



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

MID-YEAR REVIEW

ENVIRONMENT & PUBLIC PROTECTION

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, strategic priorities, and deliver continuous improvement each service area has developed their service plan. This report provides the Mid-Year progress against the Environment & Public Protection Service Plan 2022-24 (23/24).

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.

Service Area 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 - Climate Change Plan 2022-27 Delivery

Head of Service Executive Summary

2023/2024 is a year of big project delivery for the Environment and Public Protection area, and much ground has been covered in the first six months.

Regarding Environment and Leisure, Shared Prosperity Fund funding has been awarded to deliver significant improvements to the leisure offer in Newport. Works to improve the Mon-Brecon canal section between Fourteen Locks and the Caerphilly boundary have started this year. Replacement of the lock gates, improvements to paths around the pond and replacement of the bridge are underway, and design work for the desilting and relining of that section of the canal is being finalised ahead of works being undertaken later in the year. Design work is also ongoing for improvements to Tredegar Park, starting with the acquisition of the freehold which is near completion.

The play area improvement programme is also underway, with the first part of the year dedicated to resident engagement and delivery of 7 public consultation exercises linked to the improvement of the Ruperra St, Celtic Horizons, Humber Close and Tone Close, Black Ash Park, Penny Crescent and Westfield, Playford Crescent and Tredegar Park play areas, with very positive responses from residents.

This first half of the year has also brought changes to the recycling collections, with improvements to the recycling containers and capacity, and delivery of the first phase of the three weekly collections roll out from June 2023. Outcome has been really positive, with a significant reduction of the amount of non-recyclable waste and very few reports of issues regarding non-compliance with policy. Our waste engagement team keep being available to support residents ahead of the wider roll out planned from October 2023.

Work to tackle climate change and reduce our emissions has also continued at pace. We have a full programme of interventions for installation of LED lighting, low heat options and solar panels in Council buildings, and £1.5M for installation of EV chargers across Newport. Some examples of work completed in the first half of the year include LED lighting upgrades across 5 sites, pool cover installation at the Pool and Tennis Centre or motor replacement at Riverfront Theatre to increase efficiency of air-handling units, the team was also successful in obtaining a £4.5M grant from Welsh Government for installation of low heat pumps in Council buildings next year. We also celebrated Clean Air Day on 15th June with a very successful day full of activities at Jubilee Park Primary School.

The Public Protection team have also continued delivering their numerous activities to ensure Newport is a safer place for residents and businesses. The different teams continue delivering their compliance programmes effectively, with operations in place confiscating thousands of illegal/counterfeit products, making improvement to energy ratings in premises, or preventing scams. The work of the Community Protection team also saw the Market Arcade and Maesglas Public Spaces Protection Orders renewed and reinstated, respectively, in September 2023.

EPP is a highly operational area, and we keep experiencing ongoing issues linked to high sickness levels, which combined with recruitment issues, continue resulting in lower capacity to deliver services and a strain in existing staff. Latest recruitment exercises have proven successful though, and will mean an improvement in the longer term. Financial pressures linked to the need to survey, monitor and remove or improve dangerous trees that pose a risk to residents or to property remain, as this is still a high priority area that is being monitored very closely.

Other challenges come from impending changes to legislation, with the new Workplace Recycling Regulations changing the way non-domestic organisations need to segregate and manage their waste from April 2024. This will have a significant impact on businesses and organisations across Newport, and will also involve changes to the services offered by the Council to collect commercial waste. The waste team will be working really hard during the second part of the year to ensure we offer an efficient, comprehensive and flexible service to all our existing and new customers.

The second half of the year will see the continuation of the Shared Prosperity Fund projects and the play area improvement programme, with actual delivery of all the play areas consulted, on and further consultation events.

Energy efficiency improvements will continue, with the installation of low carbon heat solutions across 4 sites, including Ysgol Gymraeg Casnewydd, LED lighting upgrades across 11 further sites, including speciality lighting at Riverfront, and the installation of solar panels in the roof of Kingsway Car Park. In addition, new 15 on-street EV chargers will be installed by the end of the financial year, as well as an EV charging hub, including rapid chargers, at Kingsway Car Park, and rapid chargers at Pool and Tennis Centre, Velodrome and Stadium at NISV.

Public consultation on the new draft Air Quality Plan and subsequent approval of the 2023-2030 Plan will also take place in the second half of the year. Work in the public protection arena will also continue, and will see the start of the free advice to business programme regarding food safety, from November onwards, and a continuation of the inspection and compliance work.

Finally, the full roll out of three weekly waste collections will take place from October 2023, with teams reporting progress on implementation in the last part of the year.

Environment & Public Protection 2023/24 Overview

Service Plan Objectives

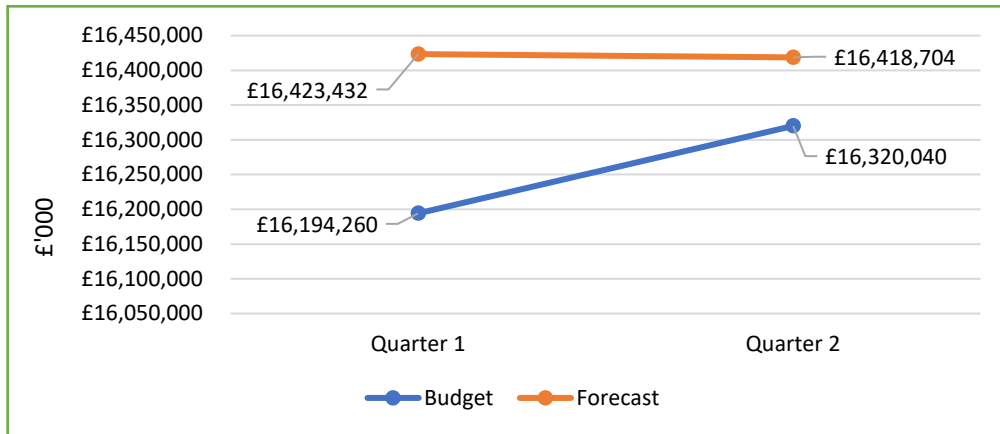
Objective	Mid-Year Status (Red / Amber / Green)
Objective 1 - Green and Blue Infrastructure for Community and Environmental Resilience.	
Objective 2 - Continuous improvement of recycling performance and move towards a Circular Economy	
Objective 3 - To improve public health and community wellbeing through 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 - Climate Change Plan 2022-27 Delivery	

Service Area Risks

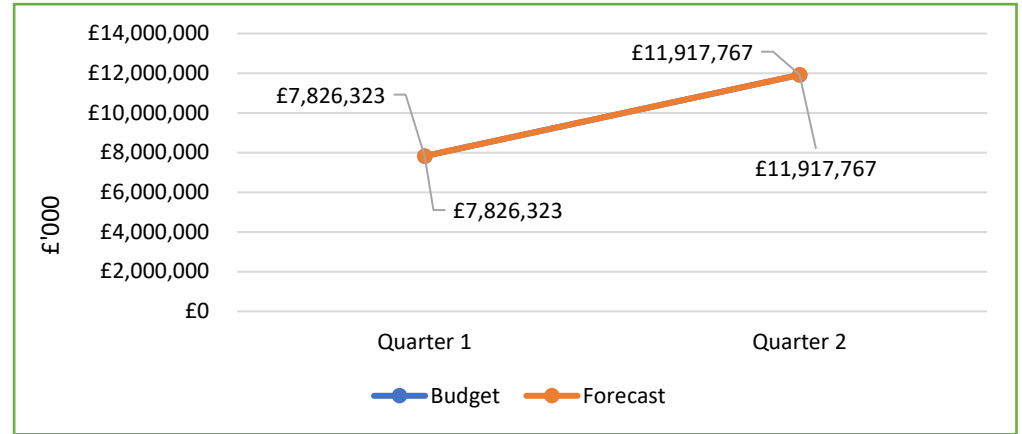
Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarterly Risk Scores (Q3 2022/23 to Q2 23/24)			
				Quarter 3 22/23	Quarter 4 22/23	Quarter 1 23/24	Quarter 2 23/24
Welsh Government's Net Zero Target by 2030	Corporate Risk	12	2	12	12	12	12
Ash Die Back Disease	Service Risk	16	6	12	12	12	12
Pressure on the City's cemeteries	Service Risk	16	4	12	12	12	12
Welsh Government's Recycling target	Service Risk	16	4	4	4	4	4

Service Area Finance Forecast (End of Quarter 2)

Revenue Forecast



Capital Forecast



Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
<p>Cemetery feasibility study - Sites feasibility, site investigation and design development.</p>	<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. 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 Well-being Objective 4</p>	<p>Quarter 4 2023/24</p>	<p>30%</p>	<p>Plotbox system for more efficient management of plots has been implemented and will go live in Q3 this year, plans to complete the extension at Christchurch this year are also being progressed, with the site assessment to start later in the year.</p>
<p>Parks and cemeteries: 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>	<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 Well-being Objective 4</p>	<p>Quarter 4 2023/24</p>	<p>35%</p>	<p>Programme of works for the year is progressing well, 7 full consultation exercises with residents have been carried out in the first half of the year (for play areas in Ruperra St, Celtic Horizons, Humber Close and Tone Close, Black Ash Park, Penny Crescent and Westfield, Playford Crescent and Tredegar Park) and works to renew the play areas are ongoing to be completed by end of 2023 or shortly. A number of lower-level interventions completed across Newport, and further consultation exercises planned early in 2024.</p> <p>Very positive outcome of public consultations and high interest shown by residents.</p>

Workforce Development

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

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
Improve check in performance	Increased percentage of check in meetings completed on I-Trent for all Environment and Public Protection areas.	1 st October 2022	31 st March 2024	75%	No. of check-ins completed remains around 60% which is an improved position but still under target, it has also identified that more objectives need to be added as part of the regular check-in reviews so focus over the next quarter will be an increase in the objectives set for the area.
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.	1 st January 2023	31 st March 2024	50%	Review is ongoing. IT needs, especially around use of excel and word, have been identified. Also specialist professional qualifications - ICCM diploma for cemeteries/crematorium staff, COCT licence for waste site, so relevant training will be arranged over the coming months. Rolling statutory CPD training programme is also in place for public protection staff.

Objectives and Action Plan Update

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

Objective 1 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	To achieve annual targets from Climate Change Plan: <ul style="list-style-type: none"> • 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	1 st October 2022	31 st March 2024	82%	Good progress on the different actions agreed as part of the climate change plan.
2	Development and implementation of 'Destination' recreation and leisure open space visitor facilities at Key locations across the city including: <ul style="list-style-type: none"> - Tredegar Park; - Mon-brec Canal. To secure suitable external funding to undertake major works within sites.	Implementation of facilities and improvement works at key parks and countryside locations for creation of formal and informal recreation and leisure destinations.	WBO 2 / Strategic Priority 4 WBO 4 / Strategic Priority 6	1 st October 2022	31 st March 2024	20%	Continuation of the Shared Prosperity Fund (SPF) site work all progressing well, with planning work carried out in the first part of the year. This is a 2 year programme of work and most of the works on the ground will not take place until 2024/25.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
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.	Establishment of key principles and vision to inform future decisions and actions for the sports offer in Newport. 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.	WBO 2 / Strategic Priority 4	1 st October 2022	31 st March 2024	10%	This project is on the early stages with further development planned during the last quarter of the year.
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.	Fully develop a set of proposals for consultation and council approval prior to submission of planning application. Overall aim is to increase biodiversity, enhance public wellbeing, link into various volunteering activities and make a contribution to climate change.	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 4	1 st October 2022	31 st March 2024	82%	Works ongoing for development of the latest sites.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
5	Undertake Community Asset Transfers (CAT) 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	1 st October 2022	31 st March 2024	20%	NCC policy being developed to provide a future framework for new requests. In parallel proposals are being reviewed/progressed on a case by case basis.
6	Expand volunteering opportunities by working with partners to enable local groups to gain access and assist with management of NCC open space land. The team will continue to work with local groups set up through the countryside service to maintain Countryside Sites and Public rights of way.	Maximise opportunities for Volunteering in Newport. Increase community resilience. Contribute to enhance biodiversity via conservation of open spaces across Newport.	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 4	1 st October 2022	31 st March 2024	80%	Good network of volunteers and wide range of activities covered. Looking at possibility for volunteer coordinator.

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

Objective 2 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	<p>Increased recycling:</p> <ul style="list-style-type: none"> Improvements/changes to household waste collections. Improvements to Household Waste Recycling Centre. Yearly monitoring of Waste Strategy to 24/25 - monitor the implementation and impact of the different activities and actions deriving from it. 	<ul style="list-style-type: none"> Increase recycling performance and work towards achieving the Welsh Government zero waste target. Improved options for Newport residents to recycle their waste. Review overarching waste strategy to measure progress and results over time. 	<p>WBO 2 / Strategic Priority 3</p> <p>Climate Change Plan</p>	1 st October 2022	31 st March 2024	50%	<p>Changes to recycling boxes and bags at kerbside implemented during April - August to increase capacity for card and paper and separate from glass to improve material quality and H&S for collection crews.</p> <p>Black bag sorting at HWRC relaunched March 23, with positive impact on increased recycling at the site.</p> <p>First phase of the 3 weekly roll out took place in June, with positive results in terms of reduction of non-recyclable waste and positive changes to resident's behaviours</p> <p>Full city roll out of 3 weekly collections from October projected to exceed the recycling target.</p>
2	<p>Beyond recycling:</p> <ul style="list-style-type: none"> Support the development of repair and reuse across the city Contribute to promote and advertise initiatives to reduce and recycle/upcycle waste Research options and new technologies leading to waste minimisation and tackling of hard to recycle materials 	<ul style="list-style-type: none"> Increase recycling performance and work towards achieving the Welsh Government zero waste target. Contribute to the circular economy in line with WG goals Incentivise community cohesion and partnership work 	<p>WBO 2 / Strategic Priority 3</p> <p>Climate Change Plan</p>	1 st October 2022	31 st March 2024	33%	<p>Finalisation of WG budget for 23/24 delaying release of grant funding for repair and reuse projects.</p> <p>NCC to promote workplace recycling regulations and single use plastic ban q2 onwards, and maintain links with Newport Wastesavers tip shop at Docks Way HWRC to promote reuse.</p> <p>Opportunity to work with Newport Circular Economy Network new project manager to explore and strengthen community links.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
3	<p>Encourage businesses to be more sustainable:</p> <ul style="list-style-type: none"> Encourage initiatives to minimise waste e.g. support reduction in single use plastics Support promotion and implementation of WG non-domestic waste regulations and improve NCC commercial recycling services Engage with local businesses/organisations regarding reuse and recycling options and initiatives. 	<p>The delivery of this action will enable the Council to:</p> <ul style="list-style-type: none"> Develop partnership work and increase community cohesion Raise awareness on the recycling element to contribute towards improved recycling performance Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour 	<p>WBO 2 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 7</p>	1 st October 2022	31 st March 2024	50%	<p>Work regarding commercial waste collections is ongoing. New legislation on separation of workplace non domestic recycling will require all NCC premises to separate waste and recycling by stream at point of production from April 2024. Advice by NCC to e.g. Newport BID etc to ensure the correct message is disseminated, and will support business with compliant waste recycling service offering.</p>
4	<p>Support community pride in the city:</p> <ul style="list-style-type: none"> Engage with landlords to increase recycling in private rented sector and HMO's Increase recycling in flats Improvement of local environment especially in city centre and target wards Action against graffiti and community action to cleanse and improve local neighbourhoods through partnership working. 	<p>The delivery of this action will enable the Council to:</p> <ul style="list-style-type: none"> Develop partnership work and increase community cohesion. Raise awareness on the recycling element to contribute towards improved recycling performance. Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour. 	<p>WBO 2 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 7</p>	1 st October 2022	31 st March 2024	33%	<p>Behaviour Change Engagement Officer and engagement education officers continuing to engage where excess waste and flytipping issues prevalent. Already successful intervention to encourage correct disposal of wastes.</p> <p>Agreement with Newport City Homes (NCH) for dedicated WEEO to work on NCH estates with delegated powers to enforce where they cannot ongoing.</p> <p>Deep cleanse activities showing higher levels of street cleanse with positive feedback from residents.</p> <p>£25k DEFRA funding awarded for gum litter campaign in Q1 - results of intervention to be confirmed with focus on expanding gum removal to secondary shopping centres.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	<p>Continued... Support community pride in the city:</p> <ul style="list-style-type: none"> Engage with landlords to increase recycling in private rented sector and HMO's Increase recycling in flats Improvement of local environment especially in city centre and target wards Action against graffiti and community action to cleanse and improve local neighbourhoods through partnership working. 	<p>The delivery of this action will enable the Council to:</p> <ul style="list-style-type: none"> Develop partnership work and increase community cohesion. Raise awareness on the recycling element to contribute towards improved recycling performance. Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour. 	<p>WBO 2 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 7</p>	1 st October 2022	31 st March 2024	33%	<p>Opportunity for 'legal' graffiti wall agreed with SWTRA at Glebelands - launched with leader September 23 - NCH agreed to legal wall also, detail tbc.</p> <p>NCC continues to engage with and support litter picking groups.</p>
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"> Other themes of the climate change plan influenced by waste especially procurement Recycling hubs in Civic replaced with new bins purchased April 2020 for consistency. 	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 4 / Strategic Priority 3</p> <p>Climate Change Plan</p>	1 st June 2022	31 st March 2027	33%	<p>Realising this through inclusion of social value and carbon reduction measures through procurement. New legislation on separation of workplace non-domestic recycling will require all NCC premises to separate waste and recycling by stream at point of production - waste to support internally as well as develop external offering.</p>

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 3 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	<p>Delivery of adequate Air Quality management and monitoring across Newport:</p> <ul style="list-style-type: none"> Finalise an Air Quality Action Plan. Hold an annual Clean Air Day. Develop and maintain community-based Air Quality Groups for Air Quality Management Areas. 	<p>Main aims are:</p> <ul style="list-style-type: none"> Meet statutory requirements. Contribute to air quality improvement and reduction of pollutants. Support the Sustainable Travel Strategy. And support other Council plans and strategies, particularly the Climate Change Plan. 	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 1 / Strategic Priority 5</p> <p>Climate Change Plan</p>	1 st October 2022	31 st March 2024	60%	<p>The authority's AQ Progress Report shows a continuing improvement of air quality in Newport across monitoring stations and AQMAs. The AQ Action Plan draft continues to evolve as officers prepare to engage with members via Scrutiny Committee and seek the views of the public via a consultation process later in the year.</p>
2	<p>Development and approval of a new Public Spaces Protection Order (PSPO) for Maesglas.</p>	<ul style="list-style-type: none"> New PSPO made in line with statutory requirements. Reduction of anti-social behaviour incidents. 	<p>WBO 3 / Strategic Priority 7</p>	1 st October 2022	31 st March 2024	65%	<p>The consultation was completed and was very successful. There was a significant improvement in community engagement. The consultation showed support for the PSPO reinstatement. The order was agreed by council in September 2023. The Public Protection Service is in contact with Legal Services to complete the sealing of the orders.</p> <p>Similarly, the Market Arcade PSPO renewal was agreed.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
3	Carry out a health and well-being focused compliance programme.	<ul style="list-style-type: none"> Reduced availability of illegal cigarettes and unsafe products and for children to access harmful products. Support for Aneurin Bevan Health Board and smoke free health settings. Preparatory work to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part 4 - Special Procedures). 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2025	50%	Since 1 April 2023, the Trading Standards Section seized 150,270 illegal cigarettes and 49.65kg of illegal hand rolling tobacco with a combined value of £42,911. Additionally, 3,822 illegal disposable vapes worth £38,220 have been seized. Legal disposable vapes are regulated by the MHRA, illegal disposable vapes have not been

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 4 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Carry out a business support programme that will involve 'paid-for' business advice, training, partnership schemes etc.	<ul style="list-style-type: none"> • Deliver a licensing advice/support service for businesses. • Improve compliance by businesses. 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>Business advice and support embodied in the 3 main schemes administered by the Trading Standards Section currently comprises: 11 Buy With Confidence members; 2 Responsible Retailer members; and 9 Primary Authority relationships.</p> <p>Since 1 April 2023, the service has issued 1,008 taxi licences and provided training to taxi drivers (509 courses delivered).</p> <p>Energy Performance Certificates: Since 1st April 2023, 7 F rated properties were brought into compliance following the previous issue of Compliance Notices. This equates to an annual reduction in CO2 of 24.2 tonnes, a reduction in energy costs of £2,584 and a reduction in energy consumption of 32244 KWH. 10 further F/G rated properties remain non-compliant and enforcement action is ongoing. Updated intelligence was obtained from Rent Smart Wales which indicates 77 new F/G rated properties have entered the market. Cross referencing with the EPC Register is to be undertaken to ensure currency and then appropriate enforcement activity will commence. A new list obtained from the Department for Business, Energy and Industrial Strategy indicates 85 Commercial F/G rated properties. 9 F/G rated properties are now compliant (1 following Trading Standards) intervention, 21 properties ceased trading and 55 F/G rated properties remain outstanding.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
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	1 st October 2022	31 st March 2024	50%	<p>Since 1 April 2023, the total number of illegal products on the marketplace seized include 931 items of clothing, 115 bottles of perfume, 3,822 vapes, 150,270 cigarettes and 49.65kg hand rolling tobacco, providing a total estimated retail price of £472,443. There are various other criminal investigations ongoing in relation to illicit tobacco, doorstep crime, counterfeit goods and illegal dog breeding.</p> <p>Where trademark infringing products are being advertised for sale on websites and social media platforms there is a programme in place where officers notify brand holders, the social media page and e-crime unit in order to take down the websites, if a criminal investigation is not underway. Since 1 April 2023 14 referrals have been made.</p> <p>Operation Osprey relates to the supply of illegal tobacco from five commercial premises on Commercial Street, Newport. The value of criminality relating to illegal tobacco on Commercial Street, was estimated to be more than £2.1 million annually. Officers carried out an intensive and partnership-based investigation. With support from the police, 118,710 illegal cigarettes, 41.45kg HRT, 2,433 vapes have been seized. This is an estimated RRP of £134,784.</p> <p>A quantity of cannabis and quantities of cash were also found and seized. Four suspects were arrested following a raid at a residential premises and three were charged with fraud. Monthly Partnership meetings take place with colleagues from the police.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
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	1 st October 2022	31 st March 2024	61%	<p>Friends Against Scams is a National Trading Standards Scams Team initiative, which aims to protect and prevent people from becoming victims of scams. Newport Trading Standards have carried out 13 talks with a total of 162 attendees providing an estimated detriment saving of £9,396.00. Ten scam victims have also been visited and target hardening support delivered, providing an estimated detriment saved £580.00.</p> <p>Officers are continuing with ongoing criminal investigations in relation to rogue trading/doorstep crime cases. Thirteen interventions have been carried out since 1st April 2023 relating to doorstep crime incidents, this assists in disrupting criminal behaviour and providing advice and support to residents of Newport, ensuring further harm prevention and financial detriment.</p> <p>Officers have received training on taking witness statements from vulnerable people to achieve best evidence, four witness statement has been taken from a vulnerable person using the training provided.</p> <p>Operation CoLA relates to civil law referrals from the Citizens Advice Consumer Service. Thirty-two cases have been identified providing a potential detriment of £254,168.66. The amount that has been refunded due to Trading Standards intervention is £5,580.00.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	Delivery of animal welfare protection service.	<ul style="list-style-type: none"> • Sustainable and successful Dogs' Home • Attainment of RSPCA Footprint Award • Improved compliance in dog breeding and sales sector and disrupted organised crime groups 	Continuous Improvement	1 st October 2022	31 st March 2024	50%	<p>Since 1 April 2023, the total number of dogs entering Newport City Dogs Home (NCDH) is 114 (up from 101 in the same period in 2022). Total income for the period (consisting of fees from reunited owners, rehoming fees and play park fees) was £18,943. Friends of Newport Dogs (FOND) have now set up their constitution and are starting online fundraising and social media updates. NCDH won gold awards for Stray Dog and Kennelling Services in this year's RSPCA Paw Print Awards.</p> <p>Newport currently has 2 licensed dog breeders. 2 complaints regarding illegal dog breeding have been investigated. The service also actively investigates several complex illegal dog breeding cases.</p>
5	Regional Enforcement and Intelligence Programme: Continue hosting arrangements for the regional investigation and intelligence function for Wales.	<ul style="list-style-type: none"> • Improve the management of intelligence in Wales and the mapping of Serious and Organised Crime • Reduction of criminal activity across Newport 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>The Regional Investigation Team Wales has six active investigations and six in the court system awaiting trial, two of which are mapped Organised Crime Groups.</p> <p>There are five operations with active assets restraint orders, restraining known assets to the sum of £1.1m and two active Account Freezing Orders to the sum of approx. £50k. The criminality/consumer detriment of all cases is estimated to be more than £2million with the overall criminal benefit figures estimated to be significantly higher.</p> <p>Since 1st April 2023, two new cases have been tasked to the Regional Investigation Team for investigation.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
5	<p>Regional Enforcement and Intelligence Programme:</p> <p>Continue hosting arrangements for the regional investigation and intelligence function for Wales.</p>	<ul style="list-style-type: none"> Improve the management of intelligence in Wales and the mapping of Serious and Organised Crime Reduction of criminal activity across Newport 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>Since 1st April 2023, the Regional Intelligence Function has continued to support work on the illegal sale of vapes by supporting the Trading Standards Wales Vapes Working Group with data collection from Local Authorities and analysis. The underage sales of vapes is a particular issue with the RIF working closely with regional policing. Ongoing support on operational activities take place by developing intelligence products and analysis in particular tobacco and dog breeding projects. The RIF have further developed the Serious and Organised Crime Tasking processes requesting monthly updates from submitting authorities and reporting to regional policing.</p> <p>As part of Operation CECE, several enforcement days of action have taken place across Wales where a significant amount of illegal tobacco has been removed from the marketplace. Further investigations into the criminality of the distribution of illegal tobacco is taking place. The CECE Team has recently passed the 5 million total for illegal cigarettes seized since the project started.</p> <p>Since 1st April 2023, Operation CABAL has supported 4 regional cases for 3 local authorities, arrested 2 nominals and interviewed 5 nominals linked to illegal dog breeding. Seized £85K cash under POCA, restrained assets of 1 nominal carrying out illegal doge breeding with criminal benefit of £370,000.00.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
5	Regional Enforcement and Intelligence Programme: Continue hosting arrangements for the regional investigation and intelligence function for Wales.	<ul style="list-style-type: none"> Improve the management of intelligence in Wales and the mapping of Serious and Organised Crime Reduction of criminal activity across Newport 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	Information's laid in 2 large CABAL regional cases including charges relating to welfare, mutilation of puppies, unlicensed breeding, Fraud Act, Trademarks Act and also acquiring criminal property.
6	Review council policies relating to enforcement activities and licensing, in accordance with statutory guidance.	Allow a fair approach to the issuing of licenses for businesses relating to taxis, street traders, pubs, cafes and clubs, and scrap metal dealers. Provide a fair approach to businesses and individuals in breach of legislation and the exercise of investigatory powers.	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	40%	The taxi policy consultation period was extended a further 8 weeks to give trade representatives further time to consider.
7	Restart Paid for Advice services as part of Covid-19 recovery, to improve compliance with public protection regulations.	<ul style="list-style-type: none"> Additional revenue generated. Improved compliance by businesses. 	WBO 2 / Strategic Priority 7	1 st April 2023	31 st March 2024	0%	There is an SPF supported programme of food safety planned for the next year or so. This will provide businesses with key food safety messages relating to hygiene and allergen controls. It is expected many businesses will receive free training. The down-side of this approach is the income targets relating to Paid For Business Support will be at risk. This issue is being managed. It is expected that several companies will continue to access advice via the Primary Authority programme.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
8	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"> • Excellent partnership work • Less victims • Seized assets 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	Since 1 April 2023 there have been four cash seizures totalling £21,240 and one account freezing order of £22,835.08. Financial investigations are continuing and applications to court to get the money forfeited will be considered. A restraint order for £771,105.50 has been granted in relation to a criminal investigation into counterfeit goods. Officers also provide support for other local authority's financial investigations which includes restraints of criminal money, cash seizures and account freezing orders.
9	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"> • Enforcement outcomes delivered to those landlords with properties with an F or G EPC. • Enforcement outcomes delivered to those landlords operating without an EPC. • New unregistered properties entering the market being monitored. 	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 2 / Strategic Priority 2</p> <p>WBO 2 / Strategic Priority 7</p> <p>Climate Change Plan</p>	1 st April 2022	31 st March 2028	50%	<p>The programme is an SPF project. Planning and preparation took place in the spring and data sets were set up to allow interaction with landlords in the summer. This has commenced. An officer was recruited and the project team are working to an action plan.</p> <p>During Q1: 3 F rated properties were brought into compliance following the previous issue of Compliance Notices. This equates to an annual reduction in CO2 of 16.3 tonnes, a reduction in energy costs of £1,975 and a reduction in energy consumption of 27856 KWH. 14 further F/G rated properties remain non-compliant and enforcement action is ongoing.</p> <p>No enforcement action was undertaken for properties without an EPC.</p> <p>A new list obtained from Rent Smart Wales indicates 77 new F/G rated properties have entered the market. Cross referencing with the EPC Register is to be undertaken to ensure currency and then appropriate enforcement activity will commence.</p>

Objective 5 - Climate Change Plan 2022-27 Delivery

Objective 5 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Our Buildings: 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"> Written policy developed and agreed by Cabinet (Leads CMs are Infrastructure & Assets and Climate Change & Biodiversity and also CM Education & Early Years). No new gas boilers installed. 	WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2022	31 st March 2024	50%	Net zero new builds are being constructed. Further work is required to understand the low carbon standards which should be applied to retrofits. Further work is required to ensure retrofits happen to NZC standards.
2	Transport: 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"> Work with NCC's fleet manager to ensure that there is sufficient charging to support EV adoption Draft and adopt an EV charging policy Map and prioritise locations for public EV chargers Accelerate the delivery of public EV chargers 	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2022	31 st March 2024	50%	The climate change team is supporting this action via the delivery of public EV charging.
3	Wider Roll: 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"> Funding gaps identified New sources of funding identified 	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2022	31 st March 2024	20%	Funding has been identified / applied for / received across the themes of procurement, buildings and transport. More work is needed in relation to land.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	Wider Role - LAEP - Domestic: Support CCR on regional Domestic Energy Efficiency schemes that will benefit Newport.	<ul style="list-style-type: none"> • ECO4 Flexible funding implemented and measures delivered 	WBO 2 / Strategic Priority 1	1 st April 2022	31 st March 2024	75%	NCC have been working closely with CCR and are close to launching the ECO4 Flex scheme in Newport.
5	Wider Role - LAEP - Industry: Engage with the South Wales industrial cluster to understand and support industrial decarbonisation in Newport.	<ul style="list-style-type: none"> • Meetings held with a range of stakeholders. • Decarbonisation opportunities and potential partnerships identified. 	WBO 2 / Strategic Priority 1	1 st April 2022	31 st March 2024	50%	Increased engagement with industry this quarter on matters such as renewable energy and heat networks.
6	Wider Role - LAEP - Transport: Accelerate the roll out of EV charging for residents.	<ul style="list-style-type: none"> • EV charging policy adopted • Further mapping undertaken • 100+ charging connectors installed. 	WBO 2 / Strategic Priority 1	1 st April 2022	31 st March 2024	75%	NCC have worked in conjunction with CCR to install charge points this financial year and have applied for a significant amount of funding to install further public chargers in 23/24.

Performance Measures

Annual performance measures are not included in the Mid-Year review and will be reported as part of 23/24 End of Year Review.

Performance Measure / Description	End of Year Performance (21/22 to 22/23)			Mid-Year Performance 23/24		
	Actual 2021/22	Actual 2022/23	Actual Q2 2022/23	Actual Q2 2023/24	Target 2023/24	Commentary
Percentage of Bi-monthly cleanliness inspections of highways and relevant land	98.7%	99.6%	99.2%	95.8% (115 / 120)	97%	Actuals in Quarter 2 show as slightly under target, however cleanliness standards across Newport are good and it is expected the year end result will be on target.
Percentage of Municipal waste re-used, recycled and composted.	67.1%	65.2%	66.7%	67.8% (24,984.34 T / 36,828.33T)	64%	Performance measure is succeeding against the agreed target for 2023/24.
Kilograms of residual waste generated per person	155.54 kg/person	152.25kg/person	75.3kg / person	74.18 kg / person	155 kg/person Q2 Target - 77.5 kg / person	Performance measure is on target to meet the agreed target for 2023/24.
Percentage of municipal waste recycled at the HWRC	82.4%	84%	77.7%	87.4% (3,611 / 4,131.7)	70%	Performance measure is succeeding against the agreed target for 2023/24.
Average number of days taken to clear fly tipping incidents.	1.23 days	1.4 days	1.4 days	1.4 days	1.5 days	Performance measure is succeeding against the agreed target for 2023/24.
Number of events held on a range of countryside biodiversity and recycling related matters.	102	96	41	78	45 Q2 Target - 22	Performance measure is succeeding against the agreed target for 2023/24.
Percentage of significant Regulatory issues resolved	79.3%	91%	90.4%	95.5%	95%	Performance measure is succeeding against the agreed target for 2023/24.
Percentage of ASB incidents resolved by wardens	95%	97.3%	97.3%	96.8%	93%	Performance measure is succeeding against the agreed target for 2023/24.
Percentage of Food establishments broadly compliant with food hygiene standards	95.5%	95%	95%	95%	95%	Performance measure is succeeding against the agreed target for 2023/24.

Performance Measure / Description	End of Year Performance (21/22 to 22/23)			Mid-Year Performance 23/24		
	Actual 2021/22	Actual 2022/23	Actual Q2 2022/23	Actual Q2 2023/24	Target 2023/24	Commentary
Percentage of businesses that were either compliant or brought into compliance during the period	No Data	97%	97%	89% (474 / 533)	97%	This PI will not show true performance when results are analysed soon after the close of the reporting period. Officers will need as much as 2 months to establish if a non-compliant business has rectified the problem. It is expected that the compliance rate would be higher if results are based on data from 'reporting period plus 10 weeks' rather than 'reporting period plus 2 weeks'. The information will be rerun in mid-November to sense check the figures. A correction will be made at this point.
Value of the impact service actions have on regulatory criminality	No Data	£1.75m	£1,641,719	£828,018	£1.5m	It is understood this return is under-reporting (even though it is showing green). It has been identified that one of the reporting teams has not inputted this year. Efforts will be made to rectify this. (Often officers focus is on 'doing' rather than reporting).
Value of the impact service actions have on returning and protecting funds to residents	No Data	£257,452	£200,202	£43,560	£200k	Scam Prevention work is planned in the final half of the year that is very likely to deliver a £250,000 saving. There are also cases moving through court process that may result in as much as £60,000 savings to residents.

Case Studies, Key Achievements, Awards

Below are some examples of case studies, key achievements and awards which the service area delivered in 2023/24.

Health Improvement Enforcement work

The service remains committed to health improvement enforcement. This is illustrated by its work on illegal tobacco and vaping products. Since 1 April 2023, the Trading Standards Section seized 150,270 illegal cigarettes and 49.65kg of illegal hand rolling tobacco with a combined value of £42,911. 9 ASB Closure Orders have been obtained following these seizures and there are 6 active significant investigations. Three members of an organised crime group have been convicted of fraud. (Sentence pending).

3,822 illegal disposable vapes worth £38,220 have been seized. Legal disposable vapes are regulated by the MHRA, illegal disposable vapes have not been assessed and tested in accordance with UK law and are in breach of the relevant regulations. The potential harm they may cause to the health of consumers is concerning.

Additionally, many of the illegal disposable vapes have packaging and flavourings that are clearly child appealing. It is illegal to sell vape products to persons under 18 years of age. It is also important to try to stop these products ending up in the hands of children. To that end, 18 test purchase attempts have been made with 10 business failures.



RSPCA Awards – Newport City Dogs Home

Newport City Dogs Home has won gold in two categories at the 2023 RSPCA Cymru PawPrint Awards for their work with stray dogs. This is the twelfth year that the team has been recognised with a gold award in the stray dog category for their hard work looking after the dogs in their care. Newport City Dogs Home also won a second gold award for their work with kennelling stray dogs.

The RSPCA PawPrints annual award scheme recognises hard work from public bodies in relation to animal welfare. There are a number of categories for awards including recognition for stray dog provision, animal licensing work, contingency planning, and housing policies. Each category is judged on specific criteria and there are bronze, silver and gold standards in each.

To achieve a gold award for stray dog services requires protecting the welfare of stray dogs during and after they are in your care, as well as promoting responsible ownership. For the kennelling gold award requires ensuring the welfare needs of dogs are met and in line with RSPCA good practice.

Street Art Project

A partnership project between Newport City Council, Welsh Government and the South Wales Trunk Road Agent (SWTRA) has resulted in the opening of a dedicated space for artists to display their works, the new graffiti wall in Glebelands Park, which covers the walls on both sides of the tunnel linking the northern and southern sections of the park, running under the M4.

The designation of a legal graffiti space aims to encourage innovation and creativity in a safe environment, while reducing the level of graffiti in unauthorised areas. The project is part of the council's work to improve the city's physical environment, and follows the commissioning of a number of murals across Newport, including those at Harlequin Roundabout.



Green Flag Award for Newport's Parks

The Green Flag awards are a UK-wide scheme which recognise and reward well-managed parks and green spaces. Beechwood Park and Belle Vue Park have been recognised by Keep Wales Tidy for their excellent visitor facilities, high environmental standards, and commitment to delivering great quality green space.

This will be the seventeenth consecutive year that Belle Vue has been awarded Green Flag status, while Beechwood is celebrating its sixth consecutive award. Belle Vue has also retained its Green Heritage status for a sixth-year running. The Gwent Crematorium has also retained its Green Flag status for the seventh year in a row.



Improvements to Play Areas

The Parks Team are working on upgrading play areas across Newport to provide children with safe and fun spaces to play. The project aims to create play areas that are inclusive, accessible, and sustainable, and by upgrading the play areas, the project hopes to encourage children to spend more time outdoors, promoting physical activity and social interaction. The project is being undertaken with the input of the community, ensuring that the needs and preferences of local families are considered in the design process through multiple consultations.

The first improvement works completed as part of this year's Programme of Interventions have been at the play area located at Ruperra Street in the Pill ward, and included full refurbishment of the surface, full refurbishment of play equipment and refurbishment of fencing and gate.



Glossary

Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' <i>Target Date</i> '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' <i>Target Date</i> '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' <i>Target Date</i> '.
C	Project / Action has been successfully delivered

Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance.

Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

Abbreviations

Abbreviation	Description
AQMA	Air Quality Management Area
HWRC	Household Waste Recycling Centre
ICCM	Institute of Cemetery and Crematorium Management
SPF	Shared Prosperity Fund
SWTRA	South Wales Trunk Road Agent
WEEO	Waste Electrical and Electronic Equipment Directive