

**Law & Regulation**  
**Service Plan Mid-Year Review 2019-20**

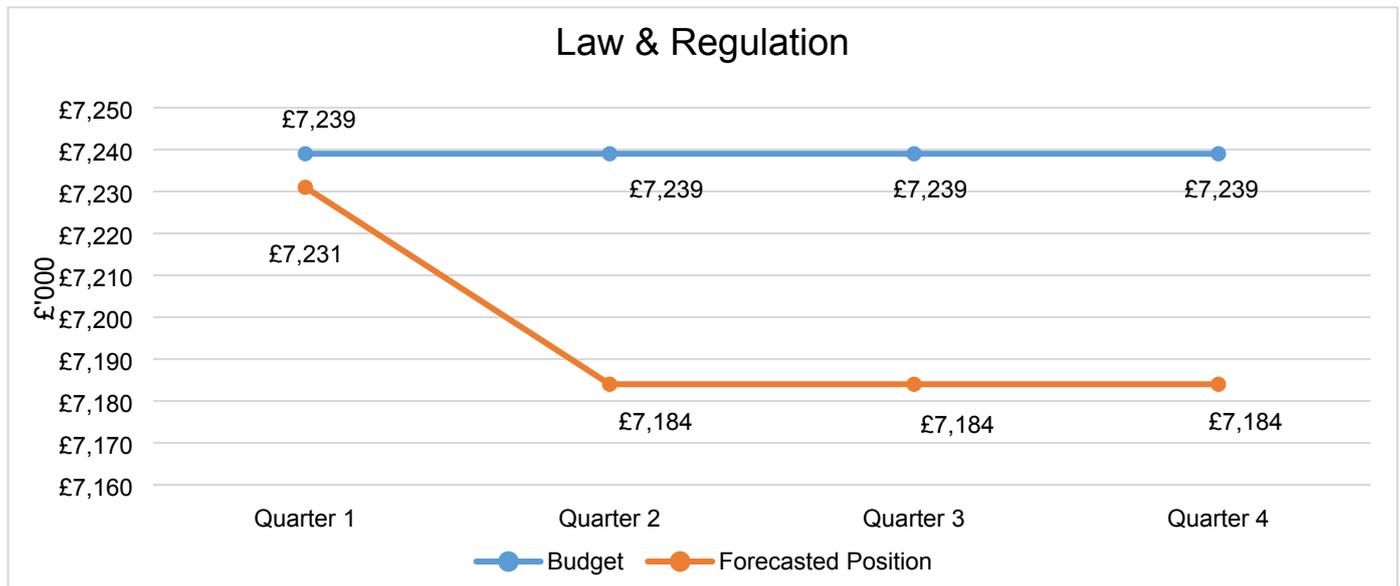
**Cabinet Member for Licensing and Regulation – Councillor Ray Truman**

**Head of Service – Gareth Price**

## Introduction

Law & Regulation (L&R) provides a wide range of statutory, regulatory and professional support services for internal clients, Councillors and members of the public. Services include: Legal services, Insurances and Local Land charges, Democratic Services, including Overview and Scrutiny and the Mayoralty, Elections and Electoral Registration, Registration of Births, Deaths and Marriages, Regulatory Services (Environment & Community), Regulatory Services (Commercial) and Marketing, Public Relations and Communications.

## 2019/20 Budget



To support the delivery of the Council's Corporate Plan 2017-22, the Law & Regulation Service Plan 2018-22 focuses on the delivery of:

- **Well-being Objective 2** – To promote economic growth and regeneration whilst protecting the environment.
- **Well-Being Objective 3** – To enable people to be healthy, independent and resilient
- **Well-Being Objective 4** – To build cohesive and sustainable communities; and
- **Corporate Themes** - Modernised Council, Aspirational People, Thriving City and Resilient Communities

The 2019/20 Service Plan has identified 5 objectives that are focused on:

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

This relates to:

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

**Objective 2 - To improve constitutional and corporate governance arrangements.**

This relates to:

Corporate Plan priorities – Modernised Council / WAO Corporate Assessment.

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

This relates to:

Corporate Plan priorities – Modernised Council

Change and Efficiency Programme

MTFP

Performance Measures - RS/SI/1, L&S/L/08, HRP/041, LR/L/002

## **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.**

This relates to:

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, LS/L/027, LR/L/002 and new fraud detection measures

## **Objective 5 - To extend the range of services and communications available through the medium of Welsh comply with relevant Welsh Language Standards.**

This relates to:

Corporate Plan priorities – Modernised Council

Well-being Objective 4 - To build cohesive and sustainable communities

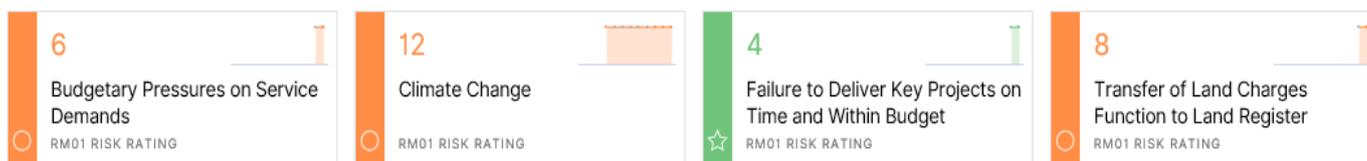
Welsh Language Standards

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

Once again, there has been a sustained level of performance during the first six months of 2019/20 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 percentage of broadly compliant food premises, which remains slightly above the Welsh average. All of the discretionary PI's are on track, although performance in relation to issuing legal prosecutions is still catching-up following a prolonged period of staff sickness and turnover.

The Service Area has continued to make excellent progress with key projects and critical milestones have been achieved. Good progress has been made with the legal work on key regeneration projects – Chartist Tower, the Market redevelopment, Mill Street and Market Arcade. Officers from Public Protection have been actively involved in the multi-agency Action Days in Pill and the City Centre, dealing with HMO's, anti-social behaviour and rogue traders and there have been a number of successful and high profile fraud investigations and prosecutions. Service quality has also been recognised externally –the Newport Dog Kennels have again been presented with the RSPCA Gold Award for their work with stray dogs and this year they have also been awarded the prestigious Innovation Award for the introduction of the dog exercise area at Corporation Park. 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 £20k for this year's budget against a net operational budget of approximately £7 million. This is a credit to the prudent financial management of the budget holders, with MTRP savings and recurring pressures of being managed within budget. We are confident that the budget should break-even by the year end.

### **Service Risks**



## Glossary

Note: Commentary is optional for actions and performance measures reported as a green status

### Actions (Red / Amber / Green)

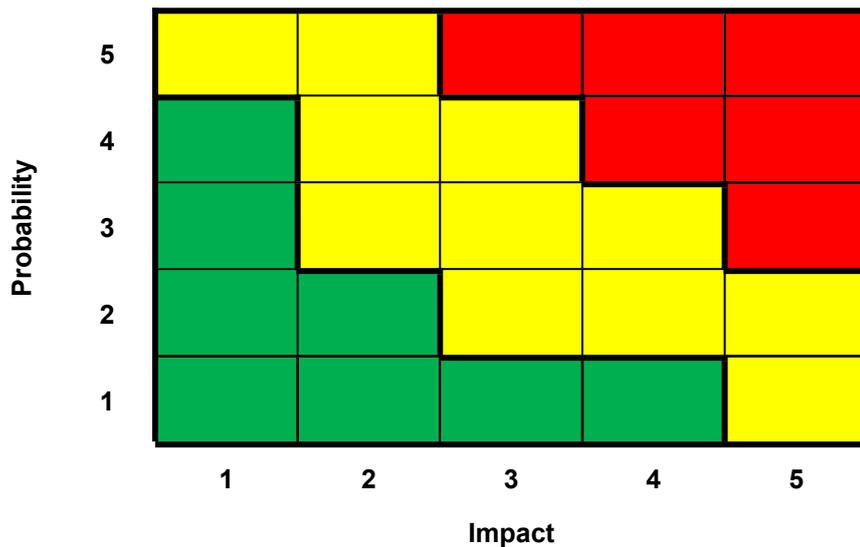
C	Green RAG – Completed
	Green RAG – Action is on course to be completed within timescale
	Amber RAG – There are potential issues which unless addressed the action might not be achieved within agreed timescales.
	Red RAG – The action requires immediate action to achieve delivery within agreed timescales.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

### Performance Measures

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

### Risk Table (5x5)

For example: Probability = 5 / Impact = 4 / Total = 20



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

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
1.0	Undertake Review of Law & Regulation Service Structure	To undertake a review of the service structure within the Law & Regulation teams to deliver efficiencies including consideration of joint working / collaboration with partners to meet MTFP savings.	01-Apr-18	31-Mar-20	75% (Taken from subtasks below)		
1.1	<b>Environment &amp; Community</b> - Reorganisation and Re-Structure of Regulatory Services	Complete the reorganisation and re-structure within Regulatory Services and the establishment of multi-disciplinary teams.	01-Apr-18	31-Mar-20	100%	<b>C</b>	This restructure has brought together all of the 'neighbourhood anti-social behaviour' teams under one manager and all are now based in the same location. In order to achieve this, some traditional environmental health functions have been transferred to another team and this has been a major change. Therefore, this restructure has had a major impact on 2 managers and they have responded to the new challenge positively. The new 'Noise & Neighbourhood' team includes the Community Safety Warden Service and bringing all the services together is delivering tangible improvements to service.
1.2	<b>Commercial Standards</b> - Reorganisation and Re-Structure of Regulatory Services	Complete the reorganisation and re-structure within Regulatory Services and the establishment of multi-disciplinary teams.	01-Apr-19	31-Mar-20	95%		The main restructure of the teams was completed within the previous year; but the transfer of functions has been a more gradual process.

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
							<p>Within the first half of the year, the activity of transferring the remaining licence processes to the Licensing Team has taken affect. The animal establishment licences (dog breeding/riding schools/pet shops etc.) was transferred from the Animal Health and Industrial Team; and fireworks licences was transferred from the Consumer Protection Team. This allows the Licensing Support Officers to use their expertise in processing licensable activities. This has allowed the officers in the other teams to shift resources into other surveillance areas (the Animal Health Officer will increase activity at Newport Docks regarding animal feed importations; and the Fair Trading Officers and Trading Standards Officers will be in a better position to complete the food standards premises surveillance work which was highlighted by the Food Standards Agency as being an improvement area).</p> <p>There has also been a further mini-restructure at the Dog's Home where the working hours of different officers has been examined and reviewed to allow the premises to be open to the public on weekends. This is an important development as the</p>

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
							service wishes to increase rehoming income; to do this it would be wise to open the premises to the public on weekends. There are further ideas regarding reorganising work areas in relation to licensed premises and food businesses surveillance and prosecution processing.
1.3	<b>Democratic Services</b> - Reorganisation and Re-Structure of Democratic Services.	Complete the reorganisation and restructure of Democratic Services, Public Relations and Communications and develop combined teams to provide greater service flexibility and resilience.	01-Apr-18	31-Mar-20	90%		
1.4	<b>Legal Services</b> - Review workloads and Staffing Resources in Legal Services	Undertake a review of workloads and staffing resources in Legal Services including any collaborative work with partners to support the delivery of the service.	01-Apr-18	31-Mar-20	50%		
1.5	<b>Registration Services</b> - Review of Staffing Structures Within the Registration Service.	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.	01-Apr-18	31-Mar-20	50%		
2.0	Review and Re-Evaluation of all discretionary and statutory services	To undertake a further review and re-evaluation of all discretionary and statutory services and prioritise essential and	01-Apr-18	31-Mar-20	50% (Taken from subtasks below)		

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
		mandatory work in accordance with Corporate priorities and available resources.					
2.1	<b>Environment &amp; Community</b> - Review all Environment & Community Discretionary and Statutory Services	To undertake a further review and re-evaluation of all discretionary and statutory services and prioritise essential and mandatory work in accordance with Corporate priorities and available resources.	01-Apr-18	31-Mar-20	50%		
2.2	<b>Commercial Standards</b> - Review all Commercial Standards Discretionary and Statutory Services	To undertake a further review and re-evaluation of all discretionary and statutory services and prioritise essential and mandatory work in accordance with Corporate priorities and available resources.	01-Apr-18	31-Mar-20	50%		The work at the Dog's Home has been reviewed. The service has received funding from its partner, Opt to Adopt; which has paid for the preparation and completion of a Dog Walking Facility (whereby members of the public pay for an enclosed area of parkland adjacent to the Dog's Home to walk their dogs securely and privately). This is a discretionary activity and is only possible because the service will follow a self-funding business model. It is hoped that the income received from the Dog Walking Facility will help the service finally achieve its annual income target. The way officers receive consumer complaints has been reviewed. Most trading standards services in Wales sign an MOU with the Citizens Advice Consumer Service (CACS). This

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
							<p>service provides first tier; advice to members of the public who require consumer advice; The MOU then allows CACS to handle the simple advice calls where they are able to provide callers with self-help information; then if the matter is actually a breach of criminal legislation and/or the matter is too complex for the self-help model; then the case is referred to the local council. CACS maintains a comprehensive database, to which all council officers, has access that records all cases dealt with by their service. This is the principle method of discharging the statutory duty under the Consumer Rights Act and related legislation for councils. Newport City Council has now handed back the MOU and has explained it will no longer accept referrals. The consumer protection service in Newport has shifted to a more intelligence led model and instead of accepting referrals allows CACS to deal with all cases as if Newport City Council will not get involved. Several times a week the service reviews the CACS database and determines whether or not a particular case should be dealt with by officers in the team. This method of working has</p>

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
							<p>advantages and disadvantages; on the one hand it better allows the service to cope with the demands of the service (by a refusal to deal with certain cases); but on the other, carries a risk that where an officer refuses to take-up a case, that the case contains significant detriment and criminal behaviour which was missed by the triage process and leads to a consumer who has not been helped and/or a criminal getting away with their wrongdoing.</p> <p>The service is still operating below the minimum standard in relation to the Code of Practice for Food Standards. Arrangements have been put in place to reach the minimum standards within the next 30 months.</p>
3.0	Review Discretionary Fees & Charges and explore income generation	Teams to undertake a review of their discretionary fees and charges and explore options for securing external funding and to maximise income generation.	01-Apr-18	31-Mar-20	36% (Taken from Subtasks below)		
3.1	<b>Environment &amp; Community</b> - Review Discretionary Fees & Charges for Regulatory Services.	Undertake a further review of discretionary fees and charges for Regulatory Services (Environment & Community) and explore options for securing external funding for discretionary	01-Apr-18	31-Mar-20	50%		

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
		services to maximise income generation.					
3.2	<b>Commercial Standards</b> - Review Discretionary Fees and Charges for the Regulatory Services.	Undertake a further review of discretionary fees and charges for the Regulatory Services (Commercial Standards) and explore options for securing external funding for discretionary services, to maximise income generation.	01-Jul-18	31-Mar-20	50%		With the advent of the Dog Walking Facility there is a need to establish a robust charging system. This is a development area which will be complete by the close of quarter 3. In relation to rehoming fees at the Dog's Home; it has been difficult and clumsy using the existing fee structure as it relies on the age of the dog and does not take account of the market value. This has resulted in the sense that sometimes we may be overcharging (we may feel a dog is younger than it actually is) and sometimes we may be undercharging (a particular breed may be very desirable and we charge nowhere near the market rate). The Internal Audit for Licensing highlighted the need to charge for pre-application advice. This programme will be implemented and the charging process and fee will be developed.
3.3	<b>Registration Service</b> - Review Discretionary Fees & Charges for the Registration Service.	Registration Service to undertake a review of their fees & charges and explore options to maximise income generation.	01-Apr-18	31-Mar-20	10%		
4	Re-Structure and Reorganise the Gwent Coroner's Service	Re-structure and reorganise the Gwent Coroner's service to co-locate and integrate the staff and support	01-Apr-18	31-May-19	100%	<b>C</b>	

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
		services within the Registration Service.					
5	Develop & Extend Customer Satisfaction Surveys for the Registration Service	To develop and extend customer satisfaction surveys for the Registration Service to cover registrations, in addition to ceremonies.	01-Apr-19	31-Mar-20	12%		
6	The Delivery of Key Corporate Projects and Cross-Cutting Transformational Change	To contribute towards the delivery of key corporate projects and cross-cutting transformational change projects, including alternative service delivery models  Organise and deliver the Newport Festival of Democracy, develop and implement a Strategic Marketing Strategy and Destination Management Plan.	01-Apr-19	31-Mar-20	40%		
7	Refine Strategic Marketing Strategy and Destination Management Plan	To develop appropriate strategies and plans to support effective marketing and destination management.	01-Sep-19	31-Mar-20	60%		Collaborative Strategic marketing has evolved within the region, and will develop more with digital linkages.  Destination management has progress through a new group Strategic Destination Management group. Wider consultation to ratify/ develop actions is taking place next quarter. Quick wins have already progressed with development of the Destination Website.

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
8	Maximising External Funding & Sponsorship	Successfully deliver key corporate events including maximising external funding and sponsorship to raise the profile of Newport.	01-Apr-19	31-Mar-20	50%		<p>Strategic Destination marketing has attracted significant external funding. £34k for Newport CC as lead in partnership with Monmouthshire CC, and an SE Wales Marketing hub has attracted £120k of Welsh Government (WG) grant to include Newport.</p> <p>Significant WG grant and sponsorship has come in for our major events. £50k WG funding for the British Transplant Games 2019, ABP sponsorship and WG funds towards the ABP Wales Marathon. Reports evidence the attraction of economic spend and media profile.</p> <p>The Newport Food Festival did attract some sponsorship and private sector income but did not cover the full cost.</p>
9	Extend the No. of Participating Businesses - Environment & Community	Extend the numbers of businesses participating in the Paid For advice scheme and Primary Authority arrangements to generate additional revenue and improve compliance with public protection regulations.	01-Apr-19	31-Mar-20	50%		
10	Increase Numbers of Businesses Accessing Support Services - Commercial Standards	Extend the numbers of businesses participating in the Paid For advice scheme, training, trader scheme and Primary Authority arrangements to	01-Apr-19	31-Mar-20	50%		<p>There is one PA partner for Trading Standards [Steadal Ltd]. There are 9 buy with confidence members. Additional revenue is made by</p>

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
		generate additional revenue and improve compliance with public protection regulations.					providing taxi drivers with CSE training.
11	Complete Transfer of the Coroners Service	Complete the transfer of the coroners service and its integration within the Registration Service and implement new coroner's IT systems	01-Apr-19	31-Dec-19	70%		
12	Implement Revised Structure for CCTV Service	Implement revised structure for CCTV service to mitigate loss of Blaenau Gwent fee income	01-Apr-19	01-Jan-20	75%		This piece of work is largely complete as the service is now operating with the revised structure.
13	Develop and maximise commercialisation of business support services	Develop and maximise commercialisation of business support services to generate additional revenue and improve compliance with public protection regulations	01-Apr-19	31-Mar-20	50%		

**Objective 2 - To improve constitutional and corporate governance arrangements.**

<b>Action No.</b>	<b>Action Title</b>	<b>Action Description</b>	<b>Start Date</b>	<b>End Date</b>	<b>% Complete</b>	<b>RAG Status</b>	<b>Commentary</b>
1	Develop & Implement a Programme for Member Training & Development	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.	01-Apr-19	31-Mar-20	50%		
2	Ensure The Standards Committee Operates Effectively	To ensure that Standards Committee continues to operate effectively and discharges its statutory responsibilities.	01-Apr-19	31-Mar-20	75%		
3	Improve & Strengthen Governance Arrangements	Improve and strengthen arrangements in accordance with National Scrutiny Survey and Corporate Assessment.	01-Apr-19	31-Mar-20	50%		
4	Review and Re-Drafting of the Constitution and Corporate Governance Arrangements	Continue with the whole-scale review and re-drafting of the Council's Constitution.	01-Apr-19	31-Mar-20	25%		
5	Strengthen Scrutiny Arrangements and Composite Work Programme	Continue to strengthen Scrutiny arrangements and the composite work programme	01-Apr-19	31-Mar-20	50%		
6	Successfully Deliver Elections	Successfully deliver elections, raise voter awareness and increase elector registration.	01-Apr-19	31-Mar-20	60%		

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

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
1	Coroner's Service Case Management System	Develop and implement a case management system for the Coroner's Service.	08-Jul-19	31-Dec-19	32%		
2.0	Greater Use of Technology	Greater use of technology for delivery of PR, Communications & Marketing and in the Legal Section.	01-Apr-19	31-Mar-20	50% (Taken from subtasks below)		
2.1	Greater use of Technology in Legal Section	Greater use of technology and development of back-office systems to deliver improved efficiencies in Legal Section.	01-Apr-19	31-Mar-20	50%		
2.2	Greater use of Technology in Public Relations, Communications & Marketing	Develop and improve the openness and transparency of corporate governance processes through greater use of technology.	01-Apr-19	31-Mar-20	50%		
3	Improve Openness & Transparency of Corporate Governance Processes	Develop and improve the openness and transparency of corporate governance processes through greater use of technology.	01-Apr-19	31-Mar-20	25%		
4	Maximise Use of Idox Web Forms - Environment & Community	Maximise the use of online web forms linked with the Idox database.	01-Apr-19	31-Mar-20	0%		This currently relates to application forms for Houses in Multiple Occupation licences. Action on this has been delayed due to significant vacancies in the EH Housing team.
5	Roll Out Card Payment Capability	Continue to roll out card payment capability for customers within Regulatory Services.	01-Apr-19	31-Mar-20	32% (Taken from subtasks below)		

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
5.1	<b>Environment &amp; Community</b> - Roll Out Card Payment Capability in Reg Services	Continue to roll out card payment capability for customers within Regulatory Services.	01-Apr-19	31-Mar-20	50%		
5.2	<b>Commercial Standards</b> - Roll Out Card Payment Capability in Regulatory Services	Continue to roll out card payment capability for customers within Regulatory Services.	01-Apr-19	31-Mar-20	15%		Team Managers have been tasked with scoping card payment options in Regulatory Services Commercial Standards.  For the Dog's Home - this is a critical improvement need.

**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.**

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
1	<b>Environment &amp; Community - Tackle Anti-Social Behaviour</b>	Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.	01-Apr-19	31-Mar-20	50%		
2	<b>Commercial Standards - Tackle Anti-Social Behaviour</b>	Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.	01-Apr-19	31-Mar-20	50%		Officers are focused on trading activities that are a nuisance to residents and businesses: there has been significant activity around the issues of illegal tobacco, the smoking ban and selling alcohol etc. to children. Also, the Licensing Team's work with licensed premises applications has a positive effect.
3	Environment & community - Improve Community Cohesion & Wellbeing in Pillgwenlly.	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.	01-Apr-19	31-Mar-20	50%		
4	Commercial Standards - Improve Community Cohesion & Wellbeing in Pillgwenlly.	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.	01-Apr-19	31-Mar-20	50%		

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
5	Secure Purple Flag Accreditation	Secure Purple Flag Accreditation for the City Centre Night-Time Economy.	01-Apr-19	31-Mar-20	50%		The Licensing Manager, supported by the Regulatory Services Manager - Commercial Standards have been active in preparing for a Purple Flag application. There have been meetings with the assessment body, Gwent Police, Pub Watch and partners across Safer Newport. The Destination Management Group has agreed to hold a scrutiny role in the application. There have been two self-assessments completed and an improvement plan established. It was determined that should the assessment have taken place during the self-assessment evenings, the city would have passed the criteria for the award. A draft application was prepared by the Licensing Manager and has been sent for review to the DMG. Officers will continue to look at improvements in the city centre and work actively with partners. It is expected that the application will be made in quarter 3 of the final year; with the final assessment and (hopefully) award in quarter 4.
6	Develop Local Air Quality Management Statutory Action Plan	Develop Local Air Quality Management Statutory Action Plan and ensure it is formally adopted and implemented.	01-Apr-19	31-Dec-19	75%		

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
7	Regulation of Housing Standards	Regulation of housing standards in both rented and non-rented housing, including implementation of licensing regimes.	01-Apr-19	31-Mar-20	50%		
8	Maintain a Fair & Safe Trading Environment	Support compliance within reputable businesses and investigate rogue traders to maintain a fair and safe trading environment.	01-Apr-19	31-Mar-20	50%		<p>An investigation by an officer within the Consumer Protection Team identified a Newport consumer who was supplied an unsafe camper van from a business in a neighbouring authority. The van had defective seat belt anchors; dangerous wiring and LPG installation. The trader was fined £4,000 and paid out compensation to the tune of £17,000.</p> <p>Operation BELL: Officers from the Special Investigations Team have successfully prosecuted a retailer of counterfeit DVDs. The case has been adjourned for sentencing and consideration under the Proceeds of Crime Act 2002.</p> <p>Operation HUNTSMAN: Officers from the Special Investigations Team have successfully prosecuted three traders of counterfeit clothing items sold on eBay; the value of the illegal trading exceeded £750,000.</p> <p>FAKE FREE NEWPORT: Officers from the Special Investigations Team completed investigations into sellers of illegal goods on social media (illegal products included</p>

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
							<p>clothing, perfume and streaming devices). On these occasions three offenders signed simple cautions.</p> <p>Officers from the Licensing Team have successfully prosecuted a driver for operating a vehicle without a licence. The driver was ordered to pay £2,500 in costs and fines.</p> <p>Officers from the Consumer Protection Team completed an investigation into a second hand car retailer who was misleading consumers about the price of the cars on sale. The business signed a caution.</p> <p>Officers from the Licensing Team have brought 4 number of taxi drivers to the Licensing sub-committee for various breaches; including illegal plying for hire and dangerous driving. Also, a number of drivers have appeared in the Magistrates Court and have been subject to fines and costs.</p> <p>Officers have checked incoming consignments of animal feed for statutory official controls to make sure the products are not harmful and are organic (as advertised). The controls involve document scrutiny, identity verification and sampling. Since April there have been 5 consignments.</p>

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
9	Regulate & Support Businesses - health protection	Regulate businesses and support consumers/residents to protect and improve health.	01-Apr-19	31-Mar-20	50%		<p>Officers from the Consumer Protection Team have carried out mystery shopper exercises on dozens of businesses. The purpose of these exercises is to ensure businesses do not sell to children products that will be detrimental to their health. Following each failure the business is dealt with in accordance with enforcement protocols.</p> <p>Operation DENVER - Tackling Illegal Tobacco:  Officers from the Consumer Protection Team have closed a business that was selling illegal tobacco. The business was one of the most prolific in Newport and the site had previously been the cause of a number of prosecutions. The latest resulting in a Proceeds of Crime Act 2002 cash seizure of £6,600. Officers from the Consumer Protection Team have successfully prosecuted a retailer who had been a prolific supplier of illegal tobacco. The trader was ordered to pay fines and costs of £600. Officers from the Consumer Protection Team have completed business audits checking the composition and ingredients of food items. Officers have identified many businesses that fail to understand the rules</p>

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
							relating to allergenic ingredients. Following each failure the business is dealt with in accordance with enforcement protocols. Officers also dealt with two product recalls related to allergenic ingredients; one relating to shellfish and the other sulphites.
10	Review the Policies and Procedures for the Regulatory Investigatory Powers Act	Review the policies and procedures for the Regulatory Investigatory Powers Act and seek their approval from Cabinet Member	01-Apr-19	30-Sep-19	0%		The Regulatory Services Manager - Commercial Standards will complete this task in quarter 3.
11	Produce a Local Toilets Strategy	Produce a Local Toilets Strategy in accordance with the Public Health (Wales) Act 2017	01-Apr-19	30-Nov-19	75%		This has been given an Amber status as the Strategy should have been in place by 31 May 2019 but good progress is now being made. The draft Strategy will be going to Scrutiny in November.
12	Produce Report Recommending a PSPO for Market Arcade	Produce a report for Full Council recommending a PSPO for Market Arcade	01-Apr-19	30-Sep-19	100%	<b>C</b>	Following consideration of the Report, Full Council agreed that a PSPO for Market Arcade will be made.
13	Prepare to Deliver the New Statutory Duties	Prepare to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part 4 - Special Procedures) including recruitment of new officers	01-Sep-19	31-Mar-20	50%		This work is being severely impacted on by the WG current inability to commit resources to making the legislation (regulations) necessary to commence this new regulatory activity, but we are preparing as best as we can.
14	Review Historical Dog Control Orders	Review all historical Dog Control Orders that transitioned into Public Spaces Protection Orders	01-Sep-19	31-Mar-20	25%		

<b>Action No.</b>	<b>Action Title</b>	<b>Action Description</b>	<b>Start Date</b>	<b>End Date</b>	<b>% Complete</b>	<b>RAG Status</b>	<b>Commentary</b>
		on 20/10/17 and renew them as appropriate					

**Objective 5 - To extend the range of services and communications available through the medium of Welsh comply with relevant Welsh Language Standards.**

Action No.	Action Title	Action Description	Start Date	End Date	% Complete	RAG Status	Commentary
1	Delivery of Welsh Language Standards	<p>Delivery of Welsh Language Standards applicable to Law and Regulation services. The service area will extend the 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. Continue to make a positive contribution in relation to the work of the Corporate Welsh Language Group.</p>	01-Apr-19	31-Mar-20	60%		
2	Review Recruitment Policies	<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>	01-Apr-19	31-Mar-20	50%		
3	Translation of Policy & Governance Documents	<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>	01-Apr-19	31-Mar-20	50%		

## Performance Measures – Quarter 2

Performance Measure	Actual at (Q2 - 2019/20)	Target 2019/20 (Target at end of Q2 – if applicable)	Performance status	Actual 2018/19 (at Quarter 2)	Commentary
<b>National</b> - Percentage of Food establishments broadly compliant with food hygiene standards	96.34%	95.16%		95.16%	
Total number of social media followers	31,500 Facebook – 14,700 Twitter – 16,800	29,000		27,800	
Percentage of legal prosecutions issued within 20 working days	50%	85%		72.4%	This is a local discretionary PI which is showing at 50% for the end of Quarter 2 because of a large backlog of prosecutions which had built up during a prolonged period of staff sickness and turnover within the Litigation team. Low level prosecutions were not issued during this period as other legal work had to be prioritised. Now that the staffing issues have been stabilised, performance has improved significantly and targets are currently being exceeded. However, because of the cumulative nature of this PI, then current performance will not be sufficient to get this PI back on track by the end of the year. The target should be attainable next year and the PI will have to be refined to reflect the new Single Justice process for routine prosecutions.
Percentage of public protection fraud investigations successfully concluded	90.91%	88%		100%	

Performance Measure	Actual at (Q2 - 2019/20)	Target 2019/20 (Target at end of Q2 – if applicable)	Performance status	Actual 2018/19 (at Quarter 2)	Commentary
Average value of fraud cases successfully concluded	£56,352	N/A	N/A	£43,419	
Percentage of legal searches in 5 days	91.64%	96%		96.47%	This measure has dipped slightly to 91% at the end of the second quarter but we are confident that the target of 96% is achievable by the end of the year. The time for processing property searches is always susceptible to some variation throughout the year, due to leave and sickness absence and increases in property transactions, because there are 2 FTE staff dealing with this work. This also demonstrates that the target remains a challenging one.
Percentage of customers seen within 10 minutes	99.42%	98%		99.24%	
Percentage of Anti-social Behaviour incidents resolved by wardens	94.59%	94%		91.22%	
Percentage of regulatory services significant issues resolved.	90.26%	92%		95.2%	In one of the key teams in Regulatory Services there is a mixture of vacancies and new starters; this has led to a situation where some cases are taking longer to solve and resolved cases are not being recorded accurately. This performance should improve over the second half of the year. However, a resolution rate of 90% is still a good level of performance.