

Law & Regulation, Service Plan 2018-22 (2020/21)

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Introduction & Background

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 Wales' Well-being Goals:

1. To improve skills, educational outcomes and employment opportunities;
2. To promote economic growth and regeneration whilst protecting the environment;
3. To enable people to be healthy, independent and resilient; and
4. To build cohesive and sustainable communities.

Newport Strategic Recovery Aims

At the start of 2020, Wales faced a Covid 19 pandemic which has impacted on the way which Newport Council and Adult Services delivers its services to communities. The Council's initial response was to protect frontline services, support the vulnerable in the community and ensure continuity of services. On the Council's road to recovery and reinstatement of services, Newport Council has established [Strategic Recovery Aims](#) that will enable the Council to learn from the impacts that Covid 19 caused, the new and emerging challenges that services face and the opportunities that have emerged from new ways of working. These Aims will support the Council's Corporate Plan and this Service Plan will support the delivery of these aims.

Law & Regulation (L&R) provides a wide range of statutory, regulatory and professional support services for internal clients, Councilors 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)
- Marketing, Public Relations and Communications

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, Democratic Services, PR and Marketing 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.

2020/21 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 specialist social service cases and other Legal work. The Council’s Registrar team 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. The Electoral Team will be supporting the changes to legislation for voters aged 16 and above to register for next year’s Assembly elections and Governance arrangements for Council meetings to be reinstated in the Autumn 2020. Resources in the Environmental Health team are being diverted to the Test, Trace and Protect regional service which will see other regulatory work being reprioritised and reduced accordingly. For the rest of the Regulatory team ongoing proactive and reactive work to support businesses and the consumer will continue to take place. We will also await further guidance and updates in relation to the trade negotiations resulting from Brexit and as necessary implement these.

Finance

The Council’s budget for 2020/21 was agreed at [Council](#) on 27th February 2020. In 2020/21 Law & Regulation Services base revenue budget has been set as £7,183,000. For the financial year 2019/20 the budget for Law & Regulation Services was set as £7,239,000.

Law & Regulation Programmes and Projects 2020-22

To support the delivery of the Council's Corporate Plan 2017-22 objectives, Law & Regulation is delivering the following projects:

Programme / Project Title	Brief Description / and how it supports the Corporate Plan / Recovery Aims	Strategic Recovery Aim(s) supported	Wellbeing Objective(s) supported	Corporate Theme	Start Date	Anticipated Completion Date
Gwent Contact Tracing Service	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. The outcomes of this work will help manage future Covid 19 outbreaks and enable Newport and others to coordinate and manage responses.	Strategic Recovery 3	Not Applicable	Not Applicable	1st June 2020	31st March 2021

Service Plan Objectives and Actions 2020/21

Law & Regulation has set 4 Objectives to deliver in 2020/21:

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.

Objective 1		To improve the efficiency and cost-effectiveness of professional and regulatory services and optimise the use of available resources				
Objective Outcome(s)		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				
What Well-being Objective(s) does this objective support?		Well-being Objective 2 – To promote economic growth and regeneration whilst protecting the environment.				
What Corporate Theme(s) does this objective support?		Modernised Council				
Action No.	Action Description	Action Outcome(s)	Does the action support the delivery of the Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
1.0	<u>Service Structure Review</u> To undertake a review of the service structure within the Law & Regulation teams to deliver efficiencies including consideration of joint working / collaboration with partners to meet MTFP savings.	See Objective 1	Not Applicable	Head of Law & Regulation	1 st April 2020	31 st March 2021
1.1	<u>Democratic Services</u> Complete the reorganisation and restructure of Democratic Services, Public Relations and Communications and develop combined teams to provide greater service flexibility and resilience.	Appoint new Democratic Services manager and Scrutiny Advisers and review structure and work-loads in Democratic Services. Restructure of PR, Communications and Destination management to deliver a more robust management structure and MTFP efficiency savings.	Not Applicable	Head of Law & Regulation & Democratic Services Manager	1 st April 2020	31 st March 2021
1.2	<u>Legal Services</u> Undertake a review of workloads and staffing resources in Legal Services including any collaborative	Appoint new Assistant Head of Legal Services and review staffing and workloads within Legal teams to deliver MTFP savings.	Not Applicable	Assistant Head of Legal Services	1 st April 2020	31 st March 2021

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	work with partners to support the delivery of the service.					
1.3	<u>Registration Service</u> Undertake a review of staffing structures within the Registration and Coroners Service and identify any changes required to address increasing demands and budget pressures due to cover arrangements.	Appoint additional Coroners Officers and Administrative Support staff to meet demands of the service and review staffing within the Registration service to mitigate budget pressures caused by use of casual cover.	Not Applicable	Registration & Coroner Services and Manager	1 st April 2020	31 st March 2021
2.0	<u>Statutory / Discretionary Services</u> To undertake a further review and re-evaluation of all discretionary and statutory services and prioritise essential and mandatory work in accordance with Corporate priorities and available resources.	Review discretionary services and reprioritise statutory services to meet MTFP savings and Corporate objectives.	Not Applicable	Head of Law & Regulation.	1 st April 2020	31 st March 2021

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2.1	<u>Regulatory Services</u> Review all Environment & Community and Commercial Standards Discretionary and Statutory Services.	See Objective 1	Not Applicable	Regulatory Services Managers	1 st April 2020	31 st March 2021
2.2	<u>Destination Management and Events</u> Review all destination management work and delivery of corporate events in the light of available resources.	See Objective 1	Strategic Recovery Aim 2 Strategic Recovery Aim 3	Destination Development Manager	1 st April 2020	31 st March 2021
3.0	<u>Discretionary Fees & Charges</u> Teams to undertake a further review of their discretionary fees and charges and continue to explore options for securing external funding and to maximise income generation.	See Objective 1	Not Applicable	Head of Law & Regulation	1 st April 2020	31 st March 2021
3.1	<u>Regulatory Services – Environment & Community</u>	See Objective 1	Not Applicable	Regulatory Services Manager	1 st April 2020	31 st March 2021

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	Environment & Community to undertake a further review of their fees & charges and continue to explore options for securing external funding and to maximise income generation.			(Environment & Community)		
3.2	<u>Regulatory Services – Commercial Standards</u> Commercial Standards to undertake a further review of their fees & charges and continue to explore options for securing external funding and to maximise income generation.	See Objective 1	Not Applicable	Regulatory Services (Commercial Standards)	1 st April 2020	31 st March 2021
3.3	<u>Registration Service</u> Registration Service to undertake a further review of their fees & charges and explore options to maximise income generation.	See Objective 1	Not Applicable	Registration Services Manager	1 st April 2020	31 st March 2021
4	To develop and extend customer satisfaction surveys	See Objective 1.	Not Applicable	Registration Services Manager	1 st April 2020	31 st March 2021

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	for the Registration Service to cover registrations, in addition to ceremonies.					
5	To contribute towards the delivery of key corporate projects and cross-cutting transformational change projects, including alternative service delivery models.	See Objective 1.	Not Applicable	Head of Law & Regulation.	1 st April 2020	31 st March 2021
6	To develop appropriate strategies and plans to support effective marketing and destination management.	Development and implementation of Corporate Marketing and Communications Strategy and Destination Management Plan.	Strategic Recovery Aim 2	PR and Communications Manager and Destination Development Manager	1 st April 2020	31 st March 2021
7	Successfully deliver key corporate events including maximising external funding and sponsorship to raise the profile of Newport.	See Objective 1	Strategic Recovery Aim 2	Destination Development Manager	1 st April 2020	31 st March 2021
8	<u>Regulatory Services – Environment & Community</u> Operate and further develop the Paid For Advice scheme	See Objective 1	Strategic Recovery Aim 2	Regulatory Services Manager (Environment & Community)	1 st April 2020	31 st March 2021

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Action No.	Action Description	Action Outcome(s)	Does the action support the delivery of the Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
	and successfully deliver established Primary Authority Partnerships to generate additional revenue and improve compliance with public protection regulations. Identify and develop new and effective ways of providing business support whilst maximising income generation.					
9	<u>Regulatory Services – Commercial Standards</u> Operate and further develop the Paid For Advice scheme and successfully deliver established Primary Authority Partnerships to generate additional revenue and improve compliance with public protection regulations. Identify and develop new and effective ways of providing business support whilst maximising income generation.	See Objective 1	Strategic Recovery Aim 2	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021

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Action No.	Action Description	Action Outcome(s)	Does the action support the delivery of the Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
10	Undertake a review of accommodation and court premises, supplies and services budgets and commissioning arrangements, to improve the Coroner service and deliver efficiencies.	See Objective 1	Not Applicable	Registration and Coroner Services Manager	1 st April 2020	31 st March 2021
11	Deliver collaborative arrangements alongside other Gwent Registration Districts for reciprocal birth registrations.	See Objective 1	Not Applicable	Registration and Coroner Services Manager	29 th June 2020	31 st March 2021

Objective 2		To improve the constitutional and corporate governance arrangements				
Objective Outcome(s)		This relates to Corporate Plan priorities – Modernised Council / WAO Corporate Assessment.				
What Well-being Objective(s) does this objective support?		Not Applicable				
What Corporate Theme(s) does this objective support?		Modernised Council				
Action No.	Action Description	Action Outcomes	Does the Action support the delivery of Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
1	To undertake a whole-scale review and re-drafting of the Council's Constitution.	See Objective 2.	Not Applicable	Head of Law & Regulation	1 st April 2020	31 st March 2021
2	Improve and strengthen arrangements in accordance with National Scrutiny Survey and Corporate Assessment.	See Objective 2.	Not Applicable	Democratic Services Manager	1 st April 2020	31 st March 2021
3	To develop and implement a programme for Member training and development, including individual training plans and Members Annual Reports	See Objective 2	Not Applicable	Democratic Services Manager	1 st April 2020	31 st March 2021
4	To ensure that Standards Committee continues to operate effectively and discharges its statutory responsibilities.	See Objective 2.	Not Applicable	Head of Law & Regulation.	1 st April 2020	31 st March 2021
5	Successfully deliver elections, raise voter awareness and increase elector registration.	See Objective 2.	Not Applicable	Electoral Registration Manager	1 st April 2020	31 st March 2021
6	Continue to strengthen Scrutiny arrangements and the composite work programme.	See Objective 2.	Not Applicable	Democratic Services Manager	1 st April 2020	31 st March 2021
7	Successfully deliver by-election in Victoria ward and PCC elections in accordance with agreed electoral performance standards.	See Objective 2.	Not Applicable	Electoral Registration Manager	1 st January 2020	31 st March 2021

Objective 2		To improve the constitutional and corporate governance arrangements				
Objective Outcome(s)		This relates to Corporate Plan priorities – Modernised Council / WAO Corporate Assessment.				
What Well-being Objective(s) does this objective support?		Not Applicable				
What Corporate Theme(s) does this objective support?		Modernised Council				
Action No.	Action Description	Action Outcomes	Does the Action support the delivery of Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
	Note: This is subject to further guidance following Covid 19 as By-elections are now postponed until March 2021					
8	Deliver the Reformed Canvassing to encourage 16 and 17 year olds to register for Welsh Government elections in 2021 (subject to further guidance from Welsh Government).	To meet necessary statutory requirements.	Not Applicable	Electoral Registration Manager	1 st April 2020	31 st March 2021
9	Review current constitutional and governance arrangements in accordance with proposed legislative reforms.	See Objective 2.	Not Applicable	Head of Law & Regulation	1 st April 2020	31 st March 2021

Objective 3		To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes.				
Objective Outcome(s)		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				
What Well-being Objective(s) does this objective support?		Not Applicable				
What Corporate Theme(s) does this objective support?		Modernised Council				
Action No.	Action Description	Action Outcome(s)	Does the action support the delivery of Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
1.0	Greater use of digital technology for delivery of PR, communications and marketing services and in the Legal Section.	See Objective 3.	Strategic Recovery Aim 4	Head of Law & Regulation.	1 st April 2020	31 st March 2021
1.1	Greater use of technology and development of back-office systems to deliver improved efficiencies in Legal Section.	Review use of Norwel case management system and EDMS for document management and time recording.	Not Applicable	Assistant Head of Legal Services	1 st April 2020	31 st March 2021
1.2	Develop and improve the openness and transparency of corporate governance processes through greater use of technology.	See Objective 3.	Not Applicable	Head of L&R / Democratic Services Manager	1 st April 2020	31 st March 2021
2	<u>Regulatory Services – Environment & Community</u> Maximise the use of online web forms linked to the Idox database.	See Objective 3.	Not Applicable	Regulatory Services Manager (Environment & Community)	1 st April 2019	31 st March 2021
3	<u>Regulatory Services – Environment & Community</u> Continue to roll out card payment capability for	See Objective 3.	Not Applicable	Regulatory Services Manager (Environment & Community)	1 st April 2019	31 st March 2021

Objective 3		To extend and improve the use of technology and modernise working practices in order to underpin and drive service delivery changes.				
Objective Outcome(s)		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				
What Well-being Objective(s) does this objective support?		Not Applicable				
What Corporate Theme(s) does this objective support?		Modernised Council				
Action No.	Action Description	Action Outcome(s)	Does the action support the delivery of Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
	customers within Regulatory Services.					
4	Modernise the payment methods across the various Licensing, Trading Standards and Animal Health Teams.	Improved accounting methods.	Not Applicable	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021
5	Rollout webcasting technology and training to Members to support remote broadcasting of Council meetings.	The delivery of this action supports the changes introduced by Welsh Government legislation to deliver remote webcasting of Council Meetings. This enables Council, Cabinet, Regulatory and Scrutiny Committee meetings to take place remotely and adhere to social distancing guidelines. Training provided to Council Members and Officers will ensure meetings take place in accordance with the Council's Constitution.	Strategic Recovery Aim 3 Strategic Recovery Aim 4	Democratic Services Manager	1 st April 2020	31 st March 2021

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.				
Objective Outcome(s)		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				
What Well-being Objective(s) does this objective support?		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				
What Corporate Theme(s) does this objective support?		Aspirational People Thriving City Resilient Communities				
Action No.	Action Description	Action Outcome(s)	Does the action support the Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
1	<u>Regulatory Services – Environment & Community</u> Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.	See Objective 4	Strategic Recovery Aim 4	Regulatory Services Manager (Environment & Community)	1 st April 2020	31 st March 2021
2	<u>Regulatory Services – Commercial Standards</u> Working collaboratively with partners to prevent and tackle instances of anti-social behaviour impacting upon residents and business community.	See Objective 4	Strategic Recovery Aim 4	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021
3	<u>Regulatory Services – Environment & Community</u>	See Objective 4	Strategic Recovery Aim 4	Regulatory Services Manager (Environment & Community)	1 st April 2020	31 st March 2021

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What Corporate Theme(s) does this objective support?		Aspirational People Thriving City Resilient Communities				
Action No.	Action Description	Action Outcome(s)	Does the action support the Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
	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			Community)		
4	<u>Regulatory Services – Commercial Standards</u> Work with key partners to tackle anti-social behaviour and crime, and improve community cohesion and wellbeing in Pillgwenlly and other areas as required, by delivering actions from the ASB Group Action Plan.	See Objective 4	Strategic Recovery Aim 4	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021
5	Secure Purple Flag Accreditation for the City Centre Night-Time Economy.	See Objective 4	Not Applicable	Regulatory Services Manager (Commercial Standards)	1 st April 2019	31 st March 2021

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.				
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Action No.	Action Description	Action Outcome(s)	Does the action support the Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
6	Local Air Quality Management - develop localised plans under the Council's Sustainable Travel Strategy to meet statutory requirements for Action Plans. Actions to be generated by the Sustainable Travel Group.	See Objective 4	Strategic Recovery Aim 2 Strategic Recovery Aim 3	Regulatory Services Manager (Environment & Community)	1 st April 2020	31 st December 2021
7	Support compliance within reputable businesses and investigate rogue traders to maintain a fair and safe trading environment.	See Objective 4	Strategic Recovery Aim 4	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021
8	Regulate businesses and support consumers/residents to protect and improve health.	See Objective 4	Strategic Recovery Aim 4	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021
9	Review the policies and procedures for the Regulatory Investigatory Powers Act and seek their approval from Cabinet Member	Redraft RIPA policies for approval by Cabinet Member and deliver training to meet requirements of RIPA inspection report and Action Plan.	Not Applicable	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021

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Action No.	Action Description	Action Outcome(s)	Does the action support the Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
10	Prepare to deliver the new statutory duties under the Public Health (Wales) Act 2017 (Part 4 - Special Procedures) including recruitment of new officers	See Objective 4	Not Applicable	Regulatory Services Manager (Environment & Community)	1 st September 2019	31 st March 2021
11	Public Space Protection Orders (PSPOs) Undertake a review and renew (as appropriate and subject to the appropriate democratic process) PSPOs that have, or are due to, expire this financial year.	PSPOs are made or renewed where appropriate to benefit the City. This includes supporting City Services in developing proposals for new PSPOs across the City's parks, green/open spaces.	Not Applicable	Regulatory Services Manager (Environment & Community)	1 st April 2020	31 st March 2021
12	Review and update the Public Protection Enforcement Policy 2013 and seek Cabinet Member approval of the new revised policy.	Policy updated as appropriate and approved.	Not Applicable	Regulatory Services Managers	1 st October 2020	31 st March 2021
13	In relation to food safety matters, ensure that the actions in the Action Plan	To deliver actions from the Food Standards Agency Action Plan.	Not Applicable	Regulatory Services Manager	1 st April 2020	31 st March 2021

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	agreed with the Food Standards Agency are delivered.			(Environment & Community)		
14	To deliver the Food Standards Agency Action Plan for food standards matters and animal feeds.	To deliver actions from the Food Standards Agency Action Plan.	Not Applicable	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021
15	Ensure that available resources are utilised to prepare the Service for increased export and import regulatory duties as a result of Brexit.	Officers provided with appropriate training and equipment where resources allow.	Not Applicable	Regulatory Services Managers	1 st April 2020	31 st March 2021
16	Produce and implement the new Licensing Policy and seek approval from cabinet member and Council.	Update policy that meets the needs of the city.	Not Applicable	Regulatory Services Manager (Commercial Standards)	1 st April 2020	30 th September 2020
17	Deliver safeguarding programmes and measures that protect citizens from victimisation and to measure the impact of regulatory interventions.	Successful identification of victims, actions taken to alleviate suffering/distress, assessment of impact of work carried out.	Not Applicable	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021

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What Well-being Objective(s) does this objective support?		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				
What Corporate Theme(s) does this objective support?		Aspirational People Thriving City Resilient Communities				
Action No.	Action Description	Action Outcome(s)	Does the action support the Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
18	Deliver business support and regulatory interventions in relation to new legislative requirements; specifically minimum unit pricing and energy performance for domestic and non-domestic housing.	Knowledgeable businesses; the removal of the risk posed to vulnerable drinkers; more energy efficient buildings and savings to citizens.	Not Applicable	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021
19	Deliver business support and regulatory interventions in relation to the city's night time economy.	Knowledgeable and compliant businesses; and vibrant successful economy; maintenance of Purple Flag status.	Strategic Recovery Aim 2	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021
20	Deliver an animal welfare programme.	Knowledgeable and compliant businesses in the farming and licensed sectors; and a successful dog rehoming facility.	Not Applicable	Regulatory Services Manager (Commercial Standards)	1 st April 2020	31 st March 2021
21	Produce a Local Toilets Strategy in accordance with the Public Health (Wales) Act 2017		Strategic Recovery Aim 2	Regulatory Services Manager (Environment & Community)	1 st April 2019	31 st October 2020
22	Respond robustly to incidents, clusters and	To work collaboratively with Public Health Wales and the Council's appointed consultants	Strategic Recovery Aim 3 Strategic Recovery Aim 4	Regulatory Services (Environment & Community)	1 st June 2020	31 st March 2021

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.				
Objective Outcome(s)		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				
What Well-being Objective(s) does this objective support?		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				
What Corporate Theme(s) does this objective support?		Aspirational People Thriving City Resilient Communities				
Action No.	Action Description	Action Outcome(s)	Does the action support the Strategic Recovery Aim(s)	Action Owner	Action Start Date	Anticipated Completion Date
	outbreaks of Covid-19 in line with statutory duties.	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.				

Law & Regulation Performance Measures 2020/21

Performance Measure	National / Local / Management Information	Service Plan (SP) Objective	2018/19 Actual	2018/19 Target	2019/20 Target	2020/21 Target
Percentage of Food establishments broadly compliant with food hygiene standards	National	Objective 4	94.64%	95.16%	95.16%	96%
Total number of social media followers	Local	Objective 1	29,300	27,000	29,000	31,500
Percentage of legal searches in 5 days	Local	Objective 1	96.77%	96%	96%	96%
Percentage of customers seen within 10 minutes	Local	Objective 1	99.2%	98%	98%	98%
Percentage of Anti-social Behaviour incidents resolved by wardens	Local	Objective 4	92.84%	94%	94%	94%
Percentage of regulatory services significant issues resolved.	Local	Objective 4	93.8%	92%	92%	90%
NEW Percentage of food hygiene interventions (risk ratings A to E) completed in accordance with the Food Law Code of Practice (Wales)	Local	Objective 4	n/a	n/a	n/a	90%
NEW Percentage of food standards interventions (risk ratings A to C) completed in accordance with the Food Law Code of Practice (Wales)	Local	Objective 4	n/a	n/a	n/a	75%
NEW Percentage of feed standards interventions (risk ratings A to C) completed in accordance with the Feed Law Code of Practice (Wales)	Local	Objective 4	n/a	n/a	n/a	75%
NEW Percentage of Single Justice Procedure Notices drafted within 20 working days of receipt of instructions	Local	Objective 1	n/a	n/a	n/a	86%

Glossary

National – Collected and reported to an external organisation such as Welsh Government / Estyn / WLGA etc for benchmarking / comparison

Local – specifically collected and reported by NCC / Service area to support delivery of an objective.

Management Information – Collected and reported to support the delivery of a specific activity and/or service.

Current Service Area Risks 2020/21

Risk Name	Risk Description	Risk Owner	Corporate Risk / Service Risk	Risk linked to Wellbeing Objective	Risk linked to Corporate Theme?	Risk linked to Service Objective?	Inherent Risk Score (0-25)	Target Risk Score (0-25)
Budgetary Pressures on Service Demands	Failure to meet increasing service demands and the requirements of new legislation due to budgetary pressures and the need to reduce staffing and other resources.	Gareth Price	Service Risk	Not Applicable	Not Applicable	Service Objective 1	16	6
Transfer of Land Charges Function to Land Register	The transfer of the local land charges function to the Land register could have a significant impact upon service delivery and a loss of revenue.	Gareth Price	Service Risk	Not Applicable	Not Applicable	Not Applicable	6	6
Capability and capacity of Environmental Health to deliver statutory duties.	As the Council's Environmental Health Services has diverted resources away to support Covid 19 Test, Trace and Protect service there is a risk that the service is unable to fully deliver its business as usual and statutory duties.	Regulatory Services (Environment & Community)	Service risk	Wellbeing Objective 2	Thriving City	Service Objective 4	TBC	TBC