



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

END OF YEAR REVIEW

ENVIRONMENT & PUBLIC PROTECTION

2022-24



Contents

	Page No.
Introduction	2
Head of Service Executive Summary	3
Environment & Public Protection 22/23 Overview	5
Programmes and Projects	6
Workforce Development	7
Objectives and Actions	8
Performance Measures	27
Glossary	29

Strategic Leads

Cabinet Member for Climate Change & Biodiversity	Councillor Yvonne Forsey
Cabinet Member for Strategic Planning, Regulation & Housing	Councillor James Clarke
Director for Environment & Sustainability	Paul Jones
Head of Environment & Public Protection	Silvia Gonzalez-Lopez

Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an Ambitious, Fairer and Greener Newport for Everyone and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives and strategic priorities, each service area has developed their service plan. The Environment and Public Protection Service Plan 2022-24 outlines its own priorities and how the service will contribute towards the Corporate Plan and deliver continuous improvement.

Environment and Public Protection is part of the Council's Environment and Sustainability Directorate and is responsible for delivering a range of services that will contribute towards Newport Council becoming a net zero carbon emissions by 2030, increase reuse and recycling, enhance the environment and ecology of Newport and ensure Newport's businesses, and residents are protected to improve their health and well-being.

The service area will be leading and championing the delivery of the Council's Climate Change Plan 2022-27. The team will also be enabling other services, partners, residents and businesses to contribute towards reducing their carbon emissions and improving the City's environment. Over the next five years, the service area will be focused on continuing the strong performance of its waste and cleansing services, supporting residents and businesses to increase recycling of their waste and to improve the cleanliness of the city and the city centre.

The service is also responsible for its statutory public protection services covering Environmental Health, Community Safety, Trading Standards and Licensing. The services provide a broad coverage supporting businesses to be compliant with the necessary legislation but also taking action against those who contravene and put public safety at risk.

The next 5 years will provide exciting opportunities to change how services are delivered to meet the needs of our communities, enhancing Newport's environment but also new challenges as new legislation and financial pressures impact on how we deliver our services.

Environment & Public Protection Objectives

Objective 1 - Green and Blue Infrastructure for Community and Environmental Resilience.

Objective 2 - Continuous improvement of recycling performance and move towards a Circular Economy.

Objective 3 - To improve public health and community wellbeing through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.

Objective 4 - To carry out regulation activities with the purpose of supporting businesses and tackling rogue trading, safeguarding vulnerable individuals and communities, and improving and protecting health and well-being.

Objective 5 - Climate Change Plan 2022-27 Delivery.

Head of Service Executive Summary

2022/2023 has been a transition year, as Environment and Public Protection is a new area that includes, together for the first time, a number of different key areas that until now had been managed separately. As a result, this first year has been heavily marked by the need to restructure the management team, agree a coordinated approach aligned with the corporate aims, and ensure teams are ready to deliver. The fact that the new area was created at the start of a new mandate has really facilitated that alignment, and as part of our service plan we are working hard to ensure we protect our environment while reducing our carbon footprint and enhance opportunities and create safer spaces for residents, visitors and businesses.

Delivery of our Organisational Climate Change Plan and wider Newport's Local Area Energy Plan, both approved in 2022, is a key priority, and during this first year, significant progress has been made in several areas such as fleet decarbonisation, with 80 electric vehicles, and associated charging infrastructure, now included as part of the Council fleet, and 100+ public EV chargers installed across Newport. Key interventions to council buildings include decarbonisation of heating and hot water, such as installation of heat pumps at sites like Kimberly Nursery, Rogerstone Primary or our Regional Pool and Tennis Centre and centre (£1.3m investment), or LED lighting retrofits in multiple sites.

22/23 has also been a recovery year after the Covid-19 pandemic, where our Public Health teams have had to transition from emergency work to introduce and monitor public safety measures, to a return to the wider public health function and the need to clear all the backlog generated during 2020 and 2021. Progress in this area has been excellent, as the teams have exceeded the requirements of the Food Standards Agency Recovery Plan regarding food hygiene and food standards interventions, with similar progress made regarding Environmental Health/Trading Standards/Licensing inspections, investigations, and interventions. For example, the service managed over 50 investigations involving fraudulent behaviour and the proceeds of crime with a value of criminality exceeding £2.5 million, with other interventions also covering community safety (response to 6,500 calls from the public and partners), licensing and improvement of the night-time economy or health and safety compliance. Newport City Dogs Home won gold in two categories at the 2022 RSPCA Cymru Paw Print Awards for their work with stray dogs. Great results were also achieved by Environment and Leisure teams, with Beechwood Park and Belle Vue Park retaining their Green Flag and Green Heritage status for the fifth year running, and a number of green infrastructure projects, such as new raingardens along the riverfront or the new Devon Bridge. Newport has also received tree city of the world status, in recognition of the Council's management of the city's tree stock. All this hard work shows in our different performance indicators, which highlight good performance levels across the different teams.

The year hasn't been without its challenges though, as we have experienced high sickness levels, especially in the more operational services, partly still as a result of covid, which combined with recruitment issues, have resulted in lower capacity to deliver services and have put a strain in existing staff. Improvements to the recruitment process and ways to increase staff resilience and stability will remain a top priority for the area, in collaboration with Human Resources colleagues. As an operational area, we have also been impacted by longer delivery times for parts and supplies due to fluctuations in the global markets, which can mean slower operations and delayed reaction times at times. Tree interventions to survey, monitor and remove or improve dangerous trees that pose a risk to residents or to property remain a high priority area, especially in light of issues linked to Ash Die Back disease, and the Countryside team have carried out wide programmes of work to ensure our tree stock is adequately managed, such as interventions along the Mon-Brecon Canal in 22/23. This however also involves a significant cost which has created an ongoing financial pressure for the area.

From a financial point of view, the area has managed to successfully attract significant external funding for interventions in carbon efficiency measures, with £600k in grants for EV charging and low carbon heat interventions, and £750k+ for improvement of open spaces and increased biodiversity. However, as an area with a higher-than-average percentage of operational staff on lower grades, we have also been impacted by a negotiated salary increase above our budget levels, and we have also been affected by higher supplies and contractor costs linked to current inflation levels. Tree interventions continue to be a significant pressure too. Despite all these challenges, the outturn at the end of the year has been positive for the area, with a small variation compared to the overall budget for the year.

Looking forward to the new financial year, 2023/2024 will see a new Air Quality Action Plan in place, and the continuation of the work delivered by the Carbon Reduction team, with more work planned to for instance install public EV chargers and reduce our carbon emissions by installation of heat pumps across our buildings. Other significant projects planned for the year involve improvements to Tredegar Park and interventions in the Mon-Brecon Canal, and further investment to improve play areas across Newport. The year will also see implementation of three weekly collections across Newport, to improve recycling and ensure Newport meets the recycling targets set by Welsh Government.

Environment & Public Protection 2022/23 Overview

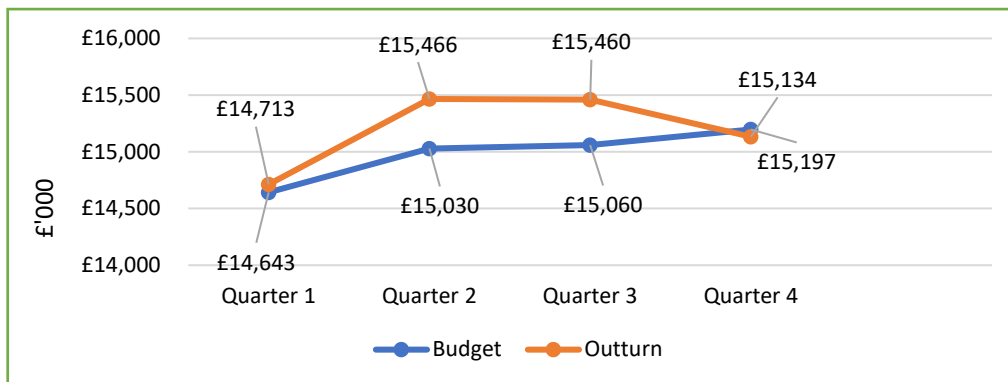
Service Plan Objectives

Objective	End of Year (Red / Amber / Green)
Objective 1 - Green and Blue Infrastructure for Community and Environmental Resilience.	
Objective 2 - Continuous improvement of recycling performance and move towards a Circular Economy.	
Objective 3 - To improve public health and community wellbeing through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.	
Objective 4 - To carry out regulation activities with the purpose of supporting businesses and tackling rogue trading, safeguarding vulnerable individuals and communities, and improving and protecting health and well-being.	
Objective 5 - Climate Change Plan 2022-27 Delivery.	

Service Area Risks

Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarter 1 Risk Score	Quarter 2 Risk Score	Quarter 3 Risk Score	Quarter 4 Risk Score
Welsh Government's Net Carbon Zero Target by 2030.	Corporate Risk	12	2	12	12	12	12
Ash Die Back Disease	Service Risk	16	6	16	16	12	12
Pressure on the City's cemeteries	Service Risk	16	4	12	12	12	12
Welsh Government's Recycling target	Service Risk	16	4	4	4	4	4

Service Area Revenue Outturn



Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 4 RAG Assessment / % Completion	Commentary
Cemetery feasibility study - Sites feasibility, site investigation and design development.	Complete the work on assessment of burial capacity at Newport Cemeteries. Provide robust data on post pandemic burial capacity in Cemeteries. Bring forward programme and feasibility assessments for a number of sites with potential for future use as municipal cemeteries. Outcome will enable Newport to continue as a burial authority to serve needs of population for whom burial is a cultural necessity. Outcome will be a fully developed set of proposals for a site(s) for consultation and council approval prior to submission of planning application.	Well-being Objective 2 Well-being Objective 4	Quarter 4 2023/24	10%	Initial assessment of burial capacity is ongoing and will be completed in the first part of 2023/2024.
Parks and cemeteries: Design and delivery of capital programmes to upgrade existing formal play assets and historic infrastructure in existing parks and cemeteries, to clear maintenance backlog and address historic issues.	Improvement of existing play areas across Newport. Engagement with residents to ensure project delivery covers needs of the community. Delivery of infrastructure and access improvements at Newport cemeteries to ensure health and safety of public and protection of the asset.	Well-being Objective 2 Well-being Objective 4	Quarter 4 2023/24	25%	Good progress in infrastructure and access improvements at cemeteries, with main road resurfacing work and essential repairs to chapels planned for 23.24. Preparatory work and development of the engagement plan linked to improvement of play areas has been completed in 22/23, with further implementation work planned for 23/24

Workforce Development

To support workforce development across Environment & Public Protection the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
Improve check in performance	Increased percentage of check in meetings completed on I-Trent for all Environment and Public Protection areas.	1 st October 2022	30 th June 2023	75%	While overall number of check-ins completed is lower than quarter 3, once operational staff are excluded, the percentage of check-ins completed is close to 60%. This points to a sustained increase over previous years so good progress is being made, although expectation is that this figure will improve. Extended check-ins were also completed for all senior staff over the last quarter.
Training needs review	Improved training offer for staff by improved internal recruitment offer (HR lead in collaboration with EPP managers) or external alternatives that can be delivered within budget.	1 st January 2023	30 th June 2023	25%	The HR department is currently doing a review of mandatory training for staff and managers, and frequency of refresher training. Health & Safety (H&S) training needs are also being reviewed with the H&S department, and there are plans for tailored training for operational waste collections staff linked to changes to collections.

Objectives and Action Plan Update

Objective 1 - Green and Blue Infrastructure for Community and Environmental Resilience						Objective 1 End of Year Assessment	
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	To achieve annual targets from Climate Change Plan: - Ecosystem Resilience. - Management of Trees and Woodland. - Create Urban green space. - Manage NCC land for maximum ecological benefit	Deliver all actions and outcomes on the overall and annual targets of the Newport Climate Change Plan.	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 4 Climate Change Plan	1 st October 2022	31 st March 2024	80%	All targets on track for delivery.
2	Development and implementation of 'Destination' recreation and leisure open space visitor facilities at Key locations across the city including: - Tredegar Park. - Mon-brec Canal - Beechwood Park To secure suitable external funding to undertake major works within sites.	Implementation of facilities and improvement works at key parks and countryside locations for creation of formal and informal recreation and leisure destinations.	WBO 2 / Strategic Priority 4 WBO 4 / Strategic Priority 6	1 st October 2022	31 st March 2024	10%	Ongoing works following submission of Shared Prosperity Funding (SPF) application and approved capital programme. Awaiting signoff of the SPF funding to commence work in year 2.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3	Development and publication of a Sports and Recreation Strategy for Newport to set out a future purpose and direction for the provision of sport and active recreation in Newport.	Establishment of key principles and vision to inform future decisions and actions for the sports offer in Newport. It will run alongside a management plan for the improvement and operation of in house sporting facilities, explaining how we interface with partnership organisations to deliver key sports and recreation interventions.	WBO 2 / Strategic Priority 4	1 st October 2022	31 st March 2024	10%	Activity to be carried out in 23/24.
4	Following up the work of the City Centre Green Infrastructure Strategy and City-wide GI assessment, design and development of pocket park and raingarden sites.	Fully develop a set of proposals for consultation and council approval prior to submission of planning application. Overall aim is to increase biodiversity, enhance public wellbeing, link into various volunteering activities and make a contribution to climate change.	WBO 2 / Strategic Priority 1 WBO 2 / Strategic Priority 4	1 st October 2022	31 st March 2024	80%	Development work for additional sites ongoing.
5	Undertake Community Asset Transfers of sports pitches where clubs and organisations are able to demonstrate suitability for management of transferred land or facility, following adopted CAT policy.	Empower and support communities and promote local sports by facilitating Community Asset Transfers of key community leisure and sports facilities to local clubs and organisations.	WBO 4 / Strategic Priority 2	1 st October 2022	31 st March 2024	10%	Pending awaiting policy confirmation.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
6	Expand volunteering opportunities by working with partners to enable local groups to gain access and assist with management of NCC open space land. The team will continue to work with local groups set up through the countryside service to maintain Countryside Sites and Public rights of way.	<p>Maximise opportunities for Volunteering in Newport.</p> <p>Increase community resilience.</p> <p>Contribute to enhance biodiversity via conservation of open spaces across Newport.</p>	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 2 / Strategic Priority 4</p>	1 st October 2022	31 st March 2024	80%	All groups being maintained by countryside team ongoing works.

Objective 2 - Continuous improvement of recycling performance and move towards a Circular Economy						Objective 2 End of Year Assessment	
Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	<p>Increased recycling:</p> <ul style="list-style-type: none"> • Improvements/changes to household waste collections. • Improvements to Household Waste Recycling Centre (HWRC). • Yearly monitoring of Waste Strategy to 24/25 - monitor the implementation and impact of the different activities and actions deriving from it. 	<ul style="list-style-type: none"> • Increase recycling performance and work towards achieving the Welsh Government zero waste target. • Improved options for Newport residents to recycle their waste • Review overarching waste strategy to measure progress and results over time 	<p>WBO 2 / Strategic Priority 3</p> <p>Climate Change Plan</p>	1 st October 2022	31 st March 2024	33%	<p>Proposal to move to 3 weekly collections during 23/24 approved in February; expected to increase recycling by limiting residual waste capacity.</p> <p>Changes to recycling boxes and bags at kerbside planned for early 23/24 to increase capacity for card and paper, and separate from glass to improve material quality and H&S for collection crews.</p> <p>Black bag sorting at HWRC relaunched March 23, link to review and report on waste strategy to measure progress over time.</p>
2	<p>Beyond recycling:</p> <ul style="list-style-type: none"> • Support the development of repair and reuse across the city • Contribute to promote and advertise initiatives to reduce and recycle/upcycle waste • Research options and new technologies leading to waste minimisation and tackling of hard to recycle materials 	<ul style="list-style-type: none"> • Increase recycling performance and work towards achieving the Welsh Government zero waste target. • Contribute to the circular economy in line with WG goals • Incentivise community cohesion and partnership work 	<p>WBO 2 / Strategic Priority 3</p> <p>Climate Change Plan</p>	1 st October 2022	31 st March 2024	33%	<p>Continuing work with community groups, third sector organisations to promote reuse and repair.</p> <p>Bid submitted to Welsh Government (WG) in partnership with RE:MAKE Newport (December 22 - sign off delayed by WG).</p> <p>Tip shop 'image' at HWRC to be refreshed during 2023/4 by Newport Wastesavers, potential for further application to WG funding in 23/24.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3	<p>Encourage businesses to be more sustainable:</p> <ul style="list-style-type: none"> Encourage initiatives to minimise waste eg support reduction in single use plastics Support promotion and implementation of WG non domestic waste regulations and improve NCC commercial recycling services Engage with local businesses/organisations regarding reuse and recycling options and initiatives 	<p>The delivery of this action will enable the Council to:</p> <ul style="list-style-type: none"> Develop partnership work and increase community cohesion Raise awareness on the recycling element to contribute towards improved recycling performance Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour 	<p>WBO 2 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 7</p>	1 st October 2022	31 st March 2024	33%	<p>Non domestic regulations delayed to April 2024 Waste Engagement and Enforcement actively involved in engaging business continuing. Behaviour change engagement officer in post since December 22 to engage with landlords - identifying opportunities to improve recycling collections and reduce black bag waste. Application to DEFRA / Keep Britain Tidy chewing gum fund for 23/24 to further expand on work undertaken to date.</p>
4	<p>Support community pride in the city:</p> <ul style="list-style-type: none"> Engage with landlords to increase recycling in private rented sector and HMO's Increase recycling in flats Improvement of local environment especially in city centre and target wards Action against graffiti and community action to cleanse and improve local neighbourhoods through partnership working. 	<ul style="list-style-type: none"> The delivery of this action will enable the Council to: Develop partnership work and increase community cohesion Raise awareness on the recycling element to contribute towards improved recycling performance Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour 	<p>WBO 2 / Strategic Priority 3</p> <p>WBO 3 / Strategic Priority 7</p>	1 st October 2022	31 st March 2024	33%	<p>Behaviour Change Engagement Officer appointed December 2022 to engage with communities, improve flats recycling especially in areas of high occupancy RSL and private landlords where excess waste and fly tipping issues prevalent. Already successful intervention to encourage correct disposal of wastes. Agreement with Newport City Homes (NCH) for dedicated Waste Education and Enforcement Office to work on NCH estates with delegated powers to enforce where they cannot to extend into 23/24.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
4	Support community pride in the city: <ul style="list-style-type: none"> Engage with landlords to increase recycling in private rented sector and HMO's Increase recycling in flats Improvement of local environment especially in city centre and target wards Action against graffiti and community action to cleanse and improve local neighbourhoods through partnership working 	<ul style="list-style-type: none"> The delivery of this action will enable the Council to: Develop partnership work and increase community cohesion Raise awareness on the recycling element to contribute towards improved recycling performance Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour 	WBO 2 / Strategic Priority 3 WBO 3 / Strategic Priority 7	1 st October 2022	31 st March 2024	33%	Cleansing routes reworked to identify hotspots with more frequent cleansing of areas with improved equipment and different methodologies, hand cart routes proposed to be replaced with deep cleanse activities to mirror clean and green programme of work completed on to p100 streets during 21/22. Application to phase 2 of DEFRA funded initiative to reduce gum litter submitted. Opportunity for 'legal' graffiti wall agreed with SWTRA at Glebelands.
5	Lead by example and embed waste minimisation and circular economy principles and practice across the Council departments.	<ul style="list-style-type: none"> Other themes of the climate change plan influenced by waste especially procurement Recycling hubs in Civic replaced with new bins purchased April 2020 for consistency. 	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	1 st June 2022	31 st March 2027	33%	Opportunities for waste to be considered at the point of purchase and in procurement. Incorporating social value TOMs, Well-being Future Generation (WBFG) goals and carbon reduction in procurement will also support this. Actions linked to this included in Climate Change Plan as a wider objective, with possible opportunities identified to engage with communities.

Objective 3 - To improve public health and community wellbeing through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.

Objective 3 End of Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	<p>Delivery of adequate Air Quality management and monitoring across Newport:</p> <ul style="list-style-type: none"> Finalise an Air Quality Action Plan (AQAP) Hold an annual Clean Air Day Develop and maintain community-based Air Quality Groups for Air Quality Management Areas 	<p>Main aims are:</p> <ul style="list-style-type: none"> Meet statutory requirements. Contribute to air quality improvement and reduction of pollutants. Support the Sustainable Travel Strategy. And support other Council plans and strategies, particularly the Climate Change Plan 	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 1 / Strategic Priority 5</p> <p>Climate Change Plan</p>	1 st October 2022	31 st March 2024	60%	<p>Community-based AQ Groups operating successfully. Clean Air Day event successfully delivered.</p> <p>Finalisation of Air Quality Action Plan ongoing. Pollutant modelling of draft Actions is being undertaken in March '23 using WG Funding. In addition, early analysis of 2022 calendar year pollutant data is being undertaken in order to ensure the AQAP addresses the current situation in Newport, which is no longer the same as it was pre-pandemic.</p>
2	Development and approval of a new Public Spaces Protection Order (PSPO) for Maesglas.	<ul style="list-style-type: none"> New PSPO made in line with statutory requirements. Reduction of anti-social behaviour incidents. 	WBO 3 / Strategic Priority 7	1 st October 2022	31 st March 2023	50%	Public consultation has not been progressed due to resource issues but planning work in preparation for the consultation has been undertaken.
3	Carry out a health and well-being focused compliance programme.	<p>Reduced availability of illegal cigarettes and unsafe products and for children to access harmful products.</p> <p>Support for Aneurin Bevan Health Board and smoke free health settings.</p> <p>Preparatory work to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part4 - Special Procedures).</p>	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2025	50%	<p>Public health enforcement continues.</p> <p>Illegal Tobacco: 8 premises have received 3 months closure orders were obtained (£360,000 impact on organised crime). Seizures of 311,768 counterfeit cigarettes and 64.51 kilos of tobacco (Value £81,841) were carried out.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3	Carry out a health and well-being focused compliance programme.	Reduced availability of illegal cigarettes and unsafe products and for children to access harmful products. Support for Aneurin Bevan Health Board and smoke free health settings. Preparatory work to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part4 - Special Procedures).	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2025	50%	Four businesses have been prosecuted. There are currently six live investigations, with £100,000 frozen assets under the Proceeds of Crime Act. Illegal Vaping Devices: 1,930 illegal vapes have been taken from the marketplace from 10 shops (Value £19,300). One shop owner was prosecuted for this issue. Age Restricted Sales: Since 1 April 2022 103 businesses selling age restricted products (alcohol, vapes, fireworks and knives). Failure rate was 21%. Food Ingredients: Trading Standards continue to observe many businesses are unaware of their responsibilities when producing/distributing food in relation to allergenic content and durability. Since 1 April 2022, 449 food standards inspections were completed and 40% of businesses tested failed allergen labelling requirements. 4 prosecutions for unsafe food.
4	Review the Local Toilets Strategy in accordance with Welsh Government guidance.	Review completed and Action Plan updated as required	WBO 3 / Strategic Priority 4	1 st October 2022	31 st March 2024	50%	A survey directed at over 300 businesses was conducted during Q4 to ascertain businesses who would be willing to provide toilets to non-customers. The data will be used to update the NCC website and WG mapping system.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
5	Review the demands on the service following implementation of the Renting Homes (Wales) Act 2016 and develop an action plan/strategy.	Review completed and action plan/strategy developed.	WBO 2 / Strategic Priority 4	1 st October 2022	31 st March 2023	50%	Monitoring of demands has been undertaken since 1 December 2022. The Service has no significant concerns at this point and the need for an action plan will be considered during Q1 of 23/24.
6	Review the HMO Licensing Scheme and take appropriate action, including licence renewal.	Provide safe accommodation to Newport residents by ensuring standards are met in privately hired accommodation.	WBO 2 / Strategic Priority 7	1 st April 2023	31 st March 2024	0%	Commences from 1 st April 2023.
7	Inspection of properties for Ukrainian refugees to ensure properties meet the relevant standards and H&S legal requirements.	Provide safe accommodation as part of the emergency response provided by NCC to help with the Ukrainian refugees' crisis.	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	90%	Inspections continue to be undertaken as required.

Objective 4 - To carry out regulation activities with the purpose of supporting businesses and tackling rogue trading, safeguarding vulnerable individuals and communities, and improving and protecting health and well-being.

Objective 4 End of Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	Carry out a business support programme that will involve 'paid-for' business advice, training, partnership schemes etc.	<ul style="list-style-type: none"> • Deliver a licensing advice/support service for businesses • Improve compliance by businesses 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>The service has a focus on providing support to business to support economic growth within the city.</p> <p>Eight Primary Authority partnerships are maintained. The service maintains 11 'Buy With Confidence' partnerships allowing businesses to market their good reputation with Trading Standards.</p> <p>Officers also provided Direct Compliance Advice on 1,793 occasions. This is especially true in the case of tax and pub/club enforcement work, and in relation to food businesses operators.</p> <p>Trading Standards successfully bid for a Department of Business grant that allowed officers to complete a project to engage with manufacturers and importers of construction products to set up an improved compliance support framework. The business support work involves an ambitious income target. Due to the economic downturn, and the high levels of enforcement work, it has been difficult to recruit sufficient 'clients' to meet the target. The shortfall is therefore covered by other services.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
2	Carry out a programme of compliance monitoring and investigations that will deliver a level playing field for businesses to tackle issues linked to counterfeit, unsafe or illegal products entering the marketplace.	Prevent/reduce the volume and market value of illegal products entering the marketplace.	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	Since 1 April 2022, the service engaged in 14 investigations for illegal and counterfeit goods (clothing, electrical items etc). One individual was prosecuted for possession of counterfeit goods worth over £43,000 and another signed an Enterprise Act legal undertaking. Another investigation resulted in a confiscation order of £140,000 under the Proceeds of Crime Act. Another investigation resulted in a £4,000 fine for illegal actions when selling a used car.
3	Carry out a programme of support for vulnerable individuals that will reduce the likelihood of their lives facing disruption by unscrupulous businesses.	Delivery of interventions and establishment and monitoring of safeguarding mechanisms to provide improved consumer protection	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	Officers support safeguarding principles via enforcement and advice. Scam Victimisation: Officers have supported 10 community events and recruited 94 'Friends Against Scams'. Officers have visited 56 victims of scams and provided target hardening messages and refunded money some have sent to scammers. Officers have installed 16 Call Blocker units to the homes of vulnerable residents. These units prevent nuisance calls designed to defraud. Doorstep Fraud: Officers have investigated 17 cases where doorstep fraud was suspected. One case (jointly pursued with Caerphilly Trading Standards)

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
3	Carry out a programme of support for vulnerable individuals that will reduce the likelihood of their lives facing disruption by unscrupulous businesses.	Delivery of interventions and establishment and monitoring of safeguarding mechanisms to provide improved consumer protection	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>saw a builder sentenced to a 24-month custodial sentence. Officers were also involved in 6 multi-agency Days of Action involving patrolling and interacting with traders.</p> <p>Safe Hospitality Venues: Licensing Officers continue to reinforce safeguarding messages to licensed premises. Key venues have been persuaded to deliver counterterrorism training to door staff and managers (soon to be a requirement of a Pavement Café Licence). Officers have carried out 'licence conditions' inspections and are focused on "searches on the door".</p> <p>Safeguarding and Taxis: Officers have carried out investigations into unlicensed taxis and case work on drivers failing safeguarding policies. One investigation led to the removal of an operator's licence. Officers have carried out monthly taxi operations checking compliance. All drivers receive safeguarding training; and this level of training has been extended to 'escorts' of children to school.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
4	Delivery of animal welfare protection service.	<ul style="list-style-type: none"> • Sustainable and successful Dogs' Home • Attainment of RSPCA Footprint Award • Improved compliance in dog breeding and sales sector and disrupted organised crime groups 	Continuous Improvement	1 st October 2022	31 st March 2024	50%	<p>During the year, Newport City Dogs' Home was awarded the RSPCA Pawprint Award and continued to care for stray and abandoned dogs. The service faces challenges as the numbers of dogs in its care has increased dramatically over the period. Officers continue to rehome and foster dogs and engage with volunteer walkers and a new fundraising group called FOND (Friends of Newport Dogs).</p> <p>The Animal Health Service continues and involves compliance checks with businesses that use animals in their commercial environment, which includes farms, farm parks, riding schools, pet sitters etc. The inspector investigates complaints of animal mistreatment and in the last year has covered issues as diverse as breaches of import controls for dogs, welfare issues with cattle, and abandoned sheep (suspected to be kept for illegal slaughter).</p> <p>The investigation function has also been involved in the animal welfare effort. Two operations into illegal breeders resulted in court orders granting possession to the council of 62 dogs. Investigations continue.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
5	Regional Enforcement and Intelligence Programme: Continue hosting arrangements for the regional investigation and intelligence function for Wales.	<ul style="list-style-type: none"> • Improve the management of intelligence in Wales and the mapping of Serious and Organised Crime • Reduction of criminal activity across Newport 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>Newport City Council hosts several Wales-wide enforcement and intelligence assets.</p> <p>Since 1 April 2022, the Regional Investigations Team, including the specialist CABAL Team (focus on illegal dog breeding), has seen the following activity: one case has concluded with a successful POCA confiscation outcome; six cases have been concluded by delivery of evidence file to partner organisations (one such case is likely to result in court action); three cases are within the court system; and five cases remain under investigation.</p> <p>The Regional Intelligence Function for Wales has carried out a programme of risk assessment of cases managed within Wales relating to Serious and Organised Crime. The links with policing in Wales have improved and opportunities to work in partnership have increased as a result. Strategic and Tactical Assessment continue to be produced and a Control Strategy for operational threats has been drafted.</p>

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
5	Regional Enforcement and Intelligence Programme: Continue hosting arrangements for the regional investigation and intelligence function for Wales.	<ul style="list-style-type: none"> • Improve the management of intelligence in Wales and the mapping of Serious and Organised Crime • Reduction of criminal activity across Newport 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	Since 1 April 2022; the Wales CeCe Team (focus on illegal tobacco), has seen the following activity: 99 test purchases of illegal tobacco; seizure of 1.4 million cigarettes and 200 kilos of tobacco. The value of the seizures is estimated as £1.2 million.
6	Complete regulatory activity to meet the requirements of the Recovery Plan for the Food Standards Agency relating to [1] Food Hygiene and [2] Food Standards interventions.	<ul style="list-style-type: none"> • Activity completed to the satisfaction of the FSA. • Effective regulation, safe food, reduced food fraud and a level playing field for businesses. 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2025	C	Excellent progress has been made in this area and we have exceeded the requirements of the FSA Recovery Plan.
7	Review council policies relating to enforcement activities and licensing, in accordance with statutory guidance.	<ul style="list-style-type: none"> • Allow a fair approach to the issuing of licenses for businesses relating to taxis, street traders, pubs, cafes and clubs, and scrap metal dealers. • Provide a fair approach to businesses and individuals in breach of legislation and the exercise of investigatory powers. 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	40%	The Taxi Policy is awaiting translation and will be circulated soon after. This will be actioned in May 2023.
8	Restart Paid for Advice services as part of Covid-19 recovery, to improve compliance with public protection regulations.	<ul style="list-style-type: none"> • Additional revenue generated. • Improved compliance by businesses. 	WBO 2 / Strategic Priority 7	1 st April 2023	31 st March 2024	0%	Action to Commence in 23/24

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
9	Investigate criminality and money laundering with a view to preventing serious and organised crime and allowing criminals to keep the profits of their activities.	<ul style="list-style-type: none"> • Excellent partnership work • Less victims • Seized assets 	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	<p>Since April 2022 the service has managed 40 significant investigations involving fraudulent behaviour. The value of the criminality for these cases stands at more than £2.6 million. The service has continued to use its powers under the Proceeds of Crime Act. Multiple production orders have been secured and the service is managing two restraint orders of more than £600k five cash detentions totalling £10,995, forfeiture orders of £3,277 and an account freezing order of £22,435. The service worked with five other local authorities.</p> <p>There are four money laundering investigations underway and for those cases that may result in confiscation or cash seizure, the criminal benefit is estimated to be in excess £2m.</p>
10	Continue reducing the backlog of Environmental Health, Trading Standards and Licensing work caused by the Covid Pandemic and redirection of resources to manage the Covid response.	Aim is to clear any backlog of work in the different EH/TS/Licensing areas – housing, investigations, business inspections etc. and return to a business-as-usual scenario	WBO 2 / Strategic Priority 7	1 st October 2022	31 st March 2023	C	Excellent levels of performance have been delivered during this financial year, which was a "year of recovery" from the impact of the pandemic.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
11	Raise awareness and enforce the minimum energy efficiency standards for rental properties. (An Energy performance certificate (EPC) rating of A to E is required on these properties to comply with the law).	<ul style="list-style-type: none"> Enforcement outcomes delivered to those landlords with properties with an F or G EPC. Enforcement outcomes delivered to those landlords operating without an EPC. New unregistered properties entering the market being monitored. 	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 2 / Strategic Priority 2</p> <p>WBO 2 / Strategic Priority 7</p> <p>Climate Change Plan</p>	1 st April 2022	31 st March 2028	30%	<p>Since 1 April 2022, for illegal inefficient EPCs (F and G rated properties), 28 properties reported improved efficiency due to Trading Standards intervention. This resulted in an annual reduction in CO2 of 106.1 tonnes, and a reduction in estimated annual fuel bills of £23,168, and a reduction of power of 103,855 KWH.</p> <p>For properties without an EPC at all, officers communicated with 265 landlords suspected of having no EPC. It was discovered that 71 were only made compliant following the action of the service.</p>

Objective 5 - Climate Change Plan 2022-27 Delivery.

Objective 4 End of Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
1	Our Buildings: Complete the building related actions of the Climate Change Plan, including ensuring all new buildings are net zero carbon, only low carbon heating systems are used, and zero carbon retrofits take place.	<ul style="list-style-type: none"> Written policy developed and agreed by Cabinet (Leads CMs are Infrastructure & Assets and Climate Change & Biodiversity and also CM Education & Early Years). No new gas boilers installed. 	WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2022	31 st March 2024	40%	Net Zero Carbon (in operation) new builds are being constructed. The policy needs to be adopted to mandate this for all construction. New builds are now being constructed without gas boilers.
2	Transport: Complete the transport related actions of the Climate Change Plan, including supporting fleet decarbonisation and the roll out of charging infrastructure both for our organisation and the city.	<ul style="list-style-type: none"> Work with NCC's fleet manager to ensure that there is sufficient charging to support EV adoption Draft and adopt an EV charging policy Map and prioritise locations for public EV chargers Accelerate the delivery of public EV chargers 	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2022	31 st March 2024	40%	The Climate Change Team is supporting this action via the delivery of public EV charging and making progress on all of the action outcomes. Our EV charging strategy will go to consultation in Q2 2024.
3	Procurement: Work with the strategic procurement team to complete actions of the Climate Change Plan, including the measurement of procurement emissions, supporting managers with lower carbon procurements and supplier engagement.	<ul style="list-style-type: none"> The implementation of new aspects of existing processes to start to embed lower carbon procurement. 	WBO 2 / Strategic Priority 1 WBO 4 / Strategic Priority 3 Climate Change Plan	1 st April 2022	31 st October 2022	C	Project complete.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q4 RAG Assessment / % Completion	Commentary
4	Wider Role: Continue to identify and apply for sources of funding to support the delivery of actions across the climate change plan.	<ul style="list-style-type: none"> Funding gaps identified New sources of funding identified 	<p>WBO 2 / Strategic Priority 1</p> <p>WBO 4 / Strategic Priority 3</p> <p>Climate Change Plan</p>	1 st April 2022	31 st March 2024	20%	Further work is required to identify new sources of funding longer term.
5	Wider Role - LAEP - Domestic: Support CCR on regional Domestic Energy Efficiency schemes that will benefit Newport.	<ul style="list-style-type: none"> ECO4 Flexible funding implemented and measures delivered 	WBO 2 / Strategic Priority 1	1 st April 2022	31 st March 2024	50%	NCC have been working closely with Cardiff Capital Region and are close to launching the ECO4 Flex scheme in Newport.
6	Wider Role - LAEP - Industry: Engage with the South Wales industrial cluster to understand and support industrial decarbonisation in Newport.	<ul style="list-style-type: none"> Meetings held with a range of stakeholders. Decarbonisation opportunities and potential partnerships identified. 	WBO 2 / Strategic Priority 1	1 st April 2022	31 st March 2024	20%	The Climate Change Programme Manager and Climate Change Programme Manager have met with the South Wales Industrial Cluster and have engagement with local industry, including Associated British Ports planned.
7	Wider Role - LAEP - Transport: Accelerate the roll out of EV charging for residents.	<ul style="list-style-type: none"> EV charging policy adopted Further mapping undertaken 100+ charging connectors installed. 	WBO 2 / Strategic Priority 1	1 st April 2022	31 st March 2024	33%	NCC have worked in conjunction with CCR to install charge points this financial year and have applied for a significant amount of funding to install further public chargers in 23/24.

Performance Measures

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
(NEW) Number of play areas replaced or improved annually	Annual	No Data	No Data	4	10	There have been improvements to the play areas planned work with a new heavy focus on engagement with residents. Significant work to develop and implement the engagement plan and complete preparatory work was carried out in 22/23, with a number of interventions being progressed. While overall number of interventions may be below target, the wider improvement programme is on track and results will be visible from 23/24
Percentage of significant Regulatory issues resolved	Quarterly	78.3%	79.3%	91%	95%	This is good performance given that 22/23 was a year of recovery from the impact of the Covid pandemic, some staff were still focussed on the Covid response until August, standards in businesses have been more challenging to deal with due to reduced regulation during the pandemic, and certain teams have carried vacancies through much of the financial year.
(NEW) Number of Pocket parks/ rain gardens created or improved.	Annual	No Data	No Data	3	4	This indicator is close to the target, majority of the work carried out in 22/23 will lead to completion of another rain garden in early 23/24.

Performance Measure / Description	Reporting Frequency (Quarterly / Half-yearly / Annual)	Actual 2020/21	Actual 2021/22	Actual 2022/23	Target 2022/23	Commentary
(NEW) Value of the impact service actions have on returning and protecting funds to residents	Half Yearly	No Data	No Data	£257,452k	£300k	This new indicator aims to provide, for the first time, a monetary reference to the work carried out to protect residents. The service area aimed for an ambitious target as a starting point, so an overall result only 15% short of the target is a positive outcome
(NEW) Percentage of businesses that were either compliant or brought into compliance during the period	Half Yearly	No Data	No Data	97%	97%	
Percentage of Bi-monthly cleanliness inspections of highways and relevant land	Bi-Monthly	99.2%	98.7%	99.6%	97%	
Percentage of Municipal waste re-used, recycled and composted.	Quarterly	67.2%	67.1%	65.2% (45,485 T / 69,793 T)	64%	
Kilograms of residual waste generated per person	Quarterly	153.24 kg/person	155.54 kg/person	152.25 kg / person	155 kg/person	
Percentage of municipal waste recycled at the HWRC	Quarterly	93.7%	82.4%	84%	70%	
Average number of days taken to clear fly tipping incidents.	Quarterly	1.53 days	1.23 days	1.4 days (1,654 days / 2,219 days)	1.5 days	
Number of events held on a range of countryside biodiversity and recycling related matters.	Quarterly	0	102	96	45	
Percentage of ASB incidents resolved by wardens	Quarterly	92.3%	95%	97.3%	93%	
Percentage of Food establishments broadly compliant with food hygiene standards	Quarterly	96.6%	95.5%	95%	95%	
(NEW) Value of the impact service actions have on regulatory criminality	Half Yearly	No Data	No Data	£1,748m	£1.5m	
(NEW) Total Council Carbon Emissions (Tonnes of CO2 equivalent)	Annual	89,942	78,900	To be Confirmed	74,900	Data to be provided in September. Will be included in the annual Climate Change report.

Glossary

Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' <i>Target Date</i> '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' <i>Target Date</i> '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' <i>Target Date</i> '.
C	Project / Action has been successfully delivered

Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance. Commentary provided for these measures is at the discretion of the service area.

Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

Abbreviations

Abbreviation	Description
AQAP	Air Quality Action Plan
DEFRA	Department for Environment, Food and Rural Affairs
EPC	Energy Performance Certificate
Mon-Brec Canal	Monmouthshire and Brecon Canal
SPF	Shared Prosperity Fund
SWTRA	South Wales Trunk Road Agent