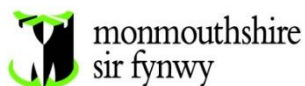


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Neuadd y Sir
Y Rhadyr
Brynbuga
NP15 1GA

County Hall
Rhadyr
Usk
NP15 1GA

Friday, 4 September 2015

Notice of Special meeting / Hysbysiad o gyfarfod:

Strong Communities Select Committee

**Monday, 14th September, 2015 at 2.00 pm*,
Council Chamber, County Hall, The Rhadyr, Usk, NP15 1GA**

***There will be a pre-meeting for Select Committee Members in the Council Chamber at 1.30pm**

AGENDA

Item No	Item	Pages
1.	Apologies for absence	
2.	Declarations of Interest	
3.	Scrutiny of Flood Risk Management: Report on Strategic Environmental Assessment and Habitats Risk Assessment.	1 - 14
4.	Performance Monitoring of Public Protection: Performance Report with particular focus on Licensing and Trading Standards.	15 - 30
5.	Budget Monitoring: Discussion with the Passenger Transport Unit (background reading Service Improvement Plan) (copy attached).	31 - 44

Paul Matthews

Chief Executive / Prif Weithredwr

MONMOUTHSHIRE COUNTY COUNCIL
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillors:

S. Howarth
V. Smith
D. Dovey
A. Easson
S. Jones
P. Jordan
A. Webb
S. White
K. Williams

Public Information

Access to paper copies of agendas and reports

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Watch this meeting online

This meeting can be viewed online either live or following the meeting by visiting www.monmouthshire.gov.uk or by visiting our Youtube page by searching MonmouthshireCC.

Welsh Language

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

Aims and Values of Monmouthshire County Council

Sustainable and Resilient Communities

Outcomes we are working towards

Nobody Is Left Behind

- Older people are able to live their good life
- People have access to appropriate and affordable housing
- People have good access and mobility

People Are Confident, Capable and Involved

- People's lives are not affected by alcohol and drug misuse
- Families are supported
- People feel safe

Our County Thrives

- Business and enterprise
- People have access to practical and flexible learning
- People protect and enhance the environment

Our priorities

- Schools
- Protection of vulnerable people
- Supporting Business and Job Creation
- Maintaining locally accessible services

Our Values

- **Openness:** we aspire to be open and honest to develop trusting relationships.
- **Fairness:** we aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.
- **Flexibility:** we aspire to be flexible in our thinking and action to become an effective and efficient organisation.
- **Teamwork:** we aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

Nodau a Gwerthoedd Cyngor Sir Fynwy

Cymunedau Cynaliadwy a Chryf

Canlyniadau y gweithiwn i'w cyflawni

Neb yn cael ei adael ar ôl

- Gall pobl hŷn fyw bywyd da
- Pobl â mynediad i dai addas a fforddiadwy
- Pobl â mynediad a symudedd da

Pobl yn hyderus, galluog ac yn cymryd rhan

- Camddefnyddio alcohol a chyffuriau ddim yn effeithio ar fywydau pobl
- Teuluoedd yn cael eu cefnogi
- Pobl yn teimlo'n ddiogel

Ein sir yn ffynnu

- Busnes a menter
- Pobl â mynediad i ddysgu ymarferol a hyblyg
- Pobl yn diogelu ac yn cyfoethogi'r amgylchedd

Ein blaenoriaethau

- Ysgolion
- Diogelu pobl agored i niwed
- Cefnogi busnes a chreu swyddi
- Cynnal gwasanaethau sy'n hygyrch yn lleol

Ein gwerthoedd

- **Bod yn agored:** anelwn fod yn agored ac onest i ddatblygu perthnasoedd ymddiriedus
- **Tegwch:** anelwn ddarparu dewis teg, cyfleoedd a phrofiadau a dod yn sefydliad a adeiladwyd ar barch un at y llall.
- **Hyblygrwydd:** anelwn fod yn hyblyg yn ein syniadau a'n gweithredoedd i ddod yn sefydliad effeithlon ac effeithiol.
- **Gwaith tîm:** anelwn gydweithio i rannu ein llwyddiannau a'n methiannau drwy adeiladu ar ein cryfderau a chefnogi ein gilydd i gyflawni ein nodau.



SUBJECT: UPDATE ON FLOOD RISK MANAGEMENT PLAN
MEETING: Strong Communities Select Committee
DATE: 14 September 2015
DIVISION/WARDS AFFECTED: All

1. PURPOSE:

To provide an update on the Local Flood Risk Management strategy and other matters relating to flooding in Monmouthshire

2. RECOMMENDATIONS:

2.1 To note the contents of the report

3. KEY ISSUES:

3.1 Local Flood Risk Management Plan

3.1.1 Members may recall that it was a requirement for the Council to produce a Local Flood Risk Management Strategy by April 2013. This requirement was set out in the Flood & Water Management Act of 2010 (F&WMAAct) when Monmouthshire was also designated as an LLFA or Lead Local Flood Authority. It was also identified as a requirement in the Welsh Governments National Strategy for Flood and Coastal Erosion Risk Management in December of 2011. A draft strategy was considered by this Committee in the Autumn of 2012 and revised to take account of comments made. It was also subjected to a public consultation period in Jan to February of 2013 before being reported to Cabinet on 3 April 2013. Following Cabinet approval it was submitted to Welsh Government for Ministerial approval and that was received in late April 2014. The Strategy was then published, as required, on the Council's web page. Members can view this as follows: <http://www.monmouthshire.gov.uk/flooding>

3.1.2 As part of producing the Strategy it was a requirement to develop a series of objectives and measures (actions) and these are summarized in a spreadsheet format and can be viewed at Table 3 in Paragraph 3.4 below A review of progress on the various actions has been undertaken as part of the preparation of the Flood Risk Management Plan.

3.3 Flood Risk Management Plan

3.3.1 As part of the F&WMAAct we also have to prepare a Flood Risk Management Plan which will incorporate Flood Hazard and Flood Risk maps. The timescale

for this was to be published by Dec 2015. The first Guidance was provided in May 2014 and subsequently a Template for the Plan document being produced in Wales was provided through the regional Flood Groups, revised in December 2014. The mapping data required to do the analyses provided by the Environment Agency and Natural Resources Wales was delayed due to its translation into the formats needed and that also arrived in December 2014.

3.3.2 The preparation has required substantial work and review of mapping layers for surface water flooding areas, as well as other flooding types, including both velocity and depths of flood water to assess risk and hazard. Much of this Plan has drawn upon the Preliminary Flood Risk Assessment done in 2011 and the Local Strategy completed in April 2013. Following discussion with WLGA and NRW colleagues we have been able to establish that it would not require a further Strategic Environmental Assessment to be done or a Habitats Risk Assessment provided we retain the Objectives and Measures set out in the Strategy. This has avoided substantial costs and some time the timescale has been challenging. The table below sets out the main stages and an indicative timescale.

Stage	Indicative Timescale	Period
Preparation of Draft FRMP	Apr to Sep 2015	
Strong Communities Select Committee - Update	Sep 2015	6 weeks
Internal Consultation and revise with comments	Sep 2015-Nov 2015	
Strong Communities Select Committee – Pre Consultation version	Nov/Dec 2015	
Revise Draft from Select comments	Dec 2015	
Public Consultation Stage +WG/EA/CCW/ etc.	Jan-Feb 2016	6 weeks min
Revise Draft with comments from public consultation	March/Apr 2016	
Submit to Cabinet for approval	Apr/ May 2016	
Submit to NRW for approval	May 2016	
Revise following NRW approval – if necessary	May 2016	
Publish	June 2016	

3.3.3. A working draft has now been developed but there is still some data to be identified and added before it is ready for Internal Consultation. A copy of the latest draft will be emailed to Members before the meeting and some hard copies will also be available. The digital mapping showing flood risk areas will be available at the meeting and a short demonstration of this will be given. The format of the report is such that the overall issues are covered in the early sections. Then each community (based on the Town and Community Council Areas) has a separate section, with a description of the area, the flood risk issues and numbers of properties / residents at risk together with a map showing the flood risk areas. These show high risk, medium risk and low risk areas shaded in dark to lighter blue accordingly. The risk levels equate to 1 in 30 years return periods (high risk), 1 in 100 years return period (medium risk) and 1 in 1000 years return period (low risk). It should be noted however that any of these events could happen at any time so the risk is real and those areas at risk do need to be aware they are at risk

**Table 1: Properties & Residents at Risk of Flooding
– Whole County Totals**

Surface Water Flood Risk – No Depth Threshold			
Risk	1:30(High)	1:100 (Medium)	1:1000 (Low)
Properties	231	341	2035
Residents	543	801	4782
Surface Water Flood Risk – Depth 200mm or More			
Risk	1:30(High)	1:100 (Medium)	1:1000 (Low)
Properties	87	205	868
Residents	204	482	2040
Rivers and the Sea			
Risk			1:1000 (Low)
Properties			5241
Residents			12316

3.3.4. One of the key issues required in the guidance was to identify the number and location of residential properties and residents at risk of flooding. The totals for Monmouthshire are given above in Table 1. We have identified the ten town & community areas with the highest numbers at risk. Table 2 below provides this data. These equate approximately 5.2% of the population at risk of flooding from surface water and 13.5% of the population at risk of flooding from main rivers and / or the sea. Only the Low Risk for Rivers and the Sea has been calculated as this is part of the Severn FRMP being developed by Natural Resources Wales.

Table 2: Communities with Highest Numbers of Residents/ Properties at Risk of Flooding

Community	Surface Water	Rivers & the Sea
	Low (1 in 1000yr)	Low (1 in 1000yr)
Caldicot	1159 (493)	1377 (586)
Abergavenny	1135 (483)	2392 (1018)
Chepstow	947 (403)	395 (168)
Monmouth	663 (282)	3472 (1473)
Magor with Undy	472 (201)	952 (405)
Llantilio Pertholey	207 (88)	75 (32)
Llanfoist Fawr	169 (72)	157 (67)
Usk	169 (72)	1661 (707)
Llanelly	139 (59)	45 (19)
Portskewett	120 (51)	63 (22)

Resident & Property No's in Brackets and ranked by Surface Water Flood Risk.

3.3.5. In parallel to the preparation of the Monmouthshire Flood Risk Management Plan the Environment Agency and Natural Resources Wales are preparing the

second version of the Severn River Basin Management Plan. They are also producing a Severn Flood Risk Management Plan that will cover the flooding risks from the main rivers and the sea. Drafts were circulated for consultation earlier this year and final versions are to be published by December 2015. Once these documents are completed a link to them will be added. Relevant extracts from the consultation draft versions of those documents have been included within this document for information and subject to change once the final versions are out.

Flooding at Caldicot Country Park 2012/13



3.4 Measures for achieving objectives

A summary of the Objectives and Measures from the Strategy (LFRMS) is shown below with the current position regarding implementation. Each measure in Table 2 below is categorised according to the Implementation Phase.

Table 3: Measure Implementation Category

Category	Description	Colour
On-going actions	those actions already being implemented or completed	Green
Agreed actions	those actions that are agreed for implementation (i.e. funding is approved), and will be implemented	Yellow
Planned actions	Those actions that are being proposed as part of the FRMP. These measures can include proposed changes to operational measures (e.g. the withdrawal of maintenance).	Blue

Table 4: Summary of Objectives and Measures

Delivery Theme	Ref	Measure	Overarching Objective	Measure Type	EU Reporting Code
Development Planning & Adaptation	1.1	Sustainable & Strategic Development Planning, LDP	A1	Prevention	M21
	1.2	SFRA / SFCA	A1	Prevention	M21
	1.3	Water Cycle Strategy	A1	Prevention	M24
	1.4	Relocation	A1	Prevention	M22
	1.5	Minerals & Waste Plan	A1	Prevention	M21
	1.6	Sustainable Urban Drainage (SUDS)	A1	Prevention	M23
Flood Forecasting & Response	2.1	Flood Awareness	A2	Preparedness	M43
	2.2 & 2.3	Flood Forecasting And Warning	A1 & A2	Preparedness	M43
	2.4	Emergency Response Plans	A1	Preparedness	M42
	2.5	Community Flood Plans	A1 & A2	Preparedness	M44
	2.6	Multi Agency Flood Plans	A1	Preparedness	M42
Land, Cultural & Environmental Management	3.1	Land Management	A1	Prevention	M23
	3.2	Resilience	A1 & A3	Preparedness	M23
	3.3	Resistance	A2 7 A3	Protection	M23
	3.4	Restoration	A3	Recovery & Review	M51
	3.5	Environmental Enhancement	A4	Prevention	M31
	3.6	Habitat Creation	A4	Protection	M31
Asset Management & Maintenance	4.1	Asset Management Plans	A4	Protection	M35
	4.2	Defence / Structure Management	A1 & A4	Protection	M24
	4.3	Channel Maintenance	A1	Prevention	M24
	4.4	Culvert Maintenance	A1	Prevention	M24
Studies, Assessments & Plans	5.1	Investigation	A1 & A4	Recovery & Review	M53
	5.2	Risk Assessments	A1. A2 & A4	Preparedness	M44
	5.3	Strategy Plan	A1	Preparedness	M44
	5.4	Local Property Level flood mitigation - resilience	A1, A2 & A3	Preparedness	M35
	5.5	Local Property Level flood mitigation - resistance	A1, A2 & A3	Protection	M35
	5.6	Pre-Feasibility Studies / Feasibility Studies	A1 & A4	Protection	M24
	5.7	Project Plans - Option Appraisals	A1 & A4	Protection	M24
	5.8	Flood Risk Management Plans	A1 & A4	Protection	M24
High Level Awareness & Engagement	6.1	Partnership Working	A1, A2 & A4	Preparedness	M44
Monitoring	7.1	Monitoring - Waves, Beaches, Aerial Photography and Topographical Surveys	A1 & A2	Preparedness	M44
	7.2	Habitats Monitoring	A1	Protection	M31

4 REASONS:

4.1 The work is required by the new Flood & Water Management Act and by the National Strategy for Flood and Coastal Erosion Risk Management. issued in December 2011. It will provide a framework with measures and actions in preparation for future Flood Risk Plans.

5. RESOURCE IMPLICATIONS:

5.1 The work has and will require us to draw on knowledge and information held both in records and officers personal knowledge as well as considerable analysis. The Welsh Government have made available grant funding of some £100,000 in the 2013/14 year and further funding of £50,000 in the 2014/15 financial year to fund all the requirements of the new Act, which includes preparing the Flood Risk Management Plan. Funding for the current year and future years is subject to bids being made to Welsh Government. A bid has been made for a sum of £62,000 to meet all the obligations Welsh Government have required us to deliver.

6. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:

There were No significant equality impacts identified in the assessment (Appendix 1)

The actual impacts from this report's recommendations will be reviewed every 6 years in line with the Welsh Government plan for such documents and the criteria for monitoring and review will include:

- The number of properties in Monmouthshire at risk of flooding from surface Water
- The number of properties removed from flood risk

7. SAFEGUARDING AND CORPORATE PARENTING IMPLICATIONS

NONE

8. CONSULTEES:

Senior Leadership Team

County Councillor B Jones, Cabinet Member for County Operations

9. BACKGROUND PAPERS:

The Flood and Water Management Act 2010,
The National Strategy for Flood & Coastal Erosion Risk Management and,
Guidance on the preparation of Local Flood Risk Management Plans.

10. AUTHOR:

David Harris – Senior Project Engineer

Tel: 01633 644707

Email: daveharris@monmouthshire.gov.uk

Roger Hoggins

Head of Operations

Email: rogerhoggins@monmouthshire.gov.uk

The “Equality Initial Challenge”

Name: Dave Harris Service area: Operations Date completed: 21 August 2015		Please give a brief description of what you are aiming to do. Develop a Flood Risk Management Plan for Monmouthshire in line with Welsh Government guidance	
Protected characteristic	Potential Negative impact Please give details	Potential Neutral impact Please give details	Potential Positive Impact Please give details
Age		X	
Disability		X	
Marriage + Civil Partnership		X	
Pregnancy and maternity		X	
Race		X	
Religion or Belief		X	
Sex (was Gender)		X	
Sexual Orientation		X	
Transgender		X	
Welsh Language		X	

Please give details about any potential negative Impacts.	How do you propose to MITIGATE these negative impacts
➤	➤

➤	➤
➤	➤
➤	➤

Signed *DJ Harris*

Designation: Senior Project Engineer

Dated: 21 August 2015

EQUALITY IMPACT ASSESSMENT FORM

What are you impact assessing	Service area
The risk of flooding to residents in Monmouthshire	Land Drainage & Flood Risk
Policy author / service lead	Name of assessor and date
Dave Harris	Dave Harris

1. What are you proposing to do?

Produce a Flood Risk Management Plan in accordance with Welsh Government Guidance

2. Are your proposals going to affect any people or groups of people with protected characteristics in a **negative** way? If **YES** please tick appropriate boxes below.

Age	No	Race	No
Disability	No	Religion or Belief	No
Gender reassignment	No	Sex	No
Marriage or civil partnership	No	Sexual Orientation	No
Pregnancy and maternity	No	Welsh Language	No

3. Please give details of the negative impact

--

4. Did you take any actions to mitigate your proposal? Please give details below including any consultation or engagement.

5. Please list the data that has been used to develop this proposal?
6. eg Household survey data, Welsh Govt data, ONS data, MCC service user data, Staff personnel data etc..

Welsh Government Data and data from the Environment Agency and Natural Resources Wales

Signed... *D J Harris*.....

Designation: Senior Project Engineer... **Dated:** 21 Aug 2015.....

The “Sustainability Challenge”

Name of the Officer completing “the Sustainability challenge” Dave Harris		Please give a brief description of the aims proposed policy or service reconfiguration Delivery of the Flood Risk Management Plan for Monmouthshire	
Name of the Division or service area Operations / Land Drainage		Date “Challenge” form completed 21 August 2015	
Aspect of sustainability affected	Negative impact Please give details	Neutral impact Please give details	Positive Impact Please give details
PEOPLE			
Ensure that more people have access to healthy food		X	
Improve housing quality and provision			Yes – Better information of flood risk and potential to avoid development in flood risk areas
Reduce ill health and improve healthcare provision			Yes – Better information of flood risk and potential to avoid development in flood risk areas
Promote independence		X	
Encourage community participation/action			Yes – involvement in developing and using Community

and voluntary work			Flood Plans
Targets socially excluded		X	
Help reduce crime and fear of crime		X	
Improve access to education and training		X	
Have a positive impact on people and places in other countries		X	
PLANET			
Reduce, reuse and recycle waste and water		X	
Reduce carbon dioxide emissions		X	None
Prevent or reduce pollution of the air, land and water			Yes –Reducing flooding of properties
Protect or enhance wildlife habitats (e.g. trees, hedgerows, open spaces)			Yes- better management of watercourses
Protect or enhance visual appearance of environment			Yes- better management of watercourses and reduction of watercourse culverting
PROFIT			

Protect local shops and services		X	
Link local production with local consumption		X	
Improve environmental awareness of local businesses			Yes – greater awareness of flood risk
Increase employment for local people		X	
Preserve and enhance local identity and culture		X	
Consider ethical purchasing issues, such as Fairtrade, sustainable timber (FSC logo) etc		X	
Increase and improve access to leisure, recreation or cultural facilities		X	

What are the potential negative Impacts	Ideas as to how we can look to MITIGATE the negative impacts (include any reasonable adjustments)
➤	➤
➤	➤

➤	➤
➤	➤

The Next Steps

- If you have assessed the proposal/s as having
- a **positive impact please give full details** below

Yes – Reducing the risk of flooding to properties in Monmouthshire, better awareness of flood risk and reduction of new properties open to flood risk

- If you have assessed the proposal/s as having
- a **Negative Impact** could you please provide us with details of what
 - you propose to do to mitigate the negative impact:

Signed

D J Harris

Dated: 21 August 2015

REPORT TO STRONG COMMUNITIES SELECT COMMITTEE,

14th September 2015

PUBLIC PROTECTION PERFORMANCE REPORT

FOR THE 2014/15 YEAR & QUARTER ONE 15/16

1. Introduction

- 1.1 In January 2015 Cabinet requested that Strong Communities Select Committee receive six monthly performance reports on Public Protection services. Members expressed interest in reviewing performance across this Division noting budget reductions implemented since April 2014.
- 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
- 1.3 Noting the extensive range of services provided, as outlined at Strong Communities Select committee on 20th November 2014, Officers will focus on 2 of the 4 specific services at Committee. In this way, Select Committee Members will be able to scrutinise each service annually, (2 every 6 months). On this occasion, the focus will be on Licensing and Trading Standards & Animal Health.

2. Resources

2.1 Staff resource

- (i) Environmental Health – Commercial:-
- 6 Environmental Health Officers, 5.6 Full Time Equivalents (FTE's)
 - 3 Commercial Services Officers, 2.1 FTE's
 - 1 System Support Officer, 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, 4.5 FTE's

- (iv) Trading Standards & Animal Health:-
- 3 Trading Standards Officers, 3 FTE's
 - 1 Fair Trading Officer, 1 FTE
 - 1 Intelligence & Advice Officer, 0.8 FTE's
 - 2 Animal Health Officers, 1.5 FTE's
- (v) Support team:-
- 6 Support Officers, 4.7 FTE's

Above staff resource adds up to a total of 35 staff, 30.8 Full Time Equivalents.

2.2. Financial resource

The actual budget spend in 2014/15, noting the Support Team costs are split across the professional disciplines, was as follows:-

NET figures –

(i)	EH, Commercial	= £415,516
(ii)	EH, Public Health	= £418,100
(iii)	Licensing	= £91,703
(iv)	Trading Stds, Animal Health	= £310,504

Giving a total of £1,235,823

This actual spend 14/15, against the 14/15 budget of £1,271,016, was £35,193 under budget, a variance of 2.8%. Under spends are encouraged in year to offset overspends in other Departments.

3. Performance

- 3.1 Various performance reports are completed internally and externally to the Authority. Internally each service completes Service Improvement Plans (SIP's), which are regularly reported to Departmental Management Team. Externally returns are made to the Food Standards Agency, Health and Safety Executive, Chartered Institute of Environmental Health, Department of Environment, Food & Rural Affairs (DEFRA), Welsh Government and other organisations.
- 3.2 For the purposes of this report, two reporting periods are summarised, the 2014/15 year and the most recently completed 'quarter', for the period 1st April 2015 to 30th June 2015. For comparative purposes these are compared back to the same periods in the previous year.
- 3.3 2014/15 annual performance

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

Table One

<u>Service</u>	<u>2013/14 performance</u>	<u>2014/15 performance</u>
i. Environmental Health (Commercial)		
Food safety inspections (programmed)	601 (471 & 129 ceased trading/no 2 nd visit required)=99.8% (1 inspection not done due to obstruction)	394(348 & 46 ceased trading)=100%
Inspection within 28 days of scheduled date	95%	88%
Broadly compliant food businesses (high risk)	85.6%	88.5%
Broadly compliant food businesses - All	91.2%	93.8%
Service Requests food safety	439 348 within 3 working days=79.2%	503 400 within 3 working days=79.5%
Communicable Diseases Cases dealt with	209	194
ii. Environmental Health (General public health)		
Housing (service requests (SR))	167 Total 147 within 3 working days=88%	153 Total 128 within 3 working days=83.7%
Noise	388 Total 314 within 3 working days=80.9% 240 closed within 3 months=61.9%	341 Total 297 within 3 working days=87.1% 221 closed within 3 months= 64.8%
Statutory nuisance ex noise	195 Total 174 within 3 working days=89.2% 137 closed within 3 months=70.3%	198 Total 180 within 3 working days=90.9% 140 closed within 3 months=70.7%
Environmental Protection (fouling, littering, fly tipping etc.)	360 Total 314 within 3 working days=87.2% 306 closed within 3 months=85%	345 Total 314 within 3 working days=91% 222 closed within 3 months=64.3%
Pest Control	34 Total 28 within 3 working days=82.6%	95 Total 84 within 3 working days=88.4%

iii. Licensing		
Applications dealt with by Licensing	1640 (which includes 402 Temporary Event Notices requiring a 24 hour turnaround)	1374 (which includes 382 Temporary Event Notices requiring a 24 hour turnaround).
Inspections carried out	774 inspections carried out (353 of which were risk rated premises for alcohol, entertainment and late night refreshment houses)	624 inspections carried out (274 of which were risk rated premises for alcohol, entertainment and late night refreshment houses)
Service Requests carried out	Not recorded	931 service requests were carried out (847 (91%)) with a 3 day turnaround for first response).
Licensing and Regulatory Committee, Cabinet and Full Council Reports	<p>4 x Policies introduced (2 x Taxi Licensing : Hackney intended use and conviction policy for drivers) (1 x Scrap Metal Policy following control of Licensing taken over by Local Authorities)(1 x revision of licence fees, cost recovery)</p> <p>.....</p> <p>1 x Street Trader application refused as it was felt dangerous to trade on a layby between Llanellen and Llanover as an accident blackspot. (13 other traders processed)</p>	<p>1 x Gambling Fee approval 1 x Introduction of Block Street Trading and day licences introduced to encourage business growth in the area and new policy introduced to accommodate this to ensure public safety.</p> <p>3 x Policies given final approval on previous year i.e. Hackney intended use, convictions and scrap metal policy.</p> <p>1 x Consultation and approval of Licensing Act Policy.</p> <p>1 x revision of fees</p> <p>.....</p> <p>1 x Scrap Metal Collector heard at Cabinet under new licensing regime (16 other collectors processed). Applicant refused as considered not a fit and proper person.</p> <p>.....</p>

		1 x Block Street Trader granted for Chepstow (the first under new licensing regime) ***** 1 x taxi driver (new driver) granted a licence as it was felt the person was fit and proper to hold a licence (24 new applications processed without the need to attend Committee)
iv. Trading Standards and Animal Health		
Trading Standards Visits	322	192
Trading Standards Complaints/Advice	659	669
Animal Health Visits	472	290
Animal Health Complaints/Advice	351	251
Inspections at our: High Risk premises, Upper Medium premises.	87% (7/8) High Risk 42% (8/19) Upper Medium	92% (13/14) High Risk 46% (12/16) Upper Medium
Feed Law Enforcement: In particular, deliver: a) 186 High Risk Feed Inspections; b) 96 Medium Risk inspections	No programme in place	62% High Risk
Programmed animal health inspections	100%.	100%
New Business Visits	32% TS 87% AH	26% TS 10% AH
Animal Welfare Complaints	Not Reported.	92.5% within target response time
Freedom of Information Requests (PP Total)	60	77
Events requiring advice via Safety Advisory Group	Not reported	110

3.4 Notable activity in 2014/15

(i) EH - Commercial

394 food safety inspections were carried out in this year and EHO's work with these businesses to secure improvements. Very occasionally, however, it is necessary to take formal action. In July 2015 Wigmore's Bakery in Monmouth was prosecuted for five breaches of food safety regulations. Magistrates fined the proprietor £2000 and ordered him to pay £1000 costs. Two other separate prosecutions involved possession of unsafe meat and the condemnation of 3 tons of meat.

Training courses in food hygiene continue to prove popular and a specific course was provided for butchers in November 2014. 'Access' enhanced visits are also provided voluntarily to businesses which, on a re-charge basis, provide specialist advice. Finally, other businesses – for example Marriott, Brains, Aneurin Bevan Health Board and Welsh Water – have Primary Authority Partnerships with this Authority.

(ii) EH - Public Health

In 14/15 the team visited most of the takeaways in the county and undertook 17 full inspections of flats above. Significant risks were often found, notably regarding fire safety, and standards raised to protect vulnerable tenants.

Risk assessments were carried out to all known large and small shared domestic supplies (164 in total) of private water. EHO's worked with supply users to ensure they carried out appropriate remedial measures to provide safe water supplies.

Two prosecutions were taken for fly tipping incidents, with fines and costs totalling £2000. There was also a prosecution for breach of a noise abatement notice with a £2000 fine and £1760 costs.

(iii) Licensing

A number of new policies were introduced in the year, to guide informed decision making. Two successful prosecutions were completed (1) against a licensed operator who used an unlicensed driver and vehicle on a school run. The company was found guilty and fined £1000 with £660 costs. (2) Against an illegal street trader selling ice creams in Abergavenny. Fined £300 and ordered to pay £100 costs.

(iv) Trading Standards & Animal Health

A car dealer was prosecuted for the sale of unroadworthy car to a Monmouthshire resident. B E Baker & Sons, near Abergavenny, were found guilty of numerous Animal Health and Tuberculosis offences, including the illegal movement of cattle. The company were subject to a Proceeds of Crime Order for £112,000 and ordered to pay £13,000 costs.

The service has adopted the 'Intelligence Operating Model' which should generate the level of intelligence that could make a significant impact on organised criminal activity.

Other

Freedom of Information requests continue to increase year on year, which places an added burden on members of the team, (77 in 14/15 year).

A number of 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. A number of large events – food festivals, music concerts, agricultural, cycling etc – are held each year and benefit from safety advice provided by ESAG.

In December 2014 the Wales Audit Office (WAG) published its report 'Delivering with less – the impact on Environmental Health Services and citizens'. The WAG report concluded 'The Council is generally delivering environmental health services at above minimum levels and, despite significant budget cuts, stakeholders are mostly positive about current services but have a low awareness of future plans. The Council will find it difficult to take on new statutory duties that protect the public and the environment'.

3.5 Latest 3 month performance, Quarter One 2015/16

Table 2

<u>Service</u>	<u>Quarter 1: 14/15</u>	<u>Quarter 1 15/16</u>
i) Environmental Health (Comm)		
Food safety inspections (programmed)	101	89
Inspection within 28 days of scheduled date	100%	92.3%
Broadly compliant food businesses – High Risk	85.4%	88.4%
Broadly compliant food businesses – All	91.2%	93.8%
Service Requests food safety	121 96 within 3 working days=79.3%	148 119 within 3 working days=80.4%
Communicable Diseases Cases dealt with	53	49
ii) Environmental Health (General public health)		
Housing (service requests) SR)	24 23 within 3 working days=95.8%	24 17 within 3 working days=70.8%
Noise	99 89 within 3 working days=89.9%	95 86 within 3 working days=90.5%

	42 closed within 3 months=42.4% Nb 3 month period not expired for some	33 closed within 3 months=34.7% Nb 3 month period not expired for some
Statutory nuisance ex noise	59 53 within 3 working days=89.8% 37 closed within 3 months=62.7% Nb 3 month period not expired for some	42 37 within 3 working days=88.1% 18 closed within 3 months=42.9% Nb 3 month period not expired for some
Environmental Protection (fouling, littering, fly tipping etc)	85 79 within 3 working days=92.9% 67 closed within 3 months=78.8% Nb 3 month period not expired for some	47 42 within 3 working days=89.4% 34 closed within 3 months=72.3% Nb 3 month period not expired for some
Pest Control	20	30
iii) Licensing		
Applications dealt with by Licensing	316 (which includes 107 Temporary Event Notices requiring a 24 hour turnaround)	338 (which includes 98 Temporary Event Notices requiring a 24 hour turnaround). Pressure on staff as all licences are legally bound to be processed in order for activities to take place.
Inspections carried out	190 inspections carried out (125 of which were risk rated premises for alcohol, entertainment and late night refreshment houses)	161 inspections carried out (122 of which were risk rated premises for alcohol, entertainment and late night refreshment houses)
Service Requests carried out	250 service requests carried out (236 (94%) were carried out with a 3 day turnaround for first response	208 service requests carried out. (181 (87%) were carried out with a 3 day turnaround for first response

Licensing and Regulatory Committee, Cabinet and Full Council Reports	1 x Gambling Fees heard in this period and approved.	1 x Commencement of Gambling Policy and Casino consultation (3 year policy) 1 x Gambling Fees heard and approved. 3 Current holders of driver licences brought before Committee following information received.
iv) Trading Standards and Animal Health Team		
Trading Standards Visits	47	43
Trading Standards Complaints/Advice	157	141
Animal Health Visits	55	58
Animal Health Complaints/Advice	64	54
Inspections at our: High Risk premises, Upper Medium premises	0% (0/14) High Risk 4% (1/26) Upper Medium	0% (0/9) High Risk 5% (1/20) Upper Medium
Feed Law Enforcement: In particular, deliver: a) 186 High Risk Feed Inspections; b) 96 Medium Risk inspections	Programme was still in development in Q1	New regime in place as explained below 7% (11/151) inspections
Programmed animal health inspections	0% Most due in final quarter	0% Most due in final quarter
New Business Visits	21% (9/42) TS 66% (2/3) Ah	100% (32/32) TS 60% (3/5) AH
Animal Welfare Complaints	96% within target response time	98% within target response time

4. Assessment

4.1 2014/15 performance (reference Table One)

- (i) EH – Commercial – 100% of food safety visits scheduled for inspection in the year were completed. There is a slight decline in undertaking inspections within 28 days of scheduled date, to 88%. More food businesses are broadly compliant, in part due to the introduction of the Food Hygiene Rating Scheme. In January 2014 66% were rated 4 or 5 (highest scores) which rose to 77% by January 2015. A notable increase in requests for service with nearly 80% responded to within three days. A recent Food Standards Agency re-audit indicated a satisfactory standard of overall performance.
- (ii) EH - Public Health a slight decrease in response time for Housing requests (to 84%), but an improvement in noise and other statutory nuisance response times to 65% and 71%, and 91% of environmental protection requests responded to in three days. Members are aware our Pest Control service was withdrawn from 1st April 2014. This has resulted in a significant increase in EH complaints to 95 in 2014/15, up from 34 in 2013/14. The small team continues to deal with a large number of complaints, 1132 in total for 2014/15, but this does limit their capacity to undertake any proactive work.
- (iii) Licensing – the team dealt with a large number of applications (1374) and undertook 624 inspections. Requests for service from Licensing are now recorded and 931 were received over this 12 month period. Licensing works with Gwent Police in targeting more problematic premises and respond swiftly to any incidents. Licensees are regularly reminded of their responsibilities, eg to minimise nuisance to local residents, outlined in their Licensing conditions. Certain decisions are made by the Licensing & Regulatory committee as outlined in the table.
- (iv) Trading Standards & Animal Health – whole year comparisons between 2013/14 and 2014/15 show a decrease in overall visits, both for Trading Standards and Animal Health. DEFRA grant funding has been withdrawn resulting in only 1.5 FTE's delivering our animal health service. Inevitably the service then becomes reactive. Both services have been more selective when making decisions on what to investigate, and non-statutory duties (eg civil advice provision) are sign posted to those providers funded to deliver. Higher risk inspections were prioritised in 2014/15 and a programme is now in place for feed law enforcement. New business advice visits declined but this has been rectified for 2015/16.

4.2 2015/16 Quarter One Performance (reference Table 2)

An assessment of the first 3 months of 15/16 shows whether the teams are on target to achieve their targets for 2015/16. In summary (i) on target, (ii) some decline in closure of service requests, (iii) slight decline in response times, (iv) inspections are typically undertaken later in year. Contact with new businesses and feed work improved.

5. Next Steps

- Compliance - 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. Managers will monitor performance, review workloads, etc to protect Officer wellbeing as far as possible.
- Further income generation opportunities will be explored, noting the financial pressures of the Authority.
- Member comments are welcomed, via both the Scrutiny process and regular reporting to Licensing & Regulatory Committee. The next report to Strong Communities Select will focus on our Environmental Health sections. Noting this Committees scrutiny role relating to crime and disorder, particular attention will be made on EHs contribution to reducing crime and anti-social behaviour. It would be helpful for the six month reporting cycle to coincide with other reporting timescales. So reporting twice a year, early November and May would avoid repetition.
- Forthcoming legislation – Public Protection officers will need to respond to a range of new Acts and regulations. These include the Public Health (Wales) Act, covering e-cigarettes and proposed minimum unit pricing of alcohol; Consumer Rights Act which enhances measures to resolve consumer problems; various Licensing changes to rented housing, mobile homes and dog breeding. Relevant professional bodies to lobby to ensure any new expectations are fully funded.
- Responding to audits – the Food Standards Agency will report the findings of its re-audit in August 2015. The section will respond accordingly.
- Evidence of effectiveness is provided to Senior Leadership Team, noting the significant savings required for 2016/17 and beyond.

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SUBJECT:	PUBLIC PROTECTION PERFORMANCE REPORT
MEETING:	Strong Communities Select Committee
DATE:	14TH September 2015
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

- 1.1 To undertake scrutiny of service delivery and performance across the Public Protection division, which comprises Environmental Health, Trading Standards and Licensing.

2. RECOMMENDATIONS:

- 2.1 To consider and comment on the contents of the accompanying report entitled 'Public Protection Performance report for the year 2014/15 and Quarter One 15/16'

3. KEY ISSUES:

- 3.1 Strong Communities Select Committee received a performance report covering Public Protection services in November 2014. This was in response to a Cabinet report in March 2014 that recommended budget reductions to these services. Those recommendations included a £140,000 budget reduction for 2014/15, representing a 7.2% staff decrease.
- 3.2 The impact of this reduction was scrutinised by Strong Communities Select in November 2014 and reported to Cabinet on 7th January 2015. Cabinet requested regular six monthly reports to Strong Communities Committee to monitor performance over time. In this way, any negative impacts could be assessed and acted upon if necessary.
- 3.3 The attached report summarises recent performance and highlights the following:-
- The four service teams, for the vast majority of services they deliver, meet the Authority's legal obligations in relation to Public Protection services.
 - Some proactive work, for example animal health visits and housing inspections, has decreased as a consequence of prioritising reactive work. 3145 new requests for service were responded to in the 2014/15 year.
 - Line managers will need to monitor workloads, prioritise and respond as necessary. Team performance is highly dependent upon the continued hard work, professionalism and good health of its staff.

- Six monthly reports will continue to be made to this Committee, to review the impact of budget reductions on Public Protection performance.
- Recent audits, by Wales Audit Office and Food Standards Agency Wales, indicate current performance is satisfactory within Environmental Health, but the service would struggle to take on any new statutory duties that protect the public and the environment.

4. REASONS:

- 4.1 The Cabinet decision log from 7th January 2015 states:- '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'.

5. RESOURCE IMPLICATIONS:

None as a consequence of this report.

6. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:

- 6.1 The 'Equality Challenge' was completed for Cabinet on 7th January 2015, together with the 'Equality Impact Assessment' and 'Sustainable Development Checklist' forms. This report only serves to update the position in relation to performance, and hence does not require a further assessment.
- 6.2 As per 3.2 above, the impact on Public Protection service recipients will be reviewed and reported to Strong Communities Select committee every six months.

7. SAFEGUARDING AND CORPORATE PARENTING IMPLICATIONS

There are no implications in this report concerning safeguarding and corporate parenting.

8. CONSULTEES:

SLT
Cabinet Members
Chairs of Select committees
Head of Legal Services

9. BACKGROUND PAPERS:

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

10. AUTHOR:

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Service Plan 2015/18

Service:	Passenger Transport Unit
Service Manager:	Richard Cope
Directorate:	Chief Executive
Head of service	Roger Hoggins
MCC Priority: <i>Please choose as appropriate</i>	Supporting enterprise, entrepreneurship and job creation
MCC and Single Integrated Plan (SIP) Outcome: <i>Please choose as appropriate</i>	People have good access and mobility

Our Purpose

Complete this from the end users' perspective (Customers may be internal or external / Citizens)

The Vision for the Operations Department is:-

To provide a sustainable environment we are all proud of.

The mission of the Passenger Transport Unit to drive this vision is :-

To provide a sustainable and high quality passenger transport provision.

The Passenger Transport Unit (PTU) provides a number of statutory and commercial transport functions with an overall purpose to provide a range of transport solutions and implementation of policies that meet the various needs of residents in Monmouthshire.

Transport Planning –this function oversees our current statutory requirement as set out in the 2006 Transport Wales Act to produce and implement a local transport plan.. Local Authorities will have to bid for funding through Local transport fund for Capital project for transport infrastructure schemes. Specific actions also include responding to planning applications in relation to transport implications, securing section 106 contributions for transport development on new build schemes, developing CILS bids in line with transport projects and bidding for Transport Funding for scheme development and implementation

Sustainable and Active Travel –Linked to the transport planning responsibilities, we lead on sustainable transport objectives and implementation of responsibilities set out in the 2013 Active Travel Act to provide better walking and cycling routes. We have to consult with the public on base route maps and publish the existing route map to Welsh Government by Sept 2015 then develop a Network Strategy and Map by Sept 2017.

Home to School Transport – Fulfilling the responsibilities as set out in the 2008 Learner Travel Wales Measure in providing statutory home to school transport up to and including the age of 16. Implementation of this statutory requirement begins with assessing the needs for home to school transport and takes on board procurement, contract management, monitoring and enforcement.

To hold the PCV Operators Licence for the authority and procure PCV vehicles and minibuses in line with the Council's Contract Procedure Rules, Financial Regulations and EU procurement directives to be utilised in the integration of Passenger Transport Services within the authority and

for external customers.

To operate the In-house PCV and minibus fleet in line with VOSA regulations including maintenance through SLA agreements with approved maintenance providers.

To utilise the in house PCV and minibus fleet to operate statutory home to school contracts, private contracts and other Local authority contracts where practicable. Provide a private hire service utilising the in house fleet to internal and external customers

To provide Driver and Escort training both internally and externally, including MIDAS, Driver CPC as a registered JAUPT Centre and other training that is necessary for the provision of transport services.

To manage contracts and procurement arrangements in line with the Councils Contract Procedure Rules, Financial Regulations and EU procurement directives

Public Services – Using responsibilities set out in the 1985 Transport Act, the PTU plans and commissions a number of contracted bus services around the county. We publicise our subsidised services and commercial services and maintain bus stops and shelters around the county including the main bus stations.

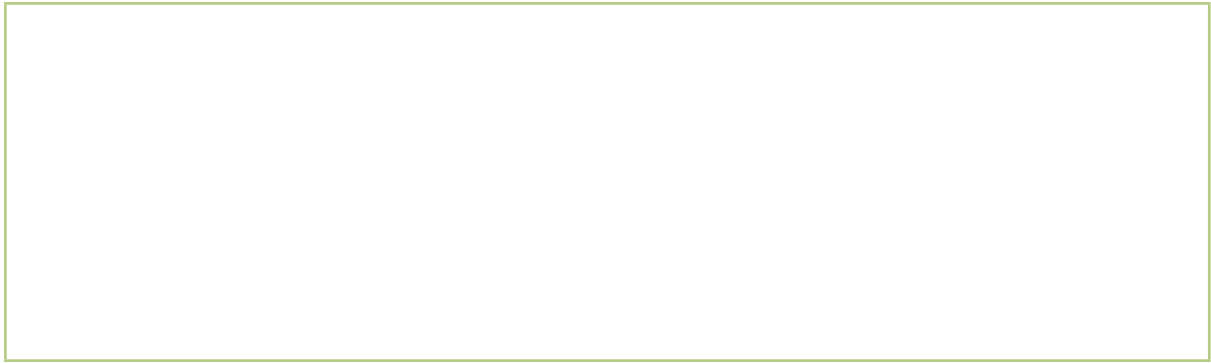
Community and Social Services Transport – We provide a Grass Routes demand responsive bus service to all areas within the county, and in the last year within some neighbouring counties, where normal public services would not be viable. Additionally, we procure and work to rationalise integration of child and adult care transport services on behalf of those services areas within the authority. We also run a section 22 community bus service which has replaced a high subsidy public service route.

Commercial Operation – The PTU's operational fleet also provides a commercial private hire function to other authority services and to external customers, to make the best use of our vehicle fleet outside of operating home to school transport services.

To provide and manage the provision of School crossing patrollers at school sites where required.

To provide a resource to carry out a design service to other areas of the authority on publications and leaflets as requested.

To administer the Welsh Government BSSG scheme as lead authority for the 10 SE Wales authorities and provide reports to the SE Wales bus funding board.





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Evaluation of last years performance

What did we want to achieve? (Aspiration)	What have we done so far?	What difference has this made? (Impact)	What is your evidence?
Complete a New Local Transport Plan for 2015 to 2020	Local Transport plan was written and endorsed by Welsh Government in January 2015.	Formed a basis for Local Transport Fund bids and proposed schemes for development .	Bids sent to Welsh Government and proposed schemes moved from feasibility to design stages. .Feedback received from Cardiff City Region Board was positive .
A sustainable public bus network	Bus networks have been kept in the light of funding reductions through partnership working with local operators	Citizens have been able to access services and tourism	Patronage figures & costs have met targets cost per passenger for subsidised services 14/15 was£ 0.98 against a target of £1.10 Cost per resident was £6.59 against a target of £7.00 and the cost per concessionary pass was £41.58 against a target of £53.00 per pass issued all these were benchmarked against other authorities
Retendering of school contracts	e-tender has been introduced in partnership with Newport City Council	A saving has been made on contracted costs	Tender prices received made an initial saving of £400K but after throwbacks and availability of operators it was reduced to £70K
Review budget and administration of PTU	We have started to break down cost centres and costings on each service , Admin resources are still at a premium so further progress needed to move this forward	Full service costs will become apparent	Budget breakdowns on costs has begun and continues to give better clarity to costings moving forward this work is ongoing as resources allow
What does this tell us we need to do for the next three years?			

We need to focus on getting the maximum amount of external funding for projects that we can achieve , work in partnership with other operators and stakeholders and move all procurement areas to frameworks or Dynamic Purchasing systems where possible to achieve maximum benefit and Best Value. Further work on administration and budgets needs taking forward , resources need to be addressed to achieve these goals .Need to look for a new depot in the south to enable us to decrease costs of maintenance and increase the scope for commercial work through private Hire .Take forward the Local Transport plan and formulate schemes for development to take forward for future funding . Constantly Review bus services to maintain a good network so that best value is achieved and work with local operators in partnership to maintain as much of the network possible in the light of any further funding cuts.

Action Plan

The most important activities your team/s will be working on – ensure any existing actions are included.

Action	Expected impact of this action	Strategic Plan it aligns to (If directly applicable)	Outcome it contributes to (If directly applicable)	Timescale	Funding	Officer responsible	Q1 Performance appraisal (Include progress and impact made)	Q2 Performance appraisal (Include progress and impact made)	Q3 Performance appraisal (Include progress and impact made)	Q4 Performance appraisal (Include progress and impact made)
Monmouthshire Local Transport Plan: A Local Transport Plan has been submitted to Welsh Government and will need to be used as a basis for Local Transport Funding bids in future years up to 2020 Page 37	Local transport plan (LTP) of Council's Strategic Priorities and schemes. LTP will allow officers to bid for external grants, and secure contributions from developments.	SIP: MTFP LDP Improvement Plan: Strategic Risk Assessment 2014:17	Our County Thrives	2015-2020	Welsh Government LTF funding Metro Funding, CIL, Section 106 developer contributions Active travel funding	Richard Cope /Christian Schmidt	Two out of three funding bids have been successful in receiving funding from Welsh Government LTF funding, the Wyebridge road /Pedestrian improvement scheme and walking and cycling scheme Llanfoist Bridge both received funding to develop & design schemes further to be able to bid for further monies next year to implement.			
							On Target	Select Progress	Select Progress	Select Progress
Produce Active Travel Maps for Monmouthshire By September 2015 To produce a map of sustainable walking and cycling routes in the county to provide opportunities for citizens and tourism.	From 2013 there has been an Active Travel statutory requirement to produce an Active Travel Map for areas within the County. This creates a Benefit from developing a map of sustainable walking and cycling routes, and is providing opportunities for and encouraging more sustainable travel throughout the county The strategic benefits are reducing traffic levels, congestion and encouraging a healthier lifestyle	SIP	Nobody is left behind –People have good access and mobility.	2015 for consultation base maps and submission to Welsh Government by 24 th sept 2015 Development of network maps and consultations by 2017	Core / Welsh Government LTF	Christian Schmidt	The Active Travel maps deadline has been extended by Welsh Government until January 2016. Consultation will begin in the autumn.			
							Behind Target	Select Progress	Select Progress	Select Progress
Undertake the Lead Authority role for The administration of Bus Services Support Grant for the 10 SE Wales local Authorities	Increase income generation for authority	SIP	Nobody is left behind – People have good access and mobility	2015-16	Core Welsh Government funding BSSG	Richard Cope /Christian Schmidt /Damien Weeks	Further progress made, this will also include administrating the young persons concessionary fare scheme from sept 15			

							On Target	Select Progress	Select Progress	Select Progress
<p>Provide Home to School Transport for students</p> <p>Manage any changes in Welsh Government</p> <p>Challenge ALN transport applications to achieve this .</p> <p>Carry out a retendering by e-tender in collaboration with ALN</p> <p>Provision utilising in house fleet and bus, coach and private hire</p> <p>Review funding that may arise from WG decisions.</p> <p>Ensure provision meets the needs of all pupils and transport and social requirements</p>	<p>Statutory requirement emanating from 2008 Learner Travel Wales Measure to provide home to school transport up to age of 16.</p> <p>Enables students to access appropriate primary and secondary school education inside and outside county</p>	SIP :MFTP	Nobody is left behind – People have good access and mobility	2015 ongoing	Core	Richard Cope /Damien Weeks /Huw Jones	<p>Many challenges have taken place on appropriate transport for individuals , applications have been received for post 16 SEN transport by 30th june panel will sit in early july , looking at all our routes and continue to rationalise where possible, CTX upgrade has been done which will help with route planning.</p>			
							On Target	Select Progress	Select Progress	Select Progress
<p>Maintain a public bus network within and to and from Monmouthshire, and associated infrastructure.</p> <p>Provide a sustainable network of services through operator provision or community and demand responsive options either commercially or by subsidy.</p>	<p>Duty afforded by 1985 Transport Act to procure public bus services, and with support of commercial operators an extensive network, relative to level of funding, allows residents and visitors in county access to wide range of services, leisure, shopping and work.</p>	SIP: MFTP:LDP. LTP	Nobody is left behind people have good access and mobility	2015 ongoing	Core : Welsh Government BSSG	Damien Weeks / Richard Cook	<p>Continue to be challenging times in the bus industry due to funding cuts level of services has been kept but significant challenges ahead with companies giving notice on some routes which will effect some routes we subsidise. Possibility if</p>			

							frequency of services being reduced.			
							On Target	Select Progress	Select Progress	Select Progress
<p>Provide a transport service for those people with specific transport needs, or communities not on the public bus network.</p> <p>Utilise in house and grass Routes fleet</p>	<p>Partly a statutory duty set out in DDA operation, but as a wider perspective the operation of Grass Routes services, as well as procurement of social services transport allows all groups in communities to benefit from access to services, leisure, shopping, health and work.</p>	SIP:MTFP:LTP	Nobody is left behind –people have good access and mobility.	2015 ongoing	Combination of Core, Social Services and Welsh Government Concessory fare and BSSG	Richard Cope/Damien Weeks/Huw Jones	Grass routes continues to be popular, we have taken over the New Link service in Newport which has shown considerable growth in the first three months, ever increasing demand for this service at all levels . we will need to look at demand and resources available to plan future routes and work in conjunction with WG, and voluntary sector			
							On Target	Select Progress	Select Progress	Select Progress
<p>Carry out an strategic review of Passenger Transport Unit and Fleet management budget setting, management and monitoring</p>	<p>Operational financial management is improved and more robust . Budget management and forecasting information provided is more accurate and timely.</p>	SIP: MTFP	N/A	Redefine budget costs by Aug 15 then ongoing development	Core :	Richard Cope /Davina Hicks	Significant work on budgets is ongoing , we are breaking down our costings and improving our systems but the amount of work in making sure this is accurate is quite considerable , we to have made progress and look to have this completed asap but staff resources may push this back slightly from august 15 target			

							Behind Target	Select Progress	Select Progress	Select Progress
							Behind Target	Select Progress	Select Progress	Select Progress
Increase income through Private Hire and Commercial contracts , Manage any increase in costs from Fuel and maintenance by better utilisation of vehicles and whole life costings Undertake a Business Case to look at a new depot facility in the south to share with the transport department.	Helps to generate a Commercial enterprise which fulfils three purposes. First is financial in increase of income to PTU to Sustain a high quality transport provision but lessen impact on other budget pressures in section, some of which deliver a statutory provision. Second is in raising wider profile of Monmouthshire and the authority as some commercial contracts are operated by our PTU fleet throughout UK. Thirdly we can reduce costs on our maintenance and increase revenue from a new transport function that can be built upon with new premises which will give the potential to expand.	SIP:MTFP	Our County Thrives : Business and Enterprise	2015/16 need to establish options and business case for preferred option/s	Commercial income	Richard Cope/Huw Jones	Income is increasing private hire is very busy from may 15 , increase in private contract prices being sought from sept 15 , Fuel costs have reduced due to global oil prices. Maintenance costs need further work but redefining budgets will help with this and procurement of vehicles will also help to reduce these costs on whole life of vehicles. Depot facilities in the south are still proving extremely difficult to solve but some options on collaboration with other bodies is being looked at which may help share costs .			
							On Target	Select Progress	Select Progress	Select Progress
Carry out a review of our systems and processes to provide Data and information so that we can benchmark our services and provide accurate financial information. Investigate with key contacts how to improve internal and external communication	Improvement of collecting information and data, improve payment systems , accountancy information , improve invoicing and collection of monies through payment systems ,improve payment timescales to external clients. CTX upgrade to include route optimisation and mapping system.	SIP:MTFP	Our County Thrives Business and Enterprise	Early 2015 system upgrade of CTX development of credit control & invoicing with stakeholders	Core	All PTU Team Members	CTX upgrade has been done but not completely finished , route mapping is working , we have improved income collection but payment of invoices is still very slow due to new system adopted by payment section which is proving exceptionally problematic.			
							On Target	Select Progress	Select Progress	Select Progress
Set up new procurement frameworks for vehicle purchase and social services tenders	Improved efficiency and accountability . possible savings on procurement costs	SIP: MTFP	N/A	2015 as soon as practical	Core	Richard Cope /Damien Weeks	Work is ongoing in looking at frameworks, and			

Processes (How Much and How Well?)

Indicator	Actual 2012/13	Actual 2013/14	Actual 2014/15	latest Wales Av	Target 2015/16	Actual 2015/16 Q1	Actual 2015/16 Q2	Actual 2015/16 Q3	Actual 2015/16 Q4	Context/ Comment
Percentage of School Transport Applications decided within 2 weeks of receipt					95%	80%				Low staff resources continues to hamper achieving target
Percentage of bus stops displaying current bus timetable information					81%	50%				Staff resources is the issue and the number of timetable changes taking place in the period is not sustainable
Percentage of bus stops with raised kerbs					70%	70%				
Percentage of reported behavioural incidents on school transport					1%	0.01%				
Percentage of contracts monitored during school year					60%	25%				Staff resources have curtailed monitoring in first quarter we hope to undertake more during next two quarters
Percentage of School transport drivers trained to bronze standard					100%	75%				All internal drivers now trained and operators are in process of making sure their drivers are fully trained to this standard
Percentage of school transport drivers(in house) trained in safeguarding level 1					100%	45%				Courses are being held during school holidays to improve on this %
Percentage of school transport drivers trained (External) in safeguarding level 1					75%	0%				This is being introduced during this year and being developed by in house trainers

Customers (Outcome / Is anyone better off?)

Indicator	Actual 2012/13	Actual 2013/14	Actual 2014/15	latest Wales Av	Target 2015/16	Actual 2015/16 Q1	Actual 2015/16 Q2	Actual 2015/16 Q3	Actual 2015/16 Q4	Context/ Comment
Number of Complaints received					20					
Percentage of Monmouthshire residents aged 60 or over who hold a concessionary bus pass					80%					
Number of compliments on services received					20					

Risk Register 2015-18

Risk	Strategic Operational	Reason why identified (evidence)	Risk Level (See corporate risk matrix to complete)				Responsible Officer	Actions proposed to mitigate the risk	Progress & impact of actions 2015/16 Q1	Progress & impact of actions 2015/16 Q2	Progress & impact of actions 2015/16 Q3	Progress & impact of actions 2015/16 Q4
			Year	Impact	Probability	Level						
Potential Further reduction in Welsh Government Bus Services Grant funding and Concessionary Fare grant	Strategic / Operational	Welsh Government Ministerial Announcements throughout 2014-2015 have suggested likely changes to funding arrangements and level of funding from 2016	2015/16 2016/17 2017/18	Low Medium Medium	Low Medium Medium	Low Medium Medium	Richard Cope /Damien Weeks/Huw Jones	Investigation of alternative service models, and will be trialling use of Section 22 permit bus service previously operated as contract by private company. Also looking at	Budgets continue to be challenging but we are still maintaining service levels , one service withdrawal has gone out to tender so we await costs on this .section 22 service is running well and			

								securing alternative funding from other sources to maintain level of bus network.	patronage improving. Further concessionary fare reduction may have an impact in next financial year although some new funding is being released by WG for youth concessions in sept 15			
Impact of increased demand on school service from external policy changes proposed on home to school transport, sustainable travel, new Walked Safe Routes to School Assessment Criteria etc, The risk involves increased costs from the introduction of these policies by Welsh Government	Strategic /Operational	Welsh Government consulted on several school transport policies, including new Assessment criteria and processes for Safe Walked Routes to School which likely to increase demand for school transport	2015/16 2016/17 2017/18	Low Medium Medium	Low Medium Medium	Low Medium Medium	Richard Cope/Damien Weeks	As part of county-wide engagement strategy, looking to ensure full impact of any central government policies are communicated and consulted with communities within county.	No impact on policy changes currently aware of .			
Rising Fuel Costs Internal & External operations	Operational	Fuel costs rising impacting on contractors ability to provide competitive lower tender prices	2015/16 2016/17 2017/18	Medium Medium Medium	Medium Medium Medium	Medium Medium Medium	Richard Cope /Damien Weeks/Huw Jones	Continuing use of driver training, and fuel management programmes to maintain high levels of fuel efficiency	Fuel costs have been decreasing so this risk is currently low			
Further changes and reductions in infrastructure grant funding	Strategic	Change in funding arrangements from 2015 to yearly competitive bidding process with no guarantee of success	2015/16 2016/17 2017/18	Low Low Low	Low Low Low	Low Low Low	Richard Cope/Christian Schmidt	Using examples such as developer contributions from new developments to securing alternative funding from other sources to develop and implement transport infrastructure schemes	Fairly successful on funding bids for this year , developer contributions will be through section 106 and later CILS . looking at other funding streams as well to mitigate any loss of govt funding.			
Further reduction in number of contractors tendering for public and home to school transport	Strategic /Operational	Partly a consequence of rising costs, but rural nature of county does also limit number of inside county contractors willing to tender for public and home to school transport contracts	2015/16 2016/17 2017/18	Low Low Medium	Low Low Medium	Low Low Medium	Damien Weeks	Working with neighbouring and other authorities to widen number of companies who might be willing to bid for wider spectrum of services than might be the case in smaller area	Currently no issues on this as return of contracts is low .			

								of population. Increasing scope of operators				
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