



**NEWPORT**  
CITY COUNCIL  
CYNGOR DINAS  
CASNEWYDD

# MID-YEAR REVIEW

ENVIRONMENT & PUBLIC PROTECTION

2024-25





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## Strategic Leads

Cabinet Member for Climate Change & Biodiversity	Councillor Yvonne Forsey
Cabinet Member for Housing and Planning	Councillor Saeed Adan
Cabinet Member for Communities and Poverty Reduction	Councillor Pat Drewett
Director for Environment & Sustainability	Paul Jones
Head of Service	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, strategic priorities, and deliver continuous improvement each service area has developed their service plan. This report provides the mid-year progress against the *Environment & Public Protection Service Plan 2024-25*.

Environment and Public Protection is part of the Council's Environment and Sustainability Directorate and is responsible for delivering a range of statutory 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 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 Service Vision and Objectives

The Environment and Public Protection service's aim is to provide quality statutory public services that are efficient and embrace new technologies. We want to lead the way in climate change in Wales, speed up the decarbonisation of the council services and assets, and support businesses and residents to do the same across Newport. We want to be one of the best recycling local authorities in Wales, and provide excellent open spaces that are improved based on the feedback from residents. We want to deliver interventions to increase biodiversity resilience and reduce the impact of climate change on ecosystems. We want to deliver outstanding regulatory services to Newport businesses and contribute to Newport being a city open to business, while protecting consumers.

To support the delivery of the Corporate Plan and Environment & Public Protection vision the following objectives have been set:

- 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 deliver interventions with the purpose of improving public health and community wellbeing.
- Objective 4** - To deliver interventions with the purpose of supporting businesses, tackling crime and rogue trading, and safeguarding vulnerable individuals.
- Objective 5** - Climate Change Plan 2022-27 Delivery

# Head of Service Executive Summary

Significant progress has been made in the delivery of SPF-funded projects, notably with the completion and inauguration of the Tredegar Park play area and Splash Port, as well as the desilting work in the Mon-Brecon canal, which has substantially improved water flow and retention. Additionally, a comprehensive review of our playing pitches across the city has been completed, with the aim of establishing a pitches strategy this year. This initiative represents the first step towards completion of our broader Council Sports Strategy.

Our waste management projects are also advancing well, positioning NCC to meet the 70% recycling target by year end. The first half of the year has seen the consolidation of the trade recycling collections service, now serving approximately 1,000 customers. Plans are in place to deliver source-segregated collections for major City events in the second half of the year, such as the Food Festival and Winter Wonderland. Furthermore, improvements to the operations of our waste enforcement team have led to increased actions against waste management issues and fly-tipping, resulting in record figures for investigations, fines, and prosecutions.

The second half of the year will witness enhancements in reuse initiatives, including a complete revamp of the Tip Shop at Docks Way to provide a larger and improved space. The consultation on our new Air Quality Plan was completed during the summer, with the Plan scheduled for approval in November. Additional air quality improvements are anticipated in the latter part of the year, such as the installation of ecoposts at selected locations across the City.

The Environmental Health and Trading Standards teams have delivered exemplary work, conducting hundreds of interventions and inspections citywide. Training and advice have been provided to hundreds of businesses, with all this work resulting in enhanced services and conditions for both residents and businesses. In the second half of the year, we look forward to implementing the Special Procedures scheme and consulting on the new Gambling Policy.

The Community Safety Teams have strengthened significantly following a major restructure and leadership change. The service now features an effective prioritisation process, enhanced relationships with key partners, an intelligence-based and problem-solving approach to major issues, and a growing reputation for delivery. The service has successfully implemented three PSPOs and is prepared to tackle challenges during the second half of the year.

In the realm of climate change, substantial efforts are underway to install low-carbon heat pumps in council buildings, supported by significant investment from the Welsh Government via LCH grants. Buildings that received installations last year will be commissioned this autumn, while design work for new schemes is being finalised ahead of installation in the second half of the year. Plans are also in place to install hundreds of public EV chargers, both on-street and lamp-post connected, with tenders prepared in the first half of the year for installation in the second half. Additionally, the 'gully trial' has commenced to test alternative connection methods for residents without driveways or garages to charge their cars.

# Service Area 2024/25 Dashboard Overview

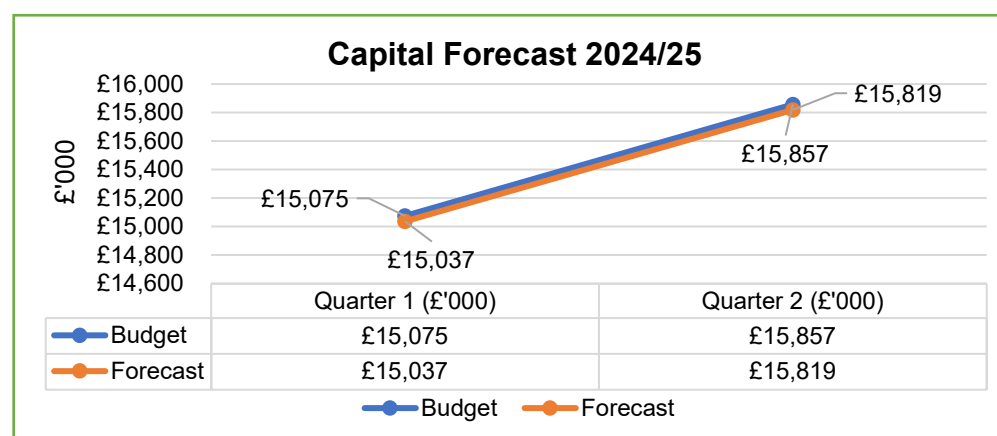
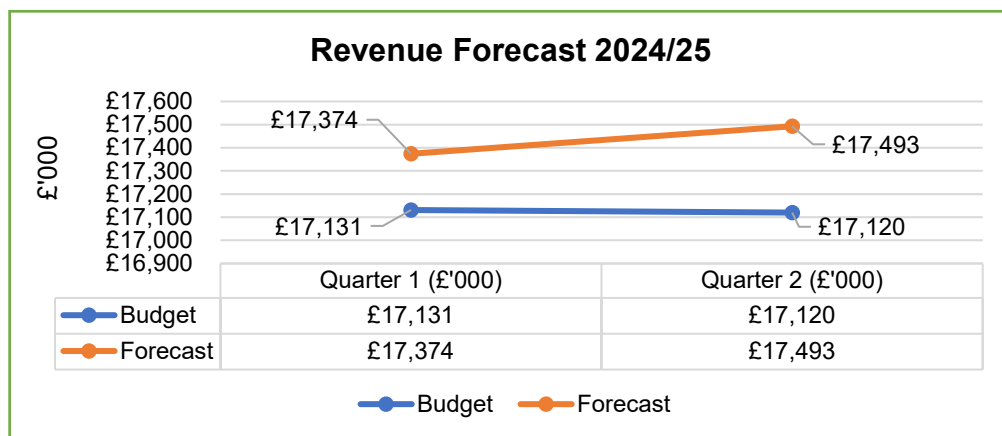
## Service Plan Objectives

Objective	End of Year Status 23/24 (Red / Amber / Green / Blue)	Mid-Year Status 24/25 (Red / Amber / Green / Blue)
<b>Objective 1</b> - Green and Blue Infrastructure for Community and Environmental Resilience.		
<b>Objective 2</b> - Continuous improvement of recycling performance and move towards a Circular Economy		
<b>Objective 3</b> - To deliver interventions with the purpose of improving public health and community wellbeing.		
<b>Objective 4</b> - To deliver interventions with the purpose of supporting businesses, tackling crime and rogue trading, and safeguarding vulnerable individuals.		
<b>Objective 5</b> - Climate Change Plan 2022-27 Delivery		

## Service Area Risks

Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarterly Risk Scores (Q3 2023/24 to Q2 24/25)			
				Quarter 3 23/24	Quarter 4 23/24	Quarter 1 24/25	Quarter 2 24/25
Climate Change Risk	Corporate Risk	12	2	12	12	12	12
Ash Die Back Disease	Service Risk	16	6	12	12	12	12
Pressure on the City's cemeteries	Service Risk	16	6	12	12	12	12
Welsh Governments Recycling Targets	Service Risk	16	4	4	4	4	4

## Service Area Finance Forecast 2024/25



## Medium Term Financial Plan (MTFP) Savings 2024/25

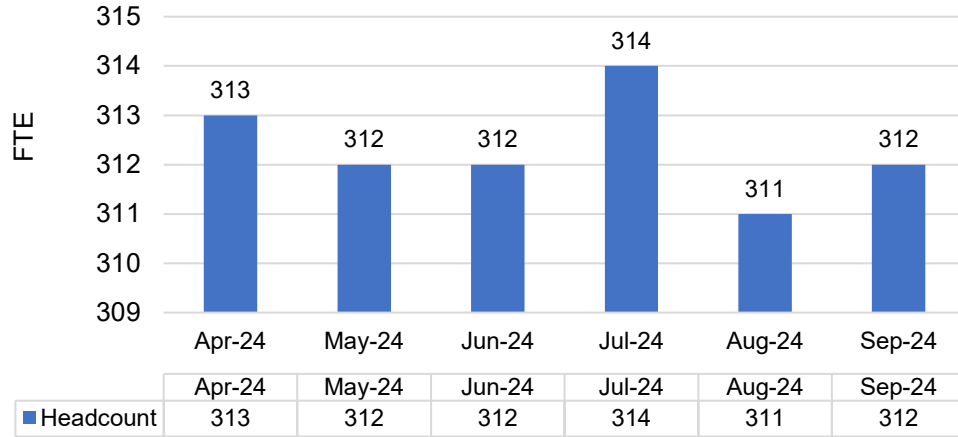
MTFP Proposal	Savings Target (£)	Savings Realised (£)	Forecast Variation (£)	% Variation
Charge for replacement (residual) waste bins	£42k	£42k	£0k	0%
Heating energy cost reduction	£75k	£75k	£0k	0%
Reduction in 'Energy for Waste' costs	£25k	£25k	£0k	0%
Savings in waste budget	£165k	£165k	£0k	0%
Reduction in car allowances costs	£1k	£1k	£0k	0%
Public Protection Expenditure budget savings	£30k	£30k	£0k	0%
Domestic residual and garden waste collection – 3 weekly collections	£160k	£160k	£0k	0%
<b>Total</b>	<b>£498K</b>	<b>£498k</b>	<b>£0k</b>	<b>0%</b>

## Service Area Workforce Demographics, Sickness, and Check Ins

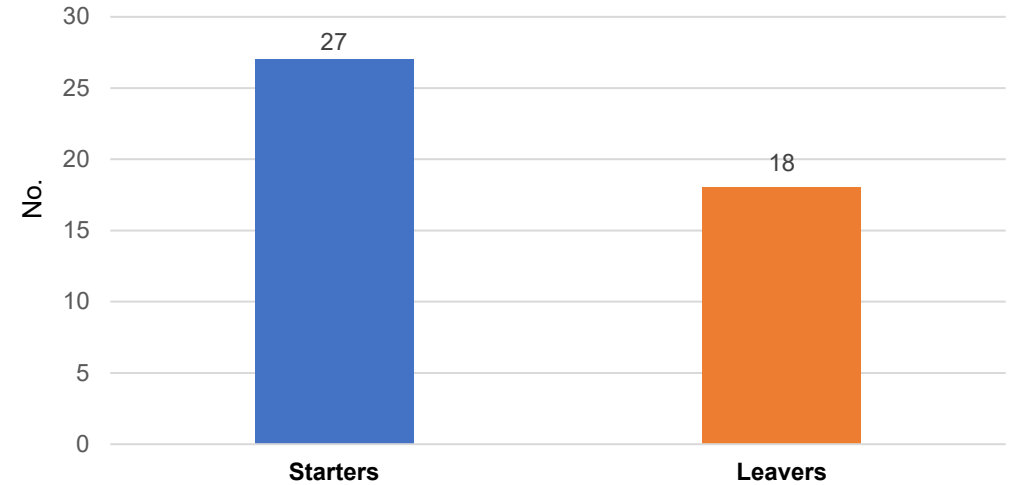
HeadCount - This does not include Agency staff.

Starters and Leavers- The figures provided show new organisational starters, and officers that have left the organisation. This does not include officers which have transferred between service areas.

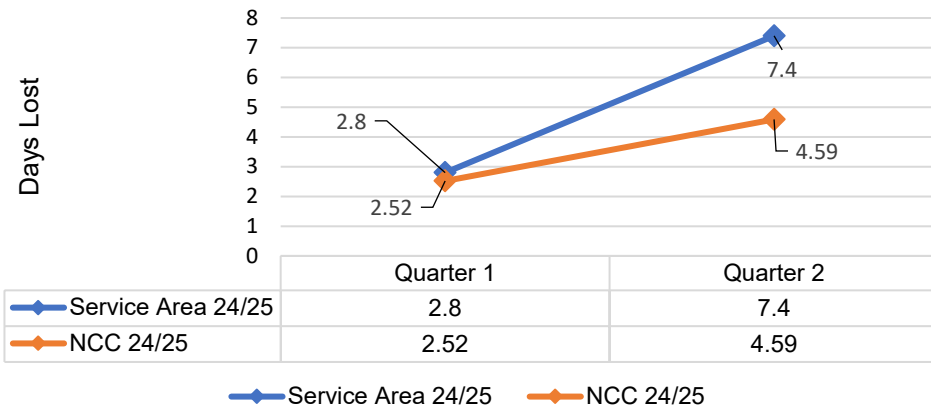
### Environment & Public Protection Head Count 2024/25



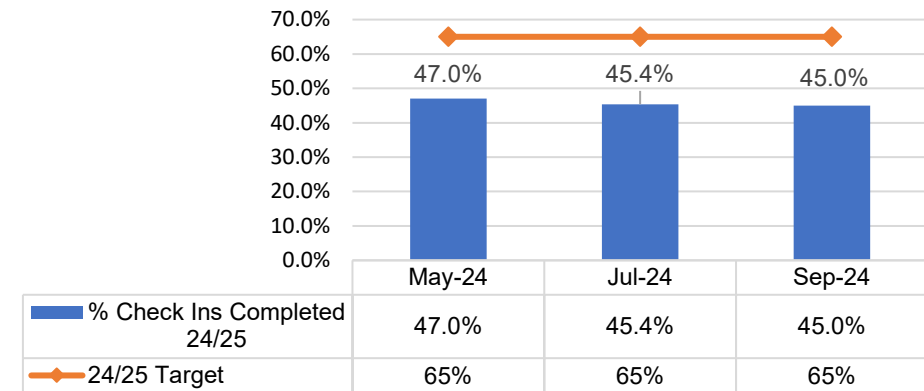
### Organisational Starters and Leavers 2024/25



### Sickness Days Lost



### Bi Monthly Check Ins Completed (%)



# Programmes and Projects

See Glossary for Red / Amber / Green / Blue assessment and Expected Completion date definitions.

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	End of Year 23/24 (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed projects – Summary of project outcomes)
<b>Cemetery feasibility study</b> - 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 2025/26	50%	60%	Ongoing assessment work on existing sites using the Plot box data package providing analysis of available space on existing Blocks. Additional space has been created in Christchurch through development of extension block and in St. Woolos through implementation of new access paths. Other areas within existing cemetery sites are being managed for further burials through ongoing use of redundant pathways and structures. Continuing to work through record system and rationalising record data to identify unused grave space. Development of feasibility project for potential new cemetery sites is underway with the establishment of a scope for the project.
<b>Parks and cemeteries:</b> 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 2024/25	60%	80%	Work to improve play areas across Newport continues at good pace, with works being delivered or planned for play areas in Kimberley Park, Shaftesbury Park, Moorland Park, Oliver Road, Glebelands, Renoir and Kelly Road, and Edward German, and consultations on a number of wards across Newport.



# Workforce Development

To support workforce development across the service area the following actions were identified as priority in 2024/25.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
Recruitment: Attract individuals into the profession of Environmental Health and Trading Standards	Investigate possibilities and identify funding. Explore options for graduate training / placements, potential links with universities. Attend job fairs, sixth form careers events.	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	15%	Environmental Health have secured funding for a graduate to enter a master's programme. This will convert any graduate into an Environmental Health practitioner. Further work needs to be done, particularly in the areas of Trading Standards and Licensing.
Workforce training and development: Develop skills of team leaders to enable progression to team manager level.	Identify training and implement a training schedule to develop the softer management skills.  Management training programme developed and implemented.	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	15%	Additional training and act up opportunities made available to staff to access higher positions to upskill employees and improve resilience.

# Objectives and Action Plan Update

See Glossary for Red / Amber / Green and Expected completion date assessment definitions.

Objective 1 - Green and Blue Infrastructure for Community and Environmental Resilience Corporate Plan Well-being Objectives Supported – Well-being Objective 2 and Well-being Objective 4							Overall RAG Assessment
Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
1	To achieve annual targets from Climate Change Plan: <ul style="list-style-type: none"> <li>• Ecosystem Resilience.</li> <li>• Management of Trees and Woodland.</li> <li>• Create Urban green space.</li> <li>• Manage NCC land for maximum ecological benefit.</li> </ul>	Deliver all actions and outcomes on the overall and annual targets of the Newport Climate Change Plan.	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025		50%	All targets on track and will be achieved.
2	Development and implementation of 'Destination' recreation and leisure open space visitor facilities at Key locations across the city including: <ul style="list-style-type: none"> <li>- Tredegar Park;</li> <li>- Mon-brec Canal.</li> </ul> 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. Improve opportunities for play at multiple sites across the city.	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2025		70%	Works at main SPF funded sites such as Tredegar Park and canal were completed in summer. splash park and play area opened. Other works will be ongoing are nearing completion in Q3.

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
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.	1 <sup>st</sup> October 2022	30 <sup>th</sup> September 2026		50%	Draft report under review for assessment of playing pitches across the city. Final document expected completion end of 2024 and adoption 2025. discussions regarding overarching strategy taking place with leadership.
4	Following up the work of the City Centre Green Infrastructure Strategy and City-wide GI assessment, design and development of pocket park and rain garden sites.	Fully develop proposals to increase biodiversity, enhance public wellbeing, link into various volunteering activities and make a contribution to climate change.	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2025		90%	Currently on site positive tenders received for further rain gardens. funding application agreed and partial funding awarded through local places for nature completion due by November.
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.	1 <sup>st</sup> October 2022	30 <sup>th</sup> March 2025		50%	Continuing to work towards this in preparation for the adoption of the policy and the completion of the sports strategy at end of 2024. Adoption expected 2025.

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
6	Continue to work with volunteering opportunities and community led groups 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>	1st April 2024	31st March 2025		50%	Continual working groups being actioned in addition to regular Tuesday and Thursday countryside volunteering groups.



**Objective 2 - Continuous improvement of recycling performance and move towards a Circular Economy**  
**Corporate Plan Well-being Objectives Supported – Well-being Objective 2, Well-being Objective 3, Well-being Objective 4**

**Overall RAG Assessment**

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24	Mid-Year 24/25	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
					Assessment (Red / Amber / Green / Blue) % Completion	Assessment (Red / Amber / Green / Blue) % Completion	
1	<p>Increased recycling:</p> <ul style="list-style-type: none"> <li>• Improvements/changes to household waste collections.</li> <li>• Improvements to Household Waste Recycling Centre.</li> <li>• Yearly monitoring of Waste Strategy to 24/25 - monitor the implementation and impact of the different activities and actions deriving from it.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase recycling performance and work towards achieving the Welsh Government zero waste target.</li> <li>• Improved options for Newport residents to recycle their waste.</li> <li>• Review overarching waste strategy to measure progress and results over time.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	<p>To implement 3 weekly collections to properties that were not included in 23/24 roll out during October 24. Consider new recycling scheme for city centre flats to reduce bin collection frequency and increase recycling. Challenging area to service due to access and infrastructure limitations. Work ongoing to look at diversion of hard to recycle materials - investigating outlets for carpets and to increase third party sorting of waste to maximise recycling.</p>
2	<p>Beyond recycling:</p> <ul style="list-style-type: none"> <li>• Support the development of repair and reuse across the city</li> <li>• Contribute to promote and advertise initiatives to reduce and recycle/upcycle waste</li> <li>• Research options and new technologies leading to waste minimisation and tackling of hard to recycle materials</li> </ul>	<ul style="list-style-type: none"> <li>• Increase recycling performance and work towards achieving the Welsh Government zero waste target.</li> <li>• Contribute to the circular economy in line with WG goals</li> <li>• Incentivise community cohesion and partnership work</li> </ul>	1 <sup>st</sup> October 2022	31 <sup>st</sup> March 2025		33%	<p>Welsh Government grant funding for reuse and repair activities under review - limited budget for NCC to invest without support from WG. Application for SPF funding to replace tip shop at Docks Way successful - to confirm timescales for replacement and relaunch in Q3. NCC maintains contact with Newport Circular Economy groups across the City, and is looking to advise business and premises on circular business concepts. Contacts and relationships established for progression. Climate Change team continuing to engage and identify opportunities in partnership with waste and cleansing</p>

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
3	Encourage businesses to be more sustainable: <ul style="list-style-type: none"> <li>Encourage initiatives to minimise waste e.g. support reduction in single use plastics</li> <li>Support promotion and implementation of WG non domestic waste regulations and improve NCC commercial recycling services</li> <li>Engage with local businesses/organisations regarding reuse and recycling options and initiatives</li> </ul>	The delivery of this action will enable the Council to: <ul style="list-style-type: none"> <li>Develop partnership work and increase community cohesion</li> <li>Raise awareness on the recycling element to contribute towards improved recycling performance</li> <li>Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	Supporting with arrangements for City Food Festival for October 24. circa. 1,000 business in contract with NCC for recycling and residual waste services - team continues to advise on best practice in recycling and to support business queries. Over 500 business premises contacted directly to offer and provide additional support. SPF funding supports FT role of trade waste officer dedicated to this activity. Increased promotion of fly tipping prosecution and enforcement success to deter repeat offenders from environmental crimes.

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
4	Support community pride in the city: <ul style="list-style-type: none"> <li>Engage with landlords to increase recycling in private rented sector and HMO's</li> <li>Increase recycling in flats</li> <li>Improvement of local environment especially in city centre and target wards</li> <li>Action against graffiti and community action to cleanse and improve local neighbourhoods through partnership working</li> </ul>	The delivery of this action will enable the Council to: <ul style="list-style-type: none"> <li>Develop partnership work and increase community cohesion.</li> <li>Raise awareness on the recycling element to contribute towards improved recycling performance.</li> <li>Tackle issues linked to fly tipping and littering, tagging and wider anti-social behaviour.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable		Continued efforts to remove graffiti and promote tolerated areas at Glebelands park and Newport City Homes at Jacks Pill Wharf through partner working with agencies. Work ongoing to raise profile and importance of correct waste management, to avoid fines. enforcement and education officers supporting residents to increase awareness of effective recycling practices across the City, engaging at both tenant and landlord level. monitoring of fly tipping increased investigation of fly tipped contents and improvements in investigation process with increased number of fines issued. Options to work in partnership with NRW and other multi agency partner groups to increase CCTV monitoring of fly tipping hotspots.
5	Contribute to themes of climate change plan and align actions to reduce waste with climate zero	Other themes of the climate change plan influenced by waste especially procurement.	1 <sup>st</sup> June 2022	31 <sup>st</sup> March 2025		50%	Working across other areas in EPP and other service areas to share learnings and break down challenges. To engage more widely with carbon change team to address waste management, and support other services with waste minimisation.

**Objective 3 - To deliver interventions with the purpose of improving public health and community wellbeing.  
Corporate Plan Well-being Objectives Supported – Well-being Objective 2 and Well-being Objective 3**

**Overall RAG Assessment**

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
1	<p>Deliver programme for Air Quality Management and Monitoring:</p> <ul style="list-style-type: none"> <li>• Deliver Air Quality Action Plan.</li> <li>• Produce Annual Air Quality Progress Report.</li> <li>• Deliver Clean Air Day.</li> <li>• Maintain Air Quality Groups for Air Quality Management Area.</li> </ul>	<ul style="list-style-type: none"> <li>• Meet statutory requirements.</li> <li>• Contribute to air quality improvement and reduction of pollutants.</li> <li>• Support council strategies such as Sustainable Travel, Climate Change, and others as relevant.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	<p>In Q3 the service will seek approval from council for its AQ Action Plan. This has been a huge area of work for the Senior Scientific Officer. In Q3 the annual AQ Progress Report will be released. This report shows progress towards broad compliance in Newport against the national standards. This is positive news. The Senior Scientific Officer has identified a funding stream from Welsh Government which has allowed several education projects to be delivered across Newport at our schools. Aligned with the education messaging was a successful event at the Riverfront where children visited and participated in AQ and clean air games, stalls and projects. Officers continue to respond to service requests, particularly in relation to planning processes.</p>



Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
2	Deliver programmes to reduce antisocial behaviour: <ul style="list-style-type: none"> <li>• PSPOs for Pillgwenlly</li> <li>• City Centre, and Maesglas.</li> <li>• Statutory Nuisance Programme.</li> <li>• Community Intervention Programme.</li> <li>• Night Ambassadors Service.</li> <li>• Community Surveillance Service.</li> </ul>	<ul style="list-style-type: none"> <li>• Safer communities.</li> <li>• Reduced crime and antisocial behaviour.</li> <li>• Improved knowledge of issues in communities.</li> <li>• Improved perception of city spaces and areas.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	<p>The Community Safety Teams are going from strength to strength. Following a major restructure and a change of leadership, the service is refocused. It now has an effective prioritisation process; it has enhanced relationships with key partners; it is using an intelligence based and problem-solving approach to major issues; and is building a reputation for delivery. The service is leading a new 'strike-process'; with statutory partners when considering "repeat ASB" clients.</p> <p>The service has delivered 3 x PSPOs and is looking forward to the challenges of Q3 and Q4.</p> <p>Through the summer the team has focused on the city centre. 43% of service actions have taken place in the city centre as officers work with partners focusing on the drivers/enablers for the issues, to develop long term sustainable problem-solving approaches and leading on Days/Weeks of Action with a cross section of key/core partners. to raise the profile of the ASB work and reduce incidents.</p>

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
3	<p>Deliver public health and well-being focused compliance interventions:</p> <ul style="list-style-type: none"> <li>• Delivery of new Special Procedures Compliance Regime.</li> <li>• Workplace Safety Programme (Food Hygiene and Health and Safety).</li> <li>• Harmful Products Programme (Cigarettes / Vaping Devices / Consumer Goods / Allergen Ingredients).</li> <li>• Deliver enhanced Public Health Programme.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved public health and safety.</li> <li>• Harmful products removed from the marketplace.</li> <li>• Healthier behaviours.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	<p>The Environmental Health Team have led the Public Health enforcement programme. The team completed 529 interventions (inspections/revisits), provided advice on 107 occasions, and issued 11 notices. Together with the Licensing Team, the Environmental Health Team, prepares for the new Special Procedures Licensing regime. The Trading Standards Team supports the PH work and routinely seizes illegal vapes and tobacco (further details in consumer fraud comment) and seeks to prevent children accessing products such as vapes and alcohol; so far this year 49 shops have been tested by volunteers and 8 failed the tests (each has received a guidance intervention following the failure).</p>

**Objective 4** - To deliver interventions with the purpose of supporting businesses, tackling crime and rogue trading, and safeguarding vulnerable individuals.

**Corporate Plan Well-being Objectives Supported – Well-being Objective 2**

**Overall RAG Assessment**

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
1	Deliver programmes to support businesses: <ul style="list-style-type: none"> <li>• Provision of licences and permits.</li> <li>• Charged services relating to compliance advice.</li> <li>• Business partnerships.</li> <li>• Leadership for the Safety Advisory Group to support event organisers.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance of a fair-trading environment.</li> <li>• Improved compliance.</li> <li>• Confident residents.</li> <li>• Improved business performance.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	The Environmental Health Team has provided a successful free advice programme to businesses supported by SPF and advised businesses on 107 occasions. Trading Standards and Licensing have provided advice to businesses on 684 recorded occasions when dealing with visits and service requests.
2	Deliver programmes to safeguard residents: <ul style="list-style-type: none"> <li>• Educate businesses to reduce exploitation.</li> <li>• Prevent and protect residents to safeguard from financial abuse.</li> <li>• Report businesses where exploitation occurs.</li> </ul>	<ul style="list-style-type: none"> <li>• Increased protection of vulnerable groups and individuals.</li> <li>• Improved finances for residents.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	Trading Standards delivers a financial safeguarding service. 13 doorstep trading incidents have been investigated. Licensing Officers have also provided safeguarding training to all new taxi drivers.

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
3	<p>Deliver a fair-trading counter-fraud programme:</p> <ul style="list-style-type: none"> <li>Market surveillance ensure businesses do not mislead customers.</li> <li>Deliver investigations focussed on serious and organised crime and money laundering.</li> </ul>	<ul style="list-style-type: none"> <li>Disruption of crime.</li> <li>Seizure of proceeds of crime.</li> <li>Illegal products removed from the marketplace.</li> <li>Maintenance of a fair-trading environment.</li> <li>Improved finances for residents.</li> <li>Maintenance of a fair-trading environment.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	Since 1 April 2024 Trading Standards has carried out 25 seizures at businesses. The value of the seizures is £533,000. This includes 92,000 cigarettes, 80 kilos of tobacco, 130 counterfeit goods, and 6,000 unsafe vapes.
4	<p>Host National Trading Standards grant-funded regional and intelligence services:</p> <ul style="list-style-type: none"> <li>Deliver Regional Investigation Service.</li> <li>Deliver Regional Intelligence Function.</li> <li>Deliver Illegal Tobacco Disruption Wales (Operation CeCe).</li> <li>Deliver Account Freezing Order Project (Operation Archer).</li> </ul>	<ul style="list-style-type: none"> <li>Seizure of proceeds of crime.</li> <li>Illegal products removed from the marketplace.</li> <li>Maintenance of a fair-trading environment.</li> <li>Improved finances for residents.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	The service continues to host Welsh enforcement and intelligence functions.



Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
5	Raise awareness and enforce the minimum energy efficiency standards for marketed properties. <ul style="list-style-type: none"> <li>Illegal and inefficient property ratings in both the residential and commercial sector.</li> <li>Properties without any energy efficiency rating or certification (EPC).</li> </ul>	<ul style="list-style-type: none"> <li>Reduction in carbon release into atmosphere.</li> <li>Reduced fuel bills.</li> <li>Maintenance of a fair-trading environment.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	75%	Work is progressing well with domestic and commercial properties. Additional premises have been identified by a partner agency and these will be reviewed and actioned as appropriate.
6	Protect animal welfare: <ul style="list-style-type: none"> <li>Sustainable and successful Dogs' Home and stray dog service.</li> <li>Retain RSPCA Footprint Award.</li> <li>Deliver a programme that sees businesses dealing with animals, deliver high welfare standards.</li> </ul>	<ul style="list-style-type: none"> <li>Improved treatment of animals used in a commercial environment.</li> <li>Reduced ASB related to dogs.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	40%	Inspections at licensed premises (e.g. kennels and pet shops) are being carried out to verify the conditions of the licences are being met, these are in place to ensure the welfare of the animals. There are several illegal dog breeding cases currently in the Court system awaiting their conclusions.
7	Review and maintenance of Public Protection policies and plans.	<ul style="list-style-type: none"> <li>Improved consistency when issuing licences.</li> <li>Improved consistency when dealing with suspects or offenders.</li> <li>Improved readiness for events.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	70%	The Gambling Policy has been drafted and it is hoped it will go to consultation during Q3.

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
8	Move towards an intelligence led enforcement and intelligence service: <ul style="list-style-type: none"> <li>• Increase intelligence reporting.</li> <li>• Establish Regulators Intelligence Group.</li> </ul>	<ul style="list-style-type: none"> <li>• Better decision making.</li> <li>• Improved enforcement.</li> <li>• Enhanced partnerships.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	Representatives from council enforcement teams have started to meet frequently to discuss common individuals and businesses causing problems to the public. This inter-team intelligence sharing is moving towards joint tasking and action planning. Intelligence from across teams is being recorded. This will allow problems to be better spotted. Newport's Trading Standards Service continue to be at the forefront of intelligence led enforcement and the ASB Team has commenced a tasking process and problem solving approach that is underpinned by strong intelligence management.

**Objective 5 - Climate Change Plan 2022-27 Delivery**  
**Corporate Plan Well-being Objectives Supported – Well-being Objective 2 and Well-being Objective 4**

**Overall RAG Assessment**

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
1	<b>Our Buildings:</b> <ul style="list-style-type: none"> <li>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.</li> </ul>	<ul style="list-style-type: none"> <li>Buildings Decarbonisation Standards Policy adopted, and its appendices are adhered to.</li> <li>Our next school project to target NZC in construction.</li> <li>Set an evidence based decarbonisation target for gas heating.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	60%	Decarbonisation Standards Policy Adopted and in use, with workshops held. The need for the next school project to be Net Zero Carbon (NZC) has been communicated – waiting for project to commence. Work has begun on the modelling for the evidence based gas heating decarbonisation target.
2	<b>Transport:</b> <ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>Make Fleet EV charging available for staff.</li> <li>Support schools to install charging</li> <li>Secure additional funding for fleet EVs and charging infrastructure.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	60%	Method of providing charging to staff identified, but not yet implemented. Awaiting result of a funding application for EV charging at some schools. Funding application submitted for Telford depot.

Ref	Action	Action Outcome(s)	Start Date	Expected Completion Date	End of Year 23/24 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year 24/25 Assessment (Red / Amber / Green / Blue) % Completion	Mid-Year Summary of Progress (Completed Actions– Summary of action outcomes)
3	<b>Wider Roll:</b> 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"> <li>Funding gaps identified</li> <li>New sources of funding identified</li> </ul>	1 <sup>st</sup> April 2022	31 <sup>st</sup> March 2025		60%	Significant external funding has been secured for the Buildings area of the plan in support of the installation of low carbon heating systems and in Fleet for the purchase of electric vehicles. External funding has yet to be sourced to support Procurement, Land or Organisational Leadership and Culture.
4	<b>Wider Role – LAEP – Domestic:</b> Increase the delivery of Domestic Energy Efficiency schemes for Newport Residents	<ul style="list-style-type: none"> <li>Delivery of the ECO Flex retrofit pipeline</li> <li>Expansion of domestic retrofit for the private sector</li> </ul> Implement Progress Reporting	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	60%	The delivery of the ECOflex pipeline is progressing and we have moved to a new delivery model. Efforts have been made to further expand delivery. Progress is reported into the climate change board.
5	<b>Wider Role – LAEP – Industry and Heat:</b> Engage with wider stakeholders to identify opportunities.	<ul style="list-style-type: none"> <li>Meet with industry stakeholders to identify major carbon saving projects</li> <li>Re-start heat network feasibility and identify a delivery route.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	50%	Dozen's of meetings held with industry, principally on the subject of heat networks.  Support agreed by council for a two year heat network development project
6	<b>Wider Role – LAEP – Transport:</b> Accelerate the roll out of EV charging for residents.	<ul style="list-style-type: none"> <li>Adopt a public EV charging policy</li> <li>Launch and complete a charge gully trial</li> <li>Deploy all grant funding to install 200+ chargers.</li> </ul>	1 <sup>st</sup> April 2024	31 <sup>st</sup> March 2025	Not Applicable	55%	Policy Adopted  Charge gully trial underway with 10 gullies installed – will complete in March.  External (Central Government) factors may lead to a grant extension and some sites delivered in 2024-25. Further funding to be applied for to install additional sites next financial year.

# Performance Measures

Annual measures will be reported in the service area's End of Year Review.

Performance Measure / Description	End of Year Performance (2020/21 to 22/23)			Mid-Year Performance 24/25			
	Actual 2021/22	Actual 2022/23	Actual 2023/24	Mid-Year Actual 23/24	Mid-Year Actual 24/25	Target 2024/25 (Mid-Year Assessment)	Mid-Year Assessment of Performance
Percentage of ASB incidents resolved	95%	97.3%	96.6%	96.4%	<b>91.6%</b> (1,835 / 2,004)	<b>95%</b>	The service has undergone in significant changes and a reduction in officers from 11 to 4 enforcement officers as per the agreed MTFP saving from 2023/24. The target was set based on the previous staffing levels and going forward will need to review considering the current staffing levels and also new processes recently introduced into the team.
Percentage of businesses that were either compliant or brought into compliance during the period	No Data	97%	96%	No Data	<b>94%</b> (711 / 758)	<b>95%</b>	This is a positive performance. However, there are problems which we have found late in the reporting period which will take longer to rectify. These will be completed in quarter 3.
Percentage of Bi-monthly cleanliness inspections of highways and relevant land	98.7%	99.6%	97.1% (233/240)	95.8% (115/120)	<b>100%</b> (120/120)	<b>97%</b>	
Percentage of significant Regulatory issues resolved	79.3%	91%	97.9% (231/236)	95.5% (64/67)	<b>100%</b> (37 / 37)	<b>95%</b>	
Percentage of Municipal waste re-used, recycled and composted.	67.1%	65.2%	67.9% (47,796.70 T/ 70,403.37 T)	67.8% (24,985.22T/ 36,829.33T)	<b>70.8%</b> (25,868.81T / 36,551.53T)	<b>70%</b>	
Kilograms of residual waste generated per person	155.54 kg/person	152.25kg/ person	140.02 kg / person	74.21 kg/person	<b>65.3 kg/person</b>	<b>140 kg/person</b> (70 kg/person)	
Percentage of municipal waste recycled at the HWRC	82.4%	84%	86.1% (6,957.16 / 8,079.9)	87.4% (3,611/4,131. 7)	<b>83.3%</b> (3,705 / 4,445.3)	<b>80%</b>	
Average number of days taken to clear fly tipping incidents.	1.23 days	1.4 days	1.3 days	1.4 days	<b>1.3 days</b>	<b>1.5 days</b>	
Number of events held on a range of countryside biodiversity and recycling related matters.	102	96	134	78	<b>60</b>	<b>45</b>	

Performance Measure / Description	End of Year Performance (2020/21 to 22/23)			Mid-Year Performance 24/25			
	Actual 2021/22	Actual 2022/23	Actual 2023/24	Mid-Year Actual 23/24	Mid-Year Actual 24/25	Target 2024/25 (Mid-Year Assessment)	Mid-Year Assessment of Performance
Percentage of Food establishments broadly compliant with food hygiene standards	95.5%	95%	95%	95% (2,350/2,463)	<b>96%</b> (2,435 / 2,529)	<b>95%</b>	
Value of the impact service actions have on regulatory criminality	No Data	£1.75m	£1,755,000	£828,018	<b>£5,228,582</b>	<b>£1.5m</b>	
Value of the impact service actions have on returning and protecting funds to residents	No Data	£257,452	£248,160	£43,560	<b>£36,994</b>	<b>£200k (£35k)</b>	



## Compliments, Comments and Complaints

Compliments / Comments	Quarter 1	Quarter 2	Total Number
Number of Compliments received	15	21	36
Number of Comments received	40	49	89

Complaints	Quarter 1		Quarter 2		Total 2024/25	
	Stage 1	Stage 2	Stage 1	Stage 2	Stage 1	Stage 2
Number of Complaints received	75	7	70	4	145	11
Number of Complaints refused after assessment*	30		29		59	

\*Refusals include – Out of timescale (over 6 months); dealt under separate process e.g. HR, Disciplinary, compensation; Attention of another agency e.g. Newport City Homes, Police, Health etc.

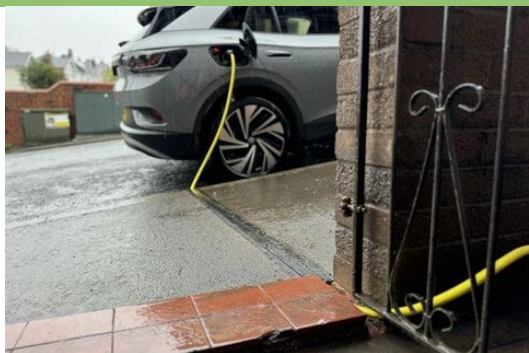
## Community Consultations and Engagement 2024/25

Below is a summary of the consultations and engagement completed by the service area in the last year to support key decisions, strategy and/or policy development; and delivery of services. This list could also include any surveys, engagement activities such as workshops with service user / community groups, where their views were considered.

Consultation / Engagement Activity	Method(s) e.g. Bus Wifi, forums, surveys etc	Number of Responses	Outcomes of the Engagement Activity
Air Quality Action Plan Survey	Online SNAP Survey	109	These supported reports presented to both Cabinet and Council on the Air Quality Action Plan work.
Housing Energy Survey	Newport Citizens Panel	171	This survey asked residents questions what current energy efficiency measures they had installed, their knowledge of funding opportunities such as the Great British Insulation Scheme and their preferences for receiving information on home energy opportunities. The results of this survey have informed our strategy for promoting housing retrofit opportunities across the city in support of our net zero ambitions.
Ornamental Parks (Belle Vue Park) Survey	Online SNAP Survey	170	The survey results were used to gain a better understanding of people's perception of the parks, how the parks were used, who used them and get an idea of what improvements people would like to see in the parks.
Ornamental Parks (Beechwood Park) Survey	Online SNAP Survey	292	
PSPO Extension - Maesglas	Online SNAP Survey	39	These consultations supported Council reports which have been presented to Council earlier in the financial year.
PSPO – Pillgwenlly	Online SNAP Survey	70	
PSPO – City Centre	Online SNAP Survey	113	

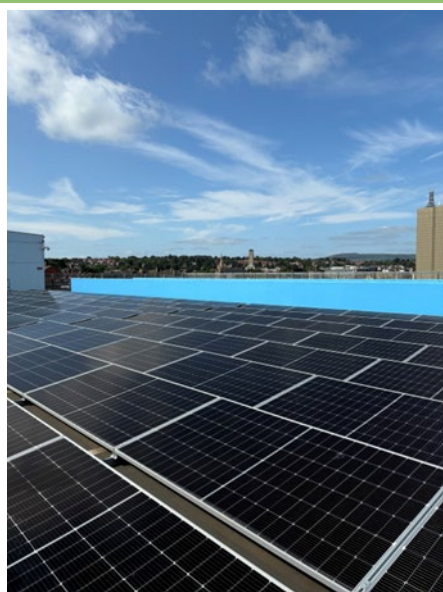
# Case Studies, Key Achievements, Awards

## Case Study 1 – Kerbo Charge



Over the past few months, Newport City Council have been trialling Kerbo Charge charging gullies with a number of households in Newport. The gullies offer a potential solution to electric vehicle drivers who need to charge their vehicle at home but have no access to off-street parking. It is estimated that around 22,000 homes in Newport do not have access to off-street parking. By installing a shallow, polymer gully into the pavement by their house, a resident can safely run a cable from their house to their car. The cable is secured in place inside the gully, removing a potential trip hazard. Newport is the second local authority in Wales to trial charge gullies. If the trial is successful, there is potential to expand this opportunity to more residents and further expand our charge offering to support the transition to electric vehicles.

## Case Study 2 – Kingsway Solar and Electric Vehicles



Transitioning from gas to renewable sources of energy is imperative to reach net zero targets for Newport. Two major projects were completed in the past 6 months to contribute to this: Kingsway Car Park Urban Solar Array and Electric Vehicle Charging Point Installations. In collaboration with Newport Norse and Inspire Green, 780 solar panels were installed on Kingsway multi-storey car park's roof, adding 390kWp to the council's overall solar capacity, generating 80% of the site's energy demand, and reducing emissions by 71 tonnes annually (the equivalent of taking 55 cars off the road). Despite challenges relating to security and ethical procurement, this project was delivered ahead of schedule and is an exemplary project that demonstrates the opportunities in repurposing underutilised public assets for clean energy generation in an urban environment. Beyond emissions reductions, the excess electricity generated by the solar panels can be exported to the grid, providing additional revenue, and also meets the additional electricity demand required to power 18 new EV charging points installed within the car park this year. 8 of the 18 points are also accessible and comply with PAS1899 standards for accessible electric vehicle charging, an example demonstrating our commitment to provide equitable charging options across the city.

### Case Study 3 – Eco School Competition



To coincide with World Environment Day in June 2024, the Climate Change Team hosted an Eco Art Competition for Newport schools to get involved in. There were lots of applications from primary and secondary schools across Newport, but the Climate Champions Network made the difficult decision to choose 3 winners. Congratulations to 1<sup>st</sup> place winner Ava Williams and 2<sup>nd</sup> place winner Lola-Grace Sands from Lliswerry High School, and 3<sup>rd</sup> place winner Bethan Jones from Ysgol Gyfun Gwent Is Coed! Ava's winning design is now the Newport Climate Champions Network logo used on all documentation and communications, and she also received a bike as her prize, whilst our runners-up won vouchers to spend at Ethical Superstore.

## Case Study 4 – Net Zero Newport: The Electric Experience Event



We are proud to have hosted the first Let's Experience Electric event in Wales in October this year at the Geraint Thomas National Velodrome of Wales. This free one-day event was open to anyone interested in creating a greener, cleaner community and provided the chance to:

- Share views on electric vehicles and charging infrastructure
- Network
- Discover the opportunities, benefits and challenges of reaching net zero
- Test drive electric and manual bicycles

The day saw over 100 attendees, 20 exhibitors, and two expert panel conversations and Q&As on electric vehicle accessibility and home energy improvements. In addition, attendees had the opportunity to view, or test drive an electric vehicle from 8 local dealerships including Renault Ponthir, TESLA, Porsche Newport, Wessex Garages and Mobility in Motion, who demonstrated their Adapted Ford Explorer Electric Vehicle for drivers with reduced mobility or a disability. The day was packed full of engaging conversations and offered a great opportunity to promote all the work the council is doing to reach net zero. We hope to host another event next year.

## Case Study 5 – Net Zero Newport Decarbonisation Programme



Using funding from the Shared Prosperity Scheme (SPF), the Net Zero Newport Decarbonisation Programme was set up in April 2024, offering two pots of £250,000 match funding to Newport-based SMEs and Community Groups. Take-up has been excellent, with both schemes now fully subscribed for the year. 25 projects, ranging from LED lighting upgrades to large solar arrays, have been funded up to a maximum contribution from Newport Council of £30,000. Over 700 kwp of solar will be installed locally as a result of the programme, the equivalent of over 200 average residential solar installations. These projects will result in annual carbon savings of over 250 tonnes per year for the city, equivalent to the average carbon footprint of 20 Newport residents.



## Case Study 6 – Low Carbon Heat Installations



Work is nearly complete at 5 school sites to install air-source heat pumps to replace gas boilers. Llanwern High School, Ysgol Gymraeg Casnewydd, Glan Llyn Primary School, Jubilee Park Primary School and Caerleon Lodge Hill Primary School are all being upgraded this year using Welsh Government grant funding. Work is nearly complete at all 5 sites with final commissioning expected before Christmas. These projects are projected to save 86 tonnes of carbon per year, equivalent to the amount of carbon absorbed by over 4,000 mature trees.

Other useful links:

NCC Promotional Videos on Heat Pumps – [What are Heat Pumps?](#) / [Heat Pumps Case Study](#)

# Glossary

## Service Area Project / Action Assessment

RAG Status	Description
X%	Objective / Project / Action is not on track to deliver by the expected completion date with major risks and/or issues preventing its achievement. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Objective / Project / Action is at risk of not delivering by the expected completion date with potential risks / issues which could prevent the Objective / Project / Action being completed. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Objective / Project / Action is on track to be completed with no risks or issues.
Complete	Objective / Project / Action has been successfully delivered and achieved its outcomes.

## 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.



## 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
LAEP		Local Area Action Plan
PSPO		Public Space Protection Order