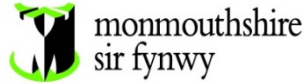


Public Document Pack



Neuadd Y Sir
Y Rhadyr
Brynbuga
NP15 1GA

Dydd Mawrth, 4 Mehefin 2019

Annwyl Cynghorydd

PENDERFYNIADIAU AELOD CABINET UNIGOL

Hysbysir drwy hyn y caiff y penderfyniadau dilynol a wnaed gan aelod o'r cabinet eu gwneud **Dydd Mercher, 12fed Mehefin, 2019**,.

AGENDA

1. 'DATGANIAD O FWRIAD' ECO FLEX SIR FYNWY

CABINET MEMBER: County Councillor RJW Greenland

AUTHOR: Stephen Griffiths, Strategy & Policy Officer

CONTACT DETAILS:

Tel: 01633 644455

E-mail: stephengriffiths@monmouthshire.gov.uk

2. CANOLFAN DWRISTIAETH Y FENNI

CABINET MEMBER: County Councillor RP Jordan

**AUTHOR: Cath Fallon, Head of Enterprise and Community Development
Nicola Edwards, Strategic Food and Tourism Manager**

CONTACT DETAILS:

E-mail: cathfallon@monmouthshire.gov.uk **Mob:** 07557 190969

nicolaedwards@monmouthshire.gov.uk **Tel:** 07771 6242

3. CYLLID HYBLYG: SYMUD Y GWASANAETH CEFNOGI POBL I MENTER A DATBLYGU CYMU

CABINET MEMBER: County Councillor P Jones
County Councillor S Jones

AUTHOR: Cath Fallon, Head of Enterprise and Community Development

CONTACT DETAILS:

E-mail: cathfallon@monmouthshire.gov.uk **Mob:** 07557 190969

4. STRATEGAETH TOILEDAU LLEOL SIR FYNWY

CABINET MEMBER: County Councillor S Jones

AUTHOR: David H Jones, Head of Public Protection

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5. SWYDDOGAETH GIS MEWN CYDWEITHREDIAD Â CHYNGOR DINAS CASNEWYDD

CABINET MEMBER: County Councillor P Murphy

AUTHOR: Sian Hayward – Head of Digital

CONTACT DETAILS:

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6. ADRODDIAD WEDI'I EITHRIO - CYFRADDAU ANNOMESTIG - CAIS AM GYMORTH MEWN CA

CABINET MEMBER: County Councillor P Murphy

AUTHOR: Wendy Woods/Sue Deacy: Revenues Manager

Ruth Donovan: Assistant Head of Finance

CONTACT DETAILS:

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Email: suedeacy@monmouthshire.gov.uk

Tel: 01633 644592

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7. STRWYTHUR STAFFIO - DEMOCRATIAETH LLEOL A CHEFNOGAETH BUSNES

CABINET MEMBER: County Councillor P Jordan

AUTHOR: Matthew Gatehouse, Head of Policy and Governance

CONTACT DETAILS:

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E-mail: matthewgatehouse@monmouthshire.gov.uk

Yr eiddwch yn gywir,

Paul Matthews
Prif Weithredwr

PORTFFOLIOS CABINET

Cynghorydd Sir	Maes Cyfrifoldeb	Gwaith Partneriaeth ac Allanol	Ward
P.A. Fox (Arweinydd)	Strategaeth a Chyfeiriad Awdurdod Cyfan CCR Cyd Gabinet a Datblygu Rhanbarthol; Trosolwg Sefydliad; Gweithio Rhanbarthol; Cysylltiadau Llywodraeth; Bwrdd Gwasanaethau Cyhoeddus; WLGA	Cyngor WLGA WLGA Bwrdd Cydlynu Gwasanaethau Cyhoeddus	Porthysgewin
R.J.W. Greenland (Dirprwy Arweinydd)	Menter Cynllunio Defnydd Tir; Datblygu Economaidd; Twristiaeth; Rheoli Datblygu; Rheoli Adeiladu; Tai a Digartrefedd; Hamdden; Ieuencid; Addysg Oedolion; Addysg Awyr Agored; Hybiau Cymunedol; Gwasanaethau Diwylliannol	Cyngor WLGA Twristiaeth Rhanbarth y Brifddinas	Devauden
P. Jordan	Llywodraethiant Cefnogaeth y Cyngor a Phenderfyniadau Gweithrediaeth; Craffu; Safonau Pwyllgor Rheoleiddiol; Llywodraethiant Cymunedol; Cefnogaeth Aelodaeth; Etholiadau; Hyrwyddo Democratiaeth ac Ymgysylltu: Y Gyfraith; Moeseg a Safonau; Perfformiad Awdurdod Cyfan; Cynllunio a Gwerthuso Gwasanaeth Awdurdod Cyfan; Cydlynu Corff Rheoleiddiol		Cantref
R. John	Plant a Phobl Ifanc Safonau Ysgolion; Gwella Ysgolion; Llywodraethiant Ysgolion; Trosolwg EAS; Blynyddoedd Cynnar; Anghenion Dysgu Ychwanegol; Cynhwysiant; Cwricwlwm Estynedig; Derbyniadau; Dalgylchoedd; Cynnig Ôl-16; Cydlynu gyda Choleg Gwent.	Cyd Grŵp Addysg (EAS) CBAC	Llanfihangel Troddi
P. Jones	Gofal Cymdeithasol, Diogelu ac Iechyd Plant; Oedolion; Maethu a Mabwysiadu; Gwasanaeth Troseddau Ieuencid; Cefnogi Pobl; Diogelu Awdurdod Cyfan (Plant ac Oedolion); Anableddau; Iechyd Meddwl; Iechyd Cyhoeddus; Cydlynu Iechyd.		Rhaglan
P. Murphy	Adnoddau Cyllid; Technoleg Gwybodaeth (SRS); Adnoddau Dynol; Hyfforddiant; Iechyd a Diogelwch; Cynllunio Argyfwng; Caffaeliad; Archwilio; Tir ac Adeiladau (yn cynnwys Stadau, Mynwentydd, Rhandiroedd, Ffermydd); Cynnal a Chadw Eiddo; Swyddfa Ddigidol; Swyddfa Fasnachol	Consortium Prynu Prosiect Gwyrdd Cymru	Caerwent

S.B. Jones	Gweithrediadau Sir Cynnal a Chadw Priffyrdd, Rheoli Trafnidiaeth, Traffig a Rhwydwaith, Rheolaeth Stad; Gwastraff yn cynnwys Ailgylchu; Cyfleusterau Cyhoeddus; Meysydd Parcio; Parciau a Gofodau Agored; Glanhau; Cefn Gwlad; Tirluniau a Bioamrywiaeth; Risg Llifogydd.	SEWTA Prosiect Gwyrdd	Goetre Fawr
S. Jones	Cyfiawnder Cymdeithasol a Datblygu Cymunedol Ymgysylltu â'r Gymuned; Amddifadedd ar Arwahanrwydd; Diogelwch y Gymuned; Cydlyniaeth Gymdeithasol; Tlodi; Cydraddoldeb; Amrywiaeth; Y Gymraeg; Cysylltiadau Cyhoeddus; Safonau Masnach; Iechyd yr Amgylchedd; Trwyddedu; Cyfathrebu		Llanofar

Nodau a Gwerthoedd Cyngor Sir Fynwy

Ein diben

Adeiladu Cymunedau Cynaliadwy a Chydnerth

Amcanion y gweithiwn tuag atynt

- Rhoi'r dechrau gorau posibl mewn bywyd i bobl
- Sir lewyrchus a chysylltiedig
- Cynyddu i'r eithaf botensial yr amgylchedd naturiol ac adeiledig
- Llesiant gydol oes
- Cyngor gyda ffocws ar y dyfodol

Ein Gwerthoedd

Bod yn agored. Rydym yn agored ac yn onest. Mae pobl yn cael cyfle i gymryd rhan mewn penderfyniadau sy'n effeithio arnynt, dweud beth sy'n bwysig iddynt a gwneud pethau drostynt eu hunain/eu cymunedau. Os na allwn wneud rhywbeth i helpu, byddwn yn dweud hynny; os bydd yn cymryd peth amser i gael yr ateb, byddwn yn esbonio pam; os na allwn ateb yn syth, byddwn yn ceisio eich cysylltu gyda'r bobl a all helpu - mae adeiladu ymddiriedaeth ac ymgysylltu yn sylfaen allweddol.

Tegwch. Darparwn gyfleoedd teg, i helpu pobl a chymunedau i ffynnu. Os nad yw rhywbeth yn ymddangos yn deg, byddwn yn gwrando ac yn esbonio pam. Byddwn bob amser yn ceisio trin pawb yn deg ac yn gyson. Ni allwn wneud pawb yn hapus bob amser, ond byddwn yn ymrwymo i wrando ac esbonio pam y gwnaethom weithredu fel y gwnaethom.

Hyblygrwydd. Byddwn yn parhau i newid a bod yn hyblyg i alluogi cyflwyno'r gwasanaethau mwyaf effeithlon ac effeithiol. Mae hyn yn golygu ymrwymiad gwirioneddol i weithio gyda phawb i groesawu ffyrdd newydd o weithio.

Gwaith Tîm. Byddwn yn gweithio gyda chi a'n partneriaid i gefnogi ac ysbrydoli pawb i gymryd rhan fel y gallwn gyflawni pethau gwych gyda'n gilydd. Nid ydym yn gweld ein hunain fel 'trefnwyr' neu ddatrys-wyr problemau, ond gwnawn y gorau o syniadau, asedau ac adnoddau sydd ar gael i wneud yn siŵr ein bod yn gwneud y pethau sy'n cael yr effaith mwyaf cadarnhaol ar ein pobl a lleoedd.

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SUBJECT:	MONMOUTHSHIRE ECO FLEX 'STATEMENT OF INTENT'.
MEETING:	ICMD
DATE:	12th June 2019
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

- 1.1 The purpose of this report is to seek approval to implement the Council's "Statement of Intent" that will allow Monmouthshire residents access to funding under the Energy Company Obligation (ECO): Help to Heat programme. The statement will support households who are most likely to experience fuel poverty and those vulnerable to the effects of a cold home.

2. RECOMMENDATIONS:

- 2.1 To agree and adopt the Council's "Statement of Intent" and its participation in the ECO Help to Heat Scheme.

3. KEY ISSUES:

- 3.1 Energy Company Obligation (ECO) funding is a requirement placed on energy companies over a certain size to help improve domestic energy performance in the homes of the vulnerable. 'Flexible Eligibility' allows councils to set their own criteria to extend the funding outside of the normal rules of ECO (usually based on qualifying benefits).
- 3.2 Monmouthshire County Council see ECO Flexible Eligibility fitting well within the aims of the Home Energy Service and is happy to support its use to provide additional funding for energy efficiency measures to eligible residents in the county. It estimated that approximately 22% of households are in fuel poverty in Monmouthshire (Research carried out by Building Research Establishment (BRE) the data covered 2012-2016).
- 3.3 The funding can be used for the installation of an energy efficiency measure ('measures') such as cavity wall insulation, loft insulation, boiler repairs and first time central heating. This list is not exhaustive and the measures available will change over time. Some measures can be fitted free to eligible households whilst other measures may require a customer contribution. Whenever possible the Home Energy Service aims to find additional funding for eligible households to reduce any customer contribution needed.
- 3.4 The attached 'Statement of Intent' sets out the extended criteria on eligibility and the process by which householders can access the funding. The drafting of the Statement has followed the Department for Business, Energy & Industrial Strategy's document 'Energy Company Obligation: ECO3, 2018 – 19 Flexible Eligibility Guidance'.
- 3.5 Funding is only available for owner-occupier and private rented tenant households. To qualify for flexible eligibility funding, households will have to satisfy criteria within the attached 'Statement of Intent'.
- 3.6 The final decision on whether a household receives a measure under ECO flexible eligibility or other ECO funding stream will rest with the energy supplier or their agent/contractor. Qualification in the statement of intent or the declaration by Monmouthshire County Council will NOT guarantee installation of any measures,

3.7 Energy suppliers and/or their agents involved with flexible eligibility surveys will comply with the Data Protection Act and they will need to undertake work in accordance with OFGEM requirements and act in accordance with industry best practice in relation to consumer care and quality standards.

3.8 The following scenarios could qualify for assistance under the scheme (See Appendix 1):

- i) Where households have a low income and high heating costs; or
- ii) Where households have a low income and have vulnerabilities which make them particularly susceptible to the cold; or
- iii) Where homes are in-fill properties for the purpose of solid wall insulation.

3.9 The scheme will be fully funded via energy suppliers obligated under ECO

4. OPTIONS APPRAISAL:

4.1 Option 1: The Recommended Option - To publish a 'Statement of Intent' regarding flexible eligibility criteria, thereby allowing Monmouthshire residents suffering from fuel poverty, access to funding under the Energy Company Obligation (ECO): Help to Heat programme. This is the preferred option.

4.2 Option 2 - Not to publish a 'Statement of Intent'. This option prevents vulnerable Monmouthshire residents accessing funding under the Energy Company Obligation (ECO): Help to Heat programme and leaves them open to suffering from fuel poverty. It is therefore discounted.

5. EVALUATION CRITERIA:

5.1 An evaluation report can be found at **Appendix 2**.

6. REASONS:

6.1 It is the expectation of Welsh Government that the Council supports this proposal to support low income and vulnerable households.

6.2 The Council made the decision a number of years ago to withdraw discretionary private sector housing funding, such as renovation grants. There are, therefore, no alternative funding streams available to householders.

7. RESOURCE IMPLICATIONS:

7.1. There are no financial or resource implications for the Council.

8. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:

8.1 The Future Generations Evaluation has been completed and no negative implications were identified (**See Appendix 2**)

9. SAFEGUARDING AND CORPORATE PARENTING IMPLICATIONS

9,1 The policy supports and contributes positively to these priorities (**See Appendix 2**)

10. CONSULTEES:

10.1 Head of Planning, Housing and Place-shaping, Enterprise, DMT, SLT

11. BACKGROUND PAPERS:

12. **AUTHOR:** Stephen Griffiths, Strategy & Policy Officer

13. CONTACT DETAILS:

Tel: 01633 644455

E-mail: stephengriffiths@monmouthshire.gov.uk

Monmouthshire County Council

Local Authority ECO Flexible Eligibility Statement of Intent

Date of publication: ?/?/2019

Version: 1

Valid from: 25 January 2019

www.monmouthshire.gov.uk/ [provide specific URL to the website where it is published]



1) Introduction

Monmouthshire County Council is committed to supporting residents vulnerable to fuel poverty and cold homes. Working with the South East Wales Energy Agency, a local fuel poverty charity, the council has developed the Home Energy Service which acts as a one-stop-shop for all home energy and warmth needs. The service provides advice, support and access to funding aimed at assisting those residents who own their own home or rent privately and are at risk of fuel poverty, or impaired health as a result of living in a cold and/or damp home.

2) Background

Energy Company Obligation (ECO) funding is a requirement placed on energy companies over a certain size to help improve domestic energy performance in the homes of the vulnerable. 'Flexible Eligibility' allows councils to set their own criteria to extend the funding outside of the normal rules of ECO (usually based on qualifying benefits).

Monmouthshire County Council see ECO Flexible Eligibility fitting well within the aims of the Home Energy Service and is happy to support its use to provide additional funding for energy efficiency measures to eligible residents in the county.

This Statement of Intent sets out the extended criteria and how householders can make applications to access the funding.

The funding can be used for the installation of an energy efficiency measure ('measures') such as cavity wall insulation, loft insulation, boiler repairs and first time central heating. This list is not exhaustive and the measures available will change over time. Some measures can be fitted for free to eligible households whilst other measures may require a customer contribution. Whenever possible the Home Energy Service aims to find additional funding for eligible households to reduce any customer contribution needed.

3) How the council intends to identify eligible households

Identifying Eligible Households.

Monmouthshire County Council considers that three groups of households eligible for assistance with the installation of energy saving measures under the Flexible Eligibility arrangement:

- I. Where households have a low income and high heating costs
- II. Where households have a low income and have vulnerabilities which make them particularly susceptible to the cold

III. Where homes are in-fill properties for the purpose of solid wall insulation.

The first two groups of households may be on low incomes, yet not sufficiently low as to be eligible for benefits. Previous ECO and other grant schemes have overlooked these residents and we are delighted to be able to seek support for them under Flexible Eligibility.

Determining Household Eligibility Criteria (Household Groups i and ii).

When determining eligibility all households must satisfy the Criteria 1 (Low Income) and either Criteria 2 (high heating costs) or Criteria 3 (vulnerability to living in a cold home),

I.E. Eligible household = Low Income (criteria 1) + High Heating Costs (criteria 2) **OR** Low Income (criteria 1) + Vulnerability to Cold (criteria 3).

Criteria 1 Eligibility – Low Income is determine by using the monetary values in the table below. Please note that these values may change from time to time. Updated values will be published on our website when applicable.

Household composition	Annual household income after deducting rent or mortgage costs	Monthly household income Equivalent after deducting rent or mortgage costs
1 adult (18 years and over)	£8,900	£740
and 1 child	£11,700	£980
and 2 children	£14,400	£1,200
and 3 children	£17,300	£1,440
and 4 or more children	£20,100	£1,680
2 adults (18 years and over)	£14,600	£1,220
and 1 child	£17,400	£1,450
and 2 children	£20,200	£1,680
and 3 children	£23,100	£1,930
and 4 or more children	£25,700	£2,140

Criteria 2 Eligibility – High heating costs will be assessed either as:

- a. A home with an Energy Performance Certificate (EPC) in bands E, F or G or
- b. A home that scores 50 or more from the table below.

Question	Answer	Score
How many bedrooms are there in the home?	1	0
	2	10
	3	20
	4	30
	5	40
	6 or more	50
What type of home is it?	Detached	30
	Semi- detached	20
	Mid terrace	10
	End terrace	20
	Flat	20
	Bungalow	30
Are energy payments made by Direct Debit?	Yes	0
	No	10
Was the house built before	Yes	20

1964 or system built?	No	0
What is the main heating fuel?	Mains Gas	0
	Electricity	20
	Other	20
Is the property a Park Home?	Yes	30
	No	0
Is the household a High Energy User? (Using over 23,000 kWh of gas or 5,100 kWh of electricity a year.)	Yes	10
	No	0

Criteria 3 Eligibility – To determine vulnerability a full time member of the household must satisfy one or more of the following criterion:

- a) Health can be a major factor in how much heat is required in a property. Therefore, health criteria will be important in assessing flexible eligibility.
- i. Cardiovascular condition (incl. coronary heart disease, stroke, hypertension, transient ischemic attack)
 - ii. Respiratory condition (incl. COPD, asthma)
 - iii. Neurological or neurobiological condition (incl. dementia, Parkinson’s disease, MS, epilepsy, fibromyalgia, ME)
 - iv. Musculoskeletal conditions (incl. arthritis, limited mobility, recently attended hospital due to a fall)
 - v. Blood conditions (incl. Sickle cell disease, thalassemia)
 - vi. Cancer
 - vii. Moderate to severe mental illness (incl. schizophrenia bipolar disorder and depression where receiving regular treatment)
 - viii. Severe learning disabilities
 - ix. Autoimmune or immunodeficiency diseases (e.g. lupus, diabetes, HIV)
 - x. Terminally ill
 - xi. Other illness exacerbated by cold (confirmed by GP)
 - xii. A substantial and permanent disability and is in receipt of Disability Living Allowance, Attendance Allowance or Personal Independence Payment
- b) Age can also be a factor in how much heat is required to achieve affordable warmth, with older and younger residents being particularly adversely affected.
- i. An adult aged 60 or over
 - ii. A child under the age of 5
 - iii. Is pregnant.

Determining Property Eligibility Criteria (Household Group iii - Solid Wall Properties)

Where a property is of Solid Wall or System Built Construction, Monmouthshire County Council would be delighted to support the installation of solid wall insulation. We will therefore agree to complete Declarations for those households (regardless of income or vulnerability) who fulfil the in-

fill criteria. Where a household does not meet the criteria for Fuel Poverty (FP) or Low Income Vulnerable to Cold (LIVC), an LA can declare a household as “in-fill” where they are:

- a) in an immediately adjacent building, such as a semi-detached property; or
- b) in the same terrace; or
- c) are in the same building, such as a flat, as a household that does meet those criteria.

In the case of (a) at least one of the two properties has a household group that satisfy the FP or LIVC criteria; and in the case of (b) and (c) 66% of the properties have a household group that satisfy the FP or LIVC criteria.

4) Governance and Process

Monmouthshire County Council work with the South East Wales Energy Agency (SEWEA) to promote energy efficiency advice and the installation of energy efficiency measures to support those in fuel poverty. SEWEA will manage the Flexible Eligibility process on behalf of the Council and its Helpline (01633 223111) will be used to assess householder eligibility against the low income/vulnerability criteria set out above.

All eligible householders will be asked to complete a self-certification form and may be asked to provide documents in support of their eligibility. SEWEA will then seek a signed Declaration from the council which enables the relevant supplier to claim the ECO funding required to enable the requested energy efficiency measure to be installed.

Steve Griffiths, Strategy & Policy Officer, Housing & Communities will sign off Declarations on behalf of the council and will audit 3% of applications to ensure compliance with the published eligibility criteria.

5) Householder Application

Any Monmouthshire householder who believes that they may be eligible for help under flexible eligibility should contact the SEWEA Helpline on 01633 223111 or email advice@sewenergy.org.uk. SEWEA will check eligibility status and will supply an application form that will require the applicant to self-certify their income and secondary eligibility criteria. When approved they will refer the resident to an assessor or installer to take the process further.

Referrals can be made by a third party and would include Care & Repair, Citizens Advice, Credit Union, Care Providers, etc., with the above self-certification also being required.

However, being eligible is not a guarantee that measures will be installed. A final decision on whether any individual household can benefit from energy saving improvements under this strand of ECO will be made by the obligated suppliers or their agents/contractors. Inclusion in a Declaration issued by us does not guarantee the installation of measures.

6) Supplier/Installer Network

Any supplier or installer who seeks a council Declaration on behalf of an eligible householder will first need to be registered with SEWEA. This ensures that the council has information about the standards, practices and accreditations of installers working in the county so reducing the risk of fraud, poor quality installations and the exploitation of vulnerable residents that the council is looking to assist. For further information, call SEWEA on 01633 223111 or email advice@sewenergy.org.uk.

All suppliers, agents and contractors will have to comply with the General Data Protection Regulations and Data Protection Act 2018.

7) Signature

Signatory for Flexible Eligibility Statement of Intent

..... Date: 2019

Mr Mark Hand, Head of Planning, Housing and Place-Shaping,
Monmouthshire County Council.



Future Generations Evaluation (includes Equalities and Sustainability Impact Assessments)

<p>Name of the Officer completing the evaluation Stephen Griffiths</p> <p>Phone no: 01633 644455 E-mail: stephengriffiths@monmouthshire.gov.uk</p>	<p>Please give a brief description of the aims of the proposal</p> <p>The publication of the Council's Statement of Intent</p> <p>The Statement of Intent sets out the criteria to establish vulnerable household in Monmouthshire eligible for funding under the ECO flexible funding scheme.</p>
<p>Name of Service</p> <p>Housing & Community Services</p>	<p>Date Future Generations Evaluation form completed</p> <p>27th February 2018</p>





1. **Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.


Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>Neutral Contribution.</p>	
<p>A resilient Wales Maintain and enhance biodiversity and</p>	<p>Positive Contribution</p>	<p>Improving the energy efficiency of properties will</p>

ecosystems that support resilience and can adapt to change (e.g. climate change)		reduces energy consumption and therefore carbon emissions.
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	It positively contributes to the health occupants of properties that are of sub-standard quality through their refurbishment that will make them warmer.	Improving the energy efficiency of properties will reduce energy consumption and help households out of fuel poverty.
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	It positively contributes through the refurbishment of substandard houses and by returning empty properties back into use.	
A globally responsible Wales Taking account of impact on global wellbeing when considering local social, economic and environmental wellbeing	Through the provision of good quality housing	
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	A neutral contribution	

2. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
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Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p>Long-term</p> <p>Balancing short term need with long term and planning for the future</p>	<p>Improvements made to qualifying properties and households will meet the short-term needs of the household (reducing fuel poverty and increasing better health). Improved properties will add to the number of good quality houses that will be available in the long term and contribute to a lower carbon footprint.</p>	
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	<p>Not Applicable</p>	
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	<p>Not Applicable</p>	
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>Not applicable</p>	

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p data-bbox="120 363 264 395">Integration</p> <p data-bbox="85 400 479 480">Positively impacting on people, economy and environment and trying to benefit all three</p>	<p data-bbox="517 231 1077 263">Through the availability of good quality housing.</p>	

3. Are your proposals going to affect any people or groups of people with protected characteristics? Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	Positive	None	
Disability	Positive	None.	
Gender reassignment	None	None	
Marriage or civil partnership	None	None	
Race	none	None	
Religion or Belief	None	None	
Sex	None	None	
Sexual Orientation	None	None	
Welsh Language	None	None	

4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities? For more information please see the guidance note <http://hub/corporatedocs/Democratic%20Services/Equality%20impact%20assessment%20and%20safeguarding.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	None	<i>No negative impacts</i>	
Corporate Parenting	None	No negative impacts	

5. What evidence and data has informed the development of your proposal?

None

6. **SUMMARY:** As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

The main positive benefits of the proposal are:

- Improving the quality of sub-standard housing.
- Improving the quality of life for those living in substandard low quality housing
- Reducing the impact of fuel poverty on households
- Reducing carbon footprint

The main negative impacts are: None identified to date

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7. Actions. As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable. Yes

What are you going to do	When are you going to do it?	Who is responsible	Progress
Submit to Individual Cabinet Member Decision	June 26 2019	Stephen Griffiths	
Review the Policy and submit to Select	March 2020	Stephen Griffiths	

8. Monitoring: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.

The impacts of this proposal will be evaluated on:	During March 2020 and submitted to Select
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SUBJECT:	ABERGAVENNY TOURIST INFORMATION CENTRE
MEETING:	INDIVIDUAL CABINET MEMBER DECISION: Cllr PAUL JORDAN
DATE:	12TH JUNE 2019
DIVISION/WARDS AFFECTED:	ABERGAVENNY

1. PURPOSE:

- 1.1 To consider the case for moving Abergavenny Tourist Information Centre (TIC) from the Tithe Barn to Abergavenny Town Hall as part of the upcoming refurbishment programme.

2. RECOMMENDATIONS:

- 2.1 To approve the move of the Abergavenny Tourist Information Centre to the Market Hall in Abergavenny into a shared office with the Borough Theatre, Abergavenny.

3. KEY ISSUES:

- 3.1 In 2013/14 Brecon Beacons National Park Authority (BBNPA) advised the Council that it intended to withdraw financial support. In response, a full options appraisal was undertaken which resulted in moving Abergavenny TIC from its dedicated building in the Coach Car Park in Abergavenny, to the Tithe Barn with a corresponding service charge of £3,000 per annum .
- 3.2 At the time of moving the TIC, the Tithe Barn presented a great location for the TIC as it was offering a tangible arrival offer to visitors which included heritage tours from the courtyard, a welsh produce café, access to toilets and a heritage exhibition. However, in 2018 the café ceased trading and in the same year it was announced that the Tithe Barn would host a Welsh Language Centre of Excellence.
- 3.3 Sadly, the closure of the café and reduced accessibility to the exhibition has significantly reduced the viability of the TIC service in its current location. Visitor numbers to the TIC have reduced by 19.2% and the income generated through its retail offer has reduced by 24.4% due to the diminished offer to visitors.
- 3.4 The Council has recently embarked on a major refurbishment of Abergavenny Town Hall. As a result the Borough Theatre box office will be moved from its current location to a larger office within the building that can also lend itself to the provision of a TIC service.
- 3.5 In times of increasing pressure on the funds of public sector organisations, the funders of the TIC service namely BBNPA, the County Council and Abergavenny Town Council, need to ensure that funding invested in services, delivers maximum value for money. For a TIC service, that means engaging with as many visitors as possible whilst also maximising the income generation potential of the service, as this is a crucial element of funding the service. The location of the Town Hall in the centre of the town presents an opportunity to increase footfall whilst also sharing operational costs of service delivery with the Theatre's Box Office. The Borough Theatre was returned to the Council from the Borough Theatre Trust in April 2018 and since then the Council has been working to place it on a firm financial footing.

4. Options Appraisal

4.1 Table One below contains an analysis of the options considered:

Option	Benefits	Risks	Comments
<ul style="list-style-type: none"> Do nothing – remain at the Tithe Barn 	<ul style="list-style-type: none"> Visitor service presence is retained at Tithe Barn as part of their offer. 	<ul style="list-style-type: none"> Potential loss of the service due to increased reduction in visitor numbers and income leading to increasing budget pressures for funding partners; Closure of Tithe Barn due to loss of service charge. 	<ul style="list-style-type: none"> Although the loss of income to the Tithe Barn is not a direct risk to the Council and the other service funders, the loss of income and service could have a detrimental effect on the overall facility.
<ul style="list-style-type: none"> Move the TIC to the Town Hall 	<ul style="list-style-type: none"> Increased footfall and income due to town centre location and shared office facility with the Theatre; A stronger, more cohesive visitor offer; Increased partnership working; Potential for future reduction in operational costs which could protect the service longer term. 	<ul style="list-style-type: none"> Shared facility may prove difficult to deliver; Reduced budget from funders in future years may jeopardise the long term sustainability of both current service offers. 	<ul style="list-style-type: none"> As a Council we have demonstrated our commitment to the continuation of the service; In line with the Well Being of Future Generations Act we have demonstrated our commitment to supporting enterprise; As a Council we have demonstrated our commitment to working in partnership.

4.2 Stakeholder Engagement

Following the meeting of the Abergavenny Tourist Information Centre stakeholders on the 16th of January 2019, and subsequent communications since, the BBNPA, the Council, Abergavenny Town Council and the Abergavenny District Tourist Association have taken the decision to explore the feasibility of moving the TIC to the Abergavenny Town Hall as part of the upcoming refurbishment programme.

Although discussions were only exploratory at that time, the Tithe Barn were included in the meeting and initially were accepting of the proposal. However since then, the Tithe Barn Management Committee have pointed out that they believe that the best location for the TIC remains at the Tithe Barn although they do not intend to reopen the café at this juncture.

5. EVALUATION CRITERIA

5.1 Not relevant for this report.

6. REASONS

6.1 When the TIC was moved to the Tithe Barn in 2013/14 the site provided visitors with a pleasant arrival point. Although slightly off pitch and not in the town centre, the provision of a café, heritage centre and heritage tours made it a viable service proposition. Since then however, the closure of the café has led to reduced visitor numbers and subsequently a loss in income generation, resulting in a budgetary pressure of £2423.14 for 2018/19 which was absorbed by BBNPA, who provide the paid staff for the TIC.

6.2 The proposed move to Abergavenny Town Hall will provide a shared town centre location, resulting in increased visitor numbers as well as cross income generation opportunities through the Theatre Box Office.

7. RESOURCE IMPLICATIONS

7.1 There will be no additional resource implications for the Council as a result of this report. Currently the TIC service is funded as follows:

- £10,000 BBNPA
- £10,000 Monmouthshire County Council
- £10,000 Abergavenny Town Council

It is proposed that the service charge of £3,000 currently paid to the Tithe Barn will be transferred to the Borough Theatre to cover operational costs. This will remain for the first full financial year after relocation, after which there will be a review.

The relocation costs to the Town Hall are yet to be determined as this will depend on whether existing TIC furniture can be relocated / reused. External and highways signage for the TIC will also need to be considered and costed.

8. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING):

8.1 The Assessment demonstrates that the proposal demonstrates compliance with the well-being five ways of working, supports the well-being goals and identifies that the TIC service will continue to have a positive impact on all groups and people with protected characteristics.

9. CONSULTEES

- Abergavenny Town Council, BBNPA, Abergavenny and District Tourist Association, Tithe Barn;
- Senior Leadership Team;
- Economy and Development Select Committee 10th April 2019 – The committee resolved to ‘defer consideration of the report to a future meeting following consideration that the Abergavenny Members needed to be invited when

scrutinising this matter to aid the Committee in making recommendation to Cabinet. Also that the report should be presented to the North Monmouthshire Area Committee on the 15th May before being scrutinised by the Economy and Development Select Committee'. However since the meeting, the Committee Chair has agreed for the report to go straight for decision following discussion at the North Monmouthshire Area Committee.

- North Monmouthshire Area Committee 15th May - The proposal receive unanimous support. Consideration also needs to be given to improving the signage in the town.

10. BACKGROUND PAPERS

Appendix A: Future Generations Evaluation

11. AUTHORS:

Cath Fallon, Head of Enterprise and Community Development
Nicola Edwards, Strategic Food and Tourism Manager

12. CONTACT DETAILS:

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Appendix A



Future Generations Evaluation (includes Equalities and Sustainability Impact)

<p>Name of the Officer Cath Fallon</p> <p>Phone no:07557 190969 E-mail: cathfallon@monmouthshire.gov.uk</p> <p>Name of Service: Enterprise</p>	<p>ABERGAVENNY TOURIST INFORMATION CENTRE</p> <p>Date: Future Generations Evaluation 15th May 2019</p>
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NB. Key strategies and documents that may help you identify your contribution to the wellbeing goals and sustainable development principles include: Single Integrated Plan, Continuance Agreement, Improvement Plan, Local Development Plan, People Strategy, Asset Management Plan, Green Infrastructure SPG, Welsh Language Standards, etc.




1. Does your proposal deliver any of the well-being goals below?



Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>To ensure much valued local services are maintained and by their nature provide employment, growth and an increasingly skilled workforce.</p> <p>Developing economic opportunities for ourselves and our users.</p>	<p>The TIC undertakes positive engagement and coordination with community focused organisations and local businesses.</p>

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	Close working with the Council's countryside team and the BBNPA ensures we assist in promoting our green spaces and cultural heritage.	Sharing of accommodation amongst services reduces our carbon footprint.
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	Positive impact by ensuring quality services are provided by promoting events and opportunities to encourage a fit and healthy lifestyle through cultural access.	Working with key partners will ensure that physical and mental health wellbeing through activity is widely promoted and that the service works with its communities to support this.
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	The TIC Service is a valuable asset to the community, promoting local events.	Abergavenny and District Tourist Association is a key stakeholder in the service.
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	The service will work to ensure high standards are met and maintained that do not conflict with the global drivers.	Any decisions taken will take into account global and well-being issues as part of its day to day processes.
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	The TIC contributes greatly to the promotion of the local culture, heritage and art including the promotion and protection of the Welsh language which will remain part of the core values going forward.	The TIC Service has experience working bilingually and has hosted events through the Welsh language. The service will continue to maintain this bilingual approach in the future.
A more equal Wales	The service will remain accessible to all audiences.	

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
People can fulfil their potential no matter what their background or circumstances		

2. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Long Term</p> <p>Balancing short term need with long term and planning for the future</p>	The current location of the TIC is having a detrimental effect on visitor numbers and income generation.	A potential move to a shared town centre location could ensure the long term sustainability of the service.
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	A wide variety of organisations, local businesses, stakeholders are involved in the TIC service.	
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	A wide variety of organisations, local businesses, stakeholders have been consulted on the potential move of the TIC service.	Further consultation has taken place with Economy and Development Select Committee, the North Monmouthshire Area Committee and with other partners.

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>The TIC Service budget has been reduced in recent years.</p> <p>This potential relocation could provide opportunities for us to increase footfall and income generation.</p>	<p>The number of service users and income generation targets are constantly being monitored and this will continue.</p>
 <p>Integration</p> <p>Considering impact on all wellbeing goals together and on other bodies</p>	<p>The opportunity to develop a new way of delivering the service and sustaining its long term future will give the opportunity to better connect wellbeing outcomes to other partners and bodies.</p>	

- 3. Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below. For more detailed information on the protected characteristics, the Equality Act 2010 and the Welsh Language Standards that apply to Monmouthshire Council please follow this link: <http://hub/corporatedocs/Equalities/Forms/AllItems.aspx> or contact Alan Burkitt on 01633 644010 or alanburkitt@monmouthshire.gov.uk

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	The Service is constantly assessing ways in which service provision can be improved for those citizens with protected characteristics.	No negative impacts are anticipated.	The layout of the new service provision will take into account the needs of all service users.
Disability	As per Age Line Above	As per Age Line above	As per Age Line Above.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Gender reassignment	As per Age Line Above	As per Age Line above	As per Age Line Above
Marriage or civil partnership	As per Age Line Above	As per Age Line above	As per Age Line Above
Pregnancy or maternity	As per Age Line Above	As per Age Line above	As per Age Line Above
Race	As per Age Line Above	As per Age Line above	As per Age Line Above
Religion or Belief	As per Age Line Above	As per Age Line above	As per Age Line Above
Sex	As per Age Line Above	As per Age Line above	As per Age Line Above
Sexual Orientation	As per Age Line Above	As per Age Line above	As per Age Line Above
Welsh Language	As per Age Line Above	As per Age Line above	In addition, all signage will be compliant with the Welsh Language (Wales) Measure 2011 as specified in the Standards applied to Monmouthshire

- 4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities?** For more information please see the guidance <http://hub/corporatedocs/Democratic%20Services/Safeguarding%20Guidance.docx> and for more on Monmouthshire's Corporate Parenting Strategy see <http://hub/corporatedocs/SitePages/Corporate%20Parenting%20Strategy.aspx>

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	<i>During the delivery of the service safeguarding will be at the forefront to ensure that any future service delivery promotes the well-being of children and vulnerable adults, preventing them from being harmed and protecting those who are at risk of abuse and neglect.</i>	As above	As above
Corporate Parenting	<i>During the delivery of this service the needs of any 'looked after' children will be considered to ensure any future service delivery protects their welfare.</i>	As above	As above

5. What evidence and data has informed the development of your proposal?

The report has been founded upon the following:

- The Wellbeing of Future Generations Act;
- The Social Services and Wellbeing (Wales) Act;
- Prosperity for All;
- Equality Act 2010;
- Destination Management Plan; and
- Welsh Language (Wales) Measure 2011

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

The Assessment demonstrates that the proposal demonstrates compliance with the well-being five ways of working, supports the well-being goals and identifies that the TIC service will continue to have a positive impact on all groups and people with protected characteristics.

7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible	Progress
Economy and Development Select Committee	April 2019	Cath Fallon/Nicola Edwards	Referred to North Monmouthshire Area Committee for discussion
North Monmouthshire Area Committee	May 2019	Cath Fallon/Nicola Edwards	Approved in principle, referred to Individual Cabinet Member for Decision
Individual Cabinet Member Decision	June 2019	Cath Fallon/Nicola Edwards	

8. MONITORING: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.

The impacts of this proposal will be evaluated on:	Ongoing
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9. VERSION CONTROL: The Future Generations Evaluation should be used at the earliest stages of decision making, and then honed and refined throughout the decision making process. It is important to keep a record of this process so that we can demonstrate how we have considered and built in sustainable development wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	<i>Individual Cabinet Member</i>	<i>12th June 2019</i>	<i>n/a</i>

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SUBJECT:	Flexible Funding: Supporting People Migration of service to Enterprise and Community Development
MEETING:	Individual Cabinet Member: Cllr Penny Jones and Cllr Sara Jones
DATE:	12th June 2019
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

- 1.1 To advise members of the introduction of the new Flexible Funding grant and its revised relationship with the Housing Support Grant and the subsequent move of the Supporting People function from Social Care and Health to Enterprise and Community Development.
- 1.2 To seek endorsement of the spending plan for 2019/20 and the extension of contract plans associated with the 2019/20 and 2020/21 grants.

2. RECOMMENDATIONS:

- 2.1 To approve the transfer of the Supporting People function to Enterprise and Community Development and the subsequent options appraisal of the service with a view to identifying opportunities for a more integrated service.
- 2.2 To endorse the appended spend plans and subsequent contract extensions.

3. KEY ISSUES:

- 3.1 Over recent years Local Authorities have advised Welsh Government (WG) that the restrictions surrounding grant funding structures can restrict the way they would like to deliver services for vulnerable people. They have therefore requested greater flexibility in how they maximise the potential of the funding available to allow them to plan for and deliver improved services to meet the needs of people in their areas more effectively.
- 3.2 Over the course of 2018-19, WG tested a new way of working (Flexible Funding) in collaboration with six 'pathfinder' local authorities and one Public Services Board. An interim evaluation demonstrated the potential for the new model to provide improved outcomes arising from better planning and delivery of more integrated services, allowing for the planning, commissioning and delivery of services which reflect the complexity of people's lives and the inter-relationships between their support needs.
- 3.3 As a result WG have decided that ten individual programmes will now form two new grants streams. From April 2019 the two grants in operation will be:

3.3.1 Children and Communities Grant (CCG)

Prosperity for all: the National Strategy sets out the need to deliver public services in a more collaborative and integrated way. This grant is seeking to address the support needs of the most vulnerable children and adults in our communities through a range of early intervention, prevention and support mechanisms. It will seek to mitigate or remove disadvantage to vulnerable people to enable them to have the same life chances as others, and therefore contribute to a more equal Wales. The seven programmes in **CCG** are:

- Flying Start
- Families First

- Legacy Fund
- Promoting Positive Engagement for Young People
- St David's Day Fund
- Communities for Work Plus
- Childcare and Play

3.3.2 Housing Support Grant (HSG)

The purpose of the **HSG** will be to address the housing and housing related support needs of the most vulnerable individuals in society through the range of early intervention, prevention and support mechanisms. It will seek to mitigate or remove disadvantage to vulnerable people to enable them to have the same life chances as others, and therefore contribute to a more equal Wales. As such, the HSG will be about accessing and maintaining a home. The **HSG** encompasses 3 programmes

- Supporting People
- Homelessness Prevention
- Rent Smart Wales Enforcement

3.4 In introducing the two grants scheme format, WG have asked Local Authorities to collaborate with them to decide how they plan for and deliver services to meet the needs of the local population in a joined up and strategic way, within the terms and conditions of the new grant arrangements, with the expectation that this extra freedom will allow a more strategic approach to delivering for the most vulnerable in society.

3.5 With this in mind and the forthcoming retirement of the Supporting People (SP) lead within the Council, it is proposed that the SP function is transferred to the Communities and Partnerships Development team within the Enterprise and Community Development Section, whose experienced teams currently manage the Families First and Communities for Work programmes. The Housing team will remain unchanged. It is proposed that a designated Officer, The Families First Manager, will undertake additional duties for a designated period of time i.e. maximum of twelve months and carry out an independent options analysis which will inform the future delivery of the programme. This analysis will include consideration of the current staffing and delivery budget in line with WG's ambitions to enable a more flexible and strategic approach. The Families First Manager is well placed to undertake the additional duties as he also chairs the recently formed Children and Communities/Housing Support Executive Group, an Officer group which aligns to the Children & Young Peoples Strategic Partnership (CYPSP) and reports into the Social Justice Working Group. The purpose of the group is to support the CYPSP and the Social Justice Working Group to align all funding sources (statutory, core and grant) to meet the needs of families and children across the county, ensuring that gaps in provision and service are addressed.

3.6 In terms of existing roles within the SP team, the Contracting and Monitoring Officer's role, which should have been changed to Senior Commissioning Officer in 2012 but wasn't, has now been re-graded from grade G to H grade. This has resulted in an increase in the staffing budget of £4,489, at no cost to the Council and the job title has been corrected accordingly.

3.7 Contract Extensions

3.7.1 During 2018/19 Welsh Government piloted an Early Intervention, Prevention and Support Grant with six Local Authorities. This grant enabled Authorities the flexibility to manage a

range of grant funded initiatives (10) which included SP. During the period when there were uncertainties around whether this grant would be extended across all Authorities, the Adult and Children’s Select Committees were consulted about the intention to extend contracts for 2019/20 whilst the implications of the funding decisions were worked through. Both Committees recommended approval of this approach.

3.7.2 For 2019/20, whilst SP is within HSG, WG expects the programme to be run as per previous guidelines and expectations. This gives WG further time in which to develop the new guidelines for HSG and to introduce whatever changes are required to secure a better alignment between the two flexible funds. At the same time a new framework of outcomes is being developed for use across all the flexibly funded initiatives and a new HSG allocation methodology/formula is being developed. An essential element that will also be included in the new guidelines will be the requirements with respect to service procurement.

3.7.3 It would therefore be prudent to wait until the new guidelines, outcome framework and allocation methodology are published before commencing any re-commissioning procedures. It is expected that the guidelines will be available for consultation towards the end of 2019. Until the new guidelines have been published and understood, plans for re-commissioning the contracts that have been extended, including any re-configurations that may be necessary, are not possible. Therefore the contracts will need to be extended whilst the commissioning procedures are worked through during 2020/21 as the risks of procuring services before the funding, procurement procedures and service outcome requirements are known are considered to be too great.

3.8 2020/21 Funding levels

3.8.1 Contracting for 2020/21 may well be further complicated as the political agreement to maintain SP at the 2017/18 levels ends on 31 March 2020. It is therefore a possibility that there will be a reduction of funding within HSG, at which point the Council will need to decide whether to utilise the funding flexibilities to mitigate this, or whether to manage the reductions via a reduction in services. Again as there are significant uncertainties that won’t be resolved until the latter part of Quarter 4 - 2019/20 it precludes the Council from having an effective commissioning plan in place and actioned before 1 April 2020.

4. OPTIONS APPRAISAL

4.1 Table One below contains an analysis of the options considered:

Option	Benefits	Risks	Comments
<ul style="list-style-type: none"> Do nothing – Supporting People to remain in Adult Social Care 	<ul style="list-style-type: none"> Less disruption for staff 	<ul style="list-style-type: none"> Lost opportunity to undertake an options appraisal of the service and to undertake a cost benefit analysis exercise. 	<ul style="list-style-type: none"> The Council is tasked by WG to look to deliver the services funded by the grant in a more stream lined and flexible way.
<ul style="list-style-type: none"> Move the service to Enterprise and 	<ul style="list-style-type: none"> Increased opportunity to realign the service to provide better 	<ul style="list-style-type: none"> Service may take a little time to settle down to changes Reduced budget from funders in 	<ul style="list-style-type: none"> As a Council we have demonstrated our commitment to the

Community Development	<p>opportunities for service users.</p> <ul style="list-style-type: none"> • Increased partnership working; • Potential for future reduction in operational costs which could protect the service longer term. 	future years may jeopardise the long term sustainability of both current service offers.	<p>continuation of the service;</p> <ul style="list-style-type: none"> • In line with the Well Being of Future Generations Act we have demonstrated our commitment to building sustainable and resilient communities; • As a Council we have demonstrated our commitment to working in partnership.
<ul style="list-style-type: none"> • Extend the contracts or re-tender all the SP contracts. 	<ul style="list-style-type: none"> • Extending the contracts enables the continuation of service delivery whilst the WG guidance is being agreed. 	<ul style="list-style-type: none"> • The possibility of retendering is limited. It would require additional commissioning support, which we do not have the budget for, and we would be commissioning contracts without knowing the overall level of funding available. 	<ul style="list-style-type: none"> • WG guidance and funding levels are yet to be clarified.

4.2 Summary of Options Appraisal

- 4.2.1 The spend plan (Appendix A) is predominately the status quo with a minor, additional benefit for those with mental health issues - 52% of those supported having some degree of mental health issue. The spend plan does not, of itself, have further impact on the protected characteristics.
- 4.2.2 The migration into Enterprise and Community Development presents an opportunity to undertake an independent options analysis with a view to working more collaboratively and effectively with SP and the C&CG services. Such a joined-up approach will inform the future delivery of the service with a view to enabling our overall flexible funding resources to help more people within Monmouthshire.
- 4.2.3 The staffing structure would have had some negative impact on the Lead Commissioner QA and SP Lead role if he were not retiring. However, this proposed transition period will enable Officer's an opportunity to review operations in line with WG recommendations.

5. EVALUATION CRITERIA

- a. The SP element of HSG being fully committed and accounted for.
- b. Appropriate service contracted for 2021 onwards
- c. Current services delivering validated outcomes and outputs

- d. Monmouthshire's SP commissioning working collaboratively within the Authority and the region

6. REASONS:

- 6.1 With the changing funding regimes from WG, it is necessary to manage the opportunities to ensure the best impact for Monmouthshire. With a change in Directorate it is important that the developing decisions are transparent and understood. There is also a funding requirement that services should be appropriately contracted to deliver services. An options analysis of the current service and contract extensions would achieve this. Formal approval of the spend plan will confirm to Internal Audit the plan against which they will need to provide WG with assurance that the SP allocation has been appropriately utilised.

7. RESOURCE IMPLICATIONS:

- 7.1 The proposals presented within these proposals have no impact on either the SP element allocation in the HSG or the SP budget H064 and align with the previously submitted spend plan.

8. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING):

- 8.1 The assessment in Appendix B concludes that the main positive impact of the introduction of the flexible funding regime is that services across a broad band of initiatives (10) will be better coordinated with the flexibility enabling local issues/objectives to be more appropriately addressed

9. CONSULTEES:

- Spend plan – SC&H – DMT; Homelessness and SP planning Group; Supporting People Regional Officers' Group; Regional Collaborative Committee, and submitted to Welsh Government;
- Contract Extensions – 2019/20 – as above plus Adult and Children's Select Committees;
2020/21 - Homelessness and SP Planning Group;
- SP migration to Enterprise – Building Sustainable and Resilient Communities – Chief Officers;
- SLT

10. BACKGROUND PAPERS:

- **Appendix A: Spend Plan**
- **Appendix B: Equality and Future Generations Evaluation**

11. AUTHOR:

Cath Fallon, Head of Enterprise and Community Development

12. CONTACT DETAILS:

cathfallon@monmouthshire.gov.uk Mob: 07557 190969

Appendix A: Spend Plan

Spend Plan collection period:	Local Authority Spend Plan 2019-20										
-											
Regional Collaborative Committee:	Gwent										
Local Authority:	Monmouthshire										
SPPG Annual Allocation:	2,039,175.00										
	Fixed Site (Accommodation Based)		Floating Support (Community Based)		Totals			Comparison to Previous Year			
Client Spend Category (The category to which the service is primarily focused)	Units	Spend	Units	Spend	Units	Spend	Units	Spend			
Women experiencing Domestic Abuse	5	£102,960	25	£129,509	30	£232,469	0	£7,374			
Men experiencing Domestic Abuse	0	£0	0	£0	0	£0	0	£0			
People with Learning Disabilities	0	£0	0	£0	0	£0	0	£0			
People with Mental health Issues	0	£0	55	£322,200	55	£322,200	5	£21,600			
People with Substance Misuse Issues (Alcohol)	0	£0	0	£0	0	£0	0	£0			
People with Substance Misuse Issues (Drugs and Volatile substances)	0	£0	0	£0	0	£0	0	£0			
People with Criminal Offending History	0	£0	1	£6,670	1	£6,670	0	£0			
People with Refugee Status	0	£0	0	£0	0	£0	0	£0			
People with Physical and/or Sensory Disabilities	0	£0	0	£0	0	£0	0	£0			
People with Developmental Disorders (I.e. Autism.)	0	£0	0	£0	0	£0	0	£0			
People with Chronic Illnesses (including HIV, Aids)	0	£0	0	£0	0	£0	0	£0			
Young People who are Care Leavers	0	£0	0	£0	0	£0	-5	-£22,000			
Young People with Support Needs (16-24)	21	£178,775	31	£100,081	52	£278,856	10	£28,480			
Single parent Families with Support needs	0	£0	0	£0	0	£0	0	£0			
Families with Support Needs	0	£0	2	£27,000	2	£27,000	0	£0			
Single people with Support Needs not listed above (25-54)	0	£0	0	£0	0	£0	0	£0			

People over 55 years of age with Support needs (this category must be exclusive of alarm services).	0	£0	10	£30,000		10	£30,000		-16	-£18,000	
Generic Floating support to prevent homelessness (tenancy support services which cover a range of user needs but which must be exclusive of fixed site support)	0	£0	230	£1,132,755		230	£1,132,755		-16	£16,263	
Alarm Services (including in sheltered/extra care).	0	£0	1,886	£33,230		1,886	£33,230		84	-£9,713	
Expenditure which does not directly link to the spend plan categories above. (Explanation required in accompanying email).	0	£0	0	£5,000		0	£5,000		0	£5,000	
TOTALS	26	£281,735	2,240	£1,786,444		2,266	£2,068,179		62	£29,005	



monmouthshire
sir fynwy

Equality and Future Generations Evaluation

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<p>Name of the Office</p> <p>Chris Robinson Phone no: 07766160821 E-mail: ChrisRobinson@monmouthshire.gov.uk</p>	<p>Please give a brief description of the aims of the proposal</p> <p>To give consideration to the implementation of the new flexible funding initiative – Housing Support Grant – and the implications for the Supporting People Programme</p>
<p>Name of Service area</p> <p>Supporting People – Housing Support Grant –Communities and Partnership Development</p>	<p>Date 20 May 2019</p>

1. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
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Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	The opportunities afforded by the new flexibly funded grants will ensure a more joined-up approach to support within the Authority which will ultimately benefit more people. The 2019/20 spend plan is basically status quo for this characteristic	Contributions to the Community Alarms for older people will cease as of 01/01/2020. Only 2 providers, Monmouthshire Housing and Melin, remain to have consultations with their residents and to evaluate if mitigations required.	The creation of the Children & Communities and Housing Support Grants Executive Group will ensure that benefits are optimized Arrangements are in hand to discuss mitigating the removal of the 50pence per week contribution per alarm. As alarm calls predominately relate to health and social care issues, discussions are planned to identify their contribution should it be required
Disability	The opportunities afforded by the new flexibly funded grants will ensure a more joined-up approach to support within the Authority which will ultimately benefit more people. The 2019/20 spend plan includes a minor amendment that benefits people with Mental Health issues (52% of the people supported by SP). For other disabilities the spend plan is basically status quo.	Ditto	Ditto

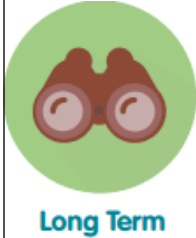
Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Gender reassignment	.The opportunities afforded by the new flexibly funded grants will ensure a more joined-up approach to support within the Authority which will ultimately benefit more people. The 2019/20 spend plan is basically status quo for this characteristic	Ditto	Ditto
Marriage or civil partnership	Ditto	Ditto	Ditto
Pregnancy or maternity	Ditto	Ditto	Ditto
Race	.Ditto	Ditto	Ditto
Religion or Belief	.Ditto	Ditto	Ditto
Sex	Ditto	Ditto	Ditto
Sexual Orientation	.Ditto	Ditto	Ditto
Welsh Language	.Not aware of any	Not aware of any	
Poverty	Any increase in support capacity will have a positive impact on levels of poverty.	Not aware of any	




2. Does your proposal deliver any of the well-being goals below? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!


Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	The more joined-up approach to supporting vulnerable people in the community will produce efficiencies and increases in support capacity. The restructuring of the Supporting people team is likely to create additional employment opportunity within the team	The CC&C and HSG Executive Group will ensure benefits are optimised
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	This is not a specific objective of the Supporting People Programme	
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	The Supporting People Programme, within HSG, has an evidenced history of delivering positive outcomes in respect of all these criteria.	The Regional Collaborative Committee, the MCC Planning Group and the Executive Group will ensure that appropriate outcomes continue to be delivered.
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	Supporting People has been involved with, and plans to continue to be involved with the place-based approach to support – which directly supports our communities	Ditto
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	This is not a specific objective of the Supporting People Programme	

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	Supporting People delivers support so that people can be physically health and have healthy lifestyle	Ditto
A more equal Wales People can fulfil their potential no matter what their background or circumstances	The fundamental principle of support within SP-type services is to enable people to live as independently as possible – either by maintaining their level of independence or through working towards an improvement	Ditto

3. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Balancing short term need with long term and planning for the future</p>	With the introduction of flexible funding, the opportunities to refocus the initiatives avoiding duplication and inefficiencies becomes both a long and short-term objective. The proposals give the necessary time to work through these options.	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	<p>The HSG planning group involves a wide range of both internal and external stakeholders. Further, there is Gwent wide service user involvement and coordination of regional efforts through the Regional Collaborative Committee.</p>	
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	<p>In reviewing the strategic relevance of the SP-type services, the service users' input is pivotal to the due consideration. The staffing proposals increase the capacity to undertake this work</p>	
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>The SP services all have a preventative element to the support provision – especially with respect to homelessness</p>	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Integration Considering impact on all wellbeing goals together and on other bodies</p>	<p>.A major rationale for the new flexible funding regime is to “join-up” the various support services, making them more inclusive and effective.</p>	

4. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Social Justice, Corporate Parenting and Safeguarding. Are your proposals going to affect any of these responsibilities?

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Social Justice	The SP programme is focused on enabling people to achieve the greatest degree of independence possible for them		
Safeguarding	The SP provision is focused on vulnerable adults. Thus all providers have a duty to train staff appropriately and to promote well-being and prevent harm.	<i>.Safeguarding is about ensuring that everything is in place to promote the well-being of children and vulnerable adults, preventing them from being harmed and protecting those who are at risk of abuse and neglect</i>	
Corporate Parenting	SP has, and will in the future, provide support when necessary to people in danger of becoming homeless, especially when the homelessness could impact on looked after children		

5. What evidence and data has informed the development of your proposal?

The Supporting People Programme reports the Outcomes delivered on a twice-yearly basis to Welsh Government. These are subject to an Internal Audit Certificate validation.

The data from these returns and the analysis of the data behind the returns is used to ensure that the SP programme delivers appropriately on the Authority's, Region's and National priorities

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

.The main positive impact of the introduction of the flexible funding regime is that services across a broad band of initiatives (10) will be better coordinated with the flexibility enabling local issues/objectives to be more appropriately addressed

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7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible
Transfer Supporting People to Communities and Partnerships	1 July 2019	Cath Fallon
Undertake an option analysis that will inform the future delivery of the SP-type programme	1 July 2019	Cath Fallon
Undertake consultations with community alarm users in Monmouthshire and Melin housing, investigating mitigation possibilities with Social Care and Health and the Health Board	Between July and December 2019	Lyn Webber

8. VERSION CONTROL: The Equality and Future Generations Evaluation should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision making process. It is important to keep a record of this process to demonstrate how you have considered and built in equality and future generations considerations wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
01	Individual Cabinet Member	12th June 2019	

SUBJECT:	MONMOUTHSHIRE LOCAL TOILETS STRATEGY
MEETING:	Individual Cabinet Member Decision – County Cllr Sara Jones
DATE:	12th June 2019
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

1.1 To approve the Monmouthshire Local Toilets Strategy, as required by Welsh Government.

2. RECOMMENDATIONS:

2.1 That the Monmouthshire Local Toilets Strategy is approved and published.

2.2 That a working group, consisting of relevant Officers and Members, is formed to ensure the recommendations in the strategy are implemented.

3. KEY ISSUES:

3.1 Part 8 of the Public Health (Wales) Act 2017 'Provision of Toilets' came into force on 31st May 2018. It places a duty on each local authority in Wales to prepare and publish a local toilet strategy for its area.

3.2 Local Authorities in Wales now have the responsibility to –

- Assess the need for toilet provision for their communities
- Plan to meet those needs
- Produce a local toilets strategy, and
- Review, update and publicise revisions to the strategy.

3.3 Local Authorities must prepare and publish their strategies by 31st May 2019. Due to the ten week consultation process, and Committee diaries, this Authority will be slightly late with the strategy going for individual Cabinet Member decision on 12th June. Welsh Government have been advised of the slight delay and are satisfied to accept. The duty to prepare a local toilets strategy does not require local authorities to provide and maintain public toilets directly. Indeed, further to the work of the 'Public Convenience Working Group' in 2009 (a sub-group of the Strong Communities Select Committee), most public toilet blocks were successfully transferred to Town and Community Councils to manage. It is for the County Council to take a strategic view on how publicly accessible toilets can be provided and accessed across the county.

- 3.4 The strategy, attached as Appendix One, has been prepared and has incorporated the following :-
- Comments made by Strong Communities Select Committee on 13th February 2019, and during a pre-decision scrutiny committee on 21st May 2019.
 - Opinions expressed via a public survey, that ran between 19th December 2018 and 11th January 2019.
 - Comments made during the public consultation period, that ran between 22nd February and 3rd May 2019.
 - Comments from Gwent Police and Abergavenny Town Council's own survey from the summer of 2018.
 - Two surveys of the 18 public toilet blocks, one by Members on 7th February and the other by Property Services in April 2019.
- 3.5 The statutory guidance (August 2018) from Welsh Government has been followed in preparing the local strategy. One key undertaking was to 'map out' all existing publicly accessible toilets in the county. This comprehensive map – showing locations, opening times, etc. – has been shared with Welsh Government to be provided on an all-Wales basis. The map will also be provided via our own website for open access.
- 3.6 The key actions identified are as follows –
1. Continue to work closely with Town & Community Councils on options for maintaining and improving public toilet provision in the county
 2. Give particular focus on ensuring public toilets provided for disabled persons are suitable and safe
 3. Work with partners on how to best utilise the £17,200 Welsh Government grant
 4. Work with the private sector to seek to provide more publicly available toilets where most needed
 5. Display the national 'toilet/toiled' national logo in all participating toilet facilities, including Leisure Centres, libraries, etc.
 6. Improve awareness and information available on publicly accessible toilets by updating information on the Monmouthshire CC website and LLe open access data held by Welsh Government, together with App development
 7. Regularly review cleaning and maintenance standards, together with T&CC's who typically manage the public toilets, in our towns and villages
 8. Environmental Health Officers to inspect both public and privately provided toilets as part of their inspection regime. Provide a grading of public toilets to determine progress over time
 9. Work closely with Gwent Police to find solutions to reduce anti-social behaviour associated with public toilets
 10. Provide proactive advice to all event organisers in the county on the suitability of their toilet provision
 11. Respond to any Welsh Government recommendations on public toilet provision, and seek out notable practice adopted in other counties
 12. Set up a small Working Group, of Members and Officers, to ensure recommendations are implemented

4. EQUALITY AND FUTURE GENERATIONS EVALUATION, (includes social justice, safeguarding and corporate parenting):

- 4.1 The completed 'Equalities & Future Generations Evaluation' form is provided as Appendix Two, attached.
- 4.2 The Local Toilets Strategy provides an assessment of the current toilet provision, and has regard to the input from the public survey and consultation, together with Gwent Police comments. Key actions will be monitored and reviewed with partners. Overall, if actions are implemented, the strategy will have a very positive impact. Public provision will be maintained or improved, access information enhanced, encouraging people to take exercise and stay more physically active.

5. OPTIONS APPRAISAL:

- 5.1 Producing a Local Toilet Strategy is a statutory duty, as required under Part 8 of the Public Health (Wales) Act 2017. This Authority must prepare and publish a local toilet strategy for its area by 31st May 2019.

6. EVALUATION CRITERIA:

- 6.1 A progress report setting out the steps taken as a consequence of the strategy will be produced every two years, as per Welsh Government statutory guidance. An evaluation of cleanliness, overall provision, any increase/decrease in levels of anti-social behaviour, etc. will be regularly carried out with facility providers, notably Town and Community Councils.
- 6.2 The key actions are provided in Section 12 of the strategy, and are listed in 3.6 above. Progress will be monitored against the actions specified to ensure the strategy is effective.

7. REASONS:

- 7.1 The preparation and publication of a Local Toilet Strategy is a legal requirement, as outlined in Section 3 of the strategy.

8. RESOURCE IMPLICATIONS:

- 8.1 The resource implications of providing the strategy has involved significant Officer time. As per 6.1 of the strategy – Appendix One – Officers from Public Protection, Operations, Property Services, Finance, Tourism, Leisure & Culture, Policy & Development, Communications and Shared Resources Service have all contributed. Added to this, three Members of this Committee have undertaken their own inspection of current public toilet blocks, both those provided by Monmouthshire CC and Town & Community Councils.
- 8.2 Welsh Government has recognised the additional work required in developing public toilet strategies and Monmouthshire has been successful in accessing a one-off £17,200 grant

payment. How best utilise that funding, noting costs in 8.1 were met internally (Officer and Member time), is one of the actions going forward.

9. CONSULTEES:

Head of Operations
Facilities Supervisor
Chief Officer – Enterprise
Chief Officer – Social Care & Health
Head of Commercial & Landlord Services

10. BACKGROUND PAPERS:

'The Provision of Toilets in Wales: Local Toilet Strategies', Statutory Guidance, August 2018 – Welsh Government

9. AUTHOR:

David H Jones, Head of Public Protection

10. CONTACT DETAILS:

Tel: 01633 644100
E-mail: davidjones3@monmouthshire.gov.uk

Appendices

Appendix One	Monmouthshire Local Toilets Strategy
Appendix Two	Equality & Future Generations Evaluation



Monmouthshire County Council

Local Toilets Strategy

May 2019

(Version 4, after public consultation to 3rd May 2019 & pre-decision scrutiny on 21st May 2019)



**Toiled
Toilet**

1. Executive Summary

- 1.1 Public toilets are essential to equitable access to public outdoor spaces. They allow for the space to become a destination for extended periods of socialising, exercise, commuting and accessing community and commercial services.
- 1.2 This Council continues to play a key role in providing safe, accessible and clean public toilets, together with its' Town and Community Council partners that also own and manage public toilet facilities across the county.
- 1.3 A substantial review of public conveniences was undertaken by a working group of the Strong Communities Select committee in 2009. Their findings were reported to Cabinet in July 2010, with recommendations for Town and Community Councils (T & CC's) to take over the management and funding of most of the public toilets at that time. The response from those Councils was generally favourable, with the consequence of sustaining toilets in the county, (that would have otherwise been closed), and reducing the County Council's costs.
- 1.4 The strategy, in draft forms, has been discussed and further developed through Strong Communities Select committees in February and May 2019. Noting the previous work, Members wanted assurances that there is a mechanism to ensure recommendations are implemented.
- 1.5 The public survey conducted during December 2018 to January 2019 showed a mixed picture of satisfaction/dissatisfaction with the current publicly available toilet provision. For example, 46% were satisfied with cleanliness, 41% disagreed. Strong messages included people stating there were too few facilities (80%); they wanted more information on location (69%); believed they should be free to use (79%) and they were not comfortable using private toilets where they weren't also a customer (78%).
- 1.6 The strategy also identifies negative aspects of providing public toilets over longer periods, as reported by Gwent Police. Drug taking has increased in recent times, and so closure times need consideration with our Town & Community Council colleagues.
- 1.7 The public reported they would like better information on opening times and locations. This will be assisted by promoting the Wales Public Toilet Map, helping people to find a public toilet where and when they need it.
- 1.8 The strategy recognises the contribution of the private sector, and indeed many major retailers recognise their public service role, including larger supermarkets and public houses. Further encouragement of private providers will be taken forward.

- 1.9 This Authority will continue to provide specialist advice to event organisers, to ensure adequate toilet provision at our regular large events, such as the Abergavenny Food Festival, agricultural, music and sporting events.
- 1.10 This Authority welcomes, and was successful in securing, a one off Welsh Government grant of £17,200 'in partial recompense for the additional work required to develop and publish local toilet strategies'. Officers will consider how best to utilise this one-off payment, together with Member and other stakeholder input.
- 1.11 The strategy was available for public consultation between 22nd February and 3rd May 2019. Some points of accuracy were picked up, eg. opening hours, and recommendations generally supported.
- 1.12 The actions detailed in Section 12 of this strategy will be implemented and reviewed as per Welsh Government requirements. These include –
- Working with Town & Community Councils on options for maintaining and improving existing public toilet provision
 - County Council to utilise the £17,200 funding appropriately
 - Determine solutions to reduce drug taking and other anti-social crime in public toilets, with our Gwent Police colleagues and toilet providers, notably T&CC's
 - Improve the information provided on publicly available public toilets, through the newly established national database and website, together with improved signage and opening times displayed at public facilities
 - Display the nationally approved Toilet/Toiled logo on all premises providing public access
 - Work with local businesses to encourage their participation in allowing public use of their facilities
 - More closely monitor and inspect regularly both publicly and privately provided toilets, via our Environmental Health service.
 - Provide advice to all event organisers in the county on suitability of publicly provided toilets
 - Responding to any Welsh Government initiatives concerning public toilets, and learning from any notable practice in other counties.
 - Setting up a small working group, of Officers and Members, to ensure the recommendations are taken forward in liaison with other interested parties.
- 1.13 The strategy will be reviewed by May 2021, as per Welsh Government guidance.

2. Introduction

- 2.1 The provision of publicly available toilets improves local amenity and supports activity in public open spaces throughout the county. There are 19 dedicated public toilets in Monmouthshire, 9 owned by this

Authority and 10 owned by Town and Community Councils. This is supplemented by a number of toilets on Council property, such as Leisure Centres, that the public can access. The public also utilise toilets on private property, for example at supermarkets and public houses. Although most of the public provision is now run by Community and Town Councils, (of the 9 MCC owned, 5 are T&CC managed), it is a duty on Monmouthshire County Council to prepare and publish a local toilet strategy.

2.2 A public toilet can be defined as a toilet that is freely available for the general public to use. They can also be temporary facilities provided for a specific one-off purpose, for example a music festival. Public toilets can be provided on private property as long as they are freely available for general use. The importance of public provision is more important to certain groups in society, including older people, those with disabilities and parents/carers with young children.

2.3 The key outcomes of the strategy are to:-

- Provide direction on the appropriate location of public toilets throughout the county
- Ensure the maintenance and cleaning of public toilets, including those managed by others, occurs to an appropriate standard
- Ensure the community, including visitors, has good information on the public toilet availability and location
- Provide direction on where the Council should focus advocacy and encouragement of other organisations to provide public toilet facilities
- Provide an action plan for the improvement of public toilets throughout the county

3. Need for a strategy for providing toilet facilities

3.1 Part 8 of the Public Health (Wales) Act 2017, Provision of Toilets' came into force on 31st May 2018 and places a duty on each local authority in Wales to prepare and publish a local toilet strategy for its area. Monmouthshire has the responsibility to –

- Assess the need for toilet provision for their communities
- Plan to meet those needs
- Produce a local toilet strategy, and
- Review the strategy, update and publicise revisions

3.2 This Authority, under the Act, must prepare and publish their strategy by 31st May 2019. It should be noted that the duty to prepare a local toilet strategy does not require local authorities to provide and maintain public toilets directly. The Local Authority must take a strategic view on how facilities can be provided and accessed by their local population.

Upon review of the strategy, Monmouthshire CC is required to publish a statement of progress.

3.3 The Well-Being of Future Generations (Wales) Act 2015 puts in place a 'sustainable development principle' which advises public bodies how to go about meeting their duty under that Act. The principle is made up of five ways of working that public bodies should follow when carrying out sustainable development. These are:-

- Looking to the long term so we do not compromise the ability of future generations to meet their own needs
- Taking an integrated approach
- Working with others in a collaborative way to find shared sustainable solutions
- Involving a diversity of the population in the decisions affecting them
- Acting to prevent problems from occurring or getting worse.

These five ways of working have been utilised during the preparation, review, consultation and publishing of the strategy.

4. Aims of the Strategy

4.1 The overall aim of this strategy is to review the quality and quantity of local toilets throughout the county. The public toilet provision is typically not directly via the Council, but the Authority seeks to ensure the provision of clean, safe, accessible and sustainable toilets. This is important for residents whilst out and about, visitors and businesses who will want attractive local environments in which to successfully operate. To achieve this aim, the Authority will –

- Identify the current level of public toilet provision
- Analyse the findings of (i) the questionnaire sent to gauge opinion, (ii) the public consultation, (iii) Abergavenny Town Council's own survey
- Consider the requirements of the general population and particular user groups
- Survey the condition and usage of existing facilities
- Identify any gaps in current provision
- Increase awareness of local toilet locations, including use of new technologies and communications
- Advise organisers on the provision of adequate temporary toilets for events in the county
- Provide a statement setting out the steps the Council will take to meet the need.

5. Reviewing the strategy

- 5.1 Monmouthshire CC will prepare a progress report setting out the steps taken as a consequence of this strategy every two years. The progress report will be published within six months of the end of the two year period. As the strategy is being published in June 2019, the review will take place by the end of May 2021, with a progress report produced by November 2021. The Authority may review its strategy at any time, for example where there is a change in local provision through a partner organisation, and will consult and publish any reviews accordingly.

6. Development of the strategy

- 6.1 Noting the role of Town and Community Councils managing the majority of public toilets in the county, they continue to be engaged for their input into current provision and adequacy. Abergavenny Town Council carried out their own review of provision in their town, and their input is reflected accordingly. From the Council's perspective, Operations, Public Protection, Property Services, Tourism, Leisure and Culture were engaged, together with colleagues in Policy & Partnerships, Communications and GIS mapping, (Shared Resources Service).
- 6.2 Engagement with national retailers was undertaken once across the Welsh Local Authorities, to avoid them needing to answer similar questions 22 times.
- 6.3 A public consultation was undertaken from 19th December 2018 to 11th January 2019 to assess the needs of residents, visitors and workers within the county. Key engagement mechanisms included:-
- Press Release to local papers 19th December, providing information on how to complete the survey
 - Provided to all Town and Community Councillors, and County Councillors
 - social media, including Facebook and Twitter.
 - Via our FB and Twitter feeds, Access to All forums notified, together with Monmouthshire Local Service Board Engagement Group, including the voluntary sector, housing associations and Police & Crime Commissioner
 - Paper questionnaires, when requested. So, for example, 40 hard copy versions were provided to the Abergavenny 50+ group.
- 6.4 Although the response to the survey was quite low, it highlighted certain concerns from those that completed it. These are summarised in Section 11.1.
- 6.5 This Authority is fortunate that a comprehensive review of public toilet provision was undertaken 10 years ago, in 2009. That previous work is referenced in this 2019 strategy and three Members also revisited all

the tradition 'public toilet blocks', both those provided by MCC and Town & Community Councils. This is referenced in Section 11.2.

6.6 A public consultation exercise, seeking views on the draft Local Toilet Strategy, was conducted between 22nd February and 3rd May 2019. Points of accuracy were picked up – since corrected – with overall support for the recommendations. Comments are summarised in Section 11.3.

6.7 Abergavenny Town Council conducted their own survey and reported their findings in September 2018. Their findings are summarised in Section 11.5.

7. Linkage to other priorities – national, Public Service Board, Council, etc.

7.1 **Older People's Commissioner (OPC) for Wales** - in 2014 the OPC reported that Council decisions to close public toilets were 'short sighted'. The OPC claimed that the money saved by Councils in the short term would have to be paid for later in health costs, as people became detracted from going out and about. This Authority's response to keeping public facilities largely open, is summarised in section 8 below. The OPC, in response to the WG consultation on local strategies stated 'strategies must be supported by funding in order to turn words into action'.

7.2 **The Well-being assessment** (April 2017) – Monmouthshire Public Service Board – highlights predicted increases in elderly persons in the county. By 2039 (20 years' time) over 65's are anticipated to increase by 61%, with over 85's by 100%, ie. doubling in numbers. So decisions should reflect future changes in the numbers of more elderly people.

7.3 Council's Local Development Plan

7.3.1 There is reference to 'community facilities' in the adopted LDP -

Policy S5 – Community and Recreation Facilities

Development proposals that provide and/or enhance community and recreation facilities will be permitted within or adjoining town and village development boundaries subject to detailed planning considerations. Development proposals that result in the unjustified loss of community and recreation facilities will not be permitted.

7.3.2 Planning colleagues advise that seeking to secure Section 106 funding (a planning obligation) towards a public toilet would need to meet the tests laid down in the Community Infrastructure Levy (CIL) Regulations. It would be difficult to see how a financial contribution towards public toilets would reasonably relate to a specific housing scheme being delivered. Any such obligation would not be defensible at appeal, and Council priorities lie elsewhere, including educational infrastructure. Planning obligations should not be used to provide a facility that should

be provided by the Council or another public body in a more general sense.

7.4 MCC Corporate Business Plan 2017/22

7.4.1 Our overarching strategic plan for MCC refers to our purpose – ‘We want to help build sustainable and resilient communities that support the well-being of current and future generations’.

7.4.2 Although there is no specific reference to public toilets in the plan for 17/22, it is implicit that the Council would consider future pressure (aging population) and future generations (remaining fit for purpose as county develops). Keeping populations healthy, using open spaces, etc. is supported by suitable public toilet provision.

8. Provision of local public toilets

8.1. Noting the earlier work of the ‘Public Convenience Working Group’, consisting of three County Councillors in 2009, it is useful to reflect on the current provision compared to ten years ago. Financially the County Council commitment can be summarised as follows –

Table One – financial breakdown, MCC costs in 2018/19 compared to 09/10

	Water	Electricity	Cleaning	Maintenance	Rates	Town Council Contribution	Total MCC Cost 2009-10	Total MCC Cost 2018-19
Bus Depot, Swan Meadow, Abergavenny,	3,873	-	13,182	1,365	9,605	- 13,500	27,554	14,525
Castle Street, Abergavenny	1,623	748	13,182	624	1,002	- 13,500	16,667	3,679
Whitehorse Lane, Abergavenny	4,876	1,061	13,182	2,110	1,169	- 13,500	25,863	8,898
Brewery Yard, Abergavenny	6,240	2,229	13,182	1,291	1,040	- 13,500	36,075	10,482
Bailey Park, Abergavenny	42	148	3,638	396	-	- 4,000	1,571	224
Caldicot Country Park, Caldicot	4,323	-	14,198	3,078	-	-		21,599

Cattle Market, Monnow Street, Monmouth	2,227	680	14,767	1,880	693	-	15,444	20,247
Maryport, Maryport Street, Usk	1,020	389	7,383	633	745	-	10,559	10,170
Usk Island, Pontypool Rd, Usk	363	677	7,383	457	989	-	10,000	9,869
Main Road, Caerwent	-	-	-	1,200	-	-	7,179	1,200
Jubilee Way Car Park, Caldicot	-	-	11,009	-	-	- 11,009	15,528	
Welsh Street, Chepstow	-	1,987	-	1,754	-	-	19,931	3,741
Castle Dell Car Park, (TIC), Chepstow	-	533	-	-	1,362	-	14,626	1,895
Riverside, Upper Church Street	-	-	-	-	-	-	15,503	
Crickhowell Road, Gilwern	-	-	-	1,200	-	-	6,091	1,200
School Lane, Goytre	-	-	-	1,200	-	-	7,387	1,200
Rear of Town Hall, Grosmont	-	-	-	1,200	-	-	4,854	1,200
Agincourt Street, Monmouth	2,019	900	14,006	1,284	860	- 19,069	15,802	
Tintern Abbey, (CADW owned, leased to MCC)	-	-	-	-	1,040	-	9,113	9,129
Closed Public Toilets (7)							46,292	
							306,038	119,258

- 8.2 As referenced above, total MCC expenditure in 2009/10 was £306,038 compared to £119,258 in 2018/19, a drop of 61%. This does not correlate with a 61% drop in the number of public toilets provided, as majority are now financed and managed by Town & Community Councils. The gaps in Table One above are as a consequence of T&CC picking up costs, which are now not known to MCC.
- 8.3 The 2009 review recommended certain closures. Seven were closed, namely Raglan; Main Road, Tintern; Mathern Road, Bulwark; Healthmatic Unit, Bulwark; Linda Vista, Abergavenny; Llandegfedd reservoir and Llanthony Abbey car park.
- 8.4 Current provision (2019) is listed in Appendix A –
- MCC owned public toilets – entries 1 to 9, though 1 to 5 are managed and part funded by Abergavenny Town Council. So only 4 public toilet blocks are both owned and managed by MCC outright.
 - Town & Community Council public toilets – entries 10 to 19 (ten in total), wholly owned, as a direct consequence of the 2009 review work, and managed by T&CC's.
 - Public toilets in other MCC buildings – entries 20 to 35 (16 in total), includes provision in leisure centres, libraries, etc.
 - Other publicly accessible toilets – entries 36 to 39 (4 in total). These are provided by others, namely CADW, a chapel group, a 'Changing Place' in a community centre, and the Trunk Road Agency.
- 8.5 This Authority considers it hugely positive the Town and Community Councils have typically taken up responsibility for local public toilet provision in our towns and villages. The harsh reality, noting financial pressures on the County Council (both ten years ago and ever since), that the majority of our public toilets would have been closed had our T&CC's not stepped in and taken responsibility.
- 8.6 An innovative solution was found to retain the public toilets provided at Usk Island, as part of the earlier Working Group review. Responsibility for managing the toilets was incorporated into the MCC contract issued to the hot food outlet at this location. This has proved a successful arrangement and has ensured the public facility remains open.
- 8.7 Public toilets, by arrangement with event organisers, will often be open for longer periods when required. So, for example, public toilets in Abergavenny will remain open throughout the weekend of the Abergavenny Food Festival. This demonstrates a willingness, by both the Town and County Council, to work with the private sector to make the visitor experience more enjoyable.

9. Provision of toilets in private sector

- 9.1 Ten years ago, during the time of the Working Group review, there was Welsh Government funding comprising an annual grant of up to £17,500. Only two premises took up the offer of making their toilets available to the public, ie. people could use without being paying customers, for which they received £500 p.a. However, WG funding was subsequently withdrawn and therefore the grant payment was also withdrawn to the two participating businesses.
- 9.2 Whether there is an appetite to revisit seeking local businesses to open their toilet facilities to public use will depend, in a large part, to whether any funding is re-established. Public Protection staff regularly visit all local public houses, retail providers, restaurants, etc. and would be ideally placed to promote any future scheme.
- 9.3 Large national retailers were contacted once for a response in relation to their premises throughout Wales, to avoid duplication and effort. They recognised that the general public did use their toilet facilities when not necessarily making a purchase. This was accepted, noting many will be regular or future customers to their store or eating/entertainment venue. The retailers contacted did not wish to have the national toilet logo on display at their entrances.
- 9.4 Environmental Health Officers will conduct checks of toilets provided for the public as part of their inspection regime. Members of the public can complain to them should they have any concerns regarding cleaning, facilities and overall hygiene.
- 9.5 Monmouthshire is fortunate to host a number of highly successful events throughout the county, including food and music festivals, sporting events, agricultural shows, etc. Monmouthshire Event Safety Advisory Group (ESAG) provides advice and guidance on toilet provision, including numbers, types of facilities, access and overall suitability.

10. Mapping locations of publicly accessible toilets

- 10.1 One element of the strategy is to accurately map information on location of public toilets, together with facilities available and opening times. Locations will be promoted via a 'mapping app' specifically designed for mobile technology. Participating premises will display a nationally agreed sticker in a prominent place. The design, stipulated by Welsh Government, is as follows –



Toiled Toilet

10.2 The Monmouthshire public toilet information has been shared with Welsh Government to enable a national dataset, the 'Lle map', to be created. The data created in the Lle map will be available as an open data service accessible to everyone. The link to the Lle portal is as follows –

<http://lle.gov.wales/home>

10.3 The dataset will be available in both English and Welsh. The public will be able to see and search the data as it appears on this site, to see the whole of Wales or focus at particular areas. Monmouthshire CC will embed the locally configured map onto its website, and provide a link to the national Lle map, assisting anyone searching data for other areas they might be visiting. Although under development, the map will also be available here –

<https://www.monmouthshire.gov.uk/monmouthshire-local-toilet-survey>

11. **FINDINGS of public survey/other**

11.1 **MCC survey – 19th December 2018 to 11th January 2019**

11.1.1. The survey to gauge public opinion ran between 19th December and 11th January 2019. The low response rate, at 132 completed surveys, could be in part due to no announcement of any public toilet closures. The full analysis of the survey findings can be found via our website, via this link –

<https://www.monmouthshire.gov.uk/monmouthshire-local-toilet-survey>

11.1.2 The majority of the responses were from people from Abergavenny, at 61% of the total. Responses by area were as follows –

Abergavenny – 61%

Monmouth - 12%

Chepstow - 8%

Caldicot - 5%

Other - 14%

11.1.3 People were asked what they thought about the current provision, in the area they most frequent, in terms of adequacy, accessibility, cleanliness, etc. and responses are provided below –

Table Two

	Strongly agree	Agree	Disagree	Strongly Disagree	Don't Know
There are too few facilities	39 (32%)	41(34%)	21 (17%)	2 (2%)	19 (15%)
The location of facilities is not convenient	27(21%)	40(31%)	36(28%)	1(1%)	25 (19%)
The location of the facilities does not feel safe	4 (4%)	32 (37%)	45 (47%)	3 (3%)	11 (9%)
There is not enough information on where facilities are located	37 (32%)	43 (37%)	13 (11%)	1 (1%)	22 (19%)
The lack of facilities has stopped me from visiting certain locations	14 (9%)	33 (22%)	38 (26%)	37 (25%)	26 (18%)
Facilities are not open at the times I need them	12 (10%)	32 (27%)	39 (33%)	4 (4%)	31 (26%)
The cleanliness of facilities is generally good	4 (2%)	52 (44%)	31 (26%)	18 (15%)	16 (13%)
Toilets should be free to use	61 (51%)	34 (28%)	8 (7%)	1 (1%)	16 (13%)
I don't like using toilets in shops or restaurants because I feel like I need to buy something	59 (50%)	33 (28%)	11 (8%)	1 (1%)	15 (13%)

11.1.4 In summary, of those responding –

- 80% thought there were too few facilities
- 52% stated locations not convenient
- 41% not feeling safe, (50% safe)
- 69% wanted more information on location
- 31% lack of adequate facilities, (51% satisfied)

- 37% believed not open at times needed, (36% satisfied)
- 46% satisfied with cleanliness, (41% disagreed)
- 79% believed toilets should be free to use, (only 8% disagreed)
- 78% weren't comfortable using private toilets where they weren't a customer

11.1.5 Further pertinent points captured were as follows –

- 55% reporting using Council public toilets, 39% private, 6% those in other MCC property, such as Leisure Centres
- 73% thought provision adequate between 9am and 6pm
- Baby changing facilities, across public and private toilets, inadequate 48%, adequate 42%, with people reporting private provision better (81%) than public (21%)
- 67% considered disabled provision in public and private toilets inadequate
- When asked about good facilities, Brewery Yard, Abergavenny got some praise, and many in private sector, notably major supermarkets
- When asked about poor facilities, Whitehorse Lane, Abergavenny came in for most criticism.
- Some thought there was no toilet in Bailey Park, although there is with limited opening times.
- 64% would like to see a sticker or poster to show where public toilet facilities are available, with 27% saying an App would be helpful.

11.1.6 Most frequent comments referred to –

- Cleanliness
- Lack of information on opening hours
- Ideally there is investment to improve existing public blocks
- Not enough baby changing facilities
- More toilets desirable

11.1.7 When asked for thoughts for the future, 40% suggested private providers should encourage non-customers to use their toilets; 36% suggested closing certain public blocks to utilise funding to better maintain those that continue; and 23% suggested MCC seek further investment to improve existing provision across the county.

11.1.8 The information gathered can be utilised in forthcoming conversations with T&CC's, Gwent Police and others when planning future provision.

11.2 Member comments, February 2019

11.2.1 Three Councillors, together with our Facilities Supervisor, undertook a survey of the public toilet blocks on 7th February 2019. 18 were visited, both those owned by this Authority and those owned and managed by Town & Community Councils. A summary of their findings is provided

in Appendix B. Their overall summation referred to (1) standards of cleaning generally satisfactory when MCC providing the service, (2) condition of fabric requires attention in a number of blocks, both MCC and T&CC managed, (3) emergency alarms in disabled toilets not working in 17 of the 18 visited, (4) signage often missing or inadequate. Members asked for a full 'condition survey' of all toilet blocks by the Council's Property Services section. This has since been undertaken in April 2019.

- 11.2.2 The initial draft strategy was presented to a Special Strong Communities Select committee on 13th February 2019. As well as Members confirming the poor condition of some of the blocks, (eg. Caldicot Country Park), other comments were made as follows –
- Both reactive (broken panels, etc.) and proactive spending needed to provide facilities of a suitable and safe standard. Property Services to prioritise maintenance work in MCC toilet blocks
 - Like to see the £17,200 one-off WG grant put towards repair costs
 - Need to research the effectiveness of 'blue lights' in public toilets, eg. drug users could revert to using mobile phone lighting to locate veins
 - Helpful if, on receipt of all the Welsh toilet strategies, Welsh Government gave guidance on recommended numbers relating to average footfall in towns and other areas of public use
 - Further to this, could some 'grading system' be introduced to ensure suitable standards are maintained? If nothing nationally, potentially MCC could introduce their own rating system.
 - Strategy needs to be brought to attention of other organisations, namely Brecon Beacons National Park and Welsh Government, (WG). WG have a vested interest as providers of trunk roads, including the heads of the valleys A465, and their historic environment service, CADW. The Road Haulers Association have raised the difficulty of inadequate toilet provision across the trunk road network, which should be an important issue for WG.
 - Noting drug paraphernalia (11.6.3), concerns expressed re MCC cleaning staff exposed to this, plus issue that staff work on their own increasing risk.
 - A strategy to 'audit progress' over time helpful, particularly noting Monmouthshire is a major tourist destination.
 - Pre-decision scrutiny on 21st May reaffirmed these points. Of particular note was the desire to ensure the recommendations of this strategy are effectively implemented. The Officer/Member group – two Members were nominated by the Strong Communities Select committee – will be charged in overseeing the recommendations.
- 11.2.3 A Member of the Committee asked 'Access for All', local disability group, for their view on emergency alarms in disabled toilets. This request was made further to deficiencies noted during site visits on 7th February. A representative commented on common faults concerning

emergency alarms, (pull cords too high, incorrect location of cords, missing toggles), and installations not checked regularly. Reference was also made to Approved Document M, Section 5 'Sanitary accommodation in buildings other than dwellings', which providers need to have regard to when providing disabled accessible public toilets.

11.2.4 The Chair of the Committee and Head of Public Protection met with the 'Access For All' representative on 22nd March to capture their observations. Two visits to public toilets were undertaken to use a proforma used for disabled facilities. This proved very useful and will be taken forward when regular, routine inspections are undertaken by MCC, (as per recommendation 9).

11.3 Public consultation comments

11.3.1 Further to the public survey, another opportunity to comment was afforded via public consultation. This ran from 22 February to 3 May 2019. The Cabinet Member for Public Protection has been informed of progress of the draft strategy, noting it will go to Individual Cabinet Member Decision for approval prior to adoption.

11.3.2 Most comments, from Town and Community Councils, related to points of accuracy, eg. opening times, and a couple being unclear on the £1,200 annual grant from MCC towards running costs. These were referred to Operations Finance section. It is assumed most satisfied with the recommendations noting no adverse comments recorded.

11.3.3 Abergavenny Town Council provided the most detailed comments, including –

- MCC will need to determine a mechanism to ensure improvements to those public blocks owned by Town & Community Councils or others
- Further regard is needed towards families and those with more profound disabilities
- Noting problems with anti-social behaviour in Abergavenny, Town Council happy to assist in seeking solutions with partners
- The strategy is light on coping with future demand, noting aging population
- Supports some form of grading system for the county

11.4 MCC Property Services condition survey, April 2019

11.4.1 At Strong Communities Select Committee on 13th February 2019, Members asked for a condition survey to be undertaken. The Authority's Property Services section was notified accordingly and a survey of 18 public toilet blocks was undertaken in April 2019.

- 11.4.2 A 77 page report was received on 3rd May, outlining their findings. Going forward, the recommended small Officer/Member working group can analyse the detail and share specific findings with the owners of these facilities, noting many are owned by Town and Community Councils or other bodies.
- 11.4.3 A summary of the Property Services assessment is as follows –

Table Three

	Grade	Estimated repair costs
A. MCC owned public toilets		
1. Abergavenny Bus Station	C	£36,900
2. Abergavenny – Castle Street	B	£6,800
3. Abergavenny – Whitehorse Lane	C	£93,300
4. Abergavenny – Brewery Yard	A	0
5. Abergavenny – Bailey Park	B	£6,700
6. Caldicot – Caldicot Country Park	C	£25,000
7. Monmouth – Cattle Market	B	£1,700
8. Usk – Maryport Street	B	£4,800
9. Usk – Usk Island	C	£4,900
	Total =	£180,100
B T & CC owned public toilets		
10. Caerwent	C	£4,600
11. Caldicot – Jubilee Way	B	£4,200
12. Chepstow – Welsh Street	B	£2,400
13. Chepstow – Castle Dell/TIC	B	£2,500
14. Chepstow – Riverside	C	£8,400
15. Gilwern	B	£7,400
16. Goytre	B	£5,700
17. Monmouth – Agincourt Street	C	£8,300
18. Tintern	C	£13,300
	Total =	£56,800

- 11.4.4 These condition survey results will be used to inform decisions by the Working Group.
- 11.5 Abergavenny Town Council (ATC) survey, 2018**
- 11.5.1 The Projects committee of ATC conducted their own assessment of public toilet provision in Abergavenny, and reported their findings in September 2018. Their public survey generated 355 responses.
- 11.5.2 The survey identified Brewery Yard as the most frequently used, followed by White Horse Lane, the bus station and Castle Street. Castle Street and the Bus Station facilities were judged the best for

cleanliness, White Horse Lane the worst. Overall, over 50% considered the Abergavenny toilets well presented, generally clean although basic.

- 11.5.3 Regarding potential improvements, 31% thought ATC should increase the precept to fund improvements, 18% selected 'close one of the blocks and invest saved money to improve the remaining', 16% suggested charging.
- 11.5.4 When asked for further comments, most referred to Abergavenny being a tourist town so should have decent toilets, anti-social behaviour stemming from toilets, a need for upgrading and the importance of adequate provision for those with different medical conditions.
- 11.5.5 A Town Councillor inspected the four toilet blocks in August 2018 and commented "The cleaners have an unenviable task ... Graffiti and mess has to be removed from surfaces, needles retrieved from the floor, basins, toilets and bins, and all sorts of strewn around detritus cleared up."
- 11.5.6 Three recommendations were put to ATC, in readiness for 19/20, being (i) retain the status quo, (ii) close one block (White Horse Lane being preferred), (iii) introduce a small charge for usage, and consider whether toilets remain in MCC ownership or transfer to ATC.
- 11.5.7 Noting MCC retains ownership of the toilet blocks, together with the joint priority of promoting tourism, having thriving town centres, etc. dialogue will continue between ATC and MCC on the best options going forward.

11.6 Gwent Police comments

- 11.6.1 Police colleagues have reported anti-social behaviour, notably drug taking, in public toilets in Abergavenny and Monmouth. They have made representation to the Town Councils affected, to request closure of public toilets, including disabled facilities, by early evening (17.00 was suggested) to prevent anyone seeking to sell or take drugs doing so from public conveniences.
- 11.6.2 Specifically drug activity has been reported at Whitehorse Lane, Abergavenny, Agincourt Street, Monmouth and Cattle market (Blestium Street), Monmouth. Police have included these sites in their regular PCSO patrols. Two prosecutions were taken before Christmas 2018 for possession of Class A drugs in Abergavenny.
- 11.6.3 Cleaning crews, since December 2018, have started recording the number of syringes and other drug paraphernalia, to establish the extent of the problem. Both Gwent Police and MCC Cleansing report a steady increase in recent years.
- 11.6.4 Solutions will be discussed through 'Problem Solving Groups' between MCC Officers, Emergency Services and any others with an interest.

Another aid might be to 'blue light' public toilets, whereby drug users cannot see veins thereby making conveniences less attractive.

11.6.5 There are also health and safety considerations to consider, both for Police and MCC Cleaning personnel, visiting toilets with drug paraphernalia.

11.6.6 Gwent Police would wish to be included in any conversations about future provision in out towns, noting their involvement in crime and anti-social behaviour reduction. In the meantime they will continue to seek to arrest for any illegal drug use. They recognise most toilets are now provided by T&CC's so will continue dialogue with facility providers.

12. Actions

Monmouthshire CC will –

1. Continue to work closely with Town & Community Councils on options for maintaining and improving public toilet provision in the county
2. Give particular focus on ensuring public toilets provided for disabled persons are suitable and safe
3. Work with partners on how to best utilise the £17,200 Welsh Government grant
4. Work with the private sector to seek to provide more publicly available toilets where most needed
5. Display the national 'toilet/toiled' national logo (see 10.1) in all participating toilet facilities, including Leisure Centres, libraries, etc.
6. Improve awareness and information available on publicly accessible toilets by updating information on the Monmouthshire CC website and LLe open access data held by Welsh Government, together with App development
7. Regularly review cleaning and maintenance standards, together with T&CC's who typically manage the public toilets in our towns and villages
8. Environmental Health Officers to inspect both public and privately provided toilets as part of their inspection regime. Provide a grading of public toilet blocks to determine progress over time
9. Work closely with Gwent Police to find solutions to reduce anti-social behaviour associated with public toilets
10. Work with other agencies with an interest in suitable and hygienic provision, including Welsh Government, CADW and Brecon Beacons National Park Authority
11. Provide proactive advice to all event organisers in the county on the suitability of their toilet provision
12. Respond to any Welsh Government recommendations on public toilet provision, and seek out notable practice adopted in other counties. A 'rating scheme' would be welcomed.
13. Set up a small Working Group, of Members and Officers, to ensure recommendations are implemented

Appendix A

Area	Address	Postcode
<u>1. MCC owned public toilets</u>		
1. Abergavenny	Bus station, Swan Meadow, Abergavenny,	NP7 5HL
2. Abergavenny	Castle Street, Abergavenny	NP7 5EE
3. Abergavenny	Whitehorse Lane, Abergavenny	NP7 5AS
4. Abergavenny	Brewery Yard, Abergavenny	NP7 5SD
5. Abergavenny	Bailey Park, Abergavenny	NP7 5PW
6. Caldicot	Caldicot Country Park, Caldicot	NP26 4HU
7. Monmouth	Cattle Market, Monnow Street, Monmouth	NP25 3EG
8. Usk	Maryport, Maryport Street, Usk	NP15 1RW
9. Usk	Usk Island, Pontypool Rd, Usk	NP15 1SY
<u>2. Town & Community Council public toilets</u>		
10. Caerwent	Main Road, Caerwent	NP26 5BA
11. Caldicot	Jubilee Way Car Park, Caldicot	NP26 4BG
12. Chepstow	Welsh Street, Chepstow	NP16 5JA
13. Chepstow	Castle Dell Car Park, (TIC), Chepstow	NP16 5EY
14. Chepstow	Riverside, Upper Church Street	NP16 5HU
15. Chepstow	Thomas Street, Chepstow	NP16 5DH
16. Gilwern	Crickhowell Road, Gilwern	NP7 0DE
17. Goytre	School Lane, Goytre	NP4 0BL
18. Grosmont	Rear of Town Hall, Grosmont	NP15 2AU
19. Monmouth	Agincourt Street, Monmouth	NP25 3DZ

3. Public Toilets in other MCC buildings

20. Abergavenny	Leisure Centre, Old Hereford Road, Abergavenny	NP7 6EP
21. Abergavenny	Museum, Castle Street, Abergavenny Library, Baker Street, Abergavenny	NP7 5EE
22. Abergavenny		NP7 5DB
23. Caldicot	Leisure Centre, Green Lane, Caldicot	NP26 4BN
24. Caldicot	Caldicot Castle, (April 1 - Oct 31st only)	NP26 4HU
25. Caldicot	Community Hub, Caldicot	NP26 5DB
26. Chepstow	Leisure Centre, Welsh Street, Chepstow	NP16 5LR
27. Chepstow	Community Hub, Bank Street, Chepstow	
		NP16 5HZ
28. Chepstow	Museum, Bridge Street, Chepstow	NP16 5EZ
29. Gilwern	Library, Upper Common, Gilwern	
		NP7 0DS
30. Monmouth	Shire Hall, Agincourt Square, Monmouth	NP25 3DY
31. Monmouth	Leisure Centre, Old Dixton Road, Monmouth	NP25 3DP
32. Monmouth	Museum, Priory Street, Monmouth	NP25 3XA
33. Monmouth	Community Hub, The Rolls Hall, Monmouth	NP25 3BY
34. Tintern	Old Station, Tintern (April 1 - Oct 31st only)	NP16 7NX
35. Usk	Community Hub, 35 Maryport Street, Usk	NP15 1AE

4. Other publicly accessible toilets

36. Tintern	Tintern Abbey, Tintern – CADW owned, (leased to MCC)	NP16 6SE
37. Llanfoist	Friends of Llanfoist Chapel, New Cemetery, Llanfoist	NP7 9LF
38. Monmouth	Bridges Centre, Drybridge Park, Monmouth	NP25 5AS
39. Mitchel Troy A40	Mitchel Troy, Monmouth	NP25 4HY

Note – Unique Property Reference Numbers (UPRN's) submitted to WG 1/2/19, together with Welsh version. Above list detailed with opening hours and facilities available at each facility. Full details on opening hours for each site available here –

<https://www.monmouthshire.gov.uk/monmouthshire-local-toilet-survey>

Appendix B – Member condition survey

Key: A = Acceptable, T = Tolerable, U = Unacceptable

No	Location	Provision				General Repair & cleanliness: Interior				General repair & cleanliness: Exterior			Comments
		M	F	Disabled	Baby	Toilets	Wash hand basins	Walls. Floors	Doors and fixtures	Signage	Opening Hours	Lighting	
1.	Bus station, Abergavenny	Y	Y	Y	Y	A	A	A	A		8:00 - 5.30	A	Ceiling/roof needs attention. High step into ladies. External and internal redecoration needed. The vacated Tourist Information Centre at the bus station – wasted opportunity. The construction of obtrusive hydrogen/electric charging facility in the centre of the car park. Planning approval questioned.
2.	Castle Street, Abergavenny	Y	Y	Y	N	A	A	A	A	A		A	Doors need painting in gents. Glass needs cleaning. Bare electric wires outside.
3.	White Horse Lane, Abergavenny	Y	Y	Y	Y	A	A	A	T	T			Metal access doors, all needs cleaning. Roof in poor condition. Hanging greenery. No signage on disabled toilets and Baby changing. Building in unsatisfactory condition. Render spalling off exterior.

No	Location	Provision				General Repair & Cleanliness: Interior				General Repair & Cleanliness Exterior			Comments
		M	F	Disabled	Baby	Toilets	Wash hand basins	Walls, floors	Doors and fixtures	Signage	Opening hours	Lighting	
4.	Market St. Abergavenny (Brewery yard)	Y	Y	Y	Y (in male and female)	A	A	A	T	A		A	Inadequate water pressure in Disabled toilet. Graffiti on doors. Generous size cubicles. Relatively new build unit.
6.	Caldicot Castle, Country Park	Y	Y	Y	N	A	A	A	U	U	9.00 – 5.00	A	Burnt signage in gents. External door to disabled toilet hanging on two hinges. Poor external condition. Electric charging point inaccessible to vehicles.
7.	Monmouth Cattle Market	Y	Y	Y	Y	A	A	A	A	A	8.00- 5.30	A	Smelly gents toilets. Poor water pressure. Compliments on green wall outside
8.	Usk Maryport Street	Y	Y	Y	Y	A	A	A	A	A	24/7	A	Hooks missing from doors, Glass needs replacement, Ceiling messy. Forbidding.
9.	Usk Island Woodside	Y	Y	Y	Y	A	A	A	A	A		A	Graffiti, broken window over door. Car park needed general tidy up. Damaged noticeboard. Burger bar adjacent
10.	Main Rd, Caerwent	Y	Y	N	N	A	A	A	A	A		A	Steps to enter

No.	Location	Provision				General Repair & Cleanliness: Interior				General Repair & Cleanliness: Exterior			Comments
		M	F	Disabled	Baby	Toilets	Wash Hand Basins	Walls, Floors	Doors and Fixtures	Signage	Opening hours	Lighting	
11.	Jubilee Way, Caldicot	Y	Y	Y	Y	A	A	A	U	U	9.00 – 5.00	A	Wooden surround in ladies very stained. Cobwebs under sink in toilet for disabled. No sign on Gents. Metal ramped access: accumulated rubbish underneath
12.	Welsh Street, Chepstow	Y	Y	Y	Y	T	A	A	A	A		A (Blue lights)	Ivy growing into Gents. Toilets not clean at base. blue lighting installed.
13.	Castle Dell, Chepstow (Tourist Information Centre)	Y	Y	Y	Y	U	T	T	U	U		A	Rodent droppings. Dirty toilets, no hooks on doors, ludicrous car parking signage and machine location. Toilet for disabled in TIS used for storage, inaccessible. Wasted opportunity to generate income.
14.	Riverside, Chepstow	Y	Y	Y	N	A	A	A	A	T		A	Ladies sign missing No baby changing facilities Bags of rubbish alongside.
15.	Gilwern	Y	Y	Y	N	U	T	U	U			U	No signage, no lights in toilets, no locks on doors

No	Location	Provision				General Repair & Cleanliness: Interior				General Repair & cleanliness: Exterior			Comments
		M	F	Disabled	Baby	Toilet	Wash Hand Basin	Walls, Floors	Doors and fixtures	Signage	Opening Hours	Lighting	
16.	Goytre	Y	Y	N	N	A	A	A	A	A	8-6	A	No bin in the ladies toilet. Sanitary towel on window ledge. Smell in the ladies. Twigs and leaves need clearing from car park and access
18.	Agincourt St. Monmouth	Y	Y	N	Y	A	A	A	T	A	8.00 – 5.30	A	Needs redecoration. Steep step to ladies. Baby changing facility is a counter top in Ladies.
19.	Tintern Abbey	Y	Y	Y	Y	A	A	A	A	A	9.00 – 5.30	A	Clean and tidy reflecting the character of the area. Local cleaner.
38.	Mitchel Troy (Trunk Rd)	Y	Y	Y	N	A	A	A	A	A	24/7	A	Poor signage, section of seat missing in ladies (for ten years)

This review, follows an earlier report and has identified numerous failings in the provision of toilets.

- ****No facilities for disabled had a functioning disabled alarm system (red light at Caldicot)****
- The condition of buildings is poor external and internal maintenance is necessary.
- Different agencies involved with cleaning have differing standards, quality of Monmouthshire cleaning noted.
- Chepstow facilities had blue lights installed to deter non-medical drug use
- Signage was often missing or inadequate
- Opening hours were rarely displayed

- Majority of cubicles are of constricted size
- Car charging point not accessible to vehicles
- No facility had a contact number, should cleansing or maintenance be required
- How to access RADAR keys is necessary
- Opportunities to generate income for Monmouthshire County Council are being ignored.
- No charges are made at any facility

Site Visits undertaken at short notice. Review has identified numerous failings in the provision of toilets in Monmouthshire by County Councillors J. Pratt, A. Webb and V. Smith



Name of the Officer completing the evaluation David H Jones Phone no: 01633 644100 E-mail: davidhjones@monmouthshire.gov.uk	Please give a brief description of the aims of the proposal Submission of Local Toilet Strategy to Welsh Government in accordance with statutory requirements
Name of Service area Public Protection	Date May 2019

1. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below.

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Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	The strategy, working with provider partners, aims to protect existing public toilet facilities. This assists more elderly visitors and residents in our towns and parks.	None	Give particular focus on ensuring public toilets provided for elderly persons are suitable and safe
Disability	As above, aim is to protect existing public toilet facilities	None	Give particular focus on ensuring public toilets provided for disabled persons are suitable and safe
Gender reassignment	None at this time. Further consideration will be needed with providers, as the strategy develops	None	N/A

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Marriage or civil partnership	None	None	N/A
Pregnancy or maternity	Providers will be encouraged to provide adequate baby changing facilities, both in public and private toilets.	None	N/A
Race	None	None	N/A
Religion or Belief	None	None	N/A
Sex	None	None	N/A
Sexual Orientation	None	None	N/A
Welsh Language	All publicly accessible toilets have been mapped out, both in English and Welsh. This allows Welsh speakers to access the Welsh version on the national 'Lle' dataset	None	N/A
Poverty	None	None	N/A


2. **Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!





Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	One aim is to encourage private businesses to allow the use of their toilets for public use. This, if achieved, will be a better use of limited resources and supplement the public toilet provision.	N/A
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	N/A	N/A
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	The strategy aims, where possible, to improve the quantity and quality of toilet provision for all. Retaining provision encourages people to take exercise and stay more physically active, (by encouraging people to go out more, in towns, villages and open spaces).	N/A
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	Suitable provision will be more attractive to local residents, businesses and visitors	N/A
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	N/A	N/A

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation</p>	<p>See 'healthier Wales' above. Location maps provided bilingually.</p>	
<p>A more equal Wales People can fulfil their potential no matter what their background or circumstances</p>	<p>The strategy aims to provide adequate facilities where most needed, eg town centres</p>	

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8. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Balancing short term need with long term and planning for the future</p>	<p>The strategy provides an assessment of the current publicly available toilets, and seeks to work with a range of providers to maintain and improve that provision in the future.</p>	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Collaboration</p> <p>Working together with other partners to deliver objectives</p>	<p>The strategy refers to the integral role of our Town & Community Councils, as public toilet providers. Gwent Police have also fed back, noting anti-social behavior associated with public toilets. Delivery of objectives hinges on partnership working.</p>	
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	<p>A public opinion survey was conducted 19/12/18 to 11/1/19, and a public consultation on the strategy ran from February to May 2019. Views from Town Councils, Police, etc. have been incorporated into the strategy.</p>	
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>Liaison with partners aims to seek preventative solutions, eg through discussions with Gwent Police.</p>	
 <p>Integration</p> <p>Considering impact on all wellbeing goals together and on other bodies</p>	<p>Suitable local public toilet provision is important for the well-being of all groups, for parents with babies to older people who may have medical conditions needing ready access to toilets.</p>	

4. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Social Justice, Corporate Parenting and Safeguarding. Are your proposals going to affect any of these responsibilities?

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Social Justice	Public toilets are essential to equitable access to public outdoor spaces		
Safeguarding	Providing safe publicly accessible toilets must be done safely, with suitable lighting and regular maintenance. The strategy aims to ensure both service users and providers (eg cleaning staff) are not exposed to undue risk.	<i>.Safeguarding is about ensuring that everything is in place to promote the well-being of children and vulnerable adults, preventing them from being harmed and protecting those who are at risk of abuse and neglect</i>	
Corporate Parenting	N/A	N/A	

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What evidence and data has informed the development of your proposal?

- Public survey Dec 18 to Jan 19
- Public consultation Feb 19 to May 19
- Assessment of current public toilet provision
- Figures from Well-Being Assessment, PSB, April 2017
- Previous report by 'Public Conveniences Working Group' 2009

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

The draft Local Toilet Strategy provides an assessment of the current toilet provision, and has regard to the input from the public survey & consultation and Gwent Police. Key actions will be monitored and reviewed with partners, notably Town & Community Councils as service providers.

7. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible
Provide a progress report setting out steps taken as a consequence of the strategy.	May 2020, 12 month review	David H Jones
	May 2021, legal requirement	

8. VERSION CONTROL: The Equality and Future Generations Evaluation should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision making process. It is important to keep a record of this process to demonstrate how you have considered and built in equality and future generations considerations wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	Strong Communities Select Committee	13.2.19	Property Services condition survey conducted and included. Officer/Member working group recommended. Rating system recommended.

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2	As above	21.5.19	Need to review emphasised. Two Members nominated to attend Officer/Member working group, to ensure recommendations implemented.

REPORT

SUBJECT: Individual Member Cabinet Report

MEETING: IMCD

DATE: 12th June 2019

DIVISION/WARDS AFFECTED: All

1. PURPOSE:

To approve the interim proposals for the **GIS FUNCTION IN COLLABORATION WITH NEWPORT CITY COUNCIL.**

2. RECOMMENDATIONS:

That Members approve the proposals

3. KEY ISSUES:

- 3.1 GIS is an information system that deals with data management and transactions, as well as standardised reporting (e.g. maps) of changing information. A GIS system can be integrated with other information systems to produce valuable data manage their assets, serve our customers, help us make decisions, and communicate with people. The benefits of a GIS system are as follows

-

Cost savings resulting from greater efficiency. Less drive time by optimizing routes, improving customer service with better location based data and scheduling appointments more efficiently.

Better decision making. We are beginning to realise that making the correct decision about a location is an advantage to the success of our organization. Using spatial data we can make better decisions about location e.g. our estate assets, route selection, zoning, planning, conservation, land use, crime, the environment and security

Improved communication. GIS-based maps and visualizations help people to understand what is happening in a location. They are a simple way of improving communication between different teams, departments, disciplines, professional fields, organizations, and the public.

Better geographic information recordkeeping. We have a responsibility to manage land and street gazetteers, and we also collect and display geographic information for better decision making and communications.

- 3.2 Administration of the GIS ICT systems has been provided by the SRS within a shared service with Gwent police. The other 3 partners of the SRS have retained their GIS function centrally within their organisations. Though a shared GIS service can create staff economies and a greater resilience, it has some disadvantages in that it is remote from the heart of Monmouthshire's business operations and may not respond quickly to a change in business priorities. For this reason, a decision has been made at SRS Board to bring Monmouthshire's GIS team back into the business from 1st June 2019.
- 3.3 The process of disbanding the shared team within the SRS has not resulted in a clean split, and resource shortages within the shared team has resulted in a lack of clear transition path. Monmouthshire is reviewing its GIS strategy, and whilst this review is being undertaken it needs to ensure business continuity within the operational service. Newport City Council has an excellent track record of delivering GIS and data management services, and they have agreed to an interim support arrangement until Monmouthshire has evaluated its vision. The temporary collaboration will assist MCC to prepare its ongoing GIS service with confidence, making the best use of GIS data and analytics to support our business direction.
- 3.4 The proposals are –

- 3.4.1 In the short term (0-6 months) Newport will work with Monmouthshire to provide operational support for GIS/Gazetteer functions alongside the development of a business plan for the overall strategic direction of the GIS function.
 - 3.4.2 Longer term (6-12 months) we will collaborate on the procurement and provision of GIS and Gazetteer ICT systems along with our SRS partners. This will sit alongside the seamless integration of MCC line of business systems into the GIS/gazetteers. This integration will enable us to undertake data analytics on data from integrated systems to identify efficiency savings and inform our future business direction.
- 3.5 These arrangements will be formalized within a suitably costed SLA agreement.

4. REASONS:

- 4.1 Disbanding the current shared GIS service has resulted in some short term skills and resource gaps. The proposal to work in collaboration with Newport City Council to undertake operational routines for our GIS gazetteer and systems will enable us to forward plan our strategy and plan for GIS.

5. RESOURCE IMPLICATIONS:

- 5.1 A member of staff is to be TUPE'd from the SRS into Monmouthshire's Digital Programme Office to work on operational gazetteer maintenance. The remainder of Monmouthshire's contribution to the GIS budget will be returned, and will be used to resource interim arrangements whilst the business plan is being implemented. It isn't anticipated that any additional investment will be required in the short term collaboration. A review of GIS provision will be undertaken once the business plan is in place and resource recommendations made at that point

5.1 CONSULTEES:

Senior Leadership Team

6. BACKGROUND PAPERS:

None

7. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:

- a. The significant equality impacts identified in the assessment (Appendix 1) are summarised below for members' consideration:
There are no significant equality impacts for this interim arrangement
- b. The actual impacts from this report's recommendations will be reviewed every year and criteria for monitoring and review will include: **There are no impacts**

AUTHOR: Sian Hayward – Head of Digital

CONTACT DETAILS:

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Email: sianhayward@monmouthshire.gov.uk



monmouthshire

air fynwy

Future Generations Evaluation

(Includes Equalities and Sustainability Impact Assessments)



<p>Name of the Officer completing the evaluation Sian Hayward</p> <p>Phone no: 07971893998 E-mail: sianhayward@monmouthshire.gov.uk</p>	<p>Please give a brief description of the aims of the proposal To agree interim arrangements for providing operational GIS services</p>
<p>Name of Service Digital & Agile</p>	<p>Date Future Generations Evaluation form completed 20/05/19</p>




1. **Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal.

Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
<p>A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>GIS can enable information on location based services provided within MCC boundaries. This data can be analysed to assist with RPA, better customer information, better decision making and assist with a prosperous Wales</p>	
<p>A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	<p>Location based services can provide data on environmental issues such as fly tipping, boundary reviews, estate assets and information for customers. It can indicate where MCC needs to change and adapt its service provision to support resilience.</p>	<p>Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.</p>
<p>A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood</p>		<p>Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.</p>
<p>A Wales of cohesive communities Communities are attractive, viable, safe and well connected</p>	<p>GIS can provide location based information on crime and disorder and anti-social behaviour aiding community safety.</p>	<p>Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.</p>

Well Being Goal	How does the proposal contribute to this goal? (positive and negative)	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	GIS can provide location based data of socio and economic trends aiding wellbeing...	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	Digital information and services are being improved across our cultural and leisure services, enabling electronic transactions 24/7 through the customer services app, My Monmouthshire.	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.
A more equal Wales People can fulfil their potential no matter what their background or circumstances	GIS will assist people with protected characteristics to access information and services in our rural community. They will also provide better employment opportunities for people working in digital industries.	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.

2. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p>Long-term</p> Balancing short term need with long term and planning for the future	The digital world is moving at pace and is the future of everything we do. This strategy will ensure we reap the benefits of digitisation to capture short term economic and efficiency benefits as well as support investments in emerging and innovative technologies to reap the long term benefits globally, for our local communities and the Council.	
 <p>Collaboration</p> Working together with other partners to deliver objectives	MCC will work in collaboration with its partners in Newport as well as to deliver the GIS technology platforms and apps as well as the cultural changes to thrive in a digital world. Our partners also include existing technology suppliers who work on bespoke requirements for us to make the most of our technology apps and platforms.	

Sustainable Development Principle	How does your proposal demonstrate you have met this principle?	What has been done to better to meet this principle?
 <p>Involvement</p> <p>Involving those with an interest and seeking their views</p>	<p>Our stakeholders include our communities, local businesses, schools, suppliers and employees of MCC. We also have wider stakeholders in supporting central government policy decisions for digitisation. In devising this digital and technology strategy we have gathered evidence from all groups to support our direction of travel and what is important for them in the digital world.</p>	
 <p>Prevention</p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>Implementation of GIS will ensure we keep pace with industry standards and emerging new location based technologies in order to build sustainable digital solutions to assist the business and community to grow. There will be a need for investment in some key areas, though in the digital world the majority of investments reap both economic and efficiency rewards to offset the costs involved. Resources will be assessed on a business case by business case basis.</p>	
 <p>Integration</p> <p>Positively impacting on people, economy and environment and trying to benefit all three</p>	<p>Many location based GIS technologies are targeted at wellbeing issues, from making the most of apps that measure health issues to using AI to assist the most vulnerable to stay in their own homes, or simply for people to access services online. Every aspect of digitisation is intended to assist the wellbeing of our communities; improving inclusion and helping them access the facilities of the council.</p>	

3. Are your proposals going to affect any people or groups of people with protected characteristics? Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	GIS services will assist the elderly to access information and services in a geographic location. Government services can share health, housing and care information for the elderly, enhancing the quality of care. MCC internal digital adult care system will enable workers to have accurate and timely information on client care	No impact	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.
Disability	Digital services will assist people with mobility problems to access information and services.	No impact	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.
Gender reassignment	No impact	No impact	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.
Marriage or civil partnership	No impact	No impact	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.
Race	No impact	No impact	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.
Religion or Belief	No impact	No impact	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.
Sex	No impact	No impact	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.
Sexual Orientation	No impact	No impact	Where any negative impacts are identified the team will seek to address them by taking an inclusive approach.
Welsh Language	GIS communications from MCC systems such as the web site and My Monmouthshire app will be provided in English and Welsh	No impact	The Welsh language will continue to be promoted by the Digital Service through all digitally published material.

4. Council has agreed the need to consider the impact its decisions has on important responsibilities of Corporate Parenting and safeguarding. Are your proposals going to affect either of these responsibilities?

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	The provision of location based digital information services and improved social care apps will assist with the provision of care and information and therefore assist with the safeguarding of vulnerable children and adults. An example of this is sharing information between police, health and care workers in order to provide a more rounded picture of individuals and their care/safety needs.	The purpose of this arrangement is to be inclusive to all therefore no negative impacts are anticipated in relation to this particular group.	We will continue to develop location apps and digital services in order to provide accurate information to carers and families, even in people's homes, to assist with speedier service provision and assessment of needs. Security of data will be enabled by simple electronic security on mobile devices and apps.
Corporate Parenting			

5. What evidence and data has informed the development of your proposal?

There is industry wide evidence that GIS and gazetteer services can be effectively analysed to provide critical data for decision making in geographical areas.

6. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

- i. Digitisation will enable end-to-end customer services and the ability for people to engage and transact with the council at times convenient to them
- ii. The safe sharing of digital data with police and health colleagues will enable a more joined-up approach to care of vulnerable people in our communities
- iii. Increasing the digital skills of our workforce will enable them to pass this knowledge on into communities and families to help them function in this digital world.

7. Actions. As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible	Progress

8. Monitoring: The impacts of this proposal will need to be monitored and reviewed. Please specify the date at which you will evaluate the impact, and where you will report the results of the review.

The impacts of this proposal will be evaluated on:	04/04/2017
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SCHEDULE 12A LOCAL GOVERNMENT ACT 1972 EXEMPTION FROM DISCLOSURE OF DOCUMENTS

Meeting and Date of Meeting: Individual Cabinet Member Decision – 12th June 2019

Report: Non Domestic Rates application for hardship relief

Author: Ruth Donovan

I have considered grounds for exemption of information contained in the background paper for the report referred to above and make the following recommendation to the Proper Officer:-

Exemptions applying to the report:

Local Government Act, Schedule 12A, Part 4;

- 12. Information relating to a particular individual
- 13. Information which is likely to reveal the identity of an individual
- 14. Information relating to the financial or business affairs of any particular person (including the authority holding that information)

Factors in favour of disclosure:

Openness & transparency in matters concerned with the public

Prejudice which would result if the information were disclosed:

Financial Accounts are included in the appendices which shows how much individual is earning and trading figures of the business:

My view on the public interest test is as follows:

Factors in favour of disclosure are outweighed by those against.

Recommended decision on exemption from disclosure:

Maintain exemption from publication in relation to report

Date: 23/05/19

Signed: R. DONOVAN

Post: Assistant Head of Finance

I ~~accept~~ do not accept the recommendation made above

CHIEF OFFICER FOR RESOURCES - ACTING SISI OFFICER

Signed: [Signed by Chief Officer / Head of Service / Chief Executive]

Date: 23/05/19
Insert Date

By virtue of paragraph(s) 4 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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By virtue of paragraph(s) 4 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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SUBJECT:	STAFFING STRUCTURE – LOCAL DEMOCRACY AND BUSINESS SUPPORT
MEETING:	INDIVIDUAL CABINET MEMBER DECISION
CABINET MEMBER:	COUNCILLOR PAUL JORDAN
DATE:	12th June 2019

1. PURPOSE:

To propose staffing changes within the Local Democracy Section and Business Support Teams which will increase the capacity in policy development and scrutiny increasing the support provided to members and improving the robustness of forward planners. This will be done by reducing administrative tasks and capitalising on progress made in recent years with the Modern Government system, the live streaming of meetings and changes to resourcelink.

2. RECOMMENDATIONS:

- 2.1 That a new role of Policy and Scrutiny Officer be created
- 2.2 That 2.47 FTE positions of Democratic Services Officer be deleted
- 2.3 That 2.0 FTE posts of Committee Officer be created
- 2.4 That new 1.6 FTE positions of Member Support Officer be created
- 2.5 That the 0.6 FTE position of Administrative Assistant (Chairman and Leaders) be deleted
- 2.6 That 1.0 FTE positions of Members Secretary be deleted
- 2.7 That the Chairman and Leaders Secretary assumes management responsibility of member support
- 2.8 That the Senior Democratic Services Officer be redesignated as Senior Democracy and Business Support Officer and assumes line management for the Business Support Team

- 2.9 That job descriptions and pay bands within the Business Support Team are consolidated and the two support staff currently part of the Enterprise and Resources directorates are transferred to this central team.
- 2.10 In the event that officers are not successful in securing a position in the new structure or through redeployment, that any redundancy costs will be met from service budgets in the first instance but if this is not possible, that a report be brought to Cabinet seeking funding from reserves.

3. KEY ISSUES:

- 3.1 The Local Democracy Team has benefitted from advances in technology in recent years: The adoption of the Modern Government ICT system has reduced the amount of time it takes to compile agendas, these are no longer printed which has brought about financial savings and a reduction in administrative duties; members expenses are now submitted and approved electronically, and; live streaming means that the production of minutes is easier as democratic services officers are able to refer back to the meeting recording to produce a record of discussions. This means that minutes of some meetings such as Select Committees can be produced after the event.
- 3.2 A report from Wales Audit Office carried out in 2018 has highlighted a lack of capacity in the scrutiny function which has been supported by comments from members. This is likely to be exacerbated as the authority begins to deliver more functions through regional and collaborative arrangements such as the Cardiff Capital Region which will require joint scrutiny.
- 3.3 The Democratic Services Committee has been looking at the extent to which our current arrangements facilitate citizen engagement with local democracy. They have concluded there is a need for fundamental change in how we attract the public in debating major issues. The fifteen minute public open forum provides an opportunity for the public to offer a view on the agenda subject matter or to suggest items for future scrutiny. However, it cannot serve as the only mechanism to engage people in democratic debate. Creating a new Policy and Scrutiny Officer role would enable more to be done to engage people earlier in debating and shaping solutions to the pressing issues in our communities and to secure earlier public involvement in debating potentially contentious issues to identify alternative solutions and secure buy-in where needed.
- 3.4 A new role of Policy and Scrutiny Officer aligned with both the Performance Manager and Scrutiny Manager would facilitate greater focus on assisting officers improve the quality of reports and developing evaluations which would give Cabinet and Council robust evidence about the longer term impact of decisions whilst enabling Select Committees to draw on these evaluations to inform

scrutiny work programmes. This officer would attend committees and other meetings to advise the chair providing enhanced scrutiny capacity. They would assume responsibility for keeping a note of the meeting reducing the need for two officers to be present at Select Committees and enabling a formal minute to be produced from contemporaneous notes and the meeting recording. The minutes of select committee meetings would be produced in a more concise format focusing on lines of questioning, responses and subsequent action points.

- 3.5 The existing role of Democratic Services Officers would be removed and replaced by Committee Officers. The Senior Democratic Services Officer will continue to manage this function and will also assume line management responsibility for the business support team who provide support to senior managers. This will improve alignment between officers and councillors and in particular help improve the robustness and clarity of the forward planner.
- 3.6 A repurposed Member Support Officer role will replace the Members Secretary role and will provide a more professional internal customer support for elected members, acting as a source of information, arranging appointments and members training whilst focusing on broader development which would enhance the experience and professional development of members during their time on Council. This team would provide digital first aid to councillors, championing the use of technology such as Skype and making it easier for members to attend meetings remotely in line with recent changes to the constitution, reducing travel time and the financial costs of meetings. They would also take a more pro-active role and a liaison between officer and political decision-making ensuring earlier and more detailed forward planners to improve involvement and decision-making.
- 3.7 These changes will result in the deletion of some posts. It also sees the creation of new opportunities to take the service forward with refreshed purpose and pace. In the event that colleagues are unsuccessful in securing positions within the new structure, then opportunities will be sought through the council's protection of employment policy. In the event that this is not possible there could potentially be redundancy costs.
- 3.8 Those posts that are being amended or deleted are shown below alongside the present arrangements. Role profiles for those positions which have been substantially amended. Pay bands for new roles are subject to the outcome of job evaluation

As Is

Post	Band	FTE	
Local Democracy Manager	J	1	
Senior Democratic Services Officer	G	1	
Democractic Services Officer	E	2.47	delete
Chairman and Leaders Secretary	E	1.0	
Admin Assistant (Leader and Chairman)	C	0.54	delete
Members Secretary	D	1.0	delete
Scrutiny Manager	I	1	
Administrative Assistant (Enterprise and Resources)	D	1.6	delete
Business Support Officer	E	0.6	
Cost (inc on-costs)			£308,503

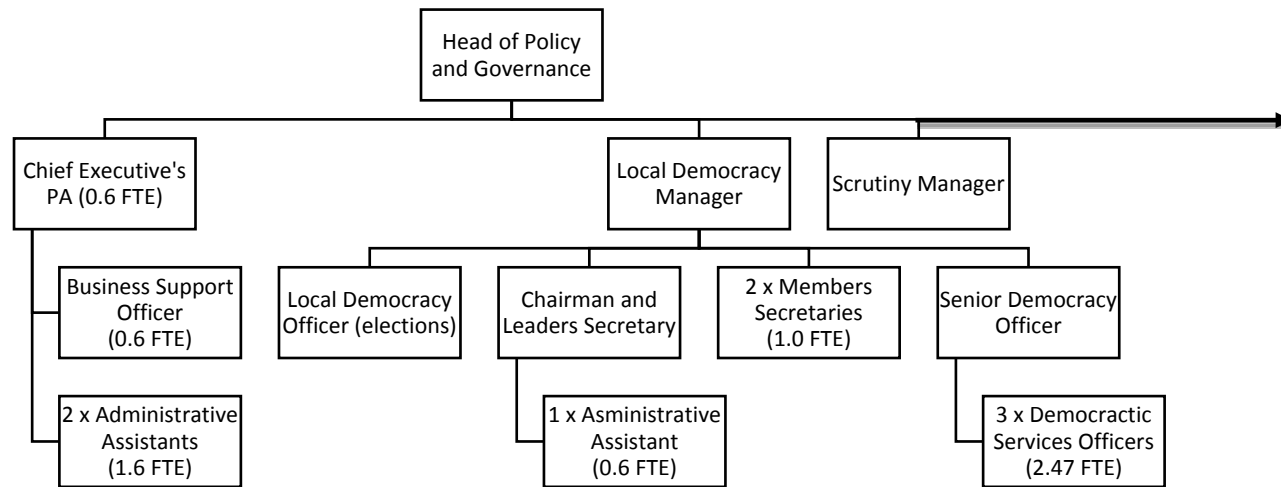
Proposed

Post	Band	FTE	
Local Democracy Manager	J	1	
Senior Democracy and Business Support Officer	G	1	revised role
Committee Officer	E	2.0	new role
Chairman and Leader's Secretary	E	1.0	
Member Support Officer	D	1.54	new role
Scrutiny Manager	I	1	
Policy and Scrutiny Officer	G	1	
Business Support Officer	E	2.2	revised role
Cost (inc on-costs)			£326,969

Job descriptions for the new and revised roles are contained in appendix 1. These are subject to job evaluation. Costs for the proposed structure are shown as scale points applicable in 2019-20. This will rise to £341,426 when all staff reach the top of their scale points. The proposed structure is shown in the diagram below:

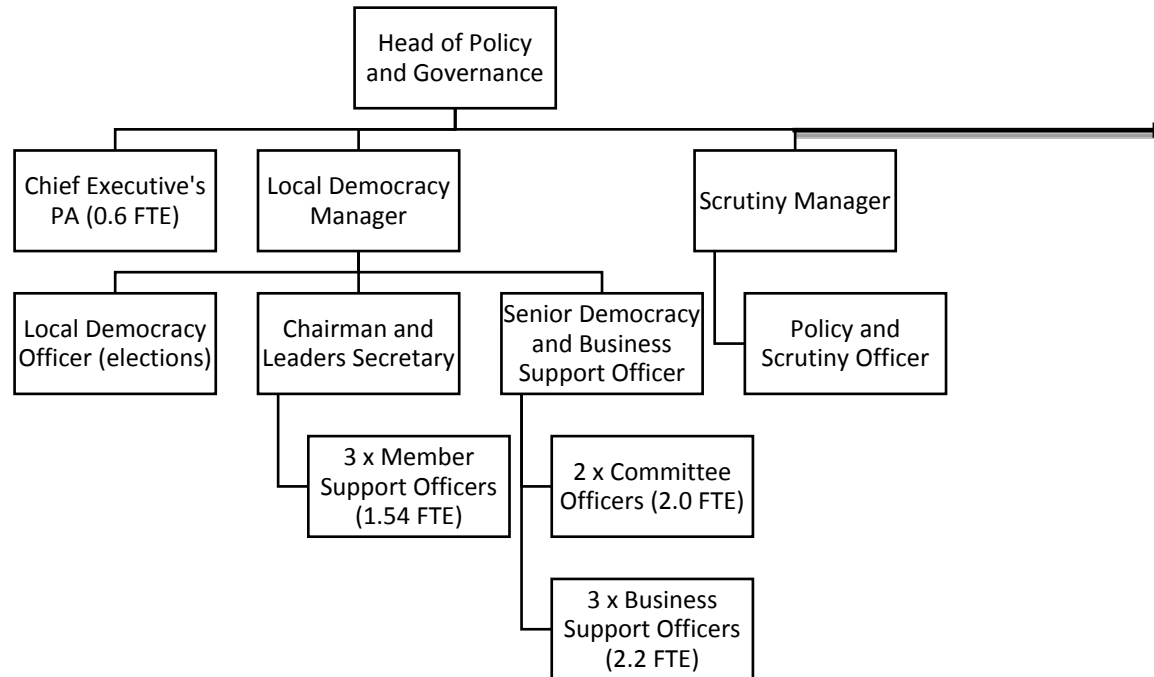
Structure (as is)

(only shows teams affected by the proposals, not all of those within the responsibility of the Head of Policy and Governance)



Structure (proposed)

(only shows teams affected by the proposals, not all of those within the responsibility of the Head of Policy and Governance)



4. REASONS:

To deliver ensure effective staffing arrangements that will enable robust decision-making and scrutiny alongside a professional support service for councillors that maximises the potential of digital technology and offers greater opportunity for member development.

5. RESOURCE IMPLICATIONS:

The changes will result in an increase in costs of £18,468 per full year in 2019-20 rising to £25,321 once all employees reach the top of their respective pay spine. This will be afforded within departmental budgets.

6. WELLBEING OF FUTURE GENERATIONS IMPLICATIONS (INCORPORATING EQUALITIES, SUSTAINABILITY, SAFEGUARDING AND CORPORATE PARENTING)

The report has no direct impact upon front-line services and as a result a full assessment has not been deemed necessary

7. CONSULTEES:

Senior Leadership Team
Cabinet
Unison / GMB
Staff impacted by the changes
People Services
Department Accountant

Staff consultation has resulted in a number of amendments to the draft role profiles that had been produced and shared with staff as part of a two week consultation.

8. BACKGROUND PAPERS:

None

9. **AUTHOR:**
Matthew Gatehouse, Head of Policy and Governance

10. **CONTACT DETAILS:**
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E-mail: matthewgatehouse@monmouthshire.gov.uk

ROLE TITLE:	Policy and Scrutiny Officer (New)
	Permanent
POST ID:	tbc
GRADE:	Band G - (Subject to Job Evaluation)
HOURS:	full-time / part-time (Monday to Friday)

The purpose of this role

To ensure that the council's policy and scrutiny functions provide an effective mechanism to identify and evaluate evidence, improve services and involve people in the scrutiny and decision-making processes.

Expectations and outcomes

To work with members of select committees and officers to contribute to policy development and improve the performance and delivery of council services

To provide advice to committee members using legislative, policy and research expertise by analysing information and providing advice and guidance to members

To assist the development of a scrutiny work programme which is clearly aligned to the priorities and policy framework of the council alongside the issues of greatest importance to the community.

To support improved use of evidence in the evaluation and scrutiny of council services

Your responsibilities are to

- 1) Support the development of the scrutiny work programme, giving regard to the priorities of the council as outlined in the policy framework, alongside issues of importance to local communities. This will involve informal engagement and arranging consultation with key stakeholders, and developing these proposals for scrutiny.
- 2) Support constructive working relations between officers and the council's cabinet and select committees to facilitate meaningful scrutiny.
- 3) Ensure that committees and sub-groups comply with all constitutional and legislative requirements by providing pro-active advice to the committee and officers.
- 4) Provide a concise note of scrutiny meetings which clearly capture the challenge, questioning and any resulting recommendations, ensuring that these are used to inform any subsequent reports to council or cabinet.
- 5) Contribute to any working or sub-groups ensuring that these are well-evidenced and impartial identifying and engaging experts and evidence and producing reasoned, well-written reports with practical recommendations.

- 6) Deliver reviews and evaluations that are well-evidenced, objective and impartial. This involves scoping reviews, project managing reviews, identifying and liaising with key witnesses, evidence gathering in support of scrutiny reviews and producing well reasoned reports with practical recommendations.
- 7) Work effectively with elected members and senior officers using integrity, diplomacy, confidence and sound judgement and act appropriately and in line with the member/officer behaviours protocol. This requires maintaining the confidentiality of personal and sensitive information in a political environment.
- 8) Work with colleagues across the organisation to assist in ensuring that the Council's decision-making is robust, transparent and understandable to the public.
- 9) Attend meetings of select committees, sub-groups, working groups, pre-meetings providing advice and presenting reports as required.
- 10) Provide independent and impartial advice and guidance to select committee members, including guidance on questioning strategies and the discharge of their democratic roles and constitutional and governance issues.
- 11) Assist with the development of partnership working and collaborative scrutiny with other local authorities, public bodies and partner organisations, collecting information and data and preparing issues for discussion.
- 12) Maintain awareness of changes in legislation, policy and practice in respect of the scrutiny function
- 13) To maintain an in-depth and current knowledge of overview and scrutiny and other local government developments, participating in training and development activities to enhance competence within job role.
- 14) Have a commitment to delivering the vision and behaving in accordance with the values of Monmouthshire County Council.
- 15) Maintain safe working practices for self and others, in accordance with the authority's policy statement on Health and Safety at Work.
- 16) Actively support the principles and practice of equality of opportunity as set out in the Council's Equal Opportunity Policy.
- 17) Undertake any ad-hoc duties commensurate with the level of the post.

ROLE TITLE: **Committee Officer (New)**
Permanent

POST ID: tbc

GRADE: Band E – (Subject to Job Evaluation)

HOURS: full-time / part-time (Monday to Friday)

The purpose of this role

To support open and transparent local democracy and governance by providing effective and accurate administration of council meetings by arranging work programmes, agendas, ensuring timely dispatch of information and providing an accurate record of meetings and decisions.

Expectations and outcomes

To work closely with elected members and senior officers of the council to contribute to effective governance and decision making arrangements.

To ensure the effective and timely collation, quality assurance and distribution of agenda for a wide range of meetings

To maintain and working knowledge of the council's constitution to ensure that chairs and members

Your responsibilities are to

- 1) Carry out preparatory work necessary for successful and robust local decision-making, taking the lead on managing the agenda process for meetings and liaising with Chief Officers, Heads of Service, members and senior managers in the organisation.
- 2) Ensure that all documentation (e.g. agendas, decision logs, minutes and public notices) is produced, despatched and published efficiently and on time in accordance with agreed timescales using the Modern Government ICT System.
- 3) Be proactive in advising the chair and members on procedural matters and interpretation of the constitution to ensure effective meetings with clear outcomes
- 4) To be able to provide independent and impartial advice and guidance to select committee members in the absence of the Scrutiny Manager and Policy and Scrutiny Officer, including providing guidance on questioning strategies
- 5) Produce a minute of meetings and accurately record decisions made in accordance with the Council's constitution.
- 6) Initiate the follow-up of agreed actions agreed ensuring that appropriate officers are clear about responsibilities arising from decisions and recommendations.

- 7) Work closely with Business Support Officers to ensure that forward planners look to the long-term, are fully populated and inform effective democratic processes
- 8) Contribute to promoting and developing opportunities for digital services including the effective operation of ICT systems to manage agendas, calendars, reports, decisions and minutes.
- 9) Operating the systems for live-streaming and recording meetings seeking to resolve problems where necessary to ensure that the political process is open and accessible
- 10) Support elected members in all aspects of their role
- 11) Provide support to, and liaise with, a range of committees and outside bodies which have county councillors as part of their membership.
- 12) Working with others to deliver training and support for councillors using ICT and other digital tools that will assist them in performing their roles
- 13) Work with outside bodies, partners and other local authorities for the successful delivery of services.
- 14) Promote increased involvement and engagement with members of the public
- 15) To assist with the administration of elections and electoral registration when required.
- 16) Have a commitment to delivering the vision and behaving in accordance with the values of Monmouthshire County Council.
- 17) Maintain safe working practices for self and others, in accordance with the authority's policy statement on Health and Safety at Work.
- 18) Actively support the principles and practice of equality of opportunity as set out in the Council's Equal Opportunity Policy.
- 19) Undertake any ad-hoc duties commensurate with the level of the post.

ROLE TITLE: **Member Support Officer (New)**
Permanent

POST ID: tbc

GRADE: Band D – (Subject to Job Evaluation)

HOURS: full-time / part-time (Monday to Friday)

The purpose of this role

To employ a pro-active approach to the delivery of business and administrative support to senior managers and elected members of the council including the effective use of technology and management of forward planners.

Expectations and outcomes

To work closely with senior managers and elected members to ensure effective business support which contributes to effective governance and decision-making.

To co-ordinate the flow of communication between senior managers, elected members, community councils and citizens.

To maintain a good knowledge of the technology used by a modern organisation and ensure that this is deployed to maximise the efficient and effective use of capacity and capability time and available capacity.

Your responsibilities are to:

- 1) Work pro-actively with elected members to manage electronic diaries for council meetings and appointments to outside bodies helping ensure efficient use of capacity;
- 2) Assist with travel arrangements for members including attendance at conferences and events
- 3) Arrange, co-ordinate and facilitate meetings on behalf of elected members, leadership team and other senior managers;
- 4) Produce documents to strict deadlines and ensuring a high standard of accuracy and presentation;
- 5) Coordinate and publish the agenda and decision for individual cabinet member decisions in accordance with the constitution and relevant legislation, updating the forward plan and liaising with officers and the business support team to ensure the plan is accurate and reports and submitted on time.
- 6) To arrange and promote civic and fundraising events on behalf of the Chairman of the Council

- 7) To meet civic heads and senior officers and visitors from other organisations on behalf of the chairman and leader.
- 8) To make travel arrangements on behalf of the chairman and effectively co-ordinate attendance at civic events
- 9) Provide assistance in making arrangements for events including venue hire and arrangements for catering and audio-visual equipment where required;
- 10) Be part of a network of officers delivering pro-active responses to queries from internal and external customers which minimises the number of hand-offs required to other parts of the organisations;
- 11) Maintain an awareness of the priorities and key issues being dealt with by the organisation;
- 12) Co-ordinate timely, accurate and considered responses to correspondence on behalf of senior leaders and elected members managing communications and identifying opportunities to improve processes where necessary;
- 13) Provide support with elections including registration and assisting with postal votes
- 14) Dealing with enquiries from community and town councils, ensuring that they understand how to log queries on the My Monmouthshire systems and ensuring a response from officers where necessary
- 15) Respond to e-mails and letters on behalf of elected members and senior managers where necessary;
- 16) Provide information management support for Cabinet and other elected members ensuring effective document management, storage and retrieval in accordance with the General Data Protection Regulation;
- 17) Set up and support the technology for video conferencing and tele-conference calls ensuring that software and hardware is set up in advance of meetings;
- 18) Provide digital first aid to senior managers and elected members to ensure they can maximise the benefits of the available technology and maintain productivity throughout the working week;
- 19) Use financial systems to place orders, pay invoices and maintain oversight of small budgets where required;
- 20) Ensure councillors DBS checks are in place and liaise with the information commissioners office to ensure councillors GDPR registrations are in place
- 21) Deal with Freedom of Information requests related to councillors in accordance with statutory processes and timescales
- 22) Prepare paperwork to ensure that councillors and co-opted members are paid allowances and expenses in line with guidance from the Independent Remuneration Panel for Wales.
- 23) Be able to set up live streaming of meetings and upload meeting recordings to the council's YouTube channel where appropriate.
- 24) Have a commitment to delivering the vision and behaving in accordance with the values of Monmouthshire County Council.

- 25) Maintain safe working practices for self and others, in accordance with the authority's policy statement on Health and Safety at Work.
- 26) Actively support the principles and practice of equality of opportunity as set out in the Council's Equal Opportunity Policy.
- 27) Undertake any ad-hoc duties commensurate with the level of the post.

ROLE TITLE: **Business Support Officer**
Permanent

POST ID: tbc

GRADE: Band E

HOURS: full-time / part-time (Monday to Friday)

Expectation and Outcomes of this Role:-

To work closely with senior managers and elected members to ensure effective business support which contributes to effective governance and decision-making.

To co-ordinate the flow of communication between senior managers, elected members, community councils and citizens.

To maintain a good knowledge of the technology used by a modern organisation and ensure that this is deployed to maximise the efficient and effective use of capacity and capability time and available capacity.

Your responsibilities are to:-

- 1) Manage forward planners for directorate management teams and senior leadership team ensuring that these look to the long-term, are fully populated and are clearly communicated to the local democracy team to inform effective democratic processes;
- 2) Work pro-actively with senior managers to manage diaries and appointments helping ensure efficient use of capacity across the working week;
- 3) Co-ordinate agendas for management teams ensuring that papers are available and clear records of discussions are kept where required;
- 4) Arrange, co-ordinate and facilitate meetings on behalf of leadership team and other senior managers producing agendas and taking minutes;
- 5) To compile and collate complex documents to strict deadlines and ensuring a high standard of accuracy and presentation;
- 6) Compile, type and format reports and documents to the high standards expected by businesses and residents taking an active role in quality assurance and standards;
- 7) Provide assistance in making arrangements for community engagement events including venue hire and arrangements for catering and audio-visual equipment where required;
- 8) Be part of a network of officers delivering pro-active responses to queries from internal and external customers which minimises the number of hand-offs required to other parts of the organisations;
- 9) Maintain an awareness of the priorities and key issues being dealt with by the organisation;

- 10) Co-ordinate timely, accurate and considered responses to correspondence on behalf of senior leaders managing communications and identifying opportunities to improve processes where necessary;
- 11) Respond to e-mails and letters on behalf of Chief Officers where necessary;
- 12) Provide information management support for the leadership team ensuring effective document management, storage and retrieval in accordance with the General Data Protection Regulation;
- 13) Co-ordinate Freedom of Information and Subject Access Requests working closely with the authority's Data Protection Officer;
- 14) Set up and support the technology for video conferencing and tele-conference calls ensuring that software and hardware is set up in advance of meetings;
- 15) Provide digital first aid to senior managers and elected members to ensure they can maximise the benefits of the available technology and maintain productivity throughout the working week;
- 16) Be a digital champion in the field of business administration, maintaining awareness and developing the skills necessary to ensure that officers and members are able to benefit from advances in technology;
- 17) Use financial systems to place orders, pay invoices and maintain oversight of small budgets where required;
- 18) Be able to set up live streaming of meetings and upload meeting recordings to the council's YouTube channel where appropriate.
- 19) Have a commitment to delivering the vision and behaving in accordance with the values of Monmouthshire County Council.
- 20) Maintain safe working practices for self and others, in accordance with the authority's policy statement on Health and Safety at Work.
- 21) Actively support the principles and practice of equality of opportunity as set out in the Council's Equal Opportunity Policy.
- 22) Undertake any ad-hoc duties commensurate with the level of the post.

ROLE TITLE: **Senior Democracy and Business Support Officer**

Permanent

POST ID: tbc

GRADE: Band G – (Revised JD Subject to Job Evaluation)

HOURS: full-time (Monday to Friday)

The purpose of this role

To support open and transparent local democracy and governance by co-ordinating the effective and accurate administration of council meetings, forward planners, actions and decision logs and coordinating administrative support to the senior leadership team to facilitate the effective forward planning of effective working between members and senior officers.

Expectations and outcomes

To co-ordinate close working between elected members and senior officers of the council to contribute to effective governance and decision making arrangements.

To ensure and oversee the effective and timely collation, quality assurance and distribution of agenda for a wide range of meetings involving members and senior leaders

To maintain and working knowledge of the council's constitution to ensure that chairs and members have a clear understanding of the process and procedure underpinning their roles

Your responsibilities are to:

- 1) Manage and coordinate the administration of the councils democratic system and support to the senior leadership team ensuring the effective preparation of agendas and minutes in a timely manner using technology to maximise efficiency
- 2) Provide advice and support to all members on matters of the constitution and other issues pertinent to the activities of members.
- 3) Directly administer and minute council, cabinet, standards committee and political leadership group and any of the other committees to ensure an equal spread of committee coverage by the team.
- 4) Provide line management to Business Support Officers to enable the effective co-ordination of all aspects of support to the senior leadership team
- 5) Ensure that forward planners look to the long-term, are fully populated and inform effective democratic processes
- 6) Ensure that action and recommendations coming out of committees are addressed by the appropriate officer and updates provided to the next appropriate meeting.
- 7) To be responsible for the supervision, training, development, performance management and health and safety for staff supervised and to assist with presiding officer and poll clerk training.

- 8) To have an up-to-date knowledge of legislation pertinent to the role to ensure that the role is performed effectively and to ensure that members of the public, political parties etc. are supplied with correct information.
- 9) Ensure that senior managers and elected members can maximise the benefits of the available technology and maintain productivity throughout the working week;
- 10) Ensure that members are provided with relevant training to enable them to use technology to undertake their roles effectively
- 11) Operating the systems for live-streaming and recording meetings seeking to resolve problems where necessary to ensure that the political process is open and accessible
- 12) Provide support as and when necessary to enable the elections process to operate efficiently and effectively.
- 13) Actively manage and develop the democracy element of the corporate web site to ensure that is accessible and supports and promotes the democratic function of the council.
- 14) Ensure the regular update of members records, register of interests, council year book, and diary, past agendas and reports, lists of background papers and minutes index and all other associated committee administration processes e.g. Standing orders, financial regulations, scheme of delegation, attendance records, members allowances and responsibilities to outside bodies.
- 15) Work outside normal hours from time to time as the demands of the post and emergencies dictate.
- 16) Have a commitment to delivering the vision and behaving in accordance with the values of Monmouthshire County Council.
- 17) Maintain safe working practices for self and others, in accordance with the authority's policy statement on Health and Safety at Work.
- 18) Actively support the principles and practice of equality of opportunity as set out in the Council's Equal Opportunity Policy.
- 19) Undertake any ad-hoc duties commensurate with the level of the post.

ROLE TITLE: Local Democracy Manager
Permanent

POST ID: tbc

GRADE: Band J – (Revised JD Subject to Job Evaluation)

HOURS: full-time (Monday to Friday)

The purpose of this role

To manage the local democracy team ensuring the democratic process, including elections, electoral registration and the administration of the democratic function operates efficiently and effectively and that opportunities for participation in the democratic process at local, regional, national and European level are maximised.

Expectations and outcomes

To ensure the effective operation of Council, Cabinet, Committees and other meetings which are integral to the provision of an effective and transparent democracy function.

To ensure the effective management of elections, electoral registration, boundary changes and associated processes in the county

To ensure the provision of the support to elected members to enable them to fulfil their roles effectively

Your responsibilities are to:

- 1) Manage all elections and referenda which fall wholly or partly within the Monmouthshire County Council area.
- 2) Organise the annual canvass for the accurate compilation of the register of electors.
- 3) Maintain the electoral register for Monmouthshire County Council, including the management of processes for dealing with absent voters, overseas electors, Crown servants etc.
- 4) Keep under review the boundaries of the communities within the Council's area and to give advice on the response to proposals for their constitution, abolition or alteration.
- 5) Manage the administration of the council's committee system including the preparation of agenda's, and minutes and the administrative support to all members.
- 6) Oversee the effective co-ordination of all aspects of support to the senior leadership team
- 7) Manage the budgets for the local democracy service.
- 8) Maintain a working knowledge of the constitution and legislation pertinent to the role
- 9) Ensure the provision of technology and systems necessary to ensure that the political process is open and accessible

- 10) To be responsible for the supervision, training, development, performance management and health and safety for staff supervised directly in the section and to assist with presiding officer and poll clerk training.
- 11) To have an up-to-date knowledge of legislation pertinent to the role to ensure that the role is performed effectively and to ensure that members of the public, political parties etc. are supplied with correct information.
- 12) To act as system administrator for the electoral registration and elections computer system (Pickwick), liaising with the IT department and external supplier to ensure an effective operation. To undertake system upgrades and the testing of new programmes and to implement changes arising from boundary reviews and to be responsible for the accuracy of the database.
- 13) Provide advice and support to all members of the council.
- 14) Monitor and review the political management arrangements of the council, including, including the calculation of political balance, as necessary ensuring the legality and probity of practises and procedures for and at meetings, keeping abreast of and advising on new forma of political management.
- 15) Ensure the regular update of members records, register of interests, council year book, and diary, past agendas and reports, lists of background papers and minutes index and all other associated committee administration processes e.g. Standing orders, financial regulations, scheme of delegation, attendance records, members allowances and responsibilities to outside bodies.
- 16) To be responsible for policy development working with both internal and external partners to increase voter turnout and registration awareness, including outreach work with schools and all traditionally hard to engage sections of the community.
- 17) Develop a comprehensive and cost effective programme of information/publicity initiatives to raise awareness about electoral registration and elections, leading to greater levels of voter registration and public engagement and to project manage publicity campaigns as and when required.
- 18) To be responsible for the preparation of all statistics, benchmarking and other data etc. relating to the electoral register and electoral results including all information required for inclusion in reports to the Electoral Commission. To be responsible for improving service delivery by introducing changes informed by the analysis of data.
- 19) To work outside normal hours from time to time as the demands of the post and emergencies dictate.
- 20) Have a commitment to delivering the vision and behaving in accordance with the values of Monmouthshire County Council.
- 21) Maintain safe working practices for self and others, in accordance with the authority's policy statement on Health and Safety at Work.
- 22) Actively support the principles and practice of equality of opportunity as set out in the Council's Equal Opportunity Policy.
- 23) Undertake any ad-hoc duties commensurate with the level of the post.

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