

# Public Document Pack



County Hall  
Rhadyr  
Usk  
NP15 1GA

Wednesday, 7 November 2018

## Notice of meeting

### Strong Communities Select Committee

Thursday, 15th November, 2018 at 10.00 am,

*Please note that a pre meeting will be held 30 minutes before the start of the meeting for members of the committee.*

### AGENDA

Item No	Item	Pages
<b>PART A – SCRUTINY AND CRIME DISORDER MATTERS</b>		
No matters to discuss		
<b>PART B – STRONG COMMUNITIES SELECT COMMITTEE</b>		
1.	Apologies for absence	
2.	Declarations of Interest	
3.	Public Open Forum	
4.	Usk in Bloom - Performance Report	Verbal Report
5.	Public Protection Performance Report	1 - 22
6.	Litter Strategy	23 - 60
7.	To confirm minutes of the previous meeting	61 - 66
8.	Strong Communities forward work programme	67 - 70
9.	Cabinet & Council forward work programme	71 - 76
10.	To note the date and time of next meeting as Thursday 6th December 2018 at 10am	

---

**Paul Matthews**

**Chief Executive / Prif Weithredwr**

MONMOUTHSHIRE COUNTY COUNCIL  
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillors:

J.Pratt  
A. Webb  
L.Dymock  
L.Jones  
R.Roden  
L. Guppy  
V. Smith  
A. Easson  
R. Harris

## Public Information

### Access to paper copies of agendas and reports

A copy of this agenda and relevant reports can be made available to members of the public attending a meeting by requesting a copy from Democratic Services on 01633 644219. Please note that we must receive 24 hours notice prior to the meeting in order to provide you with a hard copy of this agenda.

### Watch this meeting online

This meeting can be viewed online either live or following the meeting by visiting [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk) or by visiting our Youtube page by searching MonmouthshireCC.

### Welsh Language

The Council welcomes contributions from members of the public through the medium of Welsh or English. We respectfully ask that you provide us with adequate notice to accommodate your needs.

# Aims and Values of Monmouthshire County Council

## Our purpose

Building Sustainable and Resilient Communities

### Objectives we are working towards

- Giving people the best possible start in life
- A thriving and connected county
- Maximise the Potential of the natural and built environment
- Lifelong well-being
- A future focused council

## Our Values

**Openness.** We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

**Fairness.** We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

**Flexibility.** We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

**Teamwork.** We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.

## Monmouthshire Scrutiny Committee Guide

### Role of the Pre-meeting

1. Why is the Committee scrutinising this? (background, key issues)
2. What is the Committee's role and what outcome do Members want to achieve?
3. Is there sufficient information to achieve this? If not, who could provide this?
  - Agree the order of questioning and which Members will lead
  - Agree questions for officers and questions for the Cabinet Member

### Questions for the Meeting

#### Scrutinising Performance

1. How does performance compare with previous years? Is it better/worse? Why?
2. How does performance compare with other councils/other service providers? Is it better/worse? Why?
3. How does performance compare with set targets? Is it better/worse? Why?
4. How were performance targets set? Are they challenging enough/realistic?
5. How do service users/the public/partners view the performance of the service?
6. Have there been any recent audit and inspections? What were the findings?
7. How does the service contribute to the achievement of corporate objectives?
8. Is improvement/decline in performance linked to an increase/reduction in resource? What capacity is there to improve?

#### Scrutinising Policy

1. Who does the policy affect ~ directly and indirectly? Who will benefit most/least?
2. What is the view of service users/stakeholders? Do they believe it will achieve the desired outcome?
3. What is the view of the community as a whole - the 'taxpayer' perspective?
4. What methods were used to consult with stakeholders? Did the process enable all those with a stake to have their say?
5. What practice and options have been considered in developing/reviewing this policy? What evidence is there to inform what works?
6. Does this policy align to our corporate objectives, as defined in our corporate plan?
7. Have all relevant sustainable development, equalities and safeguarding implications been taken into consideration? For example, what are *the procedures that need to be in place to protect children*?
8. How much will this cost to implement and what funding source has been identified?
9. How will performance of the policy be measured and the impact evaluated.

### Questions for the Committee to conclude...

Do we have the necessary information to form conclusions/make recommendations to the executive, council, other partners? If not, do we need to:

- (i) Investigate the issue in more detail?
- (ii) Obtain further information from other witnesses – Executive Member, independent expert, members of the local community, service users, regulatory bodies...
- (iii) Agree further actions to be undertaken within a timescale/future monitoring report...

### General Questions....

#### Empowering Communities

- How are we involving local communities and empowering them to design and deliver services to suit local need?
- Do we have regular discussions with communities about service priorities and what level of service the council can afford to provide in the future?

### *Service Demands*

- How will policy and legislative change affect how the council operates?
- Have we considered the demographics of our council and how this will impact on service delivery and funding in the future?

### *Financial Planning*

- Do we have robust medium and long-term financial plans in place?
- Are we linking budgets to plans and outcomes and reporting effectively on these?

### *Making savings and generating income*

- Do we have the right structures in place to ensure that our efficiency, improvement and transformational approaches are working together to maximise savings?
- How are we maximising income? Have we compared other council's policies to maximise income and fully considered the implications on service users?
- Do we have a workforce plan that takes into account capacity, costs, and skills of the actual versus desired workforce?

<b>SUBJECT:</b>	<b>PUBLIC PROTECTION 2018/19 PERFORMANCE REPORT, first six months</b>
<b>MEETING:</b>	<b>Strong Communities Select Committee</b>
<b>DATE:</b>	<b>15<sup>th</sup> November 2018</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>All</b>

## 1. PURPOSE:

- 1.1 To undertake scrutiny of service delivery across Public Protection services in the first six months of the 2018/19, with comparison to previous years. The Public Protection division comprises of Environmental Health, Trading Standards & Animal Health and Licensing.

## 2. RECOMMENDATIONS:

- 2.1 To consider and comment on the contents of the attached report – Appendix A - entitled 'Public Protection Performance report 2018/19, first 6 months'.
- 2.2 Members receive one annual performance report in future years, to be scheduled in May of each year. In this way, Officers will be able to avoid duplication by sourcing performance information from annual statutory returns. The Division's 2018/19 performance would therefore be reported to this Committee in May 2019.
- 2.3 Members receive one further report each year, to focus on a specific area of interest, adding value to service prioritisation. Officers will be guided by Members as to their particular areas of interest. On this occasion, a service focus on a Trading Standards topic will supplement the six month performance report.

## 3. KEY ISSUES:

- 3.1 In January 2015 Cabinet requested that Public Protection performance was reviewed regularly by this Committee to assess progress over time. As a consequence six monthly reports have been provided to Strong Communities Select committee, together with annual reports to Licensing & Regulatory committee. As per recommendation 2.1 above, it is suggested this becomes one annual report, noting services are largely compliant with regulatory expectations, and customer satisfaction levels are typically high.
- 3.2 The attached report summarises performance over the first six months of 2018/19, and highlights the following -
- The four service teams, for the vast majority of the services they deliver, meet the Authority's legal obligations in relation to Public Protection services.

- As detailed in Appendix A, there has been an increase in reactive work over the first months of 18/19, to the detriment of some of our proactive work. An example would be a 29% increase in Public Health service requests equates to less proactive private water supply work, (as both functions provided by same Officers). Managers will continue to prioritise workloads and improve performance where required.
- Annual reports will continue to be made to this Committee to assess performance over time and help inform future priorities, noting the competing demands.
- Services may struggle to take on any new statutory duties that protect the public and the environment, and therefore funding must be sought to support any new work.
- Future strategies for sustaining Public Protection services will be developed, (to include further income generation and collaboration), locally, regionally and nationally.
- Services will improve linkages to the Authority's Corporate Business Plan 2017/22 and other key drivers, for example the Chief Medical Officer Wales' priorities.

#### **4. REASONS:**

- 4.1 The Cabinet decision log from 7<sup>th</sup> January 2015 stated:- 'Noting the continually changing legislative landscape in the future, it was decided Strong Communities Select Committee would receive six monthly performance reports on Public Protection services'. This is supplemented by an annual report to Licensing & Regulatory committee.

#### **5. RESOURCE IMPLICATIONS:**

None as a consequence of this report.

#### **6. WELL-BEING OF FUTURE GENERATIONS IMPLICATIONS, (incorporating Equalities, Sustainability, safeguarding and corporate parenting).**

Assessments were previously completed for the Cabinet report 7<sup>th</sup> January, 2015. This report only serves to update the position in relation to performance 3 ½ years on, and therefore does not require a further assessment.

#### **7. CONSULTEES:**

Public Protection service managers  
Chief Officer, Social Care, Safeguarding & Health

#### **8. BACKGROUND PAPERS:**

Report to Cabinet, 7<sup>th</sup> January 2015, entitled 'Review of Service Delivery in Public Protection Department'.

#### **9. AUTHOR:**

David H Jones, Head of Public Protection

#### **10. CONTACT DETAILS:**

Tel: 01633 644100 E-mail: [davidhjones@monmouthshire.gov.uk](mailto:davidhjones@monmouthshire.gov.uk)



**REPORT TO STRONG COMMUNITIES SELECT COMMITTEE**  
**PUBLIC PROTECTION 2018/19, FIRST SIX MONTHS, PERFORMANCE REPORT**

**1. INTRODUCTION**

1.1 In 2015 Cabinet requested that Strong Communities Select Committee receive six monthly performance reports on Public Protection services. Members wished to review the impact on performance of budget reductions implemented since April 2014. Annual performance is also reported through Licensing & Regulatory committee.

1.2 The Public Protection division comprises four distinct teams -

- (i) Environmental Health, Commercial
- (ii) Environmental Health, Public Health
- (iii) Licensing
- (iv) Trading Standards & Animal Health

**2. PURPOSE**

2.1 The purpose of Public Protection services can be summarised as follows –

- a. Protect people from harm and promote health improvement.
- b. Promote a fair and just trading environment for the public and businesses.
- c. Improve the local environment to positively influence quality of life and promote sustainability.
- d. Ensure the safety and quality of the food chain to minimise risk to human and animal health.

2.2 These four outcomes contribute to Wales' seven well-being goals. They directly help achieve a more prosperous, resilient, healthier and more equal county. It also resonates with this Council's Corporate Business Plan 2017/22, approved in February 2018, which sets out our priorities under the current administration to 2022.

### 3. RESOURCES

#### 3.1 Staff resource

(i) Environmental Health – Commercial:-

- 6 Environmental Health Officers, 5.4 FTE's (Full Time Equivalents)
- 3 Commercial Services Officers, 2.1 FTE's
- 1 Systems Administrator, 1 FTE

(ii) Environmental Health – Public Health:-

- 5 Environmental Health Officers, 5 FTE's
- 2 Enforcement Officers, 1.6 FTE's

(iii) Licensing:-

- 5 Licensing Officers, 4 FTE's

(iv) Trading Standards & Animal Health:-

- 3 Trading Standards Officers, 3 FTE's
- 1 Senior Fair Trading Officer, 1 FTE
- 1 Fair Trading Officer, 1 FTE
- 1 Senior Animal Health Officer, 0.45 FTE (Other 0.55 FTE Regional Co-ordination role funded by WHoTS)
- 1 Animal Health Officer, 1 FTE
- 1 Feed/Animal Health Officer, 1 FTE (Temporary to 31<sup>st</sup> March 2020)

(v) Support team:-

- 5 Support Officers, 4.1 FTE's

Above staff resource adds up to a total of 35 staff, 30.65 Full Time Equivalents. The Public Protection division also comprises the Authority's Registrar and Corporate Health & Safety services, but this report covers 1.2 services only, as directed by Members in January 2015.

### 3.2. Financial resource

The total budget for 2018/19 across the four services, with Support team costs spread across the professional teams, was just over £1.3 million. This can be broken down as follows –

Budget (net, after income)	
Environmental Health – Commercial	£448,564
Environmental Health – General public health	£391,080
Trading Standards & Animal Health	£337,704
Licensing	£23,056
Management & generic costs (eg software)	£112,596
<b>Total</b>	<b>£1,326,476</b>

The reported budget position at the half way period of 2018/19, was a predicted underspend for 2018/19 of £8,300, which represents less than 1% of the total annual budget.

### 4. PERFORMANCE

- 4.1 Internal performance monitoring – the four teams within Public Protection each complete an annual Business Service Plan. These outline annual targets, specific projects etc. and progress is reviewed regularly both by the teams themselves and Departmental Management Team.
- 4.2 External reporting – regular returns are made to the Food Standards Agency, Health & Safety Executive, Chartered Institute of Environmental Health, Drinking Water Inspectorate, Welsh Government and other organisations.
- 4.3 The Licensing section contributed to the Wales Audit Office’s (WAO) review of the Authority’s ‘safeguarding’ arrangements. WAO commented on our Taxi Driver Policy and a ‘home to school’ recommendation was referred to our Passenger Transport Unit.

4.4 **2018/19 performance, first 6 months** (and comparison to previous years)

The right hand columns summarises performance during the first six months of 2018/19 year. The left hand columns cover the previous 3 years, to enable comparisons to be made.

The following table summarises performance data from the four service teams.

**Figure One**

<b><u>Service</u></b>	<b><u>2014/15 performance</u></b>	<b><u>2015/16 performance</u></b>	<b><u>2016/17 performance</u></b>	<b><u>2017/18 performance</u></b>	<b><u>2018/19 Performance First 6 Months</u></b>
<b>Environmental Health (Commercial)</b>					
Food safety full inspections	551 (100% of these programmed)	510 (100%)	502 (100%)	513 (100%)	212 on target
Other interventions – sampling, verification etc (Not H & S)	304	379	483	427	358
Total	855	889	985	940	570
Inspection within 28 days of scheduled date	88%	95%	88.4%	87%	83%
Number of new businesses opened	124	138	130	110	63

Broadly compliant food businesses (high risk)	88.5%	89.0%	90.4%	94.3%	94.3%
Broadly compliant food businesses – All	93.8%	94.0%	95.2%	97.4 %	97.8%
Service Requests - food safety	503 400 within 3 working days=79.5%	569  Total SR's 1169	718 (86% within target time)  Total SR's 1340	736  Total SR's 1350	397 (86.4% within 3 working days)  Total SR's 810
Food Hygiene training	196	239	219	257 food handlers trained.	116 food handlers trained
Communicable Diseases cases dealt with	194	183	171 (4 outbreaks and one fatality)	183	129 including Typhoid outbreak
Health and Safety notifications		NR	63 accident, 33 major events	54 accidents, of which 9 reportable (serious injuries) 24 visits re asbestos also undertaken in the year.	26 accident and 2 asbestos ones. 5 serious investigated. 6 events reviewed
Notices served		3 notices served	10 notices served		6 notices served (gas and electricity)
<b>Environmental Health (General public health)</b>					
Housing service requests (SR'S)	153 Total 128 within 3 working days=83.7%	167 Total 135 within 3 working days = 80.8%	138 Total 127 within 3 working days = 92%	153 Total 133 within 3 working days = 86.9%	79 Total 66 within 3 working days = 83.5%
Noise	341 Total 297 within 3 working days=87.1%	305 Total 277 within 3 working days = 90.8%	363 Total 318 within 3 working days = 87.6%	321 Total. 271 within 3 working days = 84.4%	251 Total. 205 within 3 working days = 81.7%

	221 closed within 3 months= 64.8%	130 closed within 3 months = 42.6%	188 closed within 3 months = 51.8%	173 closed within 3 mths = 53.9%	113 closed within 3 mths = 45%
Statutory nuisance, excluding noise	198 Total 180 within 3 working days=90.9%	148 Total 131 within 3 working days = 88.5%	179 Total 152 within 3 working days = 84.9%	142 Total. 122 within working 3 days = 85.9%	111 Total. 91 within working 3 days = 82%
	140 closed within 3 months=70.7%	75 closed within 3 months = 50.7%	84 closed within 3 months = 46.9%	83 closed within 3 mths = 58.4%	56 closed within 3 mths = 50.5%
Environmental Protection (fouling, littering, fly tipping etc.)	345 Total 314 within 3 working days=91%	255 Total 233 within 3 working days = 91.4%	475 Total 448 within 3 working days = 94.3%	478 Total. 440 within 3 working days = 92.1%	249 Total. 230 within 3 working days = 92.4%
	222 closed within 3 months=64.3%	174 closed within 3 months = 68.2%	341 closed within 3 months = 71.8%	302 closed within 3 months = 63.2%	172 closed within 3 months = 69.1%
Pest Control	95 Total 84 within 3 working days=88.4%	Total 104 85 within 3 working days = 81.7%	Total 74. 51 within 3 working days = 69%	Total 71. 54 within 3 working days =76%	Total 53. 43 within 3 working days =81.1%
<b>Licensing</b>					
Applications dealt with by Licensing	1905 (which includes 382 Temporary Event Notices requiring a 24 hour turnaround.	1945 (this increased figure also includes all monetary transactions).	1645 (which includes 423 Temporary Event Notices (TENs) requiring a 24 hour turnaround	1668 which includes 383 TENs requiring a 24 hour turnaround	888 which includes 289 TENs requiring a 24 hour turnaround (an increase of 21 TENs for the same period of the previous year)
Inspections carried out	624 inspections carried out (274 of which were risk	529 inspections carried out (240 of which were risk	508 inspections carried out (120 of which were risk	329 inspections carried out (261 of which were risk	128 inspections carried out (100 of which were risk

	rated premises for alcohol, entertainment and late night refreshment)	rated premises for alcohol, entertainment and late night refreshment)	rated premises for alcohol, entertainment and late night refreshment)	rated premises for alcohol, entertainment and late night refreshment)	rated premises for alcohol, entertainment and late night refreshment)
Service Requests carried out	932 service requests were carried out (847 - 91% - with a 3 day turnaround for first response).	740 service requests were carried out (679 - 92% - with a 3 day turnaround for first response).	879 service requests were carried out (816 - 92% - with a 3 day turnaround for first response).	868 service requests were carried out (784 - 90% - with a 3 day turnaround for first response – on target).	452 service requests were carried out (427 - 94% - with a 3 day turnaround for first response – on target). An increase of 53 service requests for the same period of the previous year
<b>Trading Standards and Animal Health</b>					
Trading Standards Visits	192	317	176	110	77
Trading Standards Complaints/Advice	669	540	428	452	210
Citizens Advice Consumer Service	419 Referrals 1158 Notifications	410 Referrals 1069 Notifications	285 Referrals 785 Notifications	302 Referrals 808 Notifications	193 Referrals 376 Notifications
Animal Health Visits	290	311	411	258	110
Animal Health Complaints/Advice	251	186	298	264	118
Inspections at our: High Risk premises, Upper Medium premises.	92% (13/14) High Risk 46% (12/16) Upper Medium	95% (57/60) Inspection programme intel led	No formal programme of inspection this year. Intel approach with focus on safeguarding	23% (25/107)	No formal programme of inspection due to other pressures

			in particular medical devices.		including loss of Feed officer now replaced.
Feed Law Enforcement	62% High Risk (116/186)	103% of new externally funded feed programme. 156 Inspections	118% - 223 Inspections	100%	10% - 134
Programmed animal health inspections	100%	100% (14 High) 40% Overall Programme	No formal programme of inspection this year	10% (30/294)	No formal programme of inspection due to long term sickness – 2 emergency appointments now in post
New Business Visits	26% TS 10% AH	76% TS 90% AH	52% TS 58% AH	56% TS 59% AH	24% TS (12/50) 56% AH (5/9)
Animal Welfare Complaints	92.5% within target response time	96% within target response time	90.4% within target response time	91.4%	92.2%
Vulnerable Scam Reports	Not reported	35 visits contact with 119 individuals	9 visits contact with 121 individuals	10 visits contact with 135 individuals	12 visits contact with 149 individuals
<b>Other</b>					
<b>Freedom of Information Requests (PP Total)</b>	77	85	61	51	66
<b>Events requiring advice via Safety Advisory Group</b>	110	94	102	137	79 (an increase of 21 for the same period of the previous year)

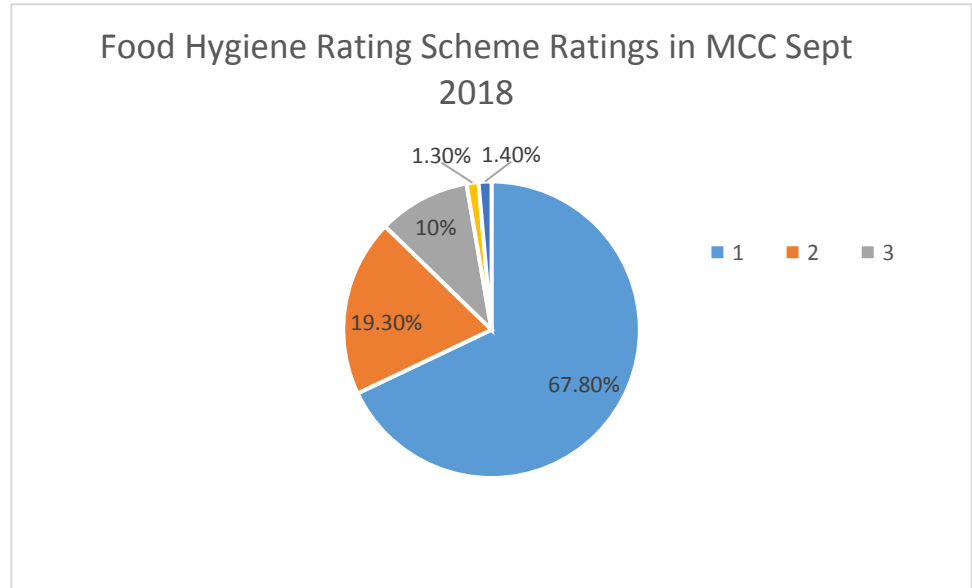


## 5. ANALYSIS AND ACTIVITY IN FIRST 6 MONTHS OF 2018/19

### 5.1 Environmental Health – Commercial

#### 5.1.1 Food safety (food hygiene and food standards)

The Commercial team has a strong commitment to balancing our statutory work with our innovative income generating work. We are maintaining our record of inspections within target times with minor fluctuations depending on pull on the team's resources. As a result of our interventions, there has been a year on year increase in the number of high scoring premises under the Food Hygiene Rating scheme. We also promote top scoring food businesses on social media. Anecdotal evidence shows a top food hygiene score can increase a small food business income by up to £300 a week. Much work is being done with other LA's to preserve the integrity of the mandatory Welsh Food hygiene rating scheme with the proposals by the FSA on Regulating our Future.



We have had a prosecution with regards food hygiene so far this year receiving costs. Prosecution is a 'last resort' but sends out a useful signal to all other businesses that action will be taken when advice is not heeded.

Access - this innovative scheme is now in its 5<sup>th</sup> year, whereby a charge is made for supplementary advisory visits. Feedback from business shows that the service is very effective in increasing confidence and having a beneficial effect on the food hygiene rating. The service is particularly effective for new businesses whose owners may not have encountered enforcement Officers before. It establishes a better relationship and, through better compliance, the county gets safer food businesses. We have expanded it to any function of advice that a business may require or request.

Food standards - Officers continue to provide legal advice on allergen declarations in food, protecting affected persons and are currently co-ordinating a Gwent wide speciation survey looking at miss described meat.

Food sampling- the food team carries out regular sampling surveys of food made and sold in Monmouthshire, in line with national guidance and topical issues.

Primary Authority- Officers carry out work as contacts for primary authority companies. The legal requirements relating to allergen declarations etc continues to result in more contact with the Officers, including the investigation of reported incidents. The team have sought to increase partnerships and have done so with Stonegate Pubs, now approved by the Secretary of State, and with the Nationwide Caterers Association.

#### 5.1.2 Communicable disease control

The majority of cases for investigation are Campylobacter and Salmonella and are individual, sporadic cases. Cases of Cryptosporidium and E. Coli have also been notified. The team has investigated a number of viral outbreaks in schools, care homes and a hospital, thus protecting the most vulnerable groups in Monmouthshire. It is necessary to investigate the cause, spread and duration of viral illnesses in order to eliminate other sources of illness such as foodborne illness.

The investigation of three cases of hospitalised typhoid by Officers of the team found them to be connected via travel from a local school. Salmonella Typhi is contracted via ingestion of the pathogen via infected water and food. Our involvement and advice has led to improvements to hygiene and potable water supplies to travelling groups hiking in the outdoors, in this case the Himalayas.

#### 5.1.3 Health and Safety at Work

Beverage Gas Safety was a national priority for intervention in 17/18 (HSE). It continues with enforcement actions being taken in premises where there has been found to be safety breaches that could lead to personal injury.

Fisheries (7) - following last year's fatality in Monmouthshire, all fisheries have been visited. Focus on protection of children and vulnerable people in these settings.

We are assisting the public health team with enforcement of Private water supplies and actively capturing information on the database for more efficient use of time.

#### 5.1.4 Income generation

Although a regulatory function, the EH Commercial team are leading the field in Wales for innovative income generation. Further ideas are being developed and implemented, for example our MAPP (Monmouthshire Alternative to Prosecution Policy). We continue to try and think 'outside the box' and seek new income opportunities.

## **5.2 Environmental Health – Public Health**

### **5.2.1 Housing**

In 18/19 the team have continued to provide an effective and early response to complaints and requests for advice in the private rented sector. A total of 79 enquiries have been received with 66 of these responded to within 3 working days (83.5%). Enquiries can be regarding a range of concerns including threat of landlord harassment / unlawful eviction but generally relate to concerns with the condition of the rented property. Out of these enquiries a total of 34 dwellings were inspected with 35 category 1 hazards (most serious) and 61 category 2 hazards identified. Of the total of 96 hazards a high percentage relate to damp, cold, falls between levels and fire safety issues.

In the 34 inspections, 53 adults and 26 children were exposed to significant hazards, with 17 of those adults and 3 children protected by landlords undertaking remedial works by 30/9/18. Officers engage with landlords, make clear their responsibilities under the Housing legislation and seek their cooperation to undertake the required works to remove the hazards identified. A range of enforcement actions are available and used where landlords do not cooperate such as the service of Improvement Notices.

The team is being active in fulfilling the Council's responsibilities in promoting and supporting Rent Smart Wales (RSW) with regard to the registration and licensing of landlords, which has been a requirement in Wales since 23<sup>rd</sup> November 2016. At the end of Q2 there were 4381 registered rental properties in the County, (social landlords not included).

### **5.2.2 Noise**

The complaint level in the first 2 quarters of 18/19 increased substantially by 20.6% compared to the same period in 17/18, with a total of 251 complaints received compared to 208 previously. This may be linked to the long hot summer period. Dog barking and loud music continue to be the greatest source of annoyance to our residents.

Despite the substantial increase in complaints, our initial response times remain high at 81.7% within 3 working days and the case closure rates within 3 months remains at around 50%.

The team is also involved in a lot of proactive work with organisers of the various concerts / music events held throughout the County and also the ongoing A465 dual carriageway construction scheme. This proactive work helps ensure that music events can progress, to the enjoyment of the many who attend, with hopefully minimal impact on the residents living nearby.

### 5.2.3 Environmental Protection

The high number of complaints received in the last couple of years has continued to be sustained in 18/19 particularly the number of abandoned vehicles with 106 received reflecting the low value of scrap metal.

Initial response times are very high at 92.4% and case closure rates within 3 months remain at between 60 to 70%.

The 'Give Dog Fouling the Red Card' scheme led by the team together with the Waste and Street Cleaning section, designed to empower local communities to deal with local fouling problems, has progressed into its fourth year with the number of participating Town and Community councils increasing to 22. Members report that dog fouling has generally reduced in their areas, although 'hot spots' persist, and complaints to the team have shown some reduction since commencement of the scheme:

13/14 – 169 complaints

14/15 – 147 complaints

15/16 – 92 complaints

16/17 – 121 complaints

17/18 – 106 complaints

18/19 – 40 complaints Q1 +Q2.

One fixed penalty notice served, with payment received, for a littering offence from a vehicle.

### 5.2.4 Private Water Supplies

The team has the responsibility for fulfilling the Council's duty of risk assessing all 'large' and 'small' private water supplies (PWS), where water is intended for human consumption. Improvements are undertaken where necessary to ensure a wholesome and sufficient water supply is provided. We currently have 128 'small' and 55 'large' supplies, the vast majority of which have received an initial risk assessment, although because of a change in Regulations at the end of 2017 approximately 20 'new' supplies require an initial assessment. Of those supplies that have been previously assessed 54 require follow up action to ensure required works have been undertaken and 31 are waiting a further risk assessment which the legislation requires to be done every 5 years. Progress in dealing with these is very slow:

- Supplies awaiting first inspection - 26. Of these 1 undertaken.
- Supplies awaiting follow up visit to check required works - 54. Of these 7 undertaken.
- Supplies awaiting a 2<sup>nd</sup> Risk Assessment - 31. Of these 3 undertaken.

The team is not currently fulfilling its inspection duties. This work is targeted as a priority in Q3+Q4 where, hopefully, the typical seasonal reduction in general complaints received by the team will enable time to be spent on this very important area of proactive work.

#### 5.2.5 Pest Control

Complaint levels remain very similar with 53 received to date compared with 71 in 17/18.

#### 5.2.6 Construction

Engagement with the developers of the A465 dual carriageway and electrification of the South Wales main rail line has continued, and also in progress with the proposed M4 development. Our interest is to ensure that the contractors do all that can be reasonably expected to control noise, dust and air pollution levels. A substantial work commitment is needed in these areas which is generally not reflected in the Service Request statistics, with successful engagement hopefully resulting in low complaint numbers.

#### 5.2.7 Air Quality

The team is on target to complete the 36 visits planned for 18/19 of the industrial permitted sites and petroleum certified sites which we have responsibility for from a pollution legislation perspective.

We continue to monitor traffic related pollution (nitrogen dioxide) in our 4 major towns and provide advice in regular meetings of the steering groups in the Chepstow and Usk Air Quality Management areas. There is just 1 location in the County, on Hardwick Hill, Chepstow, where nitrogen dioxide levels continue to exceed the objective level set by legislation.

In the summer holiday of 2018 Environmental Health installed a continuous air quality sensor at Chepstow Comprehensive and Usk Schools. The sensor can continuously monitor nitrogen dioxide, sulphur dioxide, carbon monoxide, ozone, air temperature, humidity, and pressure and both the schools and Environmental Health can view the live data via a website.

It is the team's hope that the schools will use the data to help in their classes to educate the pupils about air quality, and that this message will also reach parents, and hopefully improve air quality during the school run. To this end a number of educational packages have also been made available to the schools.

Two further monitors will shortly be installed in the Caldicot and Monmouth 21<sup>st</sup> Century schools.

#### 5.2.8 Total Enquiries

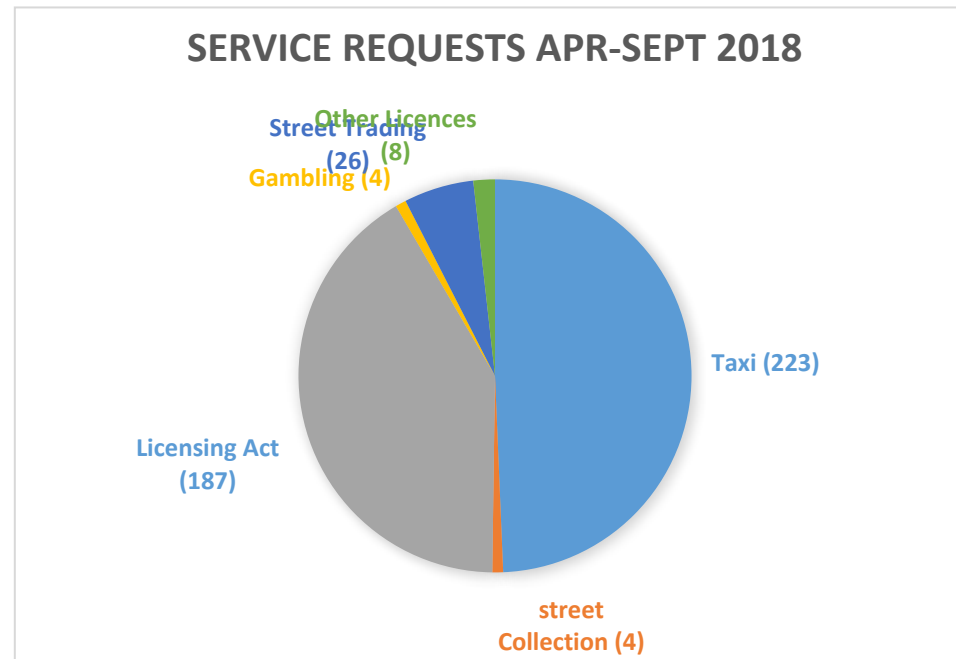
The total number of service requests dealt with by the team across the range of functions has seen a significant increase in the first 2 quarters of 18/19 compared with the same period the previous year. A total of 1133 complaints received compared with 880 in 17/18 is a 28.7% increase.

### 5.3 Licensing

#### 5.3.1 General

The Licensing team deals with a variety of licences, dealing with pubs, restaurants, off-licences and takeaways, taxis, street trading (e.g. burger vans), street/house to house collections, (e.g. charity collections in the street or bag drops at homes), gambling (e.g. betting shops, racecourse, one armed bandits in pubs/clubs, raffles etc.), scrap metal collectors and sites. The team are also authorised to deal with sex establishments, boats and hypnotism.

452 requests for service were processed by the Licensing between April – September 2018, an increase of 53 for the same period of the previous year. A breakdown of the 452 requests are shown below:-



888 applications were processed in between April-September 2018 (an increase of 80 for the same period of the previous year). Some of the work carried out by Licensing in during this period includes:-

### 5.3.2 Pubs, Restaurants, Off-licences, Clubs and Takeaways

#### Night Time Economy and Joint Enforcement

Some of the statutory enforcement officers under the Licensing Act 2003 meet monthly, namely Licensing, Police, Environmental Health, Trading Standards, Social Services and Public Health. These meetings raise issues regarding premises that are causing problems and all receive follow up visits by Licensing. During these three quarters, Licensing had to deal with reported incidents of noise issues, violence, anti-social behaviour, drug usage and reports of underage drinking. 90 premises received an inspection during this period. Licensing had to deal incidents ranging from noise, drug related issues and dealing

#### Immigration

A joint operation was conducted in May between Licensing, the Police and Immigration in Abergavenny at a takeaway on 12<sup>th</sup> May 2018. It was found that all persons had the right to work in the United Kingdom. The visit was as a result of information received that persons who worked there were living above the takeaway and the employer was receiving their benefits, which had modern day slavery implications. Police made a number of arrests at that time but the case was dropped, as no one was willing to testify. Monitoring of this venue will continue.

On 9<sup>th</sup> August 2018 Licensing, Immigration and Fire Officers visited 3 takeaways in Abergavenny. There were no immigration concerns. However, the Fire Service are dealing with one premises that had no means of escape for those living above the venue other than through the shop itself and this is being followed up accordingly. Another venue did not have CCTV working despite this being a licencing condition. The CCTV would be essential at this venue as late night takeaways can be a hotspot for violence and anti-social behaviour. A warning letter was issued by Licensing.

On 29<sup>th</sup> August 2018 Licensing and Immigration visited 2 premises in Abergavenny. At a store one male found working without right to work. Immigration Officers made arrest on this occasion and Premises Licence being considered for review. At a kebab house two males found working without the right to work. Premises was therefore closed on the night. Premises Licence being considered for licence review.

#### Safeguarding

In September 2018, Licensing, the Police and Social Services received a report about a store owner in the North of the County, which may have possible safeguarding issues. Police are currently investigating complaints. Licensing and the Police, along with an interpreter visited the venue to request measures are put in place to avoid the person being alone with children until the investigation is complete. A change of condition has also been requested for CCTV to be present. Monmouthshire's Multi-Agency Sexual Exploitation (MASE) group - which includes the Police, Social Services and other counselling agencies - were informed of the possible safeguarding implications.

### 5.3.3 Taxis

During this period, 12 drivers had spot checks, along with 17 vehicles, 1 vehicle had a faulty bulb on headlight and incorrect roof light and was issued a warning.

#### Joint Operations

On 7<sup>th</sup> September 2018 a joint operation took place between Licensing and the Passenger Transport Unit at an Abergavenny school. One vehicle inspected was found to have a broken rear window and driven by a person who did not have the licence to drive over 8 seater vehicles, potentially putting children in danger. This person did hold a licence for under 8 seats with this Authority and as such was referred to Committee to assess if he was fit and proper to continue to hold a licence. The driver also received a fixed penalty notice for the unroadworthy vehicle. The owner of the vehicle was also referred to the Licensing and Regulatory Committee. Both driver and owner had their licences suspended for 4 months until they conduct a knowledge test.

#### Safeguarding

Taxi and Private Hire Policy was updated and adopted at the Licensing and Regulatory Committee on 12<sup>th</sup> June 2018. The policy now includes an updated suitability test for applicants and existing licence holders in the taxi trade, in line with those recommended by the Institute of Licensing.

### 5.3.4 Gambling

During this period extensive work has been carried out to implement a revised Gambling Policy. This policy has to legally be revised every 3 years. This involves wide consultation working closely with other Authorities, Public Health, the Police and the Gambling Commission. It also refers to the Chief Medical Officer for Wales Annual Report 2016-17. This report referred to the potential harms caused by gambling for the individual include anxiety, stress, depression and alcohol and substance misuse. These factors are likely to have a wider impact on family and friends. Further family problems can include 'money troubles' and family breakdown, as well as neglect and violence towards any partner or children. There are higher rates of separation and divorce among problem gamblers compared to the general population. Further impacts of gambling include the inability to function at work, and financial problems which can lead to homelessness. The potential harms from gambling to wider society include fraud, theft, loss of productivity in the workforce, and the cost of treating this addiction. Gambling harm not only affects the individual, but the family and wider society. The new policy will take all these matters into consideration.



## 5.4 Trading Standards & Animal Health

### 5.4.1 Feed

Following the three successful years of the regional approach to Feed Law enforcement, 2018/19 continues the same approach albeit with lower inspection targets. With over two thirds of the region's inspections falling in Monmouthshire, this has allowed us to retain the additional Officer with vital knowledge and skills (not just in feed) and without any cost to the Authority. Unexpectedly though that Officer had to resign due to personal circumstances and that has had a direct effect on the delivery of this year's programme in quarters 1 and 2. Upskilling of other Officers has proven vital to enable this work to be continued while an emergency replacement was sort, this does have a significant impact on the wider trading standards remit.

### 5.4.2 Animal Health

As previously reported, since the loss of the additional funding animal health is now over 90% reactive. As strategic lead for Wales Heads of Trading Standards in relation to animal health, the Trading Standards team leader has been heavily involved in working with Welsh Government to develop a Partnership Delivery Plan with associated additional funding. This is based on a regional approach and mirrors the footprint of the Cardiff Capital Region City Deal. Monmouthshire has approximately 50% of the critical control points and animal related premises within this region, but current capacity, at 1.5 FTE's, limits this opportunity. A vacancy has been combined with a wider regional resource to create a new post which has now been filled with an experienced, qualified animal health officer. This role has a Regional Coordination element for Animal Health across Wales.

The remaining fulltime officer unfortunately has suffered a serious illness and has currently been on long term sickness absence for just over 5 months. Clearly this has created significant pressures on the service and is being closely monitored. This has also coincided with a noticeable rise in the number of animal licences and enquiries relating to Home Borders.

### 5.4.3 Fair Trading

There are ongoing investigations into further supplies of illicit tobacco and a further pending prosecution.

From 1 April 2018, landlords of buildings within the scope of the Minimum Energy Efficiency Standard (MEES) must not renew existing tenancies or grant new tenancies if the building has less than the minimum energy performance certificate (EPC) rating of E, it applies to non-domestic and domestic properties. Presentations were made to Monmouthshire and Torfaen Landlords Forum. Primary Authority related enquiries has led to a couple of more time consuming pieces of work.

A Local trader started to generate a number of complaints particularly in relation to vulnerable adults which has led to a joint investigation with another South Wales Authority, this continues to progress with open dialogue and guidance on future practices.

A Rogue Trader incident in January where a vulnerable resident was being asked for £8,000 for some tarmacking has led to a number of visits and advice being offered to the resident in conjunction with Police support for the victim.

#### 5.4.4 Consumer Protection

A priority for the service has been dealing with a variety of scams and bringing them to the attention of both the public and businesses whenever possible. We're all potential victims and by reaching out and working alongside adult safeguarding vulnerable victims can be kept out of overburdened local care systems.

The key focus has continued to be working with vulnerable victims through priority referrals and ensuring they are given the advice and assistance required and/or referred as appropriate. Call Blockers have been distributed to the vulnerable who have been targeted by scam calls, and support given to WASP (Wales Against Scams Partnership) on behalf of the Authority, including initiatives such as Friends Against Scams and Mail Marshalls.

There have been a few multi-agency approaches undertaken targeting rogue traders, doorstep callers, poachers and itinerant businesses.

#### 5.4.5 Weights & Measures

Participation in a nationwide survey looking at national and local supermarkets scales, initiated following intelligence that where inspections are no longer able to be carried out proactively there is evidence that equipment is not legal and/or accurate. Local manufacturers and packers continue to be supported as much as possible.

#### 5.4.6 Underage Sales

Additional resource has been agreed to develop the local intelligence picture and has identified a number of concerns, this work will continue with associated advice and further investigative undertaken as determined appropriate.

#### 5.4.7 Air Quality – Lorry Watch

Vehicle spotter reports continue to be followed up with checks that the vehicles are legitimately travelling through the two restricted areas in Usk, as these vehicles contribute significantly to the levels of air pollution.

#### 5.4.8 Income Generation

In 2017/18 Feed funding generated in excess of £21,000 allowing us to retain additional capacity. Animal Health PDP regional co-ordination and additional project work, Primary Authority and other regional initiatives brought in around £12,000.

### 5.5 **Event Safety Advisory Group**

A number of Public Protection staff are involved in Monmouthshire's Event Safety Advisory Group, (ESAG). This is a partnership designed to help organisers run safe and successful events. It is recognised a proactive advisory stance is preferable to reacting to problems after events have occurred. Events held in the last 6 months included food festivals, music concerts, agricultural shows, cycling events etc. and safety/noise/licensing/other advice was provided. As per Figure One, events that ESAG monitor

and review have increased each year. 79 were reviewed in the first six months of 18/19, a 36% increase from the same period last year.

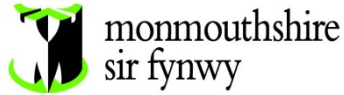
## **6 PERFORMANCE SUMMARY 2018/19 year to date**

- 6.1 Public Protection teams, with only a small number of exceptions, continue to meet the Authority's legal obligations. However, Officers are typically operating at maximum level and are put under increased pressure when colleagues have any long term absence. Where pressures are found, for example regarding our private water supply (PWS) duties, managers have collaborated to find workable solutions. There will be increased attention to address PWS activity (5.2.4) for the remainder of 18/19.
- 6.2 There have been some significant increases in service requests across the teams, so there has been a need to prioritise this reactive work over our proactive activities. For example (5.2.8) the Public Health team have seen a 29% increase in complaints received when comparing this 6 month period with same last year.
- 6.3 The performance data in Figure One illustrates the Commercial team and Licensing are maintaining proactive and reactive services well. As outlined in the analyses in Section 5, the Public Health and Trading Standards/Animal Health teams have some pressures, due to work volumes and limited Officer capacity. Joint working such as event support has increased, eg. a 36% increase in ESAG notifications requiring interventions.
- 6.4 Members can gain some assurance that performance is in line with other Authorities via regular monitoring by the external governing bodies referred to in section 4.2, for example, the Food Standards Agency.

## **7 2019/20 AND BEYOND**

- 7.1 A 2018/19 annual performance report will be presented to a future Strong Communities Committee, preferably in May 2019. Infographics will be introduced to highlight the key achievements over the year.
- 7.2 Public Protection services will continue to seek more capacity to deal with more air quality activity, private housing interventions and consumer protection issues. Our 2018/21 Business Plans are seeking to better reflect our longer term vision and future planning. This tallies with the Well Being of Future Generations expectations, with Public Protection services contributing directly to a more prosperous, resilient, healthier and more equal county.

- 7.3 When new legislative requirements are introduced, via Welsh Government or Westminster, our professional bodies will seek proper funding to implement. Provisions of the Public Health (Wales) Act 2017 are now being implemented, to include licensing of intimate piercing and new age restrictions. The Chief Medical Officer's Annual Report for 16/17 was released in February 2018, with a big focus on 'gambling and health'. Public Protection services will link with other partners, eg. Gambling Commission, to seek to protect 'problem gamblers' noting the public health impacts on individuals, families and communities. New Minimum Unit Pricing legislation will be implemented with funding to ensure Trading Standards can work with business to ensure compliance with the new requirements.
- 7.4 Collaborative opportunities are being considered at regional and national level, and this Authority will play a part in developing future service models. Further income generation opportunities will continue to be pursued.
- 7.5 Our services, together with delivering statutory responsibilities, acts on local intelligence and welcomes input from local Councillors, other stakeholders, etc. to improve outcomes for our citizens. The services enjoy an excellent reputation, due to the commitment of the Officers, and will continue to contribute to the wider agendas and our core purposes, as provided in 2.1. To protect existing budgets, other routes will be sought to improve the profile of these services, both locally and nationally.



<b>SUBJECT:</b>	<b>Litter Strategy</b>
<b>DIRECTORATE:</b>	<b>Operations / Waste &amp; Street Services</b>
<b>MEETING:</b>	<b>Strong Communities Select Committee</b>
<b>DATE:</b>	<b>November 2018</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>All</b>

## **NON – PUBLICATION**

Not applicable

### **1. PURPOSE:**

To present to the Select Committee a draft of a new Litter Strategy (attached) and to obtain support and direction on priority areas for work so that the strategy can be finalised for submission to Cabinet.

### **2. RECOMMENDATIONS**

For Members to provide guidance to Officers on the areas within the action plan that should be prioritized over the next three financial years

### **3. KEY ISSUES**

- 3.1** In recent years, public concern about the impact on litter has increased as have the public demands on the county council to improve its performance in managing litter. This increase in demand reflects changes in the types of litter, the causes of litter, and wider understanding of the impact of litter on the environment, economy and wellbeing.
- 3.2** Despite best efforts in constrained times, last year the independent audit of street cleanliness in the county identified an increase in litter in our communities for the first time in a decade. Given the challenges faced by the Waste and Street services department over the last five to ten years, performance has held up well. However, with further cuts expected and increasing calls for action from the public, the department has reviewed its activity to ensure that its work appropriately targeted the challenges of today and in the coming years.
- 3.3** The outcome of the departmental review is to produce a litter strategy. Currently, there are national litter strategies for England and Scotland but not for Wales. Furthermore, this will also be the first publicly available local authority litter strategy in Wales

### **4. EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING):**

See attached evaluation

## 5. OPTIONS APPRAISAL

- 5.1** Due to the increasing pressure on the department to show clear leadership in the area of litter management. A combined Litter Strategy and Strategic Action Plan was considered the most appropriate way forward to ensure that the department provided a clear narrative to staff, the county council, stakeholders and members of the public what its ambition is in terms of managing litter and the constraints it faces in achieving this ambition. The combined strategy and action plan has advantages over a strategic report or stand-alone action plan as it clearly aligns how the projects or actions directly contribute to overcoming the issues and achieving the ambition.
- 5.2** With regard to the guidance requested from the select committee, the attached Options Appraisal provides a summary breakdown of the Themes within the action plan to enable the committee to make informed recommendations to support the departments focus over the coming three financial years

## 6. EVALUATION CRITERIA

Some of the projects have been designed specifically with piloting approaches to reducing litter that will include evaluation, for example, the Gateway to Wales Project looking at bins in laybys on the strategic road network. Other work such as the work in Theme 1: Education and Engagement is harder to assess and for which there will always be a need as population changes through migration and generational cycles. The action plan within the strategy outlines a number of mechanisms to monitor the litter and the departmental response to litter that give a broad view of the extent and location of littering to help target those less measurable activities.

## 7. REASONS

Litter and its impact on wellbeing has never been higher on the agenda. Interest in this area has been significantly augmented by high profile national media such as the Blue Planet series and there is growing social media activity generating on the ground activity including the Plastic Free movement in Monmouthshire. Furthermore, the county council has a duty to act under the Wellbeing of Future Generations Act and Environment Act. Finally, within the department, it is felt that the county's position as a leader in the area of household waste recycling should be matched by an equally ambitious approach to litter that meets the needs and wishes of the local population and contributes to well being

## 8. RESOURCE IMPLICATIONS

- 8.1** Following the latest review of funding from Welsh Government (WG) for Local Environmental Quality (LEQ), the department's budget is, yet again, being reduced. However, some of this resource is being offered back to local authorities in the form of grants for partnership working across a range of LEQ and other environmental themes. This funding is expected to

last for three financial years from April 2019. Waste and Street Services are working with Keep Wales Tidy and other Local Authorities to re-secure some of this funding for litter and other related activities.

- 8.2** The Strategy identifies many aspirational projects developed through consultation, particularly with Volunteer Litter Champions. These projects have been designed to tackle the issues raised by the public and consultees. As current resources do not allow for all projects in the action plan to be carried out, the strategy provides a focus for staff to work towards and, where possible, seek external funding to support delivery. Importantly, by putting together an action plan comprising a number of strategically aligned projects, the department will be in a strong position to secure external funding if and when it presents itself or can be found.
- 8.3** Key to finalising this strategy and the focus of work for the department is for elected members to review the proposed activities in each area of work and provide guidance on which activities should be the priority.
- 8.4** The committee will note that a funding column is included in the action plan; much of this funding is yet to be secured. The department is currently putting together a collaborative bid with Keep Wales Tidy to secure a grant of £30,000 pa for three years that, if successful, will contribute to staff time and the delivery of four key projects:
- 8.5** Gateway to Wales: Project aimed at arterial roads and laybys entering and crossing the county  
Love Where You Live: Project aimed at town centres  
Give Dog Fouling the Red Card: continuation of the anti dog fouling campaign  
Beacons of Beauty: Working with neighbouring authorities on historic fly tipping and litter hotspots such as the Bloreng and Clydach Gorge.

## 9. CONSULTTEES

- 9.1** The draft strategy presented has been produced in consultation between Waste and Street Services Department, Keep Wales Tidy, Community Groups and our volunteer litter champions.

## 10. BACKGROUND PAPERS

Litter Strategy and Strategic Action plan attached

Report Authors:

Mark Cleaver

[MarkCleaver@monmouthshire.gov.uk](mailto:MarkCleaver@monmouthshire.gov.uk)

01633 64(4541)

Sue Parkinson

[SusanParkinson@monmouthshire.gov.uk](mailto:SusanParkinson@monmouthshire.gov.uk)



01633 64(4525)

Carl Touhig

[CarlTouhig@monmouthshire.gov.uk](mailto:CarlTouhig@monmouthshire.gov.uk)

01633 64(4135)



## A Litter Strategy for Monmouthshire



monmouthshire  
sir fynwy

Title	Monmouthshire County Council Litter Strategy
Purpose	County council strategy
Owner	Mark Cleaver
Approved by	
Date	31 <sup>st</sup> October 2018
Version number	Draft 1
Status	
Review date	
Consultation	Strong Communities Select Committee
Consultation Date	7 November 2018

## **Foreword**

For Monmouthshire, reducing litter and the impact of litter is one of the largest areas of concern for residents in relation to Local Environment Quality (LEQ)<sup>1</sup>. To address this concern, this Litter Strategy is the first element in a review of LEQ services. This strategy touches on other issues such as fly tipping and household waste collection where they impact on LEQ. These and other LEQ issues will be addressed more fully as the county council reviews its approach to managing LEQ.

Monmouthshire is a beautiful county and a gateway to a beautiful country. For many visitors, our county is their first impression of Wales, both as a place to visit and to pass through to other destinations. For our residents, it is the setting for vibrant communities and thriving local economies. However, whilst our county ranks highly in Wales for its cleanliness, the county's natural beauty and attractive built environments are sometimes blighted by litter. Furthermore, as a coastal county with rivers that lead directly to the Severn Estuary and out to the sea, we have a global responsibility to act locally to reduce litter in the environment as much as possible.

Dedicated and committed volunteers from our communities and partners, including Keep Wales Tidy, support the county council in tackling litter and the causes of litter. However, a small but significant culture persists that littering is acceptable and this needs to be challenged if we are to meet our responsibilities.

The purpose of this strategy is to set out our ambition and the steps necessary to achieve it. To help explain the actions we feel we need to take to affect change, this strategy identifies the scale of the problem in the county and the challenges we face in making those changes

### **Ambition**

Our Ambition is simple: To make littering unacceptable behaviour and to seek new and innovative ways to reduce littering and to clear it promptly where it turns up.

## **The background context**

### Litter and the law

Litter is controlled under the legislative framework of the Environmental Protection Act 1990, which was amended by the Clean Neighbourhoods and Environment Act 2005.

It is an offence to drop or leave litter and not pick it up. It applies to all land that is open to the air, including land covered with water and privately owned land. A person found guilty of dropping litter can be fined up to £2500 in a magistrate's court. Most offences can be dealt with through serving a Fixed Penalty Notice on the perpetrator by an authorised body such as a local authority or police force. Fixed Penalty Notice charges are set locally at between £75 and £150.

Litter is generally accepted to be anything below the size of a sack of household waste and is mostly understood as items related to smoking, chewing gum or eating and drinking on the move where unwanted items have not been properly disposed of or have been dropped inadvertently.

Section 89 of the Environmental Protection Act 1990 (EPA 1990) places a legal responsibility (a 'duty') on certain organisations to ensure that land, as far as is practicable, is kept clear of litter. Section 91 of the EPA 1990 goes on to state that a person who is fed up with a long-standing litter problem can use a Litter Abatement Order against those organisations listed under Section 89 (the 'duty bodies') if they are failing in their duty to keep that land clean.

There are six 'Duty Bodies' – local authorities, statutory undertakers such as rail and road agencies, Crown Estate, colleges, schools and universities. Privately owned land not open to public access does not qualify for a Litter Abatement Order.

## **Causes of Litter**

The causes of litter are diverse and complex with compounding factors such as a lack of a National Litter Strategy and national media campaigns on the issue, a lack of or fragmented data on the impact or importance of each cause and the effectiveness of different approaches to dealing with them. This section of the strategy, therefore, aims to highlight what the county council understand to be the key causes of litter. The causes of litter outlined below are not ranked for importance or priority as we do not have evidence on which are the most important. The strategy will also set out to identify gaps in knowledge and which issues the county council has the structures, resources and authority to tackle. Where the county council are not in a position to act directly the strategy will outline in what ways it needs to focus on partnership working and community action to secure progress.

**Public understanding of the impact of litter:** Despite the high profile publicity of the impacts of litter on the environment, particularly around plastics, there is still a large disconnect between individual actions and collective impact. There is also a misunderstanding of how and where to use and dispose of biodegradable packaging.

**Lack of an All Wales Litter Strategy:** England and Scotland have produced whole country litter strategies to raise the profile of litter and to give guidance to those that hope to tackle it. The Welsh Government has yet to produce a countrywide strategy that would set the tone and direction for action that would help tackle the challenges we face. A national strategy would also support a better understanding of the hierarchy of issues and enable a countrywide media strategy to target behavioural change to reduce littering behaviours.

**Lack of influence/control/powers:** Whilst there is a perception that the county council is responsible for all public land, there are areas where the council has limited or no powers to act to prevent littering or to provide litter services. Examples include:

- Roadside litter: The county council have to rely on SWTRA to access trunk roads to clear litter and have limited powers to enforce littering from cars.
- There are limited powers in planning to ensure that new developments include conditions around litter control.
- The county council do not have powers to retrospectively place litter management requirements on premises that add to littering issues as part of cultural changes in behaviours e.g. service stations now provide food on the go.

**Cultural attitudes:** Our experience suggests that a number of cultural changes have led littering to become an acceptable behaviour. Examples include:

- The increasing disconnect with the natural environment caused in part by alternative pastimes based around technology
- Changes in the way we consume food and drink and move to eating (and drinking) on the go
- Increased night-time economy and its impact on less responsible behaviour in urban centres
- Increased car ownership and improvements in car design separates travellers from the experience of the environment around them
- Expectations of responsibility for litter clearance
- Lack of awareness of wider costs of litter
- Culture of instant gratification, a compounding factor of eating on the go, the desire to live in the moment means not wanting to hold on to litter until a bin can be found and a reduced sense of responsibility beyond the self.

**Eating on the go:** With a move to eating on the go, there is an increase in disposable packaging. Today, food and drink are consumed in spatially different ways to the past. Under these conditions, it is not possible to predict the locations for bins to meet the needs of those consumers eating on the go. In addition, eating on the go packaging often has high volume packaging (plastic bottles and food trays) meaning bins fill more quickly. Eating/drinking on the go has also become commonplace whilst driving leading to roadside litter where litter bins would not be an appropriate solution.

**Tourism and Leisure:** Monmouthshire is a destination county for certain types of tourists largely to enjoy outdoor recreation and historic attractions. Whilst this brings many benefits, tourists do not always have access to facilities for disposing of litter in the same way as residents, e.g. not so easy to take litter home. Tourism also supports demand for eating on the go.

**Smoking:** Keep Wales Tidy identifies smoking related litter as the most common type of litter found on the streets of Wales.

“Although cigarette ends are small, by law they still count as litter. Their small size makes them difficult and costly to clean, and also means they are easily transported to our waterways and coast by wind and water. Not only do they contain toxins which pollute our waters, but they can be mistaken by wildlife for food, which can be deadly. Cigarette filters are not biodegradable. They’re actually made of plastic, so they stay in the environment for a long time.”

Keep Wales Tidy provides useful data on this issue along with strategies for tackling it

**Dog ownership:** Dogs play an immensely important role in our societies, from highly trained working dogs on farms, support dogs for the disabled, rescue dogs for emergency services and educational dogs for children with behavioural needs, through to companion animals for people of all ages. Dogs promote health and well-being, encourage regular exercise and help break down social barriers. However, dog fouling can cause serious health problems and is the cause of considerable numbers of complaints about street cleanliness.

Dog ownership is on the rise and, whilst the failure to clear up dog fouling is increasingly socially unacceptable, there remains a small minority of dog owners that either fail to clear up after their pets, or clear up but fail to bin it. Failure to clear up properly after dog fouling causes specific additional concerns around health of people, livestock and wildlife. The problems are exacerbated by lack of clarity as to when, where and how to dispose of dog waste correctly.

**Drugs paraphernalia:** A relatively small issue in terms of volume of litter but significant in potential impact on human health, both for the public at large and for staff dealing with the issue. Drug paraphernalia is a difficult problem to tackle at a departmental or even county council level and requires partnership working and lobbying.

**Packaging:** Changes in shopping behaviour from high street to online, increasing use of marketing on packaging, use of packaging to increase shelf life of products all contribute to an increase in the volume of packaging and a change in the materials used in packaging. Inevitably, an increase in packaging has led to an increase in waste, whether intentionally or otherwise, some of which ends up as litter.

**Long distance transport:** There is a lack of rest facilities for long distance lorry drivers leading to littering of major laybys in the county. Challenges exist for such locations as bins in these locations attract fly tipping, misuse and abuse.

**Schools:** walking routes to high schools attract litter as many children eat on the go both to and from school. It only takes a small minority to drop litter on a daily basis on the same routes for litter to become a problem in these areas. The cohort effect makes challenging behaviours an ongoing requirement in an already highly pressured educational curriculum.

**Commercial and household waste collection:** Pressure from welsh government recycling targets put pressure on waste collection services. Whilst waste segregated at source is widely seen as improving the quality of recylates, the logistics of this approach can lead to the creation of litter. Example problems include historic urban areas lacking in space for bins and refuse lorries, households not equipped to store multiple bins for waste segregation, confusion over collection days.



## **Where are we now**

In the UK the cost of dealing with litter is around £850 million a year and whilst the types of litter have changed, the level of litter has not fallen for over 12 years. Fast food litter has increased over the last decade as people have taken up the habit of eating and drinking on the go. Litter can last a very long time in the environment, with some materials such as crisp packets, cans and glass bottles remaining intact for decades, and plastic bottles having a life of hundreds of years.

Scotland released a national strategy for litter in 2014 followed by a Litter Strategy for England, published in May 2017. Both documents include a combination of education, enforcement and improved infrastructure. Currently, there is no national litter strategy for Wales. A national strategy has the benefit of providing a framework within which local activity can fit. In March 2017 Keep Wales Tidy published a new report "Tackling Litter on our Roads". The conclusion to the report outlines a series of recommended actions:

- Tackling behaviour
- Increase cleansing without increasing the cost and burden on local authorities
- Deal with some types of litter at source (especially plastic bottles and fast food packaging)

## **Scale of the problem in Monmouthshire**

Monmouthshire is a county with high quality landscapes, historic towns and villages and many protected environments that are highly valued by local communities. These beautiful towns and rural landscapes also contribute to the local economy by attracting tourists to the region. Litter has a negative impact on the built and natural environment and, ultimately, has a negative impact on the economy, wellbeing and safety of humans and wildlife.

Several trunk roads pass through Monmouthshire and roadside litter along these high speed routes is a particular problem for the appearance of the county as well as incurring a cost involved to clear it. It has been estimated that the cost of cleaning the county's main 'A' roads is £150,000 per annum alone.

Monmouthshire's litter is easily transported by wind or water to other places where it can do unseen damage such as in rivers and seas. There is a great deal of international concern about the sheer volume of plastic litter that is now entering our oceans and the difficulty in removing it. In addition to the obvious dangers to marine life, it is a hazard to the food chain, and assists potentially invasive species to travel around the globe, destroying habitats, threatening species and harming human health.

Monmouthshire's litter problem is a very visible manifestation of some people's lack of awareness and care for the local environment yet for others, it remains one of the issues that they care very much about. In 2016-17 Monmouthshire County Council received 332 complaints about litter and 569 reports of fly tipping via the My Council Services portal. During 2017 the council undertook an extensive open consultation asking nearly 1500 local people of all ages what they liked and what could be improved about living in Monmouthshire. 3% (42) of responses mentioned litter as having a negative impact on their impression of the County. Some of the solutions proposed by local people include education, increasing the number of litter bins, better enforcement and more volunteering.

The latest survey by Keep Wales Tidy<sup>1</sup> of Monmouthshire's streets shows that the cleanliness of Monmouthshire's streets has fallen over the last 12 months (2018). The most common type of litter found was smoking litter (found on 85.4% of streets surveyed), confectionery (found on 62.5% of streets) and drinks litter (16.7% of streets). Litter from pedestrian sources was most prevalent. 95.8% of streets were awarded a Grade B or higher for cleanliness a decrease on previous years, falling to its lowest level since 2010-11.

Whilst the figures show that street cleanliness is generally high, there are still problem areas and issues that need to be tackled. With the current and ongoing constraints on resourcing there is a need to work more efficiently, particularly if we are to curb the recent fall in performance and to deal with changes in culture that are leading to new litter related challenges.

## **Spending on litter collection in Monmouthshire**

Considerable financial and man power resources are dedicated to collecting litter in the streets, emptying litter bins and litter picking along country lanes.

It is difficult to quantify the actual cost of litter collection as it is spread across a wide range of departments within Monmouthshire.

The clearance of litter is an avoidable cost but to reduce this requires significant culture change alongside well designed and planned infrastructure and services to meet current and future needs. Changing culture is challenging and requires ongoing investment in education, engagement and, occasionally, enforcement. Given that much of our infrastructure is old and designed and planned for a different time, updating this to meet current and predicted need in the current economic environment will be a challenge and new and innovative ways to deal with this will be necessary

In addition to County Council staff, the council engages with the prison service and probation service to support litter picking across the county. Furthermore, more than 160 dedicated volunteers regularly litter pick in the areas where they live, some of whom will also separate materials into recyclables and waste. Volunteers in rural areas carry out cleansing where it is difficult for the county council to do so due to a lack of resources and volunteers are often able to undertake additional regular deep cleans of their local area. The county council provide volunteers with equipment and collect bagged litter from these activities. Keep Wales Tidy also supports volunteers Local Litter Champions who regularly patrol a route and report the amount of litter collected.

## **Litter prevention**

Monmouthshire County Council Waste & Street Services officers and Keep Wales Tidy undertake litter education and prevention work. Most of this takes place within primary and secondary schools or at the County Council's One Planet Education Centre at Llanfoist. Currently very limited work is undertaken with the general public on raising awareness about litter. There is little work done in Monmouthshire that tackles the root sources of packaging although some volunteer groups have been working to persuade fast food outlets to switch to more environmentally friendly forms of packaging and there is a growing *Plastic Free* movement in Monmouthshire's towns

## **Where do we want to be**

Consultation with staff and councillors, community groups and individuals, Keep Wales tidy and other Stakeholders has made it clear that we want a cleaner county. Our ambition is simple: To make littering unacceptable behaviour and to seek new and innovative ways to reduce littering and to clear it promptly where it turns up. To achieve this ambition, we have reviewed our approach to dealing with litter and set out an action plan to help us achieve this.

## **Our approach**

Monmouthshire County Council has adopted a positive collaborative approach to tackling litter in the county. In response to views from our stakeholders, the county council has identified five thematic areas of work to tackle the many and diverse causes of litter that build on current practice and on which an action plan (set out in the appendix) has been developed. The five thematic areas of work are:

- Education
- Enforcement
- Infrastructure
- Service design
- Partnership working

The action plan will be underpinned by the best available data. Where gaps in the data exist or where data is scarce we will work with our partners to collect and analyse data to underpin our approach.

The action plan is set in the context of two key challenges:

### **Financial:**

The County Council has experienced the longest period of financial constraints in its history and resources to tackle litter are severely limited. Cleansing services are provided across a range of departments and therefore difficult to quantify the full costs to the Council.

There is a dedicated provision for cleansing in the form of Environmental Protection Act EPA Teams within Waste and Street Services. The EPA budget has been maintained over the last 5 years but budget cuts in other areas like refuse collection and grounds maintenance directly impact on the ability to provide this service. Resources often competing against often higher priority areas like refuse collection and safety cuts.

### **Fragmentation of assets and services:**

Land and infrastructure assets are and continue to be fragmented creating barriers to strategic planning for litter, examples include land transfers to housing associations, management of land assets split across departments, arterial roads in control of SWTRA. Furthermore, the County Council is in the process of creating a new arms-length delivery body for leisure and countryside that will augment fragmentation of services.

## Action Plan Overview

Thematic area of work	Education	Enforcement	Infrastructure	Service Design	Partnership Working
<b>Causes of litter</b>					
Public understanding of the impact of litter	x				x
Lack of a national strategy for litter					x
Changes in culture	x	x	x		x
Eating on the go	x	x	x	x	
Tourism and leisure			x	x	x
Smoking related litter	x		x		
The impact of dog ownership	x	x	x		x
Packaging					x
Long distance transport			x	x	x
Schools	x		x		
Waste collection services			x	x	

The County Council is facing further cuts in funding including in the area of Local Environmental Quality. The next section of the Strategy provides and aspirational Strategic Action Plan that sets out to tackle the challenges highlighted above. However, given the pressure on resources, many of the actions are dependent on securing external funding including those where internal resources have been nominally identified.

## **Strategic Action Plan**

This page is intentionally left blank



Project code	2019												2020												2021											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Education and Engagement																																				
E1	[Green bar]																																			
E2	[Grey bar]												[Grey bar]												[Grey bar]											
E3	[Grey bar]												[Grey bar]												[Grey bar]											
E4 a	[Green bar]																																			
E4 b													[Green bar]																							
E4 c													[Green bar]																							
E4 d													[Green bar]																							
E5	[Green bar]																																			
E6													[Green bar]																							
E7													[Green bar]																							
E8																									[Green bar]											
E9a	[Green bar]																																			
E9b													[Green bar]																							
E9c													[Green bar]																							
E9d													[Green bar]																							
E 10	[Grey bar]												[Grey bar]												[Grey bar]											
Enforcement																																				
EN 1	[Red bar]												[Red bar]																							
EN 2	[Red bar]												[Red bar]																							
EN 3													[Red bar]																							
EN 4 a	[Red bar]												[Red bar]												[Grey bar]											
EN 4 b													[Red bar]												[Grey bar]											
Infrastructure																																				
I1 a	[Blue bar]																																			
I1 b													[Blue bar]																							
I1 c	[Blue bar]																																			
I1 d	[Light blue bar]												[Light blue bar]												[Light blue bar]											
I1 e	[Light blue bar]												[Light blue bar]												[Light blue bar]											
I1 f	[Blue bar]												[Light blue bar]												[Blue bar]											
I1 g													[Blue bar]																							
I1 h	[Light blue bar]												[Light blue bar]												[Light blue bar]											
I2	[Light blue bar]												[Light blue bar]												[Light blue bar]											
I3													[Blue bar]												[Blue bar]											
I4	[Light blue bar]												[Light blue bar]												[Light blue bar]											
I5	[Blue bar]												[Blue bar]																							
I6													[Blue bar]																							
I7 a													[Blue bar]																							
I7 b													[Blue bar]																							
I8													[Blue bar]																							
I9													[Blue bar]																							
I10													[Blue bar]												[Light blue bar]											

Project code	2019												2020												2021											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Service design																																				
SD 1																																				
SD 2 a																																				
SD 2 b																																				
SD 3																																				
SD 4																																				
SD 5																																				
SD 6																																				
SD 7 a																																				
SD 7 b																																				
SD 7 c																																				
SD 8 a																																				
SD 8 b																																				
SD 8 c																																				
SD 8 d																																				
SD 8 e																																				
PW																																				
SD 9																																				

Partnership Working																																				
PW 1a																																				
PW 1b																																				
PW 1a																																				
PW 1c																																				
PW 1d																																				
PW 1e																																				
PW 1e																																				
PW 1f																																				
PW 1g																																				
PW 1ah																																				
PW2																																				
PW3 a																																				
PW3 b																																				
PW4																																				
PW5a																																				

Performance monitoring																																				
PM 1 a																																				
PM 1 b																																				
PM 1 c																																				
PM 2																																				
PM 3																																				
PM 4a																																				
PM4b																																				

Theme 1: Education and Engagement

	Action	Target Cause of Litter	Delivered by	How	Target	Funded by	When
E1	Produce simple engaging flyer on litter and the law	All	MCC	Identify if anything suitable already exists, if not: Identify key messages Identify resources for design costs Produce draft/s for testing Produce and circulate flyer by electronic means	Complete project	KWT	Mid July 19
E2	Education campaign in schools and One Planet Centre	Public understanding of the impact of litter	MCC, volunteers, KWT	One Planet Centre	20 number of schools visited the centre  Target schools in 'town groups', followed by rural areas. 6 schools per year	MCC and KWT	ongoing
		Schools	MCC, volunteers and KWT	Assemblies, outdoor sessions in schools, work with eco-school committees. Aim to establish litter champion groups in schools to make the campaign self-sustaining.			
E3	Education and infrastructure campaign with comprehensive schools on litter in school grounds and surrounding areas	Public understanding of the impact of litter	MCC - Volunteers, MCC-Education	Competitions, Assemblies, Eco committees	Target 4 high schools to test engagement	MCC-WSS, MCC-Education, Schools	Ongoing
		Changes in Culture		Involve School Boards			
		Schools		Recruit and train volunteers to support and deliver Offer work experience in MCC-WSS			
E4	Town and community Campaigns: Working with litter volunteers, Town councils and Chambers of Commerce to define theme for each town	All causes of litter	MCC, Chambers of Commerce, Town and Community Councils, litter volunteers, Community groups inc scouts, guides, and sports groups	Activities may include but not limited to: Plastic Free Communities Postcard campaign similar to "Love the Product Hate the Packaging" Litter bin stickers "No Ifs No Butts" Litter messages on MCC refuse and grounds vehicles Attendance at local events e.g. low income estates, school fetes, housing assns. And arrange own pop up events Awards/rewards for communities and volunteers supporting positive behaviours Regular meetings with chambers of commerce and town councils to exchange views and maintain progress towards reducing litter. Engagement at school fetes in low income areas Small pop up events with Housing Associations in low income estates Work with businesses such as McDonalds, Costa, Greggs, independent take away outlets Fuel pump messaging Work with Communities on design and use of anti-litter signs in and around communities	Scope Project for Pilot Seek external funding Competitive invite to TCs to run pilot Run Pilot	Seek external funding e.g. Viola and Section 106, Awards for All, businesses, etc...	June 19 Sep-19 Jan-20 Apr-20

E5	Annual Anti-Litter Event	All causes of litter	MCC-WSS, KWT, volunteers and schools etc..	Scope event potential and cost	Present options to WSS		Mar-19
E6	Packaging and litter reduction Campaign: Eating on the go	Eating on the Go	MCC, Chambers of commerce, local business and fast food outlets, town and community councils, litter volunteers	Work with planning and EHOs Work with fast food and takeaway businesses wrt packaging and clean ups Work with MCC events and markets on mobile food businesses and stalls Work with planners to reduce the problem at source and ensure that litter measures are in place at the development stage	Identify capacity and scope project	MCC, local business, Section 106	Apr-20
E7	Driver campaign	Public understanding of the impact of litter Changes in Culture Eating on the Go Long Distance Transport Tourism and Leisure	MCC, adjoining area authorities, SEWTRA (Trunk roads agency), local service stations and caterers, litter volunteers, road haulage association, RAC and AA	Produce a series of temporary and permanent signs targeting people who leave litter in laybys. Investigate opportunities for use of electronic M/Way and other signs for litter messaging Investigate in-vehicle bin products and suppliers to promote to driver groups	Identify capacity and scope project. Identify	MCC, SEWTRA, KWT, local service stations, adjoining area authorities, road haulage association	Aug-20
E8	Public transport user campaign	Public understanding of the impact of litter Changes in Culture Tourism and Leisure	MCC, British Rail, Arriva Trains Wales, Town and Community Councils, KWT, Chambers of trade and commerce, public transport providers	Contact Network Rail and rail and bus station operators to discuss opportunities for combined campaigning on litter Look at good practice from elsewhere to underpin approaches Include intercom messaging as well as signage	Identify good practice Secure agreement collaboration for from transport operators	MCC, Chambers of trade and commerce, Town and Community Councils, Arriva Trains Wales	Dec 20
E9	Internal coms campaign for staff and visitors	Change in culture	WSS Education MCC Comms KWT, MCC-WSS MCC-WSS	Poster campaign Internal Newsletter article Identify training needs for front line staff to help them tackle littering if seen on MCC property Training for EPA and grounds staff on current duties and regulations on litter	Design campaign during summer 2019 Check with Comms team Front line staff training needs by March 2020 Training for grounds by May 19	MCC-WSS MCC WSS, MCC-Comms KWT? MCC-WSS	Jun-19 Dec-19 Mar-20 May-19
E10	Give Dog Fouling the Red Card	Change in Culture	MCC-WSS and KWT Town and Community Councils	Comms Campaign inc: signs, social media, press Working with Town and Community Councils Information about Dog waste bins Link to enforcement	Repeat promotion of video campaign review of signage interactive map of dog waste bins See enforcement	MCC-WSS, KWT through ENRaW Grant	Ongoing

Theme 2: Enforcement

	Action	Target Cause of Litter	Delivered by	How	Target	Funded by	When
EN 1	Expand roles of existing and new enforcement officers to include power to issue Fixed Penalty Notices (FPNs) for littering and dog fouling	Public understanding of the impact of litter Eating on the go The impact of dog ownership	MCC-EH	Review Internal Processes, update FPN forms, provide training for staff. Allocate staff time to enforcement	Number of prosecutions/ Hours of enforcement activity/ number of investigations	MCC-EH	2019-20
EN 2	Media activity to increase public awareness of legal sanctions to be employed	Changes in Culture	MCC-WSS and MCC Coms	Publicise upgraded and new enforcement roles, publicise cases where enforcement has been carried out	6 media activities per annum highlighting work of enforcement, Annual press release for number of investigations and prosecutions	MCC	Ongoing following review
EN3	Identify opportunities for other front line staff to hold enforcement powers	All causes of litter	MCC-EH, MCC-WSS, Town and Community Councils	Investigate costs and other resource implications of training and delivery Identify what if any staff could be involved e.g. EPA crews, Play ground inspectors Identify impacts on other areas of work and support required Identify thrid party staff that could have enforcement responsibilities e.g. Town and Community Councils	Complete investigation and report on options by end of 2019-20	MCC-WSS, MCC-EH	Apr-20
EN 4	Hold high profile enforcement events	Public understanding of the impact of litter Changes in culture Eating on the go The impact of dog ownership	MCC and other LAs	Hold three high profile enforcement days PA Investigate partnership option to bring in enforcement officers from other authorities for one off events and reciprocate to enhance activity Investigate option to bring in contracted enforcement officers for events	Identify options and identify logistical issues by end of 2019 Plan first event for spring 2020 Review event for replication	KWT?, External grants	Spring 2020 Ongoing following review

	Action	Target Cause of Litter	Delivered by	How	Target	Funded by	When
I 1	Review street litter bins: Location, type, condition and use	Eating on the go Tourism and Leisure Smoking Related Schools	MCC-WSS, Housing Associations, Town and Community Councils	Bin Survey and monitoring using mobile device  Develop Decision tool to assist with location setting  Install Ash trays to bins in areas of high cigarette litter  Analyse data from My Monmouthshire service requests  Feedback from litter groups, volunteers and Community Councils  Pilot use and types of litter bins in litter blackspot laybys  Involve volunteers in monitoring effectiveness  Standardize bins for improved long term maintenance and control	Complete initial bin survey by April 2019  Develop Draft tool by Dec 2018  Include ash trays on any new bins installed in town centres where cigarette litter issues identified and retro fit a minimum of ten bins with ash tray/stubber  Annually  Ongoing  Pilot carried out 19-21  Pilot four key laybys during 19-20 and review effectiveness	MCC-WSS, Housing Associations, Town and Community Councils, External Funding e.g. Section 106, ENRaW bid	Apr-19  Dec-18  by 4/19  Ongoing  Ongoing  from July 19  from July 19  Ongoing
I 2	Install new bins/replace existing bins where inappropriate or poor condition	Eating on the go Tourism and Leisure Smoking Related Schools	MCC-WSS	Following collection and analysis of Survey Data prioritise replacement bin and identify resources for new bins. Emphasis on bins by rivers and open topped bins	Begin replacement in April 2019. Target 40 replacement bins per year Plus additional bin liners where required	MCC, External (e.g. sponsorship and grant funding)	Ongoing
I 3	Improve coordination of installation, maintenance and collection of third party litter bins	Eating on the go Tourism and Leisure Smoking Related Schools	MCC-WSS	Engage with third party litter bin owners i.e. Town and Community Councils to clarify and formalise responsibilities	Identify third party bins and ownership Draft MOU re ownership, maintenance and service	MCC WSS	From August 20
I 4	Promote Bin Sponsorship	Eating on the go Tourism and Leisure Smoking Related Schools	WSS Office supported by Communications team	Develop Sponsorship offer including policy and/or MOU for sponsors Promote to food outlets, news agents and other litter Produce promotional material to encourage uptake	Sponsorship offer developed and approved 10 Sponsored bins PA for Produce e-flyer when 'offer' approved	WSS and sponsors	Apr-18  annual
I 5	Review Bin collection and litter picking systems and schedules	All causes of litter	MCC-WSS	Staff workshop, Training and provision of information to increase awareness of litter and on costs	Complete review by end of 2019-2020	WSS	Apr-19
I 6	Investigate potential to promote concept of in-vehicle bins to prevent roadside littering	Public understanding of the impact of litter Long Distance Transport Changes in Culture Eating on the go	MCC, long distance driving organisations, motorway service station providers, SWTRA, KWT	Engage with Transport Associations, local businesses, motor accessory retailers and service stations  Media Campaign	Make initial contacts for feedback	MCC, motorway service station operators and franchises	Dec-19

17	Encourage pubs, cafes, betting shops and similar establishments to provide smoking litter bins and to keep the areas outside their premises free from smoking related litter.	Smoking related litter	MCC, Chambers of trade and commerce, local businesses	Discuss with Environmental Health Officers to explore what other pressure can be brought to bear. New campaign targeting pubs, cafes, betting shops and similar establishments. Link to Enforcement activities	Identify target areas in Main settlements (MO, AB, SS, Usk) and approach target businesses in each area	Local businesses	Dec-19 Mar-20
18	Increase awareness and use of cigarette stubbers to MCC staff for use at own facilities	Changes in Culture Smoking Related Litter	MCC-WSS, MCC-Estates	Identify Smoking areas for MCC staff and install stubbers and bins where none exist Raise profile of cigarette litter as a take home message	Identify locations and number of stubbers required Identify logistics for emptying stub bins Identify resources to purchase and install stubbers and bins	MCC-WSS, Mcc-Estates	Apr-20
19	Public transport hubs - Improve the environment of public transport hubs, to include measures to reduce litter	Smoking Related Litter Tourism and Leisure Public understanding of the impact of litter	MCC, British Rail, rail providers, Town and Community Councils, KWT, Chambers of trade and commerce, public transport providers	Improve signage, Review of bins (ownership, conditions and schedule)	Pilot one focus transport hub	MCC, Chambers of trade and commerce, Town and Community Councils, Arriva Trains Wales	2019-20
110	Investigate options for Household waste collection point enclosures in town centres for problem areas	Waste collection service	MCC-WSS, TCs, Residents, businesses	Identify costs and locations for enclosures in town centre hotspots to deal with litter emanating from Household waste collection points Identify potential sources of funding	Identify potential trial locations in one urban centre and costs and secure funding	TBC	from Aug 20

Theme 4: Service design

	Action	Target Cause of Litter	Delivered by	How	Target	Funded by	When
SD 1	Household and Business Waste Collection Service - Ensure that MCC and private waste services do not contribute to litter problems e.g. broken street litter bins, miss-collections, miss-presentation of waste, design of collection points, trade waste collections	Waste Collection Service	MCC-WSS	Enhanced training and information to waste collection staff particularly LEAMS standards Enhanced planning and management of Street sweepers Rapid follow up by Waste Education Staff	Review number of complaints and aim for annual reduction	MCC-WSS	From 4/18
SD2	Improve performance of litter picking as part of Mowing schedules	All causes of litter	MCC-WSS	Enhanced management, training and information for grounds staff Greater monitoring and enforcement of schedules and performance	Training for staff annual in spring prior to mowing season Supervisor support prior and during mowing season		Apr-19 Ongoing
SD3	Street Litter Bin Collections - review of service (schedules, quality)	Waste Collection Service	MCC	following bin review - amend schedules to reflect findings Manual sweepers and Sweeper drivers to help review schedules and reactive activities	New schedule within 12 months of bin review	MCC-WSS	Start 4/20
Sd4	Review Recycling on the Go opportunity for town centres	Changes in Culture	WSS Office	Review evidence of effectiveness and best practice Review expected changes in Litter and packaging regulations Review logistics of emptying and segregation	Conclude MCC position on RotG by April 2019	MCC-WSS	Apr-18
SD5	Improve targeting of Litter picking	All causes of litter	WSS Prison and Probation service KWT and other volunteers	Improve the collection, use and dissemination of evidence to improve targeting of litter picking	Review sources of data and communication methods completed and recommendations for improvement made	MCC-WSS	Apr-20
SD6	Ensure that litter reports are addressed quickly - Aim to reduce black spots	Changes in Culture	MCC, volunteer groups, KWT, housing associations	Improve data collection and feedback against litter reports with follow up inspections	Complete review of data collection to identify improvements	MCC-WSS and Housing associations	Dec-19
SD7	Roadside litter clean ups	Eating on the Go Long Distance Transport Tourism and Leisure	MCC, SWTRA, adjoining areas	Continue to undertake roadside litter sweeps Media output before and after cleansing and include costs Increase engagement with SWTRA for Trunk Road clearance	Complete annual litter sweeps Media output after each sweep of arterial roads agreement on working practice	MCC-WSS	ongoing ongoing Apr-19
		Change in Culture Eating on the go	MCC, event organisers, community groups, volunteers	Review MCC events licence to ensure that recycling and litter management are a requirement Target events where support can be provided to promote recycling	review and update licence by April 2019 support 12 external/community events with recycling facilities	MCC-WSS, business, event licences. MCC-WSS	Apr-18 Ongoing



SD8	Provision of recycling and litter facilities and education at events	Tourism and Leisure		Promote packaging reduction at event organisers	Produce guidance and promotional materials	MCC-WSS, KWT	Apr-18
				Monitoring of bin use during events and report to organisers		Volunteers	Ongoing
				Engage with all MCC depts. to reduce waste when designing events and provide recycling bins for all external activities where they produce waste	Produce internal guidance for MCC depts. on planning to minimise waste and maximise recycling at events.	MCC-WSS, KWT	Dec-18
				Support recycling at events with volunteers	X number of events with recycling facilities +10% annually	Volunteers	Annual target
SD9	Beacons of Beauty: Clearance of Historic Fly tipping and Litter on hi visibility public sites off MCC property	Change in Culture	MCC – KWT – Community groups	Identify hot spot areas eg, Bloreng and BBNP, and urban sites GI sites with major litter/fly tipping issues and organise clean ups with partner organisation and community events	Identify projects Identify and apply for funding	External Grants	By 6/19

	Action	Target Cause of Litter	Delivered by	How	Target	Funded by	When
PW 1	Continue to support and grow Monmouthshire litter champion volunteers	Public understanding of the impact of litter	MCC-WSS, WSS-Highwats, Prison Teams, KWT, Volunteers	Support Litter champions to go beyond picking up litter and support other strategic actions	Formalise a partnership with volunteers from Caldicot, Chepstow and Abergavenny	MCC, KWT	Ongoing
				Nominate volunteers and groups for awards e.g. Tidy Wales	Volunteers/groups nominated		Annually
PW 1	Continue to support and grow Monmouthshire litter champion volunteers	Public understanding of the impact of litter	MCC-WSS, WSS-Highwats, Prison Teams, KWT, Volunteers	Annual litter champions network meetings to exchange information and views and review progress on strategy	Hold annual meetings	MCC, KWT	annual
				Identify number of sites regularly cleared by Volunteers and regularly promote	quarterly promotion of community action		ongoing
				Increase range of activities of Volunteers and Voluntary groups to support LEQ	Obtain feedback from Groups on what they want to do		Jun-19
				Maximise use of Volunteer Kinetic to engage with and recruit volunteers	Post volunteer requests on Kinetic		Mar-19
				Create new form for volunteer litter pickers to report activity, to improve response time for collection of waste and to collect data to improve service	Complete and pilot form with target group of volunteers		Mar-19
				Design new induction/training for volunteers in line with MCC working with volunteers guidance	Complete and delivered		Mar-19
Target area for to develop greateer community action to manage litter issues	Support minimum of 4 community litter picking events across Severnside during 19/20	by April 20					
				Closer working with SWTRA re: Helath and Safety to improve access arterial routes	meet to discuss systems and Risk Assessments		Ongoing
PW 2	Increase litter picking of arterial roads	Eating on the Go Long Distance Transport	MCC – WSS KWT SWTRA	Improve collaboration with SWTRA to enable better and more frequent access to arterial road verges during road works Identify staff and Volunteers who are trained and able to join arterial road picks when the opportunity arises	Gain agreement or working practice from SWTRA	MCC, KWT other LAs	Dec-20
PW 3	Work with Planning and other regulators to ensure that potential litter issues are addressed at planning stage	Eating on the go Schools Changes in Culture Smoking Related Litter	MCC - Planning Haulage associations SWTRA	Clarify the role of planning legislation in regulating the operation of premises. Clarify the legislation and guidance related to provision of toilet facilities	Initiate meetings with Planners to understand Planning issues and provide planners with supporting information on litter management	MCC-WSS, MCC-Planning, MCC-Estates	Apr-20 Apr-21
				Update litter volunteer information			

PW 4	Review Information flows to depots to improve support for volunteers and waste collection of community and individual litter picks	All causes of litter	WSS – Raglan	Identify existing practice and look for inconsistencies or gaps Identify issues experienced between volunteers and depots in getting support and design solutions	Complete initial review of issues by 12/ 19. Set plan for resolving issues once identified.		Start summer 2019
PW 5	Improve access to information about litter and recycling facilities	Eating on the go	MCC, KWT, Local Business	Interactive map showing bin and recycling facilities - linked to App (model: LEEDSBYEXAMPLE) Trial Town Identified. 10 businesses engaged 5 MCC trial Bins installed Interactive map built Coms campaign	Pilot project scoped and funding options identified	MCC, businesses, grants	Dec-19

Theme 6: Performance monitoring

	Action	Target Cause of Litter	Delivered by	How	Target	Funded by	When
PM1	LEAMS Surveys	Eating on the go Schools Smoking Related Litter Tourism and Leisure The impact of dog ownership	MCC-WSS,	Update street list and re grade to new system Produce Zoned map on GIS for use in MCS Produce MCS form for LEAMS to improve data collection and analysis	complete complete Complete	MCC-WSS MCC-WSS MCC-WSS	Jun-19 Sep-19 Nov-19
PM2	Analyse existing internal and external data	All Causes of litter	MCC-WSS	Run reports from MCS on litter complaints to identify hotspots and response review and analyse KWT LEAMs surveys	Twice a year and disseminate to depots for information	MCC-WSS	July Jan
PM3	Monitor bin use	All Causes of litter	MCC-WSS	Depots to use mobile worker form to monitor bin use and condition Create system to assess effectiveness of bin signage such as bin stickers	Twice a year and disseminate to depots for information	MCC-WSS	July Jan
PM4	Community involvement in data collection	All Causes of litter	MCC-WSS, Volunteers	Look for existing Citizen science projects/best practice Develop citizen science projects	Scope opportunities Confirm and instigate project	MCC/KWT External	Dec-19 Jun-20

## Litter Strategy Options Appraisal

Theme: 1 Education and Engagement

Options	Benefits	Risks	Comments
Do nothing	Very limited delivery from within existing resources will save MCC resources.	No cultural change. Littering remains an issue and gets worse. Future costs incurred in clearing litter. Risk of further environmental damage locally and internationally. Harm to Monmouthshire's local economy and tourism businesses. Volunteers will no longer collect litter if MCC does nothing to support their efforts by educating the public.	The risks outweigh the benefits
Fund fully over next five years from new MCC resources	MCC has more control over the outcomes. Volunteer litter pickers feel supported by MCC officers and people take personal responsibility for the litter they produce. Education leads to cultural change that reduces littering behaviour. MCC can be seen to be taking the issue seriously and devoting resources to it.	Resources expended on litter education are not available for other MCC services. Difficult to measure the impact of educational interventions on behaviour. Monmouthshire public disagree that this issue deserves this level of resourcing.	A more modest application of MCC resources would be more fitting for this issue, given the County Council's financial situation.
Fund for the next 3 years with a combination of internal and external funds, selecting the actions that are most likely to a) be effective and b) attract external funding. Review after 3 years.	A balanced approach to education and engagement, working with volunteers and partners to change behaviour, which is more likely to be sustainable in the long term. Promotes local ownership of the issue, which should be more likely to change behaviours.	Difficult to measure the impact of educational interventions on behaviour. Behaviour change is a long term process, and three years is a relatively short time for this to take place.	A combination of funding from external sources, work in partnership with others, and a limited application of MCC resources is the most fitting response to this issue.

Theme 2: Enforcement

Options	Benefits	Risks	Comments
Do nothing	There is limited enforcement carried out at present through PCSOs but no focussed activity across the county.	Other approaches that include the threat of prosecution are undermined.	There is support from the public to prosecute local environment quality offences.
Focus existing MCC resources on enforcement across MCC	Enforcement is delivered in line with MCC standards and values. Proportional in delivery across the county	Resources are already stretched and enforcement of local environment quality is labour intensive.	Without a dedicated department enforcing it could become piecemeal approach.
Procure external enforcement providers for each town with payment through FPN receipts	Pay for themselves from issuing FPNs, high profile enforcement, delivered in high visibility areas. Not the Council delivering the service	Public backlash, high footfall areas targeted and negative impact on high street, press coverage in other areas have been critical of approach of only targeting high visibility areas	Cost free solution for the council
Procure limited external enforcement ( visit the area intermittently) payment through mixture of FPNs and Council contribution	Delivered in high visibility areas, ability to divert to low footfall rural areas, greater input from Council	No permanent presence, no pressure on provider to issue fines, more difficult to manage	May be more acceptable to residents and traders

Theme: 3 Infrastructure

Options	Benefits	Risks	Comments
Do nothing	No capital cost	Declining infrastructure and higher revenue costs Deterioration in visual amenity and knock on impact on local economy Infrastructure not suitable to needs. Loss of support from litter champions and volunteers	Risk outweigh benefits
Full investment in Infrastructure needs funded internally over the five years with commitment to ongoing replacement costs	Improvements in townscapes Reduction in litter Reduction in vermin Reduction in environmental harm caused by litter	No resources for any other areas of Local Environment Quality Causes of litter and therefore littering not resolved	Unrealistic resource commitment that does not resolve the issues
Assessment of infrastructure with targeted renewal and investigation into alternative resourcing for capital investment	Improvements to townscapes but at a slower rate Key issues and blackspots targeted to resolve the biggest issues first Increased community engagement in decisions and ownership of assets.	Potential increase in corporatisation of urban areas if sponsorship model adopted Slower update of infrastructure. Some areas may feel under supported.	Suited to budgetary constraints. Allows for resources for other areas of work, particularly prevention measures in Theme 1 targeting the causes of litter

Theme 4: Service Design

Options	Benefits	Risks	Comments
Continue current balance of activity between town and rural locations	Requires less resource for service redesign and contract renegotiation with town councils	May not be meeting the needs of certain communities	The most straightforward approach but does not attempt to address changes in expectation
Continue current balance of activity between town and rural locations but increase community involvement in how services are delivered	Improved targeting of services Potential for greater involvement in community delivery of services Potential for greater ownership of issues and better outcomes for prevention	Shortage of capacity in department for high levels of community engagement Raising expectation that cannot be delivered due to resource constraints. May impact on delivery while staff time is directed to look for external funding	Challenge to deliver higher community engagement with current resources and will require an increase in external funding to achieve this but is likely to deliver the best outcome.
Increase focus on litter collection particularly in rural areas and strategic road network	Targets some of the most frequent complaints about litter Targets Gateway to Wales issues making the county and country more welcoming	Reduced resources for any other areas. Less resourcing for town and urban areas where higher population density and higher rates of litter May need to renegotiate contracts with Town Councils	Change in status quo will stimulate complaints as services decline in some areas
Increase focus on town centres, events and high visibility locations	Improvements in townscapes Reduction in litter Reduction in vermin Reduction in environmental harm caused by litter	Increased marginalization of rural communities Rural litter black spots will increase impacting on tourism	Change in status quo will stimulate complaints as services decline in some areas



Theme 5: Partnership Working

Options	Benefits	Risks	Comments
Do nothing	Saves Council resources	Unable to support or develop efforts of litter volunteers with equipment and new roles. No additional cleansing of major arterial routes.	
Invest MCC resources fully in 5 year programme of works	Spending in this area is modest, but would help increase activity of volunteers and prevent issues from developing, so should provide a long term saving.	Investment in this area, but not others within this programme of work would raise expectations with volunteers, on which we may not be able to deliver.	
Invest MCC resources and external funds in partnership working to resolve and prevent litter issues.	Enables the development of working relationships with partners and volunteers. Saves MCC funds to spend on other service areas and priorities.	None.	

This page is intentionally left blank

# Public Document Pack Agenda Item 7

## MONMOUTHSHIRE COUNTY COUNCIL

Minutes of the meeting of Strong Communities Select Committee held  
on Thursday, 13th September, 2018 at 10.00 am

**PRESENT:** County Councillor J.Pratt (Chairman)  
County Councillor A. Webb (Vice Chairman)

County Councillors: L.Dymock, A. Easson and R. Harris

Also in attendance County Councillor(s): S. Jones and S.B. Jones

### **OFFICERS IN ATTENDANCE:**

Paula Harris	Acting Scrutiny Officer
Tracey Harry	Head of People Services and Information Governance
Roger Hoggins	Head of Operations
Mark Howcroft	Assistant Head of Finance
Nicola Perry	Senior Democracy Officer
David Bartlett	HR Support Team Manager
Graham Kinsella	TRaffic and Road Safety Manager
Kate Stinchcombe	Biodiversity & Ecology Officer
Sally Thomas	HR Manager
Dave Loder	Finance Manager

### **APOLOGIES:**

County Councillors R.Roden, L. Guppy and V. Smith

#### **1. Declarations of Interest**

None.

#### **2. Open Public Forum**

The Chair welcomed Mr. Candler, Clerk to Llanover, who wished to address the Committee regarding the speeding of heavy goods vehicles. He referred to a fatal accident which had occurred in July 2018 on the R64. Complaints had been forwarded to the Chief Constable about the speed and noise, particularly of motorcycles. A public response had been received from the Chief Constable which stated the stretch of B4598 between Raglan and the Steel Horse Café has been made a 50mph zone. Therefore MCC have responded to historical concerns raised by the community, but this is not supported by physical engineering works and speeding continues.

The Head of Operations acknowledged the statements read by Mr. Candler and advised that a Member/Officer working group has been established to look at road safety and speeding in particular. This includes representatives from Gwent Police and the Road Safety Partnership, and has put together a road safety strategy and is also putting together a process and procedure for dealing with enquiries around road safety and speeding. Following an upcoming Member workshop, a wider consultation will take place to allow interested groups to look at the new policy and procedure.

## **MONMOUTHSHIRE COUNTY COUNCIL**

### **Minutes of the meeting of Strong Communities Select Committee held on Thursday, 13th September, 2018 at 10.00 am**

The Officer requested that he receives the documents highlighted by Mr. Candler, and, working with the Cabinet Member, will follow up with the Chief Constable.

The Committee welcomed Mr. Rogers to speak at the public open forum with regards to heavy goods vehicles passing through the narrow lanes in the Llangeview area. Mr. Rogers evidenced the problems through a presentation to Members. Alltybella Road was highlighted as a narrow lane, flanked either side by gardens, verges and hedgerows, and serves 6 houses and Coed Cwmwr Farm, and how the wheels of HGVs are gouging out the verges and destroying the ancient hedgerows.

The Head of Operations agreed to issue a full response at the next meeting.

#### **3. To confirm the minutes of the meeting held on 12th July 2018**

The minutes of the meeting held on 12<sup>th</sup> July 2018 were confirmed as a correct record and signed by the Chair.

#### **4. To confirm the minutes of the special meeting held on 30th July 2018**

The minutes of the meeting held on 30<sup>th</sup> July 2018 were confirmed and signed by the Chair.

#### **5. Discussion item to consider the implications of restricting HGVs with a view to developing a future policy**

The Head of Operations presented Members with a verbal report, considered useful given the HGV issues across the County. He referred to the development of a Heavy Goods Vehicle Strategy, and the broad subject this will cover. The strategy will also look at alternative routes, times of access and advisory signs versus statutory notices. The strategy would also have to address the authority's responsibility in relation to the Future Generations and Wellbeing Act and the Environmental Act as referred to in the Public Open Forum. This must be balanced against the responsibility as a Highway Authority.

Heavy goods matters are currently dealt with on a case by case basis but an overarching strategy, policy and procedure would be preferable. However staff resources are currently unavailable, but should Members wish this could be programmed for future commitment.

Members offered comments of support for the implementation of the strategy, when time permits.

In response to a question regarding the B4245 the Officer agreed to seek clarification to whether letters had been issued to the local hauliers using that route.

A Member suggested implementation of width and weight restrictions, and questioned how enforceable this would be. The Officer agreed to look further into this.

#### **6. People Services Information Update**

**Context:**

## MONMOUTHSHIRE COUNTY COUNCIL

### Minutes of the meeting of Strong Communities Select Committee held on Thursday, 13th September, 2018 at 10.00 am

The Committee were presented with a report to provide requested HR data and information.

#### **Key Issues:**

Members at the Strong Communities select committee of 14<sup>th</sup> June 2018, where they considered the latest iteration of the People Strategy, sought reassurance and comfort regarding a number of People Services issues including:

- The availability of HR data
- Our approach to colleague engagement
- The availability of HR advice and guidance on the hub
- The cost of sickness absence to the authority
- Numbers of referrals to Occupational Health
- The need for an employee handbook
- An update on the CICO recording system
- The potential requirement for training in implementing collaborative and other service models
- The requirement to include an executive summary in the new “People to Purpose Strategy”

#### **Member Scrutiny:**

Following demonstration of the HR Dashboard Members were invited to comment.

Members expressed disappointment that the dashboard was not accessible by Councillors, this would be forwarded to the Digital Team to address.

We were advised that the appendix to the report provided a detailed analysis of 2017/18 data. It was recommended this is received on an annual basis. The Chair suggested a briefing session would be useful.

We heard that each school commissions the HR advisory services that they wish to use, in most cases they buy into the Monmouthshire HR service level agreement. However Chepstow School and Monmouth Comprehensive Schools are the only 2 schools that don't buy in and the Chief Officer for CYP and the DMT will ensure they fulfil their statutory responsibilities in relation to people management at those schools.

Officers endeavoured to look other authorities, and identified stress and mental illness to be an increasing problem across wales.

A Member expressed concern that the figure of £2.6 million for sickness was not an actual cost, as this would be covered in salaries, but recognised the domino effect on other staff. The Head of People Services explained that officers were not able to estimate replacement costs so this was a nominal figure.

Members suggested that in terms of counselling, there should be a service available to staff that is completely independent and does not involve staff or managers within the organisation. The Head of People Services referred to budget restraints and highlighted options available such as a Go To Group and One to One Coaching sessions. The

## MONMOUTHSHIRE COUNTY COUNCIL

### Minutes of the meeting of Strong Communities Select Committee held on Thursday, 13th September, 2018 at 10.00 am

Chair added that the cost to the Council in not providing an adequate service resulted in large levels of sickness and non-attendance, and alternative models should be identified.

#### **Recommendations:**

That Members note the information provided.

That Members receive an annual attendance report to include information on sickness/turnover and occupational health matters.

#### **Committee Conclusion:**

The Chair thanked officers and welcomed the comprehensive update. The Committee requested a six monthly update going forward. And added this as a recommendation to Cabinet.

Members acknowledged the lack of access and would welcome a summary available to Councillor on the Hub.

The Committee added a recommendation to Cabinet to identify alternative models for self-referral counselling options.

### **7. Budget Monitoring Outturn Report for the Regeneration and Corporate Directorates**

#### **Context:**

The purpose of this report is to provide Members with information on the revenue and capital outturn position of the Authority at the end of reporting period 1 which represents the financial outturn position for the 2018/19 financial year based on May inclusive activities.

This report will also be considered by Select Committees as part of their responsibility to:

- Assess whether effective budget monitoring is taking place;
- Monitor the extent to which budgets are spent in accordance with agreed budget and policy framework;
- Challenge the reasonableness of projected over or underspends;
- Monitor the achievement of predicted efficiency gains or progress in relation to savings proposals.

#### **Recommendations:**

That Members consider a net revenue forecast of £471,000 overspend.

Members consider a capital outturn spend of £35.7m, which accords with budget provision for the year, after proposed slippage of £75,000. This describes a breakeven position not uncommon for this early in the year, although there is a potential for additional 21c schools

## MONMOUTHSHIRE COUNTY COUNCIL

### Minutes of the meeting of Strong Communities Select Committee held on Thursday, 13th September, 2018 at 10.00 am

costs in respect of additional asbestos removal and treatment costs not anticipated, which colleagues indicate could be the order of £350,000.

Considers the use of reserves proposed in para 3.8.1.

Members note that the low level of earmarked reserves will notably reduce the flexibility the Council has in meeting the challenges of scarce resources going forward.

Members note the extent of movements in individual budgeted draws on school balances, and acknowledge a reported net forecast deficit of £622k resulting, and support the amendments to MCC's Fairer Funding Regulations as described in para 3.8.13 for onward engagement with schools forum and governing bodies.

#### **Members Scrutiny:**

In response to a question regarding the asbestos problem in 21<sup>st</sup> Century Schools, given the age of the schools it was common for asbestos to be a useable building material. There is now an understanding that during a project review the building materials will be tested and an allowance made for the professional disposal of such materials.

The continuing trend of overspending in the Passenger Transport Unit was challenged. The Assistant Head of Finance explained we rely heavily on the PTU service in such a rural authority. The extent of PTU cost mean it is a significant area to identify if we could do things more economically or sustainably. It was recognised that capacity wise, in terms of both PTU and the officer support, it would be a phased approach rather than all achieved in April. The Officer noted that they should have been more prudent in estimation of progress.

It was explained that during the budget process the financial planning assumption on a 1% pay award had increased to a financial agreement of a 2% pay award, equating to just over £1million, which meant we had to find the resources to afford that. A proposal to sell the effect of our recycling credits to improve another authority's performance had been put forward. By the time Blaenau Gwent decided to not invest the budget had been settled, so needed to be managed through the budget monitoring process.

Clarity was sought around the ongoing position of the ADM. The Assistant Head of Finance explained that the optimism of some of the forecast figures in the monitoring report was reflected in Members being asked to consider the sustainability of the Tourism, Leisure and Culture Services

#### **Committee Conclusion:**

The Chair thanked the team for the report and congratulated staff on the incredible job they do. Looking forward, there are challenging times ahead and councillors are under increasing pressure to provide residents with a high standard of services.

The Council need to continue to lobby Welsh Government for a fairer settlement in order to continue to provide the core services and look at other ways of delivering as far as leisure and tourism are concerned.

#### **8. Strong Communities forward work programme**

**MONMOUTHSHIRE COUNTY COUNCIL**

**Minutes of the meeting of Strong Communities Select Committee held  
on Thursday, 13th September, 2018 at 10.00 am**

The Committee noted the forward work programme.

**9. Cabinet & Council forward work programme**

Noted.

**10. To note the date and time of next meeting as 15th November 2018 at 10am**

Noted.

**The meeting ended at 12.30 pm**



*Monmouthshire's Scrutiny Forward Work Programme 2018*

<b>Strong Communities Select Committee</b>				
<b>Meeting Date</b>	<b>Subject</b>	<b>Purpose of Scrutiny</b>	<b>Responsibility</b>	<b>Type of Scrutiny</b>
<b>15<sup>th</sup> November 2018</b>	<b>Public Protection Performance Report</b>	Report of the performance of the service during the first six months 2018/19.	David Jones	Performance Monitoring
	<b>Litter Strategy</b>	Discussion on the proposed strategy and the outcomes of the pilot scheme.	Carl Touhig	Policy Development
	<b>Usk in Bloom</b>	Performance Report on the outcome of the competition given the Council's financial investment.	Cath Fallon	Performance Monitoring
<b>6<sup>th</sup> December 2018</b>	<b>Waste and Recycling</b>		Carl Touhig	Policy Development
<b>New Year 2019 TBC</b>	<b>Traffic &amp; Road Safety</b>	To present a strategy for dealing with traffic and road safety	Paul Keeble	Policy Development
		To present the Speeding Management Process being worked upon by the Strong Communities Task and Finish Group) ~ following a public workshop to be held in September.	Roger Hoggins	

## *Monmouthshire's Scrutiny Forward Work Programme 2018*

### Future Agreed Work Programme Items: Dates to be determined

- × **Highways Management Plan** ~ Paul Keeble
- × **Large vehicles on small roads policy**
- × **Chepstow and Monmouth Wye pedestrian**
- × **Open Space Review** ~ review of open spaces and the prioritisation and management of highways ~ strategic review rather than operational.
- × **Gwent Refugees and Asylum Seekers** ~ progress report ~ Scrutinised by CYP Select on 29<sup>th</sup> November 2018. Committee to attend.
- × **Modern Day Slavery and Human Trafficking** ~ topic raised by the chair for in-depth scrutiny.
- × **Rights of Way** - approval of review after formal consultation in spring ~ scrutiny of the policy that is likely to fall out of the review - prioritisation for public path orders; modification orders.
- × **Cremations and Burials**
- × **Strategic Equality Report** ~ 18<sup>th</sup> April 2019
- × **Welsh Language Monitoring Report** ~ 6<sup>th</sup> June 2019
- × **Fire Service** ~ Review by Welsh Government of the governance and funding ~ implications for Monmouthshire

**Emerging issues/topics to be raised with the committee before inclusion ~ some reports to be received by email for comment rather than in-depth scrutiny.**

## *Monmouthshire's Scrutiny Forward Work Programme 2018*

<b>Public Service Board Select Committee</b>				
<b>Meeting Date</b>	<b>Subject</b>	<b>Purpose of Scrutiny</b>	<b>Responsibility</b>	<b>Type of Scrutiny</b>
<b>22<sup>nd</sup> January 2018</b>	<b>Draft Public Service Board Well-Being plan</b>	Opportunity to scrutinise the draft before adoption	Matthew Gatehouse Sharran Lloyd	Pre-decision Scrutiny
	<b>Discussion with Future Generations Commissioner Sophie Howe</b>	<ul style="list-style-type: none"> <li>• The Commissioner's vision for the act and what it can achieve</li> <li>• The Commissioner's priorities</li> <li>• The role of PSB Scrutiny and the Commissioner's expectations</li> </ul>	Hazel Clatworthy	Performance Discussion
	<b>Presentation on well-being engagement and measuring well-being at a community level</b>	Understanding community well-being and how it is measured.	Abi Barton Rhian Cook	Presentation
<b>21<sup>st</sup> March 2018</b>	<b>Deferred.</b>			
<b>4<sup>th</sup> July 2018</b>	<b>Regional Well-being work</b>	An update about work happening at a regional level to build on wellbeing assessments and inform well-being plans.	Matthew Gatehouse Sharran Lloyd	Performance Update
	<b>Well-being Plan ~ Emerging Priorities and Actions</b>	An update report on the emerging actions being developed to deliver the objectives contained in Monmouthshire's Well-being Plan. This provides further detail on the steps that were published within the plan and which have been subject to further development by all partners of the Public Service Board ahead of its next meeting on 17th July.	Matthew Gatehouse Sharran Lloyd	Performance Update

*Monmouthshire's Scrutiny Forward Work Programme 2018*

Public Service Board Select Committee				
Meeting Date	Subject	Purpose of Scrutiny	Responsibility	Type of Scrutiny
10 <sup>th</sup> October 2018	To be confirmed.			

**PSB DATES:**

17<sup>th</sup> July 2018 10am  
17<sup>th</sup> October 2018 10am  
18<sup>th</sup> January 2019 10am  
4<sup>th</sup> April 2019 10am

**PSB SELECT DATES: TBC**

4<sup>th</sup> July 2018 10am  
10<sup>th</sup> October 2018 10am

## Cabinet, Council and Individual Cabinet Member Decisions (ICMD) Forward Plan

Monmouthshire County Council is required to publish a forward plan of all key decisions to be taken. Council and Cabinet items will only be considered for decision if they have been included on the planner no later than the month preceding the meeting, unless the item is considered urgent.

Committee / Decision Maker	Meeting date / Decision due	Subject	Purpose	Author	Date item added to the planner	Date item originally scheduled for decision
Cabinet	06/06/2019	Budget Monitoring report - month 12 (period 3) - outturn	The purpose of this report is to provide Members with information on the forecast outturn position of the Authority at end of month reporting for 2018/19 financial year.	Joy Robson/Mark Howcroft	17/04/2018	
Cabinet	03/04/2019	Play Action Plan/Play Sufficiency Assessments		Mike Moran	31/10/2018	
Cabinet	03/04/2019	Welsh Church Fund Working Group	The purpose of this report is to make recommendations to Cabinet on the Schedule of Applications 2018/19, meeting 9 held on the 7th March 2019.	Dave Jarrett	17/04/2018	
Council	07/03/2019	Final Budget Proposals		Joy Robson	11/09/2018	
Council	07/03/2019	Treasury Management Strategy 2019/20	To accept the annual treasury Management	Joy Robson	11/09/2018	
Council	07/03/2019	Council Tax Resolution 2019/20	To set budget and Council tax for 2019/20	Ruth Donovan	11/09/2018	
Cabinet	06/03/2019	2019/20 Education and Welsh Church Trust Funds Investment and Fund Strategies	The purpose of this report is to present to Cabinet for approval the 2019/20 Investment and Fund Strategy for Trust Funds for which the Authority acts as sole or custodian trustee for adoption and to approve the 2018/19 grant allocation to Local Authority beneficiaries of the Welsh Church Fund.	Dave Jarrett	17/04/2018	

Cabinet - Special	20/02/2019	Final Revenue and Capital Budget Proposals		Peter Davies	20/09/2018	
Cabinet	06/02/2019	Welsh Church Fund Working Group	The purpose of this report is to make recommendations to Cabinet on the Schedule of Applications 2018/19, meeting 8 held on the 17th January 2019.	Dave Jarrett	17/04/2018	
Council	17/01/2019	Council Tax Reduction Scheme 2018/19		Ruth Donovan	11/09/2018	
Cabinet	09/01/2019	Final Draft Budget Proposals or recommendation to Council.		Joy Robson	17/04/2018	
Cabinet	09/01/2019	Welsh Church Fund Working Group	The purpose of this report is to make recommendations to Cabinet on the Schedule of Applications 2018/19, meeting 7 held on the 13th December 2018.	Dave Jarrett	17/04/2018	
Cabinet	09/01/2019	Budget Monitoring report - month 7 (period 2)	The purpose of this report is to provide Members with information on the forecast outturn position of the Authority at end of month reporting for 2018/19 financial year.	Joy Robson/Mark Howcroft	17/04/2018	
Cabinet	19/12/2018	Draft Revenue Capital Budget Proposals	To outline the proposed capital budget for 2019/20 and indicative capital budgets for the 3 years 2020/21 to 2022/23	Joy Robson/Peter Davies	19/09/2018	
Council	13/12/2018	Capital Budget Report on 3rd Lane on Wye Bridge	Defer to December	Paul Keeble	20/09/2018	
Council	13/12/2018	Final approval of MonLife and MonLife Plus		Tracey Thomas	09/08/2018	

Council	13/12/2018	21st Century Schools - Band B project Team		Will Mclean	12/10/2018	
Cabinet	05/12/2018	Welsh Football League Pyramid - Monmouthshire Clubs		Mike Moran	05/11/2018	
Cabinet	05/12/2018	LA and Schools Partnership Agreement		Cath Saunders	26/09/2018	
Cabinet	05/12/2018	Reorganisation of ALN and Inclusion Services update	Cabinet consider objections received on the Reorganis	Debbie Morgan	25/05/2018	
Cabinet	05/12/2018	Welsh Church Fund Working Group	The purpose of this report is to make recommendations to Cabinet on the Schedule of Applications 2018/19, meeting 6 held on the 25th October 2018.	Dave Jarrett	17/04/2018	
Cabinet	05/12/2018	Council Tax Base 2019/20 and associated matters	To agree the Council Tax Base figure for submission to the Welsh Government, together with the collection rate to be applied for 2019/20 and to make other necessary related statutory decisions	Sue Deacy/Ruth Donovan	17/04/2018	
Cabinet	05/12/2018	Corporate Plan: Progress Report		Matthew Gatehouse	10/07/2018	
Cabinet	05/12/2018	Reviews of Fees and Charges	To review all fees and charges made for services across the Council and identify proposals for increasing them in 2019/20	Mark Howcroft	17/04/2018	
Cabinet	05/12/2018	Implementation of NJC revised payspine April 2019			09/10/2018	
ICMD	28/11/2018	Skills at Work		Cath Fallon	06/11/2018	

ICMD	28/11/2018	Panel Fees for Foster Carers		Jane Rodgers	17/10/2018	
ICMD	14/11/2018	Social Housing Grant Programme		Shirley Wiggam	25/10/2018	
ICMD	14/11/2018	Rural Allocations Policy		Shirley Wiggam	25/10/2018	
ICMD	14/11/2018	Family Support within 'Statutory' Children's Services - Re-design of the Contact Service		Jane Rodgers	17/10/2018	
ICMD	14/11/2018	Review of Mardy Local Lettings Policy		Ian Bakewell	23/10/2018	
ICMD	14/11/2018	Proposal to extend supporting people contracts in 2019/20		Chris Robinson	10/09/2018	
Cabinet	07/11/2018	Targeted Regeneration Investment Programme, The Cross, Caldicot		Cath Fallon	12/10.18	
Cabinet	07/11/2018	Cadetship Programme		Tracey Harry	20/09/2018	
Cabinet	07/11/2018	Structure Report		Roger Hoggins	20/09/2018	
Cabinet	07/11/2018	Project 5: Development of a Therapeutic Foster Care Service for Complex Young People		Jane Rodgers	30/08/2018	



Cabinet	07/11/2018	MTFP and Budget Process for 2019/20 to 2022/23	To outline the context and process within which the MTFP over the next 4 years and the budget for 2019/20 will be developed.	Joy Robson	17/04/2018	
---------	------------	--	--	------------	------------	--

This page is intentionally left blank