Continue hosting arrangements for the regional investigation and intelligence function for Wales	<ul style="list-style-type: none"> <li>• Improve the management of intelligence in Wales and the mapping of Serious and Organised Crime</li> <li>• Reduction of criminal activity across Newport</li> </ul>	WBO 2 / Strategic Priority 7	Regulatory Service Manager – Commercial Standards	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
6	Complete regulatory activity to meet the requirements of the Recovery Plan for the Food Standards Agency relating to [1] Food Hygiene and [2] Food Standards interventions.	<p>Activity completed to the satisfaction of the FSA.</p> <p>Effective regulation, safe food, reduced food fraud and a level playing field for businesses.</p>	WBO 2 / Strategic Priority 7	Regulatory Service Manager – Environment & Community	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2025
7	Review council policies relating to enforcement activities and licensing, in accordance with statutory guidance.	<ul style="list-style-type: none"> <li>• Allow a fair approach to the issuing of licenses for businesses relating to taxis, street traders, pubs, cafes and clubs, and scrap metal dealers.</li> <li>• Provide a fair approach to businesses and individuals in breach of legislation and the exercise of investigatory powers.</li> </ul>	WBO 2 / Strategic Priority 7	Regulatory Service Manager – Commercial Standards	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
8	Restart Paid for Advice services as part of Covid-19 recovery, to improve compliance with public protection regulations.	<ul style="list-style-type: none"> <li>• Additional revenue generated.</li> <li>• Improved compliance by businesses.</li> </ul>	WBO 2 / Strategic Priority 7	Regulatory Service Manager – Environment & Community	1 <sup>st</sup> April 2023	31 <sup>st</sup> March 2024
9	Investigate criminality and money laundering with a view to preventing serious and organised crime and allowing criminals to keep the profits of their activities	<ul style="list-style-type: none"> <li>• Excellent partnership work</li> <li>• Less victims</li> <li>• Seized assets</li> </ul>	WBO 2 / Strategic Priority 7	Regulatory Service Manager – Commercial Standards	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2024
10	Continue reducing the backlog of Environmental Health, Trading Standards and Licensing work caused by the Covid Pandemic	Aim is to clear any backlog of work in the different EH/TS/Licensing areas – housing, investigations, business	WBO 2 / Strategic Priority 7	Regulatory Service Manager – Environment & Community	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2023

	and redirection of resources to manage the Covid response.	inspections etc. and return to a business-as-usual scenario				
11	Raise awareness and enforce the minimum energy efficiency standards for rental properties. (An Energy performance certificate (EPC) rating of A to E is required on these properties to comply with the law).	<ul style="list-style-type: none"> <li>• Enforcement outcomes delivered to those landlords with properties with an F or G EPC.</li> <li>• Enforcement outcomes delivered to those landlords operating without an EPC.</li> <li>• New unregistered properties entering the market being monitored.</li> </ul>	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 2 WBO 2 / Strategic Priority 7 Climate Change Plan	Regulatory Service Manager – Commercial Standards	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2028

<b>Objective 5</b>		<b>Climate Change Plan 2022-27 Delivery</b>				
<b>Objective Outcome(s)</b>		To support the delivery of the Council's Climate Change Plan 2022-27 to become net zero carbon by 2030.				
<b>Corporate Strategy and/or Strategic Plan supported (If Applicable)</b>		Corporate Plan 2022-27 Climate Change Plan 2022-27				
<b>Well-being Objective Supported (If Applicable)</b>		<b>Well-being Objective 2</b> – A city that seeks to protect and enhance our environment whilst reducing our carbon footprint and preparing for a sustainable and digital future. <b>Well-being Objective 4</b> - Newport City Council is an inclusive organisation that places social value, fairness and sustainability at its core.				
<b>Well-being Strategic Priorities Supported</b>		<b>WBO 2 / Strategic Priority 1</b> - Become a net zero carbon council and city through the delivery of the Council's Organisational Climate Change Plan and Local Area Energy Plan. <b>WBO 4 / Strategic Priority 3</b> - Deliver our organisational Climate Change Plan to become a net zero organisation by 2030.				
<b>Objective Owner(s)</b>		<b>Climate Change Service Manager</b>				
Reference	Action	Action Outcome(s)	Strategic Priority / Self-Assessment / Continuous Improvement	Action Owner (Service or Team Manager)	Start Date	Anticipated Completion Date
1	<b>Our Buildings:</b>  Complete the building related actions of the Climate Change Plan, including ensuring all new buildings are net zero carbon, only low carbon heating systems are used, and zero carbon retrofits take place.	<ul style="list-style-type: none"> <li>Written policy developed and agreed by Cabinet (Leads CMs are Infrastructure &amp; Assets and Climate Change &amp; Biodiversity and also CM Education &amp; Early Years).</li> <li>No new gas boilers installed.</li> </ul>	WBO 4 / Strategic Priority 3  Climate Change Plan	Climate Change Service Manager	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024
2	<b>Transport:</b>  Complete the transport related actions of the Climate Change Plan, including supporting fleet decarbonisation and the roll out of charging infrastructure both for our organisation and the city.	<ul style="list-style-type: none"> <li>Work with NCC's fleet manager to ensure that there is sufficient charging to support EV adoption</li> <li>Draft and adopt an EV charging policy</li> <li>Map and prioritise locations for public EV chargers</li> <li>Accelerate the delivery of public EV chargers</li> </ul>	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3  Climate Change Plan	Climate Change Service Manager	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024
3	<b>Procurement:</b>  Work with the strategic procurement team to complete actions of the Climate Change	<ul style="list-style-type: none"> <li>The implementation of new aspects of existing processes to start to embed lower carbon procurement.</li> </ul>	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3  Climate Change Plan	Climate Change Service Manager	1 <sup>st</sup> April 2022	31 <sup>st</sup> October 2022

	Plan, including the measurement of procurement emissions, supporting managers with lower carbon procurements and supplier engagement.					
4	<b>Wider Roll:</b> Continue to identify and apply for sources of funding to support the delivery of actions across the climate change plan.	<ul style="list-style-type: none"> <li>Funding gaps identified</li> <li>New sources of funding identified</li> </ul>	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	Climate Change Service Manager	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024
5	<b>Wider Role – LAEP – Domestic:</b> Support CCR on regional Domestic Energy Efficiency schemes that will benefit Newport.	<ul style="list-style-type: none"> <li>ECO4 Flexible funding implemented and measures delivered</li> </ul>	WBO 2 / Strategic Priority 1	Climate Change Service Manager	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024
6	<b>Wider Role – LAEP – Industry:</b> Engage with the South Wales industrial cluster to understand and support industrial decarbonisation in Newport.	<ul style="list-style-type: none"> <li>Meetings held with a range of stakeholders.</li> <li>Decarbonisation opportunities and potential partnerships identified.</li> </ul>	WBO 2 / Strategic Priority 1	Climate Change Service Manager	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024
7	<b>Wider Role – LAEP – Transport:</b> Accelerate the roll out of EV charging for residents.	<ul style="list-style-type: none"> <li>EV charging policy adopted</li> <li>Further mapping undertaken</li> <li>100+ charging connectors installed.</li> </ul>	WBO 2 / Strategic Priority 1	Climate Change Service Manager	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2024

# Performance Measures

Performance Measure	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owner	Name of Data Provider	Actual 20/21	Actual 21/22	Target 21/22	Target 22/23
Percentage of Bi-monthly cleanliness inspections of highways and relevant land	Bi-monthly	Waste & Cleansing Service Manager	Cleansing Team Manager	99.2%	98.7%	97%	<b>97%</b>
Percentage of Municipal waste re-used, recycled and composted.	Quarterly	Waste & Cleansing Service Manager	Recycling & Engagement officer	67.2%	67.1%	64%	<b>64%</b>
Kilograms of residual waste generated per person	Quarterly	Waste & Cleansing Service Manager	Recycling & Engagement officer	153.24	155.54 kg/person	175 kg/person	<b>155 kg/person</b>
Percentage of municipal waste recycled at the HWRC	Quarterly	Waste & Cleansing Service Manager	Recycling & Engagement officer	93.7%	82.4%	65%	<b>70%</b>
Average number of days taken to clear fly tipping incidents.	Quarterly	Waste & Cleansing Service Manager	Waste Enforcement Manager	1.53 days	1.23 days	2 days	<b>1.5 days</b>
Number of events held on a range of countryside biodiversity and recycling related matters.	Quarterly	Environment & Leisure Service Manager	Environment & Leisure Service Manager	0	102	40	<b>45</b>
Percentage of significant Regulatory issues resolved	Quarterly	Regulatory Service Manager – Environment & Community	Regulatory Services	78.3	79.3%	95%	<b>95%</b>
Percentage of ASB incidents resolved by wardens	Quarterly	Regulatory Service Manager – Environment & Community	Community Protection Manager	92.3%	95%	93%	<b>93%</b>
Percentage of Food establishments broadly compliant with food hygiene standards	Quarterly	Regulatory Service Manager – Commercial Standards	Commercial Standards Team	96.6%	95.5%	95%	<b>95%</b>
<b>(NEW)</b> Total Council Carbon Emissions (Tonnes of CO2 equivalent)	Annual	Climate Change Service Manager	Climate Change Team	89,942	78,900	N/A	<b>74,900</b>
<b>(NEW)</b> Number of Pocket parks/ rain gardens created or improved.	Annual	Environment & Leisure Service Manager	E&L Team	N/A	N/A	N/A	<b>4</b>
<b>(NEW)</b> Number of play areas replaced or improved annually	Annual	Environment & Leisure Service Manager	E&L team	N/A	N/A	N/A	<b>10 (full year)</b>

Performance Measure	Frequency (Quarterly / Half-yearly / Annual)	Performance Measure Owner	Name of Data Provider	Actual 20/21	Actual 21/22	Target 21/22	Target 22/23
<b>(NEW)</b> Percentage of businesses that were either compliant or brought into compliance during the period	Half Year	Regulatory Service Manager – Commercial Standards	Commercial Standards Team	N/A	N/A	N/A	<b>97%</b>
<b>(NEW)</b> Value of the impact service actions have on regulatory criminality	Half Year	Regulatory Service Manager – Commercial Standards	Commercial Standards Team	N/A	N/A	N/A	<b>£1.5 million</b>
<b>(NEW)</b> Value of the impact service actions have on returning and protecting funds to residents	Half Year	Regulatory Service Manager – Commercial Standards	Commercial Standards Team	N/A	N/A	N/A	<b>£300,000</b>

# Service Area Risk Register

Risk Title	Risk Description	Risk Owner	Inherent Risk Score	Target Risk Score	Corporate / Service Risk
<b>Climate Change Risk</b>	Welsh Government has set a target for all public sector bodies to be net zero carbon by 2030. To achieve this target, NCC has a Climate Change Plan 2022-27 to deliver key actions and projects.	Climate Change Manager	12	2	Corporate Risk
<b>Ash Die Back Disease</b>	Ash Dieback disease will affect tree population in Newport. The disease has already been identified in Newport and could kill the majority of Ash trees in the authority. The impact of no action will be significant numbers of tree failures that could see an increase in the number of people harmed by trees and property claims.	Environment & Leisure Service Manager	16	6	Corporate Risk
<b>Welsh Governments Recycling Targets</b>	Failure to increase recycling performance and meet Welsh Government's Recycling target.	Waste & Cleansing Service Manager	16	4	Service Risk
<b>Pressure on the City's cemeteries</b>	As the City grows over the next 10 to 20 years there are increasing pressures for the Council's cemeteries to meet this demand.  It is emerging that over this time we will not have sufficient space to meet this demand.	Environment & Leisure Service Manager	16	6	Service Risk