

# Public Document Pack



County Hall  
Rhadyr  
Usk  
NP15 1GA

Monday, 13 May 2019

## Notice of meeting

### Special Meeting Strong Communities Select Committee

Tuesday, 21st May, 2019 at 2.00 pm  
The Council Chamber, County Hall, The Rhadyr, Usk

*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 Protection 2018/19 Performance Report.	1 - 42
4.	Pre-decision scrutiny of the Monmouthshire Local Toilet Strategy.	43 - 82

**Paul Matthews**

**Chief Executive**

MONMOUTHSHIRE COUNTY COUNCIL  
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillors:

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

## 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

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### 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?

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<b>SUBJECT:</b>	<b>PUBLIC PROTECTION 2018/19 PERFORMANCE REPORT</b>
<b>MEETING:</b>	<b>Special Strong Communities Select Committee</b>
<b>DATE:</b>	<b>21<sup>st</sup> May 2019</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>All</b>

## 1. PURPOSE:

- 1.1 To undertake scrutiny of service delivery across Public Protection services for the financial year 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'.
- 2.2 Members confirm future performance updates will consist of:-
- one annual performance report, to be scheduled in May of each year.
  - a half year exception report, highlighting any gaps in service delivery, in November each year. This second report to be supplemented by a focus on one specific service area, to be guided by Members of this Committee. This will inform service priorities going forward.

## 3. KEY ISSUES:

- 3.1 In January 2015 Cabinet requested that Public Protection performance was reviewed regularly by this Committee to assess any negative impacts. 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 2.2 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 for the twelve month period 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, most proactive and reactive work is being carried out professionally, within prescribed response times. There are only a few exceptions - due to the reactive nature of most of the services – these being some slippage in housing visits, private water inspections and animal health visits.

- 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 four 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:**

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**REPORT TO STRONG COMMUNITIES SELECT COMMITTEE**  
**PUBLIC PROTECTION 2018/19, 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 WWhoTS)
- 1 Animal Health Officer, 1 FTE (long term sickness since May 2018)
- 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 –

<u>SERVICE</u>	Budget	Net Spend
Environmental Health – Commercial	£448,564	£441,425
Environmental Health – General public health	£391,080	£395,609
Trading Standards & Animal Health	£337,704	£339,370
Licensing	£23,056	£26,091
Management & generic costs (eg software)	£112,596	£115,587
<b>Total</b>	<b>£1,313,000</b>	<b>£1,318,082</b>

The budget position for the 2018/19 year was a slight overspend of £5,082. This represents 0.4% 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** (and comparison to previous years)

The right hand columns summarises performance during the 2018/19 year. The left hand columns cover the previous 4 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</u></b>
<b>Environmental Health (Commercial)</b>					
Food safety full inspections	551 (100% of these programmed)	510 (100%)	502 (100%)	513 (100%)	513 (100%)
Other interventions – sampling, verification etc (Not H & S)	304	379	483	427	285
Total	855	889	985	940	798
Inspection within 28 days of scheduled date	88%	95%	88.4%	87%	88.6%
Number of new businesses opened	124	138	130	110	151

Broadly compliant food businesses (high risk)	88.5%	89.0%	90.4%	94.3%	93.2%
Broadly compliant food businesses – All	93.8%	94.0%	95.2%	97.4 %	97.2%
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	456 (85% within 3 working days)  Total SR's 1463
Food Hygiene training	196	239	219	257 food handlers trained.	208 food handlers trained
Communicable Diseases cases dealt with	194	183	171 (4 outbreaks and one fatality)	183	210 including Typhoid outbreak
Health and Safety notifications  Notices served		NR  3 notices served	63 accident, 33 major events  10 notices served	54 accidents, of which 9 reportable (serious injuries) 24 visits re asbestos also undertaken in the year.	41 accidents notified. 12 serious incidents investigated. 90 events reviewed  12 notices served (gas and cellar safety)
<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%	164 Total 141 within 3 working days = 86%

Noise	341 Total 297 within 3 working days=87.1%  221 closed within 3 months= 64.8%	305 Total 277 within 3 working days = 90.8%  130 closed within 3 months = 42.6%	363 Total 318 within 3 working days = 87.6%  188 closed within 3 months = 51.8%	321 Total. 271 within 3 working days = 84.4%  173 closed within 3 mths = 53.9%	374 Total. 318 within 3 working days = 85% 152 closed within 3 mths = 40.6%
Statutory nuisance, excluding noise	198 Total 180 within 3 working days=90.9%  140 closed within 3 months=70.7%	148 Total 131 within 3 working days = 88.5%  75 closed within 3 months = 50.7%	179 Total 152 within 3 working days = 84.9%  84 closed within 3 months = 46.9%	142 Total. 122 within working 3 days = 85.9%  83 closed within 3 mths = 58.4%	176 Total. 145 within working 3 days = 82.4%  92 closed within 3 mths = 52.3%
Environmental Protection (fouling, littering, fly tipping etc.)	345 Total 314 within 3 working days=91%  222 closed within 3 months=64.3%	255 Total 233 within 3 working days = 91.4%  174 closed within 3 months = 68.2%	475 Total 448 within 3 working days = 94.3%  341 closed within 3 months = 71.8%	478 Total. 440 within 3 working days = 92.1%  302 closed within 3 months = 63.2%	484 Total. 446 within 3 working days = 92.1%  421 closed within 3 months = 87%
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 78. 61 within 3 working days =78.2%
<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	1813 applications dealt with (up by 145 on the previous year). This includes 425 TENs requiring a 24 hour turnaround (an

					increase of 42 TENS on the previous year)
Inspections carried out	624 inspections carried out (274 of which were risk rated premises for alcohol, entertainment and late night refreshment)	529 inspections carried out (240 of which were risk rated premises for alcohol, entertainment and late night refreshment)	508 inspections carried out (120 of which were risk rated premises for alcohol, entertainment and late night refreshment)	329 inspections carried out (261 of which were risk rated premises for alcohol, entertainment and late night refreshment)	325 inspections carried out (174 of which were risk 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).	974 service requests were carried out (895 - 92% - with a 3 day turnaround for first response – on target). An increase of 106 service requests from 17/18
<b>Trading Standards and Animal Health</b>					
Trading Standards Visits	192	317	176	110	126
Trading Standards Complaints/Advice	669	540	428	452	443
Citizens Advice Consumer Service	419 Referrals 1158 Notifications	410 Referrals 1069 Notifications	285 Referrals 785 Notifications	302 Referrals 808 Notifications	305 Referrals 863 Notifications
Animal Health Visits	290	311	411	258	219
Animal Health Complaints/Advice	251	186	298	264	242

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 in particular medical devices.	23% (25/107)	No formal programme of inspection due to other pressures 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% - 235	100% - 212
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.
New Business Visits	26% TS 10% AH	76% TS 90% AH	52% TS 58% AH	56% TS 59% AH	29% TS (23/80) 66% AH (18/27)
Animal Welfare Complaints	92.5% within target response time	96% within target response time	90.4% within target response time	91.4%	92.6%
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	156

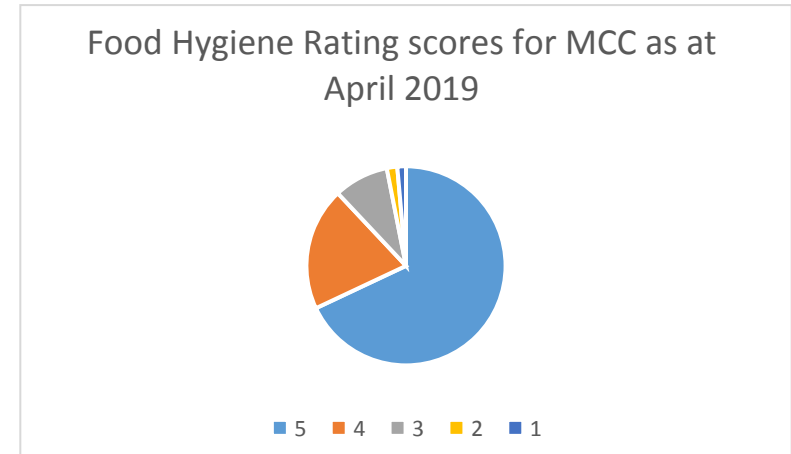


## 5. ANALYSIS AND ACTIVITY 2018/19

### 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 and consistency 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 and the serious nature of the offences.

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. Our preferred option is to educate and advise business rather than enforcement which enables us to foster a good working relationship and a higher rate of compliance levels than the national average.

Food standards - Officers continue to provide legal advice on allergen declarations in food, protecting affected persons and we have co-ordinated a Gwent wide speciation survey looking at miss described meat and a local project on allergen awareness and then mystery shopper sampling. These have been grant funded from the FSA.

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. We have been the most successful LA in the SE good group in using our service allocation from the microbiological Lab obtaining 417 samples throughout the year from MCC businesses.

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. We have continued to work with our main PA partners of SA Brains, ABHB and Marriott hotels.

#### 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.

We feel it is important to continue to investigate and contact cases of notifiable infectious diseases as we are quite often the first and only source of advice and information their case and it raises awareness of both preventative measures for spread of pathogens and repeat cases.

#### 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. We have continued with the inspections of cellars and along with gas safety have served 12 improvement notices to remove the risk of asphyxiation and fire in takeaways and other food premises.

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.

We have continued preparing businesses for the introduction of new legislation for tattooists and special procedures which will come into being in 2019.

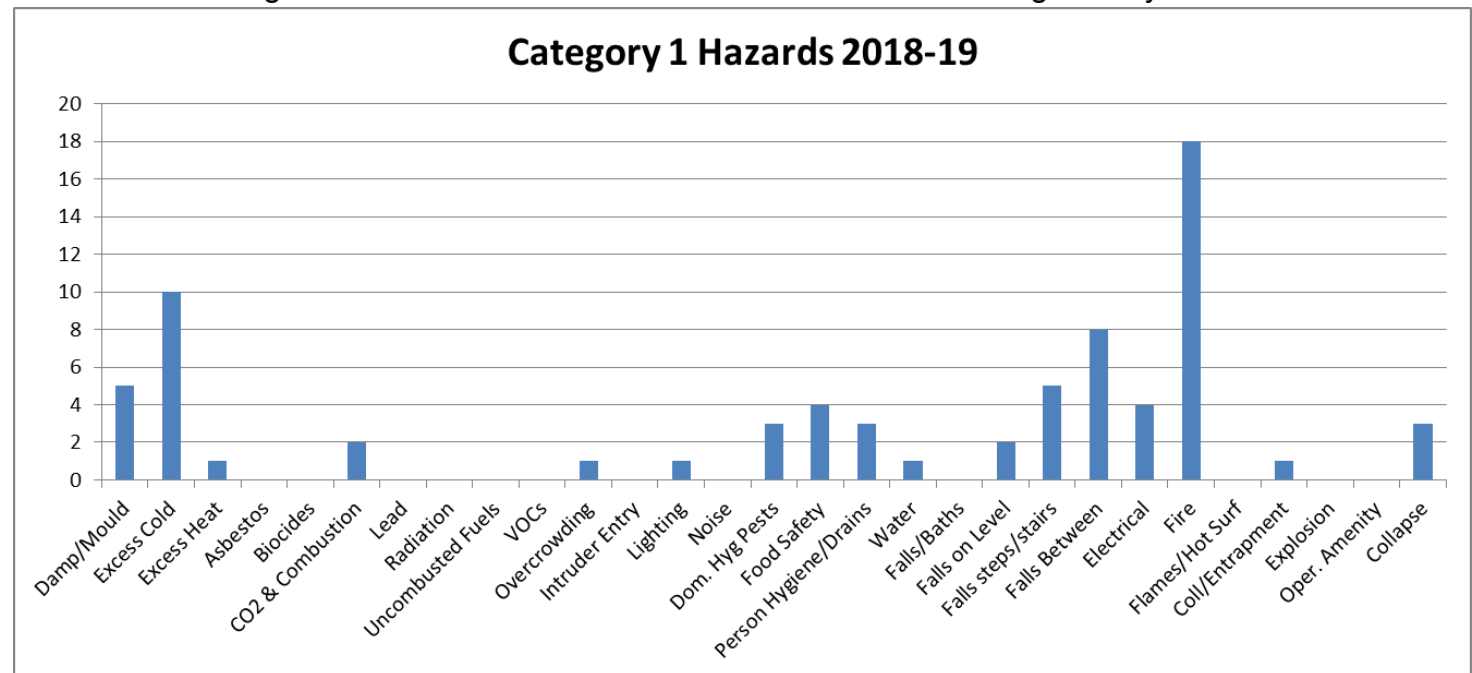
#### 5.1.4 Income generation

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.

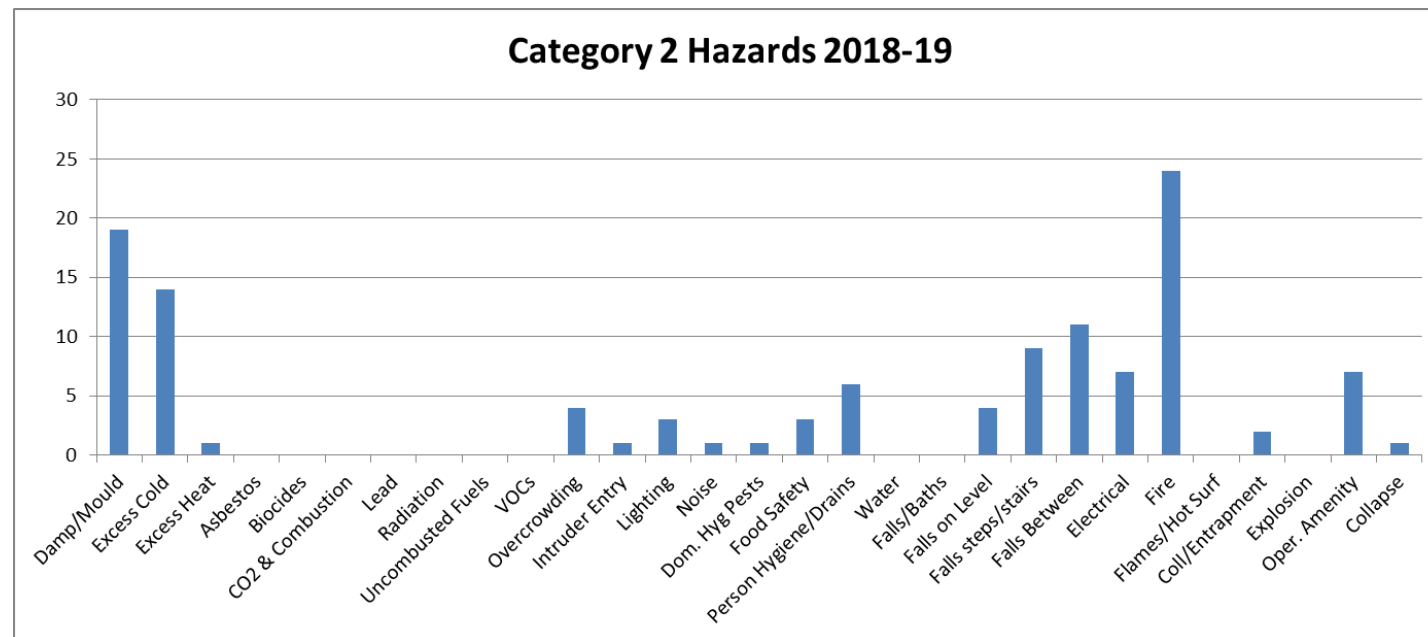
### 5.2 Environmental Health – Public Health

#### 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 164 enquiries have been received with 141 of these responded to within 3 working days (86%). 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 78 dwellings were inspected with 68 category 1 hazards (most serious) and 115 category 2 hazards identified. Of the total of 183 hazards a high percentage relate to damp, cold, falls between levels and fire safety issues. The hazard profiles are illustrated as follows:



In the 78 inspections, 112 adults and 55 children were exposed to significant hazards. 55 of those adults and 17 children were protected by landlords undertaking remedial works to date. 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 31<sup>st</sup> March 2019 there were 4683 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 was probably linked to the long hot summer period and impacted on the team's ability to deal with other public health matters during this period. The year-end total of 374 complaints is the highest recorded to date. 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 85% within 3 working days although case closure rates within 3 months dropped from 54% to 41%

### 5.2.3 Environmental Protection

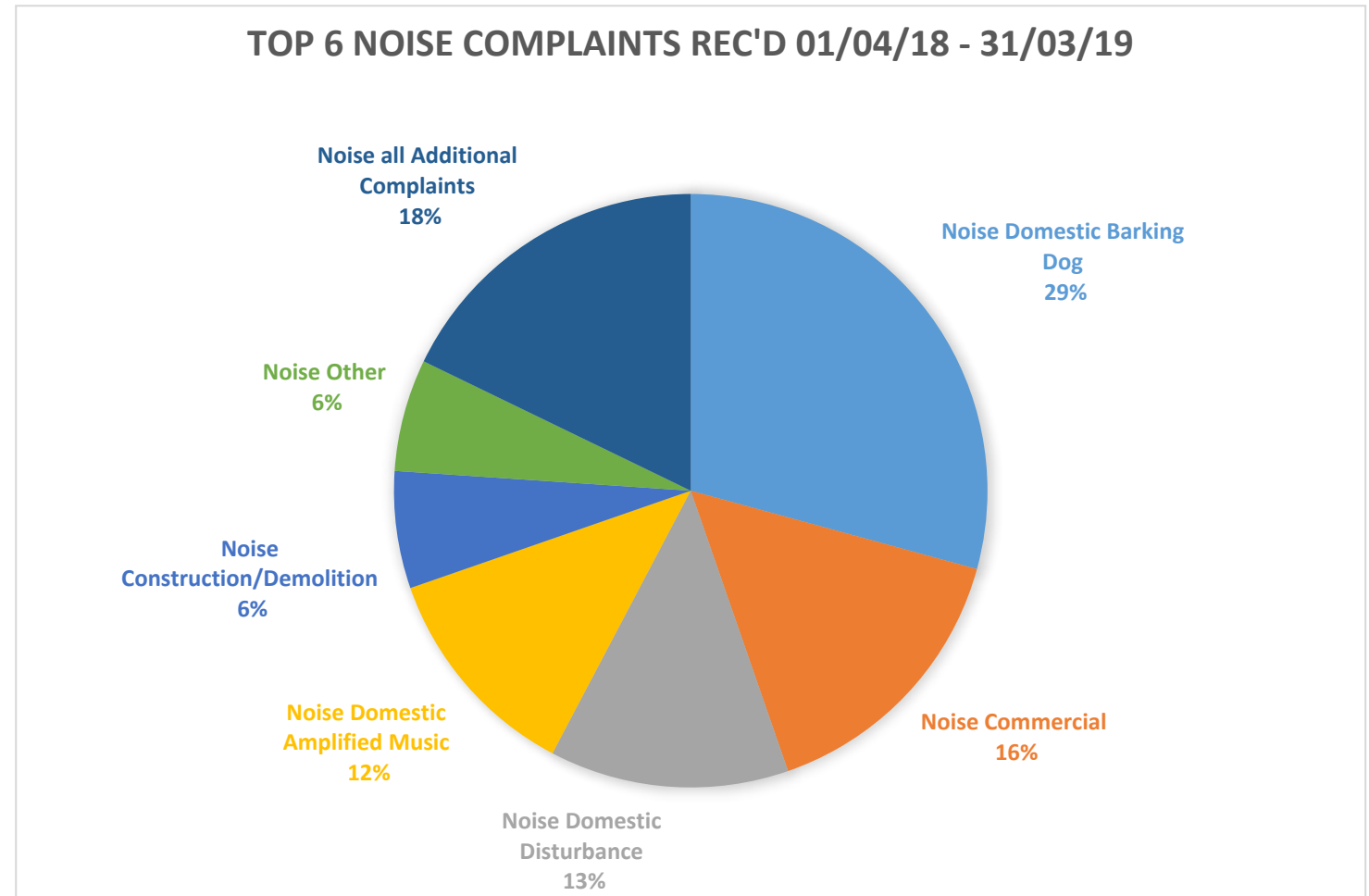
The high number of complaints received in the last couple of years continued to be sustained in 18/19 with 484 complaints relating to matters such as fly tipping, abandoned vehicles, dog fouling and littering. There were 195 service requests relating to abandoned vehicles.

Initial response times are very high at 92.1% and full credit to the team as case closure rates within 3 months increased very substantially to 87% from the previous year of 63%.

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 a trend of reduction since commencement of the scheme with an all-time low recorded.

13/14 – 169 complaints

14/15 – 146 complaints



15/16 – 92 complaints  
16/17 – 121 complaints  
17/18 – 106 complaints  
18/19 – 90 complaints

One fixed penalty notice served for a littering offence from a vehicle and one served for a fly tipping offence, both paid.

#### 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 30 'new' supplies require an initial assessment. There is an ongoing statutory requirement to risk assess the supplies every 5 years. Progress in dealing with these increased significantly in 18/19 through the targeting of resources to this area of work:

- Supplies awaiting first inspection - 26. Of these 3 undertaken.
- Supplies awaiting follow up visit to check required works - 54. Of these 32 undertaken.
- Supplies awaiting a 2<sup>nd</sup> Risk Assessment - 31. Of these 11 undertaken.

#### 5.2.5 Pest Control

Complaint levels remain very similar with 78 received compared with 71 in 17/18. The majority of these relate to rats.

#### 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 met its target to complete the 34 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 but this dropped substantially from 51.1ug/m3 in 2017 to 43.0.

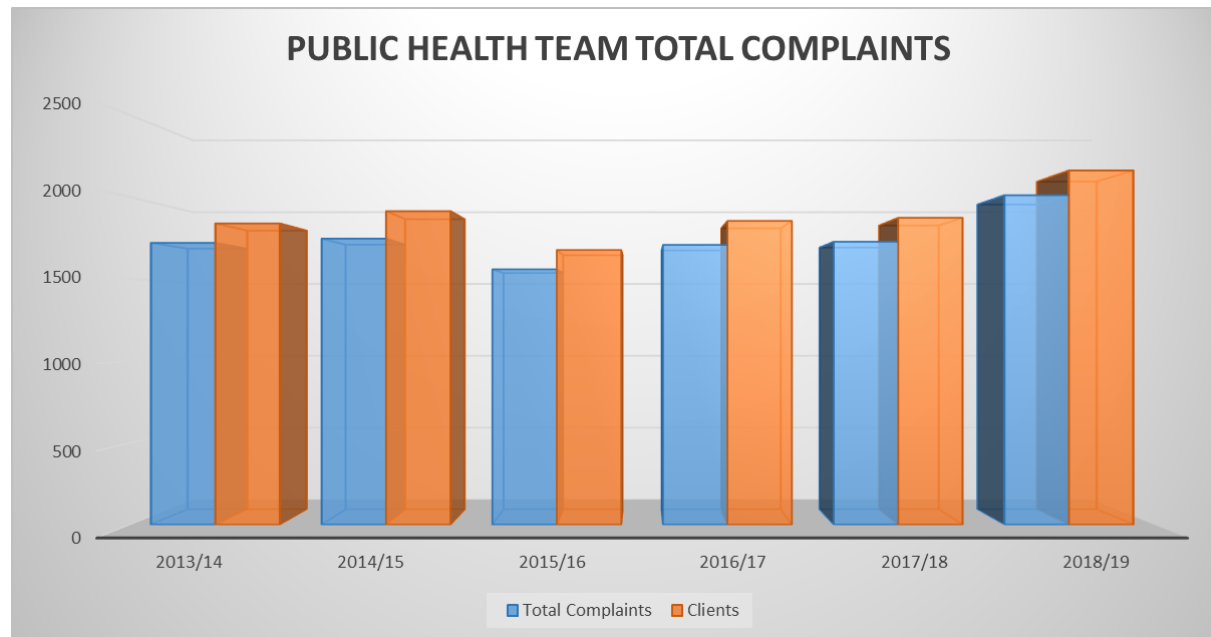
In the summer holiday of 2018 Environmental Health installed a continuous air quality sensor at Chepstow Comprehensive and Usk Schools. The sensor can continuously monitor nitrogen dioxide, sulphur dioxide, carbon monoxide, ozone, air temperature, humidity, and pressure and both the schools and Environmental 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 increased substantially with a total of 2011 service requests received which is a 16.5% increase compared with 17/18. The previous highest year was in 14/15 with 1914 service requests but 18/19 saw a 15% increase in comparison.



### 5.3 Licensing

#### 5.3.1 General

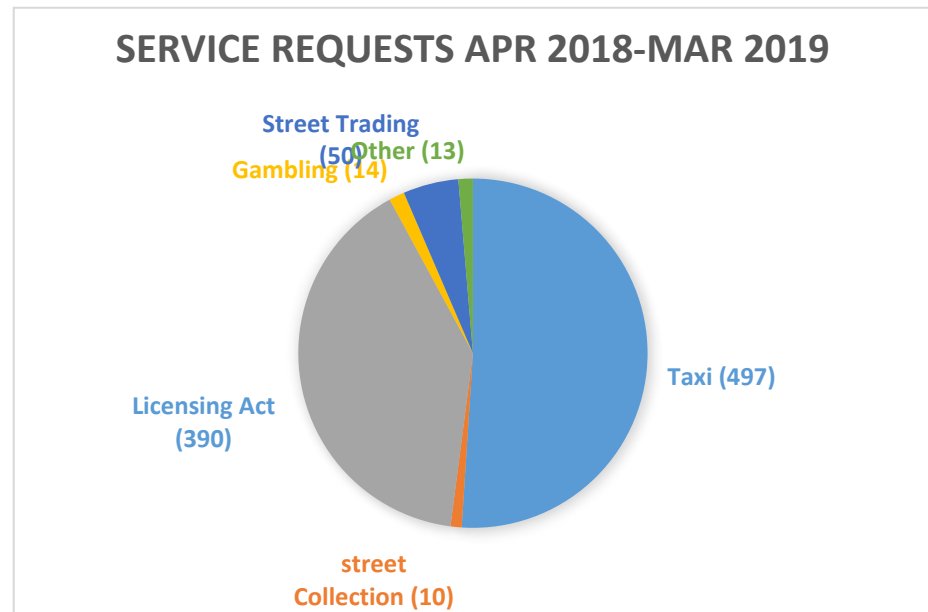
The Licensing team deals with a variety of licences, dealing with pubs, restaurants, off-licences and takeaways, taxis, street trading (e.g. burger vans), street/house to house collections, (e.g. charity collections in the street or bag drops at homes), gambling (e.g. betting shops, racecourse, one armed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

974 requests for service were processed by the Licensing between April 2018 – March 2019, an increase of 106 from the previous year. A breakdown of the 974 requests as shown:-

The majority of the services requests are for the taxi/private hire trade, 497 out of the 974 (55 of those were complaints regarding the trade).

Followed closely by the Licensing Act (alcohol, entertainment and late night hot food and drink). 390 service requests out of 974 (40 of those were complaints).

1813 applications were also processed between April 2018-March 2019 (an increase of 145 for the same period the previous year).



Some of the work carried out by Licensing 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 the year Licensing had to deal with reported incidents of noise issues, violence, anti-social behaviour, drug usage and reports of underage drinking. 144 premises received an inspection during this period.

### Immigration

A joint operation was conducted 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 continues.

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 licensing 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.

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. The premises was closed on the night. A further visit was conducted at this premises for licensing breaches, resulting in a pending prosecution.

On 18<sup>th</sup> October 2018, a joint operation was conducted by Licensing, Immigration and anti-terrorism Police on a restaurant in Monmouth following Intel on illegal workers and illegal prayer room. No illegal workers were found at this venue.

On 13<sup>th</sup> February 2019 Licensing and Immigration visited 10 premises takeaways/stores in Caldicot, no illegal workers found.

On 21<sup>st</sup> February 2019 Licensing and Immigration visited 4 restaurants/takeaways visited in the Monmouth area, no illegal workers found. Intelligence was also received regarding a nail bar. Although no licence required a visit was conducted by Immigration where it was found they were living at the venue and further investigation to be pursued.

### Safeguarding

In September 2018, Licensing, the Police and Social Services received a report about a store owner in the North of the county, who may have possible safeguarding issues. 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 as a precautionary measure, until the case is determined.

A change of condition to include a robust CCTV system and retention of footage has been included following this visit. On-going monitoring by Licensing along with Monmouthshire's Multi-Agency Sexual Exploitation (MASE) group - which includes the Police, Social Services and other counselling agencies.

Guidance, training, poster campaign and beer mats have been issued to the hotel/pub trade. The message is filtering through although some still need improvement. There were two recent cases that Licensing and the Police have dealt with as follows:-

#### Case 1

*Staff at a hotel reported concerns to the Police when a young female booked into the hotel with an older male. When questioned by staff at the hotel, both parties had said differing things in terms of what relationship they were to each other. On this occasion, the Police investigated and there was no concern. Licensing praised the staff and informed the head office of the actions advising that we would rather a call if in doubt than not at all.*

#### Case 2

*Police received a call regarding two young girls and a male, purchasing alcohol at a store then booking into a hotel in a three person room. When the room was visited they claimed they were 'just chilling'. The hotel was advised on possible safeguarding implications and safeguarding training was given to the staff by Police and Licensing present. The training advised them to look out for:*

- *Adult guests who appear secretive about their visit or trying to conceal that they are with a young person*
- *Adult guests refusing to leave a credit card imprint and paying cash*
- *Adult Guests requesting a room that is isolated*
- *Numerous adults and young people coming to a hotel who do not appear to have a reason for being there or high levels of visitors to a guest room*
- *Guests who move in and out of the premises regularly at unusual hours*
- *Guests arriving and asking for specific rooms number without knowing the name of the person the room is booked under*
- *Adult guests who don't want their room cleaned*

#### 5.3.3 Taxis

In 2018/19, 31 drivers had spot checks, along with 57 vehicles, 1 vehicle and 30 operator visits and revisits. No major incidents to report and minor defects to vehicles were rectified following a warning.

### Joint Operations

On 7<sup>th</sup> September 2018 a joint operation took place between Licensing and the Passenger Transport Unit (PTU) 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.

On 6<sup>th</sup>, 14<sup>th</sup> and 28<sup>th</sup> November 2018, also on 5<sup>th</sup> February 2019, joint inspections between Licensing and PTU were conducted at Abergavenny schools. 37 vehicles in total were inspected, 3 receiving penalty points for not carrying first aid kits and spare wheel/puncture repair kit.

On 7<sup>th</sup> March 2019 joint operation between Licensing and PTU conducted at a Chepstow school. All vehicles inspected complied.

### 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.

In November 2018, following information from Police and Social Services, Licensing revoked a driver regarding the alleged conduct of the driver towards a child.

#### 5.3.4 Gambling

In 2018/19 the Gambling Policy was revised. It involved 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 took into account all of these matters.

In March 2019 an underage operation was conducted by Licensing, with the Police and Trading Standards. The operation was to check if pubs in the Abergavenny and Chepstow permitted the sale of alcohol and allowed the use of gaming machines to persons under 18 years old. 8 premises were visited, results as follows -

- 1 allowed gaming and the sale of alcohol
- 4 allowed gambling and refused an alcohol sale
- 3 premises refused entry checking I.D. on the door

Warning letters were issued to those premises that failed the operation and monitoring to continue.

#### **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 achieved completion once again albeit with lower inspection targets. With over two thirds of the region's total inspections falling in Monmouthshire (just over 55% this particular year), 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. An emergency replacement was appointed in October 2018, but this transition did 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 the last year. Clearly this has created significant pressures on the service and is being closely monitored. It has also coincided with a noticeable rise in the number of animal licences and enquiries relating to Home Boarders, which is demonstrating that current resource is struggling to cope with service demands.

#### 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 are 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 investigations 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. These vehicles contribute significantly to the levels of air pollution but the majority are legitimately using the routes.

#### 5.4.8 Income Generation

In 2018/19 Feed funding generated approximately £16,000 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 £14,000.

### 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 18/19 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. 156 were reviewed during 18/19.

## 6 PERFORMANCE SUMMARY 2018/19 year

- 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) in 2019/20. Another pressurised area in 18/19 was Animal Health, with specific actions taken to address through the year.
- 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 16% increase in complaints received when comparing with the previous 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 with Immigration and event support have increased.
- 6.4 This year more work had been undertaken to supplement our safeguarding role. Services typically protect some of our most vulnerable members of society, and this report has highlighted specific pieces of work. These include Licensing working with Immigration services, eg. work with local hotels (5.3.2), and Trading Standards intervening with rogue traders (5.4.3) and scams (5.4.4).

6.5 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. This summer Environmental Health will be involved in a follow up Wales Audit Office review of services.

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

7.1 A six month update brief will be provided for this Committee in November 2019, to ensure performance continues as required legally and as defined in our Business Plans.

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. Digital solutions will be pursued to help capacity issues.

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.

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# Public Protection Performance 2018/19

DAVID JONES - Overview

GILL DICKEN - Environmental Health - Commercial

HUW OWEN - Environmental Health - Public Health

LINDA O'GORMAN - Licensing

GARETH WALTERS - Trading Standards & Animal Health

## Resources

- 35 staff in total, across Environmental Health, Trading Standards and Licensing, (30.6 FTE's)
- 2018/19 budget (net) £1.4 million

SERVICE	Budget	Net Spend
Environmental Health - Commercial	£448,564	£441,425
Environmental Health - General public health	£391,080	£395,609
Trading Standards & Animal Health	£337,704	£339,370
Licensing	£23,056	£26,091
Management & generic costs (eg software)	£112,596	£115,587
<b>Total</b>	<b>£1,313,000</b>	<b>£1,318,082</b>



# Environmental Health - Commercial

Cloth in bread  
food complaint  
and prosecution  
for rat infestation



# Food Safety and Food standards

- ▶ Premise inspections - over 850
- ▶ Service requests - over 1,000
- ▶ Prosecution and emergency closing order
- ▶ National Exports Working Group
- ▶ Consultations e.g. raw milk

## Grant funded work

- ▶ Surveys
- ▶ FSM project

## Income Generation

- ▶ training
- ▶ Primary Authority
- ▶ Access/rescores/FPN's



# Health and Safety - Commercial Team

- ▶ Cellar Safety - inspections and service of notices
- ▶ Gas safety - inspections and enforcement action
- ▶ Accident investigations
- ▶ ESAG
- ▶ To come - new legislation for special procedures and inspection of inflatables

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## Bouncy castle death pair jailed for three years

© 15 June 2018

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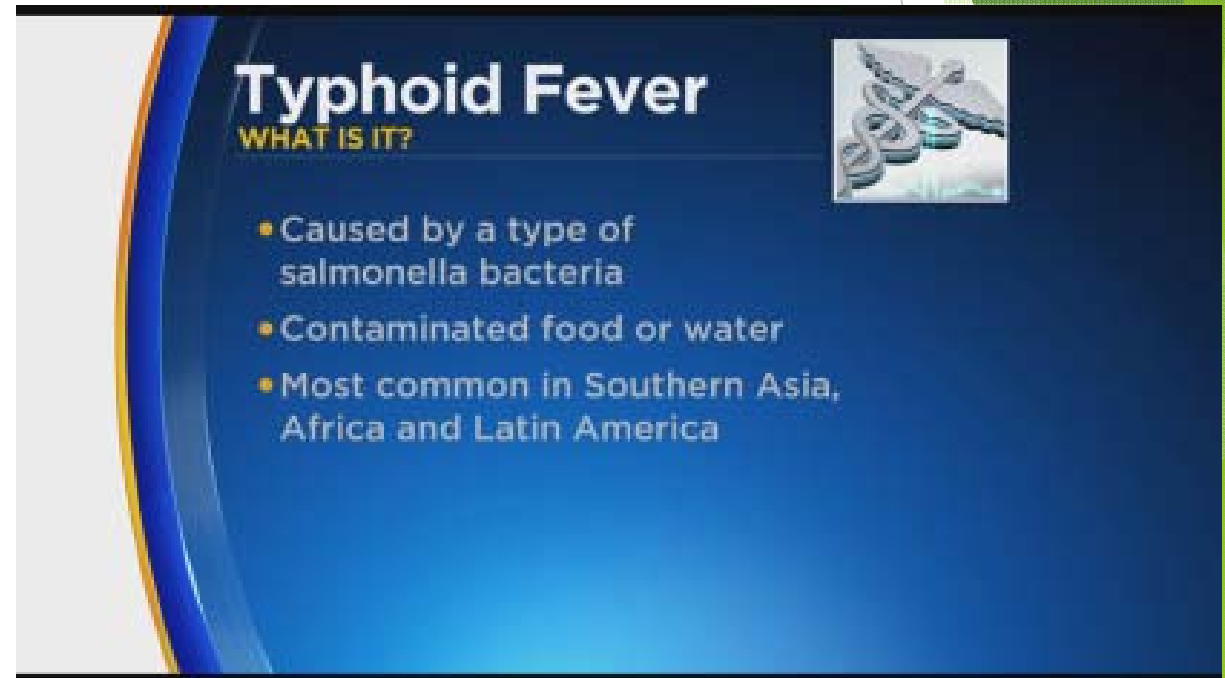
blew away while she was still inside




# Communicable Diseases

- ▶ Campylobactor
- ▶ Samonella
- ▶ Hep A and E
- ▶ Cryptosproidium
- ▶ Norwalk
- ▶ Listeria Monocytogenes
- ▶ Clostridium Perfringens
- ▶ Legionella
- ▶ Lyme Disease
- ▶ Shigella
- ▶ Typhoid

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**Typhoid Fever**  
WHAT IS IT?



- Caused by a type of salmonella bacteria
- Contaminated food or water
- Most common in Southern Asia, Africa and Latin America

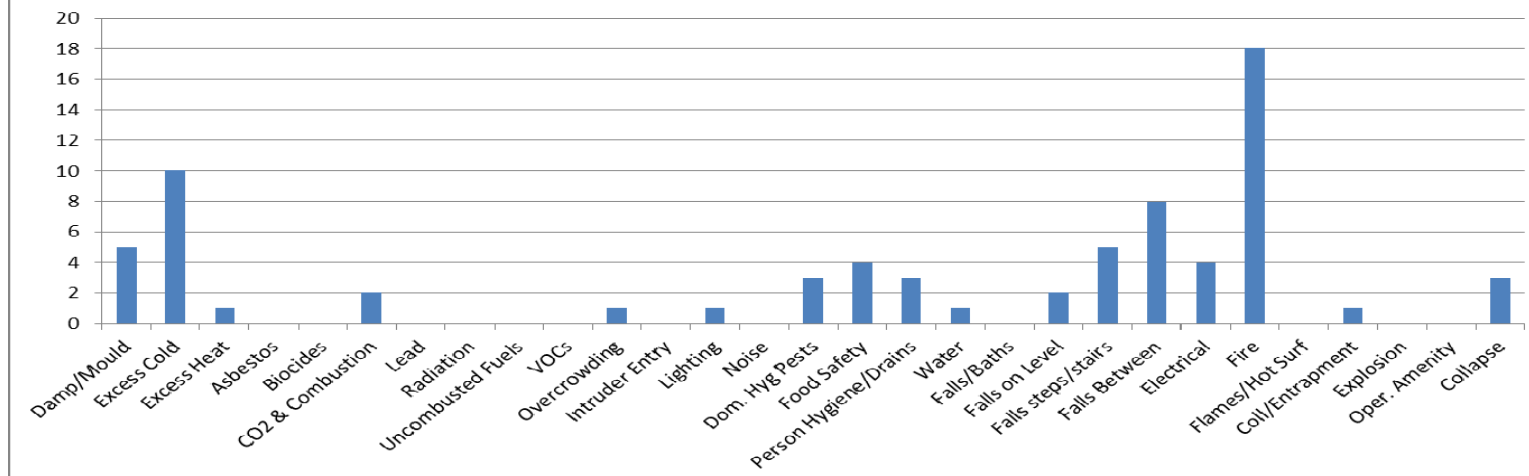
The infographic features a dark blue background with a light blue gradient at the bottom. It includes a white caduceus symbol in the top right corner. The text is in white and yellow, providing a clear contrast against the dark background.



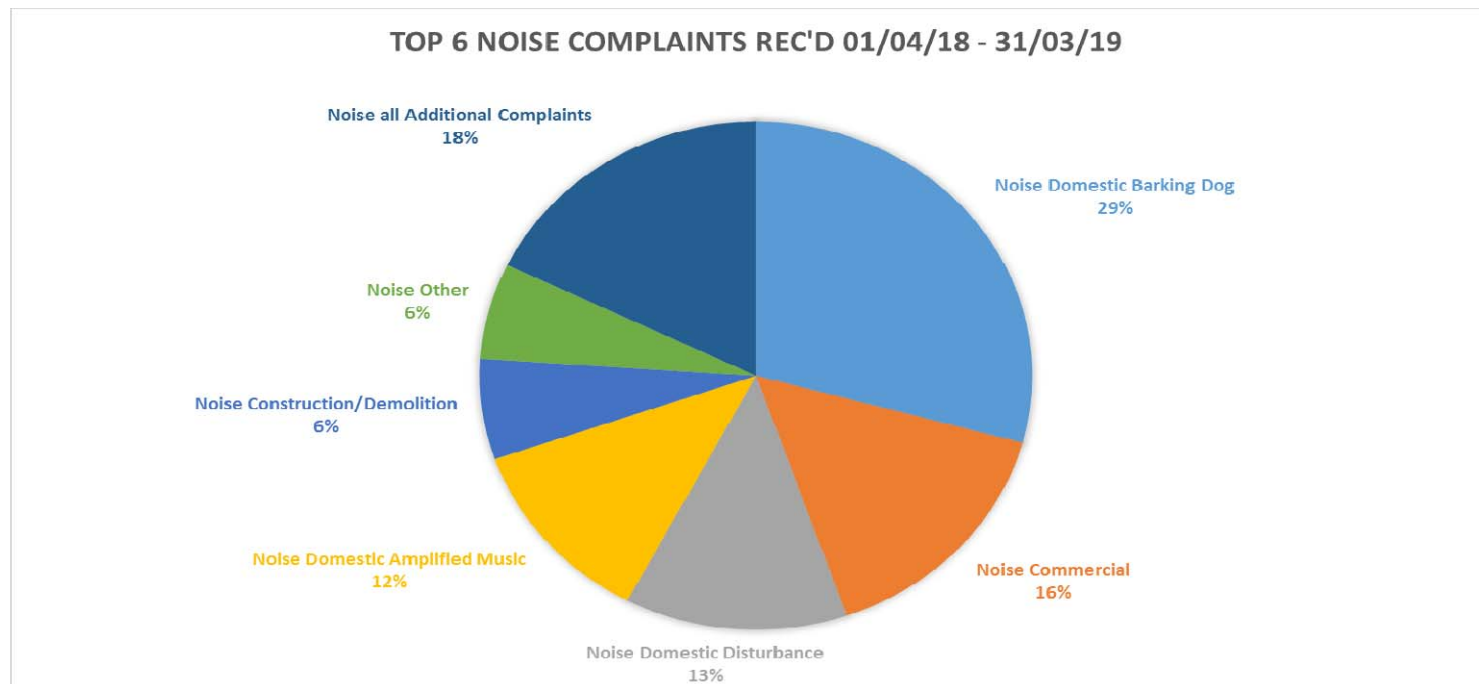
## Environmental Health - Public Health

- 6.6 FTE's in team
- Housing - identify / inspect high risk premises. Last year - 78 inspections, 68 category 1 + 115 category 2 hazards found, affecting 112 adults and 55 children.
- Most common hazards cold, damp, fire safety

**Category 1 Hazards 2018-19**



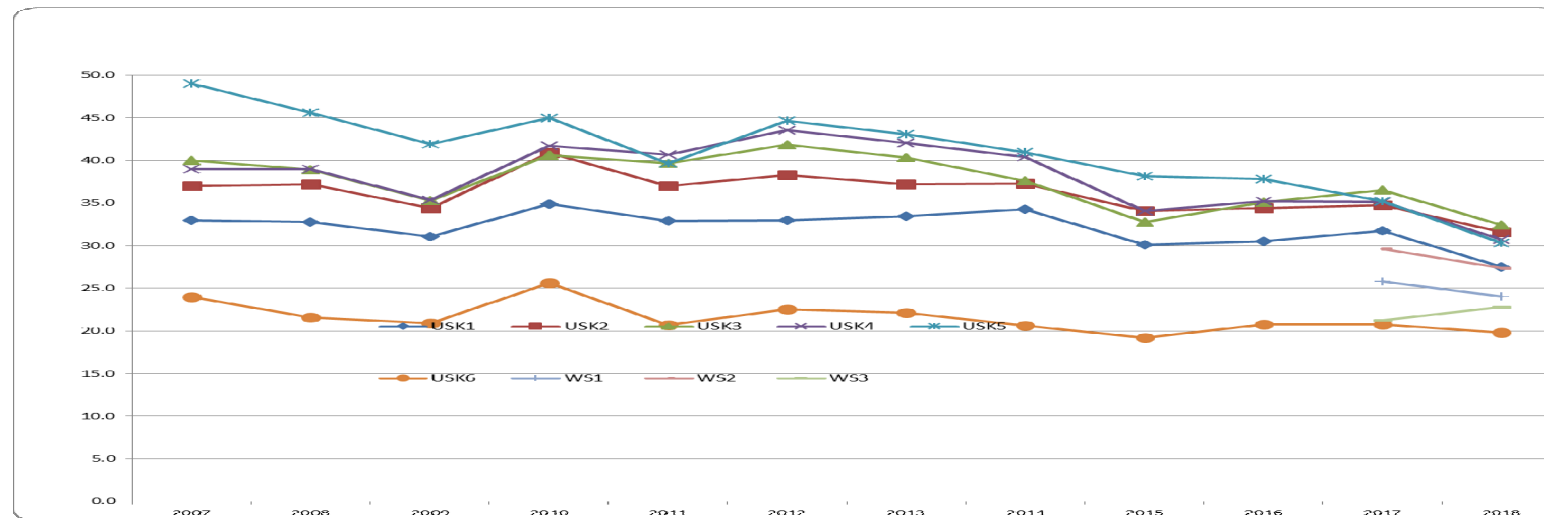
- Range of public health matters including:
- Noise complaints - 374 complaints received with 20.6% increase in Q1 + Q2 compared WITH same period in 17/18. Most common complaint types barking dogs and noise from commercial premises.





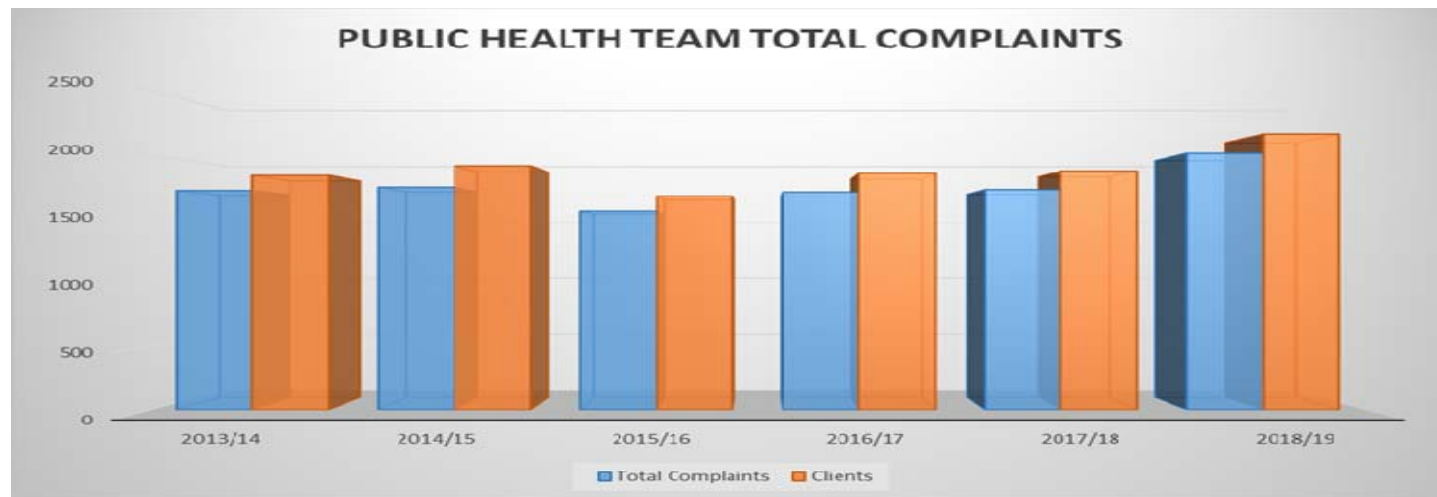
Environmental Protection eg fouling, fly tipping, abandoned cars etc - 484 service requests.

- 176 statutory nuisance service requests, excluding noise
- 297 miscellaneous service requests.
- Proactive pollution work, notably Air Quality monitoring. 2 real time AQ monitors in schools. Usk and Chepstow Air Quality Management areas. Usk has not exceeded the Nitrogen Dioxide annual objective level since 2014.



## ➤ Challenges

- Private Water Supplies. Approximately 200 in the County with risk assessment and sampling responsibilities often resistant from supply users
- Increasing complaint levels



- ## ➤ Meeting the challenges - recognising the risks, targeting of resources, digitisation.



## Licensing

- In 2018/19 Licensing dealt with 974 SR's, a 12% increase compared to 2017/18
- Joint operations with Immigration (anti-slavery and right to work investigations), Police, Fire Safety and Passenger Transport Unit
- Joint operations and investigation between Licensing, Social Services and the Police Missing Children/Safeguarding Unit. (taxi drivers, shops and hotel trade)
- Joint operations with the Gambling Commission on all betting shops (looking at local risks, problem gambling). Working with Public Health and Citizens Advice Bureau. Carried out underage test purchasing on gaming machines in pubs.
- New Gambling Policy approved and Taxis and Private Hire Policy updated, strengthening assessment of suitability of a driver
- Safeguarding training updated to include videos and guidance on trafficking, safeguarding and county drug lines.

## Licensing and Safeguarding

**Operation Makesafe** - Working in partnership with Gwent Police, visiting pubs, clubs, takeaways and taxis - providing posters, beer mats, car air fresheners, cards highlighting safeguarding concerns and contacts

**Operation Candy** - Testing of hotels, guest houses that offer overnight accommodation

**Training** - All taxi drivers are to conduct safeguarding training or face suspension of licence.

Alcohol and entertainment venue provided with training conducted by Gwent Police in partnership with Licensing

**“HE ASKS ME TO HAVE SEX  
WITH HIS FRIENDS OR HE’LL  
STOP TAKING CARE OF ME”**

Child Sexual Exploitation is when you are being manipulated into having sex, usually in return for something.

**THIS IS ABUSE. DON'T MASK THE PROBLEM.**

**Call Childline on 0800 1111**  
for help and advice  
or speak to an adult you trust  
[www.gwent.police.uk](http://www.gwent.police.uk) | [www.sewsc.org.uk](http://www.sewsc.org.uk)



## ➤ Challenges

- Proposed White Paper to deregulate taxis.
- Increased workload, National Association Fraud Network (NAFN) central register for taxi drivers to monitor refusals/revocations done by Authorities within the UK.
- Proposed tax checks for Licensing to check applicants in particular taxi drivers
- Proposal for regular reporting on vehicles and emissions to be conducted by Licensing
- Revision of testing garages and the inspection of vehicles
- Revision of Sex Establishment Policy and consultation.
- Revision of Licensing Act Policy required by legislation, assessment of special policy for Chepstow and consultation.
- Brexit and Licensing implications, checking right to work will increase to include current European nationals and also changes to licence being requested.

# Trading Standards & Animal Health 2018-19 Performance

- 685 Complaints, 305 Referrals, 863 Notifications, 557 Visits
- 23/80 (29%) New TS Business Visits
- 276 Lorry Watch Checks - Air Quality (17 warning letters issued)
- Product Safety - E-cig Vaping Juice and Laser Pointers Test Purchase Projects
- Metrology - Supermarket Scale Project
- Consumer Protection Scams - inc Council Tax and BBC coverage.
- Illicit Tobacco - 3 raids including a joint investigation with HMRC
- Underage sales - Knives - Fireworks - Tobacco - Alcohol



# Trading Standards & Animal Health 2018-19 Performance

- 18/27 (66%) New AH Business Visits
- 92.6% Animal Health Complaints within target response time
- 3 New Primary Authority Partnerships - Specifically for Welsh AH Legislation
- Animal Health & Welfare - 1.5 FTE 1 Officer long-term sick for 12 months
  - Significant Pressures
  - Critical Control Point Problems Identified & Addressed
- Animal Licensing
  - 7 Dog Breeding Licences (significant number of potential unlicensed breeders)
  - 15 Animal Boarding Establishments
  - 20 Home Boarders (significant increase in enquiries)
  - 7 Pet Shops
  - 2 Dangerous Wild Animal Licences
- Feeding Stuffs - 100% Delivery 212 Inspections

# Trading Standards & Animal Health 2019-20 Priorities

- Minimum Unit Pricing Implementation
- National TS Impacts and Outcomes Assessment
- Scam Priority Referrals and Rogue Trader Incidents
- Continue to Develop Opportunities with New National Safety Regulator
- Business Support
- Feed Delivery Programme
- Animal Health
  - Partnership Delivery Programme
  - Animal Licensing Review
  - Disease Contingency Plans
  - Proposed Ban on Third Party Sales of Puppies and Kittens
  - Mobile Animal Exhibits Implementation



**SUBJECT: MONMOUTHSHIRE LOCAL TOILETS STRATEGY**

**MEETING: Special Strong Communities Select Committee**

**DATE: 21<sup>st</sup> May 2019**

**DIVISION/WARDS AFFECTED: All**

**1. PURPOSE:**

- 1.1 To undertake pre-decision scrutiny of the draft Monmouthshire County Council Local Toilets Strategy.

**2. RECOMMENDATIONS:**

- 2.1 To consider and comment on the draft Local Toilets Strategy, as attached in Appendix One.
- 2.2 Noting comments and additions made since the draft report was presented to this Committee on 13<sup>th</sup> February 2019, further to public consultation and further input, the strategy goes to Cabinet on 5<sup>th</sup> June 2019 for adoption.

**3. KEY ISSUES:**

- 3.1 Part 8 of the Public Health (Wales) Act 2017 'Provision of Toilets' came into force on 31<sup>st</sup> May 2018. It places a duty on each local authority in Wales to prepare and publish a local toilet strategy for its area.
- 3.2 Local authorities in Wales now have the responsibility to –
- Assess the need for toilet provision for their communities
  - Plan to meet those needs
  - Produce a local toilets strategy, and
  - Review, update and publicise revisions to the strategy.
- 3.3 Local Authorities must prepare and publish their strategies by 31<sup>st</sup> May 2019. Due to the ten week consultation process, and Committee diaries, this Authority will be a few days late with the strategy going to Cabinet on 5<sup>th</sup> June. Welsh Government have been advised of the slight delay and are satisfied to accept. The duty to prepare a local toilets strategy does not require local authorities to provide and maintain public toilets directly. Indeed, further to the work of the 'Public Convenience Working Group' in 2009 (a sub-group of this committee), most public toilet blocks were successfully transferred to Town and

Community Councils to manage. It is for the County Council to take a strategic view on how publicly accessible toilets can be provided and accessed across the county.

3.4 A draft strategy, attached as Appendix One, has been prepared. This has incorporated :-

- Opinions expressed via a public survey, that ran between 19<sup>th</sup> December 2018 and 11<sup>th</sup> January 2019.
- Comments made during the public consultation period, that ran between 22<sup>nd</sup> February and 3<sup>rd</sup> May 2019.
- Comments from Gwent Police and Abergavenny Town Council's own survey from the summer of 2018.
- Two surveys of the 18 public toilet blocks, one by Members on 7<sup>th</sup> February and the other by Property Services in April 2019.

3.5 The statutory guidance (August 2018) from Welsh Government has been followed in preparing the local strategy. One key undertaking was to 'map out' all existing publicly accessible toilets in the county. This comprehensive map – showing locations, opening times, etc. – has been shared with Welsh Government to be provided on an all-Wales basis. The map will also be provided via our own website for open access.

3.6 The key actions identified are as follows –

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

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

4.1 The completed 'Equalities & Future Generations Evaluation' form is provided as Appendix Two, attached.

4.2 The draft Local Toilet Strategy provides an assessment of the current toilet provision, and has regard to the input from the public survey and consultation, together with Gwent Police comments. Key actions will be monitored and reviewed with partners. Overall, if actions are implemented, the strategy will have a very positive impact. Public provision will be maintained or improved, access information enhanced, encouraging people to take exercise and stay more physically active.

**5. OPTIONS APPRAISAL:**

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

**6. EVALUATION CRITERIA:**

6.1 A progress report setting out the steps taken as a consequence of the strategy will be produced every two years, as per Welsh Government statutory guidance. An evaluation of cleanliness, overall provision, any increase/decrease in levels of anti-social behaviour, etc. will be regularly carried out with facility providers, notably Town and Community Councils.

6.2 The key actions are provided in Section 12 of the strategy, and are listed in 3.6 above. Progress will be monitored against the actions specified to ensure the strategy is effective.

**7. REASONS:**

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

**8. RESOURCE IMPLICATIONS:**

8.1 The resource implications of providing the strategy has involved significant Officer time. As per 6.1 of the strategy – Appendix One – Officers from Public Protection, Operations, Property Services, Finance, Tourism, Leisure & Culture, Policy & Development, Communications and Shared Resources Service have all contributed. Added to this, three Members of this Committee have undertaken their own inspection of current public toilet blocks, both those provided by Monmouthshire CC and Town & Community Councils.

8.2 Welsh Government has recognised the additional work required in developing public toilet strategies and Monmouthshire has been successful in accessing a one-off £17,200 grant payment. How best utilise that funding, noting costs in 8.1 were met internally (Officer and Member time), is one of the actions going forward.

**9. CONSULTEES:**

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

**10. BACKGROUND PAPERS:**

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

**9. AUTHOR:**

David H Jones, Head of Public Protection

**10. CONTACT DETAILS:**

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**Appendices**

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



Monmouthshire County Council

Draft Local Toilets Strategy

May 2019

(Version 3, after public consultation to 3<sup>rd</sup> May 2019)



**Toiled  
Toilet**

## **1. Executive Summary**

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

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

## **2. Introduction**

- 2.1 The provision of publicly available toilets improves local amenity and supports activity in public open spaces throughout the county. There are 19 dedicated public toilets in Monmouthshire, 9 owned by this Authority and 10 owned by Town and Community Councils. This is supplemented by a number of toilets on Council property, such as Leisure Centres, that the public can access. The public also utilise toilets on private property, for example at supermarkets and public

houses. Although most of the public provision is now run by Community and Town Councils, (of the 9 MCC owned, 4 are T&CC managed), it is a duty on Monmouthshire County Council to prepare and publish a local toilet strategy.

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

2.3 The key outcomes of the strategy are to:-

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

### **3. Need for a strategy for providing toilet facilities**

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

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

3.2 This Authority, under the Act, must prepare and publish their strategy by 31<sup>st</sup> May 2019. It should be noted that the duty to prepare a local toilet strategy does not require local authorities to provide and maintain public toilets directly. The Local Authority must take a strategic view on how facilities can be provided and accessed by their local population. Upon review of the strategy, Monmouthshire CC is required to publish a statement of progress.

3.3 The Well-Being of Future Generations (Wales) Act 2015 puts in place a 'sustainable development principle' which advises public bodies how to



go about meeting their duty under that Act. The principle is made up of five ways of working that public bodies should follow when carrying out sustainable development. These are:-

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

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

#### **4. Aims of the Strategy**

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

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

#### **5. Reviewing the strategy**

5.1 Monmouthshire CC will prepare a progress report setting out the steps taken as a consequence of this strategy every two years. The progress report will be published within six months of the end of the two year period. As the strategy is being published in June 2019, the review will take place by the end of May 2021, with a progress report produced by November 2021. The Authority may review its strategy at any time, for

example where there is a change in local provision through a partner organisation, and will consult and publish any reviews accordingly.

## **6. Development of the strategy**

- 6.1 Noting the role of Town and Community Councils managing the majority of public toilets in the county, they continue to be engaged for their input into current provision and adequacy. Abergavenny Town Council carried out their own review of provision in their town, and their input is reflected accordingly. From the Council's perspective, Operations, Public Protection, Property Services, Tourism, Leisure and Culture were engaged, together with colleagues in Policy & Partnerships, Communications and GIS mapping, (Shared Resources Service).
- 6.2 Engagement with national retailers was undertaken once across the Welsh Local Authorities, to avoid them needing to answer similar questions 22 times.
- 6.3 A public consultation was undertaken from 19<sup>th</sup> December 2018 to 11<sup>th</sup> January 2019 to assess the needs of residents, visitors and workers within the county. Key engagement mechanisms included:-
- Press Release to local papers 19<sup>th</sup> December, providing information on how to complete the survey
  - Provided to all Town and Community Councillors, and County Councillors
  - social media, including Facebook and Twitter.
  - Via our FB and Twitter feeds, Access to All forums notified, together with Monmouthshire Local Service Board Engagement Group, including the voluntary sector, housing associations and Police & Crime Commissioner
  - Paper questionnaires, when requested. So, for example, 40 hard copy versions were provided to the Abergavenny 50+ group.
- 6.4 Although the response to the survey was quite low, it highlighted certain concerns from those that completed it. These are summarised in Section 11.1.
- 6.5 This Authority is fortunate that a comprehensive review of public toilet provision was undertaken 10 years ago, in 2009. That previous work is referenced in this 2019 strategy and three Members also revisited all the tradition 'public toilet blocks', both those provided by MCC and Town & Community Councils. This is referenced in Section 11.2.
- 6.6 A public consultation exercise, seeking views on the draft Local Toilet Strategy, was conducted between 22<sup>nd</sup> February and 3<sup>rd</sup> May 2019. Points of accuracy were picked up – since corrected – with overall support for the recommendations. Comments are summarised in Section 11.3.

- 6.7 Abergavenny Town Council conducted their own survey and reported their findings in September 2018. Their findings are summarised in Section 11.4.
7. **Linkage to other priorities – national, Public Service Board, Council, etc.**
- 7.1 **Older People’s Commissioner (OPC) for Wales** - in 2014 the OPC reported that Council decisions to close public toilets were ‘short sighted’. The OPC claimed that the money saved by Councils in the short term would have to be paid for later in health costs, as people became detracted from going out and about. This Authority’s response to keeping public facilities largely open, is summarised in section 8 below. The OPC, in response to the WG consultation on local strategies stated ‘strategies must be supported by funding in order to turn words into action’.
- 7.2 **The Well-being assessment** (April 2017) – Monmouthshire Public Service Board – highlights predicted increases in elderly persons in the county. By 2039 (20 years’ time) over 65’s are anticipated to increase by 61%, with over 85’s by 100%, ie. doubling in numbers. So decisions should reflect future changes in the numbers of more elderly people.
- 7.3 **Council’s Local Development Plan**
- 7.3.1 There is reference to ‘community facilities’ in the adopted LDP -  
 Policy S5 – Community and Recreation Facilities  
 Development proposals that provide and/or enhance community and recreation facilities will be permitted within or adjoining town and village development boundaries subject to detailed planning considerations. Development proposals that result in the unjustified loss of community and recreation facilities will not be permitted.
- 7.3.2 Planning colleagues advise that seeking to secure Section 106 funding (a planning obligation) towards a public toilet would need to meet the tests laid down in the Community Infrastructure Levy (CIL) Regulations. It would be difficult to see how a financial contribution towards public toilets would reasonably relate to a specific housing scheme being delivered. Any such obligation would not be defensible at appeal, and Council priorities lie elsewhere, including educational infrastructure. Planning obligations should not be used to provide a facility that should be provided by the Council or another public body in a more general sense.
- 7.4 **MCC Corporate Business Plan 2017/22**
- 7.4.1 Our overarching strategic plan for MCC refers to our purpose – ‘We want to help build sustainable and resilient communities that support the well-being of current and future generations’.

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

## 8. Provision of local public toilets

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

**Table One – financial breakdown, 2018/19 compared to 09/10**

	Water	Electricity	Cleaning	Maintenance	Rates	Town Council Contribution	Total MCC Cost 2009-10	Total MCC Cost 2018-19
Bus Depot, Swan Meadow, Abergavenny,	3,873	-	13,182	1,365	9,605	- 13,500	27,554	14,525
Castle Street, Abergavenny	1,623	748	13,182	624	1,002	- 13,500	16,667	3,679
Whitehorse Lane, Abergavenny	4,876	1,061	13,182	2,110	1,169	- 13,500	25,863	8,898
Brewery Yard, Abergavenny	6,240	2,229	13,182	1,291	1,040	- 13,500	36,075	10,482
Bailey Park, Abergavenny	42	148	3,638	396	-	- 4,000	1,571	224
Caldicot Country Park, Caldicot	4,323	-	14,198	3,078	-	-		21,599
Cattle Market, Monnow Street, Monmouth	2,227	680	14,767	1,880	693	-	15,444	20,247
Maryport, Maryport Street, Usk	1,020	389	7,383	633	745	-	10,559	10,170

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

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

**9. Provision of toilets in private sector**

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

**10. Mapping locations of publicly accessible toilets**

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



# Toiled Toilet

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

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

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

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

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

### 11.1 **MCC survey – 19<sup>th</sup> December 2018 to 11<sup>th</sup> January 2019**

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

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

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

Abergavenny – 61%

Monmouth - 12%

Chepstow - 8%

Caldicot - 5%

Other - 14%



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

**Table Two**

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

11.1.4 In summary, of those responding –

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

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

11.1.5 Further pertinent points captured were as follows –

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

11.1.6 Most frequent comments referred to –

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

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

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

## **11.2 Member comments, February 2019**

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

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

- 11.2.2 The initial draft strategy was presented to a Special Strong Communities Select committee on 13<sup>th</sup> February 2019. As well as Members confirming the poor condition of some of the blocks, (eg. Caldicot Country Park), other comments were made as follows –
- Both reactive (broken panels, etc.) and proactive spending needed to provide facilities of a suitable and safe standard. Property Services to prioritise maintenance work in MCC toilet blocks
  - Like to see the £17,200 one-off WG grant put towards repair costs
  - Need to research the effectiveness of 'blue lights' in public toilets, eg. drug users could revert to using mobile phone lighting to locate veins
  - Helpful if, on receipt of all the Welsh toilet strategies, Welsh Government gave guidance on recommended numbers relating to average footfall in towns and other areas of public use
  - Further to this, could some 'grading system' be introduced to ensure suitable standards are maintained? If nothing nationally, potentially MCC could introduce their own rating system.
  - Strategy needs to be brought to attention of other organisations, namely Brecon Beacons National Park and Welsh Government, (WG). WG have a vested interest as providers of trunk roads, including the heads of the valleys A465, and their historic environment service, CADW. The Road Haulers Association have raised the difficulty of inadequate toilet provision across the trunk road network, which should be an important issue for WG.
  - Noting drug paraphernalia (11.6.3), concerns expressed re MCC cleaning staff exposed to this, plus issue that staff work on their own increasing risk.
  - A strategy to 'audit progress' over time helpful, particularly noting Monmouthshire is a major tourist destination.

- 11.2.3 A Member of the Committee asked 'Access for All', local disability group, for their view on emergency alarms in disabled toilets. This request was made further to deficiencies noted during site visits on 7<sup>th</sup> February. A representative commented on common faults concerning emergency alarms, (pull cords too high, incorrect location of cords, missing toggles), and installations not checked regularly. Reference was also made to Approved Document M, Section 5 'Sanitary accommodation in buildings other than dwellings', which providers

need to have regard to when providing disabled accessible public toilets.

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

### **11.3 Public consultation comments**

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

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

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

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

### **11.4 MCC Property Services condition survey, April 2019**

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

11.4.2 A 77 page report was received on 3<sup>rd</sup> May, outlining their findings. Going forward, the recommended small Officer/Member working group can analyse the detail and share specific findings with the owners of

these facilities, noting many are owned by Town and Community Councils or other bodies.

11.4.3 A summary of the Property Services assessment is as follows –

**Table Three**

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

11.4.4 These condition survey results will be used to inform decisions by the Working Group.

### **11.5 Abergavenny Town Council (ATC) survey, 2018**

11.5.1 The Projects committee of ATC conducted their own assessment of public toilet provision in Abergavenny, and reported their findings in September 2018. Their public survey generated 355 responses.

11.5.2 The survey identified Brewery Yard as the most frequently used, followed by White Horse Lane, the bus station and Castle Street. Castle Street and the Bus Station facilities were judged the best for cleanliness, White Horse Lane the worst. Overall, over 50% considered the Abergavenny toilets well presented, generally clean although basic.

11.5.3 Regarding potential improvements, 31% thought ATC should increase the precept to fund improvements, 18% selected 'close one of the

blocks and invest saved money to improve the remaining', 16% suggested charging.

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

## **11.6 Gwent Police comments**

- 11.6.1 Police colleagues have reported anti-social behaviour, notably drug taking, in public toilets in Abergavenny and Monmouth. They have made representation to the Town Councils affected, to request closure of public toilets, including disabled facilities, by early evening (17.00 was suggested) to prevent anyone seeking to sell or take drugs doing so from public conveniences.
- 11.6.2 Specifically drug activity has been reported at Whitehorse Lane, Abergavenny, Agincourt Street, Monmouth and Cattle market (Blestium Street), Monmouth. Police have included these sites in their regular PCSO patrols. Two prosecutions were taken before Christmas 2018 for possession of Class A drugs in Abergavenny.
- 11.6.3 Cleaning crews, since December 2018, have started recording the number of syringes and other drug paraphernalia, to establish the extent of the problem. Both Gwent Police and MCC Cleansing report a steady increase in recent years.
- 11.6.4 Solutions will be discussed through 'Problem Solving Groups' between MCC Officers, Emergency Services and any others with an interest. Another aid might be to 'blue light' public toilets, whereby drug users cannot see veins thereby making conveniences less attractive.

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

## 12. Actions

### **Monmouthshire CC will –**

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

## Appendix A

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



**3. Public Toilets in other MCC buildings**

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

**4. Other publicly accessible toilets**

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

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

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

Appendix B – Member condition survey

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

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

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

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

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

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

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

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

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







<b>Name of the Officer</b> completing the evaluation David H Jones  <b>Phone no:</b> 01633 644100 <b>E-mail:</b> <a href="mailto:davidhjones@monmouthshire.gov.uk">davidhjones@monmouthshire.gov.uk</a>	<b>Please give a brief description of the aims of the proposal</b>  Submission of Local Toilet Strategy to Welsh Government in accordance with statutory requirements
<b>Name of Service area</b>  Public Protection	<b>Date</b>  5 <sup>th</sup> February 2019

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

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Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	The strategy, working with provider partners, aims to protect existing public toilet facilities	None	N/A
Disability	As above, aim is to protect existing public toilet facilities	None	N/A
Gender reassignment	None at this time. Further consideration will be needed with providers, as the strategy develops	None	N/A
Marriage or civil partnership	None	None	N/A



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




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

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

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
are encouraged to do sport, art and recreation		
<b>A more equal Wales</b> People can fulfil their potential no matter what their background or circumstances	The strategy aims to provide adequate facilities where most needed, eg town centres	

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

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Page 78  <b>Long Term</b> Balancing short term need with long term and planning for the future	The strategy provides an assessment of the current publicly available toilets, and seeks to work with a range of providers to maintain and improve that provision in the future.	
 <b>Collaboration</b> Working together with other partners to deliver objectives	The strategy refers to the integral role of our Town & Community Councils, as public toilet providers. Gwent Police have also fed back, noting anti-social behavior associated with public toilets. Delivery of objectives hinges on partnership working.	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 <p>Involving those with an interest and seeking their views</p> <p><b>Involvement</b></p>	<p>A public opinion survey was conducted 19/12/18 to 11/1/19. The public consultation on the strategy will also capture views of those with an interest.</p>	
 <p>Putting resources into preventing problems occurring or getting worse</p> <p><b>Prevention</b></p>	<p>Liaison with partners aims to seek preventative solutions, eg current discussions with Gwent Police.</p>	
 <p>Considering impact on all wellbeing goals together and on other bodies</p> <p><b>Integration</b></p>	<p>Suitable local public toilet provision is important for the well-being of all groups, for parents with babies to older people who may have medical conditions needing ready access to toilets.</p>	

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

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Social Justice	Public toilets are essential to equitable access to public outdoor spaces		

Safeguarding	Providing safe publicly accessible toilets must be done safely, with suitable lighting and regular maintenance. The strategy aims to ensure both service users and providers (eg cleaning staff) are not exposed to undue risk.	<i>.Safeguarding is about ensuring that everything is in place to promote the well-being of children and vulnerable adults, preventing them from being harmed and protecting those who are at risk of abuse and neglect</i>	
Corporate Parenting	N/A	N/A	

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

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

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

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

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

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

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

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	Strong Communities Select Committee	13.2.19	

Progress Report



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