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County Hall
Rhadyr
Usk
NP15 1GA

Monday, 10 June 2024

Notice of meeting

Performance and Overview Scrutiny Committee

Tuesday, 18th June, 2024 at 10.00 am

The Council Chamber, County Hall, Rhadyr, Usk, NP15 1GA with remote attendance

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

AGENDA

Item No	Item	Pages
1.	Election of Chair.	
2.	Appointment of Vice-Chair.	
3.	Apologies for Absence.	
4.	Declarations of Interest.	
5.	Public Open Forum. Scrutiny Committee Public Open Forum ~ Guidance Our Scrutiny Committee meetings are live streamed and a link to the live stream will be available on the meeting page of the Monmouthshire County Council website If you would like to share your thoughts on any proposals being discussed by Scrutiny Committees, you can submit your representation in advance via this form Please share your views by uploading a video or audio file (maximum of 4 minutes) or; Please submit a written representation (via Microsoft Word, maximum of 500 words) You will need to register for a My Monmouthshire account in order to submit the representation or use your log in, if you have registered	

previously.

The deadline for submitting representations to the Council is 5pm three clear working days in advance of the meeting.

If representations received exceed 30 minutes, a selection of these based on theme will be shared at the Scrutiny Committee meeting. All representations received will be made available to councillors prior to the meeting.

If you would like to attend one of our meetings to speak under the Public Open Forum at the meeting, you will need to give three working days' notice by contacting Scrutiny@monmouthshire.gov.uk.

The amount of time afforded to each member of the public to speak is at the chair's discretion, but to enable us to accommodate multiple speakers, we ask that contributions be no longer than 3 minutes.

If you would like to suggest future topics for scrutiny by one of our Scrutiny Committees, please do so by emailing Scrutiny@monmouthshire.gov.uk

6.	Public Protection Performance 2023/24 - To review the performance of the service area.	1 - 32
7.	Registration Services Annual Report 23/24 - To review the performance of the service area.	33 - 38
8.	Performance and Overview Scrutiny Committee Forward Work Programme and Action List (Forward Work Programme to follow).	39 - 40
9.	Cabinet and Council Work Planner.	41 - 62
10.	Minutes of the previous meeting held on 14th May 2024.	63 - 66
10.1.	People Strategy Comments: County Councillor Meirion Howells: Under 'Challenges' – With the budgetary constraints are we asking our staff to take on the extra workloads of staff that have not been replaced, resulting, potentially, in staff having heavier workloads and leaving the authority to find less pressurised jobs with other companies.	
11.	Next Meeting: 11th July 2024 at 2.00pm.	

Paul Matthews

Chief Executive

MONMOUTHSHIRE COUNTY COUNCIL
CYNGOR SIR FYNWY

THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillor Jill Bond, West End;, Welsh Labour/Llafur Cymru
County Councillor Rachel Buckler, Devauden;, Welsh Conservative Party
County Councillor John Crook, Magor East with Undy;, Welsh Labour/Llafur Cymru
County Councillor Catherine Fookes, Town;, Welsh Labour/Llafur Cymru
County Councillor Meirion Howells, Llanbadoc & Usk;, Independent
County Councillor Alistair Neill, Gobion Fawr;, Welsh Conservative Party
County Councillor Paul Pavia, Mount Pleasant;, Welsh Conservative Party
County Councillor Peter Strong, Rogiet;, Welsh Labour/Llafur Cymru
County Councillor Ann Webb, St Arvans;, Welsh Conservative Party
Janice Watkins

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.

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

To become a zero-carbon county, supporting well-being, health and dignity for everyone at every stage of life.

Objectives we are working towards

- Fair place to live where the effects of inequality and poverty have been reduced.
- Green place to live and work with reduced carbon emissions and making a positive contribution to addressing the climate and nature emergency.
- Thriving and ambitious place, where there are vibrant town centres and where businesses can grow and develop.
- Safe place to live where people have a home where they feel secure in.
- Connected place where people feel part of a community and are valued.
- Learning place where everybody has the opportunity to reach their potential.

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.

Kindness: We will show kindness to all those we work with putting the importance of relationships and the connections we have with one another at the heart of all interactions.

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? What consultation has been undertaken? Did the consultation process comply with the Gunning Principles? Do stakeholders 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? Does the policy relate to an area where there is a lack of published research or other evidence?
6. Does the policy relate to an area where there are known inequalities?
7. Does this policy align to our corporate objectives, as defined in our corporate plan? Does it adhere to our Welsh Language Standards?

8. Have all relevant sustainable development, equalities and safeguarding implications
9. been taken into consideration? For example, what are the procedures that need to be in place to protect children?
- 10.
11. How much will this cost to implement and what funding source has been identified?
- 12.
13. How will performance of the policy be measured and the impact evaluated

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?
- Is the service working with citizens to explain the role of different partners in delivering the service, and managing expectations?
- Is there a framework and proportionate process in place for collective performance assessment, including from a citizen's perspective, and do you have accountability arrangements to support this?
- Has an Equality Impact Assessment been carried out? If so, can the Leader and Cabinet/Senior Officers provide members with copies and a detailed explanation of the EQIA conducted in respect of these proposals?
- Can the Leader and Cabinet/Senior Officers assure members that these proposals comply with Equality and Human Rights legislation? Do the proposals comply with the Local Authority's Strategic Equality Plan?

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?
- Have you identified and considered the long-term trends that might affect your service area, what impact these trends could have on your service/your service could have on these trends, and what is being done in response?

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?

Questions to ask within a year of the decision:

- Were the intended outcomes of the proposal achieved or were there other results?
- Were the impacts confined to the group you initially thought would be affected i.e. older people, or were others affected e.g. people with disabilities, parents with young children?
- Is the decision still the right decision or do adjustments need to be made?

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...

Agree further actions to be undertaken within a timescale/future monitoring report...

SUBJECT: PUBLIC PROTECTION 2023/24 PERFORMANCE REPORT

MEETING: Performance & Overview Scrutiny Committee

DATE: 18th June 2024

DIVISION/WARDS AFFECTED: All

1. PURPOSE:

- 1.1 To undertake scrutiny of service delivery across Public Protection services for the financial year 2023/24, 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 One - entitled 'Public Protection Performance Report 2023/24'.
- 2.2 Noting the breadth of services provided, Members to consider whether they would like to scrutinise a specific area of Public Protection work.

3. KEY ISSUES:

- 3.1 This is the ninth annual report summarising performance across the Public Protection division. Members in 2015 requested an annual report to enable them to be sighted on performance, particularly how this varies when compared to previous years. The concern mainly related to ensuring the respective teams had capacity to deliver the array of services provided across all disciplines. The last annual performance report was presented to this Performance and Oversight Committee in June 2023. One of the consequences of presenting the last annual performance report was the request for a report specifically focussing on Public Protection's role in relation to the pandemic. This was presented to this committee on 19th March 2024.
- 3.2 The attached report, Appendix One, summarises performance for the twelve month period of 2023/24 and highlights the following -
- Proactive work returned to some normality, noting this is the first complete year where services were not impacted by the pandemic, (our Covid Incident Management Team disbanded in May 2022). Licensing, for example, resumed proactive inspections (314 undertaken in 23/24).
 - 'Service requests' – which refer to complaints from the public and businesses, and business/public requests for advice and information – saw an overall increase in demand, eg. in Animal Health and both Environmental Health teams.

- The Environmental Health (Commercial) team completed their proactive food safety plan and inspected 551 premises. The EH (Public Health) team responded to an increase in complaints regarding noise, pest control etc., environmental protection and housing issues, and dealt with a total of 2,675 service requests. Trading Standards & Animal Health remained very busy, (eg. 269 Animal health visits) and licensing applications (1,582) remained high.
- Monmouthshire Event Safety Advisory Group (ESAG) - the number of interventions again increased, with 124 organisers assisted last year. ESAG provides partnership support to organised events and helps mitigate risks to music, sporting, agricultural and cultural gatherings.
- Annual reports will continue to be made to this Committee to assess performance over time, and help inform future priorities noting the competing demands. Future annual reports will be scheduled for June or July each year.
- 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. For example, the Special Procedures implementation later this year will be funded via the licence fees applicable to tattooists, etc.
- 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 Community and Corporate Plan 2022 - 2028 and other key drivers when prioritising future service delivery.
- Officers across Public Protection continue to actively participate in local, regional and national work. All are keen to learn from others to secure improvements in service delivery for future years.

4. REASONS:

- 4.1 The Cabinet decision log from 7th 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'. In 2019 it was decided to report annually to allow Members to scrutinise performance across the Division. Under the new administration, since May 2022, it provides good governance to continue providing performance reports to scrutinise service delivery and be open to any suggestions for improvement.
- 4.2 Officers would welcome any thoughts on specific topic areas for scrutiny in the future to provide a more detailed understanding, a deeper consideration of pertinent matters and suggestions on potential improvements.

5. RESOURCE IMPLICATIONS:

None as a consequence of this report.

6. INTEGRATED IMPACT ASSESSMENT, (includes equality, future generations, social justice, safeguarding and corporate parenting).

Assessments were previously completed for the Cabinet report in 2015. This report serves to update the position in relation to performance, and therefore does not require a further

assessment, and no 'decision' is needed. As referenced in Appendix One, however, clearly Public Protection services contribute to protecting our environment, helping vulnerable people, providing safe food and consumer protection, etc. which are all positive contributions to people living, working and visiting our county. The Division also supports local businesses by providing consistent advice and tackling those that do not comply with legal requirements, (thus providing a 'level playing field' for fair trade).

7. CONSULTEES:

Public Protection service managers (& contributors)
Chief Officer, Social Care & Health

8. BACKGROUND PAPERS:

Report to Cabinet, 7th 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 PERFORMANCE & OVERVIEW SCRUTINY COMMITTEE

18th June 2024

PUBLIC PROTECTION PERFORMANCE REPORT 2023/24

INTRODUCTION

1.1 Since 2015 annual performance reports on Public Protection services have been provided to Scrutiny Committees. This has proved beneficial for Members to understand the broad range of services provided by the teams, overall performance and how this compares to previous years. It has also triggered follow-up reports on specific issues that Members have requested.

1.2 The Public Protection division, which sits within the Social Care & Health Directorate, comprises of 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 (PP) 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 Community & Corporate Plan 2022/28, which sets out the

Authority's goals under the current administration. PP services contribute to the goals of making Monmouthshire (a) a safe place to live, (b) a fair place to live, (c) a green place to live and work, and (d) a thriving and ambitious place.

3. RESOURCES

3.1 Staff resource

(i) Environmental Health – Commercial:

- 7 Environmental Health Officers including Principal EHO, 6.8 FTE's (Full Time Equivalents). 1 FTE has been seconded to Covid and health protection related work since September 2020.
- 2 Commercial Services Officers, 2 FTE's

(ii) Environmental Health – Public Health:

- 6 Environmental Health Officers, including Principal EHO, 5 FTE EHO's
- 2 Enforcement Officers, 1.9 FTE's

(iii) Licensing:

- 5 Licensing Officers, including Principal, 4.5 FTE's
- 1 Systems Administrator, .8 FTE

(iv) Trading Standards & Animal Health:

- 3 Trading Standards Officers, 3 FTE's (including TS&AH Manager post)
- 1 Senior Fair Trading Officer, 0.6 FTE (0.6 from 1st April 2023)
- 2 Fair Trading Officers, 1.6 FTE (1 reduced to 0.6 during 23/24)
- 4 Fair Trading (Animal Health) Officers, 3.8 FTE (1 temp to 31st March 2026)

Animal Licensing Project attached to TS but Wales wide:

- 1 Project Manager/Regional Co-ordination role, funded by Trading Standards Wales
- 9 Animal Licensing Officers

- 1 Animal Licensing System Coordinator
- 2 Support Officers

Animal Regional Coordination Support Officer (TSW)

(v) Support team:

- 4 Support Officers, 4 FTE's

Above staff resource adds up to a total of 37 Officers, 34 Full Time Equivalents, excluding the national Animal Licensing team of 13 Officers. The Public Protection division also comprises the Authority's Registrar service, but this report covers 1.2 services only, as directed by Members in January 2015.

3.2. Financial resource

In 2023/24, the budget allocation and actual spend is shown below –

SERVICE	Budget	Net Spend	Under or (Over)spend
Environmental Health – Commercial	£604,095	£559,281	£44,814
Environmental Health – General public health	£532,651	£517,441	£15,210
Trading Standards & Animal Health	£516,926	£488,804	£28,122
Licensing	£76,057	£68,296	£7,761
Management & generic costs (eg software)	£50,142	£185,589	(£135,447)
Total	£1,779,871	£1,819,411	(£39,540)

The budget position for the 2023/24 year was an overspend of £39,540. This overspend was primarily due to the budget for the Head of Service coming out of the 23/24 budget, although the post remained. This has been corrected for 24/25 so will not be an issue in the current financial year. Delays appointing to positions across the teams contributed positively to the overall overspend. The Public Protection overspend for 23/24 represents 2.2% 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 (i) by the teams themselves, (ii) Policy & Performance team, and (iii) 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 Up to late May 2022, the Environmental Health team was still significantly involved in delivering our Track and Trace service and all teams engaged in ensuring compliance by individuals and businesses. So last year, 23/24, was the first complete year where services resumed to ‘business as usual’. Reports were submitted to Welsh Government and Aneurin Bevan University Health Board, (ABUHB) on number of cases, clusters investigated, enforcement of isolation rules and business compliance. One of our Environmental Health Officers (EHO’s) continues to provide advice and support to our care home sector and schools, also working closely with ABUHB and Public Health Wales.
- 4.4 **2023/24 Performance** (and comparison to previous years)

The right-hand columns summarises performance during the 2023/24 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 –

<u>Service</u>	<u>2019/20 Performance</u>	<u>2020/21 Performance</u>	<u>2021/22 Performance</u>	<u>2022/23 Performance</u>	<u>2023/24 Performance</u>
Environmental Health (Commercial)					
Food safety full inspections	561	28 - suspension of programme due to Covid response and businesses closed, (same as all other Welsh LA's)	152 full inspections	681	551
Other interventions – sampling, verification etc (Not H & S)	336	287	160	260	343
Total	897	315	312	941	894
Number of new businesses opened	134	101	76	126	210
Broadly compliant food businesses (high risk)	93.4%	Proactive visits suspended	94.4.%	95%	96.9%
Broadly compliant food businesses – All	96.9%	As above	97.4%	99%	95%

Service Requests - food safety	720 (85% within 3 working days)	453 (78% within target)	533	450	699
Food Hygiene training	123 food handlers trained	Nil (courses cancelled due to Covid pandemic)	Nil	Nil	39 food handlers trained
Communicable Disease cases	191 (includes one case of Covid before end of March 2020)	3,826 Covid & 142 other notifiable diseases	15,584 Covid, 217 notifiable diseases	915 Covid, 287 notifiable diseases all contacted within the target response times	246 notifiable diseases, all contacted within target response times
Total Service requests, including H&S, TEN's, food & food standards, ID outbreaks etc.	1444	1,792 but more likely ~2,500 due to under-reporting during pandemic	1321	1142	1699
Inspections – Health & Safety (H&S)	85 project 21 hazard spotting 1 proactive	23 project 4 hazard spotting (Most work in relation to Covid restrictions regs. Not all work recorded due to time constraints, e.g. Covid responses to schools and care homes).	2 project 15 hazard spotting 1 proactive (Most work in relation to Covid restrictions regs. Not all work recorded due to time constraints, e.g. Covid responses to	45 project (electrical safety and gas safety) 20 hazard spotting 2 proactive	60 project (electrical safety and gas safety) 15 hazard spotting

Service requests – Health & Safety	136	127	schools and care homes). 121	131	133
Event Safety Advisory Group (ESAG) notifications responded to (triaged for risk)	No LAE1 return (covid)	No LAE1 return (covid)	49	62	90
RIDDOR (accident) notifications	70	54	42	44	53
H&S Notices served (improvement and prohibition)	9	1	4	5	4
Environmental Health (General public health)					
Housing service requests (SR's)	158 Total	105 Total	110 Total 79 within 3 working days = 71.8%	207 Total 162 within 3 working days = 78.3%	156 Total 117 within 3 working days = 75%
Noise	317 Total. 258 within 3 working days = 81.4%	366 Total. 300 within 3 working days = 82%	388 Total. 308 within 3 working days = 79.4%	405 Total. 319 within 3 working days = 78.8%	385 Total. 285 within 3 working days = 74%

	181 closed within 3 mths = 57.1%	199 closed within 3 mths = 54.4%	211 closed within 3 mths = 54.4%	217 closed within 3 mths = 53.6%	219 closed within 3 mths = 56.9%
Statutory nuisance, excluding noise	154 Total. 127 within working 3 days = 82.5% 86 closed within 3 mths = 55.8%	236 Total. 209 within working 3 days = 88.6% 155 closed within 3 mths = 65.7%	182 Total. 153 within working 3 days = 84.1% 114 closed within 3 mths = 62.6%	166 Total. 131 within working 3 days = 78.9% 96 closed within 3 mths = 57.8%	153 Total. 122 within working 3 days = 79.7% 93 closed within 3 mths = 60.8%
Environmental Protection (fouling, littering, fly tipping etc.)	448 Total. 387 within 3 working days = 86.4% 395 closed within 3 months = 88.2%	705 Total. 651 within 3 working days = 92.3% 534 closed within 3 months = 75.7%	743 Total. 697 within 3 working days = 93.8% 598 closed within 3 months = 80.5%	771 Total. 721 within 3 working days = 93.5% 616 closed within 3 months = 79.9%	619 Total. 525 within 3 working days = 84.8% 440 closed within 3 months = 71.1%
Pest Control	Total 85 66 within 3 working days = 77.6%	Total 113. 95 within 3 working days = 84%	Total 129, 96 within 3 working days = 74.4%	Total 109, 82 within 3 working days = 75.2%	Total 131, 98 within 3 working days = 74.8%

Licensing					
Applications dealt with by Licensing	1666 applications, including 384 TEN's	1142 applications - 31% decline from previous year as a direct result of Covid lockdown and restrictions. 2 TEN's due to ban on events	1515 applications, including 210 TEN's. Big increase due to events recommencing after lockdowns.	1603 applications, including 373 TEN's – over 50% more previous year due to lifting of all restrictions.	1582 applications including 546 TEN's –, TEN's which has a 24 hour window to process, increased by 46%
Inspections carried out	247 inspections (133 of which were risk rated premises for alcohol, entertainment and late night refreshment).	237 inspections (no risk rated premises were included this year; team concentrated on Covid advice/enforcement).	212 inspections. Still dealing with Covid restrictions and impact on hospitality sector.	60 premises inspected – lower number due to changeover of staff and training requirements. Risk rated inspections of premises to recommence 2023-24.	314 premises inspected – increase of 254 inspections on previous year – this follows reintroducing risk rated inspections.
Service Requests carried out	821 service request - 90% with a 3 day turnaround for first response, (on target).	922 service requests - 92% with a 3 day turnaround for first response, (on target).	873 service requests - 93% on target for first response.	643 service requests – 92% on target for first response. Drop due to less Covid-related requests.	833 service requests – increase of 190 requests on previous year – 95% on target for first response.
Trading Standards & Animal Health					
Trading Standards Visits	113	115	78	50	58
Trading Standards Complaints/Advice	547	1018	622	725	520

Citizens Advice Consumer Service	322 Referrals 922 Notifications	341 Referrals 956 Notifications	352 Referrals 962 Notifications	372 Referrals 981 Notifications	316 Referrals 879 Notifications
Animal Health Visits	180	231	244	327	269
Animal Health Complaints/Advice	266	282	293	198	295
Inspections at our: High Risk premises, Upper Medium premises.	No formal programme of inspection due to other pressures	No formal programme of inspection due to other pressures.	No formal programme due to other pressures.	No formal programme due to other pressures.	No formal programme due to other pressures but looking to commence in 2024/25.
Feed Law Enforcement	59% - 144 supplemented by 254 ceased trading visits	Visits were suspended with database cleansing	68% - 93/136 64 ceased operations	94% - 117/124 additional inspections undertaken 30 due to regional shortfalls.	92% - 138/150 Total of 142 including revisits.
Programmed animal health inspections	No formal programme of inspection	No formal programme due to Covid	Combined with feed inspections.	Combined with feed inspections.	Combined with feed inspections – additional high risk to be programmed for 2024/25.
New Business Visits	56% TS (32/57) 73% AH (40/55)	61% TS (32/52) 74% AH (52/70)	51% TS (48/95) 48% AH (32/66)	23% (35/153) 79% (57/72)	33% (36/108) 83% (48/58)
Animal Welfare Complaints responded to within 3 working days.	63%	74.5%	68%	95%	95%
Vulnerable Scam Reports	10 visits contact with	0 visits due to Covid 187 individuals (running total)	0 visits due to Covid	4 visits 219 individuals (running total)	3 visits

	159 individuals (running total)		214 individuals (running total)		
Other					
FOI Requests (PP Total)	74	39	79	51	199
Events requiring advice via Safety Advisory Group	105	39, 30 cancelled due to national restrictions	63	118	124

5. **ANALYSIS AND ACTIVITY 2023/24**

Each section provides the following narrative for their work last year -

5.1 **Environmental Health – Commercial**

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

In 23/24 the Commercial team delivered a full programme of high-risk premises inspections (A-Cs) whilst levelling out the post Covid backlog of lower risk inspections (D-E's) and new business registrations, using the full range of enforcement options available to us to secure compliance and protect public health. Indeed, out of Monmouthshire's 1156 food premises in 23/24, 95% are broadly compliant in terms of food hygiene requirements – indicating the Commercial team's commitment to the improvement and maintenance of the very highest standards. We have continued working with our established Primary Authority Partners on a range of nationally focussed regulatory matters, impacting better regulation at a local level. The team works efficiently in delivering positive outcomes – it's renowned for its 'can-do' and problem-solving approach. The following extract is an example of the praise we have received for delivering our services from members of the community, testament to our vocational dedication to improving public health outcomes in support of businesses:

'Dear Xxx

I just wanted to write to you to thank you and Xxx for your support of the event last weekend but also to recognise the incredible support Xxxxxx and I have received from Xxx as we have worked towards setting up Xxxxxx's bakery business - I know we would not have got to this point without Xxx's incredible hard work and commitment.

Xxx has been there with us every step of the way, nothing has been too much trouble, from sharing materials in Ukrainian to answering all our questions, and her personable approach is to be commended, she has always been patient and willing to explain things and has gone above and beyond to help us move forward. She is a credit to your team and to the council.

I am copying Xxx in as I feel it is important for her to know how much we have appreciated her support and for me to acknowledge all she has done to support us - thank you Xxx.

Thank you for your support too Xxxx with the event last weekend, and please do share this as you see fit.

5.1.2 Assisting businesses and income generation

We have supported many new and improving businesses through our ACCESS consultancy scheme, alongside the delivery of our well-regarded Level 2 food hygiene training courses, which generated £3185 and £2300 of income respectively, (nearly £5500 in total). Officers have also supported schools in reviewing their food safety management procedures, and we have been actively involved in assisting community food projects under the Council's Foodie Foundations scheme.

5.1.3 Responding to complaints and service requests

The team continued to respond to a significant number of varied service requests in 23/24, a total of 1699. This is an increase of 48% from the previous year, (up from 1142). These requests for service cover food hygiene and standards, allergen management, health & safety, infectious disease control and special procedures (tattooing and piercing, etc).

5.1.4. Communicable Diseases

In 23/24 we again investigated all cases of statutory notifiable diseases, a total number of 246 in the year. These included cases of Shigella, E Coli, salmonella and campylobacter, complying with the response times under the terms of PHW's Expert Rules. This key area of work is essential to prevent the spread of infectious disease in the community. The Lead Officer for Communicable Disease also sits on the regional Covid response cell (an evolution of the TTP systems in place during the pandemic), giving Monmouthshire an enhanced preparedness in terms of any future outbreak response.

5.1.5 Health and Safety at Work

In 23/24 our Officers engaged in health and safety project work relating to gas safety and electrical safety in hospitality premises – aligned with HSE national priorities, and exceeded inspection targets set by our intervention plan. We used a range of enforcement notices to deal with several dangerous premises, protecting the public and employees from harm.

Our work as a key member of the event safety advisory group (ESAG) saw the team respond to 90 ESAG notifications in 23/24. Liaising with partners such as the police, fire service, highways, SWTRA, and the Welsh ambulance service (amongst others), we provided important advice to event organisers on matters such as crowd safety, emergency egress and food hygiene, which included several site visits to higher risk events.

The team handled 53 RIDDOR (statutory workplace accident) notifications in 23/24, all subject to triage using the HSE's Incident Selection Criteria. 4 were serious enough to warrant a formal investigation by a visit to the premises, with 14 subject to formal non-visit investigations.

We continued to work closely with Welsh Government as a member of the Special Procedures Implementation Group as Wales moves to a licensing scheme for tattooing, piercing, semi-permanent make-up, acupuncture and electrolysis in Autumn 2024. As a key deliverable of the scheme under WG grant funding, members of the Commercial team and the Head of Public Protection have been responsible for procuring and implementing a national online register, which is now fully tested and ready to go live in 2024. The team also carried out 10 special procedures inspections (tattooing & piercing registrations) for new businesses in 23/24 under the current registration scheme.

5.2 Environmental Health – Public Health

5.2.1 Housing

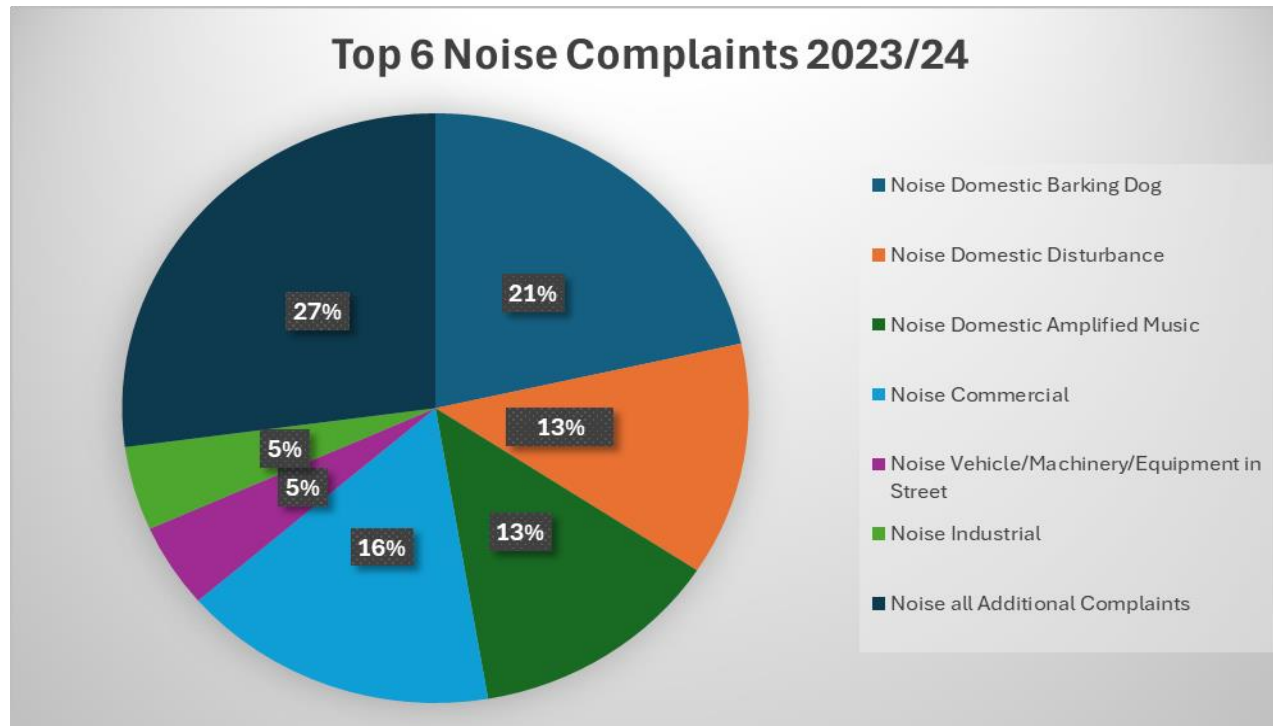
23/24 saw requests for advice in the private rented housing sector return to pre-Covid levels with 156 received compared with the record high in the county of 207 requests the previous year. The total number of inspections though remained much the same (39:42) and there was an increase in the number of category 1 hazards (most serious) identified (26) together with category 2 hazards (54). Of the total of 80 hazards identified, a substantial number (46) related to damp, cold and fire safety issues.

In the 39 dwellings inspected, 78 adults and 34 children were exposed to significant hazards. Officers engage with landlords, make clear their responsibilities under 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, (nil served) and in the most serious cases Prohibition Orders (3 served). A total of 24 adults and 17 children protected in the period as a result of landlords undertaking the required remedial works, with works ongoing to protect the others identified.

5.2.2 Noise

The post-Covid high level of noise complaints continued with 385 complaints received, although slightly down from the previous year (405 in 22/23). Complaints of noise from residential properties, mainly barking dogs, loud music and domestic disturbance, account for 48% of these (185).



Significant effort is put in by Officers in the early stages of an investigation to try to deal with the complaints quickly, in the hope of limiting escalating tensions and ultimately enforcement action. A noise abatement notice had to be served on 1 occasion (barking dog) and prosecution proceedings for breach of that notice are currently being considered.

In the 22/23 Performance report members were advised of a case involving loud music emanating from a dwelling which was causing neighbours substantial disturbance throughout the night on a regular basis. Warrants had been obtained from the Magistrates Court on 2 separate occasions to enable our Officers to enter a person's home and seize the music equipment. Breach of the noise abatement notice prohibiting the loud music was prosecuted in 23/24 and the Magistrates fined the offender £300 and ordered to pay the Council's costs of £2192.

The importance of our interventions in noise cases such as this and the dedication of officers, are best highlighted by feedback from a complainant:

'Over the last 14 months (approx) xx has been working to resolve the impact on myself and others, ----- specifically noise nuisance. The level of which has been beyond tolerable and, I have been informed, exceptional in both duration and level. During this time I have found xx professionalism and personal drive to bring about a resolution to this awful blight, beyond reproach with not just a timely response to my questions, enquiries etc. but also a very personable and supportive response, be it by email, telephone or during personal visits. His willingness to explain and offer suggestions gave hope and made me feel more included in the process, rather than just a victim. This at times has been even beyond what one would expect, for example when xx was off work unwell with Covid, I had contacted him at work, and was informed of his illness. Rather than just wait, he telephoned me and addressed the issues, even while obviously unwell. I cannot say how much this meant as at that point I was almost at breaking point with the continued, almost continuous noise nuisance. Xx, in addition to keeping me updated as to the actions being taken (and explaining the implications /outcomes) throughout this very stressful period, has ensured that I had a very "real world" expectation of these, and what the next step would be if, or in this case, when they were needed. In addition I am disabled, when visiting /telephoning, he invariably took this into account, in a very inclusive, dignified manner. Small adjustments (e.g. to telephone 2/3 times in a row as he knew I could not get to a telephone quickly) that meant so much and made things just that bit easier during those awful months. I dearly hope never to need such intervention again, but I am heartened that such dedication, professionalism, humanity and commitment do exist'.

5.2.3 Environmental Protection

In 23/24 there was a drop in the number of complaints that fall in this area of work from 771 in 22/23 to 619. This was mainly due to a change in the way, in accord with national guidance, the team report fly tipping investigations which are part of the Environmental Protection statistics. This change in reporting largely accounted for a drop in cases investigated from 487 in 22/23 to 276 cases in 23/24. Evidence gathered resulted in 1 fixed penalty notice being issued and a cross border prosecution case compiled with colleagues in Newport CC and Torfaen CBC against an individual for fly tipping across the 3 counties. This included 4 incidents in Monmouthshire. The case is to be heard in Crown Court shortly.

Collaboration with colleagues from the Waste and Street Cleaning section and Town & Community Councils continues in the ninth year of the 'Give Dog Fouling the Red Card' scheme which endeavours to maximise our shared resources. Progress continued to be made on the introduction of a Public Spaces Protection Order (PSPO) for dog controls with a public consultation on the draft Order held in October and November 2023. This resulted in 500+ responses. The Order to commence 1st June 2024 with clear controls on dog fouling and dogs on leads / exclusion areas.

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 121 'small' and 61 'large' supplies, the vast majority of which have received an initial risk assessment. There is an ongoing statutory requirement to risk assess supplies every 5 years and this area of largely proactive work has been highlighted consistently in the last 5+ years in the service plan as an area of significant resource pressure.

The recruitment of an additional EHO in February 2023 helped the team allocate some resource to this area of work but a lot remains to be done:

40 of the 61 known 'large' supplies in high risk category = 66%

73 of the 121 known 'small' supplies in high risk category = 61%

It is hoped that Officer time can be focused in 24/25 to bring about a reduction in the number of these high risk category supplies.

5.2.5 Pest Control

Complaint levels remain very similar to previous years with 131 in total, the majority of these relate to rats (84).

5.2.6 Air Quality

The team met its inspection targets for the industrial permitted sites (19 inspections) and petroleum certified sites (16 inspections) which we have responsibility for from a pollution legislation perspective, ensuring continuing compliance. Permit work can be complex with the varying nature of the industry involved – we have a total of 26 permitted sites in the county.

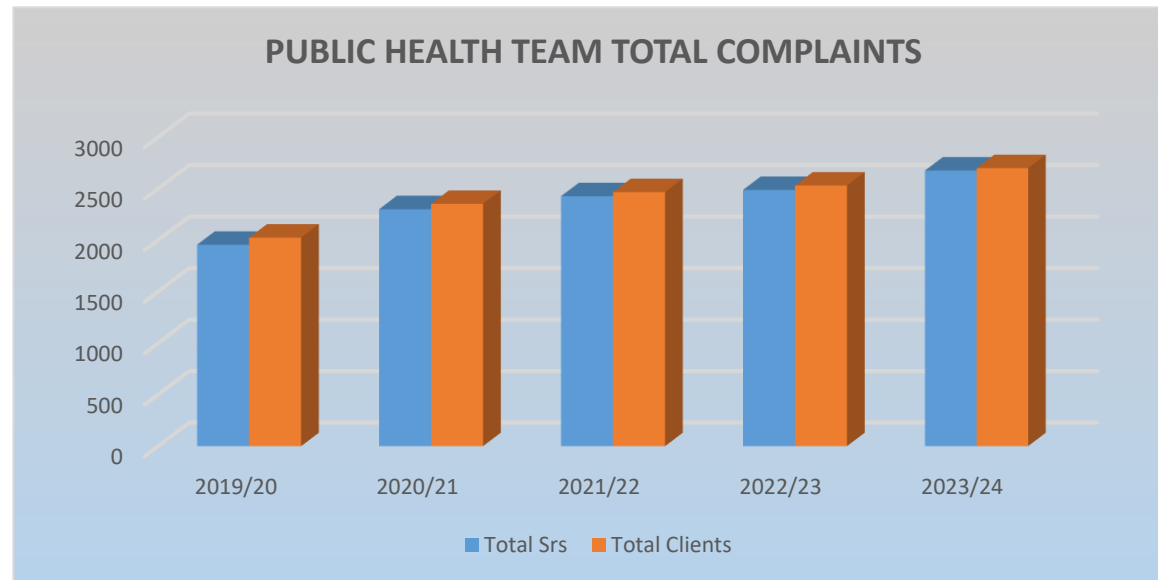
Monitoring continued of traffic related pollution (nitrogen dioxide) in our 4 major towns and advice given in meetings of the steering groups in the Chepstow and Usk Air Quality Management areas.

Again there were no exceedances in the county in 2023 (calendar year) of the nitrogen dioxide annual objective level, which builds on the previous three compliant years.

2023 was the 9th year that levels in the Usk Air Quality Management Area (AQMA) were below the nitrogen dioxide objective level and the sixth year below 36 µg/m³ (which is below 10% of the objective level). Welsh Government have suggested that five years below 10% of the objective level is appropriate to consider revocation of the AQMA. Making allowances for lower traffic levels during the 2 years of the covid pandemic, if 2024 is again below 10% of the objective level, consideration will be given to revoking the AQMA status.

5.2.7 Total Enquiries

2023/24 continued the trend of increasing service requests across the range of functions delivered by the team, with an increase to 2675 received comparable with 2485 in 22/23 (7.6% increase). This continuing pressure on reactive work makes it more difficult for the team to focus on very important areas of proactive work, as highlighted in the service plan, such as carrying out inspections of residential accommodation above takeaways which can be particularly high risk (fire safety etc) and private water supplies. The trend can be illustrated as follows:



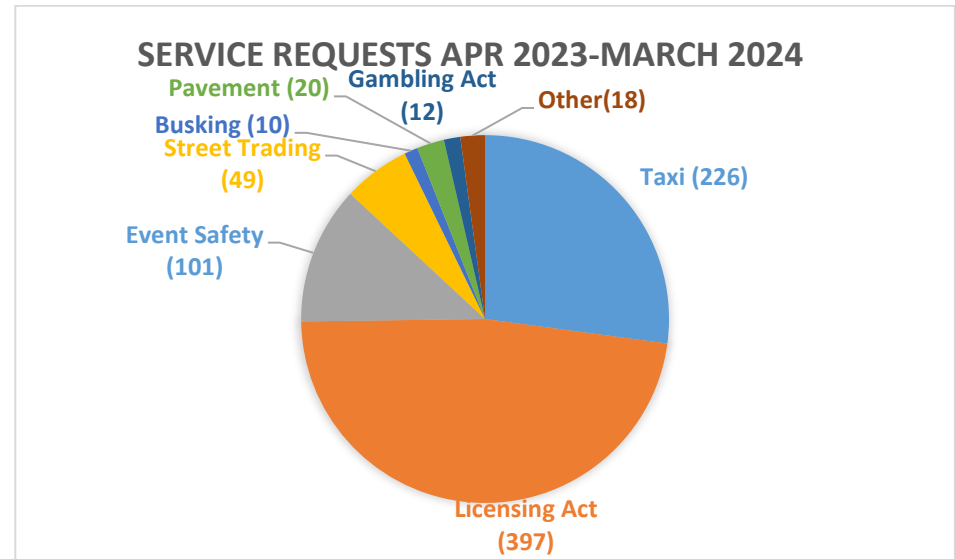
5.3 Licensing

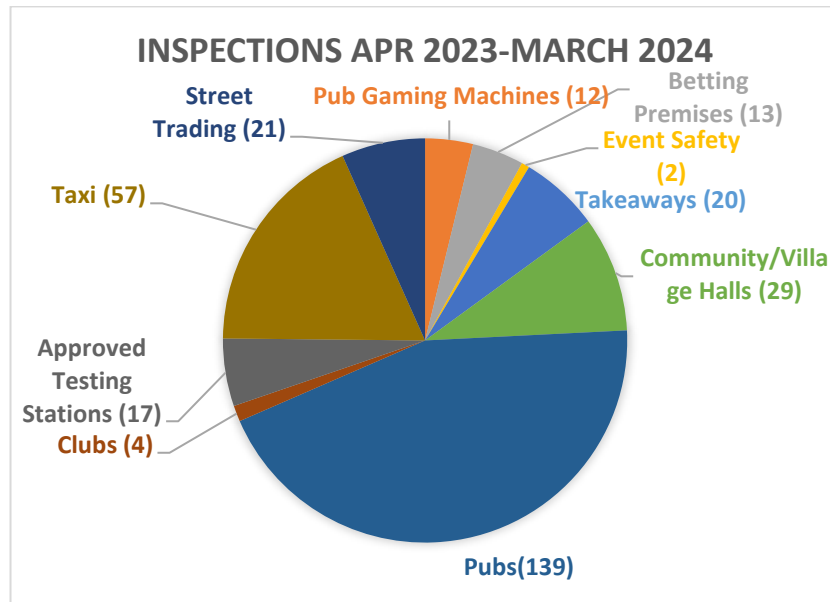
5.3.1 General

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.

833 requests for service were processed by Licensing between April 2023 – March 2024 (71 of which were complaints). This is an increase of 190 for the same period last year. A breakdown of the requests by licence types is shown opposite.

The predominant requests are for the Licensing Act, which deals with alcohol, entertainment, and late-night eating venues. These requests range from giving licensees advice or assisting the public who have concerns relating to antisocial behaviour, safety, and nuisance that the night-time economy can bring.





314 inspections were carried out by Licensing between April 2023 – March 2024. An increase of 243 for the same period last year. A breakdown of the types of venues inspected is shown pictorially.

The predominant inspections being at pubs as this is where licensing also gets the biggest requests for assistance. We have also reintroduced a risk rating programme for such venues, following a break during Covid. The rating given to a premises will put them in a high, medium or low category, with high receiving 6 monthly visits, medium annual visits and low visited every 3 years. The risk rating programme ensures that those venues that are either being poorly managed or have the highest rate of incidents, will receive more visits. It also means that every premises will have a rating so no one gets overlooked. This has proved invaluable with licences also being updated to the needs of the licence holder following visits.

Other work carried out by Licensing during 2023/2024 include:-

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

Noise Complaints

Noise complaints can be disruptive, affecting residents' quality of life. Joint operations between Licensing and Environmental Health were carried out.

- On 21st June there was a joint operation in Monmouth following a noise complaint at a pub. Advice was given as a result.
- Similarly, on 3rd August another joint operation took place at a different pub in Monmouth due to noise complaints, and advice was provided.

Underage Sales and Challenge 25

Ensuring compliance with licensing regulations is crucial for maintaining a safe and responsible drinking environment.

- On 2nd December, Licensing and the Police visited pubs in the Chepstow and Caldicot area. They focused on underage sales and provide advice on licence permissions.

- Challenge 25 posters were issued to raise awareness about age restrictions. Additionally, two premises were found to have breached their conditions and received written warnings.

Immigration and anti-slavery

Environmental Health raised concerns with Licensing regarding potential modern day slavery and right to work issues at a food outlet following a routine visit. This was addressed through an operation with Immigration and Licensing. The outcome of the operation indicated that no issues were found, and no further action was taken. It's important for businesses to comply with the law and regulations to ensure the welfare of all employees.

5.3.3 Taxis

Gwent Taxi Awards 2023

On 25th April 2023 Monmouthshire Licensing, along with Newport, helped set up the first awards ceremony for the taxi trade, working with the Gwent Community Cohesion Team, Gwent Police and the Wales Hate Support Centre. The purpose of the ceremony was to recognise the outstanding community contribution in the Gwent area conducted by taxi and private hire drivers. It acknowledged how these drivers worked throughout Covid, to enable key workers transport, for the public to pick up much needed supplies and to also attend medical appointments. A tribute was paid to a taxi driver from Newport who sadly lost his life to Covid at that time, with the family picking up an award for his services.

Nominations were received from the taxi trade. Two awards were given to each area of Monmouthshire, Newport, Torfaen Caerphilly and Blaenau Gwent. A driver from Abergavenny was awarded the 'Outstanding Service Award' having represented the trade for a number of years. A driver from Chepstow received the 'Going the Extra Mile Award', where it was recognised that he uses his office for local events including Ramadan Iftar events to serve a diverse community.



Mental health and wellbeing of drivers was also identified at this event and presentations were provided. The focus was to raise awareness of a range of support services for those working in the night-time economy, emphasising that it is not acceptable to feel threatened, receive abuse or be the victim of hate crime.

Taxis and School Contracts

- On 22nd February 2024, Licensing and Passenger Transport Unit conducted joint checks on taxis at a school in Monmouth. Fortunately no issues were identified.
- This collaborative effort helps ensure the safety and reliability of transportation services for school children.

Passenger Transport Forum

- On 19th March 2024, Licensing participated in the Passenger Transport Forum. This platform allowed companies involved in school contracts to seek advice on legislation relating to hackney carriage and private hire services.
- Forums like these promote knowledge sharing and improve compliance with regulations.

5.3.4 Gambling

Licensing has introduced a new risk rating system for gambling premises as a proactive step to maintaining high standards of compliance within gambling premises. Inspections were carried out on the racecourse and all premises licenced for gambling namely, 6 adult gaming centres and 6 betting shops. All venues complied with the advice given for improvements.

Licensing conducted refresher e-learning with the Gambling Commission, and this proved to be beneficial, covering essential aspects such as local risk assessments and dealing with problem gambling. The thorough assessment and in-depth inspections that followed the training are indicative of a diligent effort to implement the new risk rating program effectively.

5.4 Trading Standards & Animal Health

5.4.1 Feed

The Feed Programme allocation for 2023/24 was significantly delayed after it was acknowledged that there had been no increase in the inspection fees paid to local authorities for several years. This led to an uplift in fees of 20% which impacted on the resource available for undertaking feed work. It also identified that a further piece of work was required as it was felt that some of the higher risk inspection fees still didn't cover the cost of the work undertaken. This will be followed up along with a request to Welsh Government to increase the baseline amount provided for the feed programme of official controls. There was an increase in the number of inspections able to be delivered, achieving 92% completion of the allocated programme. As the regional lead Authority

2023/24 saw an Officer step up to take the lead and regional lead feed role following the retirement of the previous lead, which is already having a positive impact.

5.4.2 Animal Health

The animal health function has seen improvement with the additional support developing into a small supportive team that will now be able to start some proactive inspections and not be purely reactive. The Trading Standards and Animal Health Manager is strategic lead nationally for animal health matters and continues to be heavily involved in working with WG, to develop and deliver the Partnership Delivery Plan with associated additional funding. Notification has already been received that this funding will be reduced by 50% for 2024/25. The programme 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.

There has been some successful cross border working with neighbouring colleagues to tackle sheep scab. As disease does not recognise borders and requires all affected to treat their livestock, it is important that joint enforcement approaches can be agreed. This has led to positive intelligence exchanges to identify further cross-border concerns and non-compliances that can then be tackled.

A guidance document was produced for organisers of the major shows held every year across Monmouthshire, with Officers focussing on any issues that occurred during the 2022/23 show period. This also included wider compliance requirements across animal health and trading standards areas of responsibility.

The Trading Standards Wales (TSW) Local Authority Enforcement Project, now formally known as Animal Licensing Wales continues to be being led by Monmouthshire. It underpins the delivery of some of the Programme for Government commitments identified in the Animal Welfare Plan for Wales. During 2023/24 the team had a significant turnover in staff with five new starters during the reporting period and another three due to start early in the following quarter. This has been offset though with the loss of a very experienced Officer, changes in personal circumstances of some of the new Officers as well as two maternity absences for original team members. In total there has been a 50% turnover within the team which inevitably impacted on the planned deliverables. The funding is currently until the end of March 2025 and will impact heavily should it cease, as currently the team support and provide specialist support for all Local Authorities in Wales. Currently priorities are being determined to progress the commitments including the regulation of establishments not currently caught by legislation such as sanctuaries. The end of year update report contains more detailed information on the team's work.

5.4.3 Fair Trading

Vaping and illegal vapes continued to be a growing problem and recognising a lack of understanding, a detailed guidance pack was produced, aimed at informing small independent businesses about the legal requirements concerning illegal and oversized vapes. This was drafted by the TS section and distributed to all known independent small retailers across the county that sell vapes. It provided all the necessary information in layman's terms and provided a point of contact for businesses to seek further advice if they were unsure of their obligations.

Following this a program of unannounced visits was undertaken with Officers assessing stock, answering the questions of shopkeepers but also seizing non-compliant vape products. In total 460 illegal products were removed from sale and formed part of a Wales wide Welsh Government funded operation. Visits will continue in this area into the 2024/25. TS continue to receive complaints regarding children accessing vapes. It's recognised the limited success that test purchase exercises can achieve in certain circumstances, so work has been done with local high schools, community policing teams and the Youth Service to help guide and inform our enforcement work.

Over 230,000 illicit cigarettes were seized from a vehicle at Magor Services. These were passed to Avon & Somerset Police following intervention by the South Wales Regional Organised Crime Unit.

Early 2023/24 saw the sentencing, following the three-year investigation, of a significant rogue trader. Martin Evans was prosecuted for Fraud and Consumer Protection offences after complaints were received from 6 victims living in Monmouthshire, Caerphilly, Herefordshire and North Somerset. Complainants reported being charged significant amounts upfront for home improvement projects. Whilst work commenced it then slowed until the victims were left wondering if it would ever be completed. Work that was completed was done to a poor standard and required rework. After pleading guilty and following several court delays, on Friday 26th May 2023, Evans was sentenced to 45 months and 12 months (to run concurrently) so a total of three years and 9 months with at least 50% to be served in prison.

5.4.4 Consumer Protection

Support was given to a Monmouthshire family who had paid over approximately £10,000 to a firm as a deposit for an extension. When no work was undertaken and it looked like the firm had abandoned their premises, Officers attended to gather information for enforcement purposes and to investigate options of recovering any funds. Following the advice from Officers the family were able to successfully recover the full amount from a Contingency Reimbursement Scheme run through certain UK financial institutions.

5.4.5 Weights & Measures

Conscious of the rising price of the average weekly shop, Officers participated in a National Metrology Retail Survey checking that the weight and volume on prepacked food and household products was compliant with the controls set out in The Weights and Measures (Packaged Goods) Regulations. Products tested included laundry detergents, children's yoghurts, cheese, lamb chops, sausages, chicken, strawberries and crisps. Multiple premises were visited across the county with hundreds of products checked. Most products tested were compliant, but when a single package was found to have a significant deficiency, Officers liaised with colleagues elsewhere in the UK and the retailer to establish this was an isolated incident.

5.4.6 Product Safety

As mentioned above there has been increasing problems with the rise in sale of vapes and whilst this has included an increase of a few premises selling to underage children, it has also included non-compliant and potentially dangerous products entering the market. Waste product is also a concern as the huge rise in disposable vapes means that, as well as increased littering issue, there is an increased risk of fires due to the product containing batteries which should be disposed of appropriately. Construction product work continues to develop on the back of the Grenfell Enquiry with a National Lead Regulator being developed.

5.4.7 Internal Audit, Staffing and Income Generation

During 2023/24 an Internal Audit was undertaken of certain aspects of the Trading Standards team. The following areas were examined:

1. Strategic plans and policies are in place alongside documented written processes which set out a robust internal control framework in which to effectively deliver the functions objectives.
2. The provision of the Animal Health Function within Trading Standards is effectively monitored and managed, to deliver the animal licensing activities, planned work and reactive work (based on intelligence and complaints).
3. A systematic and robust process exists for the administration and distribution of grants awarded on behalf of Trading Standards Wales.

4. Suitable budget and performance monitoring arrangements are in place and report appropriately to ensure the objectives of the Animal Health Function and Trading Standards Wales are achieved.
5. Management of staff and assets are effective to facilitate the delivery of the service.

Limitations to Scope:

The review will focus specifically on Animal Health functions of the service and so will only provide limited coverage of other Trading Standard functions, where cross team working has occurred.

Audit Opinion:

In summary, although our audit identified some significant and moderate risks which require addressing, no critical risks were identified. Consequently, we have given a **'Reasonable'** assurance rating which reflects that there is a generally sound system of governance, risk management and control in place with some improvements identified.

Unfortunately, one of our new starters from early 2023 had an opportunity to travel and left her post after 9 months, midway through 2023/24. Although two Officers reduced to 3-day weeks, this presented an opportunity for an existing member of staff to move post and complete the first year of the TS professional qualification. This Officer was mentored and assessed by the Trading Standards Officers to complete an extensive Portfolio of Evidence, covering multiple areas of enforcement including Animal Feed, Investigations, Product Safety and Fair Trading. This does have a significant effect on a small team, impacting both on those supporting and covering day to day activities. It also enabled a new Animal Health Officer to be appointed.

In 2023/24 feed work undertaken increased funding to approximately £30,000. Animal Health PDP regional co-ordination, and additional project work, brought in around £31,000.

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. 124 events held in 23/24 received ESAG advice, a return to levels in the pre-pandemic years. Advice was sought and provided from all our typical organisers of music, sporting, agricultural, food events, etc. Some singular events, eg. a music event with 15,000 in attendance, can take a lot of Officer time via supporting the organiser, liaising with the site provider and other departments and partners. As referenced in section 5.1.5, Environmental Health (Commercial) are

heavily involved in providing health and safety advice to various settings used for events. This is supplemented with proactive help concerning noise mitigation and licensing.

Public Protection Officers are well placed in providing holistic advice to event organisers and can signpost to different disciplines for specialist advice. This includes liaising with Gwent Police on reducing crime and disorder and counter-terrorism measures, Wales Ambulance Service on medical provision, Fire and Rescue regarding fire safety and evacuation, together with various other Council departments dependant on the type of event, eg. MonLife, Grounds, Environment, Highways and Emergency Planning.

5.6 Local Toilets Strategy

The Head of Public Protection currently leads on compiling this statutory strategy. This involves mapping out all publicly available facilities via Data Map Cymru, updating what's available at each venue (disabled facilities, baby changing, opening times, etc.), liaising with Landlord Services on proactive maintenance work and incorporating comments from the public and Members. Environmental Health inspect the 18 publicly available 'traditional blocks' annually and report to those who manage the toilets, Town and Community Councils, etc. Progress is reported annually via Place Scrutiny Committee.

SUMMARY & LESSONS LEARNT 2023/24

- 6.1 Every PP team continues to be busy, as reflected in section 5 of this report. Environmental Health (Commercial) report a 48% increase in requests for their services last year compared to 2022/23, (section 5.1.3); Licensing report a 30% increase; Animal Health witnessed a 49% increase. Environmental Health (Public Health) saw the least increase at 7.6% (see 5.2.7) but they deal with the highest number of service requests per year, at 2675 in 23/24. **Prioritisation** of workloads is therefore crucial, to ensure our finite resources are best placed to deal with vulnerable persons, struggling businesses, etc. The majority of our activities are statutory duties. Our current Business Service Plans are informed by what's gone well, what's slipped, etc. up to the end of 23/24. Our capacity to deliver the range of services saw an uplift 2022/23, (£223,000 budget increase) which assists us in achieving our goals. The teams will be moving to a new (cloud-based) software system that should provide benefits for both Officers and service users, eg. easier payments for licences, etc. Anything that releases Officer time for front-line delivery will be highly beneficial. Licensing will be the first team to go live on the new system in 2024.
- 6.2 The report highlights a number of examples of **partnership working**. This remains a core activity, be it dealing with organised events (see 5.5) or Gwent Police, Immigration, etc. (see 5.3). Together with day-to-day work, PP Officers work regionally and nationally on various consultation documents so they are considered centrally, hence avoiding duplication. The linkages made with

PHW and ABUHB can be capitalised on to focus on key health improvement objectives, (better living conditions, improved animal welfare, etc.). There are various national groups our PP Officers actively engage with, eg. Gwent Licensing Forum, Trading Standards Wales, Environmental Health Wales and various working groups considering specific topic areas.

- 6.3 **Scrutiny** – our services welcome both internal and external scrutiny. In March 2024, reports were presented to (i) this Committee on PP’s response to the pandemic and (ii) Local Toilets Strategy to Place Committee. Both proved helpful in shaping service delivery and what should be prioritised in the future. Trading Standards & Animal Health were subject to an Internal Audit in 23/24 which gave ‘reasonable assurance’, (see section 5.4.7). Externally our activities are reported to various organisations, (see section 4.2), which adds to the assurance of the quality of services provided.
- 6.4 2023/24 was the first year where the pandemic didn’t have a significant impact on our overall performance levels, (the Monmouthshire Incident Management Team for Covid disbanded in May 2022). So a return to **‘business as usual’** Public Protection services, for example food safety inspections, proactive licensing, trading standards and animal health visits is evident. Programmed food safety visits achieved expected national targets. There continues to be a scaled down Covid response into 24/25 to support, particularly, our care homes sector.
- 6.5 **Innovative working** continued to be progressed in the year – (i) the TSW Local Authority Enforcement national project (referred in 5.4.2) led by our Trading Standards team; and (ii) Special Procedures work, to be implemented under the Public Health (Wales) Act 2017. PP also continues to work changing our software system to be more user friendly to our various customers.
- 6.6 Ultimately PP services are here to **help and assist the public and local businesses**, albeit we can revert to formal enforcement in extreme cases. The positive feedback received – see the quotes provided in sections 5.1.1 (support to a bakery start-up), 5.2.2 (assistance to a disabled person adversely affected by noise), 5.4.4 (trading standards), are testament to Officers ‘going the extra mile’ to help others.

7 2024/25 AND BEYOND

- 7.1 There is a welcome return to proactive inspections, most notably getting back to our food safety/standards inspection programme. Environmental Health continue to assist in infection control management in care homes, with WG funding to 30th June 2024. A regional Business Plan has been submitted by the 5 LA’s in the Aneurin Bevan region to the Health Board to continue the health protection work into the future, working with our Public Health partners.
- 7.2 Current Business Service Plans seek 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 are being pursued to help capacity issues. Our plans will reflect the Council's Community & Corporate Plan 2022/28 and PP's contribution to those goals.

- 7.3 Collaborative opportunities are being pursued at regional and national level, and this Authority will play a part in developing future service models. A return to previous income generation opportunities will be pursued, eg through the ACCESS scheme (see 5.1.2), providing hygiene training and animal feed/welfare income (5.4.7). The national Local Authority Enforcement Project and Special Procedures work shows our desire to seek more effective ways of working. The collaborative working with PHW and ABUHB, in response to the pandemic, will continue to be built on to tackle public health priorities together. In Licensing, for example, protecting vulnerable people engaging in the night-time economy and checking controls on problem gamblers will be key priorities.
- 7.4 Our services, together with delivering statutory responsibilities, act on local intelligence and welcomes input from local Councillors, other stakeholders, etc. to improve outcomes for our citizens and local businesses. 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. The profile of our Public Protection services, both locally and nationally, and partly due to our key role in reducing the spread of Covid-19 for over two years (2020 to 2022) is high, so Officers are now positioned to capitalise on this momentum.
- 7.5 Officers are confident they can sustain our high-quality, well-respected services, and PP will continue to report progress to DMT's, Members via this scrutiny committee and our external Governing Bodies.

SUBJECT:	Monmouthshire Registration Service Performance Report 2023/24
MEETING:	Performance & Overview Scrutiny Committee
DATE:	18th June 2024
DIVISION/WARDS AFFECTED:	All

1. PURPOSE:

- 1.1 To undertake scrutiny of the Registration Service and its' performance during the 2023/24 year.

2. RECOMMENDATIONS:

- 2.1 To consider and comment on the content of this report. The report serves to outline the services provided by the Registration Service, provided in Appendix One below, describes current performance and highlights future challenges.
- 2.2 An annual performance report to be presented to this Committee, to be scheduled for June or July each year. In this way Members can assess performance over time for this crucial element of the Authority's work.

3. KEY ISSUES:

- 3.1 To maintain a high level of customer satisfaction for our residents whilst managing and responding to public demand and providing an excellent, value-for-money service.

4 PERFORMANCE DURING 2023/24:

- 4.1 The General Register Office (GRO) sets targets and key performance indicators on statutory time frames and customer service priorities. Each month GRO publishes the performance data for each District on our system so we can monitor our own performance and compare it to similar districts and nationally. Any District that is perceived to be failing to meet the standards will have meetings with their Compliance Officer to look at ways to improve performance. We have had two meetings with our Compliance Officer this year to discuss Monmouthshire's approach to pandemic recovery and to highlight and discuss legislative changes which are in the pipeline. Neither issue caused concern to the GRO during these meetings.
- 4.2 The table below summarises our performance during the last financial year -

Type of appointment	Total for year 2023-2024	% within statutory time-frame	Last year's figures for comparison
Births (births registered for another district – not in KPI)	23 (626 under the partnership agreement)	98% (below target)	30
Deaths	1034 (796 within criteria for KPI)	38% (below target)	1197
Still-births	0	N/A	0
Register Office & Approved Premises Marriages, (all marriages registered in Monmouthshire)	652 (760)	N/A	685 (836)
Civil Partnerships	15	N/A	18
Notices of marriage/CP	766	N/A	720
New British citizens	38	N/A	27
Customers seen within 10 mins of appointment/arrival time	All customers	100%	100%
Appt's offered within time-frame guidelines	All types	100%	100%

- 4.3 **Marriages:** 652 registered between 37 approved premises and the register office.
Births taking place within Monmouthshire have now dropped significantly, due to the closure of the maternity unit at Nevill Hall Hospital. Consequently, the table includes a figure for birth registrations completed for other Districts across Gwent through our partnership working.
- 4.4 The table above includes the total number of marriages registered within Monmouthshire. Since the change from registers to a schedule (or marriage document) system all marriages must be registered on the national system, whether they are religious or civil, so couples no longer receive their marriage (or civil partnership) certificate on the day of their ceremony. Each schedule or marriage document must be checked and individually registered on the system before a certificate can be issued. Over the summer, due to the high number of ceremonies, we struggled to register ceremonies within the 7 day target set by the General Register Office. We will monitor this more closely going forward to ensure sufficient time is allocated to staff to manage this task.
- 4.5 The rate of **deaths** registered by 5 days is low at 38% however this is a result of the new scrutiny procedures starting to roll out before the statutory scheme begins in September 2024. The new scrutiny process takes longer than the current procedures so we are not receiving the documentation to enable us to register until day 4 or 5 at the earliest, so it is generally not possible to meet the 5 day target.
- 4.6 It is also difficult to improve the percentage of births registered within 42 days as there are now so few births taking place within Monmouthshire that each registration has a high weighting.
- 4.7.1 Customer feedback – we regularly receive feedback from couples following ceremonies however we are still developing the mechanism with the digital team for feedback to be requested following birth and death registrations. Here are a few quotes received in the year -

'We had our wedding ceremony at the Glen yr Afon House Hotel on 1st November and wanted to thank Xxx and Yyy for taking us through the ceremony and calming our nerves. We had a fabulous day and their calm and friendly attitude was greatly appreciated. Could you please pass on our heartfelt thanks to both of them.'

'I got married on Friday 21st July at Sant Ffraed house and just want to say a big thank you to the three lovely ladies from Monmouthshire registry service that attended and particularly the lady that took the service. I have already received our marriage certificate which is a lot quicker than we expected!'

'We recently got married at Sant Ffraed House on Sunday 4th June! Can I just say we had the most wonderful day and the registrars were amazing!'

'{Our Registrar} is a true professional, a warm and friendly soul, and an absolute joy to work with. If you're looking for someone to infuse your wedding ceremony with love, care, and a touch of magic, she is the perfect choice. Our wedding day was made all the more special because of her, and we are forever grateful for the beautiful memories she helped us create. Thank you!'

5. CHALLENGES/FUTURE PROOFING:

- 5.1 Partnership working continues across the Gwent region for birth registrations. It has not as yet developed to the point of including death appointments.
- 5.2 The role of Medical Examiner and Medical Examiner Officers has been continuing to roll out nationally. The scheme started to scrutinise deaths in Monmouthshire in April 2023 focussing on Nevill Hall Hospital deaths and has not yet covered community deaths. We have been advised that the scheme will become statutory in September 2024 and therefore every death will then be included. This will change the way our targets are reported. Currently deaths should be registered within 5 days of death, however, the additional scrutiny means that the process has become much longer and consequently there are far fewer deaths registered within 5 days. Once the scheme becomes statutory, the 5 days will start when the medical certificate is signed so we will then have a more realistic timeframe to be able to improve our target, which is currently 38% of deaths registered within 5 days.
- 5.3 We have to be very flexible to meet the demand for registration appointments, which can change on an almost daily basis. The biggest challenge within Registration is to keep on top of the constant developments in legislation and changes in the local environment.
- 5.4 Since the pandemic the number of ceremonies has dramatically increased. Initially this was due to couples delaying their ceremonies to avoid any national Covid restrictions, however, we also had several new venues apply for licences and couples are now travelling the length and breadth of the country to hold their ceremony in Monmouthshire. The average number of ceremonies before the pandemic was 420 whereas last year we conducted 652, representing a 55% increase. It is a balancing act to ensure that we have sufficient staff to conduct the ceremonies without too much pressure on individual availability, as most of our ceremony staff have other jobs Monday to Friday. In addition, there has to be enough work for each individual to ensure that we meet their expectations.
- 5.5 There has still, to date, been no response from the Government to the Law Commission report on marriage therefore we don't know what changes if any, might be coming down the line to marriage law. It is still the case currently that only Registration staff can conduct civil marriages so we are trying to attend as many wedding fayres at our venues as possible to explain to the venues and our couples exactly what we are able to do for them.

6. REASONS:

- 6.1 It is good practice to report on performance internally to a scrutiny committee. The Registration Service is governed nationally by the General Register Office, which should provide Members with further assurance of good governance. Internally, like all other Council services, Registration has a Business Service Plan that will be monitored regularly to ensure standards of service are maintained.

7. RESOURCE IMPLICATIONS:

7.1 None as a consequence of this report. For Members information, Registration Services operates on a cost recovery basis, with service costs covered by income from fees and charges.

8. CONSULTEES:

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

9. BACKGROUND PAPERS:

None

10. AUTHORS:

Jennifer Walton, Registration Services Manager & Superintendent Registrar
David H Jones, Head of Public Protection

11. CONTACT DETAILS:

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APPENDIX ONE:

1. Register office remit and purpose

1.1 Civil registration has been mandatory in the UK since 1837. Initially Registration Officers were employed by our Head Office, the General Register Office but that changed in 2007 and we are now employed by the Local Authority. Monmouthshire became the District that it is now for the purposes of registration in 1996 as part of the Local Government restructure, prior to that it was Abergavenny, Monmouth and Chepstow and was occasionally partly in England. Boundaries historically have changed regularly which has often resulted in registers moving around between Offices, and Churches and Hospitals suddenly reporting to a different area. We are the custodians of the records of all Births, Deaths and Marriages which have taken place in Monmouthshire since 1837. They are all stored and safeguarded within our strong room.

1.2 The Registration Service currently sits within Public Protection, under Social Care and Health and this fits well with our remit, which has expanded over the years to become more customer focussed. The service has taken on additional duties on behalf of the Home Office, for example reporting possible sham marriages, vulnerable persons within the community, fraudulent applications for the issue of certificates, and sending statistical information to the Office for National Statistics about births and mortality. All of this information allows the Council to make informed decisions about priorities for the future, be it school provision, or targeting specific health issues in specific areas, which in turn allows the Council to contribute directly to the well-being goals in Wales.

1.3 Each year we prepare an annual report to GRO and a Seasonal Variance Plan as well as our Monmouthshire Service Improvement Plan and Business Continuity Report.

2. The purpose of the Registration Service is as follows:

- The registration of all births, deaths and stillbirths occurring within the County
- Taking notices of intended marriages and civil partnerships from persons resident within the County
- Conducting and registering all civil marriages and civil partnerships (including conversions from civil partnership to marriage) taking place in any venue registered or licensed for the purpose, including prisons and hospitals or private residences in certain circumstances
- Registering religious marriages where required
- Conducting citizenship ceremonies for Monmouthshire residents who make successful applications for British nationality
- Safe custody of all historic records of births, deaths, civil partnerships and marriages dating back to 1837 and issue of certified copies of these records on demand
- Inspection and registration of new venues for marriage and civil partnership
- Giving assistance and advice to all customers on all aspects of registration, citizenship and nationality
- Providing data for vital work on population statistics and medical research
- Management of data; including protection of both physical and electronic data and assisting with public protection and counter fraud by reporting suspicious applications and sham marriages as well as suspicions about immigration abuse and other crimes
- Safeguarding secure stock and accounting for fees
- Promote and contribute to the Home Office priorities

3. Premises & staffing

- Registration Services are based next door to MCC's County Hall, in the Old Parlour. There is a team of 23, 14 on a casual basis for ceremonies only. The staff are made up of the Superintendent Registrar, one Registrar and 7 Deputies who can all register births, deaths and marriages and also take notices of marriage. Most also conduct ceremonies. The staff are all deliberately trained to the highest level to provide the maximum flexibility and resilience to the service.
- As well as the Old Parlour we have 3 out-stations, at Nevill Hall and at the Hubs in Chepstow and Monmouth, to help us provide the best possible service to residents. During the pandemic the service ceased at the out-stations with all appointments being in the Register Office. This was to ensure could control our environment, ensure safe social distancing, reduce travel risk, etc. The service has now reverted to attending Monmouth and Chepstow and will hopefully soon return to Nevill Hall.
- Our Approved Premises, which are venues which have chosen to licence rooms for marriages and civil partnerships, cover the length and breadth of Monmouthshire. There are 37 in total at the present time, and there is a very good relationship with them all. Covering such a large area and striving to provide the chosen days and times for each couple can be a challenge, but it is vital that we all work together to give each couple the best service possible and promote Monmouthshire at every opportunity.

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Performance and Overview Scrutiny Committee

Action List

14th May 2024

Minute Item:	Subject	Officer / Member	Outcome
4.	The Committee requested further detail on the financial implications of the increasing demand for SRB provision and the low, medium and high scenarios.		
5.	Members requested an update on the waiting list for the specialist teaching service and how it is being managed.		
6.	To update forward work programme with specific risks for detailed scrutiny.		

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Committee / Decision Maker	Meeting date / Decision due	Report Title	de	Purpose	Author	Date item added to the planner
Council	01-Jul-25	RLDP for Adoption	Paul Griffiths - Sustainable Economy	To adopt the RLDP following receipt of the Inspector's report, making it the County's Development Plan as defined by S38(6) of the Planning and Compulsory Purchase Act 2004	Mark Hand / Rachel Lewis	23-Aug-22
Cabinet	05-Mar-25	2025/26 Final Revenue and Capital Budget Proposals	Ben Callard - Resources		Jon Davies	4-Jun-24
Cabinet	05-Mar-25	2024/25 Revenue and Capital Monitoring Month 9	Ben Callard - Resources		Jon Davies	4-Jun-24
Cabinet	05-Mar-25	2025/26 WCF/Mon Farm Strategy	Ben Callard - Resources		Jon Davies	4-Jun-24
Council	23-Jan-25	Council Tax Reduction Scheme 2025/26	Ben Callard - Resources			
Cabinet	Jan-25	2025/26 Draft Revenue and Capital Budget Proposals	Ben Callard - Resources		Jon Davies	4-Jun-24
ICMD	18-Dec-24	Council Tax Base 2025/26	Ben Callard - Resources		Ruth Donovan	
Cabinet	04-Dec-24	2024/25 Revenue and Capital Monitoring Month 6	Ben Callard - Resources		Jon Davies	4-Jun-24
Cabinet	06-Nov-24	Local Flood Risk Management Strateg			Mark Hand	19-Feb-24
Cabinet	06-Nov-24				Hannah Jones	4-Sep-23

Cabinet	06-Nov-24	Shire Hall Museum, Monmouth		To update Cabinet on progress of the National Lottery Heritage Fund development phase and consider options for the stage 2 delivery bid	Tracey Thomas	23-May-24
Council	24-Oct-24	Safeguarding report – Social Care & Health			Jane Rodgers	4-Jun-24
Council	24-Oct-24	Chief Officer report – Social Care & Health			Jane Rodgers	4-Jun-24
Cabinet	02-Oct-24	2025/26 Revenue and Capital MTFP update and process			Jon Davies	4-Jun-24
Cabinet	02-Oct-24	2024/25 Revenue Monitoring Month 4	Ben Callard - Resources		Jon Daviea	4-Jun-24
Cabinet	02-Oct-24	Adoption of Abergavenny Placemaking Plan	Paul Griffiths - Sustainable Economy	To adopt the Abergavenny Placemaking Plan, co-produced with Abergavenny Town Council, to inform future regeneration priorities and grant bids	Mark Hand / Dan Fordham	3-Oct-22
Cabinet	02-Oct-24	Adoption of Magor Placemaking Plan	Paul Griffiths - Sustainable Economy		Mark Hand / Dan Fordham	3-Oct-22
Cabinet	02-Oct-24	Adoption of Monmouth Placemaking Plan	Paul Griffiths - Sustainable Economy	To adopt the Monmouth Placemaking Plan, co-produced with Monmouth Town Council, to inform future regeneration priorities and grant bids	Mark Hand / Dan Fordham	3-Oct-22
Cabinet	02-Oct-24	Road Safety Strategy	Catrin Maby	To adopt the Road Safety Strategy	Mark Hand / Paul Keeble	4-Oct-22
Council	19-Sep-24	Home to School Transport – response to consultation			Deb Hill Howells	4-Jun-24
Council	19-Sep-24	Self-assessment report – People, Performance and Partnerships			Matt Gatehouse	4-Jun-24

Council	19-Sep-24	RLDP submission for examination	Paul Griffiths - Sustainable Economy	To endorse the submission of the Deposit RLDP to the Welsh Government for examination by an independent Inspector. By agreeing, Council will be saying it wants this document to be the adopted RLDP for Monmouthshire.	Mark Hand / Rachel Lewis	23-Aug-22
Cabinet	11-Sep-24	Home to School Transport – response to consultation	Paul Griffiths - Sustainable Economy			4-Jun-24
Cabinet	11-Sep-24	Pavement Café Policy	Paul Griffiths - Sustainable Economy	To adopt the pavement café policy as the basis for making decisions on applications for licences	Mark Hand / Paul Keeble	4-Oct-22
Cabinet	11-Sep-24	Measurement Framework	Mary Ann Brocklesby - Whole Authority Strategy	To approve an update to the measurement framework that enables Cabinet to track progress against the priorities in the community and corporate plan	Matt Gatehouse	7-Jun-24
Cabinet	11-Sep-24	GRT sites	Ian Chandler - Social Care & Safeguarding			4-Jun-24
ICMD	21-Aug-24	Welsh Church Fund Working Group - meeting 1	Ben Callard - Resources		Dave Jarrett	6-Jun-24
Council	18-Jul-24	Chief Officer report – Children and Young People			Will McLean	4-Jun-24
Council	18-Jul-24	Medium Term Financial Strategy	Ben Callard - Resources		Jon Davies	4-Jun-24
Cabinet	17-Jul-24	Budden Crescent business case	Ian Chandler - Social Care & Safeguarding		Jane Rodgers	4-Jun-24
Cabinet	17-Jul-24	Connected Care report – Social Care and Health (possible Sept)	Ian Chandler - Social Care & Safeguarding		Jane Rodgers	4-Jul-24
Cabinet	17-Jul-24	Digital and Data Strategy	Ben Callard - Resources			10-Jun-24

Cabinet	17-Jul-24	Revenue and Capital monitoring outturn report (including early update on 2024/25)	Ben Callard - Resources		Jon Davies	10-May-24
ICMD	10-Jul-24	SPEED LIMIT PROPOSALS – AMENDMENT ORDER NO. 14	Catrin Maby - Climate Change and Environment	This report seeks Cabinet Member approval to proceed with several Traffic Orders throughout the County.	Graham Kinsella	
Cabinet	05-Jun-24	Whole Authority Strategic Risk Assessment		To provide cabinet with an overview of the current strategic risks facing the authority and to agree the revised strategic risk management policy	Richard Jones	26-Apr-24
Cabinet	05-Jun-24	People Strategy	Ben Callard - Resources	To seek Cabinet approval of a revised people strategy, which is one of a suite of enabling strategies that sit underneath the community and corporate plan to ensure the authorities resources are aligned with the delivery of its purpose.	Matt Gatehouse	1-May-24
Cabinet	05-Jun-24	Consultation on the relocation of Ysgol Gymraeg Y Fenni	Martyn Groucutt - Education	To receive feedback on the statutory consultation concerning the proposed relocation and increase in capacity of Ysgol Gymraeg Y Fenni.	Matthew Jones	26-Feb-24
Cabinet	22-May-24	Feedback from P&O Scrutiny		Performance and Overview Scrutiny Committee – Feedback to Cabinet of Meeting held on 14th May 2024	Hazel Ilett	14-May-24
Cabinet	22-May-24	Strategy for Commissioned Domiciliary Care in Monmouthshire	Ian Chandler - Social Care & Safeguarding		Ceri York	24-Apr-24
ICMD	22-May-24	Council Tax Assistance for MCC Foster Carers	Ian Chandler - Social Care & Safeguarding	The purpose of this paper is to present the case for providing Monmouthshire County Council foster carers with a subsidy on their council tax.	Jane Rodgers	8-May-24
ICMD	22-May-24	Florence Jones Report & FGE	Paul Griffiths - Sustainable Economy	to consider the options in relation to the collection of monies secured under a land charge on land at and- including Upper House Farm, Wonastow, Monmouth	Amy Longford	30-Apr-24
Council	16-May-24	Political Balance Report	Angela Sandles - Engagement		James Williams	
Council	16-May-24	Appointments to Committees	Angela Sandles - Engagement		James Williams	

Council	16-May-24	Outside Bodies	Angela Sandles - Engagement		James Williams	
Cabinet	15-May-24	Uploading S106 Capital Sums into 2024/25 Capital Budget	Ian Chandler - Social Care & Safeguarding		Mike Moran	9-Apr-24
Cabinet	15-May-24	Development of a Supported Accommodation Project for care experienced young people	Ian Chandler - Social Care & Safeguarding		Jane Rodgers	24-Apr-24
Cabinet	15-May-24	Repurposing of Severn View Residential Home, Chepstow	Paul Griffiths - Sustainable Economy	To seek approval for the repurposing of Severn View Residential Home to support policy objectives around temporary accommodation, in accordance with the Rapiit Rehousing Strategy.	Nick Keyse/Cath Fallon	
Cabinet	15-May-24	Local Housing Market Assessment	Paul Griffiths - Sustainable Economy	The LHMA provides a review of the need for affordable and market housing across Monmouthshire and an overview of the current housing market.	Sally Meyrick	8-Jan-24
Cabinet	15-May-24	Local Flood Strategy	Paul Griffiths - Sustainable Economy		Carl Touhig	9-Oct-23
Cabinet	15-May-24	Local Transport Plan	Catrin Maby	To adopt the Local Transport Plan	Debra Hill-Howells / Christian Schmidt	4-Oct-22
Cabinet	15-May-24	Climate and Nature Emergency		To receive an update on progress made towards the Climate and Nature Emergency Strategy and to agree the new overarching Climate and Nature Emergency Strategy and action plan format	Hazel Clatworthy	19-Oct-23
Cabinet	15-May-24	Greenfingers Report	Ian Chandler - Social Care & Safeguarding		Jane Rodgers	26-Mar-24
Cabinet	15-May-24	Local Housing Market Assessment Refresh 2022-2037		To provide an overview of the Local Housing Market Assessment Refresh 2022-2037 which provides an estimation of the additional affordable housing need across Monmouthshire.	Sally Meyrick	15-Apr-24
Cabinet	15-May-24	Local Food Strategy			Marianne Elliot	18-Apr-24

Council	18-Apr-24	Placement Development Strategy	Ian Chandler - Social Care & Safeguarding	To set out a strategy for the expansion and development of in-county residential and supported accommodation placements for children who are looked after. To make recommendations about i) changing the use of 3	Jane Rodgers / Diane Corrister	8-Jan-24
ICMD	17-Apr-24	ICMD Report - 20 mph Speed Limit Revocation Order	Catrin Maby - Climate Change and Environment		Graham Kinsella	22-Mar-24
ICMD	17-Apr-24	ICM report - Florence Jones DEFERRED	Paul Griffiths - Sustainable Economy		Amy Longford	11-Mar-24
Cabinet	10-Apr-24	Public Spaces Protection Order Dog Controls	Paul Griffiths - Sustainable Economy		Huw Owen	19-Feb-24
Cabinet	10-Apr-24	Primary School catchment areas consultation feedback	Martyn Groucutt - Education	For Members to receive feedback on the consultation relating to a review of Primary School catchments areas and determine whether to implement proposals	Matthew Jones	20-Nov-23
Cabinet	10-Apr-24	Sustainable Communities for Learning Strategic Outline Programme update	Martyn Groucutt - Education	To provide members with details of the revisions to the Strategic Outline Programme for the Sustainable Communities for Learning Programme which will inform the development of projects within the rolling programme of	Debbie Graves	12-Sep-23
ICMD	27-Mar-24	Welsh Church Fund Working Group	Ben Callard - Resources		Dave Jarrett	
ICMD	27-Mar-24	Experimental TRO Prohibition of driving except for access Goldwire Lane Monmouth	Catrin Maby - Climate Change and Environment		Graham Kinsella	
ICMD	13-Mar-24	Increase in building control charges	Paul Griffiths - Sustainable Economy		Craig O'Connor	
Cabinet	06-Mar-24	To consider a Business Case for the acquisition of a property for use as a registered children's home	Ian Chandler - Social Care & Safeguarding		jane Rodgers	13-Feb-24
Council	29-Feb-24	Agree the name of the new Welsh-medium Primary School in Monmouth	Martyn Groucutt - Education	Agree the name of the new Welsh-medium Primary School in Monmouth	Debbie Graves	15-Nov-23

Council	29-Feb-24	Standards Committee Appointment			James Williams	6-Feb-24
Council	29-Feb-24	Strategic Equality Plan 2024		To seek approval of a new Strategic Equality Plan for the period 2024-28, incorporating MCCs contribution to national action plans on race equality, LGBTQ and other protected characteristics	Matthew Gatehouse	15-Nov-23
Council	29-Feb-24	Appointment of Monmouthshire Local Access Forum		To secure the appointment of members to the Monmouthshire Local Access Forum for its next 3 year period.	Matthew Lewis	18-Jan-23
Council	29-Feb-24	Final Budget Proposals	Ben Callard - Resources		Jon Davies	
Council	29-Feb-24	Capital and Treasury Strategy	Ben Callard - Resources		Jon Davies	
Council	29-Feb-24	Council Diary	Angela Sandles - Engagement		John Pearson	
ICMD	28-Feb-24	WCF/Trust Treasury Fund Investment	Ben Callard - Resources			
Cabinet	28-Feb-24	2023/24 Revenue and Capital Monitoring - Month 9	Ben Callard - Resources		Jon Davies	27-Apr-23
Cabinet	28-Feb-24	2023/24 Final Revenue and Capital Budget Proposals	Ben Callard - Resources		Jon Davies	
Cabinet	07-Feb-24	Economic Development Strategy		REFRESHING THE MONMOUTHSHIRE BUSINESS GROWTH & ENTERPRISE STRATEGY and action plan in setting the economic ambition for the county and providing a strategic framework that guides future economic	Hannah Jones	9-Jan-23
ICMD	24-Jan-24	Amendment to Street Naming and Numbering Policy regarding Replacement or additional Street nameplate signs for Existing Streets	Catrin Maby - Climate Change and Environment		Mark Hand	2-Jan-24

ICMD	24-Jan-24	Community Council & Police Precepts - Determination	Ben Callard - Resources		Jon Davies	
Council	18-Jan-24	Introduction of Council Tax Premiums for Second homes from 1 st April 2024	Ben Callard - Resources	Council to re affirm their decision on the Second Home Premium	Ruth Donovan	5-Dec-23
Council	18-Jan-24	Council Tax Reduction Scheme	Ben Callard - Resources		Ruth Donovan	
Council	18-Jan-24	Asset Management Strategy			Nick Keyse	28-Sep-23
Cabinet	17-Jan-24	Community & Corporate Plan performance update	Mary Ann Brocklesby - Whole Authority Strategy	To provide cabinet with the latest performance report of commitments in the Community and Corporate Plan	Richard Jones	5-Sep-23
Cabinet	17-Jan-24	REPURPOSING OF ACCOMMODATION IN THE COUNTY FARMS PORTFOLIO TO SUPPORT HOMELESSNESS AND OTHER POLICY OBJECTIVES		To seek approval for the repurposing of vacant cottages held within the County Farms Portfolio to support policy objectives such as alleviating pressures with homelessness and to address the reliance on unsuitable temporary accommodation.	Nick Keyse	4-Dec-23
Cabinet	17-Jan-24	consultation on the relocation of Ysgol Gymraeg Y Fenni	Martyn Groucutt - Education		Matthew Jones	23-Aug-23
Cabinet	17-Jan-24	Approval of the revised MCC Counter Fraud, Corruption & Bribery Policy	Rachel Garrick - Resources		Jan Furtek	2-Nov-23
Cabinet	17-Jan-24	Draft Budget Proposals	Ben Callard - Resources		Jon Davies	29-Sep-23
ICMD	03-Jan-24	Welsh Church Fund Working Group - meeting 3 held on 7th December 2023 Meeting didn't happen	Rachel Garrick - Resources		Dave Jarrett	30-Mar-23
ICMD	20-Dec-23	Community Council & Police Precepts - Proposed payment schedule	Ben Callard - Resources		Jon Davies	

ICMD	20-Dec-23	Additional resources for the Revenues and Benefits Shared Service'	Ben Callard - Resources		Ruth Donovan	
ICMD	20-Dec-23	Council Tax Base Report	Ben Callard - Resources		Ruth Donovan	
ICMD	20-Dec-23	LDP Annual Monitoring Report	Paul Griffiths - Sustainable Economy	To endorse the LDP Annual Monitoring Report for submission to WG	Mark Hand / Rachel Lewis	16-Jan-23
Cabinet	13-Dec-23	King Henry VIII 3 – 19 School Funding Formula	Martyn Groucutt - Education	To update Cabinet with the consultation feedback regarding the proposed fair funding formula for King Henry 3 – 19 School in Abergavenny.	Nikki Wellington	23-Nov-23
Cabinet	13-Dec-23	Children's Services: Foster Carer Recruitment and Retention – Foster Friendly Policy	Ian Chandler - Social Care & Safeguarding	The purpose of the report is to outline a proposal to create a policy that supports MCC employees who are existing foster carers or wish to become foster carers through offering an appropriate leave entitlement.	Dr Charlotte Drury	9-Nov-23
Cabinet	13-Dec-23	Primary catchment review			Matthew Jones	23-Jun-23
Cabinet	13-Dec-23	Whole Authority Strategic Risk Assessment	Mary Ann Brocklesby - Whole Authority Strategy	To provide Cabinet with an overview of the current strategic risks facing the authority and to seek approval of the strategic risk assessment	Richard Jones	5-Sep-23
Cabinet	13-Dec-23	2023/24 Revenue and Capital Monitoring - Month 6	Rachel Garrick - Resources		Jon Davies	27-Apr-23
Council	07-Dec-23	Relocation of PRS in South Monmouthshire	Martyn Groucutt - Education	Relocation of South Monmouthshire PRS	Morwenna Wagstaff	13-Nov-23
Council	07-Dec-23	DIRECTOR'S ANNUAL REPORT		to provide Council with an overview of SOCIAL CARE AND HEALTH directorate with a focus on year 2022 – 2023.	Jane Rodgers	31-Jul-23
Council	07-Dec-23	SAFEGUARDING ANNUAL EVALUTION REPORT		To provide Council with the annual self-evaluation of safeguarding from a whole authority perspective.	Jane Rodgers / Diane Corrister	31-Jul-23

ICMD	29-Nov-23	Whole Authority Safeguarding Policy	Ian Chandler - Social Care & Safeguarding		Naomi Lovesay	3-Nov-23
ICMD	29-Nov-23	Museums - Accredited			Rachael Rogers	12-Oct-23
ICMD	29-Nov-23	A013 Highway Traffic Regulation Amendment Order	Catrin Maby - Climate Change and Environment	Speed limit changes at Caerwent Brook/Dewstow Road	Mark Hand	18-Sep-23
ICMD	29-Nov-23	A012 Highway Traffic Regulation Amendment Order	Catrin Maby - Climate Change and Environment		Mark Hand	18-Sep-23
ICMD	15-Nov-23	Planning Annual Performance Report	Paul Griffiths - Sustainable Economy	To endorse the Planning Department Annual Performance Report for submission to WG	Mark Hand / Rachel Lewis	16-Jan-23
ICMD	15-Nov-23	A012 Highway Traffic Regulation Amendment Order MOVED TO 29TH NOV		Double yellows at Main Road, Portskewett, leading to S	Mark Hand	18-Sep-23
ICMD	15-Nov-23	A013 Highway Traffic Regulation Amendment Order MOVED TO 29TH NOV			Mark Hand	18-Sep-23
Cabinet	15-Nov-23	DEVELOPING THE FUTURE MY DAY MY LIFE BASES	Ian Chandler - Social Care & Safeguarding	This report presents the findings of the final options appraisal for the proposed future My Day, My Life bases in Abergavenny, and to seek approval of the recommended base.	Jane Rodgers	7-Nov-23
Cabinet	15-Nov-23	Budget Process and timetable	Rachel Garrick - Resources		Jon Davies	
Cabinet	08-Nov-23	Public Services Ombudsman for Wales Annual letter 2022-23 to Monmouthshire County Council		The purpose is to fulfil the expectation of the Public Services Ombudsman for Wales that their report is brought to the attention of Cabinet.	Annette Evans/Matthew Gatehouse	17-Oct-23
Cabinet	08-Nov-23	RIPA Review		To review RIPA strategy and arrangements	Geraint Edwards	25-Sep-23

Cabinet	08-Nov-23	2023/24 Revenue and Capital Monitoring - Month 5	Rachel Garrick - Resources		Jon Davies	
Council	26-Oct-23	Monmouthshire County Council Self- assessment 2022/23		to seek Council approval of the Self-Assessment report 2022/23 in line with requirements outlined in the Local Government and Elections (Wales) Act 2021 and to ensure that members have a clear and transparent assessment of the	Richard Jones	4-Jul-23
Council	26-Oct-23	RPB Area Plan			Jane Rodgers	4-Jul-23
Council	26-Oct-23	RLDP Preferred Strategy consultation report	Paul Griffiths - Sustainable Economy	To endorse the RLDP Preferred Strategy including any proposed changes arising from the public consultation.	Mark Hand / Rachel Lewis	3-Oct-22
ICMD	25-Oct-23	Welsh Church Fund Working Group - meeting 2 held on 21st September 2023	Rachel Garrick - Resources		Dave Jarrett	30-Mar-23
Cabinet	11-Oct-23	Disposal of Land at Natgavenny Lane	Rachel Garrick - Resources	To seek Cabinet approval for the disposal of a parcel of land adjacent to the Nantgavenny Lane Business Park, Mardy, Abergavenny	Nick Keyse	
Cabinet	11-Oct-23	Developing a base for My Day My Life in Monmouth and Abergavenny	Ian Chandler - Social Care & Safeguarding	Further to the recommendations from the Practice Solutions review, the report sets out the criteria and decision making in respect of which bases to develop for the My Day My Life in both Monmouth and Abergavenny, and makes a recommendation on the	Ceri York	25-Sep-23
ICMD	11-Oct-23	MEMORANDUM OF UNDERSTANDING – TCBC AND MCC HERITAGE SERVICES IN RELATION TO MAMHILAD NYLON SPINNERS LISTED BUILDING.	Paul Griffiths - Sustainable Economy	The purpose of this report is to propose that MCC join into an MoU in relation to the provision of Heritage Advice to consider the ongoing management of the Nylon Spinners listed building at Mamhilad.	Amy Longford	22-Sep-23
Cabinet	04-Oct-23	Gypsy, Roma and Traveller Consultation			Cath Fallon	4-Sep-23
ICMD	27-Sep-23	Extending Public Spaces Protection Order (PSPOs) to tackle Anti Social Behaviour (ASB)		To seek approval to extend three Public Spaces Protection Orders (PSPO) in respect of Bailey Park, Abergavenny; Lower Abergavenny (including Castle Meadows) and Monmouth Town (including Chippingham	Andrew Mason	31-Aug-23
Council	21-Sep-23	REPORT ON JOINT SCRUTINY ARRANGEMENTS FOR CORPORATE JOINT COMMITTEES			Hazel Ilett	4-Sep-23

Council	21-Sep-23	Governance and Audit Committee Annual Report 2022/23	Paul Griffiths - Sustainable Economy	To inform Council of the work and conclusions of the Governance and Audit Committee from 1st April 2022 to 31st March 2023	Chair of Governance and Audit Committee, Andrew Blackmore	27th July 2023
Council	21-Sep-23	Standards Committee Annual Report		This report is the first annual report from the Standards Committee to Council as required by the change in law set out in the Local Government and Elections Act 2021. It has to report on the discharge of the Committee's	Matt Phillips	10-Oct-22
ICMD	13-Sep-23	Highway Traffic Regulation Amendment Order 12 MOVED TO 25TH OCTOBER 2023	Catrin Maby - Climate Change and Environment	'Agreement to make the traffic order - parking/waiting restrictions at Justins Hill and Wyesham Avenue, Wyesham; Main Road and Castle Way, Portskewett; lane leading to Sugarloaf Llanwenarth car park; and Wonastow	Mark Hand	
ICMD	13-Sep-23	Proposed Changes to the Membership of the School Budget Funding Forum	Martyn Groucutt - Education		Nikki Wellington	
ICMD	13-Sep-23	'Highways Traffic Regulation Amendment Order 12 deferred to September 13th		Agreement to make the traffic order - parking/waiting restrictions at Justins Hill and Wyesham Avenue, Wyesham; Main Road and Castle Way, Portskewett; lane leading to Sugarloaf Llanwenarth car park; and Wonastow	Mark Hand	24-May-23
Cabinet	06-Sep-23	Respite review for people with learning disabilities			Jane Rodgers	31-Jul-23
Cabinet	06-Sep-23	Home to School Transport Policy 2024/25		To consider the adoption of the proposed Home to School Transport Policy for the academic year 2024/25	Deh Hill Howells	
Cabinet	06-Sep-23	Proposal to establish a Welsh medium seedling school in Monmouth		Cabinet to consider objection report and make final determination on how to proceed.	Debbie Graves	27-Mar-23
ICMD	16-Aug-23	Castle Wood Usk Low Cost Home Ownership Future Use	Sara Burch - Inclusive and Active Communities			
ICMD	16-Aug-23	electric vehicle charging rate for public and staff at EV	Catrin Maby - Climate Change and Environment		Deb Hill Howells	20-Jul-23
ICMD	16-Aug-23	Highways Traffic Regulation Amendment Order 11	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - Exception Orders to identify those restricted roads that will remain 30mph in September 2023 instead of defaulting to 20mph	Mark Hand	

ICMD	16-Aug-23	Highways Traffic Regulation Amendment Order 10	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - prohibition of driving Pwll Du, Llanelly Hill and Belmont Close/Belmont Road Abergavenny	Mark Hand	
ICMD	02-Aug-23	Welsh Church Fund Working Group - meeting 1 held on 22nd June 2023	Rachel Garrick - Resources		Dave Jarrett	
ICMD	02-Aug-23	Highways Traffic Regulation Amendment Order 10 deferred to August 16th	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - Exception Orders to identify those restricted roads that will remain 30mph in September 2023 instead of defaulting to 20mph	Mark Hand	3-Oct-22
Cabinet	26-Jul-23	Implementation of the My Day My Life review recommendations			Ceri York	
Cabinet	26-Jul-23	Gypsy and Traveller Site Identification			Ian Bakewell	12-Jul-23
Cabinet	26-Jul-23	•Review of the Respite Opportunities Service			Ceri York	14-Mar-23
Cabinet	26-Jul-23	2023/24 Revenue budget progress – early update			Jon Davies	8-Jun-23
Cabinet	26-Jul-23	S016 Funding Castle Park and Arch Bishop Rowan Williams Schools.			Cath Saunders	13-Jun-23
Council	20-Jul-23	Gifts & Hospitality Report			Matt Phillips	12-Jun-23
Council	20-Jul-23	Freedom of the Borough Presentation			Joe Skidmore	5-May-23
Council	20-Jul-23	Recruitment of Local Access Forum		To agree arrangements for the recruitment of the Monmouthshire Local Access Forum for the next 3 year period of appointment	Matthew Lewis	21-Jun-23

ICMD	12-Jul-23	Highways Traffic Regulation Amendment Order 10 DEFERRED TO 16TH AUG	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - prohibition of driving Pwll Du, Llanelly Hill	Mark Hand	19-May-23
ICMD	12-Jul-23	transfer the school balances for both Deri View and King Henry VIII School to the new King Henry VIII 3 – 19 School.	Rachel Garrick - Resources	Both King Henry VIII School and Deri View Primary school are closing on 31 st August 2023 and the new King Henry VIII 3 – 19 School will open on 1 st September 2023, under a statutory closure of schools the financial balances transfer to the Local Authority,	Nikki Wellington	4-Apr-23
	05-Jul-23	Reopen Monmouth Cemetery for new burials			Rhian Jackson	
Cabinet	05-Jul-23	RESERVATION OF GRAVE PLOTS		To seek cabinet approval to cease the provision of reserving grave spaces (not incl cremated remains plots) in Llanfoist Cemetery	Rhian Jackson	7-Nov-22
Cabinet	05-Jul-23	2022/23 Revenue and Capital Monitoring - Outturn Report	Rachel Garrick - Resources		Jon Davies	27-Apr-23
ICMD	28-Jun-23	Highway Traffic Regulation Order	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - making permanent the part-time prohibition of driving on Cross Street and Market Street Abergavenny	Mark Hand	6-Jun-23
Council	22-Jun-23	Gwent Public Services Board Well-being plan		To approve the Public Services Board's Well-being Plan that sets out the steps being taken collaboratively by public services to improve wellbeing in Gwent ahead of approval by the Gwent Public Services Board.	Richard Jones	20-Jan-23
Council	22-Jun-23	Chief Officer Children and Young People's Report 2023			Will McLean	14-Feb-23
Cabinet	07-Jun-23	Adoption of Transforming Chepstow Masterplan	Paul Griffiths - Sustainable Economy	To adopt the Transforming Chepstow Masterplan, co-produced with Chepstow Town Council, to inform future regeneration priorities and grant bids	Mark Hand / Dan Fordham	3-Oct-22
Cabinet	07-Jun-23	Transforming Towns Strategic Grant regeneration priorities and LUF3 bid	Paul Griffiths - Sustainable Economy	To agree the priority projects for bids for WG Strategic grant funding to 24/25 and the submission for round 3 of Levelling Up Funding	Mark Hand / Dan Fordham	3-Oct-22
Cabinet	07-Jun-23	Proposal to establish a Welsh medium seedling school in Monmouth		Cabinet to consider the results of the consultation, recommendations and decide whether to publish statutory notices.	Debbie Graves	27-Mar-23

Cabinet	07-Jun-23	Socially Responsible Procurement Strategy	Rachel Garrick - Resources	To endorse the Socially Responsible Procurement Strategy	Scott James	22-Aug-22
ICMD	24-May-23	Highway Traffic Regulation Amendment Order 9	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - including Llantrisant 20mph village lane, 40mph through road, possibly Llantrisant (Usk to Wentwood) 50mph; 20mph Gilwern and surrounding villages	Mark Hand	14-Apr-23
Council	18-May-23	Political Balance Report		The Council is required to review at, or as soon as practicable after, the Council's annual meeting, the representation of different political groups on the bodies to which the Council makes appointments.	Matt Phillips	2-Feb-23
Council	18-May-23	Outside Bodies Report		To appoint representatives to serve on outside	Matt Phillips	2-Feb-23
Council	18-May-23	Appointments to Committees		To appoint committees together with their membership and terms of reference in accordance with the Council's Constitution.	Nicola Perry	2-Feb-23
Council	18-May-23	Constitution update		For the Monitoring Officer to bring proposed amendments and highlight changes made over the previous 12 months	Matt Phillips	2-Feb-23
Council	18-May-23	Corporate Parenting Strategy			Diane Corrister	24-Aug-22
Cabinet	17-May-23	Review of Home to School Transport Policy 24/25.	Martyn Groucutt - Education	The purpose: Is to seek approval to commence consultation on proposed amendments to the Home to School Transport Policy for the academic year 2024/25.	Deb Hill Howells	12-Apr-23
Cabinet	17-May-23	Monnow Street public realm improvements	Paul Griffiths - Sustainable Economy	To agree how we proceed with proposals for Monnow Street public realm following consultation	Mark Hand / Dan Fordham	6-Mar-23
ICMD	10-May-23	Highways Traffic Regulation Amendment Order 9 MOVED TO 24TH MAY	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - including Llantrisant 20mph village lane, 40mph through road, possibly Llantrisant (Usk to Wentwood) 50mph; 20mph Gilwern and surrounding villages	Mark Hand	3-Oct-22
Council	20-Apr-23	Motion for the Rivers and Oceans update		Deferred - new date to be advised	Hazel Clatworthy	10-Jan-23

Council	20-Apr-23	Community and Corporate Plan		To seek approval of a new Community and Corporate Plan that sets the direction for the council and county of Monmouthshire, articulating the authority's purpose and priorities alongside the steps we will take to deliver these, the	Matt Gatehouse	6-Feb-23
ICMD	12-Apr-23	Welsh Church Fund Working Group - meeting 4 held on 9th March 2023	Rachel Garrick - Resources		Dave Jarrett	
Cabinet	05-Apr-23	Rapid Rehousing Transition Plan	Sara Burch - Inclusive and Active Communities	To agree a plan to transition the delivery of homelessness that minimises the use of and the time homeless applicants spend in temporary accommodation	Rebecca Cresswell / Ian Bakewell	24-Jan-23
ICMD	22-Mar-23	Non Domestic Rates application for Hardship Relief - RESTRICTED	Rachel Garrick - Resources		Ruth Donovan	
ICMD	22-Mar-23	Highways Traffic Regulation Amendment Order 8	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - including Monmouth Road, Raglan no right turn onto A40; resi permit parking at Exmouth Place, Chepstow and Ross Road, Abergavenny; 3T weight restriction on Old Wye Bridge Chepstow; waiting	Mark Hand	
Council	09-Mar-23	Pay Policy		To approve the publication of Monmouthshire County Council's Pay Policy, in compliance with the Localism Act."	Sally Thomas	1-Feb-23
Council	09-Mar-23	Council Tax Premiums			Peter Davies	18-Jan-23
Council	09-Mar-23	Capital Strategy & Treasury Strategy			Jon Davies	17-May-22
Council	09-Mar-23	Youth Council			Jade Atkins	7-Dec-22
ICMD	08-Mar-23	Proposed amendment to primary school catchment area – Llandenny Village	Martyn Groucutt - Education		Debbie Graves	10-Jan-23
ICMD	08-Mar-23	Highways Traffic Regulation Amendment Order 8 DEFERRED TO 22 MARCH	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order - including Monmouth Road, Raglan no right turn onto A40; resi permit parking at Exmouth Place, Chepstow and Ross Road, Abergavenny; 3T weight restriction on Old Wye Bridge Chepstow; waiting	Mark Hand	

Council	02-Mar-23	Final Budget Sign Off including Council Tax Resolution			Jon Davies	
Cabinet	01-Mar-23	2023/4 Final Revenue and Capital Budget Proposals			Jon Davies	17-May-22
Cabinet	01-Mar-23	2023/4 WCF/Trust Treasury Fund Investments			Dave Jarrett	17-May-22
Cabinet	01-Mar-23	Month 9 budget monitoring report			Jon Davies	6-Feb-23
Cabinet	01-Mar-23	Monmouthshire ECO Flex 'Joint Statement of Intent' and Memorandum of Understanding"			Steve Griffiths	16-Nov-22
Cabinet	01-Feb-23	Tudor Street				9-Jan-23
ICMD	25-Jan-23	Highway Traffic Regulation Amendment Order No 7	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order	Mark Hand	15-Dec-22
ICMD	25-Jan-23	Community Council and Police Precepts - final	Rachel Garrick - Resources		Jon Davies	17-May-22
Council	19-Jan-23	'To determine the name for the new 3-19 School in Abergavenny		'To determine the name for the new 3-19 School in Abergavenny	Cath Saunders	28-Nov-22
Council	19-Jan-23	Council Diary		To confirm the Council Diary 23/24	John Pearson	14-Dec-22
Council	19-Jan-23	Appointments		A report for Council to appoint or ratify a number of appointments to bodies and positions	Matt Phillips	

Council	19-Jan-23	Community and Corporate Plan				
Council	19-Jan-23	Tudor Road Call-In			Nicola Perry	3-Jan-23
Council	19-Jan-23	Council Tax Reduction Scheme			Ruth Donovan	31-May-22
Cabinet	18-Jan-23	Garden Waste			Carl Touhig	21-Dec-22
Cabinet	18-Jan-23	Draft Revenue & Capital Proposals			Jon Davies	
Cabinet	18-Jan-23	Council Tax Premiums Consultation - Long Term Empty Properties and Second Homes			Ruth Donovan	
Cabinet	18-Jan-23	Proposal to establish a Welsh Medium Seedling school in Monmouth		To seek cabinet approval to commence statutory consultation processes to establish a Welsh Medium seedling provision in Monmouth.	Debbie Graves	23-Sep-22
ICMD	11-Jan-23	Clydach Ironworks Enhancement	Sara Burch - Inclusive and Active Communities	To seek approval for the transfer of land associated with the Clydach Ironworks Enhancement Scheme	Matthew Lewis	8-Dec-23
ICMD	11-Jan-23	Welsh Church Fund Working Group			Dave Jarrett	17-May-22
ICMD	14-Dec-22	Council Tax Base report			Ruth Donovan	31-May-22
ICMD	14-Dec-22	2023/4 Community Council & Police Precepts - draft			Jon Davies	17-May-22

Cabinet	07-Dec-22	Regional Integration Fund		To consider the financial liabilities and implications of the Regional Integration Fund and its tapered funding model.	Jane Rodgers	21-Nov-22
Cabinet	07-Dec-22	National Adoption Services and Foster Wales Joint Committee			Jane Rodgers	9-Nov-22
Cabinet	07-Dec-22	2022/23 Revenue and Capital Monitoring report - Month 6			Jon Davies	17-May-22
Council	01-Dec-22	Corporate Safeguarding Policy.		For Council to endorse the revised Corporate Safeguarding Policy.	Jane Rodgers	10-Nov-22
Council	01-Dec-22	Governance & Audit Committee Annual Report 2021/22			Andrew Wathan	18-Oct-22
Council	01-Dec-22	RLDP Preferred Strategy	Paul Griffiths - Sustainable Economy	To seek Council endorsement of the new Preferred Strategy for eight week consultation	Mark Hand / Rachel Lewis	25-Jul-22
ICMD	30-Nov-22	TUDOR STREET		To seek a decision regarding the Council's forward use of the property located in Tudor Street ahead of the outcome of the wider review of MonLife	Jane Rodgers	14-Nov-22
ICMD	30-Nov-22	Govilon Section 106 Funding for Recreation & Play	Rachel Garrick - Resources		Mike Moran	8-Nov-22
ICMD	30-Nov-22	Highways Traffic Regulation Amendment Order 5	Catrin Maby - Climate Change and Environment		Mark Hand	3-Oct-22
ICMD	30-Nov-22	Planning Annual Performance Report (APR) Deferred to 30-Nov-22	Paul Griffiths - Sustainable Economy		Mark Hand Phil Thomas	3-Oct-22
ICMD	30-Nov-22	Highways Traffic Regulation Amendment Order 6	Catrin Maby - Climate Change and Environment	Agreement to make the traffic order	Mark Hand	23-Aug-22
Cabinet	09-Nov-22	Implementing Sharepoint online		To secure funding to implement the project	Sian Hayward	13-Oct-22
Cabinet	09-Nov-22	A County of Sanctuary		To set out the reasons why an earlier decision is required due to time restrictions associated with TAN 15	Matt Gatehouse	20-Sep-22
Cabinet	09-Nov-22	SPF Update Report			Hannah Jones	12-Sep-22
Cabinet	09-Nov-22	Revenue & Capital MTFP update and process			Jon Davies	17-May-22
Cabinet	09-Nov-22	MonLife Heritage Strategy (or ICMD)		DEFERRED	Matthew Lewis	10-Feb-22
Council	27-Oct-22	RESPONSE TO URGENT NEED FOR HOUSING ACCOMMODATION		To present a proposal to enable Council to respond flexibly and promptly to the urgent need for housing accommodation to address the	Cath Fallon	10-Oct-22
Council	27-Oct-22	Community and Corporate Plan		To seek endorsement of the new Community and Corporate Plan setting out the purpose, values	Matt Gatehouse / Paul Matthews	3-Oct-22
Council	27-Oct-22	Outside Bodies Appointment			John Pearson	3-Oct-22
Council	27-Oct-22	Annual Safeguarding Report			Kelly Turner	24-Aug-22
Council	27-Oct-22	Social Care & Health: Directors Report 2021/22			Jane Rodgers	6-Jul-22
ICMD	26-Oct-22	Welsh Church Fund Working Group			Dave Jarrett	14/7/22

Cabinet	19-Oct-22	PSOW annual letter		Present the Public Services Ombudsman For Wales' annual report as required by the letter	Matt Phillips	28-Sep-22
Cabinet	19-Oct-22	Regional Partnership Board - Gwent Market Position Statement		To provide a Market Stability Report produced by the Regional Partnership Board setting out a high	Phil Diamond Head of Regional Partnership Team	22-Sep-22
Cabinet	19-Oct-22	Community and Corporate Plan		To seek endorsement of the new Community and Corporate Plan setting out the purpose, values	Gatehouse / Paul Matt	20-Sep-22
Cabinet	19-Oct-22	22/23 Revenue and Capital Monitoring report - Month 4			Jon Davies	17-May-22
Cabinet	19-Oct-22	Land adjacent to Caldicot Comprehensive School - Housing Development Opportunity		To seek approval of the disposal of land at Caldicot Comprehensive School for the	Nick Keyse	
ICMD	12-Oct-22	Local Development Annual Monitoring Report (AMR)		DEFERRED TO 26 OCT	Rachel Lewis/Cllr Paul Griffiths	23/08/22
ICMD	12-Oct-22	Welsh Church Fund Working Group		DEFERRED TO 26 OCT	Dave Jarrett	14/07/22
ICMD	12-Oct-22	Ending Library Fines		enabling more people to enjoy reading without the worry of incurring a fine if they are unable to return	Cheryl Haskell/Fookes?	20-Sep-22
ICMD	28-Sep-22	Transport Policy			Deb Hill Howells - MG	22-Aug-22
ICMD	28-Sep-22	B4245 speed limit		DEFERRED TO 26 OCT	Mark Hand	18-Jul-22
Council	27-Sep-22				Nick John	24-Aug-22
Council	27-Sep-22	RLDP Options Report			Rachel Lewis	25-Jul-22
Council	27-Sep-22	Rivers and Ocean			Hazel Clatworthy	9-Jun-22
Council	27-Sep-22	Monmouthshire County Council self - assessment report 2021/2			Richard Jones	23-May-22
ICMD	14-Sep-22	Welsh Church Fund Working Group - meeting 2 held on 21st July 2022 (no meeting/no report -			Dave Jarrett	17-May-22
Cabinet	07-Sep-22	Transport Policy Consultation Update.			Deb Hill Howells	22-Aug-22
Cabinet	07-Sep-22	Cost Of Living			Matt Phillips	25-Jul-22
ICMD	31-Aug-22	MY DAY, MY LIFE SERVICE EVALUTATION			Ceri York	15-Aug-22
ICMD	31-Aug-22	Homesearch Policy & Procedure - Amendments & Welsh Translation Requirement			Ian Bakewell	
ICMD	03-Aug-22	Additional Resources in Educations Strategy		Resources required to develop and maintain schools education systems and the implementatin	Sian Hayward	14-Jun-22
ICMD	03-Aug-22	Designation of Secondary Catchment Areas			Matthew Jones	6-Jun-22
ICMD	03-Aug-22	Welsh Church Fund Working Group - meeting 1 held on 23rd June 2022 - Moved to ICMD 3rd Aug 2022			Dave Jarrett	
Cabinet	27-Jul-22	Wye Valley Villages Future Improvement Plan			Mark Hand	1-Jul-22
Cabinet	27-Jul-22	Regen Three Year Programme			Mark Hand	1-Jul-22

Cabinet	27-Jul-22	Review of Chepstow High Street closure			Mark Hand	1-Jul-22
Cabinet	27-Jul-22	Home to School Transport Policy 2023-24.			Deb Hill Howells	27-Jun-22
Cabinet	27-Jul-22	MUCH (Magor & Undy Community Hall) report			Nick Keys	9-Jun-22
Cabinet	27-Jul-22	Shared Prosperity Fund Local Investment Plan and Regional Lead Authority Arrangements			Hannah Jones	23-May-22
Cabinet	27-Jul-22	Welsh Church Fund Working Group - meeting 1 held on 23rd June 2022 - Moved to ICMD 3rd Aug 2022			Dave Jarrett	17-May-22
Cabinet	27-Jul-22	2021/22 Revenue and Capital Monitoring outturn			Peter Davies/Jon Davies	17-Feb-22
Cabinet	27-Jul-22	Play Sufficiency Assessment and Action Plan 22/23			Matthew Lewis	10-Feb-22
Cabinet	27-Jul-22	Housing Support Programme Strategy (Homeless Strategy)			Ian Bakewell	
Cabinet						

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Monmouthshire Select Committee Minutes

Meeting of Performance and Overview Scrutiny Committee held at The Council Chamber, County Hall, Rhadyr, Usk, NP15 1GA with remote attendance on Tuesday, 14th May, 2024 at 10.00 am

Councillors Present

County Councillor Alistair Neill (Chairman)
County Councillors: Paul Pavia, Peter Strong, Ann Webb and Su McConnel

Officers in Attendance

Hazel Ilett, Scrutiny Manager
Will McLean, Chief Officer for Children and Young People
Richard Jones, Performance and Data Insight Manager
Hannah Carter, Performance Analyst

APOLOGIES: County Councillors Jill Bond, Laura Wright and Catherine Fookes

1. Declarations of Interest

None.

2. Public Open Forum

No public present.

3. Additional Learning Provision/Specialist Resource Bases

Cabinet Member Martyn Groucutt and Dr Morwenna Wagstaff introduced the report on the outcome of a review of the Specialist Resource Bases and provided an update on progress towards the review's recommendations prior to answering Members' questions with Jacquelyn Elias and Hayley Page.

Key Points raised by Members:

- The report refers to some inconsistencies across the SRB's highlighted through the review, so how it is being addressed to ensure learning is applied across SRB's, avoiding a postcode lottery.
- What is the differential between the evaluation that you see in front of you today undertaken by the team and the review undertaken by Estyn?
- There's a concern about rising numbers of young people with additional learning needs requiring complex ALN provision. It would be interesting to hear your thoughts on why there are increasing numbers and what effect that will have on our need to provide for increased need.
- Please can you explain how the partnership agreements between the local authority and host schools work and what they aim to achieve.
- Please can you expand on the capacity issues for Pembroke Primary School and Monmouth Comprehensive School and the impact on the pupils.

- In relation to the improvement needed in provision at a particular school, the Committee sought reassurance that the local authority is working with SRB's where improvements are expected. The Chief Officer advised that undertaking a self-evaluation allows the local authority to understand any issues that may need to be worked on with schools so that they can be supported.
- Can you expand upon the capacity and anticipated demand for the specialist resource bases across the county and the financial implications for the local authority.
- How do the SRB leads collaborate to produce a core version of documentation?
- There was a query about the wording of the catering arrangement in the report.
- What is the impact of COVID-19 on the SRB provision and the support for learners and staff?
- What are the transition arrangements for learners moving from SRB to mainstream or post-16 provision?
- How involved are parents and carers in the review and the feedback process?
- Please explain the alignment of the SRB provision with the ALN reform and the new code of practice.
- What are the plans for future development and improvement of the SRB provision?
- What is meant by the variability in finances and accountability in the report.

Chair's Summary:

The Chair welcomed the report and praised the work of the SRB team and the schools. He thanked the officers for their presentation and their responses. He concluded that the report on the review of the specialist resource bases was moved with the recommendations, and that some questions and points raised by the committee members would be addressed in a follow-up report in 12 months. More information is requested on the capacity and affordability of the SRB model, the consistency and quality of the provision, and the Committee seeks reassurance that there are no individual schools with broad and consistent failings.

ACTION:

The Committee requested further detail on the financial implications of the increasing demand for SRB provision and the low, medium and high scenarios.

4. Supporting Vulnerable Learners - Scrutiny of Vulnerable Learners' Support (trauma-informed approaches, Emotional Literacy Assistant programme, MCC specialist teaching service).

Cabinet Member Martyn Groucutt and Dr Morwenna Wagstaff provided an update to the Committee on to the effectiveness of a number of our approaches to support the needs of vulnerable learners in our schools and settings, prior to taking Members' questions.

Key Points raised by Members:

What is the common ground and connection between vulnerable learners and additional learning provision and does the funding link as well?

You mentioned children having suffered traumatic childhood experiences and the training offered, does this include parents and carers and what is the practical provision that enables children to build resilience?

Given that emotional literacy isn't easy to measure, you have referred to this being evidence based, but do we do we accept that to an extent you cannot measure the effectiveness of these schemes? Please explain what criteria you apply to measure the effectiveness.

What are the links between different agencies at the strategic and practise level to support children and families who have experienced trauma?

Is there a risk that we will lose trained teaching assistants who provide emotional literacy support to vulnerable learners, and how will we mitigate that risk. With 16 schools potentially moving into a financial deficit this year according to the month 9 budget monitoring report, it raises a concern as to how schools will mitigate the risk.

Please can you explain the reasons for the waiting list for the specialist teaching service?

One of the identified risks you have spoken about is the reliance on grant funding. How will you manage that and have you secured funding for ongoing years? Do you have sufficient educational psychologist resource?

I was interested to see that the figure of 500 of the MCC staff have accessed the whole staff training and that seems a large number. Have all of our teaching staff undergone that training?

Chair's Summary:

The Chair thanked Dr Wagstaff for attending and presenting a significant amount of information in both reports and asked her to relay the Committee's thanks to the team.

ACTION:

Members requested an update on the waiting list for the specialist teaching service and how it is being managed.

5. Risk Register Update - To update members on the Council's Risk Register and to agree any future areas for scrutiny.

Richard Jones and Hannah Carter presented the Committee with the risk register, which had been tabled to enable Members to identify key risks that they would like to further scrutinise, inviting the relevant Cabinet Member portfolio holders to a future meeting. They responded to key points made by Members.

Key Points raised by Members:

- The Committee were concerned that some risks remain high in the register, despite the mitigating actions being taken. For example, risk 11 referring to

decarbonisation is a concern because despite the actions being taken, it is not changing the risk level.

- Risk 7, refers to instability in the market for children at risk and risk 8 causing delays in service provision to older adults are both highly concerning. There isn't any reference as to what is occurring and how this is being monitored.
- How the Council is planning to address the risk of some services becoming financially unsustainable was raised as a key area for concern.
- The Committee queried the main factors that contribute to the high risk of significant harm to a child or adult due to a specific failure of safeguarding arrangements.
- The actions that the council is taking to reduce the high absence rates of vulnerable children is an area of interest.
- How the council is monitoring the progress of the decarbonisation plan and the impact of climate change on its services and assets was also highlighted.
- The challenges and opportunities that the council faces in relation to the new curriculum for Wales and the regional learning and skills partnership was identified as a key risk area for focus.

Chair's Summary:

The Committee has concern that approximately fifty per cent of the risks in the register remain high after mitigation actions and it isn't clear what further measure will be taken to address these risks. The Committee will forward the comments to the Cabinet and will liaise informally to shortlist specific risks for inclusion into the scrutiny forward work programme.

ACTION: To update work forward work programme with specific risks for detailed scrutiny.

6. Performance and Overview Scrutiny Committee Forward Work Programme and Action List

To include future risk areas into the forward work programme and to discuss with the Chair of People Scrutiny Committee the scheduling of a joint scrutiny meeting on the 23rd July 2024 to scrutinise the Care Inspectorate Wales Inspection Report.

7. Cabinet and Council Work Planner

The planner was noted.

8. Minutes of the previous meeting held on 19th March 2024.

The minutes were confirmed.

9. Date of Next meeting:

18th June 2024.