

Law & Regulation

Mid-Year Review 2020/21








Cabinet Member for Licensing and Regulation – Councillor Ray Truman

Head of Service – Gareth Price

Introduction

This is the Law & Regulation update on the progress being made against the objectives, actions, performance and risk for the period 1st April 2020 to 30th September 2020. Service plans have been designed to support the delivery of the [Council's Corporate Plan 2017-22](#) and the [Council's Strategic Recovery Aims](#) in response to the Covid-19 crisis. As one of the 44 public bodies, Newport Council must consider the Well-being of Future Generations Act in the delivery of its plans and the sustainable development principle of meeting our duty under the Act.

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

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

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

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

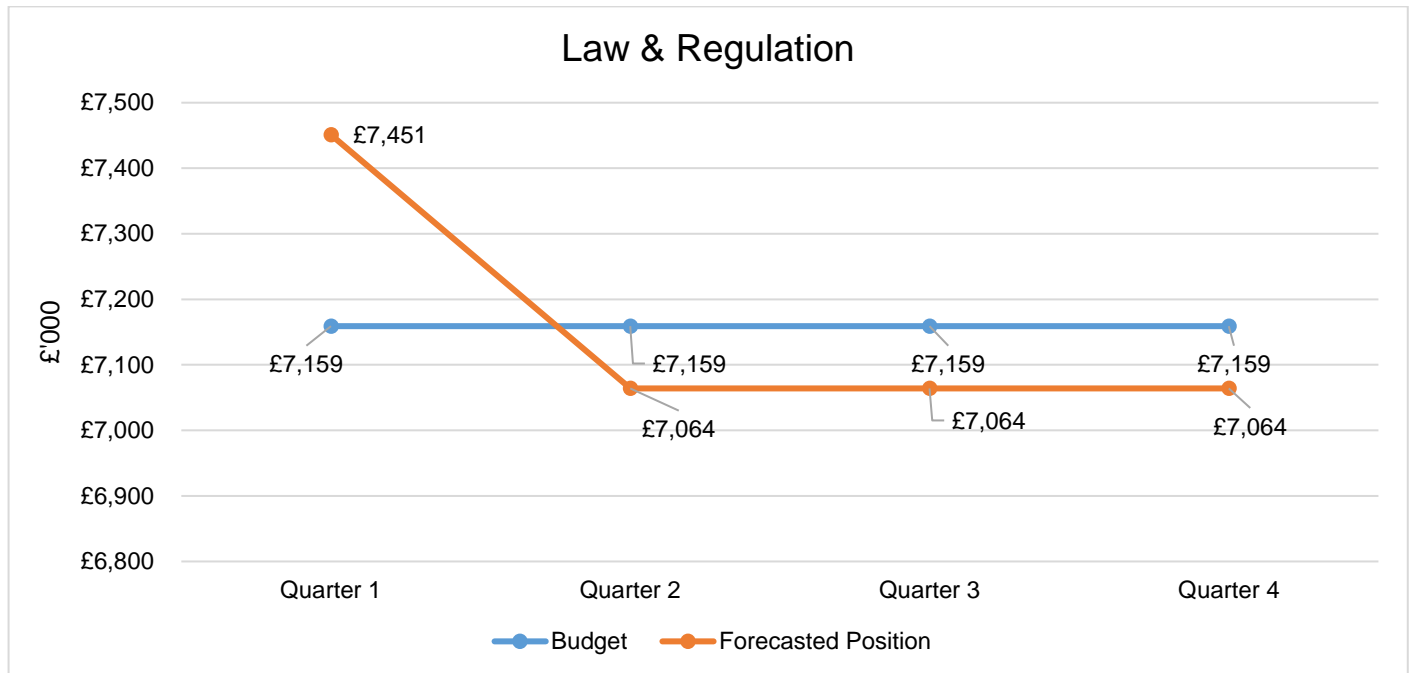
Objective 1 – To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources.

Objective 2 – To improve constitutional and corporate governance arrangements

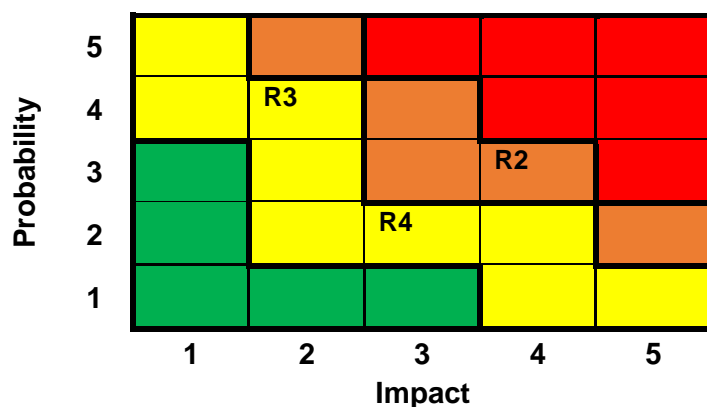
Objective 3 – To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes.

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

2020/21 Budget and Forecasted Expenditure



Service Risks as at 30th September 2020



Law & Regulation Risk Heat Map Key (Quarter 2 2020/21)	
R1 – Climate Change	R3 – Transfer of land charges function to land register
R2 – Capability & Capacity of Environmental Health team	R4 – Budgetary pressures on service demands

Corporate / Service Risk	Risk Score Quarter 3 2019/20	Risk Score Quarter 4 2019	Risk Score Quarter 1 2020/21	Risk Score Quarter 2 2020/21
Corporate Risk – Climate Change (Led by Regeneration Investment & Housing)	12	12	9	9
Service Risk – Capability & Capacity of Environmental Health Team	-	-	12	12
Service Risk – Transfer of Land Charges Function to Land Register	6	6	8	8
Service Risk – Budgetary Pressures on Service Demands	4	4	6	6

Executive Summary from the Head of Service

Once again, there has been a sustained level of performance during the first 6 months of 2020/21 in achieving the Performance Measures and in delivering the key projects within the Service Plan. However, the Performance Measures and objectives remain challenging, particularly in times of diminishing resources, increased demand and the unprecedented challenges of Covid-19 and recovery plans. Most of the Performance Indicators are discretionary local measures, so there is no national benchmarking data, but the targets have been set on the basis of securing continuous improvement from last year, wherever possible. There is only one PAM for the service, which relates to the numbers of broadly compliant food premises, but on a cautionary note, the current figure of 100% is misleading as we have not carried any routine inspections of food premises since April due to Covid-19 commitments. It is somewhat counter-intuitive with this PAM that, the more inspections that you carry out, the more breaches are identified. Most of the targets for the discretionary PI's have been achieved or exceeded, despite the need to re-focus and reprioritise the Covid-related work.

The Service Area has continued to make excellent progress with key projects and critical milestones have all been achieved. Where some actions are showing as amber, this is largely due to the fact that progress has been delayed due to the impact of Covid-19 and they will be continued into 2021. Good progress has been made with the legal work on key regeneration projects – Chartist Tower, the Market redevelopment, Mill Street and Market Arcade. The Purple Flag accreditation has also been achieved for the City Centre. Specific projects within Public Protection have been delayed while resources have been diverted to dealing with contact tracing and Covid-compliance and this is likely to continue for the remainder of this year. However, other services have continued to operate effectively during this period, albeit with significant changes to how they are being delivered, with greater use of technology. Court hearings and Council meetings have all been conducted remotely and significant work has been undertaken in Democratic Governance to develop systems for the management and broadcasting of meetings and to deliver a programme of all-member training, in accordance with the recovery aims of restoring an open and transparent corporate governance process.

This level of performance has been all the more significant because it has 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 currently predicting an underspend of approximately £95k out of a total net operating budget of £7.16m. However, this assumes that all income losses sustained during the Covid lockdown period will be fully reimbursed from the Hardship fund. If this does not materialise, then there could be a significant “over-spend” of £300k, as forecast in the first quarter, because of the significant reduction in registration, licensing and other fees.

The Covid-19 restrictions continue to have a considerable impact upon certain key services. For the most part, we have been able to continue to deliver most operational services during this period, with staff working remotely. However, additional resources have been redeployed in key areas such as the Registration and Coroner's services, to deal with death registrations, and the CCTV unit to deal with emergency call handling services. The most significant impact is in Public Protection, where regulatory officers are required to enforce the social distancing restrictions and environmental health officers are required to deal with infection control and contact tracing. The recovery process will continue to have serious implication for service delivery throughout 20/21, with a significant amount of environmental health resources being diverted to the Test, Trace and Protect regional service. Other regulatory work will need to be prioritised and reduced accordingly and this will have an inevitable impact on performance, particularly in relation to programmed inspection work.

Glossary

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)

Service Plan Update (30th September 2020)

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

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1.0	<p><u>Service Structure Review</u></p> <p>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.</p>	See Objective 1	Not Applicable	1 st April 2020	31 st March 2021	46%	Work has been undertaken to review existing service structures to identify any possible efficiency savings as part of the Medium Term Financial Planning (MTFP) and budget planning process.
1.1	<p><u>Democratic Services</u></p> <p>Complete the reorganisation and restructure of Democratic Services, Public Relations and Communications and develop combined teams to provide greater service flexibility and resilience.</p>	<p>Appoint new Democratic Services manager and Scrutiny Advisers and review structure and work-loads in Democratic Services.</p> <p>Restructure of PR, Communications and Destination management to deliver a more robust management structure and MTFP efficiency savings.</p>	Not Applicable	1 st April 2020	31 st March 2021	80%	The reorganisation and restructure within Democratic Services has been completed, but the recruitment process for appointing the new Democratic Services Manager and Scrutiny Advisers has been delayed due to the Covid-19 lockdown. However, interviews for the posts are due to be held shortly. The work-load within the section is also being reviewed in the light of the new Covid-recovery governance arrangements and remote meetings.
1.2	<p><u>Legal Services</u></p> <p>Undertake a review of workloads and staffing resources in Legal Services including any collaborative work with partners to support the delivery of the service.</p>	Appoint new Assistant Head of Legal Services and review staffing and workloads within Legal teams to deliver MTFP savings.	Not Applicable	1 st April 2020	31 st March 2021	60%	The new Assistant Head of Legal services has been appointed and she started in June. The staffing and workloads within the Legal section are being reviewed as part of the MTFP savings and budget-planning process

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1.3	<u>Registration Service</u> Undertake a review of staffing structures within the Registration and Coroners Service and identify any changes required to address increasing demands and budget pressures due to cover arrangements.	Appoint additional Coroners Officers and Administrative Support staff to meet demands of the service and review staffing within the Registration service to mitigate budget pressures caused by use of casual cover.	Not Applicable	1 st April 2020	31 st March 2021	70%	Registration Service B case approved for annualised hours contracts for casual staff, placement exercise underway. Coroner Service Police Coroner's Officers have been recruited, start dates agreed. B case approved for LA Coroner's Officer, recruitment underway.
2.0	<u>Statutory / Discretionary Services</u> 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.	Review discretionary services and reprioritise statutory services to meet MTFP savings and Corporate objectives.	Not Applicable	1 st April 2020	31 st March 2021	30%	A further review of discretionary services and the prioritisation of statutory services has commenced as part of the MTFP/budget-planning process. Public Protection work has already been prioritised, according to risk, because of the need to divert resources to the TTP service and Covid-19 compliance work.
2.1	<u>Regulatory Services</u> Review all Environment & Community and Commercial Standards Discretionary and Statutory Services.	See Objective 1	Not Applicable	1 st April 2020	31 st March 2021	50%	Managers continue to carefully scrutinise discretionary services to ensure they are only delivered on a cost neutral basis wherever possible.
2.2	<u>Destination Management and Events</u> Review all destination management work and delivery of corporate events in the light of available resources.	See Objective 1	Strategic Recovery Aim 2 Strategic Recovery Aim 3	1 st April 2020	31 st March 2021	12%	The review is just beginning with the new CEO now in place, and having to address COVID uncertainties.
3.0	<u>Discretionary Fees & Charges</u>	See Objective 1	Not Applicable	1 st April 2020	31 st March 2021	16%	The review of discretionary fees and charges has commenced in order to identify income generation

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
	Teams to undertake a further review of their discretionary fees and charges and continue to explore options for securing external funding and to maximise income generation.						opportunities as part of the MTFP/budget-planning process.
3.1	<u>Regulatory Services – Environment & Community</u> Environment & Community to undertake a further review of their fees & charges and continue to explore options for securing external funding and to maximise income generation.	See Objective 1	Not Applicable	1 st April 2020	31 st March 2021	50%	Fees and Charges are being reviewed as part of the daily operational service requirements.
3.2	<u>Regulatory Services – Commercial Standards</u> Commercial Standards to undertake a further review of their fees & charges and continue to explore options for securing external funding and to maximise income generation.	See Objective 1	Not Applicable	1 st April 2020	31 st March 2021	50%	Fees and Charges are being reviewed as part of the daily operational service requirements.
3.3	<u>Registration Service</u> Registration Service to undertake a further review of their fees & charges and explore options to maximise income generation.	See Objective 1	Not Applicable	1 st April 2020	31 st March 2021	20%	Discretionary fees being reviewed, report to Cabinet in December.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
4	To develop and extend customer satisfaction surveys for the Registration Service to cover registrations, in addition to ceremonies.	See Objective 1.	Not Applicable	1 st April 2020	31 st March 2021	20%	Still being pursued, online form chased with Customer Services but pandemic has affected whether this will be deliverable by March 2021.
5	To contribute towards the delivery of key corporate projects and cross-cutting transformational change projects, including alternative service delivery models.	See Objective 1.	Not Applicable	1 st April 2020	31 st March 2021	60%	This work is on-going but key milestones continue to be met in accordance with individual project plans and programmes
6	To develop appropriate strategies and plans to support effective marketing and destination management.	Development and implementation of Corporate Marketing and Communications Strategy and Destination Management Plan.	Strategic Recovery Aim 2	1 st April 2020	31 st March 2021	50%	New policies and strategies were presented to and agreed by CMT in March 2020. Implementation has been delayed due to Covid, but anticipate sufficient work being completed before the end of financial year.
7	Successfully deliver key corporate events including maximising external funding and sponsorship to raise the profile of Newport.	See Objective 1	Strategic Recovery Aim 2	1 st April 2020	31 st March 2021	66%	Corporate events had to be delivered virtually where possible owing to COVID 19. The Newport Food Festival was cancelled in line with Guidance and risk. However external funding for the promotion of Newport has been retained, and work delivered with the focus more on legacy content for promotion.
8	<u>Regulatory Services – Environment & Community</u> Operate and further develop the Paid For Advice scheme and successfully deliver established Primary Authority Partnerships to	See Objective 1	Strategic Recovery Aim 2	1 st April 2020	31 st March 2021	50%	Established primary authority partnerships have continued to be delivered. Businesses have been provided with advice throughout the year. However, we have not charged for these services in recognition of the Covid-19 impact.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
	generate additional revenue and improve compliance with public protection regulations. Identify and develop new and effective ways of providing business support whilst maximising income generation.						
9	Regulatory Services – Commercial Standards Operate and further develop the Paid For Advice scheme and successfully deliver established Primary Authority Partnerships to generate additional revenue and improve compliance with public protection regulations. Identify and develop new and effective ways of providing business support whilst maximising income generation.	See Objective 1	Strategic Recovery Aim 2	1 st April 2020	31 st March 2021	50%	Established primary authority partnerships have continued to be delivered. However, further income generation opportunities have been delayed due to the need to prioritise the Covid-19 enforcement work. Businesses have continued to be supported with advice and assistance throughout the Covid response and recovery phases.
10	Undertake a review of accommodation and court premises, supplies and services budgets and commissioning arrangements, to improve the Coroner service and deliver efficiencies.	See Objective 1	Not Applicable	1 st April 2020	31 st March 2021	70%	Coroner Service accommodation is now within the Civic Centre. Office and court space has been reviewed to ensure social distancing measures are in place so court capacity has reduced accordingly.
11	Deliver collaborative arrangements alongside other Gwent Registration Districts for reciprocal birth registrations.	See Objective 1	Not Applicable	29 th June 2020	31 st March 2021	C	Partnership working has been place for births since 29/06/20 – when birth registration was resumed following national lockdown.

2. To improve the constitutional and corporate governance arrangements

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	To undertake a whole-scale review and re-drafting of the Council's Constitution.	See Objective 2.	Not Applicable	1 st April 2020	31 st March 2021	50%	This work is on-going. The schemes of delegation have been updated and new protocols introduced for the conduct of remote meetings.
2	Improve and strengthen arrangements in accordance with National Scrutiny Survey and Corporate Assessment.	See Objective 2.	Not Applicable	1 st April 2020	31 st March 2021	50%	This work is on-going and will be taken forward by the new Democratic Services Manager and Scrutiny Advisers.
3	To develop and implement a programme for Member training and development, including individual training plans and Members Annual Reports	See Objective 2	Not Applicable	1 st April 2020	31 st March 2021	50%	This work is on-going. The member training and development programme is been overseen by Democratic Services Committee and the Deputy Leader, following the council appointments made at the AGM in July.
4	To ensure that Standards Committee continues to operate effectively and discharges its statutory responsibilities.	See Objective 2.	Not Applicable	1 st April 2020	31 st March 2021	50%	Standards Committee continues to discharge its statutory functions and the annual report and forward work programme is due to be agreed in November
5	Successfully deliver elections, raise voter awareness and increase elector registration.	See Objective 2.	Not Applicable	1 st April 2020	31 st March 2021	66%	Elections are delayed due to the coronavirus pandemic. Local government by-elections are currently required to be held between February and April, 2021. It remains to be seen if further delays will be implemented by Welsh government.
6	Continue to strengthen Scrutiny arrangements and the composite work programme.	See Objective 2.	Not Applicable	1 st April 2020	31 st March 2021	40%	This work is on-going and will be taken forward by the new Democratic Services Manager and Scrutiny Advisers. A revised Scrutiny work programme is being agreed to reflect Covid-19 recovery aims
7	Successfully deliver by-election in Victoria ward and PCC elections in	See Objective 2.	Not Applicable	1 st January 2021	31 st March 2021	Not Applicable	This action commences in quarter 4.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
	accordance with agreed electoral performance standards. Note: This is subject to further guidance following Covid 19 as By-elections are now postponed until March 2021						All by-elections were suspended during the Covid-19 lock-down and will need to be held between February and April 2021. However, guidance is still awaited as to how the elections can be conducted safely with social distancing.
8	Deliver the Reformed Canvassing to encourage 16 and 17 year olds to register for Welsh Government elections in 2021 (subject to further guidance from Welsh Government).	To meet necessary statutory requirements.	Not Applicable	1 st April 2020	31 st March 2021	66%	New Reformed Canvass two thirds complete, however lockdown delays will delay publication until up to 1 st February 2021.
9	Review current constitutional and governance arrangements in accordance with proposed legislative reforms.	See Objective 2.	Not Applicable	1 st April 2020	31 st March 2021	50%	Protocols have already been established for the conduct of remote meetings in accordance with the Coronavirus Meetings Regulations. Further reviews will be required in the light of the legislative reforms contained in the Local Government and Elections Wales Bill.

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

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1.0	Greater use of digital technology for delivery of PR, communications and marketing services and in the Legal Section.	See Objective 3.	Strategic Recovery Aim 4	1 st April 2020	31 st March 2021	60%	Apple-Mac laptops have been provided for the Graphic designers, to enable them to work remotely. All Legal staff have also been provided with laptops and access to remote technology.
1.1	Greater use of technology and development of back-office systems to deliver improved efficiencies in Legal Section.	Review use of Norwel case management system and EDMS for document management and time recording.	Not Applicable	1 st April 2020	31 st March 2021	50%	An upgraded Capita case management system is being procured and developed to provide full case and document management facilities, together with time recording.
1.2	Develop and improve the openness and transparency of corporate governance processes through greater use of technology.	See Objective 3.	Not Applicable	1 st April 2020	31 st March 2021	70%	The introduction of remote meetings and the live webcasting of proceedings via MS Live Events has improved accessibility and transparency. Further work is now being undertaken to develop the technology for "hybrid" meetings, going forward.
2	Regulatory Services – Environment & Community Maximise the use of online web forms linked to the Idox database.	See Objective 3.	Not Applicable	1 st April 2019	31 st March 2021	25%	Due to Covid-19 the progress against this action has stopped as resources have been deployed into contact tracing and service delivery.
3	Regulatory Services – Environment & Community Continue to roll out card payment capability for customers within Regulatory Services.	See Objective 3.	Not Applicable	1 st April 2019	31 st March 2021	55%	Electronic payments are now being accepted for three key food safety team services. The remaining work to be completed on this action is linked to the development of idox online applications.
4	Modernise the payment methods across the various Licensing, Trading	Improved accounting methods.	Not Applicable	1 st April 2020	31 st March 2021	50%	Ongoing piece of work. All on target.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
	Standards and Animal Health Teams.						
5	Rollout webcasting technology and training to Members to support remote broadcasting of Council meetings.	<p>The delivery of this action supports the changes introduced by Welsh Government legislation to deliver remote webcasting of Council Meetings.</p> <p>This enables Council, Cabinet, Regulatory and Scrutiny Committee meetings to take place remotely and adhere to social distancing guidelines.</p> <p>Training provided to Council Members and Officers will ensure meetings take place in accordance with the Council's Constitution.</p>	<p>Strategic Recovery Aim 3</p> <p>Strategic Recovery Aim 4</p>	1 st April 2020	31 st March 2021	80%	<p>Remote meetings introduced in June 2020 using MS Teams technology and live broadcasting of meetings via MS Live Event introduced in July. This enabled all members to participate remotely in meetings, with the development of speaking and voting apps to assist with the management of the meetings.</p> <p>A programme of member training was rolled-out following the Council AGM and specific training delivered for Chairs of committees. Further enhancements were developed to enable public and external participation, where required.</p> <p>A full programme of remote meetings commenced from September 2020.</p>

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

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
1	<u>Regulatory Services – Environment & Community</u> Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.	See Objective 4	Strategic Recovery Aim 4	1 st April 2020	31 st March 2021	50%	In the first quarter the Community Safety Warden Service had to reduce their operations due to the Covid-19 restrictions and resources had to be redeployed into CCTV to keep the essential service operational. As restrictions have eased, the service is now back fully operational in the city.
2	<u>Regulatory Services – Commercial Standards</u> Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.	See Objective 4	Strategic Recovery Aim 4	1 st April 2020	31 st March 2021	50%	In the first quarter Regulatory Services had to reduce their operations due to the Covid-19 restrictions and resources had to be redeployed into essential services. However, ASB work associated with breaches of the Covid restrictions has continued, in partnership with the Police.
3	<u>Regulatory Services – Environment & Community</u> Work with key partners to tackle anti-social behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly and other areas as required, by delivering actions from the ASB Group Action Plan	See Objective 4	Strategic Recovery Aim 4	1 st April 2020	31 st March 2021	50%	Officers are participating in the work of Safer Newport which is led by the Council's Chief Executive and Gwent Police Officers will form a key part of the Safer Pill Group.
4	<u>Regulatory Services – Commercial Standards</u>	See Objective 4	Strategic Recovery Aim 4	1 st April 2020	31 st March 2021	50%	Officers are participating in the work of Safer Newport which is led by the Council's Chief Executive and Gwent

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
	Work with key partners to tackle anti-social behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly and other areas as required, by delivering actions from the ASB Group Action Plan.						Police Officers will form a key part of the Safer Pill Group
5	Secure Purple Flag Accreditation for the City Centre Night-Time Economy.	See Objective 4	Not Applicable	1 st April 2019	31 st March 2021	C	Completed – Purple Flag status achieved.
6	Local Air Quality Management - develop localised plans under the Council's Sustainable Travel Strategy to meet statutory requirements for Action Plans. Actions to be generated by the Sustainable Travel Group.	See Objective 4	Strategic Recovery Aim 2 Strategic Recovery Aim 3	1 st April 2020	31 st December 2021	0%	No progress has been made to date due to a vacancy with the Senior Scientific Officer. This post will be filled at the end of October and this action will be progressed in the second half of the financial year.
7	Support compliance within reputable businesses and investigate rogue traders to maintain a fair and safe trading environment.	See Objective 4	Strategic Recovery Aim 4	1 st April 2020	31 st March 2021	25%	This objective has been interrupted by the CV19 enforcement work. A huge amount of surveillance and investigative work has not been possible. There is a prioritisation process ongoing and it is hoped that grant funded COVID enforcers will release officers to continue consumer protection programmes.
8	Regulate businesses and support consumers/residents to protect and improve health.	See Objective 4	Strategic Recovery Aim 4	1 st April 2020	31 st March 2021	25%	This objective has been interrupted by the CV19 enforcement work. A huge amount of surveillance and investigative work has not been possible. There is a prioritisation process ongoing and it is hoped that grant funded COVID enforcers will release officers to continue consumer protection programmes. Work on illegal tobacco will continue.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
9	Review the policies and procedures for the Regulatory Investigatory Powers Act and seek their approval from Cabinet Member	Redraft RIPA policies for approval by Cabinet Member and deliver training to meet requirements of RIPA inspection report and Action Plan.		1 st April 2020	31 st March 2021	50%	This objective has been interrupted by the CV19 enforcement work.
10	Prepare to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part 4 - Special Procedures) including recruitment of new officers	See Objective 4	Not Applicable	1 st September 2019	31 st March 2021	75%	Due to Covid-19, the Welsh Government has put legislative process on hold. Therefore no further progress has been made until further notification from Welsh Government. Despite this, the team has undertaken the necessary preparatory work to enact the requirements once it has gone through due process.
11	Public Space Protection Orders (PSPOs) Undertake a review and renew (as appropriate and subject to the appropriate democratic process) PSPOs that have, or are due to, expire this financial year.	PSPOs are made or renewed where appropriate to benefit the City. This includes supporting City Services in developing proposals for new PSPOs across the City's parks, green/open spaces.	Not Applicable	1 st April 2020	31 st March 2021	25%	Due to Covid-19 outbreak this work has been postponed. This will be picked up later in the financial year.
12	Review and update the Public Protection Enforcement Policy 2013 and seek Cabinet Member approval of the new revised policy.	Policy updated as appropriate and approved.	Not Applicable	1 st October 2020	31 st March 2021	N/A	This action commences in quarter 3.
13	In relation to food safety matters, ensure that the actions in the Action Plan agreed with the Food Standards Agency are delivered.	To deliver actions from the Food Standards Agency Action Plan.	Not Applicable	1 st April 2020	31 st March 2021	45%	The team has made appropriate progress in delivering actions from the Food Standards Agency audit, including appropriate inspections of food businesses. However, the Food Standards Agency has now relaxed the requirement for local authorities to undertake proactive inspections in recognition of the resources that are required for the Covid-19 response.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
14	To deliver the Food Standards Agency Action Plan for food standards matters and animal feeds.	To deliver actions from the Food Standards Agency Action Plan.	Not Applicable	1 st April 2020	31 st March 2021	45%	This objective has been interrupted by the CV19 enforcement work. A huge amount of surveillance and investigative work has not been possible. There is a prioritisation process ongoing and it is hoped that grant funded COVID enforcers will release officers to continue consumer protection programmes.
15	Ensure that available resources are utilised to prepare the Service for increased export and import regulatory duties as a result of Brexit.	Officers provided with appropriate training and equipment where resources allow.	Not Applicable	1 st April 2020	31 st March 2021	50%	This objective is a concern. Officers are linked in to professional groups and will need to react to announcements on arrangements quickly.
16	Produce and implement the new Licensing Policy and seek approval from cabinet member and Council.	Update policy that meets the needs of the city.	Not Applicable	1 st April 2020	30 th September 2020	80%	This objective is on track and will be delivered in January 2021.
17	Deliver safeguarding programmes and measures that protect citizens from victimisation and to measure the impact of regulatory interventions.	Successful identification of victims, actions taken to alleviate suffering/distress, assessment of impact of work carried out.	Not Applicable	1 st April 2020	31 st March 2021	25%	This objective has been interrupted by the CV19 enforcement work. A huge amount of prevention and investigative work has not been possible. There is a prioritisation process ongoing and it is hoped that grant funded COVID enforcers will release officers to continue consumer protection programmes.
18	Deliver business support and regulatory interventions in relation to new legislative requirements; specifically minimum unit pricing and energy performance for domestic and non-domestic housing.	Knowledgeable businesses; the removal of the risk posed to vulnerable drinkers; more energy efficient buildings and savings to citizens.	Not Applicable	1 st April 2020	31 st March 2021	25%	This objective has been interrupted by the CV19 enforcement work. A huge amount of prevention and investigative work has not been possible. There is a prioritisation process ongoing and it is hoped that grant funded COVID enforcers will release officers to continue consumer protection programmes. Innovative plans have been put in place in relation to the pricing programme – this is important due to the funding elements.

Action No.	Action Description	Action Outcome(s)	Strategic Recovery Aim	Start Date	End Date	% of Action Completed (Red / Amber / Green)	Action Commentary
19	Deliver business support and regulatory interventions in relation to the city's night time economy.	Knowledgeable and compliant businesses; and vibrant successful economy; maintenance of Purple Flag status.	Strategic Recovery Aim 2	1 st April 2020	31 st March 2021	50%	This objective has been interrupted by the CV19 enforcement work. Due to the nature of the CV19 enforcement work and the focus on licensed premises. There has been a lot of visits etc. to these premises, but on the new topic.
20	Deliver an animal welfare programme.	Knowledgeable and compliant businesses in the farming and licensed sectors; and a successful dog rehoming facility.	Not Applicable	1 st April 2020	31 st March 2021	50%	This objective is on track. The service has continued throughout the lockdowns. There have been visits, complaints and investigations. One simple caution has been obtained linked to an illegal slaughter of an animal.
21	Produce a Local Toilets Strategy in accordance with the Public Health (Wales) Act 2017		Strategic Recovery Aim 2	1 st April 2019	31 st October 2020	95%	Due to Covid-19 and the suspension of the democratic process the formal approval of the Strategy was delayed. However, the Strategy is now scheduled to go to Cabinet in November 2020.
22	Respond robustly to incidents, clusters and outbreaks of Covid-19 in line with statutory duties.	To work collaboratively with Public Health Wales and the Council's appointed consultants in communicable disease control to manage covid-19 incidents, clusters and outbreaks. Minimise the risk for of Covid 19 outbreaks across the communities as part of the regional response plan and the Welsh Government's national Test, Trace and Protect Strategy.	Strategic Recovery Aim 3 Strategic Recovery Aim 4	1 st June 2020	31 st March 2021	50%	All necessary resources have been directed towards the Covid-19 response to clusters and outbreaks in order to minimise the spread. The First Minister has directly sighted the work delivered by Newport.

Performance Measures as at end of Quarter 2 (30th September 2020)

At the Mid-year point there may be some performance measures that cannot be reported as they are reported annually i.e. 31st March and will be reported at the End of Year review. Additionally, due to Covid-19, there may also be some performance measures that are unable to be reported in this review or data is unavailable. These will be noted in the table below.

Performance Measure	Q2 Figure (or latest) 2020/21	Target 2020/21	Previous Year (Actual @ Quarter 4 2019/20)	Previous Year (Actual @ Quarter 2) 2019/20	Previous Year (Actual @Quarter 2) 2018/19	Comments
National - Percentage of Food establishments broadly compliant with food hygiene standards	100%	96%	96.62%	96.34%	95.16%	
Total number of social media followers	36,951 Twitter – 18,694 Facebook – 18,257	31,500	33,450 Twitter –16,450 Facebook – 17,000	31,500 Twitter – 16,800 Facebook – 14,700	27,800 Twitter – 15,200 Facebook – 12,600	
Percentage of legal searches in 5 days	94.62%	96%	85.37%	75.56%	100%	Given the inevitable disruption and back-log of searches during the first two quarters due to Covid-19 restrictions, this is still an excellent outcome.
Percentage of customers seen within 10 minutes	N/A	98%	99.51%	99.47%	99.82%	Due to Covid-19 / social distancing measures has not been able to see customers and are using alternative approaches.
Percentage of Anti-social Behaviour incidents resolved by wardens	92.4%	94%	92.1%	94.6%	87.7%	This is again an excellent level of performance in view of the restricted patrols and enforcement work that could be carried out during the Covid-19 lock-down.
Percentage of regulatory services significant issues resolved.	97.92%	90%	95.07%	89.34%	95.21%	
NEW Percentage of Single Justice Procedure Notices drafted within 20 working days of receipt of instructions	100%	86%	-	-	-	

Performance Measures Key

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

