

# Law & Regulations Annual Service Plan 2017-22



2021/22 Edition

# Contents

<b>Contents</b>	<b>Page 1</b>
<b>Introduction</b>	<b>Page 2</b>
<b>Finance</b>	<b>Page 4</b>
<b>Workforce Planning</b>	<b>Page 5</b>
<b>Major Change Programmes &amp; Projects 2020/21</b>	<b>Page 6</b>
<b>Service Plan Objectives / Actions 2020/21</b>	<b>Page 7</b>
<b>Performance Measures</b>	<b>Page 20</b>
<b>Risk Management</b>	<b>Page 21</b>

## Cabinet Member(s) and Head of Service



**Councillor Ray Truman**  
Cabinet Member of  
Licensing and  
Regulation



**Gareth Price**  
Head of Law & Regulation

# Introduction

The Well-being for Future Generations (Wales) Act 2015 requires all public sector bodies to set Well-being objectives in their Corporate Plans. Newport City Council's Corporate Plan 2017-22 has set four Well-being objectives that supports the delivery of the One Newport Public Services Board 'Wellbeing Plan' and also Wales' Well-being Goals:

**Well-being Objective 1** – To improve skills, education and employment opportunities

**Well-being Objective 2** – To promote economic growth and regeneration whilst protecting the environment

**Well-being Objective 3** – To enable people to be healthy, independent and resilient

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

To support the delivery of the Well-being Objectives the Council's service areas have set a five year service plan which outlines their objectives, actions, performance measures and risks to delivering the Corporate Plan. Each of these objectives and actions also support the Well-being Act's sustainable development and five principles:

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

## Newport City Council Statutory Duties

In the delivery of Council services, there are different legislative and statutory requirements for the Council to comply with. The key areas of statutory duties include but are not exhaustive:

Well-being for Future Generations Act

Social Services and Wellbeing Act 2014

Local Government & Elections (Wales) Act 2021

Equalities Act including Socio Economic Duty

Welsh Language Act

Data Protection Act 2018 and Freedom of Information Act 2001

Modern Slavery Act 2015

Counter Terrorism and Security Act 2015

### **Overview of Law & Regulatory Services**

Law & Regulation (L&R) provides a wide range of statutory, regulatory and professional support services for internal clients, Councillors and members of the public.

- Legal services, Insurances and Local Land charges.
- Democratic Services, including Overview and Scrutiny and the Mayoralty
- Elections and Electoral Registration
- Registration of Births, Deaths and Marriages
- Regulatory Services (Environment & Community)
- Regulatory Services (Commercial)

The roles of the Monitoring Officer/Deputy Monitoring Officer, the Head of Democratic Services and the “Proper Officer” are prescribed by legislation and the functions of the Registration Service, Electoral Registration, Scrutiny, Environmental Health, Licensing, Trading Standards and Local Land charges are all statutory requirements. Professional services such as Legal and Democratic Services directly support the delivery of other statutory and regulatory services throughout the Council. The Regulatory Services teams undertake a wide range of public protection work covering all aspects of the Council’s statutory functions in relation to Environmental Health, Trading Standards, Animal Health, Licensing, Community Safety and CCTV.

2021/22 will be a challenging year for the Law & Regulation service area. The Council’s Legal team will continue to support Council services in delivering key regeneration projects, supporting social care and conducting other legal work. The Council’s Registration and Coroners Service have been impacted by the increase in workload due to Covid-19 but have managed to adapt to the changing requirements set by Welsh Government to ensure socially distanced registrations and marriages can take place and that coroner’s investigations and inquests can be carried out. The Electoral Registration Team will be supporting the changes to legislation for voters aged 16 and 17 to register to vote in the Senedd elections and will be responsible for conducting socially distanced elections for the Senedd, the Police and Crime Commissioner and the Victoria by-election in May 2021. Governance arrangements for remote Council meetings will need to be developed to allow for “hybrid” meetings and a policy for public engagement in decision-making will need to be introduced in accordance with the requirements of the Local Government and Elections (Wales) Act 2021. Resources in the Environmental Health team will continue to be diverted to the Test, Trace and Protect regional service

and other Regulatory officers will be undertaking Covid-19 enforcement work as the lock-down restrictions are relaxed. This deployment of resources in these critical areas will have an impact on other regulatory work, which will need to be reprioritised and reduced accordingly. For the rest of the Regulatory team ongoing proactive and reactive work to support businesses and the consumers will continue to take place. We are also awaiting further guidance and updates in relation to the Brexit withdrawal agreement as the import and export certification processes will have a significant impact on the work of Port Health officers.

## Finance

The Council's budget for 2021/22 was agreed at [Council](#) on 3<sup>rd</sup> March 2021. In 2021/22 Law & Regulatory services base revenue budget has been set as £6,796,000. As part of the Council's Medium Term Financial Planning, Law & Regulatory Services has identified savings to be achieved over the next four years. The following savings have been identified in the table below and further information can be [found here](#).

Savings area identified	Savings (£) 2021/22	Savings (£) 2022/23	Savings (£) 2023/24	Savings (£) 2024/25
Reorganisation of the Legal Section to deliver efficiency savings.	£75,000	£0	£0	£0
Miscellaneous increases in income and reductions in supplies and services budgets.	£65,000	£0	£0	£0

The budget investments for Law & Regulatory services over the next four years are stated below and further information can be [found here](#).

Budget Investment areas	Investment (£) 2021/22	Investment (£) 2022/23	Investment (£) 2023/24	Investment (£) 2024/25
CCTV – Unachieved income from contracts	£150,000	£0	£0	£0

### Capital Programme

Newport Council sets an extensive capital programme to deliver key infrastructure projects / schemes. The list of Capital schemes and projects for 2020/21 can be found [here](#).

# Workforce Planning

To support the delivery of the service plan it is important to have a workforce plan that focuses on the training and development of staff and to improve the resilience of teams to deliver change. Through collaboration with the Council's Human Resources team, the service area has identified the following

actions to deliver in 2021/22.

Ref	Action	Reason(s)	Outcome(s)	Responsible Officer	Action Start Date	Anticipated Completion Date
1	Undertake succession planning activities to provide opportunities for staff to develop and improve resilience of the service area.	Service area needs to improve the resilience and increase workflow capability to support the growing and changing needs of the service area and its service users.	Service Managers provide opportunities for staff to develop, provide career progression and job shadowing. This will support formalising succession plans and create the foundations for a regular reviewing cycle.	Head of Service (Lead Officer)  Service Managers.	1 <sup>st</sup> April 2021	31 <sup>st</sup> December 2021
2	Explore options of work based apprenticeships, kick start schemes, training programmes and graduate schemes to develop local talent management framework.	To support the service areas succession planning work, different opportunities and options need to be provided and improve its resilience.	Opportunities provided for new and existing staff to improve the capability and capacity of the service area.	Head of Service (Lead Officer)  Service Managers	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
3	Undertake a review of current Job Descriptions and current workforce capability to future skills and knowledge gaps.	There are potential areas where the service area has future skills and knowledge gaps. An audit of Job Descriptions, capacity and capability of teams will identify these gaps.	This work will enable the service area to identify training opportunities and updating of Job Descriptions to bridge the knowledge and skills gaps identified.	Head of Service (Lead Officer)  Service Managers	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022

## Objectives & Actions

To support the Corporate Plan and/or meet necessary statutory duties / legislative changes, service areas undertake programmes and projects. Below is a list of ongoing major change programmes and projects that are currently led by Finance Services.

Programme / Project Name	Brief Programme / Project Description and how it supports the Corporate Plan.	Wellbeing Objective(s) supported	Corporate Theme(s)	Anticipated Programme / Project Completion Date
<b>Gwent Contact Tracing Service</b>	<p>Working collaboratively across five local authorities and Aneurin Bevan University Health Board to establish the structure, governance and operation of the Gwent Contact Tracing Service.</p> <p>The outcomes of this work will help manage future Covid 19 outbreaks and enable Newport and others to coordinate and manage responses.</p>	<b>Well-being Objective 3</b> - Enable people to be healthy, independent and resilient	Resilient Communities	Quarter 2 2021/22
<b>Implementation of the Local Government &amp; Elections (Wales) Act 2021</b>	<p>Working collaboratively with other service areas to implement the legislative requirements in accordance with prescribed timescales and in readiness for the May 2022 local elections</p> <p>This will include introducing new technology to deliver “hybrid” Council meetings, the development of a public engagement and consultation policy to increase public participation in the governance process, and a self-assessment process for corporate improvement. The Council’s Constitution will also need to be substantially redrafted and updated to reflect the legislative changes.</p>	Not Applicable	Modernised Council	Quarter 1 2022/23

To support the delivery of the Corporate Plan, Law & Regulatory Services has set 4 Objectives to deliver in 2021/22:

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

**Objective 2** – To improve constitutional and corporate governance arrangements

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

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

<b>Objective 1</b>		<b>To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Modernised Council and Thriving City 20 Things by 2022 – Festival of Democracy MTFP and Change & Efficiency Programme Well-Being Objectives - to promote economic growth and regeneration			
<b>What Well-being Objective(s) does this objective support?</b>		<b>Well-being Objective 2</b> – To promote economic growth and regeneration whilst protecting the environment.			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Modernised Council</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
1	Undertake a review of staffing structures within the Registration and Coroners Service and identify any changes required to address increasing demands and budget pressures due to cover arrangements.	Appoint additional Coroners Officers and Administrative Support staff to meet demands of the service and review staffing within the Registration service to mitigate budget pressures caused by use of casual cover.	Registration & Coroner Services and Manager	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
2	To develop and extend customer satisfaction surveys for the Registration Service to cover registrations, in addition to ceremonies.	See objective 1.	Registration Services Manager	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
3	To contribute towards the delivery of key corporate projects and cross-cutting transformational change projects, including alternative service delivery models in 2021/22.	See Objective 1	Head of Law & Regulation.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
4	<b><u>Regulatory Services – Environment &amp; Community</u></b> Operate and further develop the Paid For Advice scheme and successfully deliver established Primary Authority Partnerships to generate additional revenue and	See Objective 1	Regulatory Services Manager (Environment & Community)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022

<b>Objective 1</b>		<b>To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Modernised Council and Thriving City 20 Things by 2022 – Festival of Democracy MTFP and Change & Efficiency Programme Well-Being Objectives - to promote economic growth and regeneration			
<b>What Well-being Objective(s) does this objective support?</b>		<b>Well-being Objective 2</b> – To promote economic growth and regeneration whilst protecting the environment.			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Modernised Council</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
	improve compliance with public protection regulations. Identify and develop new and effective ways of providing business support whilst maximising income generation.				
5	<b><u>Regulatory Services – Commercial Standards</u></b>  Operate and further develop the business support activities; to include Training Opportunities; Paid For Advice, Assured Trader Schemes; and Primary Authority Partnerships; to generate additional revenue and improve compliance with public protection regulations. Identify and develop new and effective ways of providing business support whilst maximising income generation.	See Objective 1	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
6	Undertake a review of accommodation and court premises, supplies and services budgets and commissioning arrangements, to improve the Coroner service and deliver efficiencies.	See Objective 1	Registration and Coroner Services Manager	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022

<b>Objective 1</b>		<b>To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Modernised Council and Thriving City 20 Things by 2022 – Festival of Democracy MTFP and Change & Efficiency Programme Well-Being Objectives - to promote economic growth and regeneration			
<b>What Well-being Objective(s) does this objective support?</b>		<b>Well-being Objective 2</b> – To promote economic growth and regeneration whilst protecting the environment.			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Modernised Council</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
7	Implement training of existing staff and explore apprenticeship opportunities for the purposes of workforce planning.	Improve the resilience of each team within legal services to ensure sufficient resources available to replace staff retiring/leaving the team	Assistant Head of Legal Services	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
8	Undertake a review of workload and backlog of inquests within the Coroner's service and identify any need for an additional Assistant Coroner	To ensure that there is sufficient capacity to undertake coroner's inquests within agreed timescales.	Head of Law & Regulation Registration and Coroners Services Manager	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
9	Undertake a review of the transitional arrangements for the Test, Trace, Protect service post September 2021 and any implications for the Environmental Health service and staffing structures	To ensure that there are transitional arrangements in place to deliver a reduced TTP service when the funding ends in September and ensure that there are robust staffing structures in place to deliver all Environmental Health services.	Regulatory Services Manager (Environment & Community)	1 <sup>st</sup> July 2021	30 <sup>th</sup> September 2021

<b>Objective 2</b>		<b>To improve the constitutional and corporate governance arrangements</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Modernised Council / WAO Corporate Assessment and support the implementation of the new Local Government & Elections (Wales) Act			
<b>What Well-being Objective(s) does this objective support?</b>		Not Applicable			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Modernised Council</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
1	To undertake a whole-scale review and re-drafting of the	See Objective 2.	Head of Law & Regulation	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022

<b>Objective 2</b>		<b>To improve the constitutional and corporate governance arrangements</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Modernised Council / WAO Corporate Assessment and support the implementation of the new Local Government & Elections (Wales) Act			
<b>What Well-being Objective(s) does this objective support?</b>		Not Applicable			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Modernised Council</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
	Council's Constitution as part of the Local Government & Elections (Wales) Act.				
2	Improve and strengthen arrangements in accordance with National Scrutiny Survey and Corporate Assessment.	See Objective 2.	Democratic Services Manager	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
3	To develop and implement a programme for Member training and development, including individual training plans and Members Annual Reports.	See Objective 2	Democratic Services Manager	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
4	To ensure that Standards Committee continues to operate effectively and discharges its statutory responsibilities.	See Objective 2.	Head of Law & Regulation.	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
5	Successfully deliver elections, raise voter awareness and increase elector registration.	See Objective 2.	Electoral Registration Manager	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
6	Continue to strengthen Scrutiny arrangements and the composite work programme.	See Objective 2.	Democratic Services Manager	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
7	Successfully deliver by-election in Victoria ward and PCC elections in accordance with agreed electoral performance standards.	See Objective 2.	Electoral Registration Manager	1 <sup>st</sup> January 2020	30 <sup>th</sup> June 2021
8	Review current constitutional and governance arrangements in accordance with proposed legislative reforms (Local Government & Elections Act).	See Objective 2.	Head of Law & Regulation	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022

<b>Objective 2</b>		<b>To improve the constitutional and corporate governance arrangements</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Modernised Council / WAO Corporate Assessment and support the implementation of the new Local Government & Elections (Wales) Act			
<b>What Well-being Objective(s) does this objective support?</b>		Not Applicable			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Modernised Council</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
9	Implement succession planning for Standards Committee to appoint and train new independent members	Two new independent members of Standards Committee appointed to meet requirements of legislation and appropriate training delivered	Head of Law & Regulation Assistant Head of Legal Services	1 <sup>st</sup> April 2021	31 <sup>st</sup> October 2021
10	Prepare for local government elections in May 2022 in the light of the electoral review and new legislation relating to reduced voting age, and electoral arrangements.	Successfully deliver local elections, raise voter awareness and increase elector registration. Ensure that legislative and EC requirements are met	Electoral Registration Manager	30 <sup>th</sup> September 2021	31 <sup>st</sup> March 2022
11	Develop a programme of member induction training for new elected Councillors following the May 2022 elections	Induction programme and training modules prepared to ensure that new members have the necessary skills and knowledge to discharge their roles and responsibilities	Head of Law & Regulation Democratic Services Manager	30 <sup>th</sup> September 2021	31 <sup>st</sup> March 2022

<b>Objective 3</b>		<b>To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes.</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Modernised Council Change and Efficiency Programme MTFP Performance Measures - RS/SI/1, L&S/L/08, HRP/041, LR/L/002			
<b>What Well-being Objective(s) does this objective support?</b>		Not Applicable			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Modernised Council</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
1	<b><u>Regulatory Services – Environment &amp; Community</u></b> Maximise the use of online web forms linked to the Idox database.	See Objective 3.	Regulatory Services Manager (Environment & Community)	1 <sup>st</sup> April 2019	31 <sup>st</sup> March 2022
2	<b><u>Regulatory Services – Environment &amp; Community</u></b> Continue to roll out card payment capability for customers within Regulatory Services.	See Objective 3.	Regulatory Services Manager (Environment & Community)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
3	Modernise the payment methods across the various Licensing, Trading Standards and Animal Health Teams.	Improved accounting methods.	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
4	Procure enhancements to Public-i webcasting system and upgrade screens and projectors in Council Chamber using Digital Democracy grant funding.	Existing IT systems and infrastructure successfully upgraded to conduct and broadcast “hybrid” Council meetings to meet the requirements of the new legislation.	Head of Law & Regulation Democratic Services Manager	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
5	Migration of Local Land Charges register and property information databases to the HM Land Registry central database and on-line web portal.	All existing Land Charges registers will be updated and transferred onto the new system, together with all planning, highways, development control and other spatial GIS property data. This will provide up-to-date and accurate property search information which can be accessed on-line as part of any property transaction.	Assistant Head of Legal Services	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022

<b>Objective 4</b>		<b>To improve public health and consumer protection through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Resilient Communities and Thriving City 20 Things by 2022 – Purple Flag accreditation Well-Being Objectives - to promote economic growth and regeneration whilst protecting the environment, to enable people to be healthy, independent and resilient and to build cohesive and sustainable communities Service plan measures - PAM/023, RS/SI/1, LS/L/027, LR/L/002 and new fraud detection measures			
<b>What Well-being Objective(s) does this objective support?</b>		<b>Well-being Objective 2</b> - To promote economic growth and regeneration whilst protecting the environment <b>Well-Being Objective 3</b> – To enable people to be healthy, independent and resilient <b>Well-Being Objective 4</b> – To build cohesive and sustainable communities			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Aspirational People</b> <b>Thriving City</b> <b>Resilient Communities</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
1	<b><u>Regulatory Services – Environment &amp; Community</u></b> Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.	See Objective 4	Regulatory Services Manager (Environment & Community)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
2	<b><u>Regulatory Services – Commercial Standards</u></b> Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.	See Objective 4	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
3	<b><u>Regulatory Services – Environment &amp; Community</u></b> Work with key partners to tackle anti-social behaviour and crime, and improve community cohesion	See Objective 4	Regulatory Services Manager (Environment & Community)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022

<b>Objective 4</b>		<b>To improve public health and consumer protection through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Resilient Communities and Thriving City 20 Things by 2022 – Purple Flag accreditation Well-Being Objectives - to promote economic growth and regeneration whilst protecting the environment, to enable people to be healthy, independent and resilient and to build cohesive and sustainable communities Service plan measures - PAM/023, RS/SI/1, LS/L/027, LR/L/002 and new fraud detection measures			
<b>What Well-being Objective(s) does this objective support?</b>		<b>Well-being Objective 2</b> - To promote economic growth and regeneration whilst protecting the environment <b>Well-Being Objective 3</b> – To enable people to be healthy, independent and resilient <b>Well-Being Objective 4</b> – To build cohesive and sustainable communities			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Aspirational People</b> <b>Thriving City</b> <b>Resilient Communities</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
	and wellbeing in Pillgwenlly and other areas as required, by delivering actions from the ASB Group Action Plan				
4	<b><u>Regulatory Services – Commercial Standards</u></b> Work with key partners to tackle anti-social behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly and other areas as required, by delivering actions from the ASB Group Action Plan.	See Objective 4	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
5	Local Air Quality Management - develop localised plans under the Council's Sustainable Travel Strategy to meet statutory requirements for Action Plans. Actions to be generated by the Sustainable Travel Group.	See Objective 4	Regulatory Services Manager (Environment & Community)	1 <sup>st</sup> April 2020	31 <sup>st</sup> December 2022
6	Support compliance within reputable businesses and investigate rogue traders to	See Objective 4	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022

<b>Objective 4</b>		<b>To improve public health and consumer protection through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Resilient Communities and Thriving City 20 Things by 2022 – Purple Flag accreditation Well-Being Objectives - to promote economic growth and regeneration whilst protecting the environment, to enable people to be healthy, independent and resilient and to build cohesive and sustainable communities Service plan measures - PAM/023, RS/SI/1, LS/L/027, LR/L/002 and new fraud detection measures			
<b>What Well-being Objective(s) does this objective support?</b>		<b>Well-being Objective 2</b> - To promote economic growth and regeneration whilst protecting the environment <b>Well-Being Objective 3</b> – To enable people to be healthy, independent and resilient <b>Well-Being Objective 4</b> – To build cohesive and sustainable communities			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Aspirational People</b> <b>Thriving City</b> <b>Resilient Communities</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
	maintain a fair and safe trading environment.				
7	Regulate businesses and support consumers/residents to protect and improve health.	See Objective 4	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
8	Review the policies and procedures for the Regulatory Investigatory Powers Act and seek their approval from Cabinet Member	Redraft RIPA policies for approval by Cabinet Member and deliver training to meet requirements of RIPA inspection report and Action Plan.	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
9	Prepare to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part 4 - Special Procedures) including recruitment of new officers	See Objective 4	Regulatory Services Manager (Environment & Community)	1 <sup>st</sup> September 2019	31 <sup>st</sup> March 2022
10	Public Space Protection Orders (PSPOs) Undertake a review and renew (as appropriate and subject to the appropriate democratic process) PSPOs that have, or are due to, expire this financial year.	PSPOs are made or renewed where appropriate to benefit the City. This includes supporting City Services in developing proposals for new PSPOs across the City's parks, green/open spaces.	Regulatory Services Manager (Environment & Community)	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
11	In relation to food safety matters, ensure that the actions in the	To deliver actions from the Food Standards Agency Action Plan.	Regulatory Services Manager	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022

<b>Objective 4</b>		<b>To improve public health and consumer protection through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Resilient Communities and Thriving City 20 Things by 2022 – Purple Flag accreditation Well-Being Objectives - to promote economic growth and regeneration whilst protecting the environment, to enable people to be healthy, independent and resilient and to build cohesive and sustainable communities Service plan measures - PAM/023, RS/SI/1, LS/L/027, LR/L/002 and new fraud detection measures			
<b>What Well-being Objective(s) does this objective support?</b>		<b>Well-being Objective 2</b> - To promote economic growth and regeneration whilst protecting the environment <b>Well-Being Objective 3</b> – To enable people to be healthy, independent and resilient <b>Well-Being Objective 4</b> – To build cohesive and sustainable communities			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Aspirational People</b> <b>Thriving City</b> <b>Resilient Communities</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
	Action Plan agreed with the Food Standards Agency are delivered.		(Environment & Community)		
12	To deliver the Food Standards Agency Action Plan for food standards matters and animal feeds.	To deliver actions from the Food Standards Agency Action Plan.	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
13	Ensure that available resources are utilised to prepare the Service for increased export and import regulatory duties as a result of Brexit.	Officers provided with appropriate training and equipment where resources allow.	Regulatory Services Managers	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
14	Deliver safeguarding programmes and measures that protect citizens from victimisation and to measure the impact of regulatory interventions.	Successful identification of victims, actions taken to alleviate suffering/distress, assessment of impact of work carried out.	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
15	Deliver business support and regulatory interventions in relation to new legislative requirements; specifically energy performance for domestic and non-domestic housing.	Knowledgeable businesses; the removal of the risk posed to vulnerable drinkers; more energy efficient buildings and savings to citizens.	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022

<b>Objective 4</b>		<b>To improve public health and consumer protection through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Resilient Communities and Thriving City 20 Things by 2022 – Purple Flag accreditation Well-Being Objectives - to promote economic growth and regeneration whilst protecting the environment, to enable people to be healthy, independent and resilient and to build cohesive and sustainable communities Service plan measures - PAM/023, RS/SI/1, LS/L/027, LR/L/002 and new fraud detection measures			
<b>What Well-being Objective(s) does this objective support?</b>		<b>Well-being Objective 2</b> - To promote economic growth and regeneration whilst protecting the environment <b>Well-Being Objective 3</b> – To enable people to be healthy, independent and resilient <b>Well-Being Objective 4</b> – To build cohesive and sustainable communities			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Aspirational People</b> <b>Thriving City</b> <b>Resilient Communities</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
16	Deliver business support and regulatory interventions in relation to the city's night time economy.	Knowledgeable and compliant businesses; and vibrant successful economy; maintenance of Purple Flag status.	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
17	Deliver an animal welfare programme.	Knowledgeable and compliant businesses in the farming and licensed sectors; and a successful dog rehoming facility.	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2020	31 <sup>st</sup> March 2022
18	Respond robustly to incidents, clusters and outbreaks of Covid-19 in line with statutory duties.	To work collaboratively with Public Health Wales and the Council's appointed consultants in communicable disease control to manage covid-19 incidents, clusters and outbreaks.  Minimise the risk for of Covid 19 outbreaks across the communities as part of the regional response plan and the Welsh Government's national Test, Trace and Protect Strategy.	Regulatory Services (Environment & Community)	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022
19	Provide advice and support for local businesses and an effective regulatory and compliance regime to enable them to re-open safely as part of the Council's Covid-19 strategic recovery aims	Local businesses are able to re-open safely and in compliance with safety regulations, to support the local economy whilst maintain the safety and wellbeing of the public.	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2021	31 <sup>st</sup> March 2022

<b>Objective 4</b>		<b>To improve public health and consumer protection through the creation of a fairer and safer environment for Newport's residents, visitors and businesses.</b>			
<b>Objective Outcome(s)</b>		This relates to Corporate Plan priorities – Resilient Communities and Thriving City 20 Things by 2022 – Purple Flag accreditation Well-Being Objectives - to promote economic growth and regeneration whilst protecting the environment, to enable people to be healthy, independent and resilient and to build cohesive and sustainable communities Service plan measures - PAM/023, RS/SI/1, LS/L/027, LR/L/002 and new fraud detection measures			
<b>What Well-being Objective(s) does this objective support?</b>		<b>Well-being Objective 2</b> - To promote economic growth and regeneration whilst protecting the environment <b>Well-Being Objective 3</b> – To enable people to be healthy, independent and resilient <b>Well-Being Objective 4</b> – To build cohesive and sustainable communities			
<b>What Corporate Theme(s) does this objective support?</b>		<b>Aspirational People</b> <b>Thriving City</b> <b>Resilient Communities</b>			
<b>Action No.</b>	<b>Action Description</b>	<b>Action Outcome(s)</b>	<b>Action Owner</b>	<b>Action Start Date</b>	<b>Anticipated Completion Date</b>
20	Review the Gambling Policy and seek adoption by the Council following consultation.	Complete a draft of the Policy after consultation. Ensure the policy is submitted to Council and implemented.	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> April 2021	30 <sup>th</sup> September 2021
21	Review and update the Public Protection Enforcement Policy 2013 and seek Cabinet Member approval of the new revised policy.	Policy updated as appropriate and approved.	Regulatory Services Manager (Commercial Standards)	1 <sup>st</sup> October 2020	31 <sup>st</sup> March 2022

# Performance Measures

Performance Measure (National / Local / Management Information)	2021/22 Target	2020/21 Actual Performance	2019/20 Actual Performance	2018/19 Actual Performance
<b>National</b> - Percentage of Food establishments broadly compliant with food hygiene standards	<b>95%</b>	96.64%	96.62%	94.64%
<b>Local</b> - Percentage of food hygiene interventions (risk ratings A to E) completed in accordance with the Food Law Code of Practice (Wales)	<b>90%</b>	No Data	Not Applicable	Not Applicable
<b>Local</b> - Percentage of food standards interventions (risk ratings A to C) completed in accordance with the Food Law Code of Practice (Wales)	<b>90%</b>	No Data	Not Applicable	Not Applicable
<b>Local</b> - Percentage of feed standards interventions (risk ratings A to C) completed in accordance with the Feed Law Code of Practice (Wales)	<b>90%</b>	No Data	Not Applicable	Not Applicable
<b>Local</b> - Percentage of legal searches in 5 days.	<b>95%</b>	78.32%	96.48%	96.77%
<b>Local</b> - Percentage of customers seen within 10 minutes.	<b>95%</b>	No Data	99.51%	99.2%
<b>Local</b> - Percentage of Anti-social Behaviour incidents resolved by wardens.	<b>93%</b>	92.3%	92.7%	93.3%
<b>Local</b> - Percentage of regulatory services significant issues resolved.	<b>95%</b>	72.1%	95.07%	93.79%
<b>Local</b> - Percentage of Single Justice Procedure Notices drafted within 20 working days of receipt of instructions	<b>98%</b>	No Data	Not Applicable	Not Applicable

# Risk Management

Risk Title / Description	Risk Owner (Officer, Job Title)	Corporate Risk or Service Risk
<p><b>Budgetary pressures on Service Demands</b></p> <p>Failure to meet increasing service demands and the requirements of new legislation due to budgetary pressures. Additional pressures faced by the service area as income generation, reduce capacity of staffing and resources may also impact on the service to maintain and deliver its services.</p>	<p><b>Head of Service</b></p>	<p><b>Service Risk</b></p>
<p><b>Capability &amp; Capacity of Regulatory Services (Commercial Standards and Environmental Health team)</b></p> <p>As the Council's Environmental Health Services has diverted resources away to support Covid 19 Test, Trace and Protect service and Commercial Standards towards supporting businesses there is a risk that the service is unable to fully deliver its business as usual and statutory enforcement duties.</p>	<p><b>Regulatory Services Managers (Commercial Standards and Environmental Health)</b></p>	<p><b>Service Risk</b></p>
<p><b>Transfer of Land Charges Function to Land Register</b></p> <p>The transfer of the local land charges function to the land Register could have a significant impact upon service delivery and a loss revenue.</p>	<p><b>Head of Service</b></p>	<p><b>Service Risk</b></p>