

# Law & Regulation

## End of Year Review 2020/21








**Cabinet Member for Licensing and Regulation – Councillor Ray Truman**

**Head of Service – Gareth Price**

## Introduction

This is the Law & Regulation update on the progress being made against the objectives, actions, performance and risk for the period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#) and the [Council's Strategic Recovery Aims](#) in response to the Covid-19 crisis. As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

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

To support the delivery of the Council's Corporate Plan 2017-22 and the Strategic Recovery Aims, the Law & Regulation Service Plan 2020/21 focuses on the delivery of:

- **Wellbeing Objective 2** – To promote economic growth and regeneration whilst protecting the environment.
- **Wellbeing Objective 3** – To enable people to be healthy, independent and resilient; and
- **Wellbeing Objective 4** – To build cohesive and sustainable communities
- **Strategic Recovery Aim 2** – understand and respond to the impact of Covid-19 on the city's economic and environmental goals to enable Newport to thrive again.
- **Strategic Recovery Aim 3** – Promote and protect the health and wellbeing of people, safeguarding our most vulnerable and building strong, resilient communities.
- **Strategic Recovery Aim 4** – Provide people with the resources and support that they need to move out of the crisis, considering in particular the impact that Covid-19 has had on our minority and marginalised communities.

The 2020/21 Service Plan has four objectives that are focused on:

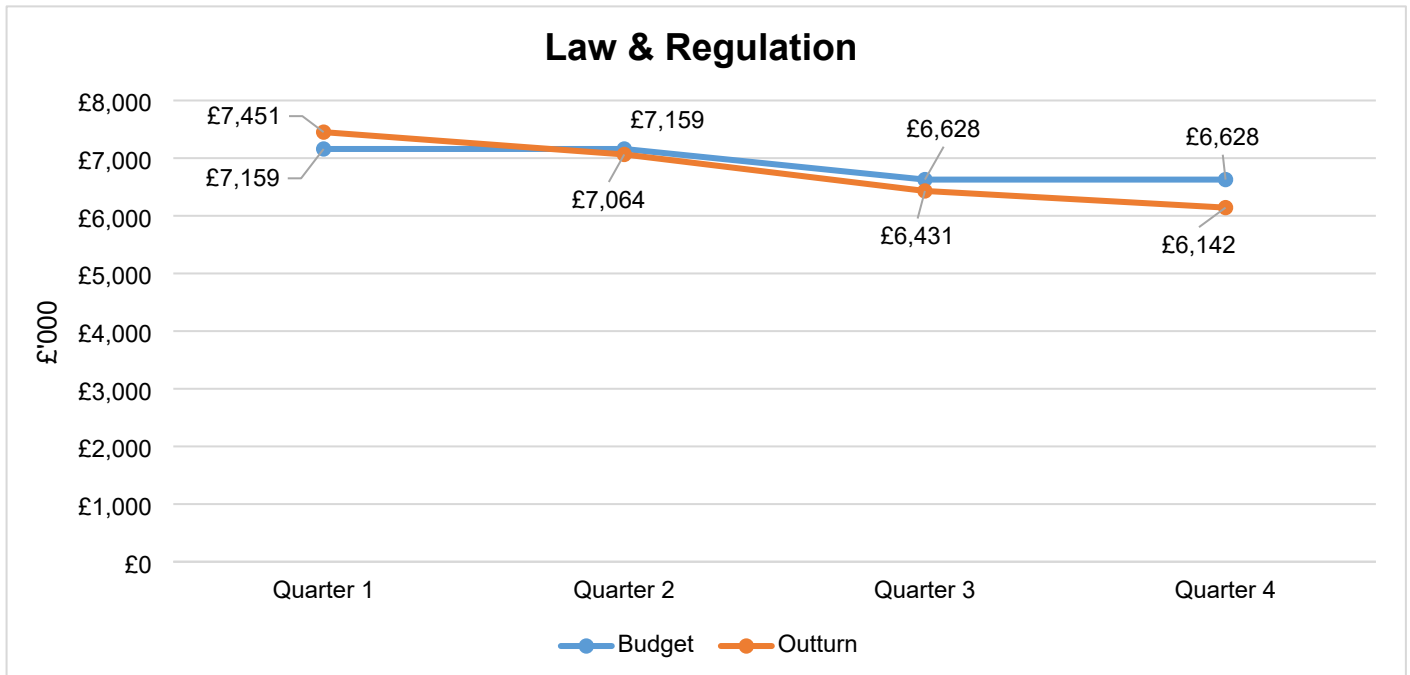
**Objective 1** – To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources.

**Objective 2** – To improve constitutional and corporate governance arrangements

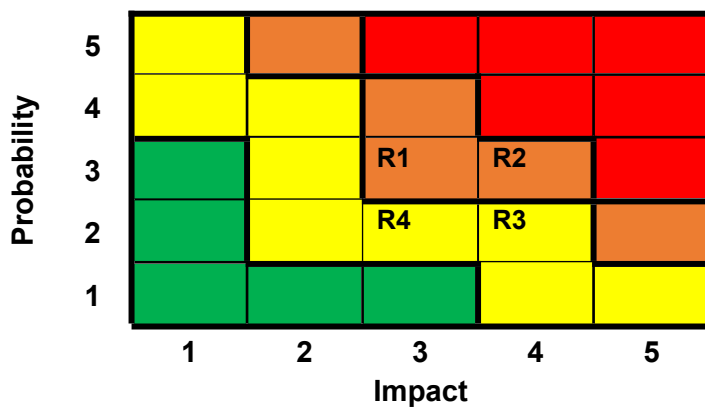
**Objective 3** – To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes.

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

**2020/21 Budget and Outturn**



**Service Risks as at 31<sup>st</sup> March 2021**



Law & Regulation Risk Heat Map Key (Quarter 4 2020/21)	
<b>R1</b> – Climate Change (Led by RIH)	<b>R3</b> – Transfer of land charges function to land register
<b>R2</b> – Capability & Capacity of Environmental Health team	<b>R4</b> – Budgetary pressures on service demands

Corporate / Service Risk	Risk Score Quarter 1 2020/21	Risk Score Quarter 2 2020/21	Risk Score Quarter 3 2020/21	Risk Score Quarter 4 2020/21
<b>Corporate Risk</b> – Climate Change (Led by Regeneration Investment & Housing)	9	9	9	9
<b>Service Risk</b> – Capability & Capacity of Environmental Health Team	12	12	12	12
<b>Service Risk</b> – Transfer of Land Charges Function to Land Register	8	8	8	8
<b>Service Risk</b> – Budgetary Pressures on Service Demands	6	6	6	6

## **Executive Summary from the Head of Service**

There has been a remarkable level of sustained performance throughout 20/21 in the light of the unprecedented challenges of Covid-19, with many staff being diverted and redeployed as critical response services had to be prioritised. This had an inevitable and significant impact on the delivery of other statutory services, some of which had to be suspended altogether, and is reflected to some extent in the final PI's and progress in meeting service plan objectives in these areas. Nevertheless, despite these problems, the overall service performance has been excellent and this is a testament to the hard-work, dedication and professionalism of the staff, who are to be commended for their achievements during the past year.

Law and Regulation staff have played a critical role in relation to the Council's Covid-19 response and recovery plans. In particular, staff within Public Protection have been instrumental in delivering the Test, Trace Protect Service, managing the environmental health response in relation to infection control in care settings, workplaces and community transmission, and enforcement of Covid restrictions and social distancing in shops and licensed premises. The Registration and Coroner's service staff have also been managing large numbers of death registrations and inquests during this period, and having to cope with the emotional demands of dealing with the bereaved.

The single biggest achievement during the past 12 months was undoubtedly the establishment of the local TTP team, as part of the Gwent regional service. The contact tracing strategy was a key element of the Welsh Government route plan for relaxing the Coronavirus lock-down in Wales, by reducing the transmission of the virus until a vaccination programme could be undertaken. The overarching TTP plan was announced on 13<sup>th</sup> May 2020 and had to be implemented by 1<sup>st</sup> June. Therefore, we had just over two weeks to develop and establish the service from scratch, ready to start the contact tracing in June. This required an enormous collective effort across all Council services, supported by the SRS, to recruit and train the staff, set up the equipment, develop temporary databases and put in place interim management arrangements. We started with just 10 contact advisers and 5 contact tracers, using redeployed Council staff, but since then the service has grown to approximately 100 staff and with an operating budget of over £1.7m. At the peak of the pandemic, the TTP service were dealing with over 260 new cases a day and they were still contacting approximately 90% of first contact cases within 2 days.

The other significant aspect of the Covid-response work was in relation to the monitoring and enforcement of the Regulations and restrictions in relation to businesses. During the past 12 months, Trading Standards and licensing officers have provided businesses with advice on 2,343 occasions, completed 2,706 inspections, issued 43 Premises Improvement Notices, 8 Premises Closure Notices and 5 Fixed Penalty Notices and completed 2 licence reviews. They were also instrumental in facilitating the re-opening of outdoor hospitality by assisting with outdoor seating areas in the City Centre.

This deployment of resource into the Covid work has meant that other work had to be re-prioritised, with an unavoidable impact on performance and service objectives. All non-urgent housing work was suspended and all food hygiene and food standards inspections could not be undertaken, which is reflected in the PI's for these services. The resolution rates for complaints has also been adversely affected, as officers have been re-directed to assist with Covid inspections. At the same time, there was a 29% increase in community protection complaints during last year, with over 2000 domestic noise complaints, 900 complaints of anti-social behaviour and over 500 fly-tipping complaints. Therefore, the level of performance in these areas was surprisingly good in the circumstances.

At the same time, staff have managed to adapt to home working and greater use of technology to maintain "business as usual", despite the distractions and challenges of Covid. Democratic Services staff worked tirelessly to ensure that Council meetings were able to resume in June and that all meetings are now being conducted remotely and broadcast live using Teams Live Event. Developing the systems and technology and delivering a training programme for all elected members during August was an onerous task, but one that they delivered successfully. Legal staff ensured that all court cases and child care matters were still being conducted remotely and key projects were successfully delivered, for example the completion of the Kingsway car park and Market development agreements. All MTFP savings were delivered and a significant underspend was achieved, as a result of prudent budget management during the pandemic. Public Protection staff were still able to seize over £20,000 worth of counterfeit tobacco, and were featured on the BBC Wales consumer affairs programme "X-Ray". The Regional Intelligence Team were instrumental in dealing with an international organised crime group supplying at least £200 million worth of unsafe and counterfeit electrical consumables and the Newport Dogs Home were again awarded the RSPCA Cymru Gold Award for their work with stray dogs during the pandemic.

The challenges for 21/22 will also be unrelenting as the TTP and Covid enforcement work with continue, although hopefully on a reduced basis. Also, as the other statutory work resumes and court hearings re-commence, then here will be a significant backlog of housing and food inspections that will need to be undertaken and child care cases that will need to be conducted. In addition, extensive changes will need to be made to the Council's corporate governance and decision-making processes, in the light of the Local Government and Elections (Wales) Act 2021, in readiness for the next local government elections in May 2022. The implications of the Brexit Withdrawal Agreement will also present a significant challenge in terms of additional import and export certification work at the Port. This will be in addition to the continuing challenge presented by reconciling diminishing resources with increased service demands.

However, in the light of their performance during the past 12 months, I am confident that the staff within Law & Regulation will meet these challenges with the same fortitude and resilience.

## **Glossary**

### **Actions (Red / Amber / Green)**

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

**Service Plan Update (31<sup>st</sup> March 2021)**

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

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1.0	<p><b><u>Service Structure Review</u></b></p> <p>To undertake a review of the service structure within the Law &amp; Regulation teams to deliver efficiencies including consideration of joint working / collaboration with partners to meet MTFP savings.</p>	See Objective 1	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	46%	C	Re-structure of Legal and Democratic Services teams completed and MTFP savings delivered for 20/21. New Assistant Head of Legal Services, Democratic Services Manager and Scrutiny Advisers all appointed.
1.1	<p><b><u>Democratic Services</u></b></p> <p>Complete the reorganisation and restructure of Democratic Services, Public Relations and Communications and develop combined teams to provide greater service flexibility and resilience.</p>	Appoint new Democratic Services manager and Scrutiny Advisers and review structure and work-loads in Democratic Services. Restructure of PR, Communications and Destination management to deliver a more robust management structure and	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	80%	C	Restructure of Democratic Services completed and MTFP savings delivered. Democratic Services Manager and Scrutiny Advisers appointed.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
		MTFP efficiency savings.						
1.2	<b>Legal Services</b> Undertake a review of workloads and staffing resources in Legal Services including any collaborative work with partners to support the delivery of the service.	Appoint new Assistant Head of Legal Services and review staffing and workloads within Legal teams to deliver MTFP savings.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	60%	C	Review of workloads and staffing completed and minor restructure undertaken to deliver MTFP savings.
1.3	<b>Registration Service</b> Undertake a review of staffing structures within the Registration and Coroners Service and identify any changes required to address increasing demands and budget pressures due to cover arrangements.	Appoint additional Coroners Officers and Administrative Support staff to meet demands of the service and review staffing within the Registration service to mitigate budget pressures caused by use of casual cover.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	70%	C	Review of staffing structures completed and, where necessary, additional support staff and coroners officers have been appointed in collaboration with Gwent Police. The appointment of casual staff at the registration service onto annualised hour's contracts, to regularise the budget expenditure, will be carried forward to 21/22.
2.0	<b>Statutory / Discretionary Services</b>	Review discretionary services and reprioritise statutory services	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	30%	50%	Review of discretionary services and prioritisation of statutory services undertaken as part of MTFP and budget-setting processes. However,



Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	To undertake a further review and re-evaluation of all discretionary and statutory services and prioritise essential and mandatory work in accordance with Corporate priorities and available resources.	to meet MTFP savings and Corporate objectives.						discretionary services were suspended during the Covid-19 response and other statutory services had to be reduced and reprioritised, due to the need to allocate all available resources to Covid intervention and enforcement work
2.1	<b><u>Regulatory Services</u></b> Review all Environment & Community and Commercial Standards Discretionary and Statutory Services.	See Objective 1	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	50%	Have not had capacity to undertake this action as leading and prioritising the Covid Response through Wave 2.
3.0	<b><u>Discretionary Fees &amp; Charges</u></b> Teams to undertake a further review of their discretionary fees and charges and continue to explore options for securing external funding and to maximise income generation.	See Objective 1	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	16%	83%	All fees and charges reviewed as part of budget setting process and discretionary charges increased as from April.



Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
3.1	<p><b><u>Regulatory Services – Environment &amp; Community</u></b></p> <p>Environment &amp; Community to undertake a further review of their fees &amp; charges and continue to explore options for securing external funding and to maximise income generation.</p>	See Objective 1	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	C	Review of fees and charges undertaken as part of budget-setting process and, where appropriate, discretionary fees have been increased to deliver MTFP income targets
3.2	<p><b><u>Regulatory Services – Commercial Standards</u></b></p> <p>Commercial Standards to undertake a further review of their fees &amp; charges and continue to explore options for securing external funding and to maximise income generation.</p>	See Objective 1	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	C	Review of fees and charges undertaken as part of budget-setting process and, where appropriate, discretionary fees have been increased to deliver MTFP income targets.
3.3	<p><b><u>Registration Service</u></b></p> <p>Registration Service to undertake a further review of their</p>	See Objective 1	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	20%	C	Review of fees and charges undertaken as part of budget-setting process and, where appropriate, discretionary fees have been increased to deliver MTFP income targets.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	fees & charges and explore options to maximise income generation.							
4	To develop and extend customer satisfaction surveys for the Registration Service to cover registrations, in addition to ceremonies.	See Objective 1.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	20%	30%	Customer satisfaction surveys for birth and death registrations has been delayed due to Covid-19 restrictions and the suspension of birth registrations during periods of lock-down.
5	To contribute towards the delivery of key corporate projects and cross-cutting transformational change projects, including alternative service delivery models.	See Objective 1.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	60%	C	Milestones in 20/21 for the delivery of key projects have all been met. Carried forward to 21/22.
6	<b><u>Regulatory Services – Environment &amp; Community</u></b>  Operate and further develop the Paid For Advice scheme and successfully deliver established Primary Authority Partnerships to generate additional	See Objective 1	<b>Strategic Recovery Aim 2</b>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	50%	The current Paid for Advice and Primary Authority Agreements continue to work well. No further progress has been made to extend these arrangements due to the COVID work. However, officers are providing more advice to businesses during COVID than ever before. This has been good for personal development and puts the service in a better position for next year. The plans and ideas

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	revenue and improve compliance with public protection regulations. Identify and develop new and effective ways of providing business support whilst maximising income generation.							for income improvement have developed during the lockdowns and this will be built on during recovery phases, with the emphasis on training and trader schemes.
8	<p><b><u>Regulatory Services – Commercial Standards</u></b></p> <p>Operate and further develop the Paid For Advice scheme and successfully deliver established Primary Authority Partnerships to generate additional revenue and improve compliance with public protection regulations. Identify and develop new and effective ways of providing business support whilst maximising income generation.</p>	See Objective 1	<b>Strategic Recovery Aim 2</b>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	<b>50%</b>	<b>75%</b>	<p>NCC holds a Primary Authority Partnership (PAP) with a supermarket on Food Safety and Food Standards Matters. No significant work has been undertaken on expanding or developing the relationship through Covid, but where operational tasks associated with the PAP have been required, Newport has fulfilled the commitment. Where needed NCC has also supported Covid worth through the PAP although the request from the supermarket was minimal. Close liaison with the English PAP council maintained through 8 weekly meetings.</p> <p>Other PAP's are also held (Heavy industry/Manufacturer) and work has been maintained on that relationship. Close liaison with the English PAP maintained. .</p>

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
								Other paid for advice services, e.g. training, advice etc. suspended through Covid.
9	Undertake a review of accommodation and court premises, supplies and services budgets and commissioning arrangements, to improve the Coroner service and deliver efficiencies.	See Objective 1	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	70%	C	Service review completed and, where necessary, additional support staff and coroners officers have been appointed in collaboration with Gwent Police. Additional venues identified for temporary inquest facilities during lock-down. Further review of budgets and commissioning to be carried forward to 21/22.
10	Deliver collaborative arrangements alongside other Gwent Registration Districts for reciprocal birth registrations.	See Objective 1	Not Applicable	29 <sup>th</sup> June 2020	31 <sup>st</sup> March 2021	C	C	This action has been completed and arrangements are in place between Gwent Registration Districts.

## 2. To improve the constitutional and corporate governance arrangements

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	To undertake a whole-scale review and re-drafting of the Council's Constitution.	See Objective 2.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	C	Key elements of the constitution have been updated, such as the officer scheme of delegation. The wholesale review of the constitution will be carried forward to 21/22 in the light of new legislation.
2	Improve and strengthen arrangements in accordance with National Scrutiny Survey and Corporate Assessment.	See Objective 2.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	C	Scrutiny has continued to operate effectively. New Scrutiny Advisers and democratic services manager appointed. Further review of scrutiny arrangements carried forward to 21/22 in light of new legislation, particularly in relation to public participation and engagement and performance self-assessment.
3	To develop and implement a programme for Member training and development, including individual training plans and Members Annual Reports	See Objective 2	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	C	Member training successfully completed in relation to remote meetings. Further development of induction training programme for May 2022 elections to be carried forward to 21/22.
4	To ensure that Standards Committee continues to operate effectively and discharges its	See Objective 2.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	C	Standards committee Annual report presented to Council in November. Succession planning implemented for recruitment of new independent members.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	statutory responsibilities.							
5	Successfully deliver elections, raise voter awareness and increase elector registration.	See Objective 2.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	66%	C	Key milestones all met for the election arrangements in May 2021 and a successful promotion of voter engagement, including the registration of new 16 and 17 year old voters.
6	Continue to strengthen Scrutiny arrangements and the composite work programme.	See Objective 2.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	40%	C	Scrutiny forward work programmes have been updated following the resumption of remote meetings and in the light of the Covid recovery aims. This work will be carried forward to 21/22 in the light of legislative changes.
7	Successfully deliver by-election in Victoria ward and PCC elections in accordance with agreed electoral performance standards.  Note: This is subject to further guidance following Covid 19 as By-elections are now postponed until March 2021	See Objective 2.	Not Applicable	1 <sup>st</sup> January 2021	31 <sup>st</sup> March 2021	Not Applicable	C	The by-election was deferred under covid restrictions but notice of election and poll arranged for 6th May 2021.
8	Deliver the Reformed Canvassing to encourage 16 and 17 year olds to register	To meet necessary statutory requirements.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	66%	C	The reformed canvass was successfully completed and the new electoral register published. Successful promotion of

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	for Welsh Government elections in 2021 (subject to further guidance from Welsh Government).							registration for 16 and 17 year olds to vote in Senedd elections carried out prior to May 2021.
9	Review current constitutional and governance arrangements in accordance with proposed legislative reforms.	See Objective 2.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	C	Key elements of the Constitution have been updated, such as the officer scheme of delegation. This work will be carried forward to 21/22 in the light of the new legislation, in readiness for the May 2022 local elections.



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

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1.0	Greater use of digital technology for delivery of services in the Service Area.	See Objective 3.	<b>Strategic Recovery Aim 4</b>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	60%	C	All actions have been completed in the improvement of digital technology.
1.1	Greater use of technology and development of back-office systems to deliver improved efficiencies in Legal Section.	Review use of Norwel case management system and EDMS for document management and time recording.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	C	New cloud-based Legal care management system procured. Implementation will be carried forward to 21/22.
1.2	Develop and improve the openness and transparency of corporate governance processes through greater use of technology.	See Objective 3.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	70%	C	Successful implementation of remote Council meetings via Microsoft teams, including live broadcast of meetings to improve openness and transparency. The development of hybrid meetings will be carried forward to 21/22.
2	<b><u>Regulatory Services – Environment &amp; Community</u></b> Maximise the use of online web forms linked to the Idox database.	See Objective 3.	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2021	25%	25%	No progress made on this through Covid-19
3	<b><u>Regulatory Services –</u></b>	See Objective 3.	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2021	55%	55%	Improved with Food hygiene rating, training and paid for advice services. Some

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	<p><b><u>Environment &amp; Community</u></b></p> <p>Continue to roll out card payment capability for customers within Regulatory Services.</p>							services still require debtors' process.
4	Modernise the payment methods across the various Licensing, Trading Standards and Animal Health Teams.	Improved accounting methods.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	C	Card payment capability rolled-out across services.
5	Rollout webcasting technology and training to Members to support remote broadcasting of Council meetings.	<p>The delivery of this action supports the changes introduced by Welsh Government legislation to deliver remote webcasting of Council Meetings.</p> <p>This enables Council, Cabinet, Regulatory and Scrutiny Committee meetings to take place remotely and adhere to social distancing guidelines.</p>	<p><b>Strategic Recovery Aim 3</b></p> <p><b>Strategic Recovery Aim 4</b></p>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	80%	C	All Council meetings have been successfully delivered remotely using MS Teams since September 2020 and member training completed.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
		Training provided to Council Members and Officers will ensure meetings take place in accordance with the Council's Constitution.						

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

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
1	<p><b><u>Regulatory Services – Environment &amp; Community</u></b></p> <p>Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.</p>	See Objective 4	<b>Strategic Recovery Aim 4</b>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	75%	The CSW Team have been impacted by Covid work, supported increased demand for the Noise and Neighbourhood team. The team is fundamental in supporting partners and communities through dealing with ASB. The team also supports the broader Covid response through deployment and use of Covid Marshals patrolling community assets and public spaces. The CCTV service under L&R also supports key partners in prosecuting and investigating incidents.
2	<p><b><u>Regulatory Services – Commercial Standards</u></b></p> <p>Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.</p>	See Objective 4	<b>Strategic Recovery Aim 4</b>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	50%	Work in relation to children accessing age restricted products was not possible due to lockdown restrictions. However, officers were able to use ASB powers to close down nuisance premises selling illegal tobacco.
3	<p><b><u>Regulatory Services –</u></b></p>	See Objective 4	<b>Strategic Recovery Aim 4</b>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	75%	Law and Regulation Dept. continues to support the broader Community and Well Being work

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	<p><b><u>Environment &amp; Community</u></b></p> <p>Work with key partners to tackle anti-social behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly and other areas as required, by delivering actions from the ASB Group Action Plan</p>							in and around Pill with regular attendance at Safer Pill, Safer Newport, provision of Community Safety Warden Patrols and close liaison with community partners including the Police. The EH team have taken action to address fly tipping and waste. The Pill PSPO has been re-drafted, consulted on and will be presented before scrutiny in April. This PSPO will provide a bespoke tool to help address ASB in the area.
4	<p><b><u>Regulatory Services – Commercial Standards</u></b></p> <p>Work with key partners to tackle anti-social behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly and other areas as required, by delivering actions from the ASB Group Action Plan.</p>	See Objective 4	<b>Strategic Recovery Aim 4</b>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	66%	Officers have carried out a lot of work in relation to retail premises in Pill. The idea is that, it does not matter where your business is, you operate to the same standards as any other business. There has been a focus on COVID Compliance and Illegal Tobacco in Pill. Illegal Tobacco shops were closed using ASB powers after £16,000 worth of illicit product was seized. Investigations are ongoing.
5	Secure Purple Flag Accreditation for the	See Objective 4	Not Applicable	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2021	C	C	Completed – Purple Flag status achieved.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	City Centre Night-Time Economy.							
6	Local Air Quality Management - develop localised plans under the Council's Sustainable Travel Strategy to meet statutory requirements for Action Plans. Actions to be generated by the Sustainable Travel Group.	See Objective 4	Strategic Recovery Aim 2 Strategic Recovery Aim 3	1 <sup>st</sup> April 2020	31 <sup>st</sup> December 2021	0%	20%	Air Quality Officer left NCC in March 2020. New officer appointed and joined Oct 2020. Air Quality Management Area/Plans are on a 2 year project for implementation. The first stage of which is completion of the Annual Performance Report (APR) for 2019, and 2020. 2019 APR completed, 2020 APR underway. Both of these reports are being externally validated and once completed will then form the meaningful basis for the AQMA process to commence. Heavily integrated work alongside Decarbonisation Agenda, Sustainable Travel and broader Climate Change agenda.
7	Support compliance within reputable businesses and investigate rogue traders to maintain a fair and safe trading environment.	See Objective 4	Strategic Recovery Aim 4	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	25%	66%	Officers were able to do some work in this area but lots of surveillance work was impossible. Also a lot of investigation work was suspended. Examples of work done: intelligence suggested that travel and events companies were firstly not refunding customers and secondly were not maintaining ATOL membership. Audit checks were completed of all businesses affected.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
8	Regulate businesses and support consumers/residents to protect and improve health.	See Objective 4	<b>Strategic Recovery Aim 4</b>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	<b>25%</b>	<b>66%</b>	Officers were able to do some work on illegal tobacco and food fraud but not as much as planned and there was very little work done in relation to product safety and age restricted sales surveillance.
9	Review the policies and procedures for the Regulatory Investigatory Powers Act and seek their approval from Cabinet Member	Redraft RIPA policies for approval by Cabinet Member and deliver training to meet requirements of RIPA inspection report and Action Plan.		1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	<b>50%</b>	<b>50%</b>	Policies and procedures have been reviewed and updated, with additional authorised officers appointed for the purposes of court applications for covert surveillance. The final sign-off by the Cabinet Member and the implementation of further training has been delayed due to the priority of Covid-related work.
10	Prepare to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part 4 - Special Procedures) including recruitment of new officers	See Objective 4	Not Applicable	1 <sup>st</sup> September 2019	31 <sup>st</sup> March 2021	<b>75%</b>	<b>75%</b>	The implementation date for this Welsh Government legislative change has not been communicated. No further progress made.
11	Public Space Protection Orders (PSPOs) Undertake a review and renew (as appropriate and subject to the appropriate democratic process)	PSPOs are made or renewed where appropriate to benefit the City. This includes supporting City Services in developing proposals for new	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	<b>25%</b>	<b>C</b>	Pill PSPO has been reviewed, consulted on and will be presented before scrutiny and then Council in April and June 2021  Dog Control Order, being progressed by City services, but with L&R support.



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	PSPOs that have, or are due to, expire this financial year.	PSPOs across the City's parks, green/open spaces.						
12	Review and update the Public Protection Enforcement Policy 2013 and seek Cabinet Member approval of the new revised policy.	Policy updated as appropriate and approved.	Not Applicable	1 <sup>st</sup> October 2020	31 <sup>st</sup> March 2021	N/A	0%	This has not been possible and will be picked up as COVID Enforcement winds down.
13	In relation to food safety matters, ensure that the actions in the Action Plan agreed with the Food Standards Agency (FSA) are delivered.	To deliver actions from the Food Standards Agency Action Plan.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	45%	50%	Progress was made against the FSA Action plan prior to the Food Safety Team being re-directed into Covid Work (in full). This action will be picked up as and when officers re-commence more routine duties, but will be balanced between dealing with the higher risk backlog of work from the past year and the requirements of the action plan.
14	To deliver the Food Standards Agency Action Plan for food standards matters and animal feeds.	To deliver actions from the Food Standards Agency Action Plan.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	45%	80%	This is GREEN because the FSA have said there is no Local Authority Enforcement Management System report for this year due to COVID. However, officers have still been active in the area. When COVID visits were undertaken officers problem spotted and also took samples to assess food fraud in takeaways. This was identified as important as families relied more on takeaway food during lockdowns. Also - whilst officers

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								were housebound due to shielding etc. - the opportunity was taken to update records in relation to C Rated businesses. This work will help lift the burden next year - which would otherwise have been harder as officers attempted to pick up the work not done during the lock down year.
15	Ensure that available resources are utilised to prepare the Service for increased export and import regulatory duties as a result of Brexit.	Officers provided with appropriate training and equipment where resources allow.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	C	A project has been undertaken to contact and advise all businesses with potential changes of responsibilities with EU Exit. Also, officers at the port have been involved in support for feed importers. Key officers have undertaken training from central government.
16	Produce and implement the new Licensing Policy and seek approval from cabinet member and Council.	Update policy that meets the needs of the city.	Not Applicable	1 <sup>st</sup> April 2020	30 <sup>th</sup> September 2020	80%	C	Despite the fact that the Licensing Manager was instrumental in the COVID Enforcement Response; he was still able to complete and implement the new policy and place it before committees, cabinet member and council in good time.
17	Deliver safeguarding programmes and measures that protect citizens from victimisation and to measure the impact of regulatory interventions.	Successful identification of victims, actions taken to alleviate suffering/distress, assessment of impact of work carried out.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	25%	50%	Much of this work was not possible due to COVID restrictions. Doorstep crime incidents were responded to but some investigations were delayed or became impossible due to the pandemic. Scam Victims visits were not possible

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								due to the necessity to visit older peoples' homes.
18	Deliver business support and regulatory interventions in relation to new legislative requirements; specifically minimum unit pricing and energy performance for domestic and non-domestic housing.	Knowledgeable businesses; the removal of the risk posed to vulnerable drinkers; more energy efficient buildings and savings to citizens.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	25%	80%	In relation to minimum unit pricing; officers attended all the relevant premises during COVID enforcement patrols. COVID officers were tasked with gathering intelligence on MUP at off licences. This was done and compliance assessments were made. Some businesses were non-compliant and were brought into compliance. Revisits will be carried out in several months.  In relation to energy performance. Officers have updated their CPD on the issue. One notice has been issued where non-compliance was suspected. The programme will commence in full when resources are released back from the COVID response. Energy efficiency in buildings is a Welsh Government PI and is linked to the Well Being Future Generations Act. This work needs to remain as a priority and extended into non-domestics.
19	Deliver business support and regulatory interventions in	Knowledgeable and compliant businesses; and vibrant successful economy;	<b>Strategic Recovery Aim 2</b>	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	90%	Considerable work has been completed on COVID compliance and the NTE. There has never been a time when NTE businesses have been

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
	relation to the city's night time economy.	maintenance of Purple Flag status.						supported and inspected more. In terms of compliance and safety - the picture has been steady as the pandemic has seen reduced activity. However, officers have still delivered enforcement outcomes. Notably Premises Closure Notices and Licence Reviews. However, work in relation to children and food fraud has not been completed. This will be required when business reopens completely.
20	Deliver an animal welfare programme.	Knowledgeable and compliant businesses in the farming and licensed sectors; and a successful dog rehoming facility.	Not Applicable	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2021	50%	50%	Actions recorded on the database involved the following: 26 occasions where traders were advised; 17 compliance assessments; one investigation resulting in a Simple Caution; and 18 visits (including attendance at 2 warrants). There were also 399 communications sent. This area of work was made more difficult due to lock down restrictions; as the business premises for a framer is often the family home. A lot of work has been done in the area of dog breeding and animal licensing.
21	Produce a Local Toilets Strategy in accordance with the Public Health (Wales) Act 2017		<b>Strategic Recovery Aim 2</b>	1 <sup>st</sup> April 2019	31 <sup>st</sup> October 2020	95%	C	Completed. Presented to Cabinet and adopted in November 2020. No further EH action.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	Q2 % of Action Completed (Red / Amber / Green)	Q4 % of Action Completed (Red / Amber / Green)	Action Commentary
22	Respond robustly to incidents, clusters and outbreaks of Covid-19 in line with statutory duties.	<p>To work collaboratively with Public Health Wales and the Council's appointed consultants in communicable disease control to manage covid-19 incidents, clusters and outbreaks.</p> <p>Minimise the risk for of Covid 19 outbreaks across the communities as part of the regional response plan and the Welsh Government's national Test, Trace and Protect Strategy.</p>	<p><b>Strategic Recovery Aim 3</b></p> <p><b>Strategic Recovery Aim 4</b></p>	1 <sup>st</sup> June 2020	31 <sup>st</sup> March 2021	50%	C	<p>Covid-19 Response continues to be the No1 priority for the EH department. Internal (operational) re-organisations have been undertaken to maximise officer availability and our response through waves/surges. The team remains cautious regarding case numbers as they are likely to increase with planned easements in restrictions. The TTP service is well staffed, and the EH response is prioritising Covid control above all else until corporately directed otherwise. The EH team remain focused on dealing with clusters, workplace exposure locations, support to the adult elderly care sector and education sectors. The EH and TTP teams are the front line in defending against Variants of Concern and become heavily involved in the investigation and control of these highest risk cases. Covid response is taking priority over other matters.</p>

## Performance Measures 2020/21

### Key

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

Performance Measure	Actual Performance 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
<b>National</b> - Percentage of Food establishments broadly compliant with food hygiene standards	<b>96.64%</b>	<b>96%</b>	96%	95.2%	94.8%	
Percentage of legal searches in 5 days	<b>78.32%</b>	<b>96%</b>	94.2%	96.8%	94.2%	The disruption caused by Covid lock-down had a significant impact upon the turn-around times for local searches. There was also a significant backlog of searches to work through. Therefore, this still represents a good performance in the circumstances.
Percentage of customers seen within 10 minutes	<b>No Data</b>	<b>98%</b>	99.4%	99.2%	98.7%	Due to Covid-19 restrictions, the service was not collated for 2020/21.
Percentage of Anti-social Behaviour incidents resolved by wardens	<b>92.3%</b>	<b>94%</b>	92.7%	92.8%	94%	The performance was only marginally below the target, which represents an excellent resolution rate given that staff were redeployed on Covid-related enforcement work and patrols were curtailed due to Covid restrictions
Percentage of regulatory services significant issues resolved.	<b>72.1%</b>	<b>90%</b>	95.1%	93.8%	91.2%	This resolution rate still demonstrates a good overall performance given that staff were redeployed on Covid-related enforcement work and other inspections and complaint responses had to be re-prioritised and delayed.

Performance Measure	Actual Performance 2020/21	Target 2020/21	Actual Performance 2019/20	Actual Performance 2018/19	Actual Performance 2017/18	Comments
Percentage of Single Justice Procedure Notices drafted within 20 working days of receipt of instructions	<b>No Data</b>	<b>86%</b>	Not Available	Not Available	Not Available	The collection of the data was suspended when the courts suspended the issuing of non-urgent proceedings during the Covid lock-down period. Due to the Covid-19 restrictions, the Food Standards Agency suspended collection of the data for 2020/21.
Percentage of food hygiene interventions (risk ratings A to E) completed in accordance with the Food Law Code of Practice (Wales)	<b>No Data</b>	<b>90%</b>	Not Available	Not Available	Not Available	
Percentage of food standards interventions (risk ratings A to C) completed in accordance with the Food Law Code of Practice (Wales)	<b>No Data</b>	<b>90%</b>	Not Available	Not Available	Not Available	
Percentage of feed standards interventions (risk ratings A to C) completed in accordance with the Feed Law Code of Practice (Wales)	<b>No Data</b>	<b>90%</b>	Not Available	Not Available	Not Available	