

Executive Summary – Cabinet Member for Licensing & Regeneration / Head of Service

Once again, there has been a sustained level of performance during the first six months of 2018/19 in achieving the Performance Measures and delivering the key projects within the Service Plan. However, the Performance Measures and objectives remain challenging, particularly in times of diminishing resources and increased demand. Most of the Performance Indicators are local measures but the targets have been set on the basis of securing continuous improvement from last year, wherever possible. There is one PAM for the service, which relates to the numbers of broadly compliant food premises. The figure of 95.35% for the last quarter is slightly above the target and above the Welsh average. This is excellent given the nature of food premises in Newport and reduced resources. All of the discretionary PI's are on track, although performance in relation to issuing legal prosecutions and resolution of Public Protections complaints has dipped slightly and are showing amber due to sickness absences in both teams.

Unfortunately, sickness absence has been a problem in certain areas of the service, as shown by the 4 red common measures, particularly in relation to serious, long-term absences. These absences are being carefully managed in accordance with management of attendance policies. However, despite these sickness absences, the PI's still reflect a good level of overall performance. The Service Area has continued to make excellent progress with key projects and critical milestones have been achieved. The organisation and management of key events has gone from strength to strength. The Tour of Britain in September was the largest and highest profile cycling event in the UK, featuring on national TV, the Food Festival was even more successful this year and the "Tomorrow's Democracy" event will take place in November. Our tourism figures shows the visitor economy has almost doubled since 2006, with a growth of 3.5% last year, bringing in £396.56m to the local economy. Good progress has been made with the legal work on key regeneration projects – Chartist Tower, the Market redevelopment, Mill Street and Market Arcade. Public Protection have successfully renewed the City Centre PSPO and introduced a new PSPO in Maesglas. Officers from all teams have been actively involved in the multi-agency Pill Action Days, dealing with HMO's, anti-social behaviour and rogue traders. Service quality has also been recognised externally – the Registration Service was commended as a "high performing service" following their

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inspection by the General Register Officer and the Newport Dog Kennels have been presented with the CAWF Gold Standard Community Animal Welfare Footprint Award for their work with stray dogs. These successes have been all the more significant because they have been achieved against a continuing backdrop of financial pressures, budgetary constraints, the demands of new legislation and the programme of change. The service area is predicting a very small over-spend of £40k for this year's budget against a net operational budget of £6.9 million. This is a credit to the prudent financial management of the budget holders, with MTRP savings of £219k being delivered and recurring pressures of over £100k (under-recovery of CCTV income and use of casual staff in the Registration Service) are all being managed within budget. We are confident that further vacancy provision will mean the budget should break-even by the year end.

Law & Regulation Analysis of Performance

Objective 1	To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources		
Description	<p>This relates to:</p> <ul style="list-style-type: none"> • Corporate Plan priorities – Modernised Council and Thriving City • 20 Things by 2022 – Festival of Democracy • MTFP and Change & Efficiency Programme • Well-being Objectives – to promote economic growth and regeneration 		
Corporate Plan Objective	Modernised Council / Thriving City		
MYR (Q2) Action Status	0 / 6 - Complete	6 / 6 – In Progress	0 / 6 – To be commenced
Action	Status (Complete / In Progress / On Hold)	End of Quarter 2 Update	
<p>To undertake a review of the service structure within teams and deliver efficiencies to meet MTFP savings.</p> <p>Complete the reorganisation and re-structure within Regulatory Services and the establishment of multi-disciplinary teams.</p> <p>Complete the reorganisation and restructure of Democratic Services, PR and Communications and develop combined teams to provide greater service flexibility and resilience.</p> <p>Undertake a review of workloads and staffing resources and identify and implement any staffing changes required</p> <p>Undertake a review of staffing structures within the Registration Service and identify any changes required to address increasing demands and budget pressures due to cover arrangements.</p>	In Progress	<p>The review of service structures will provide longer-term resilience and flexibility to respond to changes in service demand and a sustainable budget (<i>Long Term</i>). The review of staffing structures has involved engagement and consultation with staff and key stakeholders (<i>Collaboration</i>).</p> <p>The restructure of the Neighbourhood (Community Safety) team was completed at the end of July 2018. This has rationalised the management structure, improved supervision and delivered the remainder of the MTFP saving for 18/19. It has also improved the delivery of the 'Neighbourhood' functions, following the restructure of Environmental Health which took effect in October 2017 and which established a multi-disciplinary neighbourhood and anti-social behaviour team including EH professionals. This supports the '<i>Prevention</i>' goal as the work of the team is designed to resolve problems as quickly as possible and to try and prevent problems becoming entrenched.</p> <p>The Commercial Standards Regulatory Services element of the reorganisation has been delivered with the establishment of a combined Trading Standards and Licensing service. Further work is on-going to improve the management and inspection of licensed premises with greater Integration. Improved inspection and enforcement work contributes to early intervention and Prevention goal. Reorganisation and restructure completed. Cabinet Officer recruited in August 2018. This has delivered a more cohesive structure with clearer focus and direction. Integrated teams provide greater resilience in supporting the Cabinet office, Communications and marketing and Mayoralty/event management. This has also delivered an MTFP saving through a combined management structure.</p> <p>Review of structure within the Registration Service was now completed and need for additional staff identified to provide longer-term resilience to cope with increasing numbers of annual registrations. The Implementation of restructure deferred pending a decision on the transfer of the Coroners service and the integration of the administrative support service.</p>	
To undertake a further review and re-evaluation of all discretionary and statutory services and	In Progress	The review and prioritisation of statutory, regulatory and discretionary services is subject of full consultation and engagement with key stakeholders (<i>Collaboration and Involvement</i>).	

<p>prioritise essential and mandatory work in accordance with Corporate priorities and available resources.</p>		<p>Statutory enforcement work in Regulatory and Legal services has been prioritised and focused on areas of high risk and identified need, linked to the Corporate and Improvement Plan objectives. Food hygiene inspections target high risk premises and the only non-statutory work undertaken by consumer protection is cost recovery charged work or targeted prevention work that will have the effect of reducing victimisation or improved reporting.</p> <p>Non-statutory events, marketing and tourism work is prioritised in accordance with Corporate Plan objectives and, wherever possible, external funding and sponsorship is secured.</p>
<p>Identify options for efficiency savings and improved service delivery through joint working and collaboration.</p> <p>Re-structure and reorganise the Gwent Coroner's service to co-locate and integrate the staff and support services within the Registration Service.</p>	<p>In Progress</p>	<p>Joint arrangements for the delivery of key professional and regulatory services should provide greater resilience and improved efficiencies, leading to improved quality of performance. Collaborative working with other Gwent authorities is ongoing in relation to the delivery of legal and Registration functions. Joint legal professional training is delivered through regional consortia and joint registration training is delivered with neighbouring councils. Informal arrangements have been developed for regional co-operation in the conduct of childcare cases. Proposals are being agreed with other councils and the GRO for partnership working within Gwent with reciprocal registration arrangements (<i>Collaboration & Involvement</i>).</p> <p>The methods available for joint working and collaboration come through the work of the Directors of Public Protection Wales/Wales Heads of Trading Standards/Wales Licensing Panel – and their various sub-groups. Cases have been tasked to the Wales Regional Investigations Team (this allows officers to target local rogue traders); and funding has been provided by Welsh Government for age restricted sales and animal feed work (this contributes to bridging the income target gap). Resources are provided to NCC officers from DPPW etc, which saves officer time.</p> <p>A quotation has been prepared for Blaenau Gwent CBC in order to try to secure another Service Level Agreement to continue to deliver a CCTV service for them from April 2019. This type of collaboration would mean that both organisations would continue to benefit from economies of scale and the capital investment that Newport has made into the CCTV Suite at the Civic Centre.</p> <p>The co-location and integration of the Gwent Coroner's service within Registration will provide longer-term resilience (Long term and Integration). Gwent Coroner's service structure has been drawn up, jobs have been evaluated and accommodation adjustments have been agreed. Awaiting Ministry of Justice approval before any further progress can be made (Collaboration and Involvement). The service proposals have been developed in collaboration with the other Gwent local authorities, the existing Coroner's legal practice, Gwent Police and the Ministry of Justice.</p>
<p>Undertake a further review of discretionary fees and charges for the Registration Service, Regulatory Services (Commercial), Regulatory Services (Environment & Community), and Local Land Charges and explore options for securing external funding for discretionary services, to maximise income generation.</p>	<p>In Progress</p>	<p>The fees and charges proposals will be the subject of full public consultation and engagement as part of the budget-setting process (Collaboration and Involvement). Discretionary fees have been fixed, wherever possible, having regard to comparative fees charged by neighbouring authorities, on a collaborative basis.</p> <p>Land Charges fees have been reviewed and benchmarked with other councils and discretionary Registration fees have been increased, where appropriate. Licensing fees have been reviewed to ensure full cost-recovery, including the staff pay award for 19/20.</p> <p>Regulatory Services (Environment & Community) has continued to develop Paid for Advice services as a strategic alternative to delivering discretionary advice and is starting to generate</p>

		<p>useful levels of income and build a commercial reputation, particularly for Food Safety training. Work to establish the first 'Environmental Health' Primary Authority with a major supermarket chain has also continued.</p> <p>Home Office grant has been secured to continue to deliver the national Scambusters service. WG grant funding has been obtained to support the implementation of Rent Smart Wales.</p> <p>External sponsorship was secured to deliver the Newport Food Festival</p>
To develop and extend customer satisfaction surveys for the Registration Service to cover registrations, in addition to ceremonies.	In Progress	<p>Ceremony surveys are being conducted and birth and death registration surveys have been developed as part of the new CRM system (<i>Long-term</i>). In the longer term these satisfaction surveys will assist in service planning and improvements by acting on issues identified by surveys, this helps the service meet customer demand (<i>Prevention</i>).</p> <p>Customers are engaged at the point of access to services and their feed-back provides a qualitative evidence base for the future development of service improvements and to benchmark performance against national standards (<i>Collaboration and Involvement</i>).</p>
<p>To contribute towards the delivery of key corporate projects and cross-cutting transformational change projects, including alternative service delivery models</p> <p>Organise and deliver the Newport Festival of Democracy, develop and implement a Strategic Marketing Strategy and Destination Management Plan.</p>	In Progress	<p>Key projects, events and strategies are being delivered in conjunction with other services areas and external stakeholders and partners (<i>Collaboration and Involvement</i>). Key milestones continue to be met in relation to the delivery key City Centre redevelopments. Completion of the lease for Chartist Tower, Exclusivity Agreement and heads of terms completed for the Market redevelopment and draft development and loan agreements being prepared. On-going due diligence in relation to Mill Street development loan. Legal documents in preparation for Market Arcade refurbishment. Leases and other legal documentation completed with Network Rail and USW for the location of the national software academy in the Information Station</p> <p>Festival and Events team helped to organise and deliver the final stage of the Tour of Britain on 2nd September. Newport Food Festival was successfully delivered on 6th October and Tomorrow's Democracy event has been organised for 5th November.</p> <p>A draft Strategic Marketing Strategy and a draft Destination Management Plan has been prepared for consultation with other partners. £128,000 grant funding has been secured from the Rural Community Development Fund as match funding for the Gwent Living Levels project.</p>

Objective 2	To improve constitutional and corporate governance arrangements		
Description	<p>This relates to:</p> <ul style="list-style-type: none"> • Corporate Plan priorities – Modernised Council and Aspirational People • WAO Corporate Assessment • Well-being Objectives – to promote economic growth and regeneration • A Fairer Newport 		
Corporate Plan Objective	Modernised Council / Aspirational People		
MYR (Q2) Action Status	0 / 5 - Complete	5 / 5 – in Progress	0 / 5 – To be commenced
Action	Status (Complete / In Progress / On Hold)	End of Quarter 2 Update	
To undertake a whole-scale review and re-drafting of the Council's Constitution.	In Progress	<p>The review of the constitution and governance is overseen by Democratic Services Committee, and subject to consultation and engagement (Collaboration and Involvement).</p> <p>New procedures have been introduced to deal with members' written questions. A revised Mayoral</p>	

		<p>protocol has been developed by DSC and approved by Council for deferral of nominations. A review of member support in their ward work has been undertaken and will be reported to DSC in November.</p> <p>Council Policy framework documents have been updated and reviewed. Member role descriptions have been adopted and incorporated into the Constitution. Self-assessment process commenced to achieve WLGA member development Charter accreditation. Head of Democratic Services and DSC Annual reports presented to Council and forward work-programme developed.</p>
<p>Improve and strengthen arrangements in accordance with National Scrutiny Survey and Corporate Assessment.</p>	<p>In Progress</p>	<p>Public engagement is an essential part of effective scrutiny and the critical friend challenge. The Scrutiny Action Plan will develop further initiatives to engage with the public and to provide more effective consultation on key policy reviews.</p> <p>The WAO "Fit for the Future" review confirms that the Council is meeting the requirements of the Local Government Act 2000 in terms of delivering an effective overview and scrutiny function, which makes a positive contribution to decision-making and policy development.</p> <p>There are identified areas for improvement, particularly in relation to member training and development, holding the executive to account, performance management and public engagement. However, all of these issues are already identified in the Overview & Scrutiny Annual Report and are being addressed through the agreed action plan.</p> <p>The impact of the new scrutiny structure and arrangements in driving improvements is being reviewed, including a repeat of the Scrutiny Self Evaluation and Peer review process.</p> <p>The Public Engagement Strategy is being redeveloped to ensure arrangements are put in place to support public involvement and participation, to include utilising social media to promote Committee work.</p> <p>Review undertaken of arrangements for Cabinet Members to attend Performance Scrutiny committee as part of the service review and performance monitoring process. Use of pre-meetings to identify areas for challenge.</p> <p>Improved planning and links between the Scrutiny Forward Work Programme and the Cabinet work programme. Regular meetings of the Chairs of Scrutiny, the Scrutiny Officer Team to ensure a positive relationship continues, and workloads are co-ordinated effectively managed. This will include meetings with the Cabinet.</p>
<p>To develop and implement a programme for Member training and development, including individual training plans and Members Annual Reports, and deliver a successful induction programme for new Councillors.</p>	<p>In Progress</p>	<p>Individual training and development plans will require engagement with councillors and key Cabinet Members, with responsibility for overseeing member development Delivery of training will be in collaboration with the WLGA, other local authorities and external trainers, as appropriate (<i>Collaboration and Involvement</i>).</p> <p>Training and development needs are being established through reissuing the training and development questionnaire to Members. The member development programme is continuing throughout the year. An effective member development programme is being implemented to support Members in undertaking their roles. Further training will be provided for scrutiny members on the Wellbeing of Future Generations (Wales) Act to improve their understanding and consideration of the Act when undertaking scrutiny activity.</p>
<p>To ensure that Standards Committee continues to operate effectively and discharges its statutory responsibilities.</p>	<p>In Progress</p>	<p>The monitoring of ethical standards compliance and governance arrangements involves extensive involvement and engagement with elected members, community councils and community councillors (<i>Collaboration and involvement</i>).</p> <p>Succession planning and new independent members of Standards Committee appointed. Further Code of Conduct training delivered for City Councillors and community councils. Ethical standards</p>

		review of community councils completed. Revised protocol for Member Officer Relations developed and approved by Council. Annual report prepared for submission to Council and forward work programme developed.
Successfully deliver elections, raise voter awareness and increase elector registration.	In Progress	Local and general elections are delivered in collaboration with other statutory agencies, key stakeholders and Government departments, including the Cabinet Office and Electoral Commission (Collaboration and Involvement). Raising voter awareness involves engagement with hard to reach groups and facilitate community working. The annual canvass has commenced, with the delivery of Household Enquiry Forms and follow-up visits by canvassers to secure maximum registration numbers on the electoral roll. The new electoral registers will be published in December. Preparations underway for the electoral review by the Boundary Commission starting in January.

Objective 3	To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes		
Description	This relates to: <ul style="list-style-type: none"> • Corporate Plan priorities – Modernised Council • Change and Efficiency Programme • MTFP • Performance Measures – RS/SI/1, L&S/L/08, HRP/041 & LR/L/002 		
Corporate Plan Objective	Modernised Council		
MYR (Q2) Action Status	0 / 7 - Complete	7 / 7 – in Progress	0 / 7 – To be commenced
Action	Status (Complete / In Progress / On Hold)	End of Quarter 2 Update	
Complete New Ways of Working service review in Regulatory Services (Commercial) and Regulatory Services (Services (Environment & Community)), with new improved technology and working practices.	In Progress	<p>The service review and extended use of technology involves extensive consultation and engagement with staff and key stakeholders, including license applicants. IT projects involve collaboration with internal colleagues and external software suppliers (<i>Collaboration and involvement</i>).</p> <p>Work is ongoing to align the 'trading standards' and 'licensing' database work with the 'environmental health' work. Further work had been deferred pending the procurement of a new CRM, and an evaluation of the modules for case management, inspection setting and licensing.</p> <p>The rollout of smart phones has been deferred pending a corporate review of the handsets. Software configuration is ongoing to enable the use of hand-held devices for Regulatory inspections.</p>	
Greater use of technology and development of back-office systems to deliver improved efficiencies in Legal Section.	In Progress	<p>The extended use of technology involves extensive consultation and engagement with staff and key stakeholders (Collaboration and Involvement). The Corporate EDMS has been adapted for use by childcare solicitors and has been piloted within the section. Staff training has been completed and cases are ready to go "live" by the end of the month. This will deliver improved efficiencies and storage/archiving, with the transition to electronic files and case management.</p> <p>Discussions are ongoing with the other Gwent authorities to develop a secure portal with Court service for the electronic transfer and storage of documents in connection with childcare cases, using the Swansea model or a bespoke system.</p>	

		The EDMS system is also being developed to streamline the arrangements for school admission and exclusion appeals.
Greater use of digital technology for delivery of PR, communications and marketing services	In Progress	The promotion of Council services, communication of key messages and marketing information involves extensive public engagement through social media and the Council web site. A Regeneration website is being developed. A City Brand is being developed through the NEN and the Destination Management Group (<i>Collaboration and Involvement</i>). The Council's key objectives and information about services are being delivered through the use of social media, with an increasing number of Facebook and Twitter followers.
Develop and improve the openness and transparency of corporate governance processes through greater use of technology.	In Progress	Developments to the existing IT systems for broadcasting and agenda management have been carried out in conjunction with the software suppliers and Norse. The audio equipment in the Council Chamber has been upgraded and improved, with links to the Public-i web-casting system. The modern.gov system has been developed to further streamline the democratic decision-making process and reduce costs of hard copy agendas and minutes. The translation module has been implemented to allow for the publication of bilingual Minutes of meetings and the web site now has direct links for Welsh versions of documents.
Develop and implement a case management system for the Coroner's Service.	In Progress	Organised demonstrations of systems with Coroner & team to consider which system suited them best and decision made about this (<i>Long Term and Integration</i>). We are awaiting Ministry of Justice approval before procuring a system.
<u>New Action</u> Develop an online application form for landlords for Houses in Multiple Occupation Licensing linked with the Idox database.	In Progress	Work has commenced on developing an online application form for landlords of houses in multiple occupation alongside the Newport Intelligence Hub. Successful implementation will provide an easy to use system for landlords and reduce data entry by Council officers.
<u>New Action</u> Continue to roll out card payment capability for customers within Regulatory Services.	In Progress	We are working with the Council's Finance teams to continue the roll out of card payments within Regulatory Services. This will reduce the administrative burden on colleagues from multiple areas of the Council which is associated with using the Council's Debtor system and make it easier for customers to pay for services and make them more attractive.

Objective 4	To improve public health and consumer protection through the creation of a fairer and safer environment for Newport's residents, visitors and businesses		
Description	This relates to: <ul style="list-style-type: none"> • Corporate Plan priorities – Resilient Communities and Thriving City • 20 Things by 2022 – Purple Flag accreditation • Well-being Objectives – to promote economic growth and regeneration whilst protecting the environment, to enable people to be healthy, independent and resilient and to build cohesive and sustainable communities • Service Plan measures – PAM/023, RS/SI/1, LR/L/027, LR/L/002 and new fraud detection measures 		
Corporate Plan Objective	Resilient Communities / Thriving City		
MYR (Q2) Action Status	0 / 7 - Complete	7 / 7 – in Progress	0 / 7 – To be commenced
Action	Status (Complete / In Progress / On Hold)	End of Quarter 2 Update	
Prevent and tackle instances of	In Progress	Tackling anti-social behaviour and improving community cohesion requires <i>collaboration</i> and	

<p>anti-social behaviour impacting upon the residents and business community including general poor behaviour, noise nuisance, fly tipping, illegal alcohol sales to children and doorstep crime.</p>		<p><i>Involvement</i> with other key stakeholders, such as the Police, RSL's and community groups and early intervention and prevention will stop problems from escalating. Public Protection have successfully renewed and updated the City Centre Public Space Protection Order and introduced a new PSPO in Maesglas, including a gating order.</p> <p>Officers continue to respond to instances of anti-social behaviour and noise nuisance. A multi-agency approach is used for serious/persistent cases where appropriate. Abatement Notices for Statutory Nuisance are served where the officers are satisfied that a Nuisance exists.</p> <p>Increased fixed penalty notice fines with no discount for early repayment have been approved by Cabinet Members to deal with littering and waste offences.</p> <p>Noise Nuisance and Licensing: Officers from the Licensing Team have continued visits and surveillance to licensed premises to ensure noise is within tolerated levels. This work has led to reviews of two licences and resulted in suspension.</p> <p>Illegal Alcohol Sales: Officers from the Consumer Protection Team and Licensing Team have continued to provide advice to licensed premises to reduce the risk of illegal sales and have been involved in three 'mystery shopper' operations. The Licensing Team has also secured a conviction in relation to an off-licence selling alcohol outside permitted hours.</p> <p>Doorstep Crime and Scams: Visits continue to the identified scam victims with a view to 'target hardening'. There are a number of significant investigations into instances where traders prey on older and vulnerable customers. These cases involve deliberate frauds.</p>
<p>Work with key partners to tackle anti-social behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly, and use this area focussed model to inform potential future programmes in other areas of Newport.</p>	<p>In Progress</p>	<p>Officers supported the recent Pill Action Day. In particular the focus on private sector rented accommodation by officers from the Environmental Health Housing team resulted in a number of properties requiring enforcement action, including HMOs that require a licence from the Council (<i>Collaboration, involvement and Prevention</i>).</p> <p>Officers from the Licensing Team and Consumer Protection Team have also participated in the Days of Action focussing on alcohol premises, scrap metal dealers and rogue trading. The Consumer Protection Team also carried out a 'mystery shopper' exercise with 'knives sales' (Business performance when tested improved greatly).</p> <p>Officers from multiple teams actively participated in the first City Centre Action Day. Housing officers will again collaborate with South Wales Fire & Rescue to identify properties of concern.</p>
<p>Secure Purple Flag Accreditation for the City Centre Night-Time Economy.</p>	<p>In Progress</p>	<p>The Regulatory Services Manager (Commercial) has been appointed as lead officer for the Night-time economy work-stream of the Safer City Centre sub-group on the PSB. A draft action plan has been produced to address areas of concern including crime and disorder, alcohol and traffic problems. The Group are working towards a Purple Flag application in October 2019, following the introduction of CPE by the Council.</p>
<p>Develop Local Air Quality Management Statutory Action Plan to identify Air Quality Management Areas in the City and ensure it is formally adopted</p>	<p>In Progress</p>	<p>Effective action will require collaboration with a number of internal services areas and external partners, including Planning, Housing, other local authorities, regional enforcement and Government agencies (<i>Collaboration and Involvement</i>). Cabinet Member has agreed revised AQMA's and orders have been made.</p>

and implemented.		<p>Officers have produced a draft Action Plan and this will be consulted on both internally and then publically in the coming months. Officers will work closely with the Partnership team to ensure that this work dovetails with overlapping sustainability work being delivered by the PSB. This approach has been cleared with the Senior Leadership Team and the Cabinet Member for Licensing & Regulation</p> <p>Delivery of the 'ECO Stars' vehicle fleet fuel efficiency scheme in Newport has commenced using Welsh Government funding. The scheme will be run up to March 2019, and then continued if further funding is provided.</p>
Regulation of housing standards in both rented and non-rented housing, including implementation of licensing regimes.	In Progress	<p>Officers continue to respond to service requests from tenants, landlords and others. Licensed properties are subject to programmed inspection/s during the term of the licence. The Council continues to work closely with Rent Smart Wales (landlord registration and licensing) who deliver this national regulatory regime for the Council.</p> <p>Public consultation has been commenced on the proposal to continue with Additional Houses in Multiple Occupation licensing for another 5 years from June 2019.</p> <p>Trading Standards professionals carried out surveillance of Newport's Letting Agents. New legislation required the display of fair and accurate pricing and fees information to allow tenants full information before making transactional decisions. Every Letting Agent was investigated and where problems were discovered, compliance advice was issued. The several agents failing to observe the requirements are now under investigation.</p>
Support compliance within reputable businesses and investigate rogue traders to maintain a fair and safe trading environment.	In Progress	<p>Regulatory Services (Environment & Community) has continued to develop Paid for Advice services, in order to support reputable businesses. This includes a number of Chartered Institute of Environmental Health-backed training courses.</p> <p>There have been numerous inspections, investigations, seizures, complaints, projects and sampling programmes conducted, all with a view to supporting good businesses and targeting rogue traders. Examples of this work include:</p> <ul style="list-style-type: none"> • Provision of robust licensing service • Prosecution of a rogue bridal retailer • Prosecution of sellers of unsafe food • Proceeds of Crime Confiscation Awards • Prosecution and cautioning of illegal taxi providers • Continuation of the Buy With Confidence Scheme and Primary Authority/Business Support • Investigations and seizures of counterfeit and unsafe products • Drafting of improved Gambling and Street Trading Policies • Ongoing anti-counterfeiting campaign • Surveillance of imported animal feed <p>The Serious Organised Crime Sub-group of Safer Newport has commenced plans that will aim to reduce crime in the city centre. Officers from across the service will be involved in disruption activities.</p>
Regulate businesses and support consumers/residents to protect and improve health.	In Progress	<p>Businesses are subject to a range of proactive and reactive inspections and interventions. The Food Law Code of Practice in Wales still requires a programme of Food Safety inspections to be undertaken every year and the associated 'Broadly Compliant' PAM performance indicator is</p>

	<p>closely monitored by the Food Standards Agency.</p> <p>Landlords renting property are running businesses, often on a small scale and with little understanding of their obligations to ensure tenants' health and safety. Regulation by the Council and Rent Smart Wales aims to improve the situation.</p> <p>Regulatory Services continues to deliver Health & Safety at Work interventions in line with the Health & Safety Executive national priorities and locally agreed projects.</p> <p>Officers from the Consumer Protection Team continue to focus on the emerging issue of 'allergenic ingredients'. A number of sampling projects were completed last year, which resulted in investigations during this financial year. This has resulted in two convictions. Further surveillance work is underway.</p> <p>Officers from the Consumer Protection Team completed two 'mystery shopper' exercises looking at the willingness of shops to sell e-Cigarettes to children. The first operation (in June) resulted in a high failure rate. Businesses were informed that further transgressions might result in prosecution. The second operation (in September) resulted in a high refusals rate. This was a big success.</p> <p>The surveillance work of the Licensing Team has a direct effect of health improvement by not allowing the licensed trade to adopt business practices detrimental to the health of Newport's citizens. Officers from the Licensing Team continue to provide taxi drivers with training on Child Sexual Exploitation</p> <p>Officers from the Consumer Protection Team are currently investigating a significant number of Illicit Tobacco Investigations.</p> <p>Officers from Newport City's Dog Home have won the RSPCA Gold Footprint Award. This work improves the welfare of Newport's citizens.</p>
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Objective 5	To extend the range of services and communications available through the medium of Welsh to comply with relevant Welsh Language Standards		
Description	This relates to: <ul style="list-style-type: none"> • Corporate Plan priorities – Modernised Council • Well-being Objective 4 – To build cohesive and sustainable communities • Welsh Language Standards 		
Corporate Plan Objective	Modernised Council		
MYR (Q2) Action Status	0 / 3 - Complete	3 / 3 – in Progress	0 / 3 – To be commenced
Action	Status (Complete / In Progress / On Hold)	End of Quarter 2 Update	
Delivery of Welsh Language Standards applicable to Law and Regulation services. The service area will extend the	In Progress	Delivery of key Welsh Language Standards has involved extensive engagement with staff and services users. The Strategic Marketing Officer takes an active involvement in the Corporate Welsh Language Group. Translation of Council and Committee Agendas as part of the democratic decision-making processes, the offer of correspondence in Welsh where customers express such a preference and	

<p>range of services where customers are offered a choice of language from the first point of contact and encourage the use of Welsh in the delivery of front-line services.</p> <p>Increase Welsh awareness and basic training among staff, to encourage greater use of the Welsh language.</p> <p>Continue to make a positive contribution in relation to the work of the Corporate Welsh Language Group.</p>		<p>the conduct of internal hearings. Statutory notices and Orders are now drafted and published bilingually.</p> <p>Education statutory notices continue to be translated. Welsh-speaking Solicitors are also able to clerk School Admission/Exclusion appeals, if necessary. There are two first language Welsh speakers in Public Protection who are able to deal with enquiries in Welsh. <i>(Collaboration and Involvement)</i></p>
<p>To review recruitment policies, specifically in relation to front-line services, such as the Registration Service, to offer greater choice in respect of the conduct of registrations and ceremonies in Welsh.</p>	<p>In Progress</p>	<p>Collaborative working with other Gwent Registration services to share services of Welsh-speaking Registration officers. Bi-lingual registrations are routinely offered to Welsh speakers by the Registration service and arrangements made for appointments to be with Welsh speaking registration staff.</p>
<p>The translation of key policy Statements and internal governance documents, such as the Statement of Licensing Policy and corporate decision-making templates, into Welsh.</p>	<p>In Progress</p>	<p>Council and Committee agendas are provided bilingually and are signposted separated on the website. Modern.gov upgrade implemented for the translation and publication of Minutes.</p> <p>Statutory notices are also drafted and published bilingually.</p> <p>Public protection officers are capturing language preference during initial contact with the public and with businesses.</p> <p>Public Protection Standard Letters and Notices are available bilingually. Licensing and other policy statements have been translated and are available bilingually on the website.</p>

Law & Regulation Performance Measures Analysis						
PI Result vs PI Target Definition	On Target			Short of Target (15% Tolerance)		Off Target (Over 15% Tolerance)
Performance Direction Definition (Based upon the performance from the previous reporting period)	 Performance has Improved			 Performance has Declined		 Performance is the same
Performance Measure (National / Local / Management Information)	Link To Service Plan Objective(s)	Q2 Result	2018/19 Target	Performance Direction	2017/18 Q2 Position	Service Area Comment (For Performance Indicators not meeting their targets)
National (PAM/023) - % food establishments broadly compliant with food hygiene standards. Quarterly submission	Objective 4	95.16%	95.16%	 95.35%	 94.51%	
Local - % of public protection fraud investigations successfully concluded. Quarterly submission	Objective 4	100%	85%	 100%	N/A	New performance indicator for 2018/19.
Local - % Regulatory Services significant issues resolved Quarterly submission	Objectives 3 & 4	95.2%	92%	 88.2%	 91.4%	
Local – Total number of social media followers. Quarterly submission	Objective 3	27,800	27,000	 27,400	 24,900	
Local – % of customers seen within 10 minutes. Monthly submission	Not applicable	99.24%	98%	 98.91%	 98%	
Local - % of legal searches completed within 5 days. Monthly submission	Objective 3	96.47%	96%	 95.81%	 94%	
Local - % of Anti-social behaviour incidents resolved by wardens. Quarterly submission	Objective 4	91.22%	93.96%	 95.4%	 94.9%	
Local - % legal prosecutions issued within 20 working days. Monthly submission	Not applicable	72.4%	85%	 85.1%	 99.1%	
Local – average value of fraud investigations successfully concluded	Objective 4	£43,419	Q2 Target £15,000	 £43,419	N/A	This is a new PI for 2018/19 and no data is available for 2017/18.

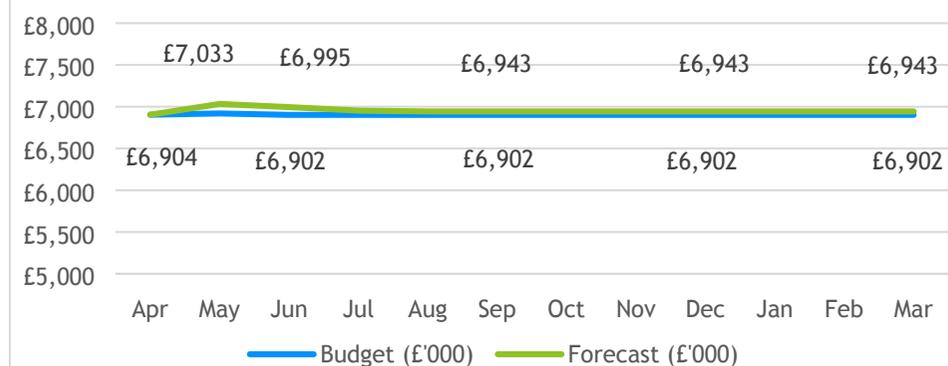
Quarterly submission			18/19 target £30,000			
Management Information - % Return to Work within 7 calendar days.	Not applicable	62.5%	90%	 70.97%	 77.97%	This is being raised as a management team item for improvement.
Monthly submission						
Management Information – Service area employee sickness (days)	Not applicable	5.66 days	Q2 Target 3.48 18/19 target 7 days	 3.09 days	 4.52 days	This is being monitored by the Management team and is being managed in accordance with the Council's Management of Attendance policy.
Monthly submission						
Management Information – Service area employee sickness (days) long term	Not applicable	4.46 days	Q2 Target 2.52 days 18/19 Target 5.01 days	 2.36 days	 0.5 days	This is being monitored by the Management team and is being managed in accordance with the Council's Management of Attendance policy.
Monthly submission						
Management Information – Service area employee sickness (days) short term.	Not applicable	1.20 days	Q2 Target 0.96 18/19 Target 1.99 days	 0.73 days	 1.01 days	This is being monitored by the Management team and is being managed in accordance with the Council's Management of Attendance policy.
Monthly submission						

Law & Regulation Finance Analysis

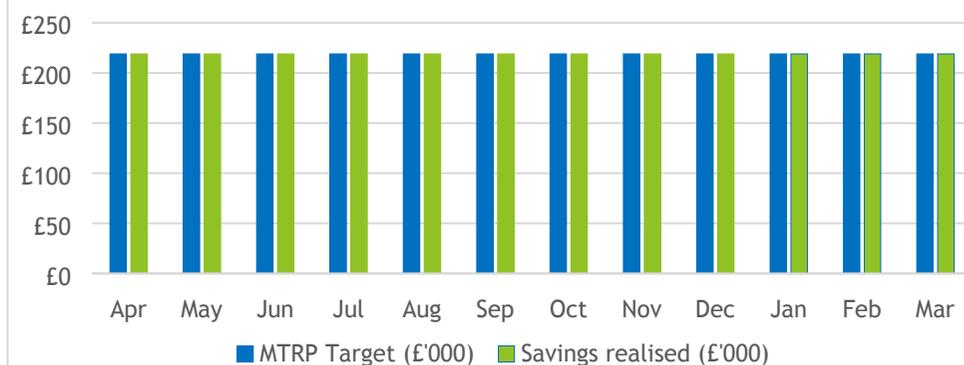
The forecast as at the end of September 2018 shows a predicted overspend of £40,643 across the L&R budget, which is virtually the same figure as at the end of August. However, there have been fluctuations in individual budgets since last month. Projected income levels for land charges have been reduced by £14k as the number of property searches has gone down and other fees and charges income has been reduced in Public Protection. However, this reduction in income has been offset by a £30k saving in insurance premiums and miscellaneous savings in supplies and services and staffing budgets.

The recurring pressures in relation to the £60k under-recovery of CCTV income and the overspend of £49k in relation to the staffing costs in the Registration Service, due to the extended use of casual cover to meet statutory deadlines, are being managed and off-set by underspends in other areas. The continued overspend in the Registration Service will need to be regularised through a staffing restructure, once a decision has been made on the transfer of the Coroner's service. In the meantime, the current projected overspend across L&R will be mitigated and managed through a combination of delayed filling of vacancies, new appointments at less than the top of the grade and a spending freeze on all non-essential expenditure.

2018/19 Overall Net Position (Quarter 2)



2018/19 Delivery of MTRP Savings (Quarter 2)



Summary Revenue Position

Service Area Team	Deficit / (Underspend)
Communications & Marketing	4
Registrars	48
Democratic Services	(31)
Members Allowances	28
Electoral Registration	£0
Legal	(18)

Summary Revenue Position

Service Area Team	Deficit / (Underspend)
Land Charges	14
Insurance	(59)
Community Safety	96
Environmental Health	13
Trading Standards	27
Licensing	(80)

Law & Regulation Services Resource Analysis

Employee Headcount



Gender

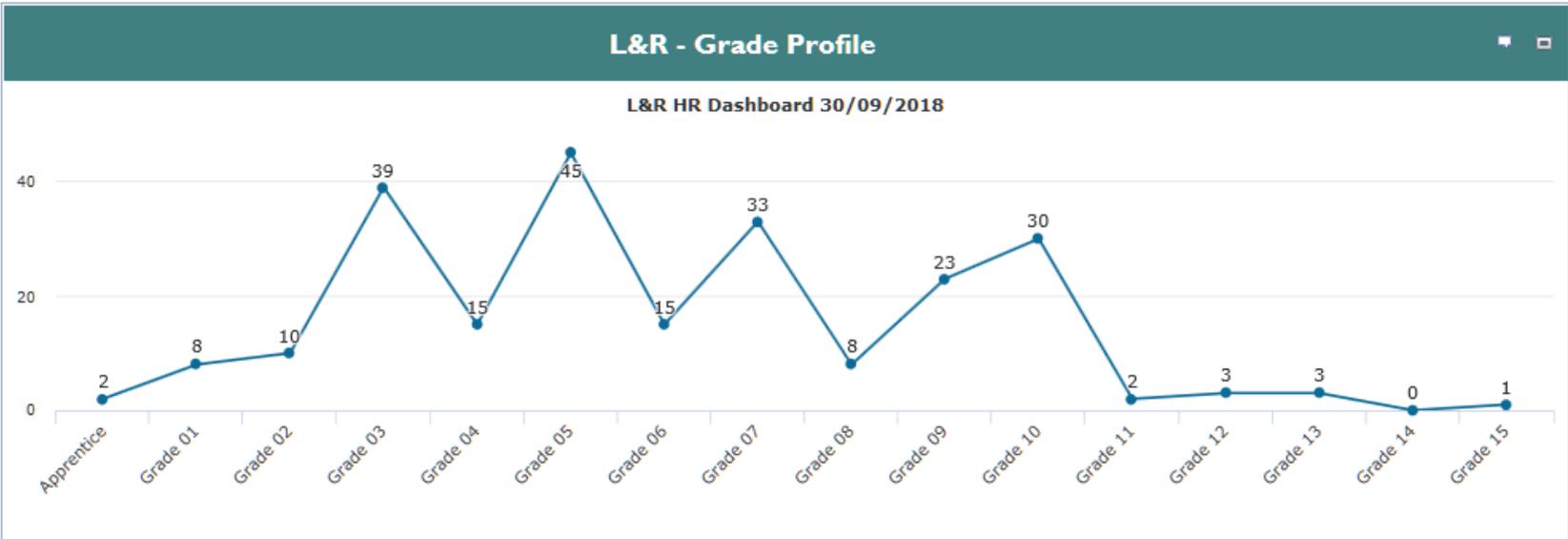
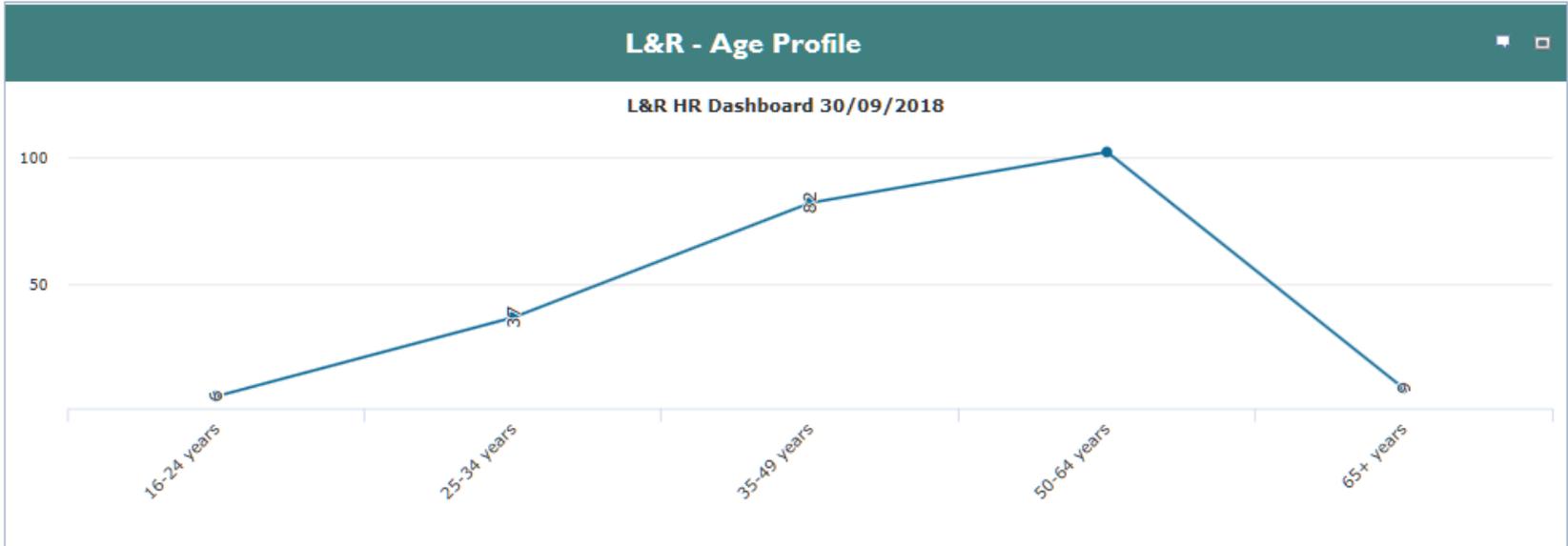


Starters



Leavers





Data for Employee Headcount, Gender, Age Profile and Grade Profile are a snap shot as at 30th September 2018.

Data for Starters and Leavers is the cumulative total for April - September 2018.