

Agenda

Newport City Council

Date: Tuesday, 28 July 2015
Time: 5.00 pm
Venue: Council Chamber, Civic Centre, Newport
To: **All Members of the City Council**

WEBCASTING NOTICE

This meeting may be filmed for live or subsequent broadcast via the Council's internet site.

At the start of the meeting the Mayor or Person Presiding will confirm if all or part of the meeting is being filmed. The images and sound recording may be also used for training purposes within the Council.

Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.

If you have any queries regarding this, please contact the Chief Democratic Services Officer.

Item	Wards Affected
1. <u>Preliminaries</u> i. To receive any apologies for absence. ii. To receive any declarations of interest iii. To receive any announcements by the Mayor.	All Wards
2. <u>Minutes</u> (Pages 5 - 30) To confirm and sign the minutes of the meeting held on 28 April 2015 and of the Annual general Meeting held on 26 May 2015	All Wards
3. <u>Appointments</u> To consider any proposed appointments.	All Wards
4. <u>Police Issues: Police and Crime Commissioner (30 minutes)</u> A question and answer session with the Police and Crime Commissioner and the Chief Executive <i>This replaces for this meeting the regular discussion with the Local Commander</i>	All Wards

Contact: Richard Jefferies
Tel: 01633 656656
E-mail: richard.jefferies@newport.gov.uk
Date of Issue: Tuesday 21 July 2015

5. Annual Report by the Director of Social Services (Pages 31 - 116) All Wards
To consider the Annual Report
6. Annual Report by the Democratic Services Committee (Pages 117 - 124) All Wards
To consider the Annual Report
7. National Non-Domestic Rates: Discretionary Relief: Wales Retail Relief Scheme 2015-16 (Pages 125 - 132) All Wards
To consider the Welsh Government's Wales Retail Relief Scheme for 2015-16.
8. Licensing Act 2003: Revised Statement of Licensing Policy. (Pages 133 - 186) All Wards
To consider adoption of the revised Statement of Licensing Act Policy 2015.
9. Questions to the Chair of the Cabinet All Wards
To provide an opportunity for councillors to ask questions to the Chair of the Cabinet in accordance with the Council's Standing Orders.
- Process:*** No more than 30 minutes will be allocated at the Council meeting for oral questions to the Leader
- If members are unable to ask their question orally within the allocated time, remaining questions will be answered in writing. The question and response will be appended to the minutes.*
- The question must be addressed through the Mayor or the person presiding at the meeting and not directly to the person being questioned*
10. Questions to Cabinet Members All Wards
To provide an opportunity to pose Questions to Cabinet Members in line with Standing Orders
- Process:*** No more than 10 minutes will be allocated at the Council meeting for questions to each Cabinet Member.
- Members will have needed to submit their proposed questions in writing in accordance with Standing Orders. If members are unable to ask their question orally within the allocated time, remaining questions will be answered in writing. The question and response will be appended to the minutes.*
- The question must be addressed through the Mayor or the person presiding at the meeting and not directly to the person being questioned.*

Questions will be posed to cabinet members in the following order:

Deputy Leader
Cabinet Member for Adult & Community Services
Cabinet Member for Education and Young People
Cabinet Member for HR, People & Business Change
Cabinet Member for Regulatory Functions
Cabinet Member for Regeneration and Investment
Cabinet Member for Skills and Work
Cabinet Member for Streetscene & City Services

For Information: A digest of recent decision schedules issued by Cabinet, Cabinet Members and Minutes of recent meetings of Committees has been circulated electronically to all Members of the Council.

11. Questions to Chairs of Committees

All Wards

To pose questions to the Chairs of the Committees in the following order:

- I. Scrutiny Committees
 - Community Planning and Development
 - Learning, Caring and Leisure
 - Street Scene, Regeneration and Safety
- II. Planning Committee
- III. Licensing Committee
- IV. Democratic Services Committee

Process: No more than 10 minutes will be allocated at the Council meeting for questions to each Chair.

Members will have needed to submit their proposed questions in writing in accordance with Standing Orders. If members are unable to ask their question orally within the allocated time, remaining questions will be answered in writing. The question and response will be appended to the minutes.

The question must be addressed through the Mayor or the person presiding at the meeting and not directly to the person being questioned.

This page is intentionally left blank

Minutes



Council

Date: 28 April 2015

Time: 5.00 pm

Present: Councillors M Al-Nuami, O Ali, R Bright, P Cockeram, M Cornelious, K Critchley, D Davies, V Delahaye, C Evans, C Ferris, D Fouweather, E Garland, G Giles, J Guy, D Harvey, P Huntley, R Hutchings, R Jeavons, C Jenkins, M Kellaway, C Maxfield, D Mayer, S Mlewa, A Morris, J Mudd, R Poole, M Rahman, J Richards, M Spencer, C Suller, T Suller, H Thomas, K Thomas, E Townsend, R Truman, T Watkins, M Whitcutt, R White, K Whitehead, D Wilcox and D Williams

Apologies: Councillors D Atwell, T Bond, E Corten, P Hannon, I Hayat, M Linton, R Mogford and N Trigg

1. Preliminaries

Mayor's Announcements

Councillors Hannon and Trigg

Members of the Council joined the Mayor in passing on best wishes to Councillors Paul Hannon and Noel Trigg who had both been in hospital recently.

British Empire Medal

The Mayor stated that he had been delighted last week to attend a ceremony where the Lord Lieutenant awarded the British Empire Medal to Mrs Mary Alice Leech of Clevedon Road, Newport for her voluntary and charitable services, mainly for Toc H in Newport

At the same time Mr Thomas Lewis from Risca also received the British Empire Medal from the Lord Lieutenant for his services to music in the community

All Members passed on their congratulations to Mrs Leach and Mr Lewis

Declarations of Interest

Councillors H Thomas and K Thomas declared a pecuniary interest in Minute 7 at this stage

2. Minutes

The Minutes of the meeting held on 24 February 2015 were confirmed as a true record and signed by the Mayor

3. **Appointments**

The following appointments were agreed:

Audit Committee: Cllr John Guy to replace Cllr Omar Ali
Appeals Panel: Cllr Kate Thomas to replace Cllr Ibrahim Hyatt on the panel
Community Health Council: Elaine Bryant was nominated

Governors:

Malpas Court Primary: To re-appoint Cllr David Mayer and Mr Bill Langsford
Millbrook Primary School: Stephanie Davies and Leah Stannard were appointed
St Julian's High School: Sarah Banwell was appointed

The Leader of the Opposition raised the issue of non – Council members being appointed to outside bodies when there may be opportunities for elected members from other parties to be appointed on occasions. He said he would be willing to discuss this with the Business Manager following the AGM

4. **Police Issues (30 minutes)**

The Mayor welcomed Superintendent Glyn Fernquest to the meeting.

Superintendent Fernquest updated members on action taken on some long – standing issues. He also thanked Councillors and other partners for their assistance and support. He also updated members about forthcoming events that will increase activity.

Superintendent Fernquest shared the concerns of Councillor Harvey about the use of very young children by drug dealers and other criminals. He described action being taken and what was being done to not to criminalise young children by working with parents.

Councillor Al Nuaimi was concerned about the significant rise in antisocial behaviour in the Stow Hill ward as recently reported. He asked what action was being taken to alleviate problems. Councillor Cockeram was concerned about the range of activity that was classed as anti-social behaviour and felt that a breakdown of figures would be useful. Superintendent Fernquest agreed anti-social behaviour was a wide –ranging category. With this in mind the Police had made efforts to categorise activities and tried to identify root causes.

Councillor Wilcox was concerned about recent incidents of grass fires in the Gaer Ward. She praised the work of the Police and Fire and Rescue Service for their actions. Superintendent Fernquest was also concerned and described action being taken which meant the situation was improving. He was also concerned about sightseers that cause problems at the scene. Councillor Whitcutt shared concerns about the extent of arson attacks in the area. Superintendent Fernquest mentioned an all- Wales seminar that was being held to discuss these problems. Councillor Morris stated that signs should be on site warning about the dangers of fires

Superintendent Fernquest reassured Councillor Guy that local businesses and the Council were working with the police to try to alleviate problems caused by alcohol use.

In response to Councillor Whitehead, Superintendent Fernquest described support to schools and to PTA's from drugs officers as part of the Education programme relating to drugs use. He agreed there had been a seasonal high of non- dwelling house burglaries and described action being taken locally.

Superintendent Fernquest informed Councillor Williams that the police would investigate any reports of criminal activity in a local woodland area. The police however would not take a side on a local issue.

Councillor Tom Suller thanked the Police for recent success in the ward in relation to drug related issues and engagement by the local police team

Superintendent Fernquest described to Councillor Chris Evans action taken by the Police, including a restructure, to mitigate against the effect of budget cuts. The restructured organisation was organised to make sure front line services are protected.

Superintendent Fernquest responded to Councillor Morris by updating members on the outcome of enquiries and actions in relation to a recent local incident involving members of the travelling community

The Mayor thanked Superintendent Fernquest for his attendance and for answering questions

5. **Welsh Government White Paper "Power to Local People"**

The Leader of the Council informed Members that the White Paper set out the Minister's vision for the future of local government in Wales.

The White Paper and accompanying documents can be found at the following link:

<http://gov.wales/consultations/localgovernment/power-to-local-people/?status=open&lang=en>

Very early in this process the Cabinet had taken the decision that this was such an important issue for the Council that this matter should be discussed by the full Council meeting, allowing a cross party response.

The White Paper was a very detailed document which sets out the Welsh Government's vision for the future of local government in Wales, with an underlying principle of giving 'power to local people' through policies of participative democracy whereby communities can better engage and participate in decision making, service development and delivery.

The Leader said that the Cabinet broadly supported the concept of reform of local government but matters of detail needed to be carefully considered.

Cabinet Members considered the WLGA response as outlined in the report was broadly consistent with the view of Newport City Council.

Detailed responses to the specific points were set out in the report identifying which proposals were supported and which were not supported.

One amendment to the proposed response was agreed across the parties. On the point about the reduction in elected members in Wales, it was agreed the response should now read: "Whilst a reduction is supported this should not be done through a rigid formula based on a ratio of members to constituents "

The Leader stated that the Cabinet did not feel the structure of the consultation questionnaire allowed enough scope for comment or reflection. Cabinet Members considered the questionnaire did not give residents the opportunity to provide a view on how current arrangements work. There was a lack of free text space in the questionnaire. The Cabinet had asked for an independent view of the questionnaire should be sought and this was being done.

A significant number of elected members contributed to the debate. The main issues raised included the following:

- Completion of the consultation questionnaire was a difficult and lengthy process and did not allow members and members of the public to comment on a very important proposal
- The questionnaire was weighted towards favourable answers or comments about the Welsh Government proposals
- The proposal to reduce the number of Councillors was not matched with any proposals in relation to the number of politicians in other bodies
- Councillors are the first layer of engagement with local people and were known to local people who contacted them on a wide range of issues within the communities. More so than the Assembly Member or MP.
- Councillors would be more remote from their communities
- The concept of reform was supported but needed to be reasonable, sensible and measured
- Local Government should be treated with respect and in the same manner as other democratic institutions
- There was a need to balance the powers of the various institutions
- The Council supported diversity of engagement in all its forms
- There would be significant transition costs arising from the proposals in the White Paper
- The restricted terms of office for elected members were proposed only for unitary authorities and not AM's or MP's
- The proposed restricted terms were inherently ageist and discriminated against a specific group of people.
- Reducing remuneration for Councillors would restrict the individuals who could afford to stand for election
- The proposed increase in AM's and their pay when judged against these proposals was hypocrisy
- Limiting terms of Councillors would mean that young councillors' careers would end when they were still relatively young
- The timing of the proposals at a time of austerity was unhelpful
- The view that Leaders can do the job part time is unreasonable and, when couples with a fixed term as Leader, restricts opportunities for Leaders to be sufficiently experienced
- It is important to take the opportunity to get it right with full details and costs forming part of the debate
- There are no details about the future role of local government
- Money will need to be diverted from services to pay for a reorganisation
- As the city expands, the ratio of local residents to councillors will increase
- The inevitable outcome is full-time members
- The radio advertisement sets out to make out that local government is failing
- Devolution should be about drawing powers down from Westminster and not adopting local powers from local councils
- It is important not to miss the opportunities this White Paper provides, albeit in a clumsy manner

The Leader of the Council in summing up stated that the Council agreed that reform was needed and that there was support for diversity. The main concern was the process which was flawed, complex and directed to produce a specific result.

The Leader said that this was about centralist system of government or a truly localist system. The Williams proposals would produce local government that would be the most remote in Europe. He referred to examples throughout Europe that illustrated this point. If a

pattern of 10 councils was adopted the ratio of councillors to electors would be 4,133 per Councillor. This compared, for example, to the French system with a ratio of 1784 electors to Councillor.

The message needs to be that we are not prepared to accept the centralist proposals, controlled by Welsh Government. There was no doubt that local councils would pay the cost of the reform. There was a need for meaningful discussion on the proposals.

The Leader pointed out that there is a need to improve the way we diversify and create wealth in Wales.

The Leader referred to comments by the Fairness Commission specifically on the as follows:

“Separate from considerations regarding the content of the White Paper and the proposed reforms to Local Government in Wales, Newport’s Fairness Commission (NFC) has very serious concerns about the process of consultation being implemented by the Welsh Government (WG) over these reforms. There are fundamental flaws in the design of the questionnaires for public consultation, most especially, but not exclusively, in the questionnaire designed for young people. First, before respondents are asked questions there is often a justification made for the WG reforms without any case against these reforms being presented, or at least any case which critically evaluates the WG’s policy intentions (i.e. assessing their strengths *and* weaknesses). It is the NFC’s view that this highly biased form of presentation will likely skew the results as respondents are not fully informed of the arguments both for *and* against the reforms. Secondly, many of the questions are very ‘leading’ as the language used is designed to sway the respondent in certain ways, effectively prompting the respondent to provide an answer which is consistent with the WG’s policy intentions. Again, it is the NFC’s view that this form of questions will undermine the validity of the surveys, and the fair process of transparency and accountability in the WG’s decision-making on these matters.”

The Leader of the Council asked the Head of Law and Regulation for advice on the issue of terms of office and the potential conflict with the Bill of Rights and Age discrimination.

The Head of Law and Regulation advised that any restriction on Members’ terms of office would be potential age discrimination unless there was an overriding and compelling justification for the requirement. Therefore, the Welsh Government would need to be careful that any legislation did not conflict with European Conventions and Equalities legislation.

Resolved

- I. To agree the proposed response, as amended.
- II. To submit the agreed, amended response to the Welsh Government
- III. To also submit the views of the Fairness Commission as described above
- IV. To also inform the Welsh Government of the views of the Council’s Head of Law and Regulation on the issue of on Members’ terms of office and the potential conflict with European Conventions and Equalities legislation.

6. **Improvement Plan**

The Leader of the Council introduced a report which set out the Cabinet's recommended eight priority areas in which improvement should be demonstrated during 2015/16.

The Improvement Objectives relate directly to the priorities of the Corporate Plan. They were selected by Cabinet in January 2015 after consideration of consultation responses.

Scrutiny Committees had played a big part in developing the objectives and their work was appreciated. There was also a public consultation exercise.

The Leader stated the importance of having clear criteria used for setting targets and stated the Council would move forward on the following basis:

- Never to be in the fourth quartile;
- Never to be below Welsh average; and
- Improvement year on year.

The Leader of the Opposition referred to the need to monitor the budget that relates to Social Services and how pressures can arise; that the squeeze in admissions would work its way through the Education system; that action take on young people not in employment, education or training was supported and there was a need to achieve recycling targets

The Leader of the Council thanked the Leader of the Opposition for the comments

Resolved

To adopt the Improvement Plan

7. **Member's Remuneration 2015 - 2016**

The Council was provided with the main remuneration details for its Members in 2015/16, as directed to it by the Independent Remuneration Panel for Wales.

The Council is not required to approve a "Scheme of Allowances" nor can it vary the level of the allowances payable to Members, with the exception of the remuneration of the city's Mayor and Deputy Mayor. Section 153 of the Local Government Measure requires relevant authorities to comply with the requirements imposed on it by the Independent Remuneration Panel for Wales.

There were no changes recommended for 2015/16 from current level of remuneration and the Council agreed the banding of the remuneration for the city's Mayor and Deputy Mayor for the 2014/15 financial year, the first year that a local decision was required for this. No change to the current banding was recommended.

Resolved

- To note the key details of the 2015/16 Member's remuneration, which are those directed to it by the Independent Remuneration Panel for Wales
- To maintain the current banding on the remuneration of the City's Mayor and Deputy for 2015/16.
- To note the publicity and information Schedules requirement

8. **Questions to the Chair of the Cabinet**

There were no questions to the Chair on this occasion

9. **Questions to Cabinet Members**

There was one question to the Cabinet Member for Education and Young People. The question and response are set out in the appendix to these minutes

10. **Questions to Chairs of Committees**

There were no questions to Committee Chairs on this occasion.

Councillor Allan Morris wished to express his appreciation of the work of the Council's Trading Standards team but it was explained by the Mayor that this could not be done without a formal question.

11. **Standards Committee**

The minutes of the meeting of the Standards Committee held on 24 March 2015 were received

12. **APPENDIX: QUESTION TO CABINET MEMBER**

Appendix:

<i>COUNCIL MEETING : 28 April 2015</i>
Question to: Cabinet Member for Education & Young people
Question from: Cllr M Rahman
Subject: Welsh Medium Education
Question 1
Question: Can the Cabinet Member update Council on the progress of the delivery of the Welsh-medium secondary school?"
Answer: The Council has been successful in securing regional WG funding to meet demand for school places for the city of Newport and the south Monmouthshire Welsh-medium primary schools. There are two strands which are now progressing and are on track to deliver a Welsh-medium secondary school in Newport: <ul style="list-style-type: none">• Legal process: The formal consultation period to establish a new WM secondary School in Newport concluded on 14th April 2015. The next stage includes a statutory notice consultation period of one month before a final determination is taken on this proposal in around June / July this year.• Financial process: A regional Full Business Case was submitted to WG on time on 31st March 2015 and has now been entered on the Agenda for the WG Capital Panel meeting today. As soon as I have knowledge of the outcome of that meeting, I will update members.

Minutes



Council

Date: 19 May 2015

Time: 5.00 pm

Present: Councillors M Evans (Chair), O Ali, D Atwell, T Bond, R Bright, P Cockeram, M Cornelious, E Corten, K Critchley, D Davies, V Delahaye, C Evans, C Ferris, D Fouweather, G Giles, J Guy, D Harvey, P Huntley, C Jenkins, M Kellaway, M Linton, D Mayer, S Mlewa, R Mogford, J Mudd, R Poole, M Rahman, J Richards, M Spencer, C Suller, T Suller, H Thomas, K Thomas, E Townsend, R Truman, T Watkins, M Whitcutt, R White, K Whitehead, D Wilcox and D Williams

Apologies: Councillors M Al-Nuami, E Garland, P Hannon, I Hayat, R Hutchings, R Jeavons, C Maxfield, A Morris and N Trigg

1. Preliminaries

There were no announcements by the Mayor

2. Appointment of the Leader of the Council

Councillor Robert C Bright was appointed as Leader of the Council.

The Leader of the Council announced that the Cabinet he had appointed would comprise:

Chair of the Cabinet and Leader : Councillor Robert C Bright

Deputy Leader (Cabinet Member for Customer Services and Digital Innovation): Councillor Ray Truman

Cabinet Member for Adult and Community Services: Councillor Paul Cockeram

Cabinet Member for Education & Young People: Councillor Deborah Wilcox

Cabinet Member for HR, People and Business Change: Councillor Gail Giles

Cabinet Member for Regeneration & Investment: Councillor John Richards

Cabinet Member for Regulatory Functions: Councillor Bob Poole

Cabinet Member for Skills and Work and Newport LIVE: Councillor Mark Whitcutt (Also to act as Business Manager)

Streetscene and City Services: Councillor Deborah Davies

Councillor Ken Critchley

The Leader of the Council thanked the retiring Cabinet Member, Councillor Ken Critchley for his contribution to the Council and to the Cabinet. The Leader stated that Councillor Critchley's work was very much appreciated. All members joined the Leader by applauding Councillor Critchley.

3. **Appointments**

Councillor Fouweather announced the following:

Leader of the Opposition: Councillor Matthew Evans

Deputy Leader: Councillor Margaret Cornelious

Opposition Spokesperson for:

Adult and Community Services: Councillor David Fouweather

Customer and Digital Infrastructure: Councillor Ray Mogford

Education and Young People: Councillor David Atwell

People and Business Change Councillor Tom Suller

Regeneration Investment and Housing: Councillor Martyn Kellaway

Regulatory Functions: Councillor David Williams

Skills work and Newport LIVE Councillor Charles Ferris

Streetscene and City Services: Councillor Richard White

Chairs

(Councillors Huntley, Suller, Mayer, Atwell and Ferris each declared an interest in this item and did not vote.)

Following nominations by the Leader of the Council and, where appropriate by the Leader of the Opposition the following appointments were agreed by the Council:

Chair of Planning Committee: Councillor Paul Huntley.

Chair of Licensing Committee: Councillor Cliff Suller

Scrutiny Committee for Learning Caring and Leisure: Councillor David Mayer to be chair

Scrutiny Committee for Street Scene, Regeneration and Safety: Councillor Roger Jeavons to be chair.

Scrutiny Committee for Community Planning and Development: Councillor David Atwell to be chair.

Democratic Services Committee: Councillor Charles Ferris to be Chair

Committees and Outside Bodies

Councillor Bright announced that appointments of members to the committees and to outside bodies will be passed to the proper officer and recorded in the minutes (See the appendix to these minutes)

Councillors Fouweather also announced that appointments of members to the committees will be passed to the proper officer and recorded in the minutes (See the appendix to these minutes)

4. **Adjournment**

The meeting adjourned following the above items of business and reconvened for the following items at 5.30 pm

5. **Election of the Mayor**

It was proposed by the Leader of the Council and seconded by Councillor D Fouweather and unanimously:

Resolved

That Councillor Herbie Thomas is elected as the Mayor of the City of Newport for the ensuing year. Councillor Thomas, having made and subscribed the Declaration of Acceptance of Office and taken the Official Oath and Oath of Allegiance, expressed thanks for the honour conferred upon him.

6. **Vote of Thanks**

It was proposed by the Mayor and seconded Councillor Fouweather and unanimously

Resolved

That the Council's thanks be given to Councillor Matthew Evans and Tina Hatton – Evans for the manner in which they had discharged the duties as Mayor and Mayoress.

Response

Councillor Evans congratulated the Mayor on his election. He expressed pride in serving the City as Mayor. He described a number of highlights of his year and mentioned the support he had received. He mentioned the successful year supporting the Teenage Cancer Trust and the Sea cadets announcing that some £43,000 had been raised to be shared between the Charities

Councillor Evans thanked Councillor Atwell and Mrs Carole Watkins for their support as Deputy Mayor and Deputy Mayoress over the past 12 months.

He thanked staff in the Mayoral Office and all Councillors for their support and in particular his ward colleagues.

Councillor Evans paid particular tribute to his wife and thanked her for her support as Mayoress.

7. **Appointment of the Deputy Mayor**

It was proposed by the Mayor, seconded by the Leader of the Opposition and unanimously

Resolved

That Councillor Kate Thomas is appointed Deputy Mayor for the ensuing year. Councillor Thomas, having made and subscribed the Declaration of Acceptance for the role of Deputy Mayor expressed thanks for her appointment.

8. **Mayor's Charities**

The Mayor announced that he would be supporting three charities this year: Diabetes UK Cymru, Alzheimer's Research UK and the Madzimai Pamwe (meaning women together).

9. **APPENDIX: INTERNAL APPOINTMENTS**

NEWPORT CITY COUNCIL - APPOINTMENTS AT AGM - May 2015

Cabinet:

Post	Appointed
Leader & Chair of Cabinet	Cllr Robert C Bright
Deputy Leader (CM Customer Services & Digital Innovation)	Cllr Ray Truman
Cabinet Member for Education & Young People	Cllr Debbie Wilcox
Cabinet Member for People & Business Change	Cllr Gail Giles
Cabinet Member for Streetscene & City Services	Cllr Deb Davies
Cabinet Member for Regulatory Functions	Cllr Bob Poole
Cabinet Member for Regeneration & Investment	Cllr John Richards
Cabinet Member for Adult & Community Services	Cllr Paul Cockeram
Cabinet Member for Skills, Work & Newport LIVE (and Business Manager)	Cllr Mark Whitcutt

SHADOW POSTS

Post	Appointed
Leader	Cllr Matthew Evans
Deputy Leader	Cllr Margaret Cornelious
Education & Young People	Cllr David Atwell
People & Business Change	Cllr Tom Suller
Regeneration & Investment	Cllr Martyn Kellaway
Regulatory Functions	Cllr David Williams
Streetscene & City Services	Cllr Richard White
Adult & Community Services	Cllr David Fouweather
Skills, Work & Newport Live	Cllr Charles Ferris
Customer Services & Digital Innovation	Cllr Ray Mogford

Planning Committee:
(8 Labour, 2 Conservative, 1 Independent)

Chair (Labour)	Cllr Paul Huntley
Labour (Deputy Chair)	Cllr Val Delahaye
Labour	Cllr Miqdad Al-Nuaimi
Labour	
Labour	Cllr Malcolm Linton
Labour	Cllr Jane Mudd
Labour	Cllr Christine Jenkins
Labour	Cllr Mark Spencer
Conservative	Cllr David Fouweather
Conservative	Cllr Richard White
Independent	Cllr Noel Trigg

Licensing Committee:
(8 Labour, 2 Conservative, One Independent)

Chair (Labour)	Cllr Cliff Suller
Labour	Cllr Chris Evans
Labour	Cllr Emma Garland
Labour	Cllr John Guy
Labour	Cllr Sally Mlewa
Labour	Cllr Majid Rahman
Labour	Cllr Allan Morris
Labour	Cllr Herbert Thomas
Conservative	Cllr Margaret Cornelious
Conservative	Cllr Charles Ferris
Independent	Cllr Noel Trigg

Audit Committee:**(6 Labour, 2 Conservative, 1 Independent)****LAY MEMBER CHAIR**

Labour	Cllr Herbert Thomas
Labour	Cllr John Guy
Labour	Cllr Deborah Davies
Labour	Cllr Ibrahim Hayat
Labour	Cllr Jane Mudd
Labour	Cllr Mark Spencer
Conservative	Cllr Ray Mogford
Conservative	Cllr Richard White
Independent Group appointment	Cllr Ed Townsend
Lay Member (Chair)	Mr John Baker

*** Chair to be appointed by the Committee****Democratic Services Committee:****(7 Labour, 2 Conservative, 1 Independent)**

Chair (Conservative)	Cllr Charles Ferris
Labour	Cllr Tom Bond
Labour	Cllr Emma Corten
Labour	Cllr Debbie Harvey
Labour	Cllr David Mayer
Labour	Cllr Jane Mudd
Labour	Cllr Kate Thomas
Labour	Cllr Trevor Watkins
Conservative	Cllr Matthew Evans
Independent	vacant

Scrutiny Committees:

Learning, Caring & Leisure

(7 Labour, 2 Conservative, 1 Independent)

Chair (Labour)	Cllr David Mayer
Labour	Cllr Sally Mlewa
Labour	Cllr Christine Maxfield
Labour	Cllr Emma Garland
Labour	Cllr Cliff Suller
Labour	Cllr Mark Spencer
Labour	Cllr Ibrahim Hayat
Conservative	Cllr David Atwell
Conservative	Cllr David Williams
Independent	Cllr Kevin Whitehead

Streets Scene, Regeneration & Safety

(7 Labour, 2 Conservative, 1 Independent)

Chair (Labour)	Cllr Roger Jeavons
Labour	Cllr Miqdad Al Nuaimi
Labour	Cllr Tom Bond
Labour	Cllr Chris Evans
Labour	Cllr D Harvey
Labour	Cllr Paul Huntley
Labour	Cllr Sally Mlewa
Conservative	Cllr Matthew Evans
Conservative	Cllr Martyn Kellaway
Independent	Vacant

Community Planning & Development
(7 Labour, 2 Conservative, 1 Independent)

Chair (Conservative)	Cllr David Atwell
Labour	Cllr Omar Ali
Labour	Cllr Jane Mudd
Labour	Cllr Allan Morris
Labour	Cllr Val Delahaye
Labour	Cllr Trevor Watkins
Labour	Cllr Kate Thomas
Labour	Cllr Herbert Thomas
Conservative	Cllr Tom Suller
Independent	Vacant

Standards Committee:

Cllr Herbie Thomas
Cllr John Guy
Cllr David Fouweather

Also: Mrs H Taylor OBE (Chair), Mr J Pickering, Mr G Hancock, Mr P Westwood, Mr B John and Ms T Britton

SACRE: The Standing Advisory Council on Religious Education:

Cabinet Member for Education & Young People
Cllr Sally Mlewa
Cllr Omar Ali
Cllr Christine Jenkins
Cllr David Williams

CHARITABLE TRUSTS PANEL	(agreed at Council 25/11/4)
Cllr Garland	
Cllr K Thomas	
Cllr H Thomas	
Cllr P Cockeram	
Cllr M Cornelious	

Social Services Rota Visits:

Cllr Kate Thomas
Cllr Paul Huntley
Cllr D Harvey
Cllr S Mlewa
Cllr O Ali
Cllr C Maxfield
Cllr M Cornelious
Cllr C Ferris

Corporate Parenting Forum:

Cabinet Member for Education and Young People
Cllr Tom Bond
Cllr Deborah Davies
Cllr Paul Hannon
Cllr Debbie Harvey
Cllr Rhys Hutchings
Cllr Christine Maxfield
Cllr Herbert Thomas
Cllr Mathew Evans
Cllr Tom Suller

HR Appeals:

Cllrs Jane Mudd, Allan Morris, Malcolm Linton, Trevor Watkins, Tom Bond, Paul Huntley, Mark Spencer, Debbie Harvey, David Mayer, Roger Jeavons, Herbie Thomas, Charles Ferris, David Fouweather, David Williams, Richard White, Cllr Kate Thomas to be used in rotation

Employee Partnership Forum

The Cabinet Member for People & Business Change; Cabinet Member for Skills, Work & Newport LIVE; and Cabinet Member for Education and Young People were appointed.

Champions:

Older Persons Champion: Cllr Trevor Watkins

Disabled and Vulnerable Persons Champion: Cllr Kate Thomas

Carers Champion: Cllr Cliff Suller

Equalities Champion: Cllr O Ali

Member Development Champion: Deputy Leader

Poverty Champion: Cllr Tom Bond

Armed Forces Champion and Veterans Champion: Cllr Mark Spencer

Homelessness and Supporting People Champion: Cllr Jane Mudd

Cabinet Sub Groups

These are Executive Appointments:

- **City Centre Sub** : Leader, Deputy, CM Regeneration & Investment, CM Streetscene & City Services
- **Performance Board** : Leader, Deputy, Cllr D Davies
- **Total Reward** : Leader, Deputy, Cabinet Member for People & Business Change

Sports & Leisure Trust:

Cllr D Wilcox and Cllr H Thomas

10. APPENDIX: APPOINTMENTS TO EXTERNAL BODIES

NEWPORT CITY COUNCIL: APPOINTMENTS TO OUTSIDE BODIES: May 2015

Outside Body	No	Appointments 2015
Adoption Panel	1	Cllr R Hutchings
Aneurin Bevan Health Board (Stakeholder Reference Group)	2	Cllr Hayat Cllr Maxfield
Arts Council for Wales: SE Wales Regional Committee	1	Cabinet Member for Skills & Work & Newport LIVE
Caldicot & Wentlooge Internal Drainage District Advisory Group:	4+ 4 subs	4 members Cllr T Watkins Mr Rob Hepworth Mrs Helen Truman Mr William Langsford 4 substitutes Cllr P Huntley Cllr H Thomas Cllr C Jenkins Mr A Speight
Careers Wales (Gwent) Ltd	1	Cabinet Member for Skills & Work & Newport LIVE
Capital Region Tourism	1	Cabinet Member for Regeneration & Investment
Citizens Advice Bureau	1	Cllr C Suller
Coleg Gwent	1	Cabinet Member for Skills & Work & Newport LIVE

Community Centres Management Committees		All appropriate ward members appointed
Community Chest Local Panel	3	Cllr Majid Rahman Cllr Mark Spencer Cllr Emma Garland
Communities First Partnership	1	Cabinet Member for Skills & Work & Newport LIVE
Communities First Cluster Groups	4 (+4)	Central: Cllr Al-Nuaimi (sub: Cllr Rahman) East: Cllr Corten (sub Cllr Harvey) North: Cllr Mudd (sub Cllr Delahaye) West: Cllr Watkins (sub Cllr Wilcox)
Community Health Council, Newport Committee	3	Cllr Guy Cllr C Maxfield
Connecting South East Wales (CSEW)	1 + 1	Leader of the Council Chief Executive
Consortium of Local Authorities in Wales (CLAW)	1	Cabinet Member for HR , People & Business Change
Credit Union	1	Cllr V Delahaye
Education Achievement Service board member (Company Board)	1	Cabinet Member for Skills & Work & Newport LIVE (sub Cllr Giles)
Education Achievement Service Commissioning Group (Education) (JEG)	1	Cabinet Member for Education and Young People (sub Cllr Davies)
EAS Scrutiny Panel	2	Cllr Mayer Cllr Mlewa
EAS Programme Board	1	Leader of the Council (sub Deputy Leader)

East Newport Social Care Centre	1	Cllr J Guy
Fairness Commission	2	Cllr R Mogford Cllr K Thomas
Friends of Newport Transporter Bridge	1	Cllr C Ferris
Food Waste Treatment Partnership	2	Cabinet Member for Streetscene & City Services Cabinet Member for Regulatory Functions
Foster Panel	1	Cllr R Hutchings
Flood Risk Management Wales	2	Cllr P Hannon
Frailty Project Joint Committee	1	Cabinet Member for Adult & Community Services
Greater Gwent Archives Joint Committee	2	Cllr D Mayer Cllr J Guy
Greater Gwent Cremation Joint Committee	2	Cllr V Delahaye Cllr Huntley
Greater Gwent Pension Fund Joint Committee	3	Cabinet Member for People & Business Change Cllr H Thomas Mr J Baker
Growing Space	1	Cllr M Cornelious
Gwent Association of Voluntary Organisations Local Committee	2	Cllr O Ali Cllr J Mudd
Gwent Police & Crime Panel	3	Cllr J Guy Cllr O Ali Cllr D Williams

Gwent Police Animal Welfare Lay Visitor	1	Cllr T Bond
Gwent Level Wetlands Reserve	1	Cllr A Morris
Indoor Bowling Association	1	Cllr D Fouweather
Jerome Gatehouse Collection Trust	1	Cllr C Ferris
Joint Council for Wales	2	Cabinet Member for People & Business Change Cabinet Member for Regulatory Functions
Local Service Board	2	Deputy Leader Chief Executive
Merchant Navy Welfare	1	Cllr John Guy
Mon Brecon Canal Joint Steering Group	3	Cabinet Member for Streetscene & City Services Cabinet Member for Regeneration & Investment Cllr D Mayer
Newport Access Group	1	Vacant
Newport City Homes	4	Cllr J Mudd Cllr O Ali Cllr S Mlewa Sheila Davies
Newport Harbour Commission	2	Mr Speight Cllr J Guy
Newport Now BID	1	Cabinet Member for Regeneration& Investment

Newport Piano Competition	2	Leader of the Council The Mayor
Newport Transport Board	6	Cllr H Thomas (Chair) Cllr C Evans Cllr R Hutchings Cllr P Hannon Asst. Head of Finance Mr W Langsford
Newport Women's Aid	1	Cllr Corten
Norse Joint Partnership Board (Norse Newport and NPS Newport)	2	Cllr Al-Nuaimi Sheila Davies, Strategic Director
Prosiect Gwyrd Joint Committee	2	Cabinet Member for Regulatory Functions Deputy Leader
Prosiect Gwyrd Scrutiny Panel	2	Cllr M Spencer Cllr P Hannon
Raven House Trust	1	Cllr N Trigg
Reserve Forces & Cadet Association	1	Cllr M Evans
River Usk Management Group	1	Cllr J Richards
Roger Williams & Queen Victoria Alms Houses (Stow Hill)	1	Cllr M Al-Nuaimi
South East Wales Racial Equality Council (SEWREC)	1	Cllr M Rahman
South East Wales Strategic Planning Group	1	Cabinet Member for Regeneration and Investment

South Wales Fire Authority	2	Cllr M Rahman Cllr P Hannon
Wastesavers Limited	4	Cllr E Garland Cllr M Spencer Cllr O Ali Cllr T Bond
Welsh Books Council	1	Vacant
Welsh Church Fund	2	Cabinet Member for People & Business Change Mr J Baker
Welsh Joint Education Committee (WJEC)	1	Cabinet Member for Education and Young People
Welsh Local Government Association (WLGA)	3	Leader of the Council Deputy Leader TBC
WLGA Coordinating Committee	1	Leader of the Council
Welsh Purchasing Consortium (Joint Arrangements)	1	Cabinet Member for People & Business Change
Williams Trust	4	Jason Hughes Cllr C Suller Caroline McLachlan Stephen Marshall

The meeting terminated at 6.35 pm

Report

Council



Part 1

Date: 28 July 2015

Item No: *See above*

Subject Annual Report of Director of Social Services

Purpose To present to Cabinet the Annual Report of the Director of Social Services.

Author Mike Nicholson, Strategic Director (People)

Ward City wide

Summary This report is an evaluation of 2014/15 performance for Social Services and it identifies 'Key Messages' that we have learned from our experience during the year and from listening to the views of key stakeholders, particularly service users and carers. It provides a view of the service and the challenges that we continue to face and I conclude that we provide good quality social care services with a clear vision and with excellent collaborative working, we are seeing significant evidence that we are helping to 'Improve People's Lives'.

Social Services has the confidence and support it needs from the political administration, and I am confident that we are well placed to meet the challenges of the Social Services and Wellbeing Act 2014.

The report has been considered by a joint scrutiny meeting on May 13th and members' comments will be set out in this report following the Scrutiny meeting

Proposal To receive the Annual Report of the Director of Social Services.

Action by Mike Nicholson

Timetable Immediate

This report was prepared after consultation with:

- Social Services staff
- Cabinet Member for Education and Young People
- Cabinet Member for Social Care and Well-Being
- Monitoring Officer
- Head of Finance

- Head of People and Transformation
- Joint Scrutiny Committee

Background

The year 2014/15 has been a period of great challenge and also opportunity for Social Services staff and for people who have been receiving our services.

We have faced the challenges of significant budget reductions at a time of increasing need. Our population is growing quickly and indicators for deprivation in Newport show that we have some of the highest rates of vulnerable children and adults in Wales.

Despite having improving and mostly good performance indicators across Social Services, we have also discovered areas of poor practice during the year. Our youth offending service and social work services for older people with complex needs have received critical inspection reports and we are working hard to turn these services around as quickly as possible.

Despite these challenges, the year has also provided great opportunities to improve services and achieve better outcomes for the people who receive our services. Areas of innovation include our partnership with Barnardos (Cymru) delivering integrated family support services to vulnerable children and families. We continue to have a much lower rate of children in care than similar authorities, because we are able to provide services that are effective in meeting needs so that vulnerable children can safely remain in their families.

We are also extending our prevention service to build a network of early intervention provision around school clusters and we have pioneered education social work posts that have been jointly funded by schools and Children's Services.

Our Corporate Parenting Strategy makes permanency a key priority. We have therefore strengthened support for social workers by creating a dedicated team of mentors comprising of a Consultant Social Worker and Senior Practitioners who mentor and guide social workers in the preparation of assessments and care plans. In addition we have a multi-disciplinary team providing therapeutic interventions for children in care designed to enhance their emotional and mental health and reduce placement instability.

Our own Adult Services provision for long term placements and supporting people at home is improving, and we are pioneering new, 'step up/step down' residential beds designed to avoid the need for vulnerable adults to go to (or remain in) hospital. We are also providing new opportunities for vulnerable adults to engage in positive activities in their communities, and we are working towards a best practice award for residential services for people with dementia. We are aiming for Newport to be recognised as a 'dementia friendly' city.

Pioneering new roles such as a Care Facilitator based in a GP practice and Community Connectors are helping vulnerable and frail adults to develop 'stay well' plans and find early help and support in the community.

It is our passion and determination to continue to aim to 'Improve the Lives' of the people of Newport by challenging poor practice where we find it, and also by aiming high to develop the best possible services within our means.

Response to the areas of development identified by CSSIW in their annual report based upon the year 2013/14

There were 12 areas for development and in the final section of my annual report I have set out the extensive work undertaken last year to improve our performance on each of the 12 areas. I believe the evidence shows that we have accomplished this task.

Readiness for the Social Services and Wellbeing Act (2014) implementation on April 1st 2016

With a year to go I believe that Children's Services will be ready for the implementation of the Social Services and Wellbeing Act (2014) which is set for April 1st 2016.

Adult Services has now recovered from the period of poor performance and the loss of financial control three years ago. There has been steady improvement in Adult Services performance and budget management. We recognise that there needs to be further improvement in service delivery to ensure both improved quality and consistent performance that is better than the Wales average.

Overall we are at a reasonable point in our preparation for the Act, but we need to pick up our pace to ensure readiness for April 1st 2016. However there is a significant risk to our preparedness for the act and in relation to our statutory duties. This is the potential threat of unprecedented cuts which would be greater than for England because of the relatively low base of council tax in Newport (20%). If Welsh Government decides to protect Health and Education then there will be a severe risk to Local Authority Social Services.

Highlighting positive feedback from people who use our in-house services for Adults

We have not been very good in the past at capturing and celebrating the compliments we get from people who use our services – I aim to put that right in this report. In this report I am singling our provider services for adults because our in-house residential provision had received critical inspection reports and after very hard work I believe that the services have turned around and are now providing very good care.

a) Re-ablement (Frailty) Service

“Your team, but particularly Linda Southall and Lisa Ellis, provide excellent care for mum, and were able to dispel the concerns we had and give some peace of mind.

“With Linda and Lisa in particular, their personalities outshone any technical aspect of the job and we are both in debt to them for the way in which they cared for mum; with the utmost of professionalism but a genuine desire to help, a motivational attitude and a friendly, humorous approach.”

“I am writing to tell you that I was provided with the most fantastic service.....

They always treated me with the utmost respect, kindness and compassion and became good friends. I was very sad to lose them.”

b) Glyn Anwen Community Housing and Care

"...I thought it appropriate to email you both to pass on some praise for the way in which Sally and all her staff look(ed) after my Aunt – and indeed me."

"As a regular visitor over the past few years I have been able to build up a relationship (with) the staff there – they always make me most welcome and know me by my first name."

c) Parklands Residential Care

"... personal thanks for the excellent care that he received throughout his residence with you, but particularly his end of life care, which was second to none. We often report poor practice but have a duty to report when things go right. "

d) Willowbrook Community Housing and Care

"I appreciate that it could not have been easy at times but the thought and patience you showed to mum and us gave such reassurance that she was safe and being well looked after."

e) Oakfield Supported Living

"As a sister and appointee, I can express with confidence that my sister fully appreciates the care, compassion and assistance provided by all - we'd like staff at Oakfield to continue giving MD a full life"

f) Spring Gardens Residential Dementia Care

"Chicken coop is a great idea"

"Very approachable staff"

"The window boxes upstairs are a great idea"

"Very helpful manager and deputy manager – a credit to your service"

There is a great deal more evidence on the quality of our services in the full report, but I wanted to showcase the feedback we have received from people who have used our services. This is a demonstration of the fact that our public services are genuinely appreciated by citizens. These comments also help show that where we find poor practice, we are capable of meeting the challenge, improving our services to the satisfaction of the people who we are privileged to serve.

CONCLUSION

Despite the challenges faced this year the evidence indicates that Children's Services continue to maintain good financial management and an upward trend of performance. Some areas of improvement in service delivery are required, but there is a strong vision for prevention and early intervention and acute multi-agency prevention through IFSS.

With a year to go I believe that Children's Services will be ready for the implementation of the Social Services and Wellbeing Act (2014) which is set for April 1st 2016.

Adult Services has now recovered from the severe financial and performance challenges experienced three years ago. There has been steady improvement in performance and budget management. We recognise that there needs to be further improvement in service

delivery to ensure both improved quality and consistent performance that is better than the Wales average.

We retain a forensic focus upon the areas of service improvement still required, but we now have strong evidence of recovery in previously poor performing services. There is still much to do.

Our investment in early intervention and prevention by the development of a seamless learning, health and wellbeing pathway is significant and although at an early stage, there are strong signs of impact (particularly in Children's Services)

We are at a reasonable point in our preparation for the Act, but we need to pick up our pace to ensure complete readiness for April 1st 2016. There is however a significant risk to our preparedness for the act and in relation to our ability to discharge statutory duties. This is the potential threat of unprecedented cuts which would have a greater than for the majority of English local authorities because of the relatively low base of council tax in Newport (20%). If Welsh Government decides to protect Health and Education then there will be a severe risk to Local Authority Social Services.

Legal Implications

This report fulfils the statutory requirement upon the Director for Social Services to prepare an annual report that reflects on progress and signals intentions for the coming year.

Financial Summary

Not applicable

Risks

Risk	Impact of Risk if it occurs (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
That the new duties identified in the Social Services and Wellbeing Act 2014 will bring unsustainable financial pressure	H	M	Directors of Social Services (and WLGA) are fully engaging with Wales Government on the drafting of regulations and guidance. We are maintaining strong financial controls on day to day decision making in the service	Mike Nicholson, Strategic Director (People) Jonathan Griffiths Head of Integrated Services (Social Care and Health) and Sally Jenkins, Head of Children and Family Services
That users and carers will not have the opportunity to contribute further to our understanding	H	L	The plan will be to continue to hold regular and frequent service user and carer forum meetings, as well as making use of a wide variety	Mike Nicholson, Jonathan Griffiths, Head

of their experience to inform the development of services in future years			of other consultative mechanisms that we have put in place for users and carers. We will continue to develop imaginative ways of capturing people's views, comments and experiences	of Integrated Services (Social Care and Health)
The members of staff are not given the opportunity to use this report to gain a greater sense of ownership for the future direction of services and their part in continuous improvement	H	L	The report will continue to be used widely amongst members of staff and partner agencies and used as a vehicle for ensuring a wide ranging discussion in team meetings and management to ensure that it provokes a healthy debate.	Mike Nicholson

Links to Council Policies and Priorities

- Single Improvement Plan Priorities
 - Skills and Work – Youth Opportunity
 - Safe and Cohesive Communities – Antisocial behaviour
 - Safe and Cohesive Communities – Youth Justice
 - Health and Wellbeing – Mental Wellbeing
- Putting People First
- People and Transformation Service Plan

Options Available

Option 1 -That cabinet endorses the Annual Report of the Director of Social Services for 2014/15

Option 2 – That cabinet does not endorse the Annual Report of the Director of Social Services for 2014/15 and sets out specific reasons and recommendations for action

Preferred option and why

Option 1 since the Annual Report of the Director of Social Services allows for any additional work to take place in response to the coming CSSIW annual report and this will serve as the basis for CSSIW's evaluation of 2015/16.

Comments of Chief Financial Officer

There are no direct financial consequences stemming from the annual report itself, although it is outlined in the report, the budget cuts that have already happened. The work in preparing for future reductions looks very challenging, in what is a challenging service area. The report also makes reference to the Social Services and Wellbeing Act, which is due to be implemented from April 2016 and which will bring new financial and operational challenges to the service area. It is encouraging that the strategic change programme is continuing and delivering on its proposals. It is essential that due to the high risk nature of the service, that the service areas continue to embrace and implement tight financial management.

Comments of Monitoring Officer

The Director of Social Services has a statutory obligation to report annually to the Council on the delivery, performance and risks in relation to the whole range of social services functions, and to identify plans for improvement. This annual reporting requirement is in accordance with statutory guidance issued under Section 7 of the Local Authority Social Services Act 1970 and also the Local Government (Wales) Measure 2009, insofar as it relates to the continuous improvement of service delivery. In accordance with the Council's performance management framework, the Joint Scrutiny Committee has considered and commented on the adequacy of the draft report in addressing the issues identified. The Report confirms that the Council is discharging its statutory social care duties and that progress has been made in addressing issues raised following previous regulatory inspections. However, further work is required in areas such as the YOS and adult care and also in preparing for the additional duties imposed by the Social Services and Well-Being Act. The final Report will need to be presented to full Council.

Staffing Implications: Comments of Head of People and Business Change

This report sets out the Director of Social Services' own assessment of performance of Social Services in 2014-15 and as such there are no specific HR implications.

The progress that has been made in 2014-15 supports one of the key focuses of the Single Integrated Plan (SIP) which is the improvement of the lives and life chances of the people of Newport, focusing on those groups and individuals who are most vulnerable, most at risk and most disadvantaged.

Comments of Cabinet Member

Debbie Wilcox, Cabinet Member for Education and Young People

It is good to see clear acknowledgement of our diminishing financial position juxtaposed with the increasing demands across the service. It is clear that Newport punches above its weight in terms of the relative position we are in across all poverty indicators. There is a clear recognition of what we are doing well and where we need to improve particularly in relation to poor inspection results of the YOS provision

There is a realistic view of our position in relation to further budget cuts in the future and mention of sector leading practice and exemplary partnership working. There is particular mention of the innovative practice with schools in the development of Team around the Cluster

Paul Cockeram, Cabinet Member for Adult and Community Services

The year 2014-15 was a mixed year for adult services. We have seen significant progress in our residential and day provision and it is heartening to see the comments from those who have used our services.

We need to improve the rate of progress in modernising our social work teams who work with older people with acute needs as detailed in the inspection report.

Since the inspection we have made encouraging progress on our Older Persons Pathway and colleagues from the Health Board have commended us. New preventive services based in GP practices linking with Community Connectors and better management has helped reduce referrals to the duty team.

Our successes include great progress on reducing delayed transfers of care and nearly all performance indicators hit target or better. We have developed strong relationships with colleagues from the Aneurin Bevan University Health Board through Frailty and now we have now implemented our Gwent Integrated Health and Social Care Partnership.

We are very concerned about the possibility of future cuts due to austerity measures and this may well affect our ability to maintain the continual improvement of service performance. For example, I am really concerned about our ability to be ready for the April 1st 2016 implementation date of the Social Services and Wellbeing Act 2014.

Local issues

None

Scrutiny Committees

At the Joint Scrutiny of May 13th 2015, the following points were discussed:

The Strategic Director highlighted the significant risk ahead in terms of our preparedness for the Social Services and Wellbeing Act, and also in relation to our ability to deliver our statutory duties. This was due to the potential threat of unprecedented cuts, which could have a greater impact than they had in England due to the relatively low base of Council Tax in Newport (18%), particularly if Health and Education budgets were protected by Welsh Government. However, the Strategic Director assured Members that should this risk arise, Members would be notified so that appropriate actions could be taken. Members commented that any issues should be raised with them as early as possible.

- Members questioned whether the savings made in the current year were actually achievable, and whether this was impacting on the quality of service being provided. The Strategic Director stated that he was satisfied the current budget position was sustainable within a good quality service, but recognised risks in terms of potential further cuts and the possible impact on the quality of services delivered. Members also discussed the impact of underspending on the quality of service, and the national position in terms of ensuring funding is provided to cover statutory services.
 - *Director's Response – ' I am confident that the savings programme for this year 2015/16 is achievable.'*

- Some members commented that the report is not written in a very accessible style for the public. It was understood that the report was written for a particular purpose, but it would be useful to have some more narrative included for people who do not know the historical context for the service.
 - *Director's Response – 'I have attempted to reorganise the sequence of information in the report to make it easier to read and I note that other members commented on the fact that they found the report much easier to read than those in the past.'*

- Comparative data on National Performance Indicators – Members commented that this needed to be put into context. This detail was included in the technical reports but Members commented that it would be useful to have more context provided in the Director's overview, in particular highlighting areas of under-performance.
 - *Director's Response – 'I have accepted this advice and amended the report'*

- Members discussed the Older Person's Integrated Pathway, and requested further information on how the system works and will be implemented.
 - *Director's Response – 'It is proposed that a full report be presented to Scrutiny in due course'*

- Members noted some inconsistencies between the different sections of the report, where different emphasis is placed on different points by different authors. It was commented that it would benefit from some further editing to make it a more cohesive report in terms of the style. Some comments were also made on the wording of some points which were noted by the Strategic Director.
 - *Director's Response – 'The report has 3 authors and can at times show differing styles, but I believe that as chief officers, it is important for the Head of Adult and Children's Services to set out their own view of their service performance.'*

- Members praised the areas of good progress within the report, demonstrating that the service was moving in the right direction and making positive improvements. Particular mention was given to the work linking back with schools, engaging in preventative work with the school clusters.
 - *Director's Response – 'The support from Scrutiny is much appreciated'*

- It was questioned whether schools should pay towards the provision of educational social workers. One Member cited the definition of a child in need under section 17 of the Children Act 1989 and asked whether this should be included within the statutory provision. Officers explained that the educational social workers provided an additional service, which was funded jointly by schools and the Council. All children assessed as children in need would still receive the services they need from statutory children's services - the activity in schools was preventative work with children who do not meet the threshold for statutory services. All the evidence to date showed that this was a highly beneficial service which was valued by schools.

- *Director's Response – 'The development of preventive services is not the sole responsibility of Social Services – it is everybody's business and we all need to pull together to meet the needs of vulnerable people as early as we possibly can. This means pooling resources.'*
- Members present were disappointed at the poor attendance of the Committees at this meeting, which would be taken back to the respective groups.

Cabinet

At the meeting on July 6th 2015, the Cabinet endorsed the report and made positive comments about the progress made in both Adult & Children's services, whilst at the same time expressing concerns about the potential impact of continuing financial austerity measures

Equalities Impact Assessment

The report reviews performance in 2014/15 and does not set out new policies and so an equalities impact assessment is not indicated in this case

Children and Families (Wales) Measure

Reports to Cabinet Members to include a record of any consultation with children and young people as part of their decision making. Please add here details of any consultation and the outcomes.

Consultation

There is a continuing programme throughout the year of meeting with users and carers to help people make their contribution to the continuing intelligence on which my annual report to Council will be built

Background Papers

Director of Social Services Annual Report 2014/15

Newport City Council

ANNUAL REPORT OF DIRECTOR OF SOCIAL SERVICES 2014/15

A Year of Challenge and Opportunity

'IMPROVING PEOPLE'S LIVES'

Mike Nicholson
STRATEGIC DIRECTOR - PEOPLE

CONTENTS

1. INTRODUCTION

2. DIRECTORS OVERVIEW

3. APPENDIX: TECHNICAL REPORTS

1. CHILDREN'S AND FAMILY SERVICES

1.1. Introduction

1.2. Strategic Aim No. 1: To Support Children to Safely Remain With Their Families

1.3. Strategic Aim No. 2: To Improve Outcomes for Children in Care and Care Leavers

1.4. Strategic Aim No. 3: To Make the Best Use of Resources

2. ADULT SOCIAL SERVICES

2.1. Introduction

2.2. Services to Older People

2.3. Services to People with Learning Disabilities

2.4. Services to People with Mental Health Needs

2.5. Case Management Services

2.6. Looking ahead

3. PROGRESS REPORT ON 'AREAS FOR DEVELOPMENT' IDENTIFIED IN CSSIW PERFORMANCE EVALUATION 2013/14

Background Papers

The evidence grids that are available on the intranet provide the data that backs up the report and the judgement has been made and they are accessible via this link:

2014/15: A YEAR OF CHALLENGE AND OPPORTUNITY

1. INTRODUCTION

The year 2014/15 has been a period of great challenge and also opportunity for Social Services staff and for people who have been receiving our services.

We have faced the challenges of significant budget reductions at a time of increasing need. Our population is growing quickly and indicators for deprivation in Newport show that we have some of the highest rates of vulnerable children and adults in Wales.

Despite having improving and mostly good performance indicators across Social Services, we have also discovered areas of poor practice during the year. Our youth offending service and social work services for older people with complex needs have received critical inspection reports and we are working hard to turn these services around as quickly as possible.

Despite these challenges, the year has also provided great opportunities to improve services and achieve better outcomes for the people who receive our services. Areas of innovation include our partnership with Barnardos (Cymru) delivering integrated family support services to vulnerable children and families. We continue to have a much lower rate of children in care than similar authorities, because we are able to provide services that are effective in meeting needs so that vulnerable children can safely remain in their families.

We are also extending our prevention service to build a network of early intervention provision around school clusters and we have pioneered education social work posts that have been jointly funded by schools and Children's Services.

Our Corporate Parenting Strategy makes permanency a key priority. We have therefore strengthened support for social workers by creating a dedicated team of mentors comprising of a Consultant Social Worker and Senior Practitioners who mentor and guide social workers in the preparation of assessments and care plans. In addition we have a multi-disciplinary team providing therapeutic interventions for children in care designed to enhance their emotional and mental health and reduce placement instability.

Our own Adult Services provision for long term placements and supporting people at home is improving, and we are pioneering new, 'step up/step down' residential beds designed to avoid the need for vulnerable adults to go to (or remain in) hospital. We are also providing new opportunities for vulnerable adults to engage in positive activities in their communities, and we are working towards a best practice award for residential services for people with dementia. We are aiming for Newport to be recognised as a 'dementia friendly' city.

Pioneering new roles such as a Care Facilitator based in a GP practice and Community Connectors are helping vulnerable and frail adults to develop 'stay well' plans and find early help and support in the community.

It is our passion and determination to continue to aim to 'Improve the Lives' of the people of Newport by challenging poor practice where we find it, and also by aiming high to develop the best possible services within our means.

2. DIRECTOR'S OVERVIEW

I plan to summarise our progress during the year and our areas for development by setting out key challenges and key opportunities.

a. KEY CHALLENGES

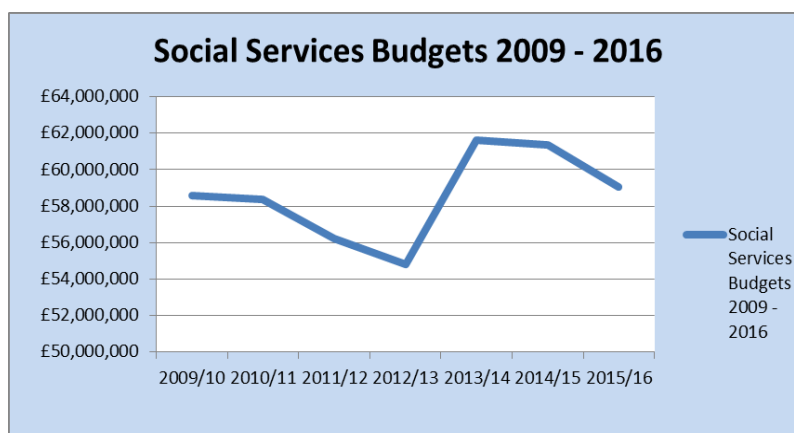
❖ The Financial Environment

In 2013/14 the local authority prepared a 'Prospectus for Change', which set out a 3 year programme for each service area that would take us through a process of service transformation to deliver a modernised service within a reduced budget envelope.

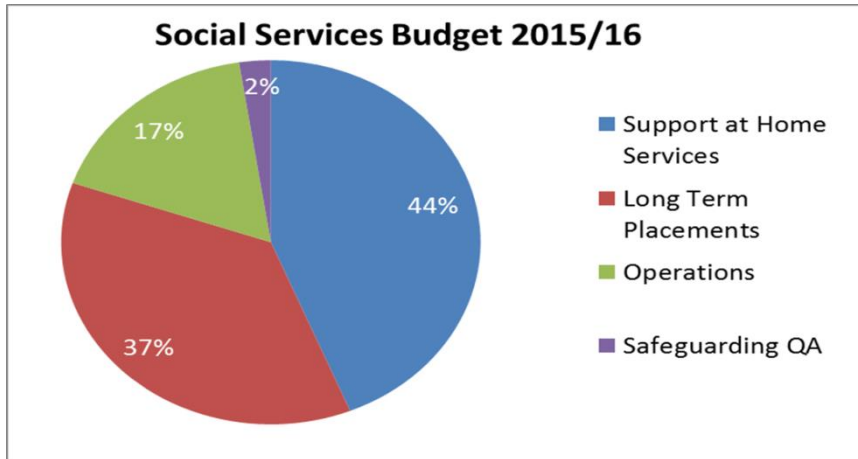
The budget for Social Services in Newport in 2014/15 was £61,227,320 (Children's Services £20,178,760 and Adult Services £41,118,828). This was around £10 million below that proposed by Welsh Government's standard spending assessment. Despite this fact we were able to manage both children and adult social services within the budget - Children's Services underspent by £193k (0.96%) and Adult Services by £611k (1.5%). The majority of underspend was a result of our savings programmes that were due in 2015/16 where we had achieved the saving in 2014/15.

During 2014/15 we successfully delivered a savings programme of £2,528,000. In July 2014, Welsh Government changed their priorities and determined that there would be significantly greater budget cuts for local government for 2015/16 and beyond. This translated into an additional 2.5% cut in rate support grant. Social Services share of savings was £3,867,000.

The Social Services budget for 2015/16 is now just 0.8% greater than the budget for 2009/10 (see below).



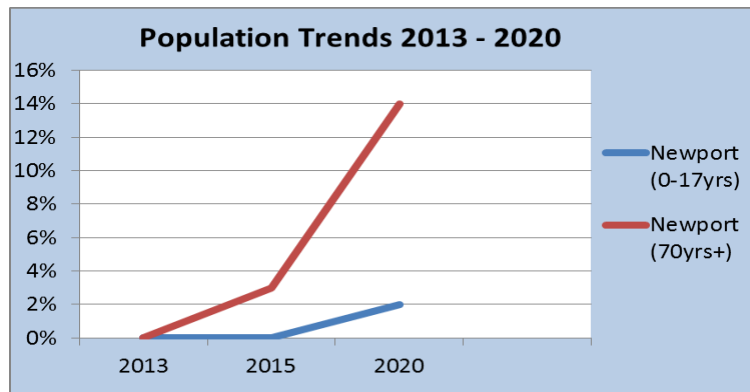
The budget for 2015/16 is £59,071,626 and the graph below demonstrates that social work front line teams make up 17% of the budget (£10,035,998) and safeguarding and quality assurance services 2% (£1,414,005). The majority of the budget 44% (£25,452,260) is spent on services that are aimed at supporting vulnerable children and adults to remain at home in the community. A further 37% (£21,169,363) is spent on children in care placements and residential services for adults.



The likely financial settlement for 2016/18 will require Social Services to prepare an option for a further 7% real terms cut in our base budget. At this point in time I would find it very hard to see how we could meet the full range of our statutory duties should there be a further 7% cut in our base budget.

❖ **Our population is growing**

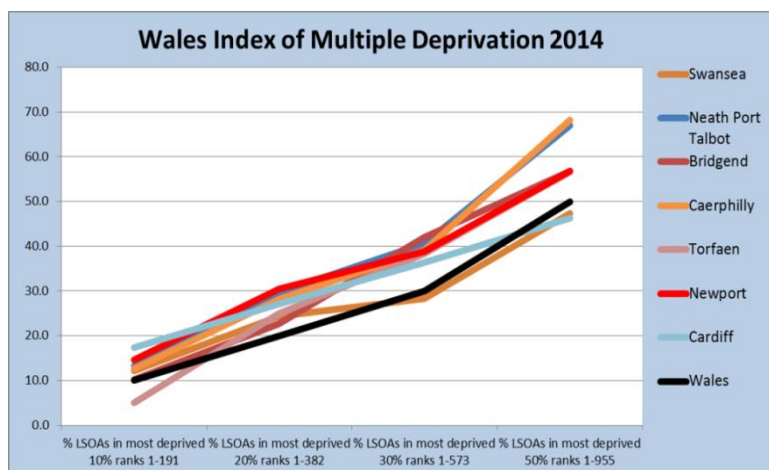
Demographic Pressures indicate a 2% rise in the number of children and young people aged 0-17yrs and a 14% rise in the number of adults over 70yrs of age by 2020.



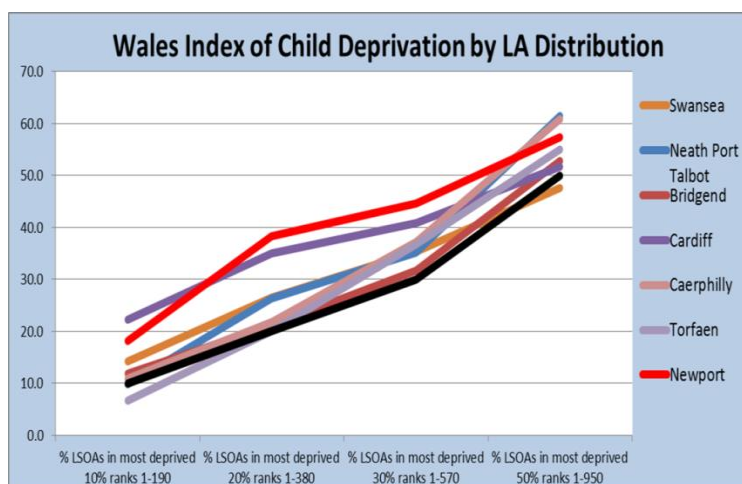
❖ **Deprivation is amongst the highest in Wales**

There is now a considerable body of evidence that links levels of deprivation and income inequality to increased patterns of poor health and wellbeing. Every 3 years Welsh Government commission research into the level of deprivation in each local authority and the 2014 data is the worst so far for Newport. Only 3 local authorities in Wales have greater levels of deprivation (Blaenau Gwent, Merthyr and Rhondda Cynon Taf).

Within our benchmark group of local authorities we are at the top of the range and well above the average level of deprivation in Wales. The graph below shows the relative distribution of super output areas (SOAs). Each SOA has a population of around 2/3,000 people and the Wales average is represented by the black line which shows the 10%; 20%; 30% and 50% most deprived SOAs.



When we look at the deprivation indicators that impact upon children, the story is even worse with Newport's children clearly the most deprived in our benchmark group. We would expect these levels of deprivation to lead to high vulnerability for our children when compared to other authorities in Wales.



❖ **How do we improve the quality of services at a time of reducing budgets?**

The honest answer to the question is that it is hard to significantly reduce budgets and at the same time ensure that our main focus is on improving service delivery. Our programme of budget savings has required considerable effort and we have had to be careful to work with staff and people who have been receiving our services over many years to help them to find alternative services and, for staff, alternative employment.

Our savings programme has led to a large number of voluntary redundancies as we have reduced our residential provision for adults, reduced traditional day care services in order to create new day opportunities, increased use of telecare and we are reviewing the consistency of practice in relation to people who are receiving services.

In my last report I highlighted the fact that we had not always managed poor performance in some areas as well as we should. We had a challenging inspection of our residential homes for older people and also of our Youth Offending Service (YOS). We have made considerable progress in relation to our residential homes, but there is still much to do before our YOS is now performing at an acceptable level. We are learning from our mistakes and

as Director I have been visiting teams throughout the year in order to maintain a 'clear line of sight' on performance throughout the service.

Inspections of services to children in care with complex needs and residential homes for children have highlighted good practice as well as areas for improvement.

During November/December 2014 we had an inspection focussed on the quality of outcomes for older people with complex needs. The inspection looked at the quality of assessment, care and support planning as well as the range and quality of services available.

We were disappointed with the findings – not because we disagreed with the inspectors, but rather because we were in the process of making extensive plans for modernising the practice of our front line teams but the inspection came before we had set out our plans. However, the fact that we had been preparing for a major programme of improvement has meant that we will have completed nearly all of the recommendations from the inspection within 6 months.

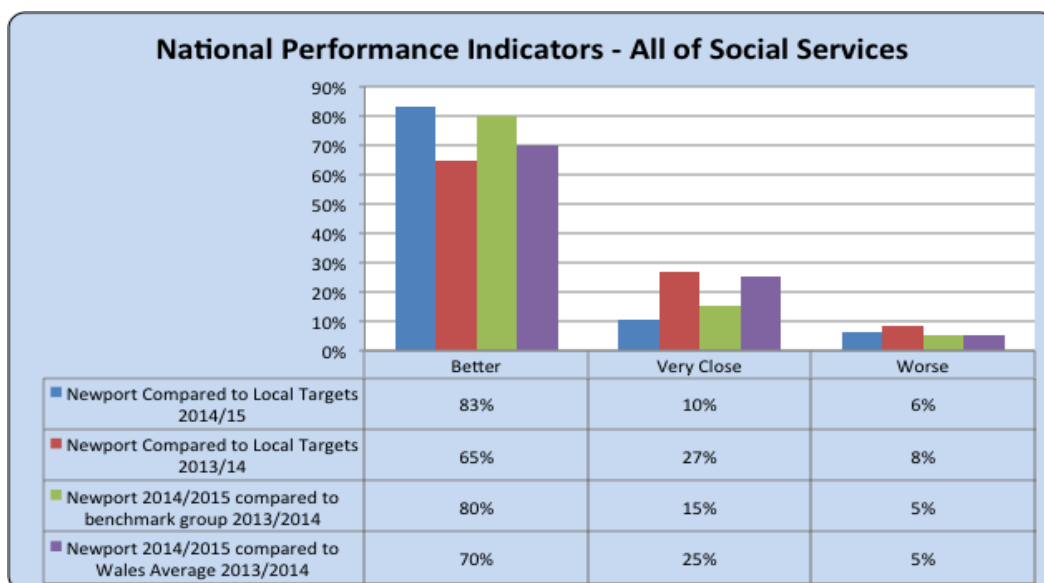
Other inspections have been mostly positive with some areas for development:

- Adult Residential Services – now fully compliant and improving standards
- Fostering Service (Feb 2015) - mostly positive with recommendation to improve the timeliness of reviews
- Residential Children's Homes x4 (Jan/March 2015) – a mostly positive experience for children but the physical environment and some placement decisions need improvement
- Children in Care with high vulnerability/risky behaviours (Jan/May 2015) – mostly positive with some areas for improvement

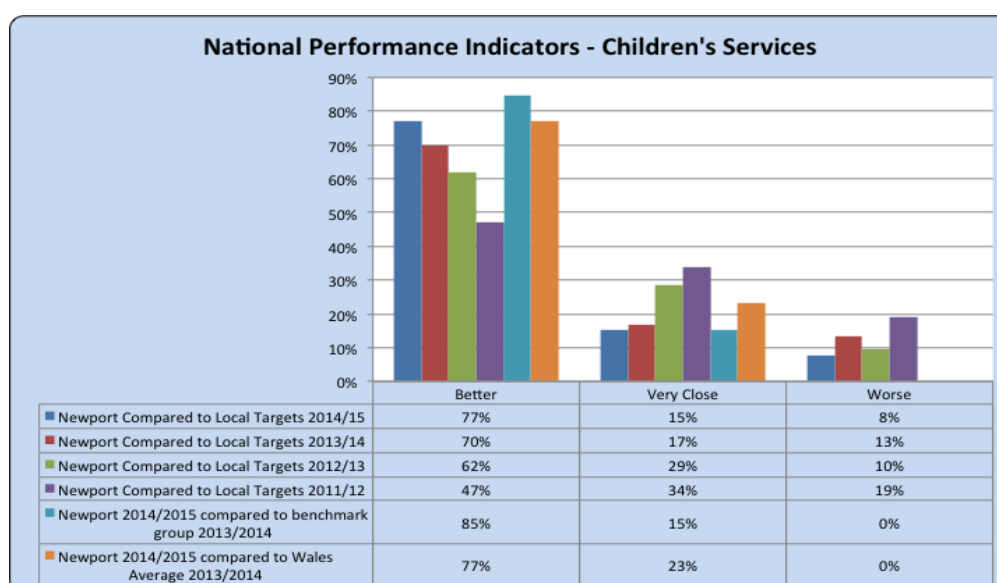
Despite the mixed findings from inspections during the year we have been able to manage within our reduced budgets, and also we have seen strong evidence of improving performance across the whole service area.

We collect around 60 performance targets for Social Services and overall performance is monitored against targets, against the previous year's performance, and against the Wales Average. Unfortunately the most up to date data for the Wales Average relates to the year 2013/14 and so we cannot yet compare our performance against the Wales data for the year 2014/15.

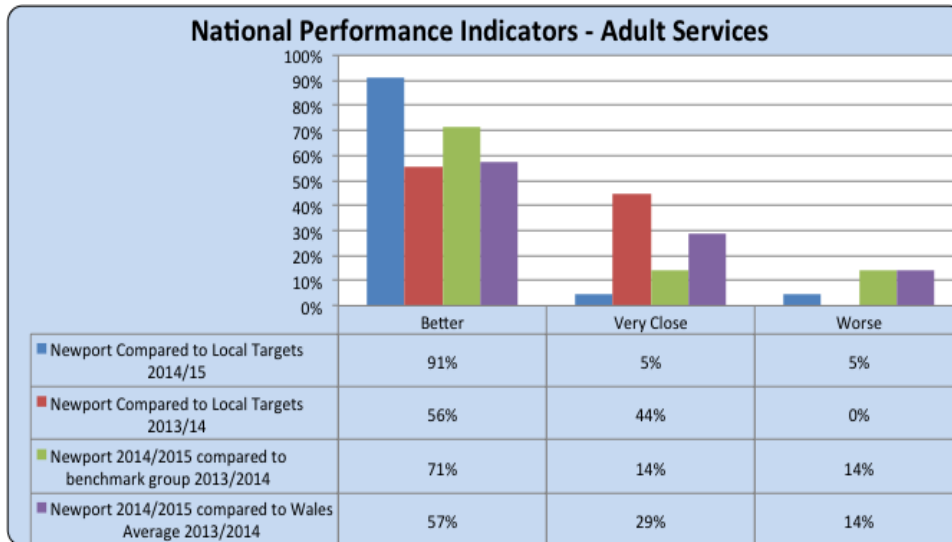
Despite this limitation, Social Services performance is much improved with 83% of indicators on target or above compared to 65% the previous year. Overall 80% of indicators are better than our benchmark group and 70% better than the Wales average (see below).



Children's Services performance remains strong with evidence of steady improvement over the 4 years from 2011/12 to 2014/15. This year's performance shows 77% on target or better, 85% better than our benchmark group and 77% better than the Wales average. This is a positive performance for 2014/15 but the most encouraging factor is the consistent trend of improvement (see below).



We collect fewer indicators for Adult Services (around 22) and performance in 2014/15 is significantly improved upon that for 2013/14. An excellent 91% of indicators were on target and 71% were better than our benchmark group, but only 57% were better than the Wales average (see below). The next step for Adult Services is to continue improve on the number of indicators that are better than the Wales Average. In 2013/14 only 30% of indicators were better than the Wales Average whereas in 2014/15 they achieved 57%. This compares to 77% for Children's Services.



b. KEY OPPORTUNITIES

The challenges faced during 2014/15 have been substantial and to an extent have impacted upon our ability to improve the quality and focus of our services in a timely and sustainable manner.

Despite the challenges Newport City Council has a compelling vision:–
 “Improving People’s Lives within available resources”

Social Services part is to contribute to that vision by:-
 “Promoting the independence and wellbeing of citizens, their families and communities through a range of effective support services”

We have a good story to tell about how we have been grasping opportunities to make that vision a reality – even in the most challenging of times. Key opportunities are set out below.

❖ **Preparing for new duties under the Social Services and Wellbeing Act 2014 (Duties commence on April 1st 2016)**

The act places a duty upon local authorities to ‘promote the wellbeing of people who need care and support and carers who need care and support.’ The definition of wellbeing now includes; physical and mental health and emotional wellbeing, protection from abuse and neglect, education, training or recreation, domestic, family and personal relationships, contribution made to society, securing rights and entitlements and social and economic well-being.

The act places a duty on local authorities and the NHS to ‘promote the availability of preventive services and provide information and advice to help people understand how care and support works. We are also required to promote social enterprises, co-operatives and user led/third sector services. This goes well beyond statutory health or social services and is really the responsibility of public services, independent and voluntary sector as well as the business community.

In order to meet this challenge we have been laying the foundations with our partners for the development of integrated learning and well-being pathways with a particular focus upon meeting the needs of vulnerable people.

An integrated pathway is a seamless continuum of services designed to promote good outcomes for those with low levels of need through to those who require acute services. We are determined to bring this vision into reality for the following reasons:

- It makes sense – collaborative working is likely to be more efficient and effective in meeting needs when compared to silo based working
- There is a growing body of evidence that early intervention can be effective in reducing demand on acute services
- The Social Services and Wellbeing Act 2014 is operational from April 2016 and regulations require a strengthening of partnership working between local authorities and health boards

We have developed a shared commitment to move towards co-terminus boundaries between the local authority and health services. There are three neighbourhood care networks (NCNs) - North, East and West. We have agreed that the NCNs will be the principal geographic areas for delivering health and social care services particularly for older people. These three NCNs are also co-terminus with our 7 school clusters which are the delivery area for children and family services in the city. Pathways for learning, health and wellbeing are being developed and during 2014/15 we have laid strong foundations and we hope to fully deliver the approach in 2015/16.

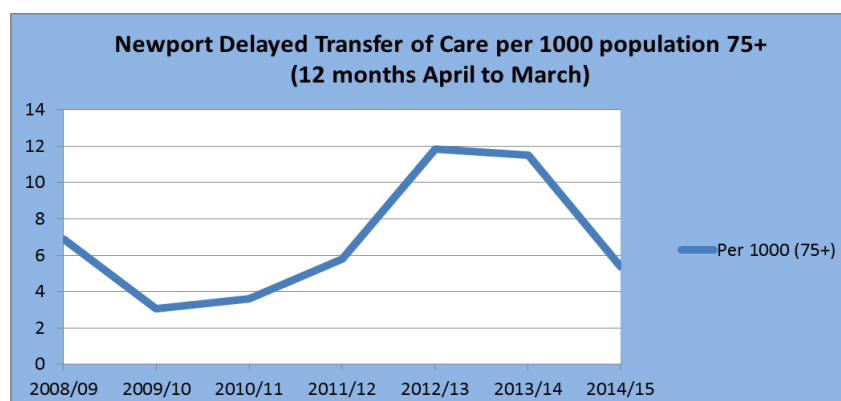
There are three key areas of development as we build a ‘seamless learning, health and wellbeing pathway’ of provision for people in Newport.

- An Older Person’s Pathway
- A Learning Pathway
- A Children and Families Pathway

The older person’s and the learning pathway have been developed during 2014/15 but we have been working on the children and families pathway for several years.

a) An Older Person’s Pathway

Together with senior managers in the Aneurin Bevan University Health Board (ABUHB), we are developing an integrated care pathway for older people for those in acute need through to piloting an older person’s ‘prevention’ pathway project in one of our busiest GP practices. New acute services include a multi-agency referral, ‘hub’ in the Royal Gwent Hospital and a ‘Step Up/Down’ residential facility. Through close working we have seen the number of Social Services Delayed Transfers of Care (DToC) reduce radically. This pattern has continued throughout 2015.



Gary Hicks, (Divisional Director of Community Division in ABuHB) says:

“The proactive approach taken by Newport LA has certainly helped to reduce the numbers of DTOC within the acute sector. It’s been so helpful that the senior officers of the LA have committed to fortnightly meetings to address this growing problem and this has generated a greater degree of joint working and ownership. The presence of the Social Workers in the PSAG meetings has been really well received and the referral pilot undertaken in the RGH is a good example of the LA’s attempts to maximise their efficiency.”

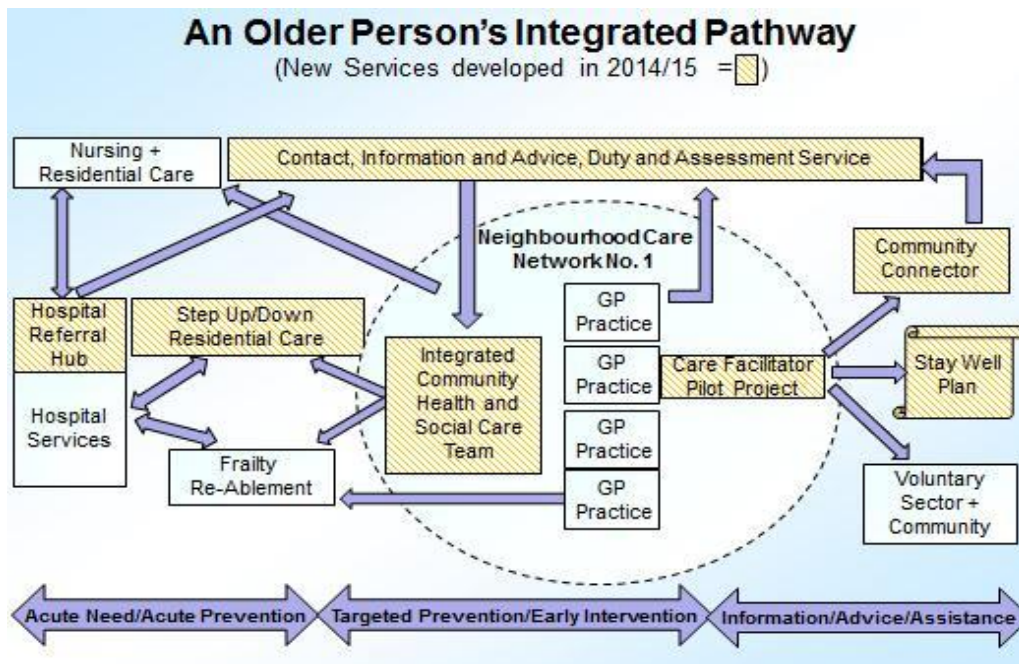
We are developing an integrated pathway for older people by creating new roles based in the GP practice and in local communities. In addition we are developing with colleagues from the Health Board an access point for people to obtain advice, information and support based in our one stop shop, the ‘Information Station’ and this service will be integrated with our duty and assessment team. We are also preparing to deploy our adult social work and health care teams into our neighbourhood care networks.

The programmes will be managed by the Newport Integrated Partnership Board. This Board will oversee the delivery of Health and Social Care priorities set by the Local Service Board as well as the action plans set by the three Neighbourhood Care Networks. Gary Hicks says:

“It has been an absolute pleasure to work with Newport LA on the development of the older people’s pathway pilot in Newport. The LA has played a pivotal role in introducing this exciting and ground breaking approach and I look forward to what I believe will be a very positive evaluation of the project.

I think the Health Board now enjoys a much more productive relationship with the Senior Officers of the LA and this has helped the recent partnership discussions focus on the transformation of the service models around the NCN’s within Newport. It feels great to all be on the same page and pulling in one direction.”

An illustration of the Older Person’s Pathway can be seen below:



Outcomes

Qualitative and quantitative data including case studies from the Older Person's 'Prevention' Pathway project show promising indications of good outcomes for vulnerable people. Dr. Danny Antebi, Director of ABCi (Aneurin Bevan Continuous Improvement) says:

"Integration and joint working has to be driven by a shared agenda around delivering better health and social care for our patients and their communities. The Newport Integrated Pilot has been a great example of pulling together health, social care, primary care and the third sector to provide a more local and responsive service to older people. As well as improving the patient experience and building infrastructure for a resilient community, it is delivered at lower cost. It is built on developing trust between organisations and ensuring there are benefits to everyone. It has been a rewarding experience and one from which we have all learnt a great deal about how to deliver better care."

Key headlines from the initial evaluation of the Older People Pathway would indicate that overall GP practice activity has reduced over the last 6 months for the group who participated in the pilot, when compared to activity for the same group for the previous 12 months.

Interestingly for the group that were eligible for inclusion in the pilot but opted out, there has been an increase in GP Practice activity over the same period. Whilst the number of emergency admissions for the cohort has also seen a decline since January '15 (which traditionally would see a sharp rise during the winter period), it is too early to categorically say this is as a direct result of the pilot. Further analysis is to take place using the same 6 month period from the previous year in order that we compare like for like. Whilst it is critical that further evaluation of quantitative data takes place, we must also consider the qualitative data which so far is identifying some really positive outcomes:

"We were made to feel we mattered"

"As can be seen from our answers your service could not be faulted"

"Excellent service, this the only appropriate adjective"

...Mr D telephoned the clinic to speak to the Care Facilitator and thank him. He said he was very happy and that even his son had noticed a change in his mood. He was sitting out in the nice weather having lunch with his family and this had not happened for a very long time.

b) A Learning Pathway:

In partnership with our Local Authority Education Services, local schools and the Education Achievement Service, we are:

- Strengthening school clusters based upon each secondary school and the primary schools and early years provision within their catchment area
- Creating bespoke learning programmes developed between secondary and primary schools.
- Services such as education welfare, behaviour support, inclusion, and education psychology are now either devolved or are working closely into school clusters.

The purpose of developing learning pathways is to avoid a 'cliff edge' transition from primary to secondary school and to avoid disruption for children with below and above average achievement. Karyn Keane, Head Teacher of Newport High School says:

“Headteachers in the Newport High cluster of schools have worked to develop a range of strategies with the aim of further improving standards in English and Maths in the cluster. The key starting point for securing any improvement is a willingness to share data and being open to learning from each other.

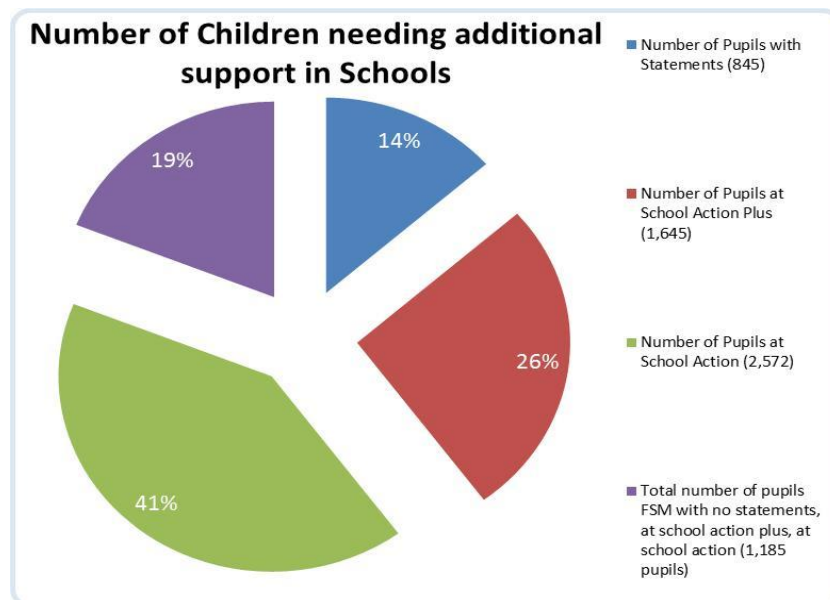
Our approach and work has resulted in cross phase observations of teaching and learning, meetings that focus on sharing best practice, the development of cross phase English and Maths PLCs that meet termly, an agreed cluster approach to the development of reading skills and the introduction of a Transition Maths Teacher who delivers lessons to learners in Year 6 and Year 7.

Whilst each school in our cluster is unique, having a consistent approach in key areas will support all learners as they progress from Key Stage 2 to Key Stage 3 in particular.”

In addition we aim to ensure that children with additional learning needs are supported through the transition to make the best possible start in secondary education. This approach is in keeping with Professor Graham Donaldson’s Independent Review of Curriculum and assessment arrangements in Wales. His report states:

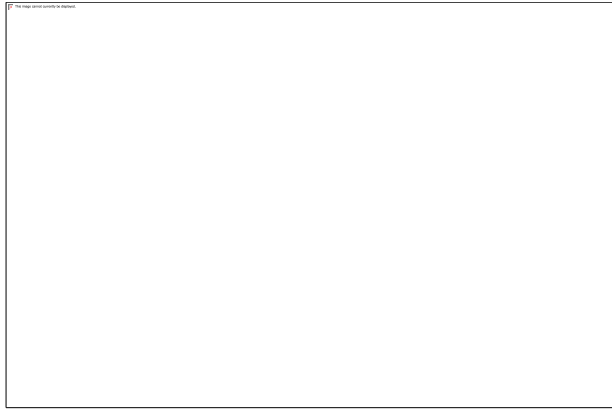
“Phases and Key Stages should be removed in order to improve progression, and therefore increase potential for higher attainment by minimising transitions and shifts in purposes and approach at intervals in school careers.”

There are many challenges in delivering a first class education for the children of Newport possibly the most significant relates to the high level of deprivation in our community. We estimate that around 6,246 children are affected by poverty and/or need additional educational help. This group of children represent 25% of the total school population of 24,918 children.



There are 4,497 school children receiving FSM of which 74% are identified as needing additional educational help (school action, school action plus, additional learning needs and a statement).

In addition 22.17% of pupils are from a minority ethnic background of which 20% are receiving FSM – see below:



A further 16% of all pupils do not have English or Welsh as their first language and 20% of this group of pupils are on FSM.

c) A Children and Families Pathway:

'Team around the Cluster' is an approach that is built upon the work of our Prevention Service within the Integrated Family Support Service (IFSS). Effectively we are moving away from a city-wide team to creating an identified 'virtual' team of workers who are delivering services within a defined 'patch' which is consistent with the geography of the school cluster. The team work closely with services funded by Families First, Flying Start and increasingly Communities First. At the heart of the 'virtual team' is the Team Around the Cluster wellbeing panel which is generally chaired by a Head Teacher, and at which key members of support services who are working on the patch meet and discuss vulnerable children and families who need a range of services but where the family are not eligible for social work services.

The Team around the Cluster will:

- Provide a single point of entry for all referrals for prevention services on behalf of a range of agencies including those funded by Families First.
- Identify those who are most vulnerable and where a number of interventions may be necessary i.e. parent and child or siblings
- Direct the work of 4 new Education Social Worker (EdSw) posts and negotiate joint funding with school clusters so we can eventually have 8 EdSw posts

The TACT panel will take key decisions:

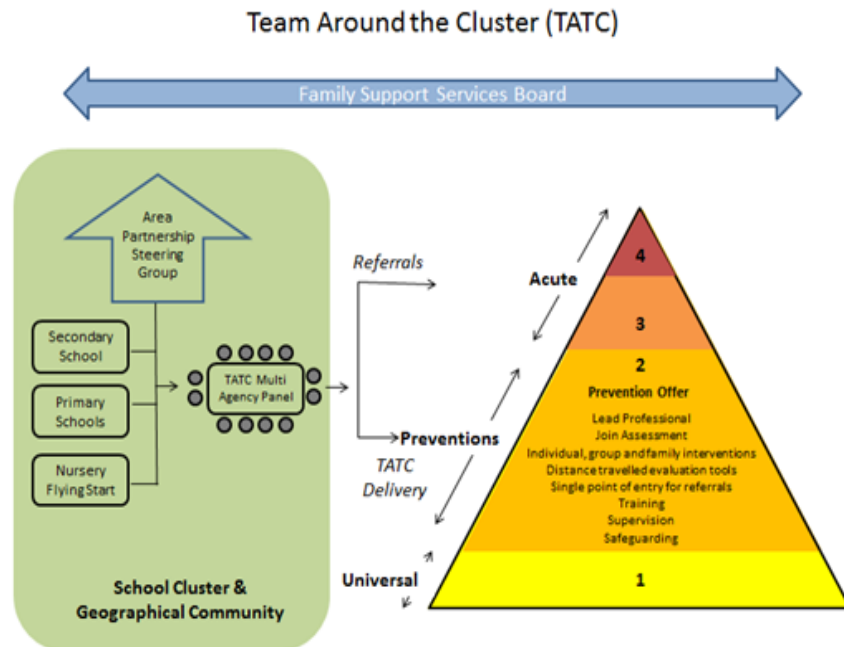
- To allocate a lead professional for the family
- To oversee the completion of a Joint Assessment Framework (JAF) with the lead professional and the family
- To contribute to the plan of action
- Supported by the preventions team the panel will prepare multi-agency training and support for professionals, secure best practice in relation to safeguarding and issues, such as supervision etc.
- Gather evidence of need and outcomes from local services and determine local priorities and local solutions.

The lead professional will:

- Work with the family to prepare a JAF assessment and plan

- Co-ordinate the work of agencies who have signed up to the plan
- Complete distance travelled evaluation tools
- Prepare reviews and recommend closure to the TACT panel

The TACT process is illustrated below:



As at March 31st 2015 we have two fully operational clusters - the Newport High Cluster (9 schools, 1 nursery school) and the Llanwern High Cluster (8 schools). All Welsh Medium Primary Schools involved in this stage of the pilot.

Peter Jenkins, Head Teacher of Llanwern Secondary School says:

“Since being established the group has been able to provide a better informed, more immediate and a more appropriate response to our children in need. The sharing of information from key agencies has ensured that any intervention is understood by all and the actions carried out are supported in a co-ordinated and focused manner. The frustrations and time delays encountered previously have largely disappeared whilst referrals and actions are taken secure in the knowledge that the very best provision available is being accessed. We are still at an early stage in the team’s development and it will evolve in light of experience. Newport is totally committed and the main driver to this approach and the evident successes already achieved show that there can be no going back.”

Karyn Keane, Head Teacher of Newport High School says:

“There is real strength in a ‘Team Around The Cluster’ approach. This brings together a range of professionals who have clear links to the community they serve with the single aim of improving outcomes and well-being for young people and their families. The ‘Team Around The Cluster’ approach enables professionals to share information and learn from each other. This approach improves our ability both individually and collectively to provide better support for young people and their families.”

In addition we have three clusters that have completed our initial phase and they will be fully operational in July 2015 and our last three clusters will begin the initial phase from June 2015 and will be fully operational by September 2015.

Outcomes

Citywide outcomes are built upon personal outcomes – child by child – family by family – carer by carer – vulnerable adult by vulnerable adult. The most important evidence of effective outcomes comes from people who have received services and who are able to say that they or their family are more resilient, have reduced risks or have achieved their goals at the end of the help offered. Furthermore, we would seek to identify the sustainability in the change in family wellbeing at say a 6 month point (post intervention).

The Preventions service uses both a resilience questionnaire with children and families and a goal's based tool so for the year 2014/15 we are able to say the following:

- The team worked with 873 children from 750 families
- Referrals
 - 32% from schools/education services
 - 25% from Police/CSW's
 - 15% Social services
 - 13% Health
 - 8% Parent/guardian (self-referral)
- Primary Aim of Service
 - Parenting 43%
 - Criminal Justice Disposals /Anti-Social Behaviour related 27%
 - Wishes, feelings and Self Esteem 14%
 - Anger management/Challenging Behaviour 11%
 - Healthy Relationships 2%
 - School Attendance 2%
 - Home Management 1%
- Personal Outcomes
 - 90% of families saw an improvement in their wellbeing and resilience
 - The average score for improvement was 34% better than at the start
 - There were 81% of families who achieved their goals to a gold standard and 9% to a green (satisfactory) standard
 - There were 10% who did not achieve their goals
 - There were 6% of families who had to be referred on to Social Services during work and 10% had another referral to Social Services after 6 months

One other indication of the effectiveness of the preventions service is the fact that re-referrals to the Social Services Duty and Assessment Team (DAT) have reduced from 44% in 2011/12 to 23% in 2014/15. This may indicate that professionals are referring children and families to the prevention service rather than repeatedly referring them to the DAT.

❖ Developing a Regional Approach through Effective Partnerships

The Directors of Social Services in the Gwent region have developed strong relationships with senior managers in the ABUHB through regular meetings and shared planning and delivery of services. We have developed an overarching forum to oversee delivery of health and social care programmes across Gwent. The Greater Gwent Health, Social Care and Wellbeing Board (GGHACWB) comprises of Cabinet Members, Directors and the Chair and Chief Executive of the Aneurin Bevan University Health Board (ABUHB).

An executive leadership group will report to the GGHSCWB and in each local authority there will be an Integrated Partnership Board (IPB). Newport's IPB began with a workshop for

Senior Managers and stakeholders and we agreed that the IPB will oversee the Older Person's Pathway project and the development of a shared first contact point for people seeking advice, assistance and support as well as prevention and early intervention services. This will also include the social care duty and assessment function.

The IPB will also oversee the development of integrated health and social care community teams in each of the three Neighbourhood Care Networks (NCN). In addition the IPB will oversee the NCN delivery plans.

We have prepared a self-assessment that sets out our state of readiness for the SS+W Act 2014 and overall we have agreed that we have sufficient or good evidence that we will be ready for the implementation date on April 1st 2016.

We have prepared a statement of intent setting out our vision for partnership working for vulnerable older people and the Integrated Care Grant (ICF) of £50m across Wales in 2014/15 allowed for a step change in the delivery of integrated services across South East Wales.

We have used ICF capital to transform a residential care setting into a state of the art step up/down facility for vulnerable adults who would otherwise remain in hospital or go straight from home to hospital. In addition we have used ICF revenue funding to create the posts for our Older Person's Pathway project and for Community Connectors.

We have taken on the challenge of improving delayed transfers of care (DToC) figures and, by creating a single pathway for referrals from hospital wards into a multi-agency service hub in the Royal Gwent hospital, we have seen a transformation in DToC figures.

The Gwent Frailty Programme has been held as a national example of best practice and we have conducted an independent review which has recommended a number of improvements particularly in the financial model, and we are seeking a senior manager for the service to help us move into a whole pathway model for older people.

We have worked closely together to deliver a regional adoption service (managed by Blaenau Gwent) and Newport has also taken on regional leadership for a number of key services.

- a) Integrated Family Support Service (IFSS) – as Director of Social Services, I chair the regional IFSS Board. The multi-agency board oversees the delivery of the two IFSS teams in Gwent (Newport/Monmouth/Torfaen and Caerphilly/Blaenau Gwent). The IFSS is a statutory service aimed at supporting families in which substance misuse is causing significant risk to the children.

Newport was an early pioneer for the IFSS and the successful service has now been rolled out across Wales and significant numbers of families have overcome their problems and many children have been prevented from coming into care.

- b) Substance Misuse – The regional Area Planning Board (APB) has designated Newport as the banker and lead agency for the substance misuse grant and the management of the core commissioning team. The Team Manager is supervised by our Service Manager (Commissioning and Quality Assurance).

We have let the contract for Adult Substance Misuse Services to a local consortium for the next 3 years and we plan to tender for Children and Family Services in 2016.

After some effort a memorandum of understanding has been signed by each Local Authority, the Police and Crime Commissioner and Chief Constable and the ABUHB. The new commissioning team has been brought together and the Consortium is operational as at May 1st 2015.

- c) Domestic Abuse – Newport also has the regional lead for Domestic Abuse Services. This was a result of an initiative called the Domestic Abuse Pathway Project commissioned by Wales Government and overseen by a Board chaired by the Chief Executive of Torfaen.

Services for domestic abuse have been very fragmented and local co-ordinators helped develop services in each authority. The pathway project demonstrated that the level of investment and co-ordination of services fell far short of what was needed. Welsh Government therefore decided to roll up their various grants into one and as a result we now have a Regional Co-ordinator and the full team will be recruited shortly. The new Violence against Women, Domestic Abuse and Sexual Violence Act (2015) provides the statutory framework and we have established a regional board that will work closely with the statutory boards for safeguarding adults and children.

Welsh Government are working closely with us in order to determine the criteria for roll out of these services across Wales from April 2016.

❖ **Developing new cross cutting leadership roles for safeguarding and quality assurance**

We have appointed to two cross-cutting service manager posts for Safeguarding and for Commissioning and Quality Assurance. We believe that this decision reflects the national approach to safeguarding and we believe that Children's and Adult Services have much to learn from each other.

We benefitted from a joint approach to commissioning with Torfaen over the past year and now we have recruited to our commissioning team manager post we hope to continue our links and shared learning.

This year we have completed an updated market analysis and consulted with providers, and we will now set out a procurement plan which will strengthen the focus on outcomes based commissioning and quality assurance.

We are holding our own in-house provision to the same expectations and standards we require from the independent sector and we are encouraged by the transformation of our residential and day care services following a challenging inspection a year ago. We have put in place strong leadership, and managers of in-house provider services are a motivated and inspirational group.

As well as managing our Child Protection Unit and the Protection of Vulnerable Adults team, our new Service manager (Safeguarding) is taking a lead on safeguarding for the Local

Authority. She will report directly into the Senior Leadership Team (chaired by the Chief Executive) and the Corporate Management Team.

❖ **Receiving positive feedback from people who are using our services**

We have not been very good in the past at capturing and celebrating the compliments we get from people who use our services – I aim to put that right in this report. In this report I am singling out our provider services for adults because our in-house residential provision had received critical inspection reports and after very hard work I believe that the services have turned around and are now providing very good care.

g) Re-ablement (Frailty) Service

“Your team, but particularly Linda Southall and Lisa Ellis, provide excellent care for mum, and were able to dispel the concerns we had and give some peace of mind.

“With Linda and Lisa in particular, their personalities outshone any technical aspect of the job and we are both in debt to them for the way in which they cared for mum; with the utmost of professionalism but a genuine desire to help, a motivational attitude and a friendly, humorous approach.”

“I am writing to tell you that I was provided with the most fantastic service.....

They always treated me with the utmost respect, kindness and compassion and became good friends. I was very sad to lose them.”

h) Glyn Anwen Community Housing and Care

“...I thought it appropriate to email you both to pass on some praise for the way in which Sally and all her staff look(ed) after my Aunt – and indeed me.”

“As a regular visitor over the past few years I have been able to build up a relationship (with) the staff there – they always make me most welcome and know me by my first name.”

i) Parklands Residential Care

“... personal thanks for the excellent care that Terry received throughout his residence with you, but particularly his end of life care, which was second to none. We often report poor practice but have a duty to report when things go right. “

j) Willowbrook Community Housing and Care

“I appreciate that it could not have been easy at times but the thought and patience you showed to mum and us gave such reassurance that she was safe and being well looked after.

k) Oakfield Supported Living

“As a sister and appointee, I can express with confidence that my sister fully appreciates the care, compassion and assistance provided by all - we'd like staff at Oakfield to continue giving MD a full life”

I) Spring Gardens Residential Dementia Care

"Chicken coop is a great idea"

"Very approachable staff"

"The window boxes upstairs are a great idea"

"Very helpful manager and deputy manager – a credit to your service"

CONCLUSION

Despite the challenges faced this year the evidence indicates that Children's Services continue to maintain good financial management and an upward trend of performance. Some areas of improvement in service delivery are required, but there is a strong vision for prevention and early intervention and acute multi-agency prevention through IFSS.

With a year to go I believe that Children's Services will be ready for the implementation of the Social Services and Wellbeing Act (2014) which is set for April 1st 2016.

Adult Services has now recovered from the severe financial and performance challenges experienced three years ago. There has been steady improvement in performance and budget management. We recognise that there needs to be further improvement in service delivery to ensure both improved quality and consistent performance that is better than the Wales average.

We retain a forensic focus upon the areas of service improvement still required, but we now have strong evidence of recovery in previously poor performing services. There is still much to do.

Our investment in early intervention and prevention by the development of a seamless learning, health and wellbeing pathway is significant and although at an early stage, there are strong signs of impact (particularly in Children's Services).

We are at a reasonable point in our preparation for the Act, but we need to pick up our pace to ensure complete readiness for April 1st 2016. There is however a significant risk to our preparedness for the act and in relation to our ability to discharge statutory duties. This is the potential threat of unprecedented cuts which would have a greater than for the majority of English local authorities because of the relatively low base of council tax in Newport (20%). If Welsh Government decides to protect Health and Education then there will be a severe risk to Local Authority Social Services.

3. Appendix: Technical Reports

CHILDREN AND FAMILY SERVICES

1. Introduction

The purpose of the service is:

- i) To play a lead role in the protection of children at risk of harm.**
- ii) To aim for children looked after to have the same life chances we would want for our own children.**
- iii) To commission, develop and participate in the delivery of high quality preventative services to vulnerable children and families.**

The challenges faced by Children's social care during 2014/15 include the continued implications and still emerging issues for practice from the implementation of the Family Justice Review, preparation and thinking for the changes from the Social Services and Wellbeing Act (Wales) Act, a relatively inexperienced work force, working with appropriate but nonetheless demanding challenge from our regulators, societal pressures linked to perceptions of risk and perceived failings. Despite the challenges our staff and partner agencies have continued to strive to deliver the best possible services with children, young people and their families as they continue to improve, innovate and embrace positive developments.

2. Findings from Inspections

During the year we have had five inspections conducted by CSSIW.

- Our Fostering Service announced inspection took place in February 2015. The report cited good practice in respect of MAPS especially the introduction of the Thrive programme supporting social skills and emotional literacy in a primary school setting. The continued success in recruiting foster carers was welcomed by the Inspectors. Looked after children received good educational support and access to a broad range of social and leisure activities. Foster carers enjoyed strong support. However,

the inspectors were concerned at the number of reviews that were out of time. A plan together with resource to ensure there is no recurrence of the drift in reviews has been put in place. The training programme for foster carers needs to be clearer and this will be addressed in parallel with the improved processes for reviews.

- In addition our four residential units Bryn Glas Bungalow, Cambridge House, Forest Lodge and Oaklands were subject of unannounced inspections between January and March 2015. Brynglas provides a specialist resource aimed at enabling children to move to permanent accommodation. Cambridge House provides accommodation for children in the short term, including one emergency bed. Forest Lodge provides longer term residential accommodation. Oaklands offers short breaks for children with disabilities.

The four inspections presented a positive experience for children in the residential care units. However, the units all require some physical maintenance and there is a need to improve the education, training and employment opportunities for young people. The placing of children within the Units requires clear planning and matching.

Across the fostering service and the four residential units we are working to deliver a common action response to the shared themes arising from the recent inspections.

- In June 2014 the Youth Offending Service was subject to a full joint inspection. HMIP chose to inspect Newport because a sustained rise in the frequency of reoffending was accompanied by high levels of first time entrants into the youth justice system. The inspection reported positively that Newport had recently achieved a substantial reduction in the number of children and young people entering the youth justice system. However, reduction in reoffending had not been achieved. The inspection found that the quality of work with children and young people who offended had deteriorated markedly since the last inspection in 2010. The Youth Offending Service management board and management team needed to ensure that the quality of work improved substantially and rapidly. The inspection identified a need to sufficiently focus the activity of the team to reduce reoffending and protect the public, and ensure consistent provision across the service. In particular urgent work was required to ensure that the Youth Offending Service management team works effectively.

Since June the staff of the Youth Offending Service, the Management Board and the partner agencies have worked to an Improvement Plan overseen by the Youth Justice Board. The management and teams of the service have been restructured and a programme of team support and training implemented, interventions with accompanying training have been overhauled, recording and quality assurance processes have been put in place, the focus of the work has shifted and the Management Board has reviewed and begun to put in place robust challenge. The trajectory of improvement is towards a positive and effective service focussing on prevention of offending, a targeting of reoffending and a maximisation of opportunity for young people. The improvement work will continue in the coming year. The service will be re inspected during 2015/16.

3. Children in Need Commissioning Strategy

Our Children in Need Commissioning Strategy sets out 3 strategic aims.

- A. to support children to safely remain with their families**
- B. to improve outcomes for children in care and care leavers**
- C. to make the best use of resources.**

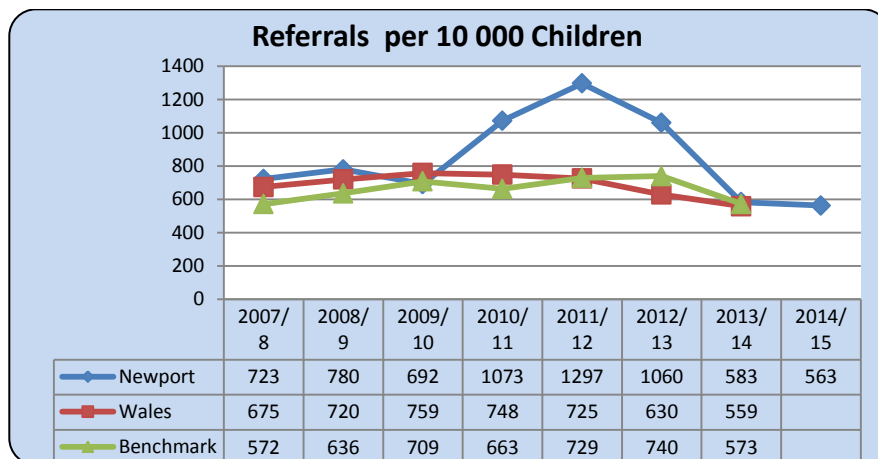
A. TO SUPPORT CHILDREN TO SAFELY REMAIN WITH THEIR FAMILIES

Our frontline Child Protection teams supported by the work of our Integrated Family Support Service (IFSS) and quality assurance teams are our primary resources for supporting vulnerable families and ensuring that children are safe.

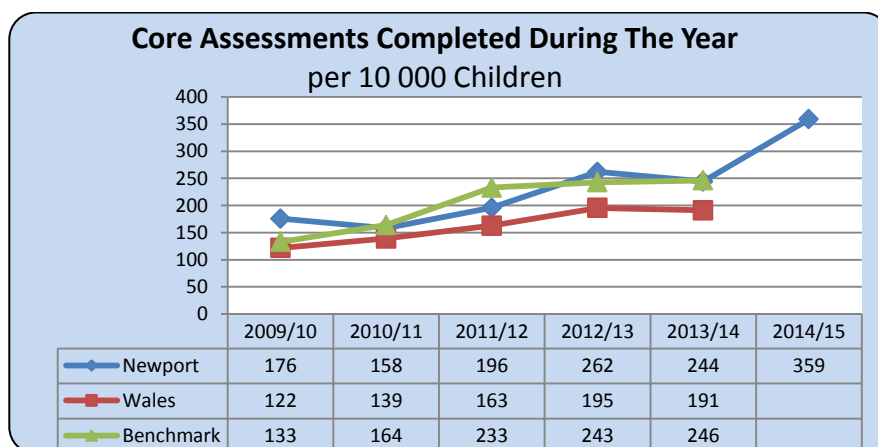
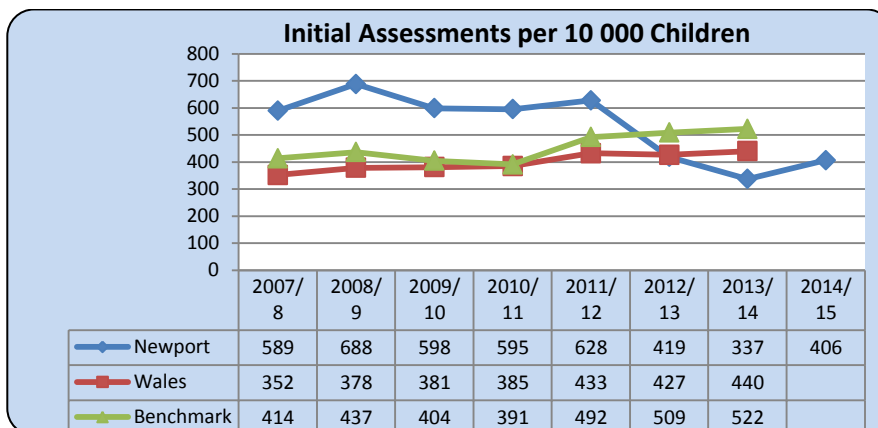
“As a school we would like to acknowledge the work of both the allocated DAT Social Worker and the worker for FASS. Together they have provided the needed support for the family and we feel that there is light at the end of what can only be described as a very dark tunnel for the family. They have both been formidable and a positive influence on the family.”

a) Duty and Assessment and Child Protection Teams

How much did we do?

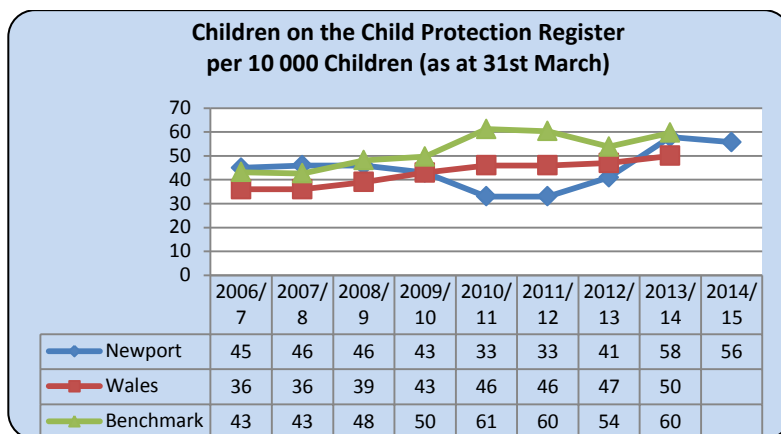


There were 11,957 contacts compared to 12,824 contacts in 2013/14. This is the second year with a reduction in the number of contacts. There were 4,573 police contacts compared to 6,628 last year. Further work is planned with all agencies to continue to improve the quality of contacts.



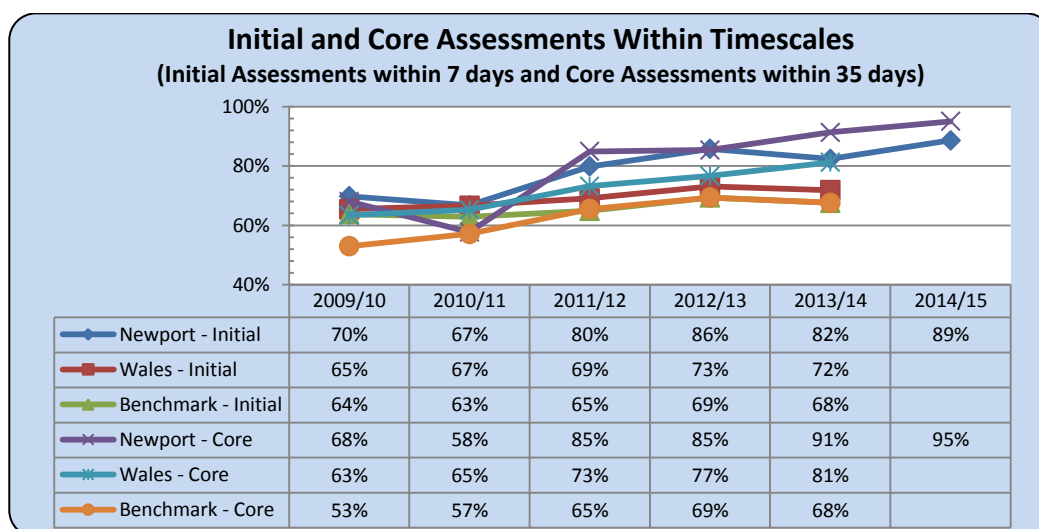
There were 1,350 initial assessments completed as compared to 1,089 last year. There were 1192 core assessments, compared to 810 last year. This is a rise in both and for core

assessments a substantial rise. This is at significant dissonance with both the Wales average and the benchmark group. Over the first quarter of 2014 – 15 we will interrogate the rise, analyse the reasons behind the increase and ensure work delivered is in line with guidance and best practice.



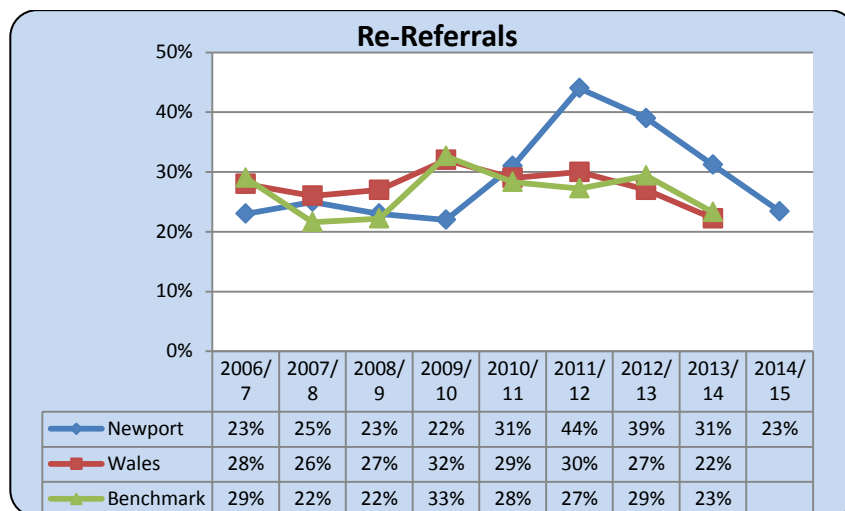
In 2014/15 there were 221 children placed on the CPR, compared to 228 last year and 185 children were on the CPR at March 31st compared to 192 last year. The number of children on the Child Protection Register is above the Welsh average but is now below the benchmark group and the unprecedented rise in 2013–14 has slowed. The supporting of families with effective use of Child Protection Plans is key to robust risk management but we will be exploring further the higher rates of registration.

How well did we do it?



89% of initial assessments were completed within 7 days while in 88% the child was seen by the social worker. 95% of core assessments were completed within 35 days. This is a further

improvement against a backdrop of steadily improving performance and compares extremely well to other Welsh LAs. Given the high numbers of assessments, the relatively inexperienced staff group and the changes in Team Managers such a strong performance is indicative of the commitment and determination to deliver safe and effective services.



The rate of re-referrals has further reduced by 8% to 23%. This continued decline in re-referrals is encouraging and again affirms the consistency of the work within the front line teams.

All assessment and case management is undertaken by qualified social workers. During the course of the year we have harmonised assessments, planning and reviews ensuring coherence and ease of process.

On 31.3.2015 28 children were subject of Interim Care Orders. Of those 28 children all had been in proceedings for less than 26 weeks. During the course of the year only 5 children were in proceedings that exceeded 26 weeks and these were all agreed to be exceptional circumstances. The work in the courts has intensified and the support of the Mentoring, Assessment and Consultancy team along with effective legal meetings and case management meetings have been vital in supporting effective work in the court arena. During the course of the year the fostering team began completing Regulation 38 and Viability assessments to give greater consistency and alleviate some of the pressures on the Child Protection teams.

100% of Young Carers received an assessment of their needs.

Has it made a difference?

DAT questionnaires highlight that young people and families have felt they have been supported to develop as individuals and to grow as a family group.

The quality of the work within the courts has improved and, in line with the Family Justice Review, timescales are now in line with the needs of children for permanency.

For both the Child Protection and Duty Teams positive management alerts from the Independent Reviewing Officers highlight good practice and evidence positive outcomes for children and families.

Case closures demonstrate individual improvement for some children in the areas of social isolation, education and training and social acceptable behaviour.

b) Disabled Children's Team

How much did we do?

There are 405 children on the disability index and at 31.3.2015 the Disabled Children's Team were working with 165 children a reduction from the figure of 207 last year. There were 21 disabled children subject to a care plan while a further small cohort is awaiting transfer following court proceedings. 31 disabled children are on the Child Protection Register. Over the past three years there have been year on year increases in the number of disabled children that are the subject of proceedings and child protection processes.

A duty worker is available daily. 83.6% of initial assessments have been completed within 7 days while 89.5% of core assessments have been completed within 35 days. All statutory visits and reviews are completed within timescales.

The Occupational Therapy Service worked with 58 children. The Transitional Planning Officer supported 74 young people. There were 37 children who used Oaklands for short breaks and they received 1,239 nights of care.

How well did we do it?

Our residential respite service for disabled children (Oaklands) is highly regarded by parents and children. Oaklands has been able to manage referrals and packages of care to ensure the resource is used to full capacity without generating a waiting list.

The Disabled Children's Team have successfully negotiated the use of specialist placements and collaboration with partner agencies ensures timely access to the full panoply of resources.

Staff from the service delivered information about the work of the service to the staff conference, councillors and senior managers.

We have employed a specialist family support worker who supports disabled children within their families and facilitates building the skills of the wider family support team. The staff from Oaklands have supported staff from Cambridge House to care for children with additional needs, rather than those children being placed away from Newport with all the accompanying changes in school and leisure activities as well as more difficult arrangements for contact.

Has it made a difference?

The better access to information and advice for families with an increased use of signposting has reduced the referrals to DCT. Referrals to CANS have increased but re referral post CANS intervention is negligible at 2.5%.

The Short Breaks policy, guidance, and information was presented and scrutinised by the Corporate Parenting Forum. The Forum will revisit Short Breaks annually to consider the service offered. The current service meets and exceeds the types and levels of provision recommend by Welsh Government.

Following the Staff Conference the wider staff group reported an increased awareness and understanding of the types of challenges facing disabled children and their families.

Parents, children and other agencies regularly provide positive feedback for the provision from our Disabled Children's Services. Children, young people and parents involved in the

making of a film for the staff conference all reported the positive difference made by the service offered by DCT.

The number of complaints received has diminished this year as the service has worked proactively to manage expectation and improve communication.

c) Safeguarding Unit

How much did we do?

The safeguarding and quality assurance team undertook 62 professional strategies this year, in 15 cases the allegations were substantiated. This again represents a significant increase on last year's figures.

We have worked with the South East Wales Safeguarding Board on a number of areas including Professional Strategy meeting practice group, training and Child Practice Reviews. Newport staff have chaired the Child Sexual Exploitation group covering the region.

The Unit completed a multi-agency audit in respect of neglect and began an audit of adolescents involved in risky behaviours.

We completed the Corporate Safeguarding Policy and brought together the policies for Adults, Children and Education. The policies have been promoted through a poster campaign across the Local Authority and a dedicated section of the Intranet.

The IRO group has continued to develop and embed the signs of safety risk analysis process into its processes. This model is now the core risk analysis tool within core assessments.

How well did we do it?

The CSE audit completed in 2013/14 led to a significant body of work in 2014/15. A CSE protocol has been developed and adopted with an accompanying action plan to ensure appropriate safeguarding measures are in place in respect of children and young people who are at risk of or involved in child sexual exploitation. The multi-agency child sexual exploitation forum meets regularly and has improved the responses of all agencies as well as developing systematic intelligence gathering.

The duty role of the IRO ensures advice to social workers is via an easy access basis. Social workers therefore receive timely professional advice.

What difference has it made?

The launch of CCM v 28.2 and the development of more integrated planning across children's services has improved the quality and recording of plans. Planning processes are more efficient and effective.

The profile of safeguarding has been raised across NCC with increased awareness of safeguarding among all members and staff across NCC

Consistency in Professional Strategy meetings and the sharing of good practice has improved the understanding of the issues for all professionals.

A closer working relationship between the Children's safeguarding unit and POVA team has developed

d) Integrated Family Support Services

How much did we do?

Our approach is to integrate city council services with ABHB, Barnardo's and other agencies as appropriate into a single Integrated Family Support Service (IFSS). IFSS does not subsume the professional identities of agencies but it does ensure a seamless service for families. In total IFSS engaged with 2068 children and their families during the year. The distinct services within the IFSS are as follows

Preventions (Team around the Family Service) - provides early support for vulnerable children and families, where no formal social work intervention is required.

Preventions received 1191 referrals in 2014/2015 compared to 1132 in the previous year a 5% increase. 750 were accepted by the service, 93 were rejected (8%) by the service as not appropriate while 348 were supported by other streams within Families First or signposted to appropriate provision. Schools referred 30% - a 2% increase from last year. 25% of referrals were for anti-social behaviour and restorative justice - a 5% increase from last year.

During 2014/2015 the preventions team engaged with 891 families and 1042 children. This includes families carried over from the previous financial year.

In addition there were 63 families consisting of 63 children supported within the transition project.

The Family Contact Centre (FCC) - provides supervised and personalised contact for children who are subject to care proceedings, contact orders or have a requirement for supervised contact as part of a families support plan. The FCC provided supervised contact for 172 children - a 13.9% increase.

The Integrated Family Support Team (IFST) and Family Assessment and Support Service (FASS) and Family Support Team (FST) - provide highly structured short term 'whole family' services where there is an acute need to protect children from harm. IFST and FASS teams have worked with 318 children compared to 260 in the previous year - a 22.3% increase. FST has worked with 473 children a 9% decrease however it should be noted that FST has also seen an increase of cases that were not accepted as FST but were transferred to FASS and IFST due to the level of need.

How well did we do it?

The Preventions Team have produced leaflets both for professionals and service users. Similarly FASS, FST and CANs have provided leaflets to families. The Family Contact Centre have updated their policy and shared the changes with staff and service users.

Team Around the Cluster meetings have been established in two pioneer school clusters and increased the capacity to provide the right services through a seamless pathway for children and families at the right time.

We have established a service user group across the IFSS services and introduced the use of Learn Pads to collate service users views.

Preventions allocates referrals on a weekly basis and has managed work to ensure there has been no build-up of a waiting list.

FASS, FST and CANs have established a group of internal PIs to respond to referrals and ensure responses are timely. Across the services a tightening of processes, avoiding

unnecessary drift and the flexibility to work to the changing demands of the frontline are fundamental to the continued success of IFSS.

The IFSS reports to the Family Support Board and links to all key planning and strategic groups across the Local Authority.

What difference has it made?

A shared task group to consider rehabilitation plans across Children’s Services and FASS has supported work with families within proceedings.

The service has been promoted more effectively across the City.

As increased participation embeds we are seeking to ensure the voice of service users if manifest throughout new developments.

Throughout the year the Preventions team has consistently exceeded the agreed improvement targets.

All the services use Goal setting the following demonstrates the families achieving green and above with the services of the Family Support Team.

Category	Beginning of Intervention % achieving Green or above	End of FST Intervention % achieving Green or above	Total Goals	Total Families
Anti-Social Behaviour	2	69	45	45
Domestic Violence	9	74	58	57
Home Management	6	71	66	61
Keeping Safe	4	77	104	96
Mental Health	0	50	6	6
Parenting	7	72	270	224
Rehabilitation	17	76	18	16
Substance Misuse	25	100	4	4
Wishes, Feelings and Self-esteem	6	78	127	119

B. TO IMPROVE OUTCOMES FOR CHILDREN IN CARE AND CARE LEAVERS

The services for children in care, care leavers and children supported within their families but with additional protection provided by legal orders are provided by our Looked After Children team and 16+Teams

a) Looked After Children

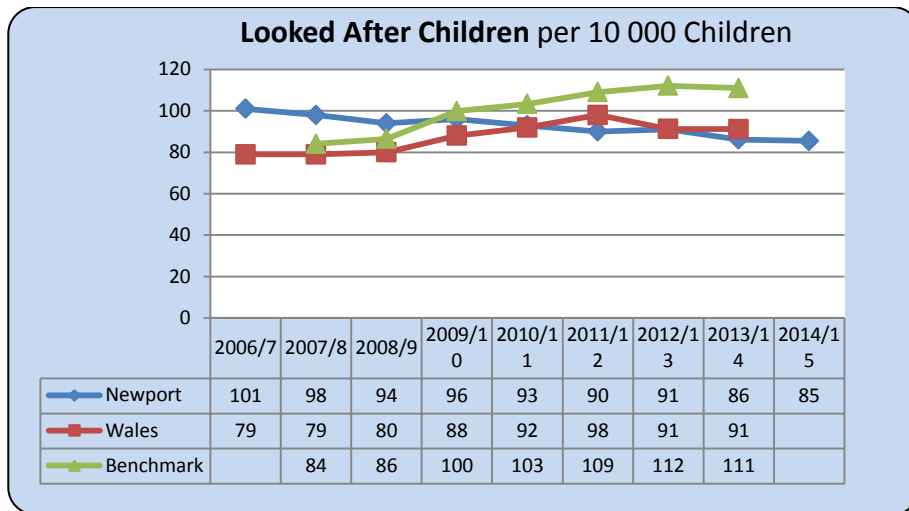
How much did we do?

Where family support is unsuccessful in managing the risk of harm, children come into care. In Newport 75% come into care as a direct result of abuse. The pattern of children entering care and remaining in care has shown a downward trend in the past few years. Again this trend has continued with a very small reduction in the number of children in care.

On 31.3.15 there were 283 children in care compared to 286 last year. 32 children were on Interim Care Orders. 1 child has been in proceedings for more than 26 weeks. The number of children coming into care has increased but resolution is more timely, placement with family members has increased while the time taking to secure adoptive placements has reduced. The work with SEWAS has ensured permanency planning for those children who require adoptive placements runs in parallel with the court process and there are no unnecessary delays. The use of a robust case management and legal meeting process has delivered effective planning with an emphasis on positive outcomes and permanence.

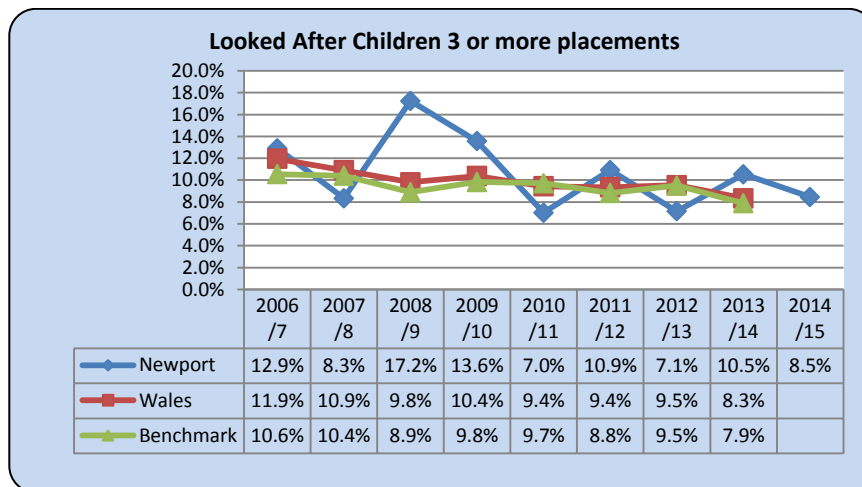
We have 204 in-house foster carers, compared to 209 last year, offering 283 placements including a significant number of short term respite placements. We have 204 children in in-house fostering placements and 28 children in Independent Fostering Placements (IFA). The downward use of IFAs has continued. The continued work of the Fostering team ensures we are able to access a wide range of foster carers locally and as a result have very limited dependence on Independent Fostering Agencies.

There are 13 children cared for in Out of Authority Residential placements which represents a small increase. Towards the end of the year we commenced a project to analyse the use of the OOA placements and look to trends to plan for the coming years.

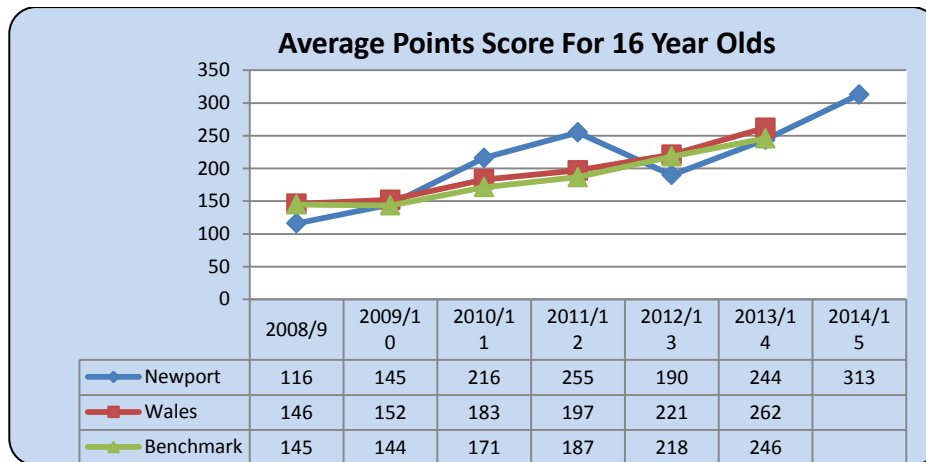


How well did we do it?

All children in care have a qualified social worker as their case manager. 98.4% of reviews and 90.8% of visits to children in care took place within statutory timescales.

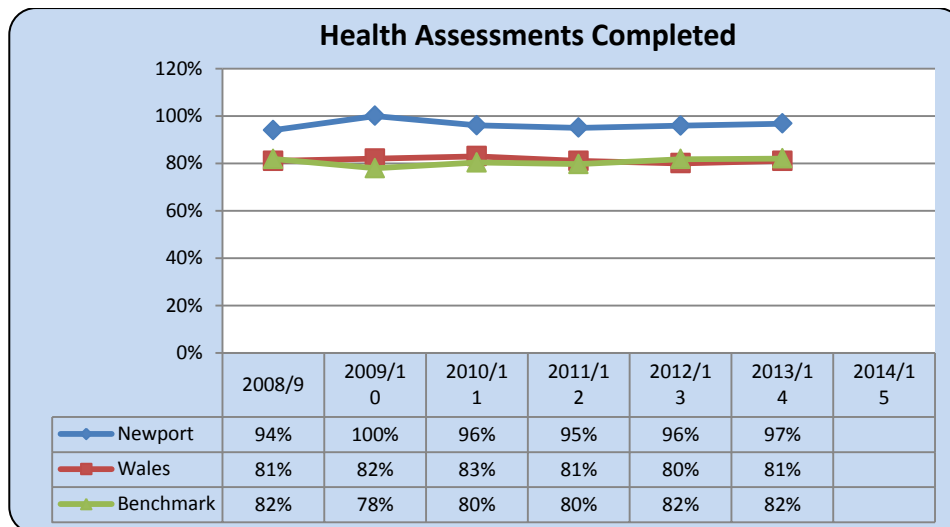


The number of children in care who had 3 or more placements decreased to 8.5 % from 10.5% in the previous year. This is a very welcome reduction.



There has been an increase in the average point score for 16 year olds from 244 last year to 313 this year which is an outstanding performance

88.7% of children in care had a Personal Education Plan within 20 days of a new school placement and 9.6% had a change of school within the year which represents a small decrease.



b) 16+ Team

How much did we do?

Of the group of children in care who reached 19 years during the year, we made contact with 100% compared to 90% last year and out of this group 90.9% were in suitable accommodation an improvement from 77% last year. The proportion of young people in care

aged 19yrs who were in education, training or employment was 63.6% an improvement from 54% last year. 100% of eligible and former relevant children have a pathway plan and all have a personal advisor.

Young people in care who are reaching 16 years old continue to be identified in discussion with the children in care teams and cases are transferred in a timely manner with clear accountability. Meetings are recorded and recommendations made.

The 16+ team fulfils the duty of providing services to 16 and 17 year olds who are homeless and provides a 'single point of entry' for young people.

How well did we do it?

The performance of the 16+ Teams in respect of the statutory indicators improved significantly. There has been a particular emphasis on improving the practice of the YPAs work and a restructuring of the management and grouping arrangements to improve practice.

The service has worked with the CSE forum and led on establishing a multi-agency practitioners group to consider risky behaviours and vulnerability. Staff have worked with the Skills for Living Project and Changing Minds to enhance the emotional wellbeing of young people.

Has it made a difference for children in care and care leavers?

The Looked After Children and 16+ teams are stable and now offer children and young people more effective planning, a greater emphasis on outcomes and work across the teams has focussed on a strong, aspirational approach for all our children.

The Children in Care Council has a settled base and is part of the wider NCC participation work now supported Tros Gynnal. Young people completed and launched a film focussed on safeguarding and the views of young people.

The improved timeliness of care proceedings and clarity for transition between the teams ensures children are settled with the support of the Looked After Children and 16+ teams as quickly as possible.

The resource within MAPS gives all our children in care access to far greater degree of support in terms of play therapy, support workers and psychological support. The therapeutic coherence engendered by MAPS is an area we will continue to focus on.

Children are fully supported in education, training and employment with considerable resource dedicated to meeting their educational needs.

The review of the Corporate Parenting Strategy for 2015 has commenced and meetings of the Corporate Parenting Forum have been well attended with appropriate challenge.

The Children who are Looked After awards celebrate the achievements of children and recognise their successes. They were celebrated this year directly after the graduation ceremonies at the Caerleon campus of the University of Newport.

Individually children have continued to achieve in education, sports and in out of school activities.

The Delegated Authority Policy for Foster carers was presented in March 2014 and throughout the year has been agreed for individual children as part of the reviewing process.

C. TO MAKE THE BEST USE OF RESOURCES

a) Children's Workforce

The Children's Workforce Development Strategy Group has continued to meet throughout 2014/15. The group supported a body of evidence being drawn together for a Scrutiny task group considering the recruitment and retention of social workers.

The group works to two priority areas

- Recruiting the children's workforce - To attract high quality people to join the children social services workforce in Newport through workforce planning and a strategic approach to recruitment.
- Inducting, developing and retaining the children's workforce - To invest in and retain good quality staff in order to reduce the adverse impact on service provision that a high staff turnover brings and continue to improve outcomes for service users.

The website, comprehensive induction processes, work on the role of the Senior Practitioner, coach mentoring for all newly qualified social workers, focussed support through case management for social workers involved in court processes, additional team sessions along with the routines of regular supervision, team meetings and a strong platform of training are all enhancing the qualitative experience of the children's workforce. Caseloads for all social workers are within safe parameters and across all teams vacancy rates have fallen throughout the year.

The Children's Services Staff Conference in October was very well attended with positive evaluations. Feedback from students is strong with a number opting to stay in Newport. The support for newly qualified social workers is especially welcomed and viewed as positive.

In all areas the haunting issues of recruitment and retention have clearly receded. The children's workforce is however still relatively inexperienced and work now needs to focus on sustaining and building on the skills and commitment of a young and enthusiastic workforce.

b) Mentoring, Assessment and Consultancy Team (MAC)

The Mentoring, Assessment and Consultancy team are a small group of staff led by a Consultant Social Worker to support frontline social workers working with families subject to PLO processes. The CSW and her team work alongside workers to help formulate good assessments and define appropriate care plans. The team have been vital in preparing for work in the court arena and improving the quality of practice.

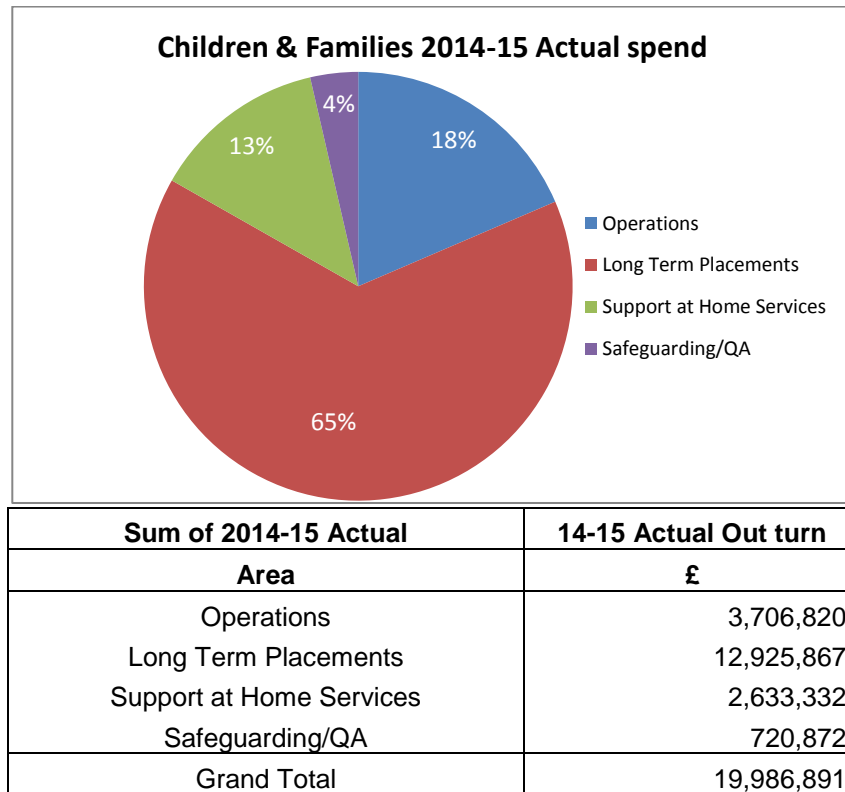
c) The South East Wales Adoption Service

On the 1st of April 2014 the regional adoption service SEWAS commenced work. Staff from the five Local Authorities have come together in a single team based in Mamhilad. The service was formally launched in November. Early indications are that the service has been able to accelerate placements for some Newport children who had been waiting and were coming to the end of the time agreed within Care Plans. Direct support for transition has been agreed as well as support for social workers.

33 children were placed for adoption compared to 24 last year while 12 children are subject to placement orders and awaiting adoptive placements compared to 22 last year.

d) Financial Resources

The Budget for Children and Family Services is as follows;



The continued reduction in the use of Independent Fostering placements and use of in house fostering placements is reflected within the budget. The key pressures within Children’s Services continue to be out of authority residential placements, an increase in kinship placements and the vagaries of legal expenses. After placements staffing represents the bulk of the Children’s Services budget.

ADULT SOCIAL AND COMMUNITY SERVICES

1. Introduction

Adult Social Care is a range of interconnected services that includes information, advice and assessment, nursing and residential homes, supported accommodation, day care, short breaks (respite), reablement and telecare. It also includes services that the council has a statutory responsibility to deliver to ensure vulnerable people are as safe as possible.

Newport City Council has a statutory responsibility to provide adult social care services to people who have an eligible level of need, but we also provide a range of preventative services. Many different kinds of people make use of adult social care services including older people, people with learning disabilities, or mental health conditions, and people with physical or sensory impairments.

Newport City Council uses our own staff as well as organisations in the public, private and third sectors to deliver social care. Whatever and wherever care is delivered we want to make sure that it is of a high standard, reflects our values and achieves the right outcomes for the individual and the community as a whole.

We know that demand for our services is increasing and will do for the foreseeable future. In addition the Social Services and Wellbeing (Wales) Bill will shortly require us to be mindful of the wellbeing of the whole population – not just the 2% with whom we usually work.

It was essential we established clear strategic direction for adult services based on the Local and National perspective. We have developed that commissioning strategy after wide consultation process during the previous year.

The vision for adult services is as follows-

Promoting the independence and wellbeing of citizens, their families and communities through a range of effective support services

The vision will be achieved by delivering-

- Universal wellbeing and support
- Prevention and early intervention
- Managed care

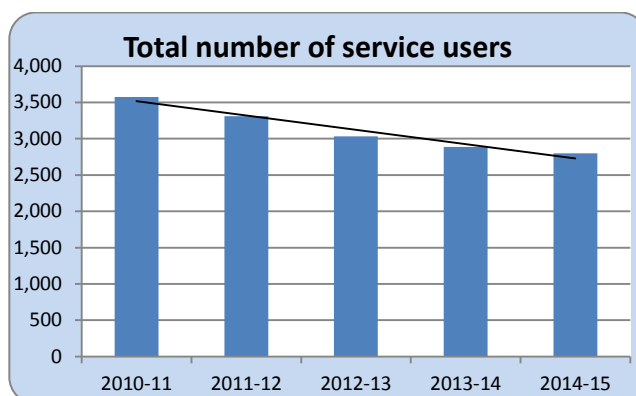
The full document can be viewed at- <http://www.newport.gov.uk/en/Care-Support/Care-and-Support.aspx>

This report will outline the progress we have made during 2014/15 to meet our strategic objectives and also to detail the delivery of current service models to adults in need in Newport.

Our strategic objectives are also identified in our Market Position Statement outlining how we need to develop the market place and inform our procurement planning.

The full statement can be viewed at – [Link to add](#)

2. How much do we currently provide?



(Figure 1)

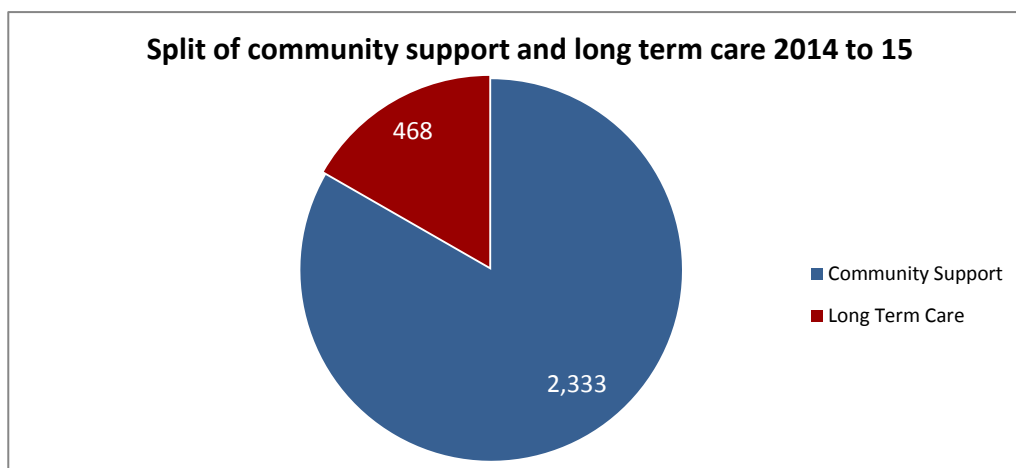
In 2010-11, Adult Services provided and commissioned services to 3,576 adults.
In 2011-12, Adult Services provided and commissioned services to 3,311 adults.
In 2012-13, Adult Services provided and commissioned services to 3,034 adults.
In 2013-14 Adult Services provided and commissioned services to 2887 adults
In 2014-15 Adult Services provided and commissioned services to 2801 adults

There is no dispute that we operate in an environment where there is increasing demographic pressure particularly from an increasing older persons population. We have, as demonstrated above, reduced the volume of people in receipt of adult social services. There are many factors that have contributed to that as follows-

- Increased use of frailty/reablement models (Gwent Frailty Service)
- Increased use of telecare services
- Well planned supporting people services in the community
- Applying eligibility criteria more accurately as defined in Newport (meeting substantial and critical needs)
- Improving process to support people with disabled facilities grants in their homes
- Improving our data management to ensure cases are closed with no further involvement where appropriate.

We continue to apply all the above approaches in our work in Adult Services. However, to date, our overall client numbers have reduced at a higher level than we would expect in the future. Over the next year we will have reviewed all our clients and applied a reablement focus applied, we will have concluded many day service reassessments and concluded re assessment of respite needs. It is likely that we can then expect the reducing numbers to bottom out at that stage and the ongoing demographic pressure will continue to produce demand on adult services. This will inevitably lead to more people receiving services.

As shown in figure 1, adult services' currently provides service to 2801 people. That total of services is split between community based services and longer term care services for 2014/15 is as follows-



(Figure 2)

Figure 2 shows that of the 2801 people who currently receive services, 83% have services provided in the community (e.g. domiciliary care, day care) and 17% receive longer term types of service (e.g. residential/nursing care, supported living).

Since the previous year 1% more people have community support and 1% less have long term care.

The following breakdown details the type of community support services being provided in 2014/15-

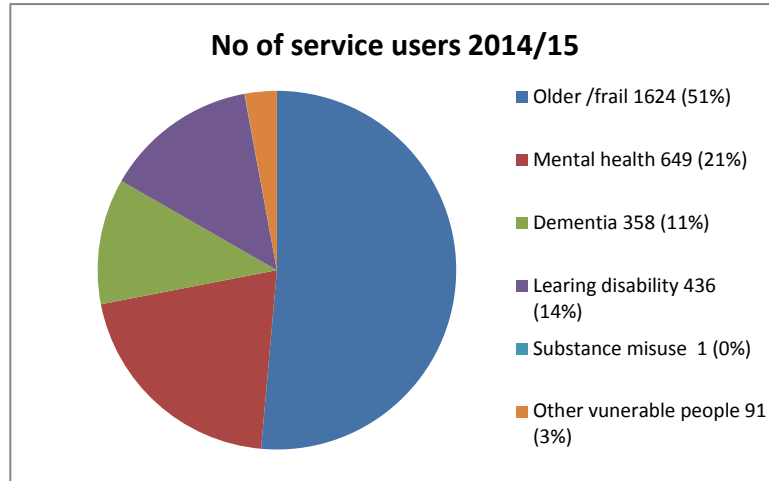
	2013/14	2014/15
People in receipt of home care support	968	883
People in receipt of day care services	409	293
People had community based support	182	202
People received respite forms of support	190	146
People have some form of supported equipment provided to them	1009	1201
People have received an adaptation to their home	247	205
People receive a direct payment to fund their care needs	79	115
People have a supported living placement	140	148
People receive an adult placement	32	37
People receive a Telecare package	281	732

The following breakdown details the type of longer term services provided in 2014/15-

	2013/14	2014/15
People receive a residential service via the Council provided care homes	91	90
People receive a residential service via the Independent care home sector	234	232

People receive a nursing service via the Independent nursing home sector	181	169
--	-----	-----

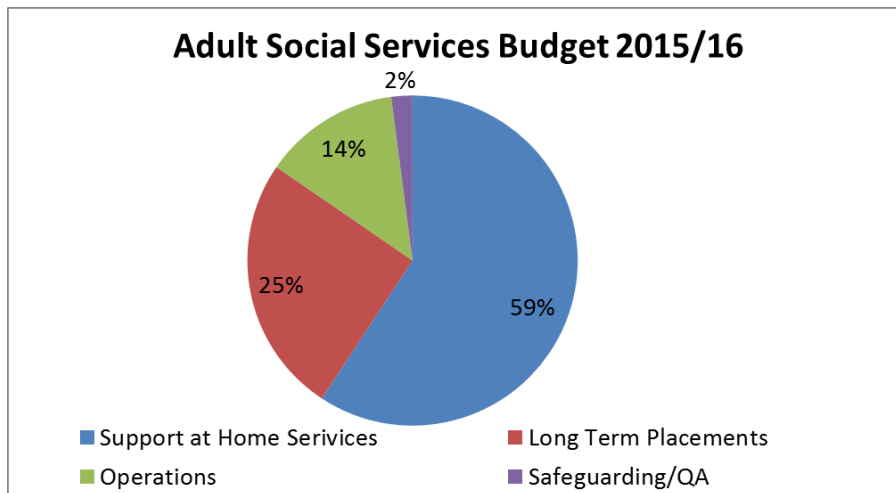
Based on the current total number of service users in 2014/15 the category of service user that we provide services to is split as follows-



(Figure 3)

The detail provided in figure 3 will be more detailed later in the report based on the specific client category review for 2014/15.

3. How much do we pay for adult social services?



Adult Social Services Budget	Total
Support at Home Services	22,591,422
Long Term Placements	9,662,679
Operations	5,088,636
Safeguarding/QA	788,315
Grand Total	38,131,053

(Figure 4)

The 2014/15 budget was underspent by £611k. This was achieved in large part with budget efficiency delivered in advance of the 2015/16 position as detailed in Figure 4.

The continued delivery of reablement focussed services and re assessment of clients' needs contributes to ongoing budget reductions for adult services. We experience pressures to the budget as a result of an ageing population who require care and support and also from younger people with needs who move from childrens and education services at adulthood. Support to people at home is another area that we can expect increases in cost. As we provide for people with more complex needs, our numbers of clients may decrease but the average cost of packages can increase. For 2015/16 we have calculated pressures and also set budget efficiencies.

4. Older People

4.1 Introduction

Throughout the UK increasing demographic pressures are leading to higher demand for both acute and community care services. Simultaneously, budgets within local government are reducing and the NHS is experiencing widely reported funding gaps.

The situation in Newport is no different. The population of those aged over 85 is expected to increase by 74% to an estimated 6,000 people by the year 2030. At the same time, the central government grant received by the local authority has been reduced by 1.2%, requiring the Council to achieve £10 million worth of savings for the financial year 2014/15. Moreover, there is a requirement to achieve further efficiencies within the Health Board in order to balance budgets. The implications of these financial challenges is a need to reduce pressures on social care and acute services, through means such as delivering integrated

and outcome focused care within the community, whilst simultaneously managing future demand through early intervention and prevention techniques.

During 2014/15 we initiated our integrated pathway for older people pilot project.

The core objectives of this project include:

- Keeping people living safely and independently in their own homes
- Avoiding unnecessary admission into institutionalised care
- Developing effective anticipatory care planning with care wrapped around the individual
- The development of a continuum of multi-agency provision, deploying the right resources at the right time in a holistic manner
- Developing capacity for effective early prevention
- Delivering outcome focused service provision within a community setting as an alternative to primary care

We have produced a mid-point review of the pilot which is available at: [link](#).

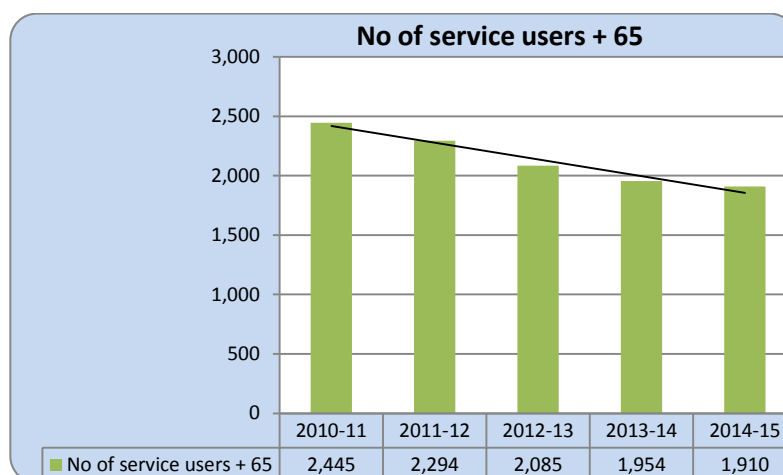
As we reported in last year's annual report we had a level of poor performance in the Council operated care homes for older people. This has continued to improve during 2014/15 with agreed quality assurance in place and a stable management and staff team in place. We have also been able to invest in Parklands care home via the Integrated Care Fund to provide accommodation more suited to independent living models (step/step down beds).

We have engaged with Dementia Cares and Age Cymru to deliver accredited care for people with dementia. We expect this to progress further during 2015/16.

In December 2014 we were inspected by CSSIW for the social work services delivered to older people with complex needs. We received recommendations from the inspection that require remedial action but we also concluded that the recommendations were in line with improvements we had already identified. We have set an action plan ([link:](#)) which identifies all the key improvements required to be concluded during 2015/16.

The integrated care fund also provided funding for Community Connector posts during 2014/15. These posts are in place to provide robust information, advice and assistance within the community, very much part of the drive toward early intervention and prevention. This initiative supports older people at risk of social isolation in the community and we work on the principle that tackling issues at the earliest opportunity will improve people's wellbeing and remove risk of emerging health and social care problems.

4.2 How much did we do?



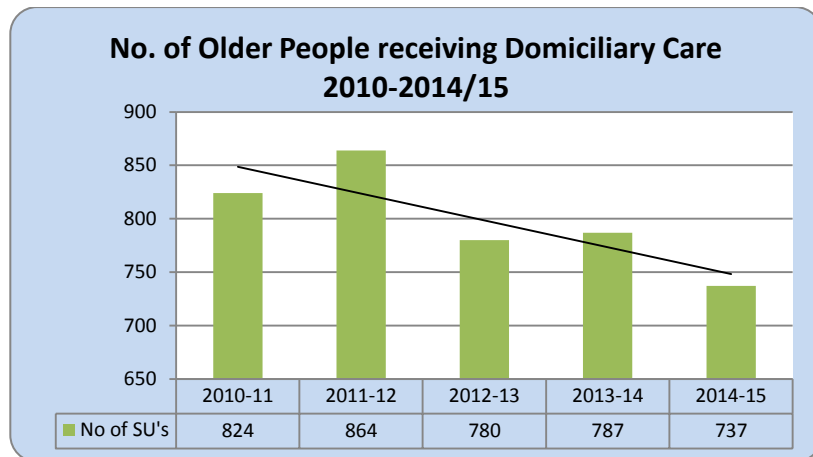
(Figure 5)

Since 2010/11 there are 535 less older people receiving services from Newport Adult Services, this is @ 22% reduction in numbers.

On first inspection of that statistic it could be viewed as a concerning statistic in that Newport provide less support to a vulnerable client group at a time when there is an increasing population of older people who may need support. However, there has been an approach in Newport to maintain as much independence for people in the community with alternative approaches such as-

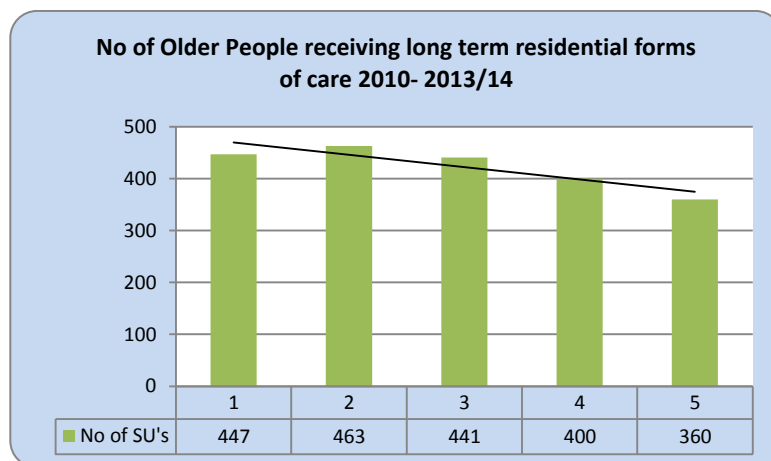
- Increased use of frailty/reablement models (Gwent Frailty Service)
- Increased use of telecare services
- Well planned supporting people services in the community
- Applying eligibility criteria more accurately as defined in Newport (meeting substantial and critical needs)
- Improving process to support people with disabled facilities grants in their homes
- Changing information and advice approach, employing community connectors as part of integrated care fund grant (ICF)
- Emergence of 'step up/step down' type beds to support reablement and avoid hospital stays

The key headlines which illustrate the type of services' provided for older people that have reduced are as follows-



(Figure 6)

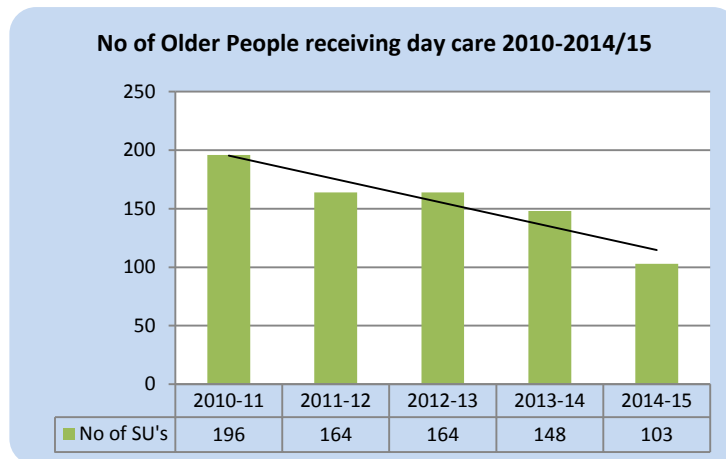
Since 2010 there has been a 10.5% (87 people) reduction in the numbers of people receiving domiciliary care. Although this reduction is not fully attributable to frailty it plays a key part in reducing the overall number of people receiving support in the community, what we can be certain of is that many more older people that are supported intensively for a limited period will regain independence in their daily living and thereby avoid dependency on traditional forms of support.



(Figure 7)

Since 2010 there has been a 19.5% (87 people) reduction in the numbers of people receiving long term forms of care such as residential, or nursing care.

People are living in their own homes or within other forms of tenure such as extracare schemes for much longer than they did previously. More people also receive continuing health care funding for their long term care needs than they did in 2010 and this has moved people to commissioned services via the Health Service.



(Figure 8)

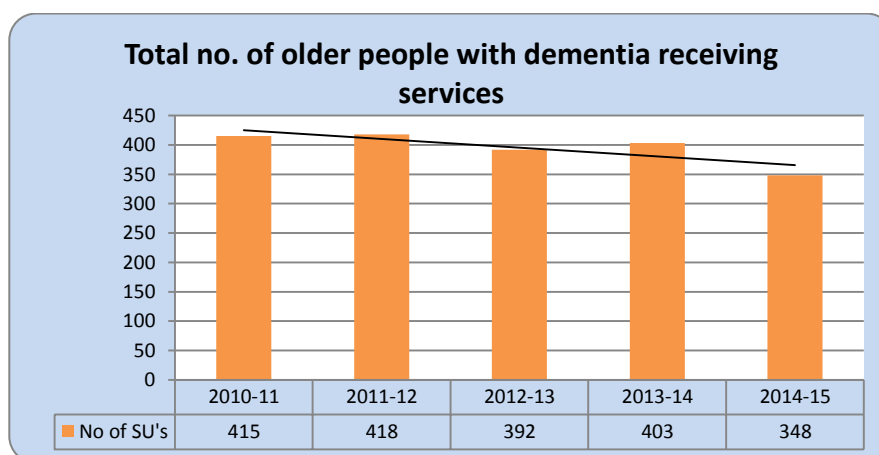
Since 2010 there has been a 47.4% (93 people) reduction in the number of older people receiving day care.

This presents as significant reduction but does however represent our approach to moving away from traditional forms of support to more community based support models. We continue to meet day care needs for people assessed as needing this based on a substantial and critical need.

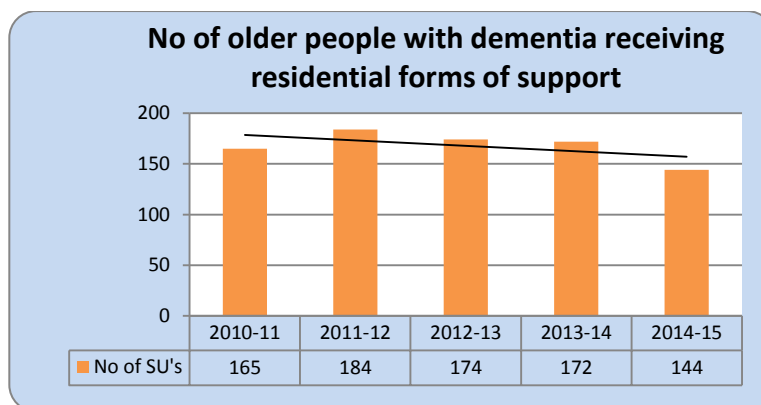
There are a number of supporting people services available in the community for older people. This supports people in the community and in their own homes this providing non-traditional approaches to supporting older people.

4.3. Older people with dementia

In 2014/15, 348 people with dementia were supported by Social Services. By 2020, it is estimated that 2,011 of Newport's population aged 65+ will have dementia so demand will continue to grow for social services and for other community based support services.

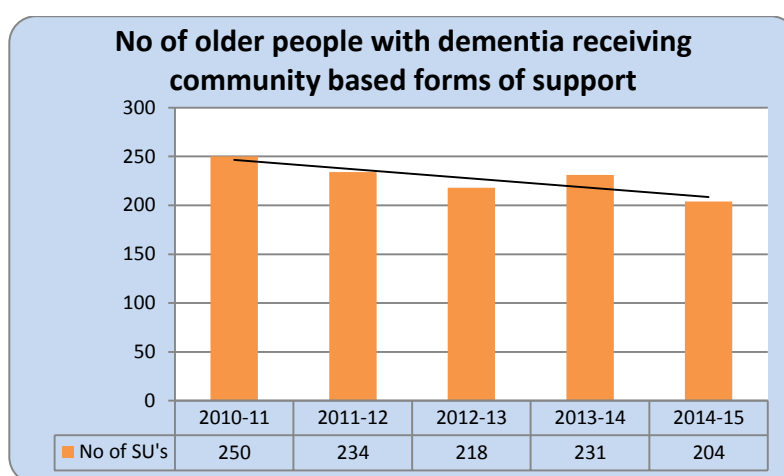


(Figure 9)



(Figure 10)

The trend since 2010/11 is decreasing as more support is provided at home and not in long term care.



(Figure 11)

The numbers of people receiving community based forms of support is also now decreasing based on 2010/11 levels. The emergence of more supporting people type support and the extracare type of accommodation models also support improved ways of living with dementia that do not rely on statutory or traditional forms of support. There is also much more information and advice available and improved awareness of living with dementia.

4.4 Future priorities-Older People

People in Newport are living longer and healthier lives than ever before, and services to meet their needs must keep up. Wales overall has the highest rate of growth for those aged 85 years and over of the UK countries. In Newport it is projected that the number of people aged over 85 will increase by 74%, to 6,000 in 2030. Older people also have higher levels of frailty, dementia and chronic conditions and often present a combination of these conditions. Already, it is predicated that there are more than 1,700 people with dementia in Newport, which affects two thirds of older people in residential care, and by 2021 the number is projected to rise by 30%.

The number of older people experiencing alternative age related challenges is also expected to rise sharply:

Demography indicates a growing demand for services including community services and home based care at a time when increases in resource to expand services and meet growing demand is no longer assured. As a result, refocusing services remains a high

priority area within Newport and significant work has been undertaken to firmly apply the Fair Access to Care (FACs) eligibility criteria. Although this has resulted in a year on year reduction in the number of older people receiving services, this methodology is unsustainable without ensuring suitable support is available for those with low/moderate needs.

There is evidence to suggest that there is opportunity to further improve existing service structures. Research and anecdotal evidence highlights that services for older people remain fragmented, both within and across organisational and sectorial boundaries.

Social Services cannot deliver on the Vision alone. This approach requires the support of the whole Council, the 3rd Sector, communities, citizens and fundamentally, health services. Given the high level of interrelated health, social and wellbeing needs presented by older people, integrated models of support, that focus on prevention and early intervention is the only way to address individuals needs as well as the increasing demand for care and support both now and in the future.

The proposed new system of integrated support will be a consciously planned and managed system, built on the ambition for 'Active Living' in older age. Working closely together to reduce barriers, local partners will need to refocus their activities around those receiving care.

- preventative interventions that stop an avoidable slide into increasing dependency upon services;
- locating and linking services in community settings with smooth transitions between different elements and into more specialised services;
- creating fully integrated referral pathways that enables service users too easily cross organisational and sectorial boundaries without any harm or loss;
- capturing once, and addressing all needs of the service user.

The model will consist of a balanced set of services operating where necessary 24 hours a day, integrating early intervention services, support for independent living, rehabilitation and reablement, intermediate care, end of life care and pathways into specialised services and less often used services. Building on the work already underway in the Frailty Project there will be full engagement with all parts of secondary care focusing especially on those points of the pathway where the risk of undermining independence is greatest.

Fundamental to this approach is enabling service users to take part in developing their care plans, and to express their views regarding how care is delivered. Alongside this we will enable service users to receive an assessment of their support needs, have access to relevant, up-to-date and targeted information at every stage and express their views regarding how the care is delivered. This will become a statutory duty with the introduction of the Social Services and Wellbeing (Wales) Act.

We are committed to a co-productive approach to services and as such the new model of support will be built with and for service users and the local community. Services will not be designed and run without reference to the people they serve. There will be a strong commitment in developing services to increase the voice of the services users and the community. This aims both to support and facilitate community wellbeing in the broader sense and also to encourage and help individuals and communities to take more responsibility and control for themselves. Services must recognise that communities and individuals are themselves assets. Together service providers and recipients can help create a more effective service.

5 Learning Disabilities

5.1 Introduction

- The number of people estimated to have a learning disability (aged 18+) in 2012 was 2568. This figure is predicted to slightly rise over the next 5 years by around 3%
- For the age group 18-24, it is predicted that people with a learning disability will reduce from 382 in 2012 to 338 in 2020 (11%)
- It is predicted that there will be an increase in the numbers of people with learning difficulties aged 25-44 and those over 55.
- Newport Adults aged 18+ with a learning disability, predicted to display challenging behaviour remains the same.
- It is estimated that in 2014, there are 1074 adults aged 18+ with a learning disability and who have an autistic spectrum disorder. This figure is predicted to increase by just under 3% over the next 5 years.

A core principle of the Gwent strategy for Learning Disability is that

“People with a learning disability and their carers should be supported to access, use and understand appropriate information about the range of services available and such services should be equally available to all people with a learning disability across Gwent.”

The Newport City Council web site provides information to support this principle.

The Promoting Independence and Choice project aims to develop sustainable services for the future. Services are being modernised so that people with a Learning Disability and their carer's are undergoing many changes. A communication and consultation strategy was developed to ensure that everyone was aware and had input into the developments. People were supported to understand and be part of the changes. There are still those who find the process unsettling.

Newport City Council's Community Connectors service has developed knowledge of what community resources are available and can sign post people or be a source of information. This approach has highlighted a range of services and facilities already available in the community as alternatives to traditional models of service.

At the beginning of 2014, building on the work of neighbouring Local Authorities, the learning Disability team started using an Outcome Focussed Integrated Assessment document. The new format has enabled people to focus on what matters to them and what outcomes they want to achieve.

As part of the Promoting Independence and Choice Project, the learning disability social work team has re-assessed 100% of people who attend LA day centres. There has also been re-assessment of 80% of people with a learning disability who receive a service. There has been a closure of a Council run day centre at the end of 2014/15 as people find alternative models of support in the community.

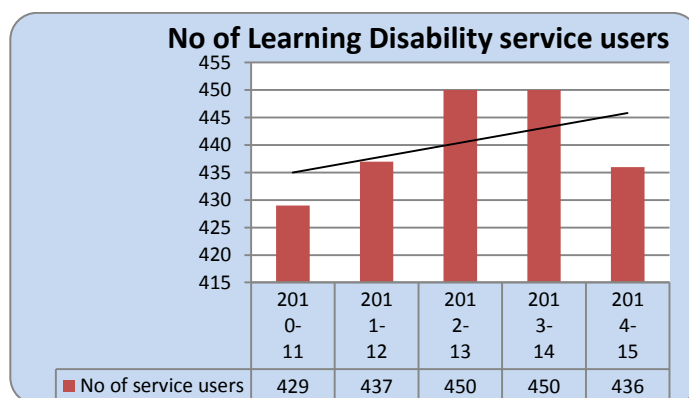
During the year the team have also reorganised the Learning Disability transition process to ensure that staff are dedicated to this key planning phase in people's lives. We now have three social workers in the team dedicated to this work when previously there was only one.

A recent Mental Capacity Act Supreme Court judgement has required that people who lack capacity and are deprived of their liberty in residential care settings should have that deprivation authorised. Similarly with people in supported living settings applications will have to be made to the Court of Protection to confirm their deprivation. All staff in the team have received in house training from the legal department. Some staff have received external training as well.

Care home providers have been advised to make applications to the Pan Gwent Deprivation Of Liberty team. Due to the number of Court of Protection applications, these have been prioritised for completion in 2015/16

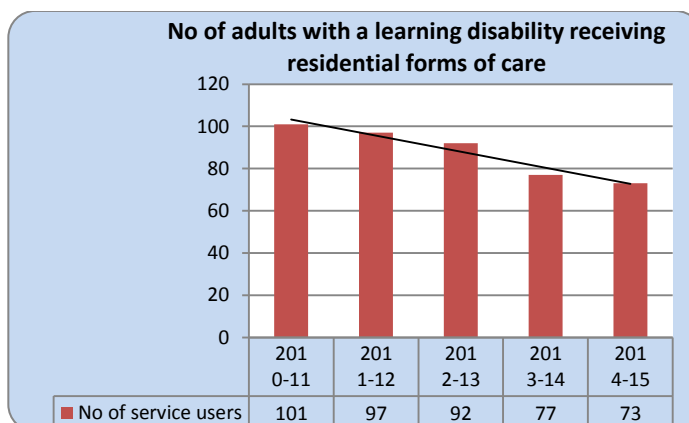
Newport City Council has collaborated with Cardiff and the Vale of Glamorgan on the development of alternative service models for residential college provision for young adults with learning disabilities.

5.2 How much did we do?

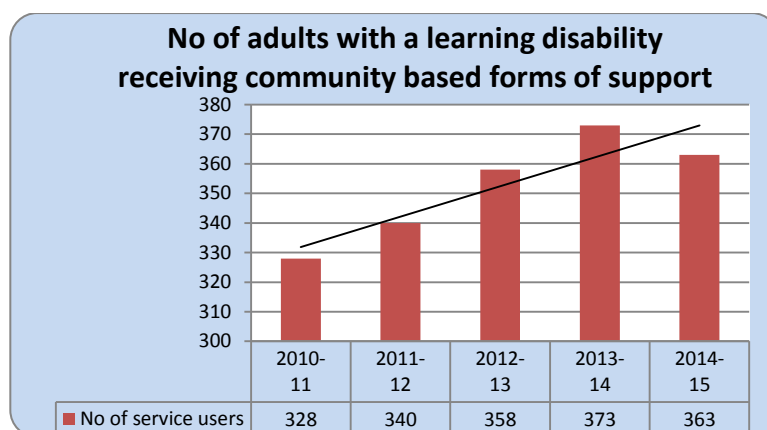


(Figure 12)

You will note the trend line for numbers of adults with a learning disability receiving services has risen since 2010. The numbers in 2014/15 have started to fall. There has been a full reassessment of the people receiving services throughout 2014/15 and some people have been assessed as not eligible for services from the Local Authority, this may account for the reduction this year.



(Figure 13)



(Figure 14)

5.3 Future Options-Learning Disabilities

- The Learning Disability Delivery Group is supporting a pilot of the Vanguard project in Blaenau Gwent. The approach undertakes a full systems review for the service with the aim to improve the outcomes for the service users. Evaluation of this pilot will inform future development and strategy.
- The web site pages will be reviewed and updated to reflect the changes within Learning Disability Services and to ensure that advice and information is always available and updated.
- We will be continuing to work with people with Learning Disabilities, their carers, voluntary agencies, providers and generic services to promote independence and choice.
- Further development of the use of Outcome focussed assessments and use of performance measures to determine real outcomes for people. We aim to continue to develop services in the community as alternatives to traditional models of care.
- During 2015/16 we will prioritise the review and development of Supported Living models. We want to commission services that are flexible, that will promote independence and that are not necessarily for life. To achieve this, we need providers who can demonstrate a flexible and innovative approach and who can work with service users to help them reach targeted outcomes.
- There are currently 2 residential respite facilities, for people with learning disabilities, within Newport, one provided in-house and one where support is provided by an independent sector provider.
- The Council is currently undertaking a review of respite provision and proposals/options for alternative service delivery and will be undertaking a benchmarking exercise, using internal and external data, both financial and non-financial. It is proposed to establish a framework of providers who are able to provide short breaks and holidays.
- The respite/ short break services need to be modernised and new tenders are being proposed with a framework of holiday provisions and different service models for respite. A redesigned respite service will need to act as a hub for holidays and short

breaks. The service will need to know service users well in order to help facilitate opportunities whether they be traditional respite, holidays or short breaks. This will enable better outcomes for service users and meet developing aspirations and the support provider(s) will be key to this.

- The Council is committed to regional collaboration and to the work of the SEWIC brokerage process. We will also look for opportunities for regional collaboration where appropriate, particularly if there are specific niche areas where we and other authorities are struggling to meet need. More work needs to be done at a regional level to identify where there are such areas of mutual needs arising from deficits in service levels

6. Mental Health

6.1 Introduction

- The number of people (aged 16+) estimated to have any mental health problem in 2013 was 19,125. This figure is expected to increase by 4% over the next 5 years.
- It is estimated that there are 35 people with early onset dementia aged 30-64. This figure is expected to increase by over 11% over the next 5 years.
- It is estimated that that 12,994 people aged 16-59 currently misuse drugs. This figure is expected to increase by 5% over the next 5 years.
- It is estimated that 31,225 people aged 16+ currently binge drink. This figure is expected to increase by just over 3% over the next 5 years.

The CMHT assessment clinic system continues to evolve, 24 hour appointments are available throughout the week where a comprehensive assessment will be completed by 2 clinicians from the multi-disciplinary team. A dedicated duty desk is available during normal working hours and is staffed by a qualified clinician.

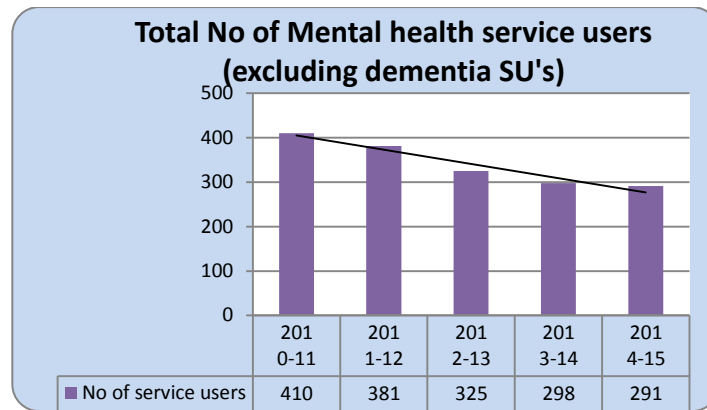
A single point of entry referral pathway is established that manages all referrals in a prompt fashion and crisis assessments can be seen within 4 hours.

There is access to a qualified clinician 24 hours a day for service users wishing to self-refer under part 3 of the Mental Health Measure for Wales.

The Psychiatric Liaison service based at the Royal Gwent Hospital has expanded which has increased service provision.

The assessment document has been modified in line with Care and Treatment Plan (CTP) guidance and is service user focussed. CTPs have become more outcome focussed. Two additional AMHPS are now employed by the local authority, with an additional 2 currently undergoing training. A policy has been developed for AMHPS to validate practice and maintain high standards of service provision. A Consultant Social Worker has been appointed and will take the lead for all AMHP related guidance and practice within Newport.

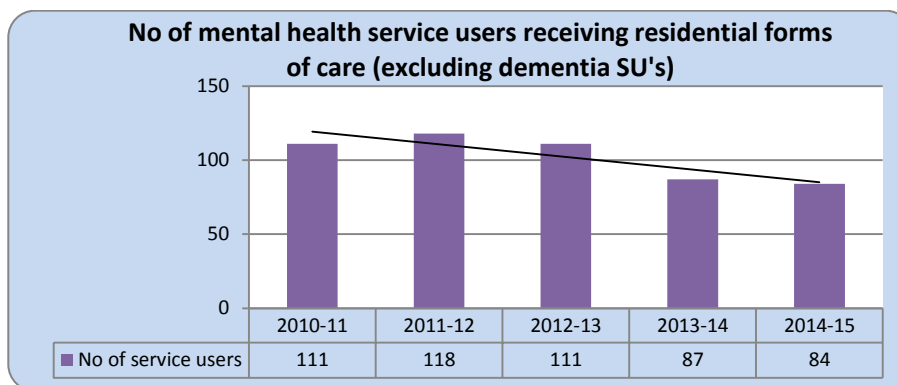
6.2 How much did we do?



(Figure 15)

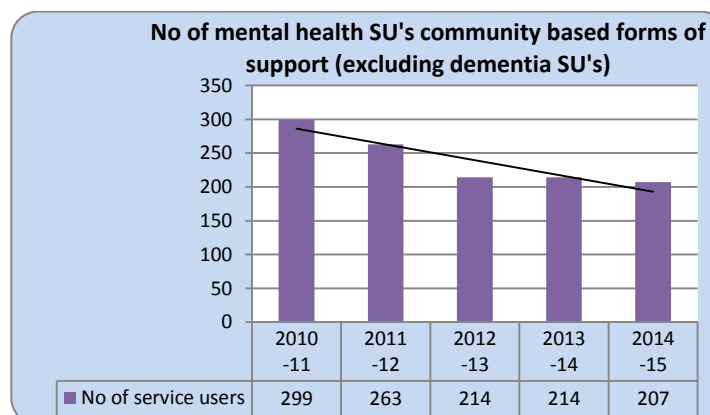
The numbers of people supported by statutory services has reduced to 291, this represents a 29% reduction (119 people) since 2010.

The mental health teams operate a single access point for referrals, base assessments and intervention on a recovery model and therefore not a reliance on longer term forms of care or support. This is reducing numbers of people receiving traditional forms of support as identified above.



(Figure 16)

As noted above the 29% reduction in numbers of clients receiving traditional forms of support has reduced residential forms of support as detailed above.



(Figure 17)

6.3 Future Priorities-Mental Health

- A pathway for assessment of those with learning difficulties and mental health problems continues to be developed.
- The reduction in waiting times for routine referrals that are in line with the Mental Health Measure for Wales targets.
- The continued development of integrated structure will support less duplication across professionals. This approach is well embedded in Newport and may be further enhanced by Section 33 legal framework.
- For mental health services in Newport to become involved with the LEAP initiative (known as Vanguard)
- On-going reviews to take place over the next 12 months that are recovery based and focus on recovery.
- Working with supported employment providers to support people stay in work.
- Improved physical care of all service users under secondary care services.
- On-going development of voluntary employment opportunities to aid recovery.
- The development of sustainable housing for service users that have been admitted for extended periods within mental health inpatient units.
- On-going programme to ensure a minimum of 2 staff per year undertake AMHP training.
- Explore further options for recruitment and retention for AMHP qualified staff

7. Provider Services

7.1 Introduction

Information about the in-house provider services has been reviewed and updated, where possible on the council's website. For some of our services, clearer, more up to date information is now available for the public generally and specifically social workers, families and people using our services allowing them to make more informed choices. This has been particularly important to support the transition of people into residential homes.

Work has begun with the Council's corporate communications team to consider how we can better target key stakeholders so that they are aware of our services, whether they are social workers or members of the public

The residential homes have recently supported the launch of the Good Care guide – on-line service that provides reviews about the quality of life in our homes.

In line with Older Persons Commissioner recommendations, the residential homes have begun to develop hand books for residents and families

Families and guests that have used New Willows are being introduced to Centrica Lodge and short breaks. This is being undertaken through face to face engagement sessions. The

transition from New Willows to new alternatives has taken place for a number of the families and has been undertaken at a pace that has met their needs.

Each service has adopted a 'quality standard' to follow to improve good practice focused on person centred outcomes. These include MyHome Life; Butterfly project; Involve me and other such schemes that proffer a person centred approach. In some instances, training and capital work is already underway in order to support good practice.

People attending services, their carer's and families have been engaged and consulted about changes that are being made to their services. Their views have been taken on board and they have been supported during transition of the service.

Quality Assurance reports are undertaken for each registered service which sets out how people feel about the service they receive. All services send at least an annual survey to people using the service and have coffee mornings or similar where people can share their views. Service user committees, amenity funds and tenants meetings take place regularly.

An escalation process has been put in place to ensure that if a manager is concerned about the changing needs of an individual, there will not be a delay in getting a review of their care plan by social work teams.

Residential homes have an allocated social worker to undertake annual reviews.

Restructure of the domiciliary care service ('Reablement and Homecare Service) means that the emphasis is now on ensuring that people maintain/re-gain their independence.

Intermediate care service has been piloted at Hillside for step up and step down and has now been moved to Parklands following renovation on that site.

Supported Living Agency has identified a number of tenants that will be supported to move to more independent living environments and are also identifying employment opportunities where they would benefit.

7.2 Future priorities providers

- Services that have been undertaking significant changes over the past 12 months have found it difficult during this process to provide up to date information about the outcomes they can provide. Over the forthcoming year, we will be focussing on ensuring that direct communication either through the council's website, through printed media or other reflects the new style services.
- Regular contact with social work teams to ensure that they are aware of the services provided will be put in place.
- Good practice rolled out across all services.
- External evaluation of 'quality standards' will take place.
- Further training and development of good practice to be undertaken.
- Consideration to be given to recruitment on basis of personality as well as skills.

- Further development of Amenity Fund committees to ensure that they add to the life of the service.
- Continue to monitor people's needs to ensure timely reviews take place.
- All domiciliary care staff trained to be reablement workers.
- Expand the intermediate care service to ten beds, provided in re-furbished facilities at Parklands
- Supported Living Agency considering developing to create 'move on' service
- More supported living tenants in paid or voluntary employment

8. Carers

8.1 Introduction

- There are 16,212 people providing unpaid care in Newport, representing 14% of Newport's total population aged 18+ (Census 2011).
- As at 2013, 9,248 carers in Newport provide 1-19 hours of unpaid care per week and 2,500 carers in Newport provide 20–49 hours of unpaid care per week.
- As at 2013, 4,464 carers in Newport provide 50+ hours of unpaid care per week. Across all age groups.
- The number of carers aged 65 and over is predicted to rise by 7% over the next 5 years.

There is a continued production and provision in Newport of a comprehensive range of information for carers making them aware of the services available to them.

Carers Champions have been identified in all but two of Newport GP surgeries to support and promote good practice within the GP surgeries as well as provide carers with relevant information early in their caring role. Carers Contact hold weekly GP surgeries in 17 of Newport GP surgeries

The council continues to work closely with ABUHB, other local authorities and the third sector to progress with the joint Carers Information and Consultation Strategy. The Carers' Forum continues to develop and has a well-established membership of Carers representatives. The meetings are regularly attended by these carers, officers, third sector agencies and councillors. The Council has supported the Carers Forum when they required a minute taker and also with the hire of one of the meetings whilst they were waiting on grant funding decisions.

The Council continues to seek Carers' views throughout the Unified Assessment Process as well as recognising their individual needs through the Carer's Assessment Process.

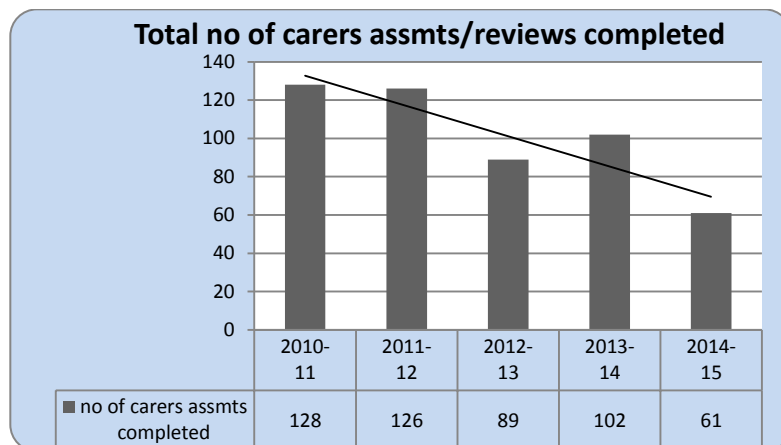
Carers have been involved in the continued progression and monitoring of the Joint Carers Information and Consultation Strategy, with carer representation on each of the Programme Board Sub- Group meetings.

Carers are involved in the Council's Carers Strategy Group meetings, updating the Strategy 2013-2018

A clear Carers' Assessment process is in place with guidance and an appropriate form which is to be completed. The departure of the current person in the Social Work Assistant role dedicated to Carers Assessments has been compensated by the recruitment of Community Connectors (Carers). They are continuing to undertake Carers Assessments, albeit at the lower level to establish a general understanding of what support needs within the community Carers want. The Connectors roles primarily exist to identify new carers, provide information, support and instigate innovative solutions to the needs of carers within the community. Newport City Council commission a broad range of services for Carers from the Third Sector which provide advice, support and respite from their caring role allowing Carers to lead fulfilling lives.

The Carers Pathway Project finished in September 2014. As part of the ABUHB Carers Measure Conference in November 2014 it was identified that there is a much needed requirement to set up closer and more carer aware partnerships with Department for Work and Pensions to consider and support Carers and Former Carers when job seeking. Carers assessments highlight Carers employment commitments and are considered especially when Carers identify they wish to return to work and support (where possible) is provided for them to do this. The Connectors remit is to support access to community based services, along with compiling a directory that identifies education, learning and training opportunities for carers.

8.2 How much did we do?



(Figure 18)

The number of carers assessments completed during the year has decreased. We now have carers community connectors in post which will improve this performance in 2015/16.

8.3 Future Priorities- Carers

- Continue to develop close working relationships with ABUHB in order to produce detailed and relevant information to support Carers' in their caring role.
- The Local Enhanced Service, LES, an initiative led by ABUHB has Carers Champions in all GP surgeries bar two; however the funding may not continue post April 2016, which will then require both Health and Local Authority to consider how the work within GP surgeries can be sustained. Carers Contact and Carers Forum are possible avenues to support this

- The council will continue to support the Carers' Forum. In addition the council will also engage with Carers' regarding any changes or developments that will impact them and/or the people they care for.
- Carers will continue to be consulted with and be involved in the progression and monitoring of the Joint Carers Information and Consultation Strategy. Each of the Sub Group meetings has Carer representative.
- Continued representation from Carers at Strategy Meetings and consultation on updates to Strategies.
- The process by which clients enter social services will need continued monitoring to improve customer experiences and ensure appropriate access to relevant assessments.
- Carers Champions have been identified across Adults and Children Services and have met to discuss their role. Continued meetings will occur every four months with the next meeting being due in April. It is envisaged that the Carers Champions will be involved in the re-training exercise in order to refocus promote and support good practice.
- Carers Champions will be a useful way of considering how carers' needs are most effectively met and outcomes delivered within each of the Social Work Teams.
- The Five Authorities are formulating a Carers Training programme for new carers to attend and receive information and advice on their welfare, how important it is for them to remain healthy, both physically and mentally, what carers assessments are along with covering the financial and legal basics to be considered in their caring role. It is anticipated that further work will be identified from gaps in provision to ensure future development of training opportunities for carers around moving and handling and managing challenging behaviours.
- The Council will continue to monitor its contracts to ensure that services are fit for purpose and are good value for money, whilst effectively meeting Carers needs.
- The Council will continue to promote Carers needs around Education, training and employment opportunities. A possible pilot project between ABUHB and DWP/Job Centre is being considered in Newport to raise awareness of Carers and the difficulties they face whilst seeking employment or training opportunities. Continued updating of the directory of activities identifying education, learning and training opportunities for carers.

9. Performance 2014/15

Mar 2015

Measure	Actual	Target	Last Year	* Benchmark Group	Wales Avg.
	Data	Data	Data	Data	Data
SCA/001 Delayed Transfers of Care (NSI, SP) # (M)	5.37 per 1,000	6.00 per 1,000	11.51 per 1,000	5.58 per 1,000	4.70 per 1,000
SCA/002a) Support for Older People in the Comm (NSI, SP) # (M)	61.81 per 1,000	61.00 per 1,000	63.32 per 1,000	85.70 per 1,000	74.48 per 1,000
SCA/002b) Suppt for Older People in Care Homes (NSI, SP) # (M)	14.36 per 1,000	17.00 per 1,000	16.20 per 1,000	19.94 per 1,000	19.84 per 1,000
SCA/019 Adult Protection risk managed (NSI, PAM, SP) (Q)	97.78%	90.00%	97.08%	93.05%	94.45%
SCA/020 Clients Supported in the Community (PAM) (M)	87.32%	85.00%	85.68%	87.15%	86.33%
SCA/007 Care Plan Reviews (PAM, SP) % (M)	77.9%	75.0%	65.0%	84.4%	81.1%
SCA/018a) Carers offered assmt or review (PAM, SP) % (M)	94.0%	85.0%	87.9%	80.5%	85.8%
SSL/015 telecare packages # (M)	732	366	281	--	--
CCAS/L/015 Number new frailty packages provided (SP) (M)	597.0	504.0	492.0	--	--
CCAS/L/016 Number closed frailty packages provided (SP) (M)	573.0	492.0	481.0	--	--

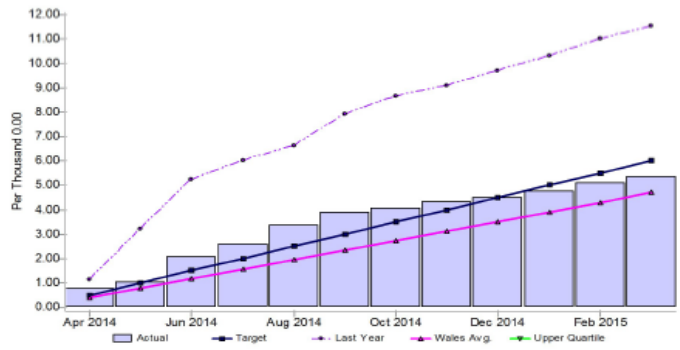
Mar 2015

Measure	Actual	Target	Last Year	* Benchmark Group	Wales Avg.
	Data	Data	Data	Data	Data
CCAS/L/006 % Service users said service met their needs (SP, IP) (A)	100.00%	92.00%	90.00%	--	--
CCAS/L/007 % Service users satisfied with service/equipment (SP, IP) (A)	96.55%	92.00%	90.00%	--	--
CCAS/L/014 % with no Package after frailty intervention (SP) (M)	64.7%	62.0%	60.7%	--	--
CCAS/L/017 Number hospital discharge assessments (IP, SP) (M)	1,297.0	360.0	--	--	--
CCAS/L/018 Number of step down beds available (IP, SP) (M)	28.0	7.0	--	--	--
CCAS/L/019 % people needs met following planned discharge (IP, SP) (Q)	92.0%	70.0%	--	--	--
CCAS/L/020 Number of people fully reabled (IP, SP) (M)	371.0	210.0	292.0	--	--
CCAS/L/021 % people receipt of services had delay (IP, SP) (M)	22.1%	25.0%	35.0%	--	--
CCAS/L/022 % people feel views considered (IP, SP) (A)	92.1%	70.0%	--	--	--
CCAS/L/023 % of Closed Community Reablement and Intervention Teams cases that resulted in the clients reablement (IP, SP) (Q)	58.06%	55.00%	--	--	--
Employee Sickness (M)	20.73days	15.04days	15.83days	--	--
NHR/010 RTW in 7 calendar days % (M)	67.82%	68.99%	61.57%	--	--
NHR/001 Your Review Completed % (M)	--	75.0%	53.6%	--	--

Adult Services performance levels against the targets set for 2014/15 have continued to improve in key areas from the previous year. It is our intention to achieve sustainable improvement and recognised the need to set realistic improvement targets for 2014/15. Our teams have delivered the improvement in performance at the same time as we continue to operate in a challenging financial environment. The level of performance leads us to the forthcoming year when we are now in a position to set targets at or above the Welsh average levels. Set out below are some of the key performance areas for adult services in 2014/15.

9.1 Key performance issues

SCA/001 Delayed Transfers of Care (NSI, SP) # (M) (Social Services: CC&AS)
This Year to Date (Sum)



Description
The rate of Delayed Transfers of Care (DTC) for social care reasons per 1,000 population aged 75 or over.

Improvement Agreement Theme 1: Adults helped to live in the Community.

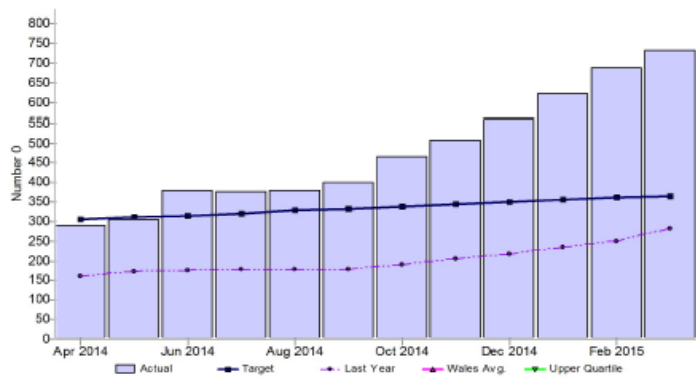
Policy Agreement ref. 9.
Previously NAWPI 3.8.

	Actual	Target	Last Year	Wales Avg.	Upper Quartile
SCA/001 Delayed Transfers of Care (NSI, SP) # (M) (Social)	5.37 per 1,000	6.00 per 1,000	11.51 per 1,000	4.70 per 1,000	-

(Figure 19)

You will note a significant improvement from last year's performance for DTC. The graph indicates that based on previous levels of Welsh Authorities performance, we may still achieve target locally but still be under national average levels. The improvement in this key area was from a low base and we must ensure a sensible and sustainable approach to performance improvement. For 2015/16 we will be setting a further improvement to achieve at or above Welsh average performance. You will note the Director has provided feedback from key colleagues in the Health Board and they note the joint approach we have undertaken to ensure DTC is well managed.

SSL/015 telecare packages # (M) (Social Services: CC&AS)
This Month (Last Value)



Description
SLT dashboard
No of telecare packages in place and in use (monthly – change programme) during the month.
Data from Telecare Team.

	Actual	Target	Last Year	Wales Avg.	Upper Quartile
SSL/015 telecare packages # (M) (Social Services: CC&AS)	732	366	281	-	-

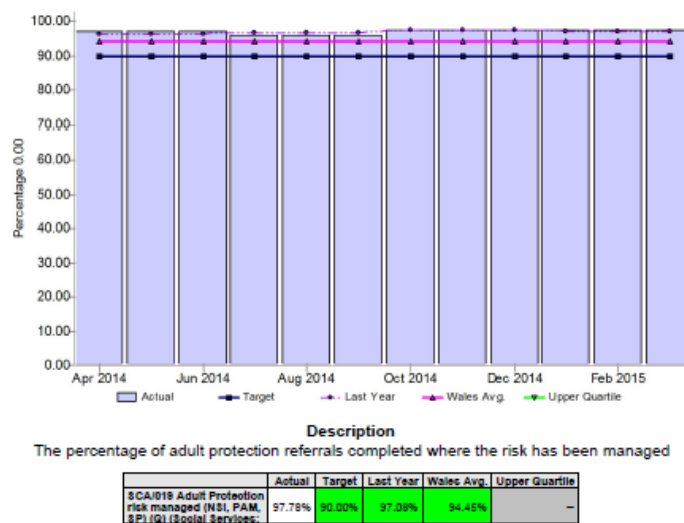
(Figure 20)

Preventive services such as Telecare cut across health and social care, and Telecare is a key tool which can be used internally and externally in enabling people to delay entry to or avoid entry to health or social care services.

Promoting Telecare technologies across the care pathway from individuals presenting a low end need to those with the most complex support requirements produces substantial financial and non-financial benefits. The earlier individuals engage with assistive living technology, the easier it becomes to embed more complex systems as their needs increase reducing dependency on more intensive statutory support services.

The improvement in performance for 2014/15 is notable and evidences our commitment to early intervention and preventative approaches.

SCA/019 Adult Protection risk managed (NSI, PAM, SP) (Q) (Social Services: CC&AS)
This Year to Date (Last Value)

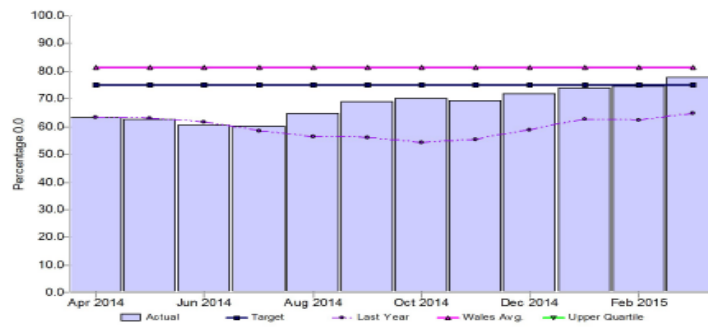


(Figure 21)

Adult protection levels of risk management have achieved above target. The team has applied a very consistent process and improved data management. We are achieving above the Welsh average which is a promising performance level.

The performance indicator here provides the confidence that we are managing the requirements for adult protection and ensuring that any identified risk to individuals is being managed effectively.

SCA/007 Care Plan Reviews (PAM, SP) % (M) (Social Services: CC&AS)
 Moving Year (Last Value)



Description
 The percentage of clients with a Care Plan at 31st March whose Care Plans should have been reviewed that were reviewed during the year.

Rolling monthly figure.

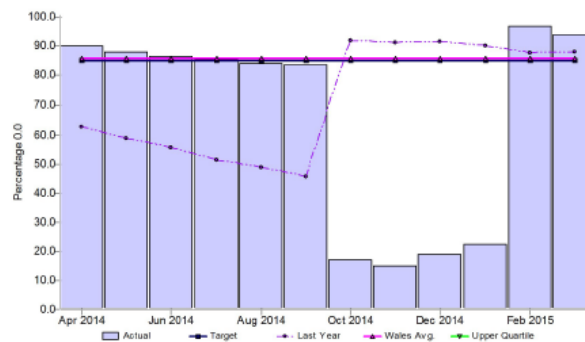
	Actual	Target	Last Year	Wales Avg.	Upper Quartile
SCA/007 Care Plan Reviews (PAM, SP) % (M) (Social Services)	77.9%	75.0%	65.0%	81.1%	-

(Figure 23)

The improvement in completion of reviews was identified as a key improvement area for adult services and also was set as a key improvement objective of the Council. It is pleasing to see further improvement and we have achieved over target by the end of 2014/15. The commitment to continuing improvement for this key activity will be maintained next year where we aim to exceed the Welsh average levels of performance. We have a further 3% of reviews completed to exceed the average in Wales as shown above.

Reviewing packages of care and long term placements is at the heart of good performance in adult services in order to ensure that people who receive services are having their needs met and are involved in decision making. It is essential for us to improve the review volume but also to ensure the quality of the review puts the citizen at the centre.

SCA/018a) Carers offered assmt or review (PAM, SP) % (M) (Social Services: CC&AS)
 Moving Year (Last Value)



Description
 The percentage of Carers of Adults who were offered an Assessment or Review of their Needs in their own right during the year.

Replaced SCA/012a).

	Actual	Target	Last Year	Wales Avg.	Upper Quartile
SCA/018a) Carers offered assmt or review (PAM, SP) % (M) (Social)	84.0%	85.0%	87.3%	85.8%	-

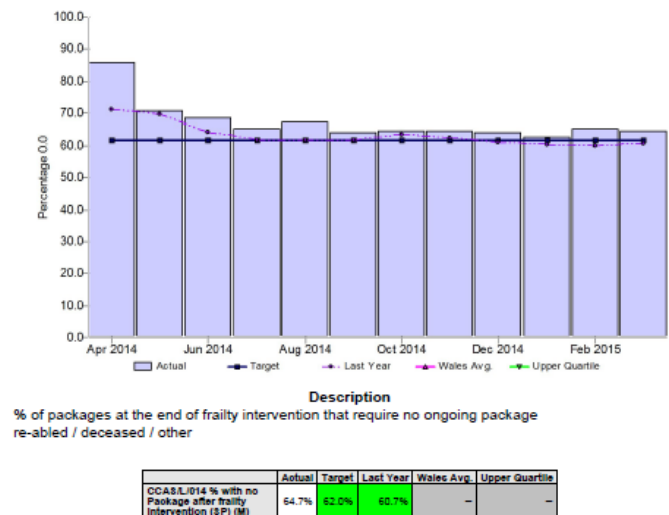
(Figure 24)

We have ensured that we offer assessment or review to identified carers and have exceeded the target set for 2014/15. We have also exceeded the Welsh average performance. By

offering assessments and review to carers we are maintaining our relationship with carers who may require different levels of support to maintain their caring role.

However we recognise the need to improve the overall volume of carers by increasing initial assessment of carers as noted in figure 18.

:CAS/L/014 % with no Package after frailty intervention (SP) (M) (Social Services: This Year to Date (Average)



(Figure 25)

We have continued to perform well with reablement achieving over the target we set. As we continue to improve in this area we demonstrate our commitment to promoting independence for people. What we are showing here is that after a short period of reablement (provided via Frailty team) 64.7% of those people have no ongoing package of support.

This is key to managing the demand for support in the community. By reabling more people we are able to support more complex needs in the community. This also ensures that people are not using other public services eg health services on an unplanned basis. The primary goal seeks to ensure people's wellbeing is maintained by continuing to live independent lives.

10. Conclusion

In 2014/15 Adult Services have met the performance targets and managed its budget in a challenging environment where we are establishing new models of delivery and moving away from traditional forms of care.

The Vision for adult services has been communicated to our staff and key stakeholders and our aim has been to continue to raise awareness of the key strategic objectives. The Market Position Statement has also been concluded from which we will now outline our procurement plans for 2015/16.

The Integrated Pathway for older people project has been implemented during the year and sets our commitment to early intervention and prevention. We will expand the project in 2015/16 across the NCN areas in Newport.

We have also in the latter part of 2014/15 produced the client pathway and our staffing structure to support an integrated approach to meeting needs across the NCN areas of the city. We have committed strategically with Health to examine a single integrated pathway for health and social care which will improve outcomes for people.

During 2015/16 we are committed to the Greater Gwent Partnership arrangements which will ensure a regional perspective to meeting the challenges we face. The key area for 2015/16 will be to ensure we deliver our services within the requirements of the Social Services and Wellbeing Act, undertaking this on a regional basis will add value.

It is clear that we will continue to operate in challenging financial circumstances over the next few years. It is therefore essential that we continue our progress to achieving our strategic priorities to ensure we meet care and support needs for adults who need our support.

The future priorities outlined in this report clearly identify that we have significant work to undertake over the next year. We will continue to develop as a very different organisation guided by changes in Legislation, more collaborative models of delivery, changes to Local Government arrangements and by the changing needs of the people that require care and support.

3. PROGRESS REPORT ON 'AREAS FOR DEVELOPMENT' IDENTIFIED IN THE CSSIW PERFORMACNE EVALUATION 2013/14

a) Shaping services

Ensure that recently agreed changes to the Gwent Frailty project have positive outcomes for people using this service

- The Frailty Service was reviewed during 2014/15 and this evidenced clearly that the people who received frailty services reported improved outcomes as a result. The review was undertaken by Cordis Bright consultancy.
- The report was presented to Scrutiny Committee by the end of this financial year and provides the full detail on improved outcomes.
- The performance data shown above demonstrates that more people are re-abled than we targeted. As at December 2014, 64.1% of all people offered a re-ablement package had no package of care following the intervention of the Frailty team. We have also evidenced up to December 2014 that 95% of people felt their needs had been met following the intervention of the Frailty service. So the outcomes for people are being met and we will continue to deliver high quality services from the frailty type services.
- The financial arrangements were reviewed in the early part of 2014/15 in particular the repayment arrangement. It was agreed that Newport would have a reduced rate to repay to Frailty with a change to the funding requirements across the other Local Authority partners. This amendment has improved the financial cost of the service.
- It is clear that Frailty remains a recognised good practice model that is improving peoples' lives.

Ensure that initiatives such as MAPS, combined with other workforce changes, result in improved outcomes for looked after children, such as placement stability, and reduced re-referrals

- The Looked After Children teams have had a more settled staffing this year and this has enabled a greater focus on continuity of the support they are able to offer children in care.
- The Matching and Placement Support team (MAPs) is offering focussed support to all children who are newly looked after, with a psychologist assessing their emotional needs to ensure effective consistency in relation to the care offered to them by all adults in their life.
- Again this year there has been a steady fall in the use of Independent Fostering Agencies and growth in use of in house placements.
- Data on placement stability shows an improvement on the previous year's performance – the figure for this year is 9.8% and last year it was 10.9% with the Wales average at 8.3%.
- Children's Services and Education staff are working closely together on the recommendations in 'Raising Ambition for Looked After Children.'
- As a consortia all Looked After Children Education (LACE) co-ordinators have access to pupil data. Schools have data on vulnerable groups which specifically considers the achievement of pupils who are in care. This is available on the 'School

Secure' database. LACE visits schools regularly to discuss the progress of pupils in care. The Additional Educational Needs (AEN) team discuss the achievement of pupils in care at link meetings twice a year. The newly introduced Quality Assurance SEN tool tracks the progress of pupils in care against school interventions that specifically target progress and grant spend. The LACE tracks performance indicators and reports to Corporate Parenting Forum and to scrutiny committee.

- Support for education is always discussed at foster panels as part of initial assessments and annual reviews. A senior Education officer sits on the panel. This academic year the Education Achievement Service (EAS) will provide training to foster carers on the literacy and numeracy frameworks within this years targeted foster carer training offer
- Schools use the Pupil Development Grant (PDG) for children in care and advice has been sent to schools to inform them of process to access PDG for children in care. A multi-agency process is involved requiring school and education social workers to work in collaboration to complete Individual Development Plan (IDP) and identify possible spend, which is then approved by LACE. Advice has been given to schools advising consideration of enhancing the experiences of children in care pupils, e.g. becoming involved with the music service, accessing extra-curricular activities, encouraging involvement in sport, sponsoring school visits
- The Education Psychology Service (EPS) and advisory teacher for behaviour have delivered training to all schools on attachment. Inclusion Services have promoted to schools achieving attachment friendly status. Psychologists within Social Services have jointly delivered training with Education to schools and foster carers

Exploration of alternative models of dementia care, in conjunction with partner agencies

Below are examples of:

1. Partnership work regarding Dementia Friendly City Accreditation process,
 2. Joint Delivery Plans for rolling out Dementia Friends Awareness Training
 3. Service User and Carer Engagement
- Newport City Council is working towards national accreditation as a Dementia Friendly City in partnership with Alzheimer's Society. Public launch event to be held June 4th 2015. We have worked to ensure the right local structure is in place to maintain a sustainable dementia friendly community by developing a local Multi Agency Partnership Dementia Action Alliance. This sub group of Newport's Older Persons Action Group (NOPAG) contains membership from Local Authority, Health Board, Public Services, Third Sector, Community and private Businesses.
 - We have developed a Dementia Delivery Plan to raise awareness about dementia in key organisations and businesses within the City by rolling out Dementia Friends Awareness and Champion Training. Since April 2014 we have trained 574 people over 22 sessions and this is set to increase with a partnership approach to joint delivery from April 2015 which includes police service and local business such as Shops, Banks and Office for National Statistics.
 - As part of the Council's commitment to quality assurance, we are working towards developing a strong voice for people with dementia and their carers by engaging

Forums and focus groups and formalising links with Memory Café and carers groups. Community Connectors have been working closely with these and participants of dementia friendly initiatives, to analyse the key issues that need addressing and investing in what is already working well.

- We are working with Dementia Care Matters to develop the Butterfly scheme in two of our residential homes. Spring Gardens will be undergoing a baseline assessment shortly to determine the quality of the dementia care already provided and to identify additional work that needs to be undertaken before obtaining the full Butterfly accreditation; following an assessment by the charity, Blaen y Pant is currently developing the Dementia Care Matters house hold approach to the day to day life of the home.
- As part of the council's commitment to developing the city as a dementia friendly community, we are systematically training care staff to be dementia friends and dementia champions; we already have a number of champions working with Santander and other locally based businesses to raise aware of dementia.

a) Getting help

The Council should understand the reasons behind the poor uptake of support to carers, and take effective action in response

- 100% of young carers identified were offered and took up services during the year
- As at February 2015 all recognised carers have been offered the option of a review of their needs as a Carer. On that basis we will exceed our target on this indicator.
- We are looking to identify a different way of recording services for carers. Currently we record services offered primarily against the record of the cared for person, e.g. if someone has respite care in a care home then this is recorded as a service to them and not to the carer, however the respite is in place to support the carer and maintain that role. In 2014/15 we have not changed our recording approach but we will consider different approaches as we prepare for the implications of the Social Services and Wellbeing Act.
- We have also employed Carers Connectors as part of ICF funding. This will further support carers in the community by providing advice and information and connection with community services available to support people.
- The Council should ensure that care plan reviews for users of Adult services are completed in line with statutory requirements and our performance data shows that our performance on care plan reviews is also improving. We have a target set for 75% for 2014/15. The performance for 2013/14 was 64%. It must be noted that achieving the target for 2014/15, although an improvement, will result in performance below the expected Welsh Average. However, it was important to improve performance but to sustain longer term improvement. The target for 2015/16 will be set above the Welsh Average as it stands currently and this will further improve our approach to this crucial aspect of our business.
- During 2014/15 we continue to find new ways of working to make our systems and the processes more efficient. We have held a series of practice workshops in December 2014 where we have identified ways to improve efficiency of practice and the way we allocate work to frontline social workers. By 31st March 2015 we will have agreed our pathway for people needing Adult services and will refine the

staffing structure to deliver that. This links to our vision within the commissioning strategy, so is part of our longer term objectives.

- The approach we are taking will ensure that people are responded to in a proactive and not reactive basis. This is achieved by improved planning of review activity, and the targets set outline our commitment to getting this right.

b) The services provided

Ensure that key aspects of its services to children in care, including timeliness of initial core group meetings, pathway planning, allocation of personal advisors and the level of re-referrals, together with assessments for young carers are enhanced

- The timeliness of core group meetings remains a challenge with only 55.6% of meetings happening in a timely manner (Wales average is 90%).
- There has been considerable improvement in the completion of pathway plans (97%) which is a 10% improvement on last year and better than the Wales average of 89.2%. The allocation of personal advisors however remains an area requiring improvement – the allocation rate is 73.9% against a Wales average figure of 85.6%.
- Re-referral rates are much improved and just above the Wales average rate, assessment rates for young carers is 100% and the proportion that receive services is also 100% which is considerably better than the Wales average of 85.9% And 80.1% respectively.

Take effective action to reduce delayed transfers of care (DTC)

- The performance data that our performance on DTC has improved significantly on the 2013/14 outturn position of 11.51/1000. As at December 2014 we had a DTC level of 4.5/1000 and we set a target for 2014/15 of 6/1000. Reaching target for this year will leave us above the Welsh average but with a significant improvement level. We will be setting a further improvement for 2015/16 to 4/1000 of the population.
- We have improved our position based on improved team management and direction for the hospital discharge social workers and the development of the processes which support efficient and effective assessment.
- We introduced a social care hub team to work closely with discharge liaison and bed management at the RGH. We now ensure a first assessment where applicable is responded to within 24 hours
- As part of the hub arrangement and our strategic discussions with ABHUB we piloted a single referral process with the wards at RGH. This pilot across older person's wards was designed to cut out duplication of referrals which previously were sent to therapists and social workers and led to disjointed care coordination of discharge. The pilot has improved work flow for people requiring assessment who are medically fit for discharge. The pilot is now being extended across all wards at RGH so should further improve referral processing.
- We continue to work closely with therapist services, Frailty, the third sector and the community teams to ensure we respond to people in the hospital in the best way to facilitate speedy and safe discharge.
- We have also improved the validation process to agree the correct reason for someone being delayed in hospital. This has improved working arrangements with ABHUB and improves the data reporting for this important area of our business. The

position improved significantly on 2013/14 as noted above and we will both sustain this and improve further in 2015/16.

- We will ensure timely and effective completion of assessment and care planning for older adults, in order to inform the delivery of care needed to meet complex individual need. Performance data that our performance on care plan reviews is also improving. We have a target set for 75% for 2014/15. The performance for 2013/14 was 64%. It must be noted that achieving the target for 2014/15 although an improvement will result in performance below the expected Welsh Average. However, it was important to improve performance but to sustain longer term improvement. The target for 2015/16 will be set above the Welsh Average as it stands currently and this will further improve our approach to this crucial aspect of our business.
- During 2014/15 we continue to find new ways of working to make our systems and the processes more efficient. We have held a series of practice workshops in December 2014 where we have identified ways to improve efficiency of practice and the way we allocate work to frontline social workers. By 31st March 2015 we will have agreed our pathway for people needing Adult services and will refine the staffing structure to deliver that. This links to our vision within the commissioning strategy so is part of our longer term objectives
- The approach we are taking will ensure that people are responded to in a proactive and not reactive basis. This is achieved by improved planning of review activity and the targets set outline our commitment to getting this right.

c) Effect on people's lives

Enhance outcomes for children leaving care, following re-shaping of After Care/16+ teams

- We are in contact with 100% of children leaving care during the year already. Above target, Welsh average, benchmark and last year's performance.
- There were 89.5% of children who had left care and found suitable accommodation and this compares to a Wales average of 92.7%. The figure is distorted by a young person currently serving a custodial sentence. Prison is not suitable accommodation.
- Our performance on children leaving care who are in appropriate education, training or employment is above target at 63.2% (Target 55%) and above last year's Welsh average, benchmark group

Ensure maintenance /improvement of outcomes for users during the on-going re-shaping of adult services

- The Social Services and Wellbeing Act will require an outcome focussed approach and reporting against that. We will develop our qualitative collation from the guidance so that we are consistent across Wales.
- We have developed an action plan with Gwent colleagues to deliver an integrated assessment which is also outcome focussed. This is planned to be delivered in 2015/16.
- We will complete an annual questionnaire for Adult services clients so will be able to judge that we are meeting outcomes.

Specific evaluation of work of Disabled Children's Team

- Work to measure outcomes for disabled children has been put on hold pending the outcomes framework within the Social Services and Wellbeing (Wales) Act, and also the need for specific support to carry out this piece of work.

d) Delivering Social Services

Ensure that the resources identified for additional children's social work posts are effectively targeted at areas of most pressing need, including core group meetings. On-going turnover of staff in front line social workers, and impact of NQSW on morale and outcomes for children/young people

- The resolution of Total Reward is due early this year. This will ensure we are able to advertise posts with long term remuneration. While the market supplement has assisted the temporary nature has still for some individuals swayed them to accepting alternative posts.
- Overall recruitment and retention has improved for social workers. Most recent vacancies have arisen as a result of staff leaving for positive reasons – maternity and adoption leave, promotion, moving to be nearer families. There has been an encouraging trend of student social workers choosing to stay in Newport in frontline teams because they recognise the quality of the support and training offered. Similarly there have been appointments of agency staff to permanent posts because of the quality of the support and structures.
- Steps have been taken to ease some of the administrative demands made on staff in Child Protection and Duty and Assessment team:
 - Single assessments for placements.
 - A unifying planning and reviewing structure is currently being drawn together.
 - The appropriate movement of certain aspects of work to the fostering teams and the Looked After Children teams has eased some of the workload pressure.
- Work is underway to address issues of inappropriately shared floor space within the Information Station, but the concerns in respect of parking continue to preoccupy social workers, and while remedies are being sought this is likely to require on-going work.
- The website for Children's Services vacancies has been very well received and the new induction process has received extremely positive feedback.
- Current average caseloads, excluding Senior Practitioners, are 15 for Child Protection and 20 for Duty and Assessment.
- Recruiting team managers is still a considerable challenge. However, the slow movement of some staff from social workers to Senior Practitioner posts is encouraging. There are no issues in recruiting social work assistants.
- The teams have a positive view of themselves and the Looked After Children teams have seen significant improvement in workforce stability. Vacancies are now the exception rather than the norm. Caseloads are currently standing at 17. A change in rooms for the teams has improved morale and focussed the teams more effectively on their areas of responsibility.
- The Disabled Children's Team is carrying the highest caseloads with an average of 23. There have been challenges in filling posts, and whilst more recently this has improved it is still of concern and requires further attention.

- The Scrutiny Task Group has undertaken an examination of the recruitment and retention of social workers, and an updated report is due to be shared shortly.
- There are some recent good examples of social workers staying and moving into senior posts and as team managers. In addition positive examples of agency workers choosing to apply and take permanent posts are very encouraging.
- Some changes, for example provision of vending machines and regular meetings with senior managers, have been directly implemented following consultations with staff.
- Changes in social work education are being addressed with staff from the training unit to build an offer to social workers to ensure professional development through the new pathways.

Effective alignment of IT implementation projects to priority areas such as POVA recording and financial oversight and management (as highlighted in the director's report.

- The new AIS System Safeguarding module became live on 21st April 2015. The benefits of using eSwift (Adults) (AIS) over our old system are set out below:
 - The screens are easier to navigate for the POVA Designated Lead Managers (DLMs)
 - Automatically highlights data errors/ discrepancies in terms of data entry
 - Provides adequate flexibility to enable necessary modifications to be made to meet changing requirements
 - Provides a clear, logical, sequential route through the POVA process
 - Ensures consistency of interpretation and usage across Local Authority Consortium members and it provides automatic links between different screens. Key data is entered once only, automatically populates other key areas of the POVA case
 - All recording is completed on one system instead of some information being recorded on old Swift and AIS and a greater ease of recording information (screens are more user friendly). Reports / WG returns can be produced more efficiently
 - Provides data validation (improved data quality and integrity)
 - Ability to lock down the Safeguarding module to specific users
- There is an, 'Institutional Safeguarding' module that is available to track, monitor and highlight trends of abuse within Care Homes and other Institutions. We believe that this is a really useful resource for the Local Authority but very expensive (£15,000 approx.), plus £3000 maintenance fee every year. We are preparing a business case.

e) Providing direction

Role of Scrutiny in overseeing some areas of performance, coupled with lack of challenge and rigour in relation to the setting and monitoring of internal performance targets

- We are completing the Gwent Scrutiny Challenge project and will use the resulting toolkit to undertake a self-assessment of Overview and Scrutiny in Newport, critically evaluating scrutiny performance and establishing priorities for improvement.
- We include the priorities for improvement in the Scrutiny Annual Report 2014/15, and ensure progress is monitored through the year. Performance against this year's priorities will be evaluated in the Annual Report for 2015/16.

- We are developing the links between Scrutiny and Auditors, Inspectors and Regulators, responding to the research being undertaken at the national level as well as the findings of the Gwent Scrutiny Challenge. In particular, to set up direct contact with local representatives of CSSIW and other regulators to discuss how we can work more closely together, and to agree priorities for improvement and any necessary support.
- We are reviewing work programmes to ensure scrutiny work is focused on key risks and priorities, and can make a positive impact on service improvement and policy development.
- We are continuing to develop the relationship between the Executive and Scrutiny, to include clarification of roles and responsibilities and the links between the scrutiny function and Performance Board. On-going action through year

This page is intentionally left blank



Report

Newport City Council

Part 1

Date: July 2015

Item No: See above

Subject Annual Report of the Democratic Services Committee

Purpose To prepare an annual report of this committee for submission to the Council

Author Chief Democratic Services Officer

Ward All wards

Summary The Local Government Measure requires each county and county borough council to establish a Democratic Services Committee.

The Measure prescribes the functions of the democratic service committee and states that the committee must make a report at least annually to the Council.

The Democratic Services Committee has produced its annual report for 2014-2015 setting out the work of the committee in this past year.

This report also provides evidence that the committee has carried out its required function by reviewing the adequacy of staff to support members.

Proposal To endorse and adopt the content of this annual report

Action by Chief Democratic Services Officer

Timetable Immediate and ongoing

This report was prepared after consultation with:

- Democratic Services Committee
- Chief Executive
- Monitoring Officer
- Head of Finance
- Head of People & Business Change

1. Background

1.1 The Local Government (Wales) Measure 2011 (The Measure) requires the Council to appoint a democratic services committee.

2. Functions

2.1 Members are reminded that the Measure prescribes the functions of the democratic service committee as:

- Designating the Head of Democratic Services:

This was undertaken at the Committee's first meeting in 2013 where the existing post of chief democratic services officer is designated as the statutory role of Head of Democratic Services.

- Keeping under review the provision of staff, accommodation and other resources made available to the head of democratic services in order that it is adequate for the responsibilities of the post: A report elsewhere on the agenda of the Committee provides this analysis
- Making reports, at least annually, to the Council in relation to these matters.
- The DSC cannot perform other functions, apart from overseeing the democratic services functions prescribed in the Measure and, therefore, cannot discharge any dual role (for example doubling-up as a Scrutiny committee)

Members will recall that the City Council agreed to widen the role of the Democratic Services Committee to include the consideration of any proposed amendments to the council's constitution for recommendation to the executive where appropriate and to the council. This was undertaken at the earliest possible stage in Newport. Welsh Government has advised that other Councils should consider a wider role.

3. Provision of staff, accommodation and other resources made available to the Head of Democratic Services

The Head of Democratic Services prepared his annual report to the Democratic Services Committee in which he informs the committee that staff allocated to the Democratic Services and Scrutiny functions provides the Council with a skilled, hardworking and committed working team supporting elected members in their varying roles.

The individuals working in this area clearly provide value for money and each works hard to ensure that elected members needs are met.

The Head of Democratic Services states that the provision by the authority of staff, accommodation and other resources by the Council is adequate to discharge the statutory requirements in relation to Decision Making, Democratic Administration and Scrutiny as they currently exist.

The impact of any changes in statutory requirements, or the needs of members would need to be kept under review and would be the subject of a report to this committee.

Financial Summary

The chair of the democratic services committee is entitled to a special responsibility allowance in accordance with the prescribed members' allowances scheme. There are no specific costs associated with the running of this committee other than those involved in the cost of administration of this and other council functions within the democratic process.

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Non-compliance with the requirements of the Local Government measure	H	L	This report suggests the content of an annual report in line with the requirements of the Measure.	Chief Democratic Services Officer and Monitoring Officer.

Links to Council Policies and Priorities

Consideration of this report meets the requirements of the Local Government Measure.

Options Available

To consider the annual report and to present an agreed version of the report to the Council

To take no action

Preferred Option and Why

To consider the annual report and to present an agreed version to the Council in order to meet the requirements of the Local Government Measure

Comments of Chief Financial Officer

The chair of the democratic services committee is entitled to a special responsibility allowance in accordance with the prescribed members' allowances scheme. There are no specific costs associated with the establishment of this committee other than those involved in the cost of administration of this and other council functions within the democratic process. These can be met by the existing budget

Comments of Monitoring Officer

There are no legal issues arising from the Report. The Annual Report sets out the work of the Committee over the past year and confirms that it has discharged its responsibilities in terms of the democratic services function in accordance with the Local Government (Wales) Measure 2011.

Staffing Implications: Comments of Head of People and Business Change

The Head of Democratic Services states that the provision by the authority of staff, accommodation and other resources by the Council is adequate to discharge the statutory requirements in relation to Decision Making, Democratic Administration and Scrutiny as they currently exist. There are therefore no staffing implications arising at this time

Local issues

There are no local issues as this is matter relating to the democratic process and is for the council as whole to consider.

Scrutiny Committees

This report is an annual report that has to be presented to the Democratic Services Committee and Council.

Equalities Impact Assessment

An Equalities Impact Assessment is not required for this report.

Children and Families (Wales) Measure

The proposals do not relate to children and young people.

Consultation

Statutory Officers have been consulted.

Background Papers

The Local Government (Wales) Measure 2011

Dated: 10 June 2015

Newport City Council Democratic Services Committee Annual Report 2015

1. Introduction

The Local Government (Wales) Measure 2011 (The Measure) requires the local authority to appoint a democratic services committee.

2. Prescribed Functions

The Measure prescribes the functions of the democratic service committee as:

- I. Designating the head of democratic services
- II. Keeping under review the provision of staff, accommodation and other resources made available to the head of democratic services in order that it is adequate for the responsibilities of the post.
- III. Making reports, at least annually, to the council in relation to these matters.

3. A Wider Role for the Committee

When establishing the Committee, the Council considered that the Democratic Services Committee should undertake a wider role than the functions prescribed by the Local Government Measure, as set out above. It was considered that this Committee would provide a forum for discussions on any matters that relate to the Council's Constitution. To this end the function of the Committee was extended to committee to include the consideration of any proposed amendments to the council's constitution for recommendation to the executive where appropriate and to the council.

Welsh Government's subsequent guidance on this part of the Local Government Measure suggests that all Councils consider widening their Committees' role in a similar way.

4. Structure and Membership

The Committee comprises: Councillors: Charles Ferris (Chair), Tom Bond, Emma Corten, Matthew Evans, Debbie Harvey, David Mayer, Jane Mudd, Kate Thomas and Trevor Watkins. This is a politically balanced group comprising members with various roles in the Council and varying levels of experience. This group works well together and shares a joint aim of seeking to improve the way the Council works

Councillors from the various groups have worked together and in a non – partisan way to consider various aspects of the Constitution and other matters that impact on the governance of the Council

The non- political stance taken by members of the committee has encouraged interesting discussions on the topics presented to the Committee.

Member's skills in reviewing the issues presented to them have been enhanced through experience and will continue in the coming year though further experience and, hopefully, development opportunities,

5. Activities

In the past year we have undertaken a range of activities, including the following. The list provides highlights of the issues we discussed and the views expressed by the Committee

School Organisational Code:

We suggested that existing procedures for School Organisation Proposals where there are no unresolved objections should remain in place and that in cases where there remain unresolved objections to School Organisational proposals, to delegate responsibility for the final decision to the full Cabinet. This was agreed by Council.

Family Absence

Despite comments by the Committee, and – we understand – similar concerns from other authorities, the Family Absence Regulations came into effect from 5 December 2013. This year we were presented with the new regulations and a Supplementary Report has now been issued by the Independent Remuneration Panel in relation to the financial issues surrounding these regulations. We recommended to Council to amend Standing Orders and the Constitution to reflect the requirements of these regulations in relation to:

- Maternity Absence
- Newborn Absence
- Adopters Absence
- New Adoption Absence
- Parental Absence

This was agreed and actioned

Statutory Guidance to the Independent Remuneration Panel for Wales in relation to the salaries of Local Authority Chief Executives

We considered draft guidance from the Independent Remuneration panel and responded saying we agreed that the Guidance was in keeping with the provisions of the Local Government Democracy (Wales) Act 2013.

Broadcasting / Webcasting of Meetings

We kept up to date on progress and agreed a form of words to be used in meetings and in documents ensuring that all elected members and members of the public attending the relevant meetings are aware that the broadcast is taking place. We also agreed advice for those speaking at meetings that are being broadcast.

Local Authorities (Standing Orders) (Wales) (Amendment) Regulations 2014

We agreed revisions to the Council's Standing Orders to meet the requirements of the above mentioned Regulations that came into force on 1 July 2014 as agreed by the Council

Council Agenda: Hard Copy

We agreed that only items for decision are circulated with the hard copy of the agenda. This has been implemented

Receipt of Petitions

We agreed a process for dealing with petitions and tried to identify the various occasions on which petitions may be received

Evaluation of Executive and Scrutiny Arrangements

We considered the results of the independent survey and recommended the Executive and Scrutiny Improvement Group may wish to consider where identified best practices can be considered for use in Newport's decision making processes

Modern.gov

We were informed about progress on the new method of storing documents and preparing agenda papers, reports, decisions and minutes and suggested an all – member briefing. This was agreed and the briefing took place

Member Development

Following a recommendation by this Committee, during 2014, all councillors were invited to have a Personal Development Review, to provide information towards the development of a relevant and appropriate training programme for members. Twenty councillors arranged to attend a Review meeting.

The results of the Review highlighted a need for training and development in a range of IT skills, interpersonal skills and Council or Committee related skills and knowledge. There was a further requirement for where to find general information which will be addressed by a briefing or hand-outs.

It was agreed some training needs may be met in-house at little or no cost, either offering members places on existing Newport City Council courses, or providing a course specifically for councillors. They will also be directed towards e-learning opportunities. Where there is a need for a particular external course, the cost of the training will be considered against the resources within the Members Development budget.

The WLGA were approached to see if there are relevant courses available at no cost which may be shared between Local Authorities, although it was recognised that this option may no longer be available due to funding cuts.

6. The Coming Year

We will need to continue our work in reviewing any proposals for amendments to the council's constitution for recommendation to the executive where appropriate and to the council.

Issues relating to the constitution and any proposed amendments arising from the Corporate Assessment will need to be considered by this committee.

7. Can I attend Meetings of the Democratic Services Committee

Yes – all of our meetings are open to the public, except for specific items in exceptional circumstances. Dates of forthcoming meetings, agendas, reports and minutes are available on the Council website

8. Who do I contact if I want to know more?

If you wish to find out more about the Democratic Services Committee please visit our website: where you will find an online contact form or email us at info@newport.gov.uk

Councillor Charles Ferris
Chair of the Democratic Services Committee

Richard Jefferies
Chief Democratic Services Officer



Report

Council

Part 1

Date: 28 July 2015

Item No: See above

Subject **National Non-Domestic Rates: Discretionary Relief: Wales Retail Relief Scheme 2015-16**

Purpose The purpose is for Council to resolve to adopt the Welsh Government's Wales Retail Relief Scheme for 2015-16.

Author Head of Finance

Ward All

Summary The Welsh Government has made available grant funding for billing authorities to continue in 2015-16 the Wales Retail Relief Scheme that was first introduced in 2014-15 and benefitted 343 businesses in the Newport area. The funding for 2015-16 amounts to a maximum of £691,814 and a similar number of businesses are expected to benefit from reduced Rates by way of Discretionary Relief. The value of the maximum relief per qualifying business premises increases from £1,000.00 in 2014-15 to £1,500.00 in 2015-16.

Proposal It is proposed that the Council resolves to adopt the Welsh Government's Wales Retail Relief Scheme for 2015-16 by making the appropriate determination and decision, as required by Sections 47(1)(a) and 47(3) respectively of the Local Government Finance Act 1988, and set out in the Appendix to this report.

Action by Head of Finance to implement the Scheme and make discretionary awards using delegated powers.

Timetable Immediate

This report was prepared after consultation with:

- Head of Law & Regulation
- Head of People & Business Change
- Head of Regeneration, Investment & Housing

Signed

Background

The Welsh Government has made available funding to billing authorities to continue in 2015-16 the Wales Retail Relief Scheme that was first introduced in 2014-15. The Council's allocation of funding amounts to a maximum of £691,814. The Scheme sets out the various categories of retail premises that will benefit from relief. These are detailed in the Appendix, but broadly the premises included are those that have a rateable value of £50,000 or less; are occupied; and are wholly or mainly used as shops, restaurants, cafes and drinking establishments. (These categories are intended to cover premises that are being used for the sale of goods and/or services, or food and/or drink, to visiting members of the public).

The means of making the awards of Rate relief is the Council's discretionary powers under section 47 of the Local Government Finance Act 1988. The Council is required to make a formal determination (Section 47(1)(a)) and decision (Section 47(3)) to adopt the scheme so that this discretionary power may be exercised by the Head of Finance under delegated powers. The Council is reimbursed for the Rates income foregone as a result of the Scheme when calculating monies to be paid over to the Welsh Government 'pool'.

The Wales Retail Relief Scheme forms part of a package of Welsh Government measures available to support business and reflects the Business Rates Panel's advice that Wales should maintain a competitive business rates regime. The extension of the scheme for 2015-16 sits alongside other recent decisions in that context, such as the extension of the Small Business Rates Relief Scheme until March 2016.

In 2014-15, 343 awards of Retail Relief were made to Newport businesses, at a maximum of £1000.00 per premises. A total of £291,770 was awarded. In 2015-16, the maximum award increases to £1,500.00 and it is expected that a similar number of businesses will benefit. Ratepayers are required to apply in writing and invitations will be sent to all premises that appear, from their Valuation Office Agency description code, to qualify. Awards must be made by 31 March 2016.

There are no staffing implications within Finance. The work can be handled within existing resources.

Financial Summary

There are no direct financial implications to the Council in adopting the scheme. The full value of discretionary awards is reimbursed by the Welsh Government, along with a small administration grant to cover expenses such as printing and postages for the application and billing procedures.

Risks

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Failure to implement the scheme will result in Newport ratepayers being financially disadvantaged	H	L	Adoption of the scheme will allow relief awards to be made and rate bills reduced.	Head of Finance

Links to Council Policies and Priorities

The adoption of the schemes fits with the Council's aims to improve the local economy, and the well-being of its citizens.

Options Available

- Adopt the Wales Retail Relief Scheme
- Decide not to adopt the Scheme

Preferred Option and Why

- Adopt the Scheme so that as many retailers as possible may benefit from reduced Rates bills.

Comments of Chief Financial Officer

There are no financial implications to the adoption of the Welsh Government's Retail Relief Scheme for 2015-16. Any spend is fully reimbursed by the Welsh Government.

Comments of Monitoring Officer

The proposed discretionary rate relief scheme is in accordance with the Council's statutory powers under Section 47 of the Local Government Finance Act 1988. The Wales Retail Relief Scheme is fully funded by Welsh Government but the Council needs to resolve formally to adopt the scheme locally and to make the necessary determinations regarding the criteria for the award of discretionary relief. This is a non-executive function which is reserved to full Council but the Head of Finance will then administer the scheme in accordance with the officer scheme of delegation.

Staffing Implications: Comments of Head of People and Business Change

There are no staffing implications.

Comments of Cabinet Member

The Cabinet Member for Human Resources and Assets has approved this report for consideration by Council.

Local issues

None

Scrutiny Committees

n/a

Equalities Impact Assessment

Once adopted, the Council is obliged to comply with the Welsh Government's rules in applying the Scheme. These are detailed on the Appendix.

Children and Families (Wales) Measure

n/a

Consultation

n/a

Background Papers

The Welsh Government's Guidance on the 2015-16 Scheme is available at
<http://gov.wales/topics/businessandeconomy/policy/150428-wales-retail-relief/?lang=en>

.
Dated: 14 July 2015

APPENDIX

Resolution

- (a) The Council determines that, unless hereditaments are excepted under (b) below, Section 47(1)(a) (discretionary relief) of the Local Government Finance Act 1988 will apply as regards the hereditaments described in 'The Scheme' in accordance with the rules described in relation to those hereditaments.

It is reasonable for the Council to make this decision having regard to the interests of persons liable to pay council tax set by the Council.

- (b) Relief is not available under this resolution in respect of any hereditament which is occupied by -
- the Welsh Ministers, a Minister of the Crown or government department,
 - any public authority (including any local authority),
 - the holder of any public office, or
 - the Crown
- (c) The Council decides, under Section 47(3) of the Local Government Finance Act 1988, that during the billing year 2015-16 'The Scheme' shall apply to the hereditaments described, and that the Head of Finance use his delegated powers to apply the relief.

The Scheme

1. Properties that will benefit from the relief will be occupied hereditaments with a rateable value of £50,000 or less, that are wholly or mainly being used as retail premises, that is, shops, restaurants, cafes and drinking establishments.
2. For the purposes of the scheme, "shops, restaurants, cafes and drinking establishments" will mean as follows (but subject to the other criteria noted):

i. Hereditaments that are being used for the sale of goods to visiting members of the public:

Shops (such as: florist, bakers, butchers, grocers, greengrocers, jewellers, stationers, off licence, newsagents, hardware stores, supermarkets, etc.)

Charity shops

Opticians

Pharmacies

Post offices

Furnishing shops/ display rooms (such as: carpet shops, double glazing, garage doors)

Car/ caravan show rooms

Second hand car lots

Markets

Petrol stations

Garden centres

Art galleries (where art is for sale/hire)

ii. Hereditaments that are being used for the provision of the following services to visiting members of the public:

Hair and beauty services

Shoe repairs/ key cutting

Travel agents

Ticket offices e.g. for theatre

Dry cleaners
Launderettes
PC/ TV/ domestic appliance repair
Funeral directors
Photo processing
DVD/ video rentals
Tool hire
Car hire
Cinemas
Estate and letting agents

iii. Hereditaments that are being used for the sale of food and/ or drink to visiting members of the public:

Restaurants
Drive through/drive in restaurants
Takeaways
Sandwich shops
Cafés
Coffee shops
Pubs
Wine Bars

3. To qualify for the relief the hereditament should be wholly or mainly being used as a shop, restaurant, café or drinking establishment. This is a test on use rather than occupation. Therefore, hereditaments which are occupied but not wholly or mainly used for the qualifying purpose will not qualify for the relief.
4. The list set out above is not intended to be exhaustive as it would be impossible to list the many and varied retail uses that exist. There will also be mixed uses. However, it is intended to be a guide as to the types of uses that the Welsh Government considers for this purpose to be retail. Authorities should determine for themselves whether particular properties not listed are broadly similar in nature to those above and, if so, to consider them eligible for the relief. Conversely, properties that are not broadly similar in nature to those listed above should not be eligible for the relief.
5. As the grant of the relief is discretionary, authorities may choose not to grant the relief if they consider that appropriate, for example where granting the relief would go against the authority's wider objectives for the local area.
6. The list below sets out the types of uses that the Welsh Government does not consider to be retail use for the purpose of this relief.

i. Hereditaments that are being used wholly or mainly for the provision of the following services to visiting members of the public:

Financial services (e.g. banks, building societies, cash points, bureau de change, payday lenders, betting shops, pawn brokers)
Medical services (e.g. vets, dentists, doctors, osteopaths, chiropractors)
Professional services (e.g. solicitors, accountants, insurance agents/ financial advisers, tutors)
Post office sorting office
Tourism accommodation such as B&Bs, hotel accommodation and caravan parks
Sports clubs
Children's play centres

Day nurseries
Outdoor activity centres
Gyms
Kennels and catteries
Show homes and marketing suites
Employment agencies

ii. Hereditaments that are not reasonably accessible to visiting members of the public

7. Accordingly, if a hereditament falls within paragraph 6(i) or (ii) it will be ineligible for relief under the scheme even if there is ancillary use of the hereditament that might be considered to fall within the descriptions in paragraph 2(i), (ii) or (iii)
8. The total amount of government-funded relief available for each property for 12 months under this scheme is £1,500. The amount does not vary with rateable value and there is no taper. There is no relief available under this scheme for properties with a rateable value of more than £50,000. Local authorities may however use their discretionary powers to offer further discounts outside this scheme.
9. The eligibility for the relief and the relief itself will be assessed and calculated on a daily basis. The following formula should be used to determine the amount of relief to be granted for a particular hereditament in the financial year:

Amount of relief to be granted = £1,500 x A/B
Where:
A is the number of days in the financial year that the hereditament is eligible for relief; and
B is the number of days in the financial year.
10. Wales Retail Relief can be provided in addition to Small Business Rates Relief as well as any hardship or discretionary relief awarded by the local authority. The relief will be applied against the net bill after the other reliefs have been applied.
11. Where the net rate liability for the day after all other reliefs but before retail relief is less than the retail relief, the maximum amount of this relief will be no more than the value of the net rate liability. This should be calculated ignoring any prior year adjustments in liabilities which fall to be liable on the day.
12. Ratepayers that occupy more than one property will be entitled to relief for each of their eligible properties, subject to State Aid de minimis limits.

Splits, mergers, and changes to existing hereditaments

13. The relief should be applied on a day to day basis using the formula set out above. A new hereditament created as a result of a split or merger during the financial year, or where there is a change of use, should be considered afresh for the relief on that day.

State Aid

14. State Aid law is the means by which the European Union regulates state funded support to businesses. Providing discretionary relief to ratepayers is likely to amount to State Aid. However Wales Retail Relief will be State Aid compliant where it is provided in accordance with the De Minimis Regulation (1407/2013).
15. The De Minimis Regulation allows an undertaking to receive up to €200,000 of De Minimis aid in a three year period (consisting of the current financial year and the two previous financial years).

Calculation examples

Example 1 – An occupied shoe shop with a rateable value of £40,000

Rateable Value = £40,000

Rates due (excluding any reliefs) = £40,000 x 0.482 = £19,280

Minus 12 months Wales Retail Relief = £19,280 - £1,500 = £17,780

Rates due (including Wales Retail Relief) = **£17,780**

Example 2 – A shoe shop with a rateable value of £40,000 that is unoccupied between 1 April 2015 and 30 September 2015 and is then occupied until 31 March 2016.

Rateable Value = £40,000

Rates due (excluding any reliefs) = £40,000 x 0.482 = £19,280,

Minus 3 months (no empty rates payable) = £40,000 x 0.482 x 91/365 = £4,806.79

Minus 6 months Wales Retail Relief (01/10/15-31/03/16)

= £1,500 x 182/365 = £747.94

Total due for year = **£13,725.27**

Example 3 – An occupied shoe shop with a rateable value of £10,000 that is in receipt of small business rate relief of £473 per year.

Rateable Value = £10,000

Rates due (excluding any reliefs) = £10,000 x 0.482 = £4,820

Minus small business rate relief of 10% = £4,820 - £482 = £4,338

Minus 12 months Wales Retail Relief = £4,338 - £1,500 = £2,838

Rates due (including all reliefs) = **£2,838**

July 2015



Report

Council

Part 1

Date: 28 July 2015

Item No: see above

Subject **Licensing Act 2003: Revised Statement of Licensing Policy.**

Purpose To seek approval and adoption of the revised Statement of Licensing Act Policy 2015.

Author Public Protection Manager

Ward All

Summary The 2003 Act required the Council to prepare and publish a Statement of Licensing Policy before carrying out any function in respect of individual licence applications made under the 2003 Act. Additionally, the Act requires the Council to revise and republish the Policy at 5 yearly intervals. The current SLP is effective for the period 2011 - 2016 and the Council is therefore required to revise and republish the Statement of Licensing Policy no later than 7 January 2016. Statutory and non-statutory consultation must also take place prior to the Policy being finally determined by the Council, this consultation took place from the 9th February 2015 until 8th May 2015.

The current policy has proved to be entirely satisfactory since its adoption though it felt appropriate to fully revise the policy to make it a more “user friendly” for the Licensing Authority, Responsible Authorities, Business and other person defined in the Act. The proposed policy also is revised to take in consideration the changes in Licensing Act 2003 legislation and guidance since 2010/11.

The Licensing Committee considered the revised statement before and after its period of public consultation and at its meeting on 2 June 2015, recommended to Council that the revised the policy be adopted. This recommendation is supported by the Cabinet Member for Regulatory Functions.

Proposal That Council approves and adopts the revised 2015 Statement of Licensing Policy Licensing under the Licensing Act 2003.

Action by Head of Law and Regulation

Timetable Immediate

Signed

Background

1. Section 5 of the 2003 Act requires a licensing authority to prepare and publish a statement of its licensing policy every five years. Such a policy must be published before the authority carries out any function in respect of individual applications made under the terms of the 2003 Act. During the five year period, the policy must be kept under review and the licensing authority may make such revisions to it as it considers appropriate, for instance in the light of feedback from the local community on whether the statutory objectives are being met.
2. The Guidance issued under the Licensing Act states that before determining its policy for any five year period, the licensing authority must consult the persons listed in section 5(3) of the 2003 Act. These are:
 - the chief officer of police for the area;
 - the fire authority for the area;
 - persons/bodies representative of local holders of premises licences;
 - persons/bodies representative of local holders of club premises certificates;
 - persons/bodies representative of local holders of personal licences; and
 - Persons/bodies representative of businesses and residents in its area.
3. The policy must be endorsed and approved by full Council prior to its coming into force on 7 January 2016.
4. The Current policy has been in operation for just over 4 years and it has proved extremely satisfactory and has guided applicants, officers, and more importantly, the Licensing Committee, in the consideration and determination of applications. Though the policy has changed over the last 10 years the core of the policy still reflects the Council original policy brought into force in 2004.
5. As such it felt appropriate to fully revise the policy to make the policy more user friendly for applicants and those persons wishing to make representations regarding applications. Also to ensure the Policy complies with updated Guidance and regulations from the Home Office. The Policy has been developed in conjunction with all five Gwent Authority's over the last six months though each individual council policy has being adopted to meet the requirements of each individual area, a copy of the draft policy is found in the Appendix.
6. The revised Policy was presented to the Licensing Committee on the 3rd February 2015. The Licensing Committee debated the policy and agreed that the policy should to go out to formal consultation.

7. Consultation

The formal consultation ran from the 9th February 2015 until 8th May 2015. It was advertised on the Council website, alongside being "tweeted". A letter/ email were also sent to the following Trade associations: Association of Licenced Multiple Retailers, British Beer and Pub Association, British Institute of Inn Keeping, Licensed Victuallers' Association, and National Pub Watch. The letter was also sent to a number of breweries and companies who hold multiple licences within Newport, neighbouring local authorities and all Newport Licensing Act responsible bodies.

The policy changes were also presented to the City PubWatch members and to the Newport Problem Premises Group (whose membership includes all the Licensing Act Responsible Bodies).

The Authority received no comments regarding the proposed revised policy.

Following this period of public consultation, the revised Statement was once more presented to the Licensing Committee on 2 June 2015, whereupon it was agreed to recommend that Council adopt it.

8. Financial Summary

The revision of the Statement of Licensing Policy is a statutory function. The costs in carrying out the revision, including the consultation process, will be covered by the Licensing Act 2003 fees. There will be no income generated by the revision of the policy

9. Risks

The Council in carrying out its function as Licensing Authority has a statutory duty to revise its Statement of Licensing Policy every 5 years. The next revision must be published and effective no later than 07 January 2016. Prior to adoption of the policy by Council, the Licensing Committee is required to recommend to Council the adoption of the policy, if the Committee do not recommend adoption the policy may not be able to be adopted by the 7th January 2016.

Risk	Impact of Risk if it occurs* (H/M/L)	Probability of risk occurring (H/M/L)	What is the Council doing or what has it done to avoid the risk or reduce its effect	Who is responsible for dealing with the risk?
Policy will not be adopted by 7 January 2016	H	L	The policy has been out for consultation with a view to it being presented to Full Council for adoption.	Public Protection Manager

* Taking account of proposed mitigation measures

Links to Council Policies and Priorities

- 10 Ensuring that this work is completed as required by statute will support the following Council Policies and Strategies:

Newport City Council's Corporate Plan "Standing Up for Newport" 2012-2017 (Relevant priorities: "A Safer City").

Newport City Council Improvement Plan 15/16 (Relevant Objective: "Making City Centre Safer")

Newport's Single Integrated Plan April 2013 (Relevant themes: "To be a prosperous and thriving city"; "To have a better quality of life"; "To have vibrant and safe communities").

Options Available

11. Having regard to the Council's statutory obligation to revise the Statement of Licensing Policy, Council may decide:
- (a) That the revised 2015 Statement of Licensing Policy under the Licensing Act 2003 (Appendix) be adopted.
 - (b) To propose significant amendments to the revised Statement of Licensing Policy and then undertake a further 3 months' consultation.

Preferred Option and Why

12. The preferred option is 11(a): the revised policy builds on the previous Statement of Licensing Policy, but reflects the changes in legislation and guidance, whilst making the Policy easier to follow. The Policy is required to be approved by Council and this decision will allow it to be approved within the legislative timescale of 7 January 2016.

Comments of Chief Financial Officer

The requirement for Local Authorities to revise the Act and republish the Policy at five yearly intervals has been noted. The revision of the Statement of Licensing Policy is a statutory function and the costs associated, including the consultation process, will be covered by the Licensing Act 2003 fees. There will be no new income generated by the revision of the policy.

Comments of Monitoring Officer

The Council has a statutory duty under Section 5 of the Licensing Act 2003 to review and republish its Statement of Licensing Policy every 5 years. Therefore, the current policy needs to be formally reviewed and republished by January 2016. The draft revision of the Policy reflects changes in legislation and statutory guidance since the last statement was published, in particular the changes made by the Police and Social Responsibility Act, and are also consistent with the current guidance issued by the Secretary of State under Section 182 of the 2003 Act. However, apart from these legislative updates and making the policy more “user friendly”, the Licensing Statement remains broadly the same. The Licensing Committee has previously agreed that the draft Statement should be the subject of prior consultation and the Council has consulted various responsible authorities, as required by the legislation, and also the public generally. No adverse comments or objections have been received. Therefore, the Licensing Committee has now recommended the approval of the revised Statement by Council. Because the revised Statement of Licensing Policy is part of the Council’s policy framework under the Constitution, it will need to be formally approved and adopted by full Council prior to January 2016.

Staffing Implications: Comments of Head of People and Business Change

The report relates to the draft Statement of Licensing Policy and there are therefore no staffing implications. The draft Statement has been developed following consultation and in line with the 2003 Act and takes account of current policy and strategy.

Comments of the Cabinet Member for Regulatory Functions

I am satisfied that the 2015 Statement of Licensing Policy has been revised appropriately and support the recommendation that Council adopts it.

Appendix

Appendix –Revised Statement of Licensing Policy under the Licensing Act 2015

Background Papers

Licensing Act 2003

Section 182 Guidance

LGA Best Practice Framework for the Review of Licensing Policy Statements October 2012

NEWPORT CITY COUNCIL CYNGOR DINAS CASNEWYDD

Licensing Act *Deddf Drwyddedu 2003*



Statement of Licensing Policy
Datganiad Polisi Trwyddedu 2015



Contents

1.	Introduction	3
2.	Profile of the city	4
3.	Licensing Committee	4
4.	Fundamental principles	5
5.	Zoning and licensing hours	6
6.	Commercial demand	7
7.	Alcohol harm /irresponsible drinks promotions	7
8.	Drugs	8
9.	Licensing objectives	8
10.	Prevention of crime and disorder	9
11.	Prevention of public nuisance	9
12.	Public safety	10
13.	Protection of children from harm	10
14.	Right to make representations	10
15.	Responsible authorities	11
16.	Representations from “other persons”	12
17.	Integrating strategies	12
18.	Relationship with planning process	13
19.	Avoiding duplication	14
20.	Personal alcohol licence	14
21.	Premises licences.	15
22.	Club premises certificate	15
23.	Temporary event notices	15
24.	Sale and supply of alcohol	16
25.	Regulated entertainment	17
26.	Live music, dancing and theatre	17

27.	Exemptions	17
28.	Administration / Application procedures	17
29.	Completing an application / operating schedules	18
30.	Conditions	19
31.	Applications where representations are received	19
32.	Exercise and delegation of functions	22
33.	Reviews of licences	23
34.	Cumulative impact policy	24
35.	Newport City Centre cumulative impact policy	26
36.	Early morning restrictions orders	26
37.	Hearings	27
38.	Appeals	27
39.	Implementing the decision of the Magistrates' Court	28
40.	Enforcement	28
41.	Fees generally	28
42.	Licence suspension for non-payment of annual fee	29
43.	Late night levy	29
44.	Further information	30
	Appendix A - Code of good practice for licensed premises	31
	Appendix B - Map of city centre cumulative impact area	46
	Appendix C - Responsible bodies- contact details	47

1. Introduction

- 1.1** The Licensing Act 2003 requires the Council, in fulfilling its role as the Licensing Authority, to publish a "Licensing Policy" that sets out the policies the Council will generally apply to promote the licensing objectives when making decisions on applications made under the Act. This is that statement of policy prepared in accordance with the provisions of the 2003 Act and the latest version of Home Office Guidance issued under section 182 of the Act.
- 1.2** Newport City Council ("the Council") is the Licensing Authority under the Licensing Act 2003 and is responsible for granting premises licences, club premises certificates, and personal licences in respect of the sale and/or supply of alcohol and the provision of regulated entertainment and late night refreshment. Throughout the document, the Council will be referred to as the Licensing Authority, where appropriate to prevent confusion between this role and the other functions carried out by the Council.
- 1.3** This policy sets out how applications for licences, which are required by the Licensing Act 2003, will be considered by the Licensing Authority.
- 1.4** In developing this licensing policy, the guidance of Home Office and Local Government Associations has been taken into account wherever possible. Where appropriate, the policies of other Gwent local authorities have also been taken into account, in order to achieve uniformity wherever possible and to help ensure the integration of the various policies over a wider geographical area. Other corporate policies adopted by the Council have also been taken into account, and these will be referred to throughout this document as appropriate.
- 1.5** Each application will be considered on its individual merits, and in the light of this Policy.
- 1.6** The Licensing Authority acknowledges that it may need to depart from this Policy and from the guidance issued under the Act in individual and exceptional circumstances, where the case merits such a decision, in the interests of the promotion of the licensing objectives. Any such decision will be taken in consultation with the appropriate legal advisors for the Licensing Authority, and the reasons for any such departure will be fully recorded.
- 1.7** The licensing policy will not seek to regulate matters which are provided for in any other legislation and will seek to complement such regimes e.g. planning, health and safety, employment rights, fire safety, etc.
- 1.8** The Licensing Authority wishes to encourage licensees to provide a wide range of entertainment activities in Newport throughout their opening hours and to promote live music, dance, theatre, etc. for the wider cultural benefit of the community.
- 1.9** This Licensing Authority will update and publish a new Licensing Policy whenever necessary but in any case within five years of the date of this Policy, and will fully consult with partners, trade associations and residents groups as appropriate at that time. Any representations received will be considered at that time. However where updates are required due to changes in national legislation, statutory guidance or contact details the council reserves the right to amend this policy without consultation where it is necessary to ensure the policy reflects national legislation or statutory guidance.

1.10 This policy revision takes into account the changes made to the Licensing Act 2003 by:

- The Police Reform and Social Responsibility Act 2010
- The Live Music Act 2011
- Statutory instruments laid under the above legislation
- Revised Guidance issued under S182 of the Licensing Act 2003

2. Profile of the city

- 2.1** Newport is a multi-cultural city with its own unique atmosphere, where traditional industries sit alongside new electronics and financial service sectors. Standing at the gateway between England and Wales, Newport covers a geographical area of just over 73.5 square miles, with a population of 145,700 persons and is a vibrant, forward-thinking city steeped in a rich industrial heritage, dating from the nineteenth century when its important strategic location was first recognised. After losing some of its core industries, the city is successfully proving that it can re-establish and adapt itself as a centre of modern industry and commerce.
- 2.2** The face of Newport is changing dramatically with a number of exciting new developments underway. Completed projects and investments have already delivered huge transformation for the city including a world class university campus, state of the art business premises, a new railway station, revamped market, new bus station, iconic architecture and a new waterfront district providing riverside homes and leisure opportunities. These schemes, as well as new investments and recent announcements mean investments totalling £250 million are giving a fresh momentum to the city's regeneration. Construction of Friars Walk, Newport's new retail and leisure scheme is underway and will be completed in later half of 2015. This coupled with the city ability to successfully hold international events like the NATO conference and Ryder Cup highlights that the city is open to business.
- 2.3** There are approximately 500 premises licensed to sell alcohol either on or off the premises, and a further 100 premises providing late night refreshments and/or takeaways which are licensed under the Licensing Act 2003. The City Centre is very compact in nature and has very high density of licensed premises in and around High Street, Market Street and Cambrian Road, many of which operate well into the early hours of the morning.
- 2.4** The Council recognises a vibrant, Safe, Clean and well managed night economy can go a long way to boosting the local economy through attracting visitors and stimulating a hive of culture and creative activity in the local community. Evidence suggests that city's centre with lively streets and people moving around in them make people feel safe. However, this relies on a controlled and managed approach to evening and night economy. Uncontrolled growth focused on a heavy drinking culture can lead to negative consequences related to crime, disorder and anti-social behaviour.

3. Licensing Committee

- 3.1** The Council has appointed a Licensing Committee in accordance with its constitution.
- 3.2** A Licensing Committee shall establish Sub-Committees consisting of three Members of the Committee, to consider applications where representations have been received from any person and/or Responsible Authorities.

- 3.3** In the interests of good governance, where a Councillor who is a Member of a Licensing Committee or a Licensing Sub-Committee has had a direct or indirect pecuniary or personal interest in any matter before them they will be disqualified from any involvement in the decision-making process affecting the premises licence. A Councillor will not sit on a Sub-Committee to consider an application within their 'Ward'.
- 3.4** If the Licensing Sub-Committee comprises fewer than three members, then it will have to refer matters to the Licensing Committee to action.
- 3.5** If the Licensing Committee comprises fewer than the quorum of three members, then it will have to refer matters to the 'Licensing Authority' [the Council] to action.
- 3.6** Every determination of a licensing decision by the Licensing Committee or a Licensing Sub-Committee shall be accompanied with the rationale for the decision. A summary of the decision shall be posted on the Council's website as soon as practicable after the decision has been made, where it will form part of the statutory licensing register.
- 3.7** The Council's Licensing Officers will deal with all licence applications where either no relevant representation has been received, or where representations have been received and it is agreed by the parties that a hearing is not necessary.
- 3.8** The Council will ensure that Members and relevant officers are appropriately trained to carry out their duties under the Act.
- 3.9** Matters in respect of the Licensing Act 2003 are to be dealt with as specified in the Council's scheme of delegation under its constitution.

4. Fundamental Principles

- 4.1** Licensing is about the control of licensed premises, qualifying clubs and temporary events within the terms of the 2003 Act, and conditions may be attached to licences, certificates and permissions that will cover matters which are within the control of individual licensees.
- 4.2** When considering these conditions, the Licensing Authority will primarily focus on the direct impact of the activities taking place at licensed premises on members of the public living, working or engaged in normal activity in the area concerned.
- 4.3** In this respect, the Licensing Authority recognises that, apart from the licensing function, there are a number of other mechanisms available for addressing issues that can occur away from the licensed premises, including:
- Planning controls;
 - On-going measures to create a safe and clean environment in these areas in partnership with local businesses, transport operators and other Council departments;
 - Designation of parts of the City of Newport as places where alcohol may not be consumed publicly (currently there are three such control areas, including the City Centre);

- Frequent liaison with Gwent Police on law enforcement issues regarding disorder and antisocial behaviour, including the issue of fixed penalty notices, prosecution of those selling alcohol to people who are drunk, confiscation of alcohol from adults and children in designated areas and instantly closing down licensed premises or temporary events on the grounds of disorder, or likelihood of disorder or excessive noise from the premises;
- The power of the police, other responsible authorities or interested people to seek a review of the licence or certificate.

5. Zoning and Licensing Hours

- 5.1** The Licensing Authority, through the exercise of its licensing functions shall not seek to restrict the trading hours of any particular premises unless it is considered appropriate to promote one or more of the licensing objectives. Each application will be considered individually on its own merits. However, the Licensing Authority does have the power to make an Early Morning Restriction Order to limit opening times in a particular area (see paragraph 36) or impose a Night Time Levy on those regulated businesses trading after midnight (see paragraph 43).
- 5.2** In the absence of any specific reasons linked to the licensing objectives, the Licensing Authority will not seek to restrict licensed retail outlets' ability to sell alcohol for consumption off the premises throughout their general trading hours. A possible example of an occasion when a limitation could be considered would be following Police representations that a shop was known to be a focal point for crime and disorder. However, restrictions have been put on the growth of city centre establishments by virtue of the Licensing Authority having adopted a "Cumulative Impact Policy"- see paragraph 34.
- 5.3** The Licensing Authority recognises that providing consumers with greater choice and flexibility is an important consideration and that in some circumstances flexible licensing hours for the sale of alcohol can help to ensure that the concentrations of customers leaving premises simultaneously are avoided, which in turn can reduce the possibility of friction at late night fast food outlets, taxi ranks and other sources of transport which can lead to crime, disorder and disturbance.
- 5.4** The Licensing Authority also acknowledges that licensing hours should not inhibit the development of thriving and safe evening and night-time local economies which are important for investment and employment locally and attractive to domestic and international tourists.
- 5.5** The Licensing Authority will however, where its discretion is engaged, always carefully balance the considerations in paragraphs 5.3 and 5.4 above against its duty to promote the licensing objectives and protect the rights of residents and businesses.
- 5.6** The Licensing Authority also notes the Government's guidance that there is no general presumption in favour of lengthening licensing hours and that the four licensing objectives should be the paramount considerations at all times. Where there are relevant representations against an application and the Licensing Committee believes that granting the licensing hours proposed would undermine the licensing objectives, then it may reject the application or grant it with appropriate conditions and/or different hours from those requested.

- 5.7** Irrespective of the hours of operation granted for a premises under any licence under the Act, premises operators should ensure that they comply with any limitation on hours imposed under any other relevant legislation in force - for example Planning laws, Sunday Trading Act 1994 or Christmas Day (Trading) Act 2004.
- 5.8** Whilst the licensing authority accepts that flexible licensing hours may reduce crime, disorder and anti-social behaviour by allowing for a more gradual dispersal of customers, experience shows that in the City/ town centre areas, the majority of new entrants request opening hours to match competitors.
- 5.9** Applicants are encouraged to include in their operating schedule not only the standard hours during which they wish to carry on licensable activities, but also special occasions, such as bank holidays, when they may wish to trade for an additional hour or two. Catering for these types of occasion will reduce the need to make variation applications.
- 5.10** There is no automatic special provision for New Year's Eve, therefore if applicants wish to take advantage of longer trading hours over this period this should be included in the operating schedule.

6. Commercial Demand

- 6.1** The commercial demand for additional premises licences (as distinct from cumulative impact, see paragraph 34, will not be a matter for the Licensing Authority. Such matters are a specific consideration for the local planning authority, taking into account the demands of the licensed trade and market demands.

7. Alcohol Harm

- 7.1** In June 2007 "Safe, Sensible, Social – The Next Steps in the National Alcohol Strategy" was published. This strategy covered England but was prepared in discussion with the Welsh Assembly Government and reflects the common themes within Welsh policies aimed at tackling the harm caused by alcohol misuse.
- 7.2** The Welsh Assembly Government in 2008 published a new substance misuse strategy, entitled "Working Together to Reduce Harm". It is a 10 year strategy which aims to set out a clear national agenda for tackling and reducing the harms associated with substance misuse in Wales.
- 7.3** In 2010, the Government outlined plans to overhaul the current licensing regime, in order to give more power to local authorities and police, to help them deal with alcohol-related crime and disorder, while also encouraging responsible businesses. A consultation document entitled "Rebalancing the Licensing Act - a consultation on empowering individuals, families and local communities to shape and determine local licensing" was published and resulted in additional legislation to assist regulators to control the sale and supply of alcohol and the public to make representations about licensed premises.
- 7.4** Mandatory conditions have been imposed on all premises licences and club premises certificates as they are commenced. These are designed to reduce the instances of unacceptable drinking promotions and other activities that have been classed as irresponsible.

The Licensing Authority will closely monitor premises with the resources they have available to ensure these conditions are followed by licence holders.

7.5 Irresponsible Drinks Promotions

An irresponsible drinks promotion is one that encourages excessive consumption of alcohol. The Licensing Authority is pleased that there is now a mandatory condition included in all premises licences and club certificates to prohibit or restrict such promotions e.g. drinking games which encourage excess, provision of free or discounted alcohol as prizes etc.

8. Drugs

8.1 The Licensing Authority recognises that drug misuse may be an issue for some licensed premises, however it is committed to the reduction and eradication where possible of illegal drugs from licensed premises as part of its role in promoting the crime and disorder licensing objective. The Licensing Authority expects all licence holders to actively support this aim in the way that they plan, manage and operate premises.

8.2 If relevant representations are received to an application for grant or variation of a licence, special conditions may be imposed to support the prevention of the illegal supply or use of controlled drugs. Advice on conditions will be sought from the police or any other relevant organisation involved in the policing of controlled drugs or the support and/or treatment of drug users.

8.3 In premises where drug misuse is problematic and where any responsible authority or other person applies for a review of the licence, the licensing authority will consider this as being very serious and will give appropriate consideration to the full range of options available, including suspension and revocation of the licence in accordance with the statutory guidance issued by the Secretary of State. The Licensing Authority recognises that each case is individual and will be decided on its own facts and specific merit.

8.4 Where officer become aware of the sale or use of new psychoactive substances (so-called “legal highs”) at alcohol licensed premises, the Licensing Authority will consider the issue in line with current legislation and government policy.

9. Licensing Objectives

9.1 The Licensing Authority has a duty under the Act to carry out its functions with a view to promoting the licensing objectives. The licensing objectives (of which each one is of equal importance) are:

- The prevention of crime and disorder;
- Public safety;
- The prevention of public nuisance;
- The protection of children from harm.

9.2 It is recognised that the licensing function is not the primary method of securing the delivery of these objectives. The Licensing Authority will therefore continue to work in partnership with its neighbouring authorities, the police, local businesses, licensees and local people towards the promotion of the Licensing Act objectives.

10. Prevention of Crime and Disorder

- 10.1** Licensed premises, especially those offering late night/early morning entertainment, alcohol and refreshment for large numbers of people, can be a potential source of crime and disorder problems.
- 10.2** The Licensing Authority will expect operating schedules (see section 28) to satisfactorily address these issues, from the design of the premises, through to the day-to-day operation of the business and guidance is given in Appendix A.
- 10.3** Applicants are recommended to seek advice from the Licensing Authority's licensing officers and the police, as well as taking into account, as appropriate, local planning and transport policies, tourism, cultural and crime prevention strategies, when preparing their plans and operating schedules.
- 10.4** In addition to the requirements to promote this licensing objective, the Council also has a duty, under section 17 of the Crime and Disorder Act 1998, to have due regard to the likely effect of the exercise of its functions on, and the need to do all it reasonably can to prevent, crime and disorder in Newport.

11. Prevention of public nuisance

- 11.1** Licensed premises can also have a significant potential to impact adversely on persons in the vicinity and further afield through public nuisances that arise from their operation.
- 11.2** Subject to case law, the Licensing Authority interprets 'public nuisance' in its widest sense and takes it to include such issues as noise, light, odour, litter and anti-social behaviour. Where these matters impact on those living, working or otherwise engaged in normal activity in the vicinity of licensed premises.
- 11.3** Applicants will be encouraged to demonstrate in their Operating Schedule that suitable and sufficient measures have been identified and will be implemented and maintained to prevent public nuisance.
- 11.4** The Licensing Authority recommends that licensees apply a high standard of control to minimise the potential for any public nuisance that may arise from their operation of the premises, particularly where:
- they are situated in a residential or noise sensitive area; or
 - extended opening hours are proposed.
- 11.5** The Licensing Authority recognises that beyond the immediate vicinity of the premises, the control that a licence-holder can exert over its patrons diminishes and individuals who engage in anti-social behaviour are accountable in their own right. However, the Licensing Authority also recognises that licence holders have a responsibility to ensure that patrons do not consume excessive alcohol that could contribute to patrons engaging in anti-social behaviour.
- 11.6** When addressing the issue of prevention of public nuisance in their operating schedule, the applicant should show they have considered the potential impact that their operation may cause and seek to address any adverse consequences. Guidance is available in Appendix A.

12. Public Safety

- 12.1** The Licensing Authority will expect operating schedules to satisfactorily address issues concerning public safety and applicants are advised to seek advice from various organisations, such as the health and safety enforcement officers, South Wales Fire and Rescue Service, before preparing their plans and schedules, particularly where regulated entertainment is to be provided.
- 12.2** The Licensing Authority will encourage applicants to conduct a risk assessment of the premises and/or activity. The authority recommends that specialists, e.g. a qualified safety officer, should be consulted to assist with the assessment.
- 12.3** The Licensing Authority supports Gwent Police in promoting the use of polycarbonate drinking vessels to reduce the injuries caused by glass drinking vessels.
- 12.4** In order to prevent confusion with a condition already imposed on a licence that specifies that toughened glass drinking vessels must be used in certain circumstances, this condition will be taken to include the use of approved polycarbonate drinking vessels. This will remove the need for licence holders to apply for a variation to conditions on those licences.

13. Protection of Children from Harm

- 13.1** Nothing in this statement of policy shall limit or require access of children to premises unless there is an overriding requirement of necessity to prevent harm to children. Areas that will give rise to particular concern are highlighted elsewhere in this policy.
- 13.2** With the exception of the restrictions specified in Section 145 Licensing Act (Unaccompanied children prohibited from certain premises) this policy does not prohibit children from having free access to any licensed premises. However, the Licensing Authority recognises that limitations may have to be considered where it appears necessary to protect children from harm.
- 13.3** The Licensing Authority will not impose any condition that specifically requires access for children to be provided at any premises. Where no restriction or limitation is imposed, the issue of access will remain a matter for the discretion of the individual premises or club.
- 13.4** The 2003 Act details a number of offences designed to protect children in licensed premises and the Licensing Authority will work closely with the police and Newport City Council Trading Standards and the Local Health board to ensure the appropriate enforcement of the law, especially relating to the sale and supply of alcohol to children.

14. The Right to Make Representations

- 14.1** The Licensing Authority will expect applicants to address the licensing objectives in their operating schedule having regard to the type of premises, the licensable activities to be provided, the operational procedures, the nature of the location and the needs of the local community, in order that those with a right to make representations or objections are able to fully assess the factors that may affect them.

14.2 Relevant representations may be made by a responsible authority (see paragraph 15), other persons or organisations representing them, but they should state whether they are making a representation on their own behalf or on behalf of another person.

14.3 Amendments to the Act have inserted the term ‘other person’ to replace ‘interested party’ as someone who can make representations. It also removed the “vicinity” test for residents and the specific term of councillor. This opens up the range of persons who may make representation and includes for example the following:

- Residents living near the premises
- Persons with an interest in the premises or locality
- Local councillors
- Businesses with an interest in the premises or locality.
- Organisations with an interest in the locality, premises or licensable activities.

The Licensing Authority will have to decide if the representation is relevant and/or reasonable, and in making that assessment, will assess the person or organisation making the representation and their relationship to the premises and or vicinity.

14.4 Relevant representations will be taken as those that relate to the fundamental principles of the Licensing Act. Any organisation or individual wishing to object to any application will therefore need to state how their representation relates to one or more of:

- The prevention of crime and disorder;
- Public safety;
- The prevention of public nuisance;
- The protection of children from harm.

14.5 Unreasonable, frivolous and vexatious representations will be disregarded. Representations that have been made and considered elsewhere, for example as an objection to a planning application, may also be disregarded where consideration of such representations would be duplication.

15. Responsible Authorities

15.1 The Licensing Act 2003, as amended, specifies who is a Responsible Authority able to make representations on applications or apply for the review of a premises licence or club premises certificate, and they are:

Responsible Authority	For Newport, this is
The Chief Officer of Police	Gwent Police
The Fire Authority	South Wales Fire and Rescue
The enforcing authority for Health and Safety at Work	Newport City Council - Environmental Health - Health and Safety
The local planning authority	Newport City Council - Planning Services

The local authority responsible for minimising or preventing the risk of pollution of the environment or of harm to human health	Newport City Council - Environmental Health Environmental Protection
The local weights and measures authority	Newport City Council - Trading Standards
The Director of Social Services and the body representing matters relating to the protection of children from harm, currently the Local Safeguarding Children Board	Newport City Council - Social Services
In relation to a vessel, a navigation authority, the Environment Agency, or the British Waterways Board	Natural Resources Wales
The Local Health Board	Aneurin Bevan Health Board
The Licensing Authority	Newport City Council - Licensing

See Appendix C for full contact details

16. Representations from “Other Persons”

- 16.1** Changes to the Licensing Act 2003 by virtue of the Police Reform and Social Responsibility Act 2011 have now removed the test of “vicinity” from the 2003 Act and as a consequence, the categories of “interested party” no longer exist.
- 16.2** Therefore, any person is able to make representations in relation to certain types of applications as an “Other Person”. However, all representations must relate to at least one of the licensing objectives and may not be frivolous or vexatious.

17. Integrating strategies

- 17.1** There are a range of strategic influences and statutory controls which affect the licensing system in terms of policy formulation, administration and enforcement activities, when carrying out its functions the Local Authority has duties, responsibilities and considerations under other legislation and strategies.
- 17.2** Within Newport the Council has a number of statutory controls including a One Newport’s Single Integrated Plan (SIP). The vision for this plan is “working together to create a proud and prosperous City with opportunities”

The SIP has priority themes, determined by a robust evidence base in the form of a Unified Needs Assessment. These are:

1. Skills and Work
2. Economic Opportunity
3. Health and Wellbeing
4. Safe and Cohesive Communities
5. City Centre
6. Alcohol and Substance Misuse

- 1. Newport City Council Corporate Plan “Standing Up For Newport” 2012-17**
Specific priorities around a safer, healthier and working city
- 2. Newport City Council Improvement Plan 2014-15**
Specific priority- “Making the City Centre Safer at Night”

The licensing of alcohol and regulated entertainment in Newport impacts on all of these.

17.3 Other Local Authority and Government policies, strategies, responsibilities, and guidance documents may also refer to the licensing function, and the Licensing Authority may liaise with the relevant authorities or other Council Services with regard to these. Whilst some of these may not be directly related to the promotion of the four licensing objectives, they may indirectly impact upon them. For example, the Licensing Authority will liaise with the local Police Neighbourhood Teams to ensure that the Local Authority can develop effective strategies that take full account of local crime and disorder issues.

18. Relationship with Planning Process

18.1 Applications for premises licences for permanent commercial premises should normally be from businesses with planning consent for the property concerned. However, applications for licences may be made before any relevant planning permission has been sought or granted by the Local Planning Authority.

18.2 It is strongly recommended that prospective licence applicants contact the Council Planning Services in advance of making a licence application in order to check, or seek advice on, any planning consents or any conditions relevant to the use of the premises. It clearly makes operational sense to ensure that planning and licensing are compatible.

18.3 The Licensing Authority wishes to emphasise that the granting by the Licensing (Sub) Committee of any variation of a licence which involves a material alteration to a building would not relieve the applicant of the need to apply for planning permission or building control consent where appropriate.

18.4 The Local Authority will aim to properly separate planning, building control and licensing regimes in order to avoid conflict and confusion. The Licensing and Planning regimes involve consideration of different (albeit related) matters.

18.5 The Licensing Authority will avoid treating licensing applications as a re-run of planning applications, and will not normally:

- cut-across decisions taken by the Local Authority Planning Committee or following appeals decisions taken by that Committee; or
- impose licensing conditions where the same or similar conditions have been imposed on a planning consent.

18.6 The Licensing Authority is not bound by decisions made by the Planning Committee and vice versa.

18.7 Where, as a condition of planning permission, a terminal hour has been set for the use of premises for commercial purposes that is different to the licensing hours, the licensee must observe the earlier closing time in order to avoid any breach of their planning permission - for

which they may be liable to prosecution under planning law (and vice versa where the licensing hours finish earlier than the planning permission).

Where it considers it appropriate to do so, and in order to seek proper integration of the licensing function, the Licensing Authority may directly or indirectly provide periodic reports to the Planning Authority on the general situation regarding licensed premises in the area, which may include reference to the impact of alcohol related crime and disorder.

19. Avoiding Duplication

- 19.1** The premises operators are normally responsible for compliance with many other statutory requirements which may apply, for example the Regulatory Reform (Fire Safety) Order 2005.

The Licensing Authority will as far as possible seek to avoid duplication with other regulatory regimes when dealing with the licensing function. If other existing laws already place certain statutory responsibilities on an employer or operator of premises, it cannot be appropriate or proportionate to impose the same or similar duties on the premises licence holder or club. However, the Licensing Authority may use its discretion on occasion, to attach appropriate and proportionate conditions to a licence to promote the licensing objectives.

20. Personal Alcohol Licence

- 20.1** The Licensing Authority recognises it has very little discretion in the granting of a personal licence. In general, provided an applicant is over 18 years of age, has an approved qualification and does not have relevant criminal convictions, the application must be granted.

- 20.2** If an applicant has a relevant conviction the Police can oppose the application. When an objection is lodged a hearing must be held. Applicants with unspent criminal convictions for relevant offences as set out in the Regulations made under the Act are encouraged to first discuss their application with the Council's Licensing Officer and/or the Police.

- 20.3** At a hearing in respect of an objection to the granting of a personal licence, or the revocation of an existing licence, the Licensing Authority will consider carefully whether the grant of, or continuation of, the licence will be in the interests of the crime prevention objective. It will consider the seriousness and relevance of any conviction(s), the period that has elapsed since the offence(s) was/were committed and any mitigating circumstances. The Licensing Authority will only grant the application, if it is satisfied that doing so will promote this objective.

- 20.4** Prevention of crime is both an objective of the Licensing Act 2003 and a responsibility of the Licensing Authority under the Crime and Disorder Act 1998. A person holding a personal licence should be a person who is not only properly qualified, but someone who will assist in the prevention of crime. Granting a licence to a person with a relevant criminal record could undermine, rather than promote, the crime prevention objective.

21. Premises Licence

- 21.1** A premises licence is granted in respect of any premises, other than a private members' club or similar type premises, authorised for one or more licensable activities, such as the supply of alcohol, late night refreshment or regulated entertainment.

- 21.2** There are some exemptions for the requirement of a licence and they include the exhibition of films for educational or promotional reasons, films shown as part of an exhibition, unamplified live music to audiences of less than 200 people between the hours of 8.00 am and 11.00 pm. Applicants are advised to contact the licensing authority for further guidance.
- 21.3** Where alcohol is supplied, a Designated Premises Supervisor, who must be the holder of a personal licence, must be nominated to authorise the sale of alcohol at the premises.
- 21.4** Premises licences are issued to individuals over the age of 18 years who carry on, or propose to carry on, a business which involves the use of the premises for the activities mentioned above. In addition, charities, health service bodies, educational institutions and persons of other prescribed descriptions may apply for a premises licence.
- 21.5** A licence may be issued subject to conditions, which must be complied with at all times whilst the premises are being used for licensable activities during the times specified in the licence. Failure to comply with the terms and conditions of a licence, or if licensable activities are carried out without a premises licence, may result in a fine of up to £20,000 or a term of imprisonment of up to 6 months, or both.
- 21.6** Fees for licences are based on the rateable value of a premises and although licences are usually issued for an indefinite period, an annual fee is payable. Failure to pay the annual fee will render the premises licence suspended and it will be illegal to carry on any regulated activity.

22. Club Premises Certificate

- 22.1** A qualifying club, industrial and provident society, friendly society and miners' welfare institute that satisfies the criteria specified in part 4 of the Licensing Act 2003 may provide licensable activities for its members and guests of a member that are authorised by a club premises certificate (CPC).
- 22.2** A CPC only authorises the use of a premises for the benefit of its members and their guests and cannot be used to provide licensable activities to non-members. If the premises are to be used to provide licensable activities for non-members, an additional authorisation will be required. This may be a premises licence or a temporary event notice (TEN).
- 22.3** A premises operating under the authorisation of a CPC enjoy special privileges. If a club premises operate under the authorisation of a premises licence or a TEN, the privileges do not apply. The privileges include: restricted rights of entry and no need to have a qualified person authorising sales of alcohol. Other considerations include different taxation rules and advice should be sought from HMRC.

23. Temporary Event Notices

- 23.1** Temporary Event Notices (TENs) can be used to allow licensable activities to be carried out on a one-off or occasional basis. They are the most appropriate type of authorisation for small-scale, one-off events, such as community, school and charity fundraising events, at which it is intended to:
- sell or supply alcohol;
 - provide regulated entertainment; or

- sell hot food/drink between 11 pm and 5 am.

23.2 Statutory consultees (at present the Police and Council Environmental Health), will be notified of all TENs in order that they may give proper advice. Applicants should be aware that these consultees and a number of other enforcement bodies, may be under a duty to ensure that the event in question meets certain statutory standards. In extreme cases, this could lead to an event being restricted or even prevented from taking place, and it is therefore very important that applicants contact these consultees as soon as possible in order to discuss their plans and establish what standards they will need to meet.

23.3 The Licensing Authority recommends that anyone wishing to submit a Temporary Event Notice, particularly where this involves the provision of regulated entertainment, gives as much notice to the Authority as possible, to ensure that proper advice can be given and any anticipated issues resolved in a planned and timely manner. A period of at least 10 weeks is recommended for this process, and a longer consultation period should be considered for larger events.

23.4 The Licensing Authority may notify the Newport Event Safety Advisory Group of any Temporary Event Notices involving the provision of regulated entertainment.

The applicant may also notify the Event Safety Advisory Group (SAG) directly. This Group ensures that various bodies that may be responsible for enforcement in respect of an event are aware of the proposals, in order that appropriate advice can be offered to the organisers to ensure that events are conducted safely. If necessary the organisers may be invited to attend a meeting with the Group or a sub-group, to discuss the proposals and for agreement to be reached regarding the way that the event will be organised etc. It is recommended that all applicants submitting a Temporary Event Notice complete an online 'event enquiry questionnaire' to determine if a SAG notification form should be completed. This can be found at www.newport.gov.uk/SAG, as can a link to the notification form. Contact details for the SAG coordinator can be found in Appendix C.

This will be of particular assistance to charities, community and voluntary groups, and other event organisers who may not have access to legal advice or technical knowledge.

24. Sale and supply of alcohol

24.1 Licensed premises authorised under the Act for the sale and/or supply of alcohol must consider their responsibilities with regard to who they supply with alcoholic drinks, in particular:

- The sale to persons under the age of 18 years
- The sale to persons who are delivering to persons under the age of 18 years
- The sale to persons who are drunk

24.2 The Licensing Authority recommends that any licensed premises that are authorised to sell or supply alcohol have a policy that sets out how the sale or supply is controlled and must include staff training requirements. Records should be kept of all training provided and any incidents e.g. a refusal to sell and the reasons.

25. Regulated Entertainment

25.1 The types of regulated entertainment that are required to be licenced under the 2003 Act are listed below:

- a) film exhibitions
- b) performance of a play
- c) indoor sporting events
- d) a boxing or wrestling entertainment
- e) a contest, exhibition or display which combines boxing or wrestling with one or more martial arts (“combined fighting sports”)
- f) live music performances
- g) playing of recorded music
- h) dance performances
- i) Entertainment of a similar description to a performance of live music, any playing of recorded music or a performance of dance.

26. Live music, dancing and theatre

26.1 Generally, live music, dancing and theatre type entertainment requires a licence. However, certain exemptions apply to some of these entertainments at specific times of day.

27. Exceptions to the need to be licensed

27.1 There are exceptions within the Act and these include those changes made by the Live Music Act 2012, The Legislative Reform (Entertainment Licensing) order 2014 and Licensing Act 2003 (Description of Entertainment) (Amendment) Order 2013 etc. In respect of regulated entertainment and applicants are advised to contact their legal advisor or the Licensing Team before submitting an application for a licence.

28. Administration and Application Procedure

28.1 The Council’s Licensing Team administers and enforces all aspects of the Licensing Act 2003, including applications, representations and requests for assistance and advice. The Council’s website has detailed information on all of the services it offers for licensees, applicants, complainants and all other enquiries. Application information and forms can be downloaded from our website. The team can be contacted by any of the following means:

Licensing,
Newport City Council
PO BOX 883,
Civic Centre,
Godfrey Road,
Newport,
NP20 4UR
E-mail: environment.licensing@newport.gov.uk
Tel: 01633 656656
Web: www.newport.gov.uk/licensing

28.2 All application requirements and procedures are specified in the Licensing Act 2003 and regulations made under the Act. Applications and notices are administered by the Council's Licensing team.

28.3 Applicants can apply and pay electronically in accordance with the European Services Directive.

Completing an Application

29. The Operating schedule

29.1 All new and variation applications should incorporate an 'operating schedule' which outlines how the premises will be operated. This should include details of how the applicant will promote the four licensing objectives and reduce any potential negative impact from the operation of their business on the local community, depending on the type of premises, location and profile of customers. The proposals contained in the operating schedule will form the main body of the conditions to be applied to the licence, together with any applicable mandatory conditions, any conditions agreed with responsible authorities during the application process and any conditions imposed by a licensing sub-committee where representations have been made.

29.2 In completing an operating schedule, applicants are expected to have regard to this statement of licensing policy and to demonstrate suitable knowledge of their local area when describing the steps that they propose to take in order to promote the Licensing Objectives.

29.3 The Licensing Authority will provide general advice on the drafting of operating schedules and applicants are strongly recommended to discuss their operating schedules with the Licensing Authority and other Responsible Authorities prior to submitting them.

29.4 The complexity and detail required in the operating schedule will depend upon the nature and use of the premises concerned. For premises such as a public house where regulated entertainment is not provided, only a relatively simple document may be required. However for an operating schedule accompanying an application for a major entertainment venue or event, it will be expected that issues such as public safety and the prevention of crime and disorder will be addressed in detail.

29.5 The operating schedule must be set out on the prescribed form and include a statement of the following:-

- Full details of the licensable activities to be carried on at and the intended use of the premises;
- The times during which the licensable activities will take place;
- Any other times when the premises are to be open to the public;
- Where the licence is only required for a limited period, that period;
- Where the licensable activities include the supply of alcohol, the name and address of the individual to be specified as the designated premises supervisor;
- Whether alcohol will be supplied for consumption on or off the premises or both;
- The steps which the applicant proposes to promote the Licensing Objectives.

- 29.6** For some premises, it is possible that no measures will be appropriate to promote one or more of the Licensing Objectives, for example, because they are adequately covered by other existing legislation. It is however important that all operating schedules should be:
- Precise and unambiguous
 - Be clear in what they intend to achieve, and
 - Be appropriate, proportionate and justifiable.

30. Conditions

- 30.1** The Licensing Act 2003, as amended, imposes a number of mandatory conditions on licences. The Licensing Authority has the power to impose additional conditions if considered appropriate for the promotion of the licensing objectives.
- 30.2** Conditions attached to licences or certificates will be tailored to the individual style and characteristics of the particular premises, activities and/or events provided at the premises. This policy does not provide for any standard, general or blanket conditions, and will not impose disproportionate and burdensome requirements.
- 30.3** Applicants may offer voluntarily conditions in the operating schedule as part of their application. The Licensing Authority may remove or reword any of these conditions if they are considered to be unclear, ambiguous or unenforceable, with the agreement of the applicant. This will ensure that all parties fully understand their responsibilities to promote the licensing objectives.
- 30.4** The Licensing Authority recognises that it can only impose conditions where relevant representations have been received and it is considered appropriate for the promotion of the licensing objectives. Where a Responsible Authority provides evidence that warrants the imposition of specific conditions, the Licensing Authority may suggest wording to ensure that such conditions are clear, relevant and enforceable.
- 30.5** When attaching conditions, the Licensing Authority will also be aware of the need to avoid measures that might deter live music, dancing or theatre by imposing costs of a substantial nature, that are not in proportion to the risks.

31. Applications where representations are received

- 31.1** When an application is made for the grant, variation or review of a premises licence or club premises certificate, representations about the application may be made by responsible authorities or other persons. However, the Licensing Authority will usually give greater weight to representations that are made by those who can demonstrate that they would be directly affected by the carrying on of licensable activities at the premises concerned.
- 31.2** Representations must be made to the Licensing Authority within the statutory period of 28 days beginning on the day after the relevant application is received by the Licensing Authority. Representations must be made in writing.
- 31.3** Representations can be made either be in support of an application or to express objections to an application being granted. However the Licensing Authority can only accept “relevant representations.” A representation is “relevant” if it relates to the likely effect of the grant of the licence on the promotion of at least one of the four Licensing Objectives.

- 31.4** An example of a representation which would not be relevant would be one from a local business about the commercial damage that competition from new licensed premises would have on their business. On the other hand, a representation from a business that nuisance caused by new premises would deter customers from entering the local area, and that the steps proposed by the applicant to prevent that nuisance were inadequate, would be a relevant representation. In short, representations should relate to the impact of the proposed licensable activities on the Licensing Objectives.
- 31.5** For representations in relation to variations to be relevant, they should be confined to the subject matter of the variation.
- 31.6** Whilst the Licensing Authority expects representations to be evidence-based, there is no requirement for a Responsible Authority or other person to produce a “recorded at the time” history of problems at premises to support their representations, and it is recognised that in fact this would not be possible for new premises.
- 31.7** Responsible authorities are a group of public bodies that must be fully notified of applications and they are entitled to make representations to the Licensing Authority in relation to the application for the grant, variation or review of a premises licence or club premises certificate. A full list of contact details for the responsible authorities is provided on the Licensing Authority’s website and in Appendix C.
- 31.8** Whilst all responsible authorities may make representations regarding applications for licences and club premises certificates and full variation applications, it is the responsibility of each Responsible Authority to determine when they have appropriate grounds to do so.
- 31.9** The Licensing Authority recognises that every Responsible Authority can make representations relating to any of the four Licensing Objectives. However, the Licensing Authority would normally expect representations about the promotion of individual Licensing Objectives to come from the most relevant Responsible Authority with expertise in that particular area. For example, the Licensing Authority would expect representations about the prevention of crime and disorder to come primarily from the police and representations about the prevention of public nuisance to come primarily from environmental health.
- 31.10** The Licensing Authority recognises that the police should be its main source or advice on matters relating to the promotion of the crime and disorder licensing objective, but also may be able to make relevant representations with regards to the other Licensing Objectives if they have evidence to support such representations.
- 31.11** The Licensing Authority will accept all reasonable and proportionate representations and expect them to be evidence-based and able to withstand scrutiny at a hearing.
- 31.12** The Licensing Authority recognises that, although public health is not a licensing objective, health bodies are a relevant authority and may hold information which other responsible authorities do not, but which would assist the Licensing Authority in exercising its functions. For example, drunkenness can lead to accidents and injuries from violence, resulting in attendances at emergency departments and the use of ambulance services. Some of these incidents will be reported to the police, but many will not. Such information might be relevant to the public safety objective and in some cases, the crime and disorder objective.

- 31.13** As a result of the Police Reform and Social Responsibility Act 2011, the Licensing Authority is also now a Responsible Authority in its own right and can therefore make representations if it deems it appropriate to do so. However, the Licensing Authority will not normally act as a Responsible Authority on behalf of other parties (for example, local residents, local councillors or community groups) although there are occasions where the authority may decide to do so. Such parties can make relevant representations to the Licensing Authority in their own right, and the Licensing Authority expects them to make representations themselves where they are reasonably able to do so.
- 31.14** The Licensing Authority also expects that other Responsible Authorities should intervene where the basis for the intervention falls within the remit of that other Responsible Authority. Each Responsible Authority has equal standing under the 2003 Act and may act independently without waiting for representations from any other Responsible Authority.
- 31.15** In cases where a Licensing Authority is also acting as Responsible Authority in relation to the same process, the Licensing Authority will seek to achieve a separation of responsibilities within the authority to ensure procedural fairness and eliminate conflicts of interest. This will be achieved by allocating the different responsibilities to different licensing officers or other officers within the local authority.
- 31.16** Relevant representations about applications can also be made by any other person, regardless of their geographical position in relation to the relevant premises. However the Licensing Authority will usually give greater weight to representations that are made by people who can demonstrate that they would be directly affected by the carrying on of licensable activities at the premises concerned.
- 31.17** The Licensing Authority will also reject as invalid, any representations from other persons that are deemed to be frivolous or vexatious. A representation might be considered to be vexatious if it appears to be intended to cause aggravation or annoyance, whether to a competitor or other person, without reasonable cause. Frivolous representations are essentially categorised by a lack of seriousness, and which, at most, are minor and where no remedial steps would be warranted or proportionate.
- 31.18** Decisions as to the validity of representations will normally be made by officers of the Licensing Authority. In borderline cases, the benefit of the doubt about any aspect of a representation will be given to the person making that representation. Any subsequent hearing would then provide an opportunity for the person or body making the representation to amplify and clarify it.
- 31.19** Any person who is aggrieved by a rejection of their representations on either of these grounds may lodge a complaint through the Council's Corporate Complaints procedure. A person may also challenge such a decision by way of judicial review.
- 31.20** Where a notice of a hearing is given to an applicant, the Licensing Authority is required to provide the applicant with copies of the relevant representations that have been made.
- 31.21** The Licensing Authority will normally provide copies of the relevant representations to the applicant in full and without redaction. However in exceptional circumstances, where a person

satisfies the Licensing Authority that they have genuine reasons to fear intimidation or violence if their personal details, such as name and address, are divulged to the applicant, the copies of the representations may be redacted accordingly.

31.22 In such circumstances the Licensing Authority will still provide some details to the applicant (such as street name or general location within a street), so that the applicant can fully prepare their response to any particular representation.

31.23 Alternatively persons may wish to contact the relevant Responsible Authority or their local Councillor with details of how they consider that the Licensing Objectives are being undermined so that the Responsible Authority or Councillor can make representations on their behalf if appropriate and justified.

31.24 Further guidance on making representations is provided on the Licensing Authority's website.

32. Exercise and Delegation of Functions

32.1 The Licensing Act 2003 requires local authorities to act as the Licensing Authority and to set up a Licensing Committee to be responsible for all matters relating to the Licensing Act 2003. The Licensing Committee further delegates to Licensing Sub Committee, or by one or more officers acting under delegated authority.

32.2 It is considered that many of the functions will be largely administrative in nature with no perceived areas of contention. In the interests of efficiency and cost effectiveness these will, for the most part, be carried out by officers.

32.3 Schedule of delegation of licensing functions and decisions

Matter to be dealt with	Licensing Committee	Licensing Sub Committee	Officers
Application for personal licence		If a police objection	If no objection made
Application for a personal licence with unspent convictions		All cases	
Application for premises licence/club premises certificate		If a relevant representation made and not withdrawn	If no relevant representation made or representation withdrawn
Application for provisional statement		If a relevant representation made and not withdrawn	If no relevant representation made or representation withdrawn
Application to vary premises licence/club premises certificate		If a relevant representation made and not withdrawn	If no relevant representation made or representation withdrawn
Application to vary designated premises		If a police objection	All other cases

supervisor			
Application for a minor variation			All cases
Application to vary a licence on a community premises to include alternative licence condition		If police objection	All other cases
Request to be removed as designated premises supervisor			All cases
Application for transfer of premises licence		If a police objection	All other cases
Application for interim authorities		If a police objection	All other cases
Application to review premises licence/club premises certificate		All cases	
Decision on whether a complaint is irrelevant frivolous vexatious etc.			All cases
Determination of a police or environmental health objection to a temporary event notice		In all cases if not withdrawn.	
Suspension of licences following non-payment of annual fees			All Cases

33. Reviews of licences

33.1 The Licensing Authority can only review a licence where it is alleged by a “responsible authority”, or other person that the licensing objectives are being breached. Responsible authorities will aim to give licence holders early warning of any concerns identified at the premises. Only Responsible Authorities or other local persons (e.g. local residents, local organisations and councillors) can apply for the review of a licence. At any subsequent hearing, the Sub-Committee will consider evidence and make a determination. It views particularly seriously applications for the review of any premises licence which involves the:

- use of licensed premises for the sale and distribution of controlled drugs and the laundering of the proceeds of drugs crimes;

- use of licensed premises for the sale and distribution of illegal firearms;
- evasion of copyright in respect of pirated films and music;
- underage purchase and consumption of alcohol;
- use of licensed premises for prostitution or the sale of unlawful pornography;
- use of licensed premises for unlawful gaming;
- use of licensed premises as a base for organised criminal activity;
- use of licensed premises for the organisation of racist, homophobic or sexual abuse or attacks;
- use of licensed premises for the sale of smuggled tobacco or goods;
- use of licensed premises for the storage or sale of stolen goods;
- the police being frequently called to attend to incidents of disorder;
- prolonged and/or repeated instances of public nuisance;
- serious risk to public safety have been identified and the management is unable or unwilling to correct;
- serious risk to children.

33.2 The Licensing Sub-Committee will consider all evidence provided at the hearing and apply appropriate weight to that evidence when making its decision. It will consider all sanctions at its disposal by virtue of the Act and guidance, including taking no action, if appropriate. In cases where a licensing objective is seriously undermined, the revocation of the licence, even in the first instance, will be considered where appropriate to ensure the licensing objectives are promoted.

34. Cumulative Impact Policy

34.1 “Cumulative Impact” is defined in the statutory guidance as, the potential impact on the promotion of the licensing objectives of a significant number of licensed premises concentrated in one area.

34.2 The cumulative impact of the number, type and density of premises in particular areas, such as the city centre, may lead to those areas becoming saturated with premises of a certain type making them a focal point for large groups of people leading to severe or chronic problems of public nuisance and anti-social behaviour. In such circumstances, the licensing authority may consider the adoption of a **cumulative impact policy** of refusing new premises authorisations within a defined area or areas, provided it is satisfied that it is appropriate and necessary having considered the evidence to support such a decision. The effect of adopting a cumulative impact policy is to create a rebuttable presumption if relevant

34.3 Representations are received, that applications for new premises authorisations or club premises certificates or material variations will normally be refused, unless the applicant can demonstrate that the operation of the premises involved will not add to the cumulative impact already being experienced.

34.4 Applicants will need to address the cumulative impact policy issues in their Operating Schedules in order to rebut such a presumption. Although it must be noted that this presumption does not relieve responsible authorities or interested parties of the need to make a relevant representation before the local authority may lawfully consider giving effect to its cumulative impact policy.

- 34.5** The Licensing Authority recognises that many different types of premises sell alcohol, serve food and provide entertainment. It recognises that some applications in cumulative impact areas will be unlikely to add significantly to the problems arising from saturation or indeed may diversify that area. Accordingly, where it can lawfully make decisions on applications in a cumulative impact area, it will have full regard to the effect different premises may have on that area. The Licensing Authority must grant any application in a cumulative impact policy area subject only to conditions that are consistent with the operating schedule submitted by the applicant if it receives no relevant representation.
- 34.6** The absence of a special saturation/cumulative impact policy does not prevent any responsible authority or interested party making evidence-based relevant representations on a new application, on the grounds that the premises will give rise to a negative cumulative impact on one or more of the licensing objectives.
- 34.7** The adoption of such policies should not be understood to be an absolute bar to new authorisations being issued or granting significant variations to existing licenses. Applicants are entitled to seek any of the permissions available to them in the Act and the Licensing Authority does not, in any cumulative impact policy, intend to prevent applicants from exercising their statutory rights. Each application will be considered on its own merits, within the constraints of the legislation and having due regard to the relevant guidance and policy.

However, applicant statements such as, for example:

- the premises will not add people to the area;
- longer hours will create slower dispersal;
- history of good management;
- premises are well run;
- the application is small in nature
- alcohol is not sold;
- clientele “are a cut above the usual”;

will not be considered sufficiently exceptional to rebut the presumption. The issue is crime and disorder/public nuisance in the area as a whole, rather than that associated with individual premises.

- 34.8** Applications will be considered favourably if they are judged to encourage a greater variety of types of entertainment than currently exists in the area. In particular, the Licensing Authority welcomes applications which can be viewed as more family friendly and which offer a wider range of entertainment than that which is currently available because it is considered that these will undermine the licensing objectives.
- 34.9** Existing licensees who wish to materially alter and/or extend the premises to which the authorisation relates, are required to seek a new authorisation. This is because the Act prohibits the use of a variation application to substantially alter the premises to which the authorisation relates. Where the only change is to the physical extent or material layout of the premises themselves (i.e. in the absence of additional features such as change in style of operation, capacity etc.), it is highly unlikely this would trigger the Cumulative Impact Policy. However, this policy cannot restrict the right of any Responsible Authority or interested person to make relevant representations in that regard and if such are forthcoming, they will be given

due consideration. Where other changes are envisaged then the Cumulative Impact Policy presumption may arise. Applicants in such circumstances are entitled to seek a provisional statement and are encouraged to engage with the Licensing Authority.

The Licensing Authority will periodically review any cumulative impact policies to assess whether they are needed any longer or need expanding.

35. Newport City Centre Cumulative Impact Policy

- 35.1** Having had regard to the guidance referred to above, consulted upon the issue, taken into account the views of respondents and considered the evidence, the Licensing Authority, as part of its Statement of Licensing Policy, has adopted a Cumulative Impact Policy in respect of City Centre area of Newport.

The area of the cumulative impact area can be found in Appendix B.

Reason for the Policy

- 35.2** Gwent Police have provided evidence to support their request that the parts of Newport City Centre should continue to be designated as a cumulative impact area. In particular this area has a significant concentration of alcohol-led late night venues, has a high number of assaults and other related crime and disorder, including public nuisance and risk to public safety. The policy will therefore continue to apply to further applications for the grant of new licences or significant variations of existing licences in respect of premises that primarily sell alcohol for consumption on the premises, other late night uses, restaurants and take-away outlets.

The main focus of the policy is likely to be on alcohol-led establishments and premises that keep customers in the area at times when the promotion of the licensing objectives is most challenging (for example late night refreshment from “fast food” outlets).

36. Early Morning Restriction Orders

- 36.1** Whilst the Licensing Act 2003 introduced a single integrated scheme for licensing premises used for the supply of alcohol, regulated entertainment and late night refreshment, one of its primary purposes has been to tackle problems associated with misuse of alcohol.
- 36.2** It has now been recognised by Government, through statutory guidance, that longer hours were not necessarily an answer to all problems. As a result, licensing authorities have been given greater discretion in their approach to the management of licensed premises in their areas. An amendment to the Act now allows licensing authorities to introduce an Early Morning Restriction Order (EMRO), which can be used to restrict the sale of alcohol at a specified time between the hours of midnight and 6:00am. It applies to Premises Licences, Club Premises Certificates and Temporary Event Notices.
- 36.3** EMROs are intended to deal with alcohol-related crime & disorder, anti-social behaviour, and serious public nuisance, which is not directly attributable to licensed premises. Local Authorities are encouraged to look at the relationship between any existing cumulative impact area they have in place and a proposed EMRO area.
- 36.4** An EMRO can apply to a specific area or even single street. It can apply to specific days of the week, can specify different times for different days of the week, and can apply to limited

periods of the year or for an unlimited period. But it cannot apply on New Year's Eve/New Year's Day. They do not affect authorised hours for regulated entertainment or late night refreshment.

36.5 The adoption of an EMRO is subject to a process involving the collection and analysis of relevant evidence and a consultation exercise with the public and holders of licences and/or club premises certificates. The decision to adopt an EMRO has to be taken by a meeting of the Council and is not without controversy.

36.6 An EMRO must be periodically reviewed to ensure it remains appropriate to promote the licensing objectives and can be varied or revoked via the same process as adoption.

36.7 The Council has not at present introduced an EMRO. If it were to consider introducing the provision, full consultation would take place.

37. Hearings

37.1 Applications for licences and certificates will be determined following consultation with relevant responsible authorities. Where no representations are received, they will be issued administratively by the Council Licensing Team. However, contentious applications must be referred to the Council's Licensing Sub-Committee for determination, unless it is agreed by all parties that a hearing is not necessary.

37.2 The period of notice of a hearing that must be given to all relevant parties, and the information which may be disclosed, varies depending on the type of application, subject to regulations. A Licensing Sub-Committee of three Elected Members will determine a contentious application and will either grant a licence, grant a licence with amendments or refuse an application. Any party can appeal against the Licensing Authority's decision to a Magistrates' Court.

37.3 At any time during the period of a licence, any responsible authority or other person can ask for the review of a licence or certificate. All review applications will be determined by the Licensing Sub-Committee.

37.4 The Licensing Authority will give reasons for its decisions. On making findings of fact, the Licensing Authority will ensure that the finding addresses the requisite standard and burden of proof. The Licensing Authority will also address the extent to which decisions has been made with regard to its statement of licensing policy and the statutory guidance. Applicants and objectors etc. will be with informed as to their rights of appeal.

38. Appeals

38.1 Entitlements to appeal for parties aggrieved by decisions of the Licensing Authority are set out in Schedule 5 of the Act. Other than in the case of personal licences, an appeal has to be made to the local Magistrates' Court. In the case of personal licences, the appeal must be made to the Magistrates' Court for the area in which the licensing authority which has considered the application (or any part of it) is situated.

38.2 An appeal has to be instigated by giving notice of the appeal by the appellant to the:

The Clerk to the Justices,
Newport Magistrates' Court,
Usk Way,
Newport
NP20 2GE

Within a period of 21 days beginning with the day on which the appellant was notified by the Council of the decision appealed against.

38.3 On determining an appeal, the Court may:

- dismiss the appeal
- substitute any other decision which could have been made by the Council or
- remit the case to the Licensing Authority to dispose of it in accordance with the direction of the Court.

The Court may make such order as to costs as it thinks fit.

39. Implementing the Decision of the Magistrates' Court

39.1 As soon as the decision of the Magistrates' Courts has been issued, the Licensing Authority will not delay its implementation and necessary action will be taken forthwith unless ordered by a higher court to suspend such action (for example, as a result of an on-going Judicial Review). The Act provides for no further appeal against the Magistrates' Courts' decision.

40. Enforcement

40.1 The Licensing Authority is establishing joint enforcement protocols with the police and other enforcing authorities. These protocols will provide for the targeting of agreed problem and high risk premises, but with a lighter touch being applied to low risk premises, which are shown to be well-run.

40.2 The Licensing Authority intends that enforcement visits will be made to licensed premises as appropriate, to ensure that any conditions imposed as part of the licence are being complied with. These visits may be either proactive planned inspections based on the risk presented by the premises, history of non-compliance etc., or reactive visits as a result of complaints.

40.3 In general, action will only be taken in accordance with agreed enforcement principles and in line with the Council's Public Protection Group Enforcement Policy (available on the Council's web site). The key principles of necessity, consistency, transparency and proportionality will be maintained.

41. Fees Generally

41.1 All fees are currently set by statute and the Licensing Authority is obliged to charge the fees as detailed in the Fees Regulations.

41.2 The Police Reform and Social Responsibility Act 2010 has provision to give local authorities the power to set their fees locally, however as of 2014, the relevant sections have not yet commenced. If the Local Authority is given this power, we will propose fees to recover the

costs of the service and then consult before asking the Licensing Committee to approve any changes.

42. Licence suspension for non-payment of annual fee

- 42.1** The Licensing Authority will suspend any licence or certificate where the required annual fee is not paid by the 'due date', which is the anniversary of the date that the licence was first granted.
- 42.2** Upon notification/discovery that an annual fee is not paid, the Licensing Authority will give notice to the licence/certificate holder, in writing, that the licence/certificate will be suspended 7 days from the date of the notice. It will also state that the suspension will not become effective if the fee is paid prior to the suspension date. If an administration error is claimed, the suspension date may be 21 days from the due date; or the date of suspension on the 7 day notice, whichever is later. A copy of the notice will also be served on the designated premises supervisor/premises manager if they are not the premises licence holder.
- 42.3** If the fee is not paid by the date specified on the notice, the licence/certificate will be deemed suspended. The licence/certificate holder and Designated Premises Supervisor/Manager will be immediately notified of the suspension becoming effective, and informed that the premises may no longer offer any licensable activities until such time as the fee is paid and the suspension lifted. When the full payment is made, the Licensing Authority will immediately lift the suspension and confirm this in writing.
- 42.4** Where a licence/certificate is suspended and licensable activities take place, the Licensing Authority will consider prosecuting the provider for offences under Section 136 of the Licensing Act 2003.

43. Late Night Levy

- 43.1** A Late Night Levy (LNL) is a power, introduced by the Police Reform and Social Responsibility Act which allows Licensing Authorities to raise a contribution towards the costs of policing the night time economy by charging a levy to holders of Premises Licences and Club Premises Certificates authorised to sell alcohol.
- 43.2** A LNL would require that a levy be paid by those businesses who are authorised to sell alcohol between the period specified in the LNL (the 'late night supply period'), regardless of whether they are actually open during that period. This can be no earlier than 0000hrs and no later than 0600hrs, and must be the same period every day.
- 43.3** At least 70% of the LNL must be paid to the Police and Crime Commissioner. There are no restrictions on the use of the police allocation. However, the Local Authority allocation must be used to tackle alcohol-related crime and disorder and to support management of the night time economy in line with the reduction of crime and disorder, promotion of public safety, prevention of public nuisance or street cleansing.
- 43.4** The implementation of a LNL would be subject to public consultation and, if it is to be introduced, must be adopted at a meeting of Full Council.

43.5 The Licensing Authority may deduct the costs of preparing, publicising and administering the levy before paying the police proportion, and an estimate of these costs must be published on the Council website. It should also consider the potential financial risk of not collecting the full expected revenue, as the police allocation must be paid regardless of whether the levy has been collected in full. Licence holders affected by the levy may make a free variation application to avoid being affected by the levy.

43.6 The levy would apply indefinitely, however it must be reviewed at frequent intervals and may be ceased at the end of a levy year;

43.7 The Licensing Authority has not adopted this provision and before doing so would consult fully.

44. Further Information

Further information about the Licensing Act 2003 and the Licensing Authority's licensing policy can be obtained from:

The Licensing Team
Newport City Council
PO BOX 883,
Civic Centre,
Godfrey Road,
Newport.
NP20 4UR

Tel: 01633 656656
E-mail: environment.licensing@newport.gov.uk
Website: www.newport.gov.uk/licensing

Appendix A

Licensing Act 2003

Code of Good Practice for Licensed Premises

Introduction

The Licensing Act 2003 (the Act) focuses on the promotion of four statutory licensing objectives which must be addressed when licensing functions are undertaken. The four licensing objectives are:

- **The prevention of crime and disorder**
- **Public safety**
- **The prevention of public nuisance**
- **The protection of children from harm**

Aim of the code

The aim of this code is to provide applicants and licensees with guidance on good practice for the promotion of the four licensing objectives which are paramount considerations at all times. The code is consistent with the Home Office guidance issued under Section 182 of the Act and with the Council's Statement of Licensing Policy. It outlines what the Licensing Authority and its responsible authority partners expect in practical terms from applicants when completing their operating schedules and from licensees when operating their premises under the terms of a premises licence.

Applicants and licensees are expected to make a proactive commitment to preventing problems from occurring at licensed premises through the adoption of this code.

Risks associated with licensed premises

Risks associated with licensed premises can vary dependent on the premises type and characteristics, the design, layout and general environment, the location, the policies in place and the events being held there.

This code identifies many of the possible risks associated with the sale of alcohol and the provision of entertainment or late night refreshment and sets out good practice measures to mitigate those risks. It provides a key mechanism for the promotion of the licensing objectives, for well-run premises and a responsible approach to the provision of alcohol, entertainment and late night refreshment. (For larger outdoor / indoor events, guidance can be found in a number of government departments documents including HSE Event guide, Guide to Safety at Sports Grounds and Managing Crowds Safely. Further details can be found on www.hse.gov.uk/event-safety . The Authority also has a Safety Advisory Group whose aim is to promote, encourage and help organisers to stage safe and successful events.).

It is recognised that not every risk will be relevant to every premises and it is unlikely that any one premises will need to address all of the measures. Indeed, some premises may only need to introduce one or two measures or in many cases the premises already have in place a number of good practices to promote the Licensing Objectives.

This code cannot anticipate every possible risk, problem or circumstance that may arise from licensed premises, neither does it restrict an applicant or licence holder from promoting the licensing objectives through alternative means.

How will the code be used?

Applicants and licensees

A proactive and preventative approach is a key aspect of good management at licensed premises. The licensing authority therefore expects applicants to have regard to this code when completing their operating schedule. The Licensing authority expects licensees to have regard to this code when considering additional operational measures.

The licensing authority and responsible authorities

The Code is not a statutory document but it will be taken into consideration and be used by the Licensing Authority and responsible authorities as follows:

- when offering advice to applicants either at the design and planning stage including pre-application stage;
- when responding to licence applications where the licensing objectives have not been adequately addressed in the operating schedule;
- as a first point of dealing with licensed premises encountering problems, to raise standards to promote the licensing objectives in those premises and avoid further problems; and
- for the review of licences where there is evidence that licensees have not promoted the licensing objectives.

Dealing with problem premises

Problems or concerns with licensed premises will be identified and flagged up at an early stage and advice will be offered to licensees with a view to improving standards at their premises and to prevent or minimise subsequent problems.

Where problems have been identified, the licensing authority and responsible authorities will agree appropriate measures from the code with the licence holder to be implemented at the premises. We call this an “Action Plan”. The aim of the code is to avoid the need for enforcement action, such as prosecution or review, but it will not replace enforcement action where it is necessary.

General – all four licensing objectives

This Code provides guidance on good practice for the general promotion of all four licensing objectives at licensed premises. It is intended to help those applying for new licences or variations to existing licences in completing their operating schedules. It is also designed to guide licensees on the general promotion of the licensing objectives after a licence has been granted.

Licensees and their staff have responsibility for the effective and safe management of their premises and the promotion of the four licensing objectives. Training is the key to giving licence holders, premises managers and staff the knowledge and skills to deal with and manage risks associated with licensed premises. Training should be provided to all staff and should be about

both preventing and managing problems occurring at premises. Training should be regularly updated.

Risk	Good Practice measure
<p>Lack of knowledge or understanding of the Licensing Act 2003</p>	<p>Well-trained staff will contribute to well-run premises and a responsible approach to the sale of alcohol, provision of entertainment and late night refreshment.</p> <p>Formal qualifications for your staff, either to Personal Licence level or to another appropriate standard recognised by bodies such as the British Institute of Innkeepers (BII) would be preferential.</p> <p>All staff should be advised of licensing law in writing before they are allowed to serve alcohol.</p> <p>Training should also be provided on premises specific policies relevant to the operation of the business.</p> <p>Staff should be briefed on the Licensing conditions attached to a premises licence and fully understand the terms of the licence.</p> <p>A record should be kept of the date, name of person trained or advised and the subject covered in the training session be made available for inspection by the police or licensing authority.</p>

Prevention of crime and disorder

The main causes of crime and disorder in licensed premises arise from inadequate security provisions, poor design and layout, the type of event being promoted, overcrowding and customers being drunk or under the influence of drugs. This can result in theft, conflict, violence and anti-social behaviour. It is therefore recommended that applicants and licensees take a proactive approach to preventing and managing crime and disorder from their premises.

All applications for new licences and variations should address the steps proposed to prevent crime and disorder and this is best achieved through a premises risk assessment. Alcohol can be a significant contributory factor to levels of crime and disorder in an area. Good management and good practice along with adequate physical controls can make an important difference to the level of alcohol related crime at premises. Such measures should be reflected in the operating schedule.

For new premises or the refurbishment of existing premises, preventative measures should be factored in during the planning and design stage. Consideration should be given to the design and layout of the premises to minimise the potential for crime and disorder. Useful information can be found in documents such as 'Secured by Design'.

Licence holders should have clear documented policies and procedures in place which identify all crime and disorder risks associated with their premises and the measures implemented to prevent, manage and respond to those risks.

Risk	Good practice measure
<p>Security in and around the premises</p>	<p>Emergency exits should be alarmed when the premises are open to the public so that staffs are immediately notified of unauthorised opening or tampering.</p> <p>CCTV should be installed inside and outside the premises. The cameras should cover all internal areas accessible to the public and areas immediately outside the premises. The date and time settings on the system must be correct. The recordings should be in real time and on hard drive with the availability to copy disks for other agencies such as the police. Recordings should be kept for a minimum period of 28 days. Staff should be trained in the maintenance and operation of such systems with a record kept of the date, name of person trained. Records should be made available for inspection by the police or licensing authority. A trained member of staff should be on duty to operate the system whenever the premises are open.</p> <p>External lighting provides an obvious means of crime deterrence. Care should be taken so that lighting does not impact on neighbours.</p> <p>Door staff and/or stewards should be employed at the venue to supervise admissions and customers inside the venue.</p> <p>Any person performing the role of a door supervisor must be licensed with the Security Industry Authority (SIA) and SIA badges must be clearly displayed whilst working</p> <p>Door staff should be easily identifiable by wearing a uniform, high visibility jackets or arm bands.</p> <p>Door staff should sign into a register detailing their full SIA licence number, their name, contact details and the time and date their duty commenced and concluded.</p> <p>Stewards and other staff at the premises should also be easily identifiable. Stewards must not be used for supervision of the door.</p> <p>Daily staff briefing and debriefing will enable licensees to improve working practices in their premises.</p> <p>Briefings can be informal but any problems identified and remedial action taken should be recorded with records kept in the main office.</p> <p>A written policy will be in place to ensure products brought and sold by the premises are not counterfeit for example alcohol / tobacco. This policy will be available to all Responsible authorities under the Act.</p>

Crime including conflict, violence or aggression in and around the premises

Proper management of the door will depend on the size and type of venue. The number of door supervisors should be determined by a risk assessment taking into account the size of venue and the type of crowd the entertainment is likely to attract, but at the very least on a ratio of 1 door supervisor per 100 customers.

Consideration should be given to a sufficient provision of male and female door supervisors, but at least one female door supervisor should be used.

Door admissions policy including any age restrictions, expected dress standards or the screening of hand bags should be widely publicised on any promotional material or website and clearly displayed at the entrance to the premises.

Ejecting or refusing entry to persons from the premises if they do not meet your admissions standards or they are known to be violent or aggressive. In such cases, an entry should be made in an incident or log book.

Policy to manage capacity should be adopted to prevent overcrowding and patrons possibly becoming aggressive through accidental jostling.

Consideration should be given to deliberately running below capacity to afford a comfort factor to your patrons and avoid conflict, violence or aggression within the premises.

Alternatives to glass drinking vessels should be considered to prevent glassware being used as an assault weapon, particularly during promoted events or sporting events.

Where alternatives are not used, there should be a robust glass collection policy in place. This should include regular collection of glassware by staff and prevention of glassware being removed from the premises.

Staff training in conflict management should be provided to give them the knowledge and confidence to deal with difficult situations and reduce crime and disorder at the premises. Training should also cover dealing with, logging and reporting incidents if they occur.

Records should be kept of the date, name of person trained and the subject of the training session. Records should be made available for inspection by the police or licensing authority.

Sharing of information with others in the industry. Regular meetings, the use of local radio networks or membership of a local pub/club watch scheme will enable information to be passed on about trouble makers and common problems in the area.

Drugs and weapons being brought into the premises

A duty of care policy regarding persons suffering adversely from the effects of drugs should be in place at the premises. The policy should include drug awareness training for all staff so that they can recognise the effects of controlled drugs and provide medical attention where necessary. All staff must be briefed on the policy. A record should be kept of the date, name of person trained and subject covered in the training session.

A **zero tolerance policy** to the use of drugs and carrying of weapons in the premises should be adopted with a clear “no search no entry” message.

Posters can be displayed throughout the premises to remind customers of zero tolerance policy, especially in the toilet areas of the premises.

Refusing entry to anyone who appears to be showing signs of drug use and contacting the emergency services in appropriate circumstances. In such cases, an entry should be made in an incident log book. Effective search policies will minimise the opportunity for drugs and weapons to be brought into licensed premises and lead to drug and weapon seizure if attempts are made.

Search policies should be formulated in consultation with Gwent Police. Currently the police have formulated such a policy.

Searches should always be carried out in public areas and covered by CCTV.

All staff must be trained on search policies with a record kept of the date name of person trained and subject covered in the training session. Records should be made available for inspection by the police or licensing authority.

Calling the police if customers are suspected of being in possession of drugs or weapons. All staff must be made aware of this requirement.

Seizing, retaining and documenting any drugs or weapons found with a clear audit trail and a process for surrendering them to the Police. (Currently Gwent Police has a written procedure)

Supervising toilet areas can be effective in discouraging drug selling or use. Toilet attendant may be appropriate for promoted events or on busy nights such as Friday and Saturday.

Security or staff should can check the toilet areas every 30 to 60 minutes or so and this should be recorded.

Removal of flat surfaces in toilet areas can reduce the likelihood of drug misuse.

Drug awareness training should be provided for all staff. A record

	<p>should be kept of the date, name of person trained and subject covered in the training session. Records should be made available for inspection by the police or licensing authority.</p>
<p>Disorder from Customers queuing to enter the premises or when leaving the premises</p>	<p>Reduce the potential for excessive queue lines with a well-managed and efficient door policy. Long queuing times can cause people to become agitated or aggressive. Searches should therefore be conducted as quickly and effectively as possible.</p> <p>A customer dispersal policy can minimise the potential for disorder from customers leaving the premises. A policy should clearly set out measures to avoid a mass exit at the end of the evening such as a gradual change in music style and increasing lighting levels.</p> <p>Sufficient staff should be available at the end of the evening to manage a controlled shut down of the premises and maintain good order as customers leave.</p> <p>Staff training in preventing disorder should be provided to give them the knowledge and confidence to deal with difficult situations. Records should be kept of the date, name of person trained and subject covered in the training session. Records should be made available for inspection by the police or licensing authority.</p>
<p>Customers getting drunk and dealing with drunken customers</p>	<p>Drinks promotions should be socially responsible and not encourage excessive drinking. A documented policy on responsible drinks promotions should be in place at the premises and should adhere to industry codes such as those recommended by the British Beer and Pub Association (BBPA) and The Portman Group. This is in addition to adherence with the mandatory licensing condition regarding irresponsible promotions.</p> <p>Staff training on the effects of alcohol and how to spot early signs of customers becoming drunk should be provided to give them the knowledge and confidence to deal with drunken patrons.</p> <p>Staff should be aware of their responsibilities under the Licensing Act 2003 and be able to recognise appropriate 'cut off' points for serving drunken customers, so as to reduce the likelihood of fights or aggressive behaviour.</p> <p>Duty of care policy regarding persons suffering adversely from the effects of drink should be in place at the premises. The policy should clearly express that every effort will be made by staff to prevent patrons from deteriorating to an uncontrolled intoxicated extent. All staff must be briefed on the policy.</p>

	Drink-aware posters can be displayed in the premises to remind customers of the unit content in alcoholic drinks and the safe alcohol consumption limits.
--	---

Public Safety

The carrying on of licensable activities in particular the provision of alcohol and some types of entertainment can increase risks to the safety of the public (including performers) attending licensed premises. It is therefore recommended that applicants and licensees take a proactive approach to protecting and managing public safety at their premises.

All applications for new licences and variations should address the steps proposed to promote public safety and this is best achieved through a premises risk assessment.

For new premises or the refurbishment of existing premises, preventative measures should be factored in during the planning and design stage. Consideration should be given to the design and layout of the premises to achieve the highest possible standard of safety.

Licence holders should have clear documented policies and procedures in place which identify all public safety risks associated with their premises and measures implemented to prevent, manage and respond to those risks.

Risk	Good practice measure
General safety of Staff and customers.	<p>A full risk assessment taking into account public safety should be carried out at the premises to identify potential hazards posed to staff or customers and setting out precautions to manage the hazards.</p> <p>Templates can be found on the Health and Safety Executive website and on the Communities and Local Government website. A risk assessment should be regularly reviewed at least every 12 months. All staff should be made aware of the risk assessment and precautionary measures therein. A copy of the risk assessment should be kept at the premises and made available</p> <p>Recognised qualification in first aid should be held by at least one member of staff on duty at all times the premises licence is in use.</p> <p>First aid room or quiet room should be made available to anyone requiring medical attention.</p> <p>Temperature levels and humidity in venues should be controlled for the comfort and safety of customers. An environment that is too hot or too cold can make customers irritable. In larger venue where people are dancing air condition can be used to ensure people overheat.</p>

	<p>A duty of care policy regarding persons suffering adversely from the effects of drugs should be in place at the premises. The policy should include drug awareness training for all staff so that they can recognise the effects of controlled drugs and provide medical attention where necessary. All staff must be briefed on the policy. A record should be kept of the date and name of person trained.</p>
<p>Overcrowding</p>	<p>A policy to manage the capacity should be adopted to prevent overcrowding and localised overcrowding.</p> <p>(b) The use of electronic clocking systems, clickers, ticket sales or head counts may be appropriate.</p> <p>(c) Consideration should be given to deliberately running below capacity to afford a comfort factor to your patrons.</p>
<p>Accumulation and disposal of glasses/drinking vessels</p>	<p>A glass collection policy should include provisions for regular collection of glassware by staff and the prevention of glassware from being taken into external areas. Glassware should not be allowed to accumulate or cause obstruction.</p> <p>Perimeter checks should be made outside the premises for any glasses or bottles. All staff must be made aware of the glass collection policy and their responsibility for the task.</p> <p>Spillages and broken glass should be cleaned up immediately to prevent floors from becoming slippery and unsafe.</p> <p>The use of plastic or polycarbonate glasses are recommended where there is provision of dancing.</p>
<p>Drug use or drink Spiking</p>	<p>A zero tolerance policy to the use of drugs in the premises should be adopted. Posters can be displayed throughout the premises to remind customers of the zero tolerance policy.</p> <p>Refusing entry to anyone who appears to be showing signs of drug use and contacting the emergency services in appropriate circumstances. In such cases, an entry should be made in an incident log book.</p> <p>Prevent the possibility of drink spiking by offering various anti drink spiking products to customers.</p> <p>If a customer suspects that their drink has been spiked, it should be reported to the police immediately. A process for this should be clearly set out in your duty of care policy.</p> <p>'Chill out' area should be provided. This should be cooler and quieter than rest of venue.</p> <p>First Aid Room may also be made available.</p>

<p>Safety of customers when leaving the premises</p>	<p>A 'chill out' or wind down period at the end of an evening can allow a slow dispersal from the premises allowing door staff to gain a handle on problem individuals, preventing arguing over taxis or congregation at takeaways and clashes with groups from other venues.</p> <p>Provision of food and non-alcoholic drinks during a chill out period can assist patrons on negative effects of alcohol.</p> <p>Increased lighting inside the premises should be considered towards the end of an evening to affect the alertness of customers before they leave the premises.</p> <p>Increased external lighting particularly in car parks under the direct control of the licence holder will provide added safety for customers as they leave the premises.</p> <p>Care should be taken so that lighting does not impact on neighbours, particularly in and close to established residential areas.</p>
---	---

Prevention of public nuisance

Excessive noise and nuisance from licensed premises is a major concern for persons living or working in the area. It is therefore recommended that applicants and licensees take a proactive approach to preventing and managing public nuisance from their premises.

All applications for new licences and variations should address the steps proposed to prevent public nuisance. Where entertainment or other potentially noisy activity is planned, a noise assessment should be carried out. For some premises, the assessment will need to be carried out by a suitably qualified consultant.

For new premises or the refurbishment of existing premises, preventative measures should be factored in during the planning and design stage. Consideration should be given to the structure and layout of the premises and equipment both internally and externally, to ensure that the premises are fit for purpose. Sound attenuation measures can include wall linings, acoustic curtains and acoustic treatment to mechanical ventilation or air conditioning systems. Consideration should also be given to historical noise problems at the premises with measures put in place to prevent them from recurring.

Licence holders should have clear documented policies and procedures in place which identify all potential public nuisance risks associated with their premises and measures implemented to prevent, manage and respond to those risks. Licence holders should also engage with local residents and businesses on a regular basis to ensure that they are being good neighbours and dealing with problems as they arise.

These good practice measures are suggested options to prevent public nuisance, they do not remove the local Authorities duties under section 79 of the Environmental Protection Act 1990 and the Anti-Social Behaviour, Crime and Policing Act 2014.

Risk	Good Practice measure
<p>Entertainment and Patron's noise</p>	<p>A noise management policy should be in place that sets out sound attenuation measures to prevent or control music, singing and speech noise breakout from the premises.</p> <p>The policy should be based on the findings of an acoustic consultant's assessment.</p> <p>All staff should be trained on the content of the policy to ensure a commitment to good noise management. A record should be kept of the date and name of person trained and made available for inspection by the licensing authority or environmental health responsible authority.</p> <p>DJs, event promoters or other entertainment providers should be made aware of the policy in advance of any performance.</p> <p>Windows and doors should be kept closed whilst the premises licence is in use to prevent noise breakout. Ventilation should be provided by mechanical means. Windows should be sound insulated. Emergency exits should be sealed acoustic doors. A lobbied area should be provided at the entrance and exit to the premises. Doors should be fitted with self-closing devices.</p> <p>Sound limiting device should be installed, set and sealed at a level approved by an acoustic consultant. The sound limiting device should be used at all times that relevant regulated entertainment is taking place, including all externally promoted events. Only the premises licence holder or a nominated deputy and the designated premises supervisor should have access to the sound limiting device.</p> <p>Locate entertainment facilities such as DJ booth, stage and loud speakers away from doors and windows. Rubber speaker mounts can be used to minimise structure borne noise.</p> <p>Methods for monitoring noise should be included in a noise policy. Methods could range from simple perimeter checks and listening tests by the licence holder/staff to a detailed measurement taken by a qualified consultant using sound measuring equipment.</p> <p>Noise monitoring should actively be carried out on a regular basis and in particular when a new form of entertainment is introduced at the premises, when alterations are made to the premises or when a complaint is made directly to the venue.</p> <p>A log book should be kept of any noise monitoring carried, the findings and any remedial action taken. The log should indicate whether it was routine noise monitoring or the result of a complaint.</p> <p>The log book should be made available for inspection to the licensing</p>

Risk	Good Practice measure
	<p>authority or environmental health or any other responsible authority.</p> <p>A contact telephone number should be made available to local residents and businesses which they can use to report noise disturbances to a responsible person at the venue as and when they occur. The phone line should be available at all times the licence is in use.</p>
<p>Noise when entering/leaving</p>	<p>Reduce the potential for excessive queue lines with a well-managed and efficient door policy.</p> <p>Long queues should be avoided and any queues should be directed away from residential properties.</p> <p>Queues should be actively managed by door staff, especially later in the evening, to keep noise to a minimum. Rowdy behaviour from people queuing to get in should not be tolerated. Door staff should refuse entry to anyone behaving in an anti-social way. Restrict admittance or re-admittance to the premises.</p> <p>Customer dispersal policy can minimise noise disturbance to local residents from customers leaving the premises. A policy should clearly set out measures to avoid a mass exit at the end of the evening.</p> <p>A gradual change in music style and reduction in volume, for example quiet or mellow music towards the end of an evening and increasing lighting levels can help to reduce the potential for rowdy behaviour.</p> <p>Sufficient staff should be available at the end of the evening to manage a controlled shut down of the premises and maintain good order as customers leave.</p> <p>Display prominent notices close to the exit doors, requesting patrons to leave the premises and quickly and quietly.</p> <p>Display notices in car parks reminding patrons that they are in a residential area and to leave quickly and quietly and not to slam doors, rev engines, sound horns or play loud music.</p> <p>Make announcements at the end of an evening, requesting patrons to leave the premises and area quickly and quietly.</p> <p>Provide a free taxi phone service and an internal waiting area for customers to prevent noise disturbance to neighbours.</p> <p>Steps should be taken to ensure that any taxi operators used and all their drivers are aware that they should arrive and depart as quietly as possible and should not sound their horns or leave engines idling unnecessarily.</p>

Risk	Good Practice measure
<p>Noise in external areas such as beer gardens or smoking areas.</p>	<p>Display prominent signs in external areas such as beer gardens and forecourts asking customers to keep noise to a minimum.</p> <p>Restrict the use of external areas after 11pm if premises are in a residential area.</p> <p>Door supervisors or staff should regularly monitor and manage external areas to ensure that customers are not causing a disturbance to local residents.</p> <p>Limit the number of smokers permitted outside at any one time after a certain time.</p> <p>Discourage smokers from loitering outside by not permitting them to take their drinks with them and removing external furniture after a certain time.</p> <p>Locate smoking areas away from residential premises.</p> <p>Do not permit customers to congregate on and block the public highway to passers-by.</p>
<p>Noise and disturbance caused by deliveries, collections and waste disposal</p>	<p>Commercial deliveries, collections and storage/ disposal of waste, including beer deliveries, refuse collections and storage / disposal of waste and recyclables in external areas should be restricted to normal working hours between 8am and 6pm Monday to Friday.</p>
<p>Litter and waste around the premises</p>	<p>Flyers should not be distributed outside the premises by the licence holder or any staff employed by the licence holder.</p> <p>If flyers are distributed they should be littered picked at the end of trading.</p> <p>Procedures should be in place for the prompt collection of street litter generated by the premises for example flyers, cigarette butts or food wrappers.</p> <p>Regular patrols of the area outside the premises should be undertaken by staff to clear any litter attributable to the premises.</p> <p>Use wall or floor mounted cigarette bins in designated smoking areas for customers.</p>

Protection of children from harm

The carrying on of licensable activities in particular the provision of alcohol and some types of entertainment can increase risks of harm to children attending licensed premises. It is therefore recommended that applicants and licensees take a proactive approach to protecting and managing the well-being of children at their premises.

All applications for new licences and variations should address the steps proposed to protect children from harm and this is best achieved through a premises risk assessment.

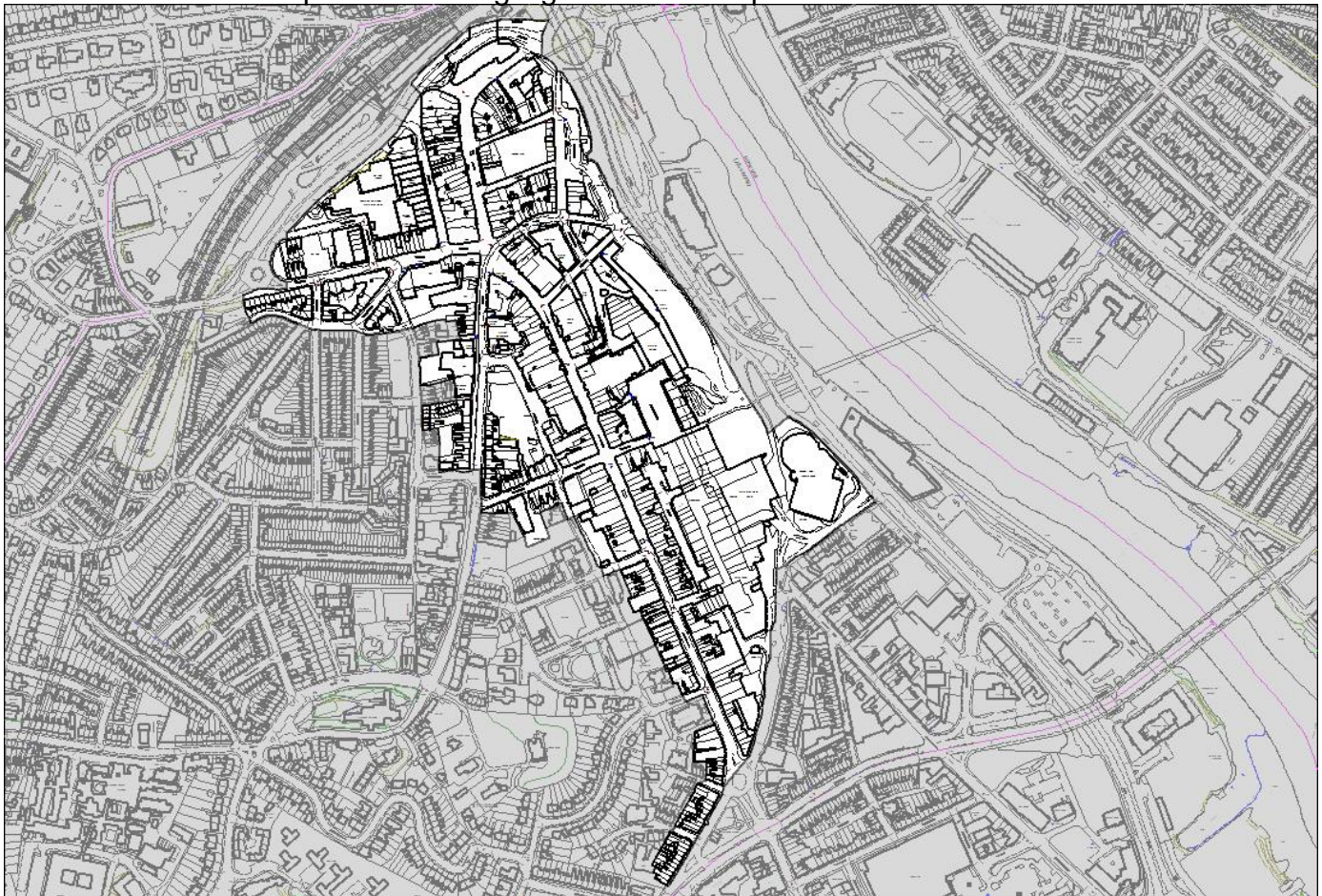
Licence holders should have clear documented policies and procedures in place which identify all age restricted risks at their premises and measures implemented to prevent, manage and respond to those risks.

Risk	Good Practice measure
<p>Children accessing licensed premises</p>	<p>A documented policy setting out measures to protect children from harm should be in place at the premises. The policy should consider all activities associated with the premises including the sale of alcohol and the provision of regulated entertainment and when children should be allowed on or restricted from the premises. All staff including door staff and bar staff should be trained on the policy.</p> <p>Restrict access to children depending on the nature of the business and / or circumstances. The admission of children can be restricted up until a specified time in the evening.</p> <p>The admittance of children can only be permitted if they are accompanied by an adult</p>
<p>Underage sales of alcohol</p>	<p>Operate a strict ‘No ID – No Sale’ policy. ‘Challenge 21’ scheme serves as a reminder to staff of the need to be vigilant in preventing underage sales and to customers that it is against the law for anyone under 18 to purchase alcohol.</p> <p>‘Challenge 25’ scheme gives staff additional support and encouragement to ask for ID from any person appearing to be under 25 years of age to prove that they are over 18. Or a similar scheme, this should be supported by posters highlighting that ID checks take place on the premises.</p> <p>Only accept photographic driving licences, passports or PASS (Proof of Age Standards Scheme) cards approved as means of ID. Use till prompts to remind staff to ask for proof of age.</p> <p>Prominently advertise the scheme in your premises so that customers are aware, in particular, display proof of age signs at the point of sale.</p> <p>Display posters at the premises stating that it is an offence to purchase alcohol on behalf of an underage person (proxy sales).</p> <p>Keep a refusals book (or refusal button on EPOS –Electronic Point of Sale) on the premises and ensure it is completed whenever a sale is refused to a person who cannot prove they are over the age of 18. The book should contain the date and time of the incident, a description</p>

	<p>of the customer, the name of the staff member who refused the sale, and the reason the sale was refused.</p> <p>The book should be made available to Police and authorised Council officers on request and should be reviewed on a regular basis to see if any patterns emerge.</p> <p>Staff training in the age related sections of the Licensing Act 2003 should be provided to all door, bar and till staff. This includes the ability to competently check customers' identification where necessary.</p> <p>A record should be kept of the date and name of person trained and this should be signed by staff stipulating they understand the training they have undertaken. All records should be made available to any Responsible authority under the Licensing Act.</p>
<p>Access to age restricted films</p>	<p>Adequate provisions for restricting children from viewing age restricted films should be in place at the premises. Staff should be trained to check ages at point of sale and prior to entry to a screening room to ensure that admission of children to films is in accordance with the recommendations of the British Board of Film Classifications (BBFC).</p>

Appendix B
City Centre Cumulative Impact Policy

The cumulative impact area is highlighted in the map below



Appendix C

LIST OF RESPONSIBLE AUTHORITIES

<p>South Wales Fire & Rescue Service Headquarters Forest View Business Park Llantrisant South Wales CF72 8LX</p> <p>Tel: (01443) 232000 Email: firesafety@southwales-fire.gov.uk</p>	<p>Children & Family Services Newport City Council Room 208 W Civic Centre Newport NP20 4UR</p> <p>Tel: (01633) 656656</p>
<p>Trading Standards Newport City Council Civic Centre Newport NP20 4UR</p> <p>Tel: (01633) 656656 Email: trading.standards@newport.gov.uk</p>	<p>Planning Services Newport City Council Civic Centre Newport NP20 4UR</p> <p>Tel: (01633) 656656 Email: planning@newport.gov.uk</p>
<p>Environmental Health (Health and Safety) Newport City Council Civic Centre Newport NP20 4UR</p> <p>Tel: (01633) 656656 Email: env.health@newport.gov.uk</p>	<p>Environmental Protection (Pollution) Environmental Health Newport City Council Civic Centre Newport NP20 4UR</p> <p>Tel: (01633) 656656 Email: env.health@newport.gov.uk</p>
<p>FAO The Licensing Officer Gwent Police A Divisional Police HQ Cardiff Road Newport NP20 2EH Tel: (01633) 245229 or (01633) 245249</p>	<p>Dr G Richardson Aneurin Bevan Health Board Mamhilad House Mamhilad Park Estate Pontypool Torfaen NP4 0YP</p>
<p>Licensing Authority, Newport City Council PO BOX 883, Civic Centre, Godfrey Road, Newport, NP20 4UR</p> <p>Tele: (01633) 656656 Email: environment.licensing@newport.gov.uk</p>	

Newport Event Safety Advisory Group

Newport City Council

Civic Centre

Newport NP20 4UR

Group Coordinator: Heather Andrews, 01633 210061

heather.andrews@newport.gov.uk

This page is intentionally left blank