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Tuesday, 23 August 2016

Dear Councillor

INDIVDUAL CABINET MEMBER DECISIONS

Notice is hereby given that the following decisions made by a member of the cabinet will be made on Wednesday, 31 August 2016.

Wildlife and Countryside Act 1981, Restricted Byway (53-16), Great Panta, Devauden

ITEM DEFERRED:

Division/Wards Affected: Devauden

Cabinet Member: County Councillor P Hobson

Report Author: Paul Keeble, Traffic & Network Manager

Contact Details: E-mail: paulkeeble@monmouthshire.gov.uk
Telephone: 01633 644733

Yours sincerely,

Paul Matthews
Chief Executive

CABINET PORTFOLIOS

County Councillor	Area of Responsibility	Partnership and External Working	Ward
P.A. Fox (Leader)	**Organisational Development** Whole Council Performance, Whole Council Strategy Development, Corporate Services, Democracy. **Environment, Public Services & Housing** Development Control, Building Control, Housing Service, Trading Standards, Public Protection, Environment & Countryside.	WLGA Council WLGA Coordinating Board Local Service Board SEWTA SEWSPG	Portskewett
R.J.W. Greenland (Deputy Leader)	**Innovation, Enterprise & Leisure** Innovation Agenda, Economic Development, Tourism, Social Enterprise, Leisure, Libraries & Culture, Information Technology, Information Systems.	WLGA Council Capital Region Tourism	Devauden
P.A.D. Hobson (Deputy Leader)	**Community Development** Community Planning/Total Place, Equalities, Area Working, Citizen Engagement, Public Relations, Sustainability, Parks & Open Spaces, Community Safety.	Community Safety Partnership Equalities and Diversity Group	Larkfield
E.J. Hacket Pain	**Schools and Learning** School Improvement, Pre-School Learning, Additional Learning Needs, Children's Disabilities, Families First, Youth Service, Adult Education.	Joint Education Group (EAS) WJEC	Wyesham
G. Burrows	**Social Care, Safeguarding & Health** Adult Social Services including Integrated services, Learning disabilities, Mental Health. Children's Services including Safeguarding, Looked after Children, Youth Offending. Health and Wellbeing.	Gwent Frailty Board Older Persons Strategy Partnership Group	Mitchel Troy
P. Murphy	**Resources** Accountancy, Internal Audit, Estates & Property Services, Procurement, Human Resources & Training, Health & Safety.	Prosiect Gwrydd Wales Purchasing Consortium	Caerwent
S.B. Jones	**County Operations** Highways, Transport, Traffic & Network Management, Waste & Recycling, Engineering, Landscapes, Flood Risk.	SEWTA Prosiect Gwyrdd	Goytre Fawr

Sustainable and Resilient Communities

Outcomes we are working towards

Nobody Is Left Behind
- Older people are able to live their good life
- People have access to appropriate and affordable housing
- People have good access and mobility

People Are Confident, Capable and Involved
- People's lives are not affected by alcohol and drug misuse
- Families are supported
- People feel safe

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

Our priorities

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

Our Values

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

Canlyniadau y gweithiwn i'w cyflawni

Neb yn cael ei adael ar ôl
- Gall pobl hŷn fyw bywyd da
- Pobl â mynediad i dai addas a fforddiadwy
- Pobl â mynediad a symudedd da

Pobl yn hyderus, galluog ac yn cymryd rhan
- Camddefnyddio alcohol a chyffuriau ddim yn effeithio ar fywydau pobl
- Teuluoedd yn cael eu cefnogi
- Pobl yn teimlo'n ddiogel

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

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

Ein gwerthoedd

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

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SUBJECT:	TRAINING AND EVENTS CO-ORDINATION
MEETING:	INDIVIDUAL CABINET MEMBER- Resources
DATE:	31st AUGUST 2016

1. PURPOSE:

1.1 For the corporate training team (Talentlab) to continue to provide training opportunities for colleagues whilst minimising the costs incurred to the organisation and ultimately the citizens of the County.

1.2 To seek agreement to provide a full time permanent post of training and events organiser to support the learning and development of the organisation via Talentlab.

2. RECOMMENDATIONS:

2.1 To consolidate the staffing resource to provide stability and enable future planning and development of Talentlab, to enable ongoing progress and efficiencies.

2.2 The Talentlab has a permanent and dedicated training and events organiser to assist with design, marketing and promotion of learning and development activities.

3. KEY ISSUES:

3.1 Talentlab was set up as a way of maximising our internal capacity to increase organisational learning by offering training space to external partners who will deliver learning activities to our employees at no cost to us.

3.2 Talentlab has proved to be a successful way of maximising our potential for partnership working, through collaborating with both internal and external providers.

3.3 "Buying in" and traditional commissioning of external learning and development is expensive and no longer a sustainable practice. Talentlab has demonstrated viability in terms of outputs, outcomes and potential for future income generation **(Appendix A)** already delivering significant value to Monmouthshire since the project commenced 18 Months ago.

3.4 The training and events oganiser post was set up as a temporary post during the prototype phase of Talentlab. **(Appendix B)** and is an important role which contributes to the ability of the service to meet organisational training needs and contributes to our ongloing potential to generate income via sales and marketing of our products. This post is also important in terms of supporting Talentlab to deliver efficiencies and ongoing savings.

3.5   The training and events organiser post is essential in terms of designing, marking, promotion and also in terms of measuring the impact of training and ROI of Talentlab activity.

3.6   The training and events organiser post is currently filled on a full time basis (Temporary) and funded through Talentlab staffing budget.

4.   REASONS:

4.1   The training and events organiser post is essential if we are to continue to design, deliver and evaluate learning in order to meet our internal learning and development needs via Talentlab

4.2   The current post has been "temporary" for 18 months and has already been extended a number of times due to ongoing business needs/demand.

5.   RESOURCE IMPLICATIONS:

5.1   The post funding will be met from existing staffing budget

5.2   Talentlab has generated income to date of approx. £11,000 and it is anticipated that this post is critical in terms of supporting future income potential, which will enhance the ongoing sustainability of the service.

6.   SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:

6.1   Equality impact and sustainability checklist has been completed and is attached **(Appendix C)** with any impacts identified.

7.   SAFEGUARDING AND CORPORATE PARENTING IMPLICATIONS

7.1   There are no issues outside of Corporate Policy/Procedures and guidelines.

8.   CONSULTEES
HR/People Services
SLT- Head of Resources

9.   BACKGROUND PAPERS:
Appendix A - Talent Lab Progress Report
Appendix B- Training and Events Organiser job description
Appendix C- Future Generations Assessment

10.   AUTHOR:
John McConnachie   Training Lead

11.   CONTACT DETAILS:
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E-mail: johnmcconnachie@monmouthshire.gov.uk

Future Generations Evaluation
(includes Equalities and Sustainability Impact Assessments)

monmouthshire sir fynwy

Name of the Officer completing the evaluation	**Please give a brief description of the aims of the proposal**
John McConnachie **Phone no: 0788 6989703** **E-mail:johnmcconnachie@monmouthshire.gov.uk**	To change the status of Training and Events Organiser post from temporary to permanent. In order to provide stability and increase the future potential of the Talentlab partnership and our capacity to design and deliver learning for internal and external customers. This post will significantly contribute to our future ability to generate income.
Nameof Service **People Services-Talentlab**	**Date Future Generations Evaluation** form completed **26th July 2016**

NB. Key strategies and documents that may help you identify your contribution to the wellbeing goals and sustainable development principles include: Single Integrated Plan, Continuance Agreement, Improvement Plan, Local Development Plan, People Strategy, Asset Management Plan, Green Infrastructure SPG, Welsh Language Standards, etc

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

Well Being Goal	**Does the proposal contribute to this goal? Describe the positive and negative impacts.**	**What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?**
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	Yes this proposal will ensure that we continue to utilize skills, knowledge and experience of training	Securing this as a permanent role will minimise the need to re-recruit and rebuild skill, knowledge and experience

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
	and event organiser post via making the appointment permanent.	
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)		
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	Employee wellbeing is central to the people services/Talentlab service and this role assists in the coordination, design and delivery of learning and development in order to support a resilient and positive workforce	
A Wales of cohesive communities Communities are attractive, viable, safe and well connected		
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing		
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation		
A more equal Wales People can fulfil their potential no matter what their background or circumstances	*This includes the protected characteristics of age, disability, gender reassignment, race, religion or beliefs, gender, sexual orientation, marriage or civil partnership, pregnancy or maternity*	

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

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Long Term Balancing short term need with long term and planning for the future	*We are required to look beyond the usual short term timescales for financial planning and political cycles and instead plan with the longer term in mind (guidance says at least 10 years, but preferably 25)*	
Collaboration Working together with other partners to deliver objectives	The proposal will enhance our ability to coordinate and expand Talentlab as a partnership with both internal and external providers increasing learning and development opportunities for both paid and voluntary workers.	
Involvement Involving those with an interest and seeking their views	*Who are the stakeholders who will be affected by your proposal? Have they been involved?Do those people reflect the diversity of the area which is served?*	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Prevention Putting resources into preventing problems occurring or getting worse	Yes	Securing this as a permanent role will minimise the need to re-recruit and rebuild skill, knowledge and experience
Integration Considering impact on all wellbeing goals together and on other bodies	The proposal will enhance our ability to provide learning and development opportunities throughout the county. The proposal will enable us to grow the Talentlab partnership for the benefit of people in and outside of the organization.	

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

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	*Consider the impact on our community in relation to this e.g. how do we engage with older and younger people about our services, access issues etc. Also consider what issues there are for employment and training.*	**No Impact**	The post will continue to support all people who access learning an development and other events associated with people services/Talentlab
Disability	*What issues are there are around each of the disability needs groups e.g. access to buildings/services, how we provide services and the way we do this, producing information in alternative formats, employment issues.*	**No Impact**	The post will continue to support all people who access learning an development and other events associated with people services/Talentlab
Gender reassignment	*Consider the provision of inclusive services for Transgender people and groups. Also consider what issues there are for employment and training.*	**No Impact**	The post will continue to support all people who access learning an development and other events associated with people services/Talentlab
Marriage or civil partnership	*Same-sex couples who register as civil partners have the same rights as married couples in employment and must be provided with the same benefits available to married couples, such as survivor pensions, flexible working, maternity/paternity pay and healthcare insurance*	**No Impact**	The post will continue to support all people who access learning an development and other events associated with people services/Talentlab
Pregnancy or maternity	*In employment a woman is protected from discrimination during the period of her pregnancy and during any period of compulsory or additional maternity leave. In the provision of services, good and facilities, recreational or training facilities, a woman is protected from discrimination during the period of her pregnancy and the period of 26 weeks beginning with the day on which she gives birth*	**No Impact**	The post will continue to support all people who access learning an development and other events associated with people services/Talentlab

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Race	*Think about what the proposal will do to promote race equality with the aim of: eliminating unlawful discrimination, promoting equality of opportunity and promoting good relations between persons of different racial groups. Also think about the potential to affect racial groups differently. Issues to look at include providing translation/interpreting services, cultural issues and customs, access to services, issues relating to Asylum Seeker, Refugee, Gypsy &Traveller, migrant communities and recording of racist incidents etc.*	**No Impact**	The post will continue to support all people who access learning an development and other events associated with people services/Talentlab
Religion or Belief	*What the likely impact is e.g. dietary issues, religious holidays or daysassociated with religious observance, cultural issues and customs. Also consider what issues there are for employment and training.*	**No Impact**	The post will continue to support all people who access learning an development and other events associated with people services/Talentlab
Sex	*Consider what issues there are for men and women e.g. equal pay, responsibilities for dependents, issues for carers, access to training, employment issues. Will this impact disproportionately on one group more than another*	**No Impact**	The post will continue to support all people who access learning an development and other events associated with people services/Talentlab
Sexual Orientation	*Consider the provision of inclusive services for e.g. older and younger people from the Lesbian, Gay and Bi-sexual communities. Also consider what issues there are for employment and training.*	**No Impact**	The post will continue to support all people who access learning an development and other events associated with people services/Talentlab

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Welsh Language	*Under the Welsh Language measure of 2011, we need to be considering Welsh Language in signage, documentation, posters, language skills etc.and also the requirement to promote the language.*	**No Impact**	The post will continue to support all people who access learning an development and other events associated with people services/Talentlab

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

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	**Safeguarding in this context applies to both children (not yet reached 18th birthday) and vulnerable adults (over 18 who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of himself or herself, or unable to protect himself or herself against significant harm or serious exploitation.)**	**No Impact**	
Corporate Parenting	*This relates to those children who are 'looked after' by the local authority either through a voluntary arrangement with their parents or through a court order. The council has a corporate duty to consider looked after children especially and promote their welfare (in a way, as though those children were their own).*	**No Impact**	

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

This will include your baseline position, measures and studies that have informed your thinking and the recommendation you are making. It should allow you to identify whether any changes resulting from the implementation of the recommendation have had a positive or negative effect. Data sources include for example:
- *Quantitative data - data that provides numerical information, e.g. population figures, number of users/non-users*
- *Qualitative data – data that furnishes evidence of people's perception/views of the service/policy, e.g. analysis of complaints, outcomes of focus groups, surveys*
- *Local population data including the census figures*
- *Household survey data*
- *Service User Data e.g. from HEAT, FLO, PLANT, Mayrise, ONE etc*
- *Recommendations from Scrutiny or following consultation*
- *Comparisons with similar policies in other authorities*
- *Academic publications, research reports, consultants' reports, and reports on any consultation with e.g. trade unions or the voluntary and community sectors.*

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

This section should give the key issues arising from the evaluation which will be included in the Committee report template.

The main positive impact of this proposal is contribution towards wellbeing goal :-

Efficient use of resources, skilled, educated people, generates wealth, provides jobs

Securing this as a permanent role will minimise the need to re-recruit and rebuild skill, knowledge and experience.

The proposal will enhance our ability to coordinate and expand Talentlab as a partnership with both internal and external providers increasing learning and development opportunities for both paid and voluntary workers.

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

What are you going to do	When are you going to do it?	Who is responsible	Progress
Recommend that the post becomes permanent	July 2016	John McConnachie	Cabinet report completed 26/07/2106

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

The impacts of this proposal will be evaluated on:	Individual Cabinet Member decision TBA

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

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	*Decision to be made by Cabinet Member for Resources*		*This will demonstrate how we have considered and built in sustainable development throughout the evolution of a proposal.*

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PROGRESS REPORT

People Board

May 2016

Investing time in talent

A year has passed since we were given permission as a team to deliver corporate training in a different way and the Talent Lab was created. Since then we have helped nearly 900 people access the training they need. This figure does not include the wide range of individual 1-1 coaching support, team support or external facilitation that we have provided as a team during this year.

The variety and frequency of learning opportunities that we offer has expanded in response to the needs of individuals and the Authority as a whole. We are continuing to develop and deliver new courses which form the basis of comprehensive learning pathways. These pathways focus on the future needs of our organisation to equip our colleagues and communities with the skills needed to meet the future challenges and opportunities.

This report provides a brief overview of what has been achieved during 2015/16 and also set the scene for our continued development. We will continue to build upon our successes and deliver training that grows talent.
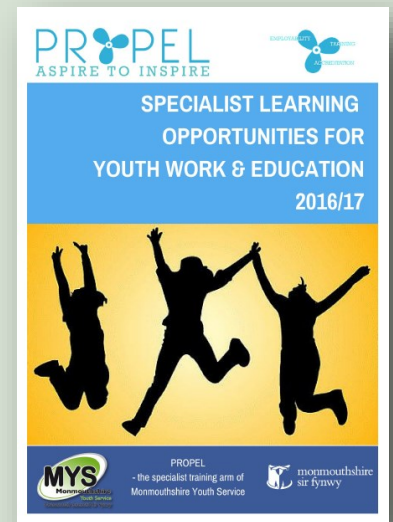
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Collaborating, branding & networking

Our approach as the Talent Lab is a collaborative one. We take pride in the level of knowledge and quality of training that we provide yet we also recognize that there is a wealth of expertise both inside and outside of our organization that we can utlilise. We've worked with partners from around the UK, including renowned speakers from the business world, public and private sector as well as leading motivators from the world of sports performance.. Working across boundaries has enabled us to expand the learning opportunities that we are able to offer to our staff and external clients.

Social media is enabling us to promote and network with audiences that we previously wouldn't have reached. We have made it easier for people to access training, both internally and externally through the utilisation of free online software. This has also enabled more effective coordination and wider publication of not only the Talent Lab's training offer but also the training offered by our colleagues in the wider Monmouthshire County Council team.

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Having a strong brand identity helps us to continue to connect with our customers and build lasting working relationships. We have worked hard as a team to develop the Talent Lab brand to promote our professional approach to training to both our internal and external customers. We have utilised the branding knowledge we have gained to produce marketing materials for the Talent Lab and for our colleagues in other service areas.

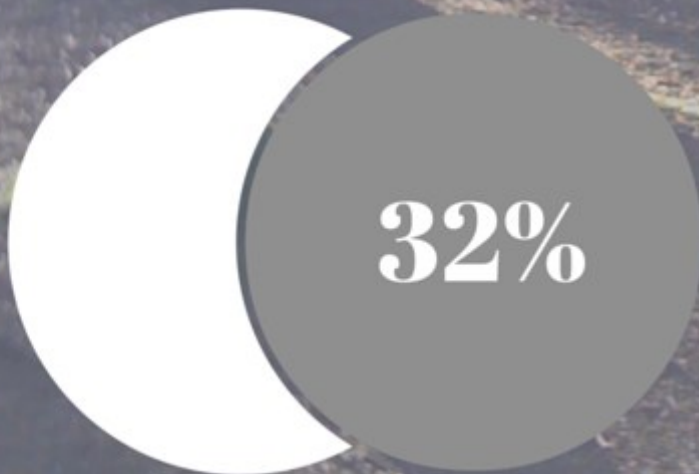Utilising social media to network & advertise courses

talentlab.wales website built for under £25 using in-house staff

111 events

In 1 year, the Talent Lab has hosted/delivered 111 workshops/events

879 participants

32% Increase in skill level

72 delegates from voluntary/ third sector

£ 4,412 +

investment back into communities based on cost of course places

"I love what I do but, it's nice to see it rewarded & appreciated so, thank you "

RESULT

Having developed our own unique coaching model, we have trained over 300 leaders in our organisation to be able to identify and agree performance goals within the workplace. The Result Model equips leaders with the skills, knowledge and techniques to improve and enhance performance across teams in a way that is motivating and considers the needs of individuals as well as the organisation. Through mapping outcomes of the programme to a global study undertaken by CIPD, we know that coaching provides up to a 7x return on investment and you can expect to see up to a 22% increase in the performance of individuals who operate within a coaching culture.

Our unique 2 day modules are available through our open programme or bespoke to an organization. We are receiving requests for the RESULT Coaching Programme from external clients and have already delivered a bespoke programme in Buckingham University.

What Our Attendees Say...

"I really wish that I had come on this course sooner. I feel more confident and literally cannot wait to get back to work and apply the learning."

"I feel that I now have a tool box full of tools to apply to achieve positive outcomes."

"An excellent & enjoyable course that feels 'real' and can be easily transferred to the workplace"

"Theories delivered in a confident passionate and knowledgeable way - genuine deep learning"

"The course was a good blend of theory and practical which catered for all learning styles"
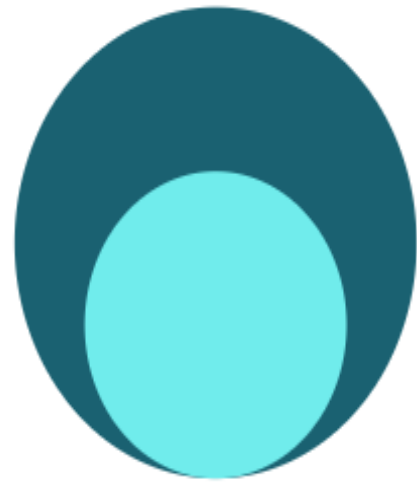
RESULT Coaching

300+ delegates so far

1 day RESULT course created to provide flexible opportunities

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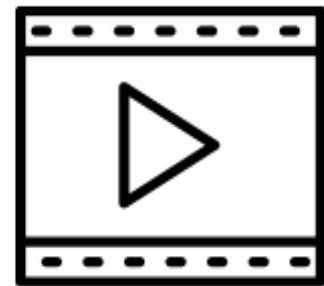**7 RESULT Coaching Refresher & Update workshops held to date**

Cost of course per person for internal staff ranges from £75 - £92

Average increase in skill level of 26%

Precourse Skill Level ■ On completion of Course

Audio course material created & available online to support learning

Global coaching study by CIPD states the ROI is
7 x Cost of Course

ROI £166,152

Wellbeing:
Mindfulness, meaning & motivation

Here at the Talent Lab we deliver a number of courses which explore techniques that will help individuals understand and improve their ability to cope and perform well under pressure. We focus on the key skills and knowledge needed to increase emotional resilience and mental toughness.

This involves a combination of competencies which allow a person to be aware of and in control of their own emotions, to recognise and understand others emotions, and to use this knowledge to foster their success and the success of those they work with.

Bringing mindfulness and relaxation techniques into the workplace are key parts of our wellbeing workshops as we want our colleagues to have the awareness and ability to find a calm and wellbeing state in a chaotic and fast paced working environment.

Reacting to demand → **Bespoke sessions** → **New workshops**

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> 245 attendees

Since April 2015, more than 245 people have accessed the training they needed to improve their own wellbeing & help them succeed

On average, workshop participants are reporting a 31% increase in their skill level

31%

"Friendly atmosphere. Clear discussions led by excellent facilitator"

"I enjoyed everything about the course."

"I recognise my own strengths & weaknesses and recognise other peoples traits"

Course quotes

"Feeling more positive/confident that differences in personalities don't have to be negative"

talentlab

Free ILM training has been accessed from Level 2 to Level 5 across six different themes. To date 48 colleagues have completed ILM training, gaining a valuable qualification and 47 staff members are currently undergoing training. This not only helps those individuals in their current roles, it also helps prepare them for future opportunities in their career progression. We are dedicated to helping our colleagues access the training they need to continue their personal development.

ilm

95 participants

Institute of Leadership & Management

Training accessed for free

of a value in excess of

£450,000

Level 2 Team leaders

Level 3 Learning & Development

Level 3 Facilities

Level 3 & Level 5 Management

Level 4 Advice & Guidance

Level 5 Care

■ Level 2 (9%) ■ Level 3 (31%) ■ Level 4 (40%)
■ Level 5 (20%)

■ Level 2 (12%) ■ Level 3 (56%) ■ Level 5 (32%)

Completed Ongoing

Next Steps –
April & Beyond:

A big part of our work for the latter part of 2015/16 focused upon developing the People Services offer with the wider People Services Team. The offer allows us to make best use of our collective expertise and knowledge to provide a cohesive pathway of support, training and guidance to our colleagues throughout their journey with Monmouth-shire County Council..

Our focus has always been on enabling our colleagues and communities to work with purpose and passion. The difference will be that instead of doing great things as separate parts of People Services, we will embrace the true collaborative ethos of the Talent Lab to deliver collectively and cohesively as one connected service.

Check In, Check Out:

Performance appraisals are an important part of helping individuals to thrive in their roles. The Check In, Check Out (CICO) appraisal process that was developed in 2014/15 has been revised and updated based on the feedback from our colleagues to provide even greater clarity and guidance.

Effective guidance (including an online video) and training sessions have been developed and delivered collectively by People Services and the Talent Lab. The training sessions will continue to be held regularly throughout the year. Since March 2016, 29 colleagues in leadership roles have attended the new CICO training.

29 colleagues in leadership roles have undertaken revised CICO training

The revised appraisal process features the incorporation of a clearer process for capturing the advice, support and training requirements that are identified. This is enabling us to achieve an even greater level of accuracy when developing planned training to meet the emerging needs.

Colleague & 21st Century Leadership Coded Pathways:

Our values as an organisation and as individuals are embodied by the behaviours we demonstrate. To enable everyone to have a clear understanding of what is expected of us as employees, comprehensive coded pathways of learning and support have been developed.

These coded pathways outline the values we uphold as an organisation, the behaviours that demonstrate this, and the learning resources and channels available to help individuals develop the skills and awareness they need to undertake their roles according to the expected behaviours.

The coded pathways can be viewed on the HUB and a programme of mandatory courses are being developed to support the organisation. Some of our newest developments are Mediation Methods and Skills, Customer Care and Customer Centric Sales. We will continue to develop further courses and work in partnership to deliver training throughout the year.

Continued Focus on Wellbeing

50+ colleagues in leadership roles trained in Mental Health First Aid

Looking after the wellbeing of our colleagues and our communities remains one of our biggest priorities. Whilst the constant pace of change opens up a wealth of opportunities, it also exposes us to high levels of stress. At least 1 in 4 of us will suffer with mental health problems at some point in our lives so it is vitally important that we equip our teams with not only the tools they need to look after their own mental health but also the skills and knowledge needed to recognise when others may be suffering.

So far we have commissioned two accredited Mental Health First Aid courses. The response to these courses has been phenomenal which just goes to show how committed our colleagues are to helping those with mental health issues and learning how to support each other. It's also a sign that we are beginning to break down some of the barriers and stigma surrounding mental health. Already 56 leaders have been trained to be better prepared to support teams and individuals during times of stress and pressures.

A Supportive Organisation

Alongside the Mental Health First Aid training, we are also starting a pilot project that focuses on providing early support for people in the workplace who are experiencing the effects of pressure and/ or stress, whether that be from their home or work lives.

Leaders are being trained to refer people for early support, either through access to counselling services or via support from one of our trained R.E.S.U.L.T Coaches who have signed up to the coaching pool. The aim of this is to help people at the earliest possible point through flexible avenues. Admitting you have a mental health problem can be very daunting which is why we want the support to be easily accessible, flexible to their needs and channelled towards achieving the best possible outcomes for individuals.

A comprehensive development programme has been prepared to provide ongoing learning and development for all of our internal coaches so that they are able to more fully support our colleagues and truly utilise the skills and knowledge they have learnt.

We believe this pro-active and positive approach to supporting people at work is a great step forward to ensuring positive and resilient teams.

More details can be found by visiting the TalentLab on the Hub.

talentlab

E-Learning

We understand that there is no such thing as "one-size fits all" training. Training needs to be relevant, flexible and accessible and this means providing as many channels and opportunities for learning as possible.

We already deliver our workshops in flexible ways to meet the needs of individuals and teams, whether that be a short 1 hour lunchtime workshop or condensed versions of our longer workshops at a location and timescale that suits their service.

A new avenue of training that we have made available to staff is a new platform of E-Learning that has been developed in partnership with the All Wales E- Learning Academy. The E-Learning platform provides a wide range of learning activities for colleagues, leaders and school based staff. It is packed with different subjects for everyone to try at their own pace, wherever and whenever is convenient to them. It is also available from any device at any time to suit you. The platform can be accessed via the Hub and all you need to join is to use your Payroll number to log on in the same way you access Myview, using the password "welcome1".

Examples of Courses:

- Wellbeing of Future Generations (Wales) Act 2015

- Self Development

- Change Management

- Managing Health & Safety

- Financial Inclusion & Tackling Poverty

Even more opportunities

Here at the Talent Lab we are passionate about designing and delivering learning opportunities that hold real meaning by focusing on what can really help make a difference to both individuals and the wider organisation. What matters to you, matters to us. All of our available courses can be adapted to suit your learner needs and can be delivered at a time and place that fits within your requirements. We can develop bespoke courses with you to support the specific learning outcomes you want to achieve.

DESIGNED TO DELIVER

ADDITIONAL COURSES AVAILABLE:

- **Communication Skills**
- **Dignity at Work**
- **First Aid**
- **Customer Care**
- **Customer Centric Sales**
- **Blow Your Trumpet With An Excellent CV**
- **Interview Confidence**
- **Public Speaking**
- **Right person recruitment**
- **Team Dynamics & Performance**
- **The Art of Training & Presentation**
- **1:1 Coaching**
- **Let's Talk About Stress**

For the most up to date information about booking a place on one of our learning events please visit us on the Training Section of the Hub or at www.eventbrite.co.uk talent-lab.

Contact us:

www.talentlab.wales

0044 781 617 6529

kate@talentlab.wales

@lab_talent

Talent-Lab

ROLE PROFILE

Post Title: **Training and Events Organiser**

Post Number: **EMP 16A**

Salary/Grade: **Band E** (21-25)

Hours: 37 hours per week

Location: **People Services**

Responsible To: Training Lead

WELSH LANGUAGE ASSESSMENT:

(c) Welsh language skills are desirable

Who are we?

The post is part of TalentLab which is the learning and development section of Monmouthshire People Services

Our Purpose:- to identify, design and deliver learning at the right time, in the right place to help people do their jobs effectively.

The Purpose of this Role:-

Working alongside people services colleagues this important role means we can co-ordinate the design, delivery and measurement of learning and development activity in Monmouthshire County Council and through our partnership arrangements within the community. We also design and deliver learning for external customers.

Expectation and Outcomes of this Role:-

1. **Learning design/delivery and event management**

   - **To contribute to the design and delivery of a learning and development plan based on information from organisational training needs analysis**
   - **To schedule learning and events in an appropriate manner avoiding clashes of events with similar target audiences**
   - **To ensure arrangements are made for events to run smoothly having regard to venues, catering, equipment and accommodation**
   - **Design learning materials and resources**
   - **Design and distribute learning and marketing publicity for internal and external events such as workshops, conferences, workbooks and other publications**

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- To take a lead role in the development of learning and development hub, websites, branding and digital marketing.
- To contribute to the delivery of learning and development where appropriate.
- To anticipate and monitor the cost and income of all activity
- Collate applications for learning and development activities, prioritising nominees where appropriate, confirming attendance/non-attendance and maintaining reserve lists to ensure all available places are utilised
- Co-ordinate evaluations of customer satisfaction and learning outcomes, keeping records for the purposes of statistical information and performance management

2. **Data/Records**
- To co-ordinate the presentation of data linked to people services activities for presentation to DMT, SLT and the People Board
- To establish and maintain the staff development and training database ensuring it meets the information requirements of the Organisation and Welsh Government
- Maintain accurate records of Learning and Development activity
- Maintain accurate information on forthcoming events
- To produce reports and other management information including equal opportunities and absence data
- Operate efficient data storage/retrieval systems
- To track the progress of staff undertaking learning and development programmes
- Provide information for staff on their personal development programme/continuing professional development
- To liaise with wider people services team to ensure information on staff is up to date, accurate and comprehensive.

3. **Budget**
- To arrange for the raising of purchase orders and payment of invoices
- To ensure payments are allocated to the relevant cost code
- To ensure all financial transactions are carried out in an effective, efficient and timely manner
- Monitor financial activity, keeping appropriate records and reporting to the People Development Lead as appropriate

.
4. **Other**
- Manage all printed resources, purchasing books, journals and training packs as appropriate
- Receive enquiries, responding effectively using excellent verbal and written communication skills
- Be able to work independently and be capable of making decisions on behalf of people services and work as a team member
- Attend meetings both in a support capacity and on occasions as a representative of people services e.g. with customers/suppliers.

- **Be committed to undertaking own learning for personal and service development.**
- **Advise the Training Lead of deficiencies or problems with the service and be proactive in developing the service making necessary changes to practice and procedures.**
- **Actively support and implement the principles and practice of equality of opportunity as laid down in the Council's Equal Opportunities Policy.**

Here's what we can provide you with:-

- Being part of a positive and supportive team
- Flexible working
- Great support and feedback to help you perform at your best
- Exciting, varied and challenging work
- The opportunity for you to contribute your ideas
- Support to help you learn, develop and grow
- Access to 1-1 coaching

What else you need to know…..Monmouthshire Values are:

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

In addition:

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

The authority operates a Smoke Free Workplace Policy which all employees are required to abide to.

Person Specification

How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-

REQUIREMENTS	WEIGHTING HIGH / MEDIUM / LOW	HOW TESTED
1. EDUCATION/QUALIFICATION KNOWLEDGE		
Able to use Microsoft Office including Word and Excel, and online systems such as Eventbrite,Twitter,Facebook	High	Application Form/Interview
2. EXPERIENCE		
Experience of scheduling and organising events to set deadlines	High	Application Form/Interview
Experience of negotiating terms and conditions of contracts with external providers	Low	Application Form/Interview
Experience of learning/workshop design/delivery methods	High	
Knowledge, skills and experience of marketing/digital marketing	High	
An understanding of business/company branding	High	
Experience of compiling and maintaining accurate records of staff development and training activity	Medium	Application Form/Interview
Experience of anticipating, processing and monitoring expenditure against designated cost centres	Medium	Application Form/Interview
3. COMMUNICATION / INTERPERSONAL SKILLS		
Ability to communicate effectively at all levels of the organisation both verbally and in writing	High	Application Form/Interview
Ability to establish positive working relationships with representatives from external agencies and or organisations	High	Application Form/Interview
4. APTITUDE AND SKILLS		
Ability to set priorities and manage progress of work within competing deadlines	High	Application Form/Interview
Demonstrate problem solving skills, be self motivated and able to use own initiative	High	Application Form/Interview
5. EQUAL OPPORTUNITIES		
Willing to abide by the Council's Equal Opportunities Policy, including undertaking appropriate equality awareness training.	High	Application Form/Interview
6. SPECIAL CIRCUMSTANCES		
Be able to drive and have access to a vehicle for business use for which the agreed MCC mileage allowance will be paid	High	Application Form

**Should you require any further information regarding this post, please contact:
John McConnachie , Training Lead Tel: (0788 69 89 703)**

Closing Date: 12 Noon on (Insert Date) 2016

monmouthshire
sir fynwy

SUBJECT:	**PROCUREMENT CARD POLICY**
MEETING:	**Individual Cabinet Member Decision**
DATE:	**31 August 2016**
DIVISION/WARDS AFFECTED: ALL	

1.   PURPOSE:

To seek approval for the Procurement Card Policy to be used within the Authority.

2.   RECOMMENDATIONS:

That the Procurement Card Policy included as Appendix 2 be approved.

3.   KEY ISSUES:

In 2013 Barclaycard won the contract with the Welsh Government to be the provider for the Welsh Government Procurement Card scheme.

Monmouthshire County Council (MCC) had identified a need for a payment function that enabled both immediate and online payments to be undertaken.

Following research into the Procurement Card facility, which involved liaising with other Welsh Local Authorities already using the Welsh Procurement Cards (Newport City Council and Swansea City Council to name a few),it was agreed by the Head of Finance that a trial would be undertaken within MCC.

The trial consisted of approximately 30 cards issued to individuals from the following services: Children's Services, Highways, Comprehensive School, Home to School Transport, Emergency Planning, Legal, Operations Facilities, CMC2 and the SRS.

The trial was based on a policy that had been drafted from best practice of the Welsh Government and other Welsh Local Authorities. Throughout the trial amendments have been made to the policy which reflects the needs of MCC. For Example the number of roles assigned to officers within the policy has been amended to work within MCC structures and transaction limits have been adjusted to accommodate MCC working practises.

We are now at the stage where we have learnt all we can from the pilot and need to agree the policy to move the program forward.

The policy attached in Appendix 2 outlines the program and procedures governing the Welsh Government Procurement Card (Procurement Card) scheme for purchasing across

Monmouthshire County Council (MCC). It outlines the roles and responsibilities of the Budget Holder, Agresso Administrators, Cardholders and the Procurement Card Administration Team.

Procurement Card Governance and Assurance is required within an overall framework of checks.

These are as follows:

- The policy is under the general control of the Head of Finance.
- Separation of duties (there must always be a separation of duties between the Budget Holder, Agresso Administrator and Purchase Card Scheme Administrator).
- Demonstrable audit trails.
- Meaningful and regularly produced management reports. Data integrity checks and compliance checks.

4.   REASONS:

The Authority needs to put a policy in place to mitigate against any risks associated with the use of Procurement cards to protect both the card holder and the authority.

5.   RESOURCE IMPLICATIONS:

As the number of cards being used increases, there will be a slight increase in the administration resource required in central finance. Also the policy reinforces that the responsibility for checking and validating receipts/spend lies with the Budget Holder.

To mitigate some of the administration, the load of data from the Barclaycard Spend Management System into the Agresso system for card holders to check and process transactions has been automated. Previously this was a manual process with lots of duplication.

Dependant upon the scale of roll out of this facility further resource may be required at some point in the future. The further roll out of cards is subject to approval by the Head of Finance (or representative) of business cases submitted by individual sections, impact on resource will be assessed at this stage before the roll out is agreed.

6.   SUSTAINABLE DEVELOPMENT & EQUALITY IMPLICATIONS:

The significant sustainable development and equality impacts identified in the assessment (Appendix 1) are summarised below for members' consideration:

1. The procurement card will support direct services by providing them with the ability to purchase relevant goods / services to assist them in achieving this goal which may not have otherwise been possible / practical via other payment methods.
2. Payment methods have changed over the years with more and more businesses updating to accept electronic payments. Many online businesses will only accept immediate payment via a payment card. We need to provide services with the ability purchase goods and services in this environment.
3. Many Suppliers only accept immediate payment for goods and services thus eliminating the risk of bad debts. Offering this payment method will increase the supply base of the authority which is both good for the authority obtaining competitive pricing and the supplier by increasing business trade.

The actual impacts from this report's recommendations will be reviewed every 2 years and criteria for monitoring and review will include:

Regular Audit review of the Purchase Card Provision and Policy

7.   SAFEGUARDING & CORPORATE PARENTING IMPLICATIONS:

There are no safeguarding or corporate parenting implications linked with this report.

8.   CONSULTEES:

- Strategic Leadership Team
- All cabinet Members
- Head of Finance
- Head of Legal
- Revenues, Systems & Exchequer Team
- Internal Audit
- Card Holders involved in the pilot

9.   BACKGROUND PAPERS:

Appendix 1 Future Generations Evaluation Form
Appendix 2 Procurement Card Policy
Appendix 3 Brief overview of Procurement Card Policy

10.   AUTHOR: Lisa Widenham

11.   CONTACT DETAILS:

Tel: 01633 644282
E-mail: Lisa Widenham@monmouthshire.gov.uk

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	Future Generations Evaluation
monmouthshire sir fynwy	**Future Generations Evaluation** **(includes Equalities and Sustainability Impact Assessments)**

Name of the Officer Lisa Widenham **Phone no: 01633 644282** **E-mail: LisaWidenham@monmouthshire.gov.uk**	**To seek approval for the Procurement card Policy to be used within the Authority.**
Name of Service Revenues, Systems and Exchequer	**Date Future Generations Evaluation** form completed 02.08.16

NB. Key strategies and documents that may help you identify your contribution to the wellbeing goals and sustainable development principles include: Single Integrated Plan, Continuance Agreement, Improvement Plan, Local Development Plan, People Strategy, Asset Management Plan, Green Infrastructure SPG, Welsh Language Standards, etc.

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

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	The procurement card will support direct services by providing them with the ability to purchase relevant goods / services to assist them in achieving this goal which may not have otherwise been possible / practical via other payment methods.	
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and	N/A	

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
can adapt to change (e.g. climate change)		
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	N/A	
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	N/A	
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	N/A	
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	N/A	
A more equal Wales People can fulfil their potential no matter what their background or circumstances	N/A	

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

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Long Term — Balancing short term need with long term and planning for the future	*Payment methods have changed over the years with more and more businesses updating to accept electronic payments. Many online businesses will only accept immediate payment via a payment card. We need to provide services with the ability purchase goods and services in this environment.*	
Collaboration — Working together with other partners to deliver objectives	We have and will continue to work with Barclaycard, Welsh Purchasing Consortium and other Welsh Local Authorities, Various Suppliers to get the best use of the Procurement Card Program.	
Involvement — Involving those with an interest and seeking their views	We have and will continue to work with Direct Service Departments, Barclaycard, Welsh Purchasing Consortium and other Welsh Local Authorities, Various Suppliers to get the best use of the Procurement Card Program.	
Prevention — Putting resources into preventing problems occurring or getting worse	Many services have reported not being able to purchase goods or services at the most economical online as the card facility has not previously been available. In addition Children Services who have been part of the pilot scheme have been able to secure necessary equipment at short notice, book accommodation for clients at local accommodation and purchase items only available online e.g. driving tests.	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Considering impact on all wellbeing goals together and on other bodies **Integration**	*Many Suppliers only accept immediate payment for goods and services thus eliminating the risk of bad debts. Offering this payment method will increase the supply base of the authority which is both good for the authority obtaining competitive pricing and the supplier by increasing business trade.*	

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

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	Children Services have been part of the initial pilot. They have benefited from being able to secure goods services at competitive prices, Purchase of items only available of the internet e.g. copy of birth certificate, book local accommodation based on clients needs. Each service working with clients with this protected characteristic could benefit in the same way, making the service more accessible.		

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Disability	N/A		
Gender reassignment	N/A		
Marriage or civil partnership	N/A		
Pregnancy or maternity	N/A		
Race	N/A		
Religion or Belief	N/A		
Sex	N/A		
Sexual Orientation	N/A		

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

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

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	Children Services have been part of the initial pilot. They have benefited from being able to secure goods services at competitive prices, Purchase of items only available of the internet e.g. copy of birth certificate, book local accommodation based on clients needs making the service more accessible and responsive.	*Safeguarding is about ensuring that everything is in place to promote the well-being of children and vulnerable adults, preventing them from being harmed and protecting those who are at risk of abuse and neglect.*	
Corporate Parenting	Children Services have been part of the initial pilot. They have benefited from being able to secure goods services at competitive prices, Purchase of items only available of the internet e.g. copy of birth certificate, book local accommodation based on clients needs making the service more accessible and responsive.		

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

The card scheme has been piloted for a period of time.
The pilot consisted of on average 30 card holders from different sections across the authority which included: Schools, Children Services, Highways, Home to School Transport etc.
The policy had initially been drafted based on best practice at other local authorities around Wales and subsequently updated as the pilot progressed within Monmouthshire to incorporate feedback from Card Holders, Finance and Audit.

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

Positive

- The procurement card enables the authority to keep up to date with the changing environment of supplier for example purchasing goods and Services online.
- The policy helps mitigate risk to both the individual card holders and the authority by setting out clear procedures to be followed and monitoring the procedures have been adhered to.

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

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

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

The impacts of this proposal will be evaluated on:	August 2018 – Audit Review of Procurement cards

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

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	*Individual Cabinet Member Decision*		

Contents

Glossary of terms

Glossary term	Glossary definition
Service Area	Area of Responsibility assigned to a particular identifiable group of officers for this role eg Heads of Service
Card Holder (CH)	Officer(s) the card is issued to. Each card is issued to a named individual.
Procurement Card Distributor (PCD) Code allocation	Officer(s) responsible for coding Procurement Card transactions on the Agresso System and attaching related receipts to the transactions.
Budget Holder / Agresso Approver (BH)	Officer(s) responsible for all income and expenditure against a specific budget. Generally the budget holder and the Agresso Approver will be the same officer unless level of spend has been segregated on the Agresso System.
Barclaycard Spend Management (BSM)	BSM is an online management tool which provides transaction and statement data for Procurement Card activity.
Procurement Card Administration Team (PCAT) Creditors@monmouthshire.gov.uk	This is the team responsible for the administration of the Procurement Card scheme which includes: creation and maintenance of policies and procedures, review and submission of relevant forms to Barclaycard, Liaison between Barclay Card and Monmouthshire County Council. Creation and maintenance of system interfaces. Maintenance of the BSM system etc. The role is currently allocated to the Financial System Support Team.

Section 1: Policy

1.1. Policy introduction

1.1.1 Purpose of this policy document

This document outlines the policy and procedures governing the Welsh Government Procurement Card (Procurement Card) scheme for purchasing across Monmouthshire County Council (MCC). It outlines the roles and responsibilities of the Budget Holder, Procurement Card Distributors, Cardholders and the Procurement Card Administration Team.

This policy applies to ALL Procurement Card Schemes administered by MCC e.g. SRS, CMC2, Schools.

Please refer to separate policy for Lodged Procurement Cards.

Note: all staff involved in the administration of the Procurement Card or who require a Procurement Card must read this document prior to applying for a card and sign to agree that they will follow this policy prior to the card being issued.

All staff must follow the policies and procedures given in this document. Failure to adhere to the policy requirements may result in withdrawal of a Procurement Card and / or disciplinary action in accordance with the relevant disciplinary policies.

Staff should also refer to (MCC) Finance and Procurement policies as other council policies also govern purchasing and payment practice. Please see below:

Financial Procedure Rules
http://corplib/_layouts/15/WopiFrame.aspx?sourcedoc=/Records/Management/Strategic%20planning/Polices%20and%20procedures/Financial%20Procedure%20Rules.pdf&action=default

Contract Procedure Rules
http://corplib/Records/Management/Strategic%20planning/Polices%20and%20procedures/Contract%20Procedure%20Rules.pdf?Web=1

Financial Instructions for Schools
http://corphub/initiatives/CYPFinance/Documents/Forms/Allitems.aspx

1.1.2 Procurement Card Governance and Assurance

Procurement Card Governance and Assurance is required within an overall framework of checks.

These are as follows:

- The policy is under the general control of the Head of Finance.

- Separation of duties (there must always be a separation of duties between the Budget Holder, Procurement Card Distributor and Procurement Card Scheme Administrator – please note the card holder can be either the Procurement Card Distributor or the Budget Holder but not both).
- Demonstrable audit trails.
- Meaningful and regularly produced management reports.
- Data integrity checks and compliance checks e.g. VAT.

1.1.3 Procurement Card overview

A Procurement Card is a Visa branded purchasing card, operated within MCC via Barclaycard. It is a recognised method of purchasing and payment for goods or services purchased in line with agreed business cases.

Suppliers' bank accounts will be credited with the transaction amount four days after a purchase has been made using a Purchasing Card.

The Authority will make one monthly BACS payment to Barclaycard for the total expenditure on each of the Authority's Purchasing Cards schemes.

The Procurement Card is not intended to replace the current purchasing and payment systems, but to complement MCC purchase order and payments systems.

The use of Purchasing Cards is permitted in the following circumstances:
- Where suppliers do not accept purchase orders, for example, when purchasing via the Internet; or
- When working outside of normal office hours when a Purchase Order cannot be raised; or
- Where supported by a business case to evidence service efficiencies (Business Case must be approved by Head of Finance or delegated officer).

Procurement Cardholders must only use the card for official business purposes. Misuse of the Procurement Card may result in disciplinary action and/or criminal proceedings.

Where transaction queries are raised with the Cardholder, it may be necessary for the Procurement Card Administration Team to report their responses to senior officers and MCC Chief Internal Auditor. Failure for Cardholders to respond to queries could result in the cancellation of cards.

1.1.4 Procurement Card Transparency

In accordance with MCC requirements for transparency, MCC will publish Procurement Card transactional level data on the MCC internet. This data is published monthly in arrears.
Publishing data will provide:
- Visibility to the use of the Procurement Card to the general public
- Evidence of control and compliance.

Before publication the data will be distributed to all managers to arrange for the transactions to be checked, and if necessary, explained. It is important to note that the details of all transactions will be in the public domain.

Transactions which are seemingly not in the interest of the taxpayer or do not represent general business activity may result in press and/or public interest. It is the responsibility of Cardholders and Budget Holders to be able to justify any transaction they make.

1.2. Policy regulations and restrictions
1.2.1 Administration and authorisation

All staff must ensure compliance with all business rules and purchasing restrictions.

- All staff that are given responsibility for Procurement Card authorisation, administration and usage must be permanent members of staff.
- Service Areas can have more than one Cardholder and more than one Procurement Card Distributor. It is recommended, wherever possible, that the Budget Holder is the line manager or a manager above the cardholder in the reporting hierarchy.
- Each Budget Holder can check the purchases of more than one Cardholder as long as the expenditure is being charged to their budget.
- Only requests from Budget Holders for changes to Cardholder details or to set up new Cardholders will be actioned by the Procurement Card Administration Team.
- To ensure the risk of fraud and misuse is mitigated Budget Holders in general must not hold a card themselves. However it is accepted that on occasion this situation may be unavoidable, particularly in smaller offices. Should this situation arise then the Procurement Card Distributor must be different from the Cardholder

Prohibited	Person A	Person A
	Cardholder ⟶	Budget Holder
	Procurement Card Distributor ⟵	Budget Holder

Allowed

	Person A	Person B	Person A
Scenario 1	Cardholder ⟶	Procurement Card Distributor ⟶	Budget Holder
Scenario 2		Cardholder and Procurement Card Distributor ⟶	Budget Holder
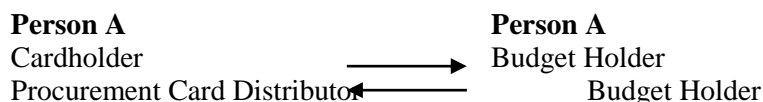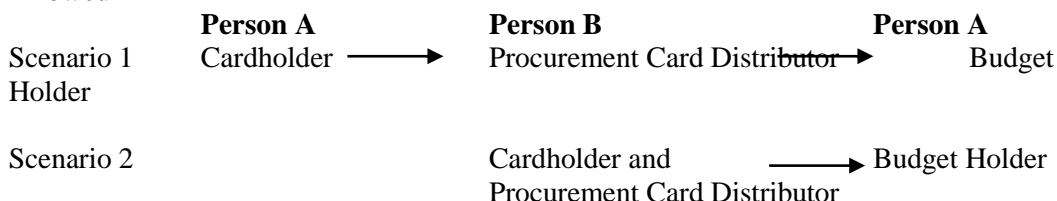
1.2.2 Delegated Financial Authority

It is the responsibility of the budget holder to ensure Cardholders have the correct delegated authority.

Procurement Card Delegated Authority

- Cardholders must always have an authorised level of spend equivalent to the Monthly Limit on the requested Procurement Card.

Cards can be associated with more than one Service Area to enable the cardholder to purchase on behalf of more than one service. Cardholders should not apply for a second card.
A default cost centre is set for each card so that in the event of any payments not being coded for any reason there is a cost centre to charge against.

1.2.3 Procurement Card credit limits

Each card carries a monthly credit limit for control purposes:

- 'Monthly credit limit', this is the total amount that can be purchased within each monthly cycle. (The cycle runs from the 15th of one month to the 14th of the next, inclusively.)

All new cards are set as standard in line with the business case (amount is inclusive of VAT) monthly limit; Card holders have no authority to amend this amount.

Any requests for change need to be referred to the Procurement Card Administration Team on a case by case basis by the budget holder. Request should be made through via email to the Procurement Card Administration Team.

1.2.4 Procurement Card application forms and personal data

Card Holders must ensure that the applications forms provided by the Procurement Card Administration Team are fully and accurately completed.

Acceptance of the *Personal data form* terms and conditions are a mandatory legal requirement under Financial Services Authority (FSA) rules and must be signed by each Procurement Card Cardholder.

The *Personal data form* must then be returned to the Procurement Card Administration Team to keep on record as evidence of acceptance.

1.2.5 Procurement Card purchasing rules

The following rules apply for Cardholders making purchases with their Procurement Card:

- For each requisition, the Cardholder should first follow all necessary procedures to ensure value for money before making the purchase.
- MCC contracted suppliers must be used whenever possible to ensure value for money and increased security of Procurement Card details (If in doubt the cardholder must contact the Strategic Procurement Section).
- The Cardholder must always personally place the order.

Note: compliance with this rule is closely monitored and repeated non-compliance will result in a breach which will be reported to MCC Chief Internal Auditor and cancellation of the Procurement Card.

- When using a Procurement Card, Cardholders must never personally benefit by gaining points on store loyalty cards, accepting sales vouchers or by any other means. This breaches policy on propriety and will be treated as a disciplinary offence.
- The Cardholder must always ask for the sales receipt or goods received note to be sent with the goods when ordering over the phone.
- Cardholders should also be mindful to ensure that a VAT receipt is obtained for all transactions paid for by Procurement Card.

The VAT receipt should be marked for information purposes only and not for payment. Any invoices received relating to Procurement Card purchases should be returned to the supplier to avoid duplication of payment.

- When an incorrect amount has been charged, the Cardholder must approach the supplier to resolve the problem within 48 hours of receiving the statement.

1.2.6 Procurement Card restrictions on use

The Procurement Card must never be used to make purchases contrary to MCC strategies and purchasing policies. This means that the cards cannot be used to purchase goods and services from an alternative supplier where a contract exists.

Off-contract spend or expenditure outside of an established procured contract is monitored centrally by the Procurement Team and will be challenged.

Restrictions / blocks applied to Procurement Card Merchant Category Groups (MCG) or Procurement Card Merchant Category Codes (WPCMCC) apply to all cards.

In special circumstances where there are operational difficulties which cannot be avoided cards may be unblocked for a category. A business case should be sent to the Procurement Card Administration Team for consideration.

1.2.7 Purchases prohibited by Procurement Card policy

Procurement Card **must not** be used for:

- obtaining cash
- paying invoices
- Direct debits – acceptable in exceptional circumstances only, and with prior authorisation by the Head of Finance or representative.
- making payments that fall under the Construction Industry Scheme (CIS)
- Payments to suppliers who have breached Procurement Card terms and conditions. Cardholders will be notified of these suppliers by the Procurement Card Administration Team
- purchase of capital equipment
- payment gateways, e.g. PayPal whereby card details are stored with the gateway supplier

**Procurement Card Visa is categorised into 34 Categories of spend.
Cardholders have access to all these groupings except those listed below**.

Procurement Card Category Description	MCC Blocked Y/N	Comments
Cash	Y	Cash withdrawal has been blocked for all Procurement Cards

1.2.8 Procurement Card non-compliance reports

Monthly non-compliance reports are maintained by the Financial Control Team and are available to the Procurement Team, Vat Team, Audit Team and the Procurement Card Administration Team for review. Where unauthorised purchases have been made; these will be reported to the Head of Finance and the relevant Budget Holder for further investigation.

If you have questions about specific purchases please consult your Budget Holder in the first instance or the Procurement Card Administration Team.

1.2.9 Contingency cards

Cards which are used to purchase in operational emergencies are exclusively for this purpose.

Contingency Cards are to be supported by a business case. Use of these cards will be rare by nature. If spend is incurred on these cards, the relevant Budget Holder is responsible for ensuring spend is justified.

1.2.10 Delivery of goods purchased with Procurement Card

It is Procurement Card policy that all orders must be delivered to an official departmental address, ideally orders should be delivered to the Cardholder; however, it may be operationally necessary for orders to be delivered to specific locations. Cardholders should state the delivery location when placing an order. Any *Goods received notes* sent by the supplier (including those sent to stores) should be retained.

Regulations state that the supplier must be in a position to dispatch the goods before a transaction is processed. If the supplier has to place a back order because the goods are not in stock the transaction cannot be undertaken until the goods are available for despatch. At this time the supplier should contact the Cardholder for authorisation.

Note: where the supplier agrees to credit returned goods or failed service, they must apply the credit to the Procurement Card that made the purchase.

1.3. Record management policy

1.3.1 Importance of record management
Record management is essential to the success of the Procurement Card scheme. *Procurement Card statements*, *receipts* and all associated documents are to be retained to support the financial statements and reduce the risks of fraud or of staff being left in a vulnerable position should queries about individual purchase arise subsequently. This means documents for the current financial year, plus the six previous financial years must be retained. All documents should be kept in a secure location and be available for Audit as required.

1.4. Risk management policy

1.4.1 Importance of risk management
A Budget Holder/ Procurement Card Administration Team/ Procurement Officer must carry out spot checks on Procurement Card transactions inline with their own local risk management checks and compliance controls. The checks must be performed by a member of staff who is not a Cardholder.

It is the Budget Holders responsibility to report any forms of misuse, irregularities or potential breaches of propriety to the Procurement Card administration Team. Checks must be made to ensure Procurement Card transactions made for Travel and Subsistence expenses are not claimed elsewhere.

Cardholder lists must be verified six monthly with the Budget Holder. Any discrepancies noted must be reported to the Procurement Card Administration Team.

Cardholders, Procurement Card Distributors and Budget Holders should be made aware that departmental controls over procurement cards will be subject to inspection as part of normal Internal Audit routines.

1.5. Card security and fraud awareness policy

1.5.1 Importance of card security and fraud awareness
The potential for frauds or Cardholder misuse is a key risk in the use of the card programme. A number of key controls have been built into the system to prevent, detect and deal with this.

The monthly spend limits are outlined in Section 1: Policy (1.2.3). CHIP & PIN provides added protection for point of sale transactions and **the ease with which transactions can be traced is also a deterrent.**

All staff (where applicable) must forward the details of all known incidents of fraud or suspected fraud to MCC Chief Internal Auditor.

If the cardholder suspects any fraud on the card the Cardholder must notify Barclay Card immediately using the 24-hour customer service (a leaflet containing contact details is provided with the Procurement Card – officers must ensure this is kept in an accessible location). The bank will cancel the card and arrange to issue a replacement. The cardholder should ensure that they have the details of the suspect transaction when making the call.

Where fraudulent activity has been suspected, the Card Administrator should cut the card through the magnetic strip and the chip and dispose of it in confidential waste. All users have a responsibility to make themselves aware of the areas of risk, and of what to do if fraud is suspected. What follows are the key points with regard to your Procurement Card.

1.5.2 Receiving your card and PIN
Cards are provided to named Cardholders and are not transferable.
Upon receipt the Cardholder must memorise and destroy the PIN in confidential waste.

1.5.3 Securing your card
When the Procurement Card is in use the Cardholder should retain the card on their person at all times, and never leave it unattended.

When the Procurement Card is not in use, it should either be retained on their person or must be locked in a secure place and should only be accessed by the Cardholder.

1.5.4 Non disclosure of card details and PIN
The Procurement Card should never be photocopied.

When making a purchase in person, the Cardholder should never let a cashier take the Procurement Card away, out of sight. If this happens the Cardholder must report the incident as suspected fraud.

The Cardholder should not disclose the full 16-digit number of the card to any other member of staff. Some Procurement Card forms require the full card number. These forms should only be completed by the Cardholder and only sent to the Procurement Card Administration Team.

Never email or fax any card details to suppliers.

Cardholders are expected to take reasonable care to avoid inadvertent disclosure of their card number, and to be aware of their surroundings and those present when using the Procurement Card. In particular, they should take care when using the card in public areas or over the telephone.

The Cardholder should never disclose their PIN or three-digit security code to any other staff member in any situation. If this happens accidentally (or the Cardholder suspects it has happened), Cardholders should contact the Procurement Card Administration Team to request a new PIN, or Procurement Card. Cardholders should also never write the PIN or security code down.

1.5.5 Procurement Card online card security

When purchasing online, Cardholders should always ensure they are using a secure site. The Internet address for secure sites begins 'https' and not just 'http'. Please refer to current best practice guide for purchasing over the internet available on https://www.getsafeonline.org/shopping-banking/shopping1/

The Cardholder must never reply to emails purporting to be from the bank. All genuine communication regarding Procurement Card will be sent from the Procurement Card Administration Team.

Section 2: Roles and responsibilities

This section defines the roles and responsibilities that individuals have when managing and utilising the Procurement Card on behalf of MCC.

2.1. The Budget Holder

2.1.1 Budget Holder role
The Budget Holder is a permanent member of staff with budget responsibility.

2.1.2 Budget Holder responsibilities for Procurement Cards:

- Submitting a business case identifying card holders to the Procurement Card Administration Team.
- Budget Holders must check and ensure that all cardholders have read the Procurement Card policy and are aware of their obligations before using the card
- ensuring that the card holder has read and understood the personal data terms and conditions contained within the electronic application form and that they have signed a hard copy which the Procurement Card Administration Team must secure locally
- validating the data within all card applications before forwarding to the Procurement Card Administration Team for processing
- maintaining a list of cardholders and their business contact details for communication and administration purposes
- Checking their Cardholder(s) purchases and documentation each month, reconciling the *Card transactions* and recording any errors, mismatches, omissions or potential misuse.
- arranging for all associated documents to be retained for the current financial year plus the previous six years as per audit requirements
- Reporting any misuse or non compliance to the Procurement Card Administration Team and Chief Internal Auditor.
- Updating the Procurement Card Administration Team with any changes in their details or those of their Cardholder via email. E.g. staff who leave the authority or who leave the Section must be reported immediately to the Procurement Card Administration Team.
- ensuring card security during any long term absence of the Cardholder
- appropriate disposal of old or expired cards
- review and approval of Procurement Card transactions and documentation on Agresso
- Production of management information reports via Agresso as and when required.

2.2. The Cardholder

2.2.1 Cardholder role
The Cardholder is a permanent member of staff nominated by the budget holder. By inclusion in the business case the cardholder is deemed to have been assigned the appropriate level of delegated financial authority by the Budget Holder to purchase goods and services via Procurement Card in accordance with the MCC Procurement Card policy.

2.2.2 Cardholder responsibilities
The Cardholder is responsible for the following:

- compliant use of the Procurement Card as outlined in the Procurement Card policy
- must ensure that all necessary procedures to ensure value for money are followed for each purchase
- is responsible for the security of their assigned card, card number and PIN [Section 1:Policy (1.5)]
- keep accurate and up-to-date *records*
- Must reconcile their *Card transactions* with their *Purchases*, confirming that the details accurately reflect the purchases made, and submit receipts along with all other documents when recording / coding the transactions on Agresso at the end of each period for approval (Training will be provided to all card holders before the card is issued).
- Must ensure that any overcharges are credited back to the Procurement Card.
- Must retain Procurement Card spend receipts and associated documents e.g. Vat receipts.
- must raise any Procurement Card queries with the Procurement Card Administration Team
- Must update Procurement Card Administration Team of any changes (e.g. maternity leave).

Note: Cardholders are reminded of the need for care when using the card and particularly in the selection of suppliers used to make purchases. Where possible, a contracted supplier should always be used as prices charged will have been determined in advance (All Welsh Purchasing Consortium contractors allow Procurement Card transactions).

Details of current contracts can be viewed via the "Contract Register and Forward Plan" following the below link:

http://corphub/initiatives/Procurement/SitePages/Home.aspx

2.3 The Procurement Card Distributor Role and Responsibilities

2.3.1   Procurement Card Distributor Role
The Procurement Card Distributor is a permanent member of staff nominated by the Budget Holder by inclusion in the business case. This officer is required to code the Procurement Card Transactions within the Agresso system and attach the relevant receipt to the transaction.

2.3.2   Procurement Card Distributor Responsibilities:
The Procurement Card Distributor is responsible for the following:

- Compliant recording of Procurement Card Transactions as outlined in the Procurement Card policy.
- Confirming that the details accurately reflect the purchases made, and submit receipts along with all other documents when recording / coding the

transactions on Agresso at the end of each period. (Training will be provided to all Procurement Card Distributors before the card is issued).

- must store Procurement Card spend receipts and associated documents
- must raise any Procurement Card queries with the Procurement Card Administration Team
- Must update Procurement Card Administration Team of any changes (e.g. maternity leave).

2.4 Audit

2.4.1 Audit role
This role is completed under the direction of the Chief Internal Auditor or Audit Manger.

2.4.2 Audit responsibilities
The Audit Section is responsible for the following:

- Providing independent assurance on the control environment for procurement cards.
- Undertaking periodic reviews to monitor compliance with Policy and the value for money obtained from the use of the cards.
- Reporting to the Head of Finance, Assistant Head of Finance, Finance Manager and relevant Budget Holders on findings from Audit work undertaken.

2.5 The Procurement Card Administration Team

2.5.1 Procurement Card Administration Team roles
The Procurement Card Administration Team are the first point of contact for Procurement Card Distributors and Cardholders in relation to Procurement Card general administration and control.

2.5.2 Procurement Card Administration Team responsibilities
The Procurement Card Administration Team is responsible for the following:

- issuing key communications to Procurement Card users
- processing card applications and validating card accounts
- dealing with any Procurement cardholder account queries, e.g. unblocking cards, amending card limits
- Acting as the first point of contact with the bank.
- arranging for all payments to be made through the agreed finance process
- Day-to-day maintenance of Barclaycard Spend Management information for Cardholders.
- To provide adhoc/monthly management information upon receipt of an *Application for management information* where staff do not have access to Barclaycard Spend Management System.
- Undertake the download of transaction information from the Barclaycard Spend Management Online System to Agresso.
- Monitor and report on transactions not adhering to this policy.
- Monitor and report on un-recovered Vat as a result of lack of Vat receipts
- Reconciliation of Control Account to ensure monthly payment to Barclay Card matches value of transactions recorded by card holders.
- Reporting any concerns over potential misuse of cards or non compliance with Policy to the relevant Budget Holders and/or Head of Finance for investigation.

Section 3: Procurement Card administration

3.1. Account opening mandate

3.1.1 Product account opening mandate

Each entity e.g. MCC, CMC2 etc is required to set up a product with Barclaycard and it is mandatory that a *Product opening mandate form* is completed before any application forms can be processed by the Authority.
The Procurement Card Administration Team will complete the Product *opening mandate form.*

3.1.2 Nominating the Procurement Card Distributor and the Cardholder

When the product has been set up the Budget Holder must nominate a suitable Procurement Card Distributor and Cardholders, A description of these roles is given in Section 2: Roles and Responsibilities (2.2, 2.3, and 2.4). The nominees must be provided with a copy of this policy and asked to read it through. They must be able to demonstrate an understanding of their responsibilities.

Card Holders, Procurement Card Distributors and Budget Holders will be required to attend an induction program for Procurement Cards after which they will be required to sign to confirm they understand their responsibilities under the Procurement Card Policy.

3.2. Card application, distribution and activation

3.2.1 Card application process
To apply for a Barclaycard Procurement Card, a *Cardholder application form* must be completed by each requestor. The form will be provided by the Procurement card Administration Team. The form must be returned to the Procurement Administration Team to review and forward to Barclaycard

The Procurement Card Administration Team must approve the Cardholder's *Procurement Card application form* and validate its contents including the Service reference numbers and retain locally the card requestors' signed *Personal data form* [Section 1: Policy (1.2.4)].

Forms will be checked and verified by the Procurement Card Administration Team. Incomplete applications will be rejected back to the Card
Holder. Please note personal postal and/or email addresses will not be accepted. Phone numbers must be work landline numbers only.

Approved applications will then be forwarded to Barclaycard within five working days.

3.2.2 Card distribution

All new cards and PINS will be sent to the Procurement Card Administration Team business address. Cardholders will need to arrange to collect cards. Cards are usually received within 5–7 business days.

When Cardholders collect their new card, they must complete an *Acknowledgement of card and PIN receipt form*. They must also attend an induction to MCC Procurement Cards session. This will be arranged by the Procurement Card Administration Team.

The PIN will be sent separately from the Procurement Card and once received the Cardholder must memorise and destroy the PIN in confidential waste.

Card Administrators will need to contact the Procurement Card Administrators if the card or PIN is not received within ten working days.

If Cardholders lose their Procurement Card or forget their PIN, they should contact the Procurement Card Administration Team to request a new PIN, or Procurement Card. Never write the PIN or security code down. To report lost or stolen cards see Section 3: Procurement Card Administration (3.8.1).

3.2.3 Card activation

Upon receipt of the new Procurement Card, instructions will be included regarding the activation process.

3.3. Purchasing process

3.3.1 Purchasing methods
Purchases can be made in one of the following ways:

- by telephone and quoting the card number
- by using the internet, via a secure site, providing the necessary card and delivery details The Internet address for secure sites begins 'https' and not just 'http'. Please refer to current best practice guide for purchasing over the internet available on https://www.getsafeonline.org/shopping-banking/shopping1/
- By visiting the supplier's premises and using CHIP & PIN/signing for the goods.

For security, a supplier may request the billing address of a card. For all cards, this is the Cardholder's business address.

Cardholders must not also issue purchase orders where a Procurement Card has been used.

3.3.2 Items received into Stores

For items received into stores, the Store manager is responsible for updating the *Cardholder* when the goods are received. Items that have been part delivered should

be recorded as such to notify the Cardholder to ensure they take this into account when reconciling statements.

Where goods are not received directly by the Cardholder the original requisitioner must make an entry on the *Purchase transaction log* as independent verification that delivery has occurred.

3.4. Recording and Reconciling Transactions

3.4.1 Recording and reconciliation

- Each purchase must be recorded as it is made, this may be via a log or storage of receipts, orders etc.
- All receipts and delivery notes should be kept. If your purchase is over the phone, then remember to ask your supplier to ensure that the sales receipt/goods received note is sent to you when the goods/services have been delivered.

Transactions made just prior to the end of the monthly card cycle (14th of each month) may not appear on Agresso until the following month. The Card Holder should retain the documentation and carry this forward to their next months' transactions.

The Card Cardholder must also confirm that the:
- purchases were appropriate and made for the Department
- goods or services were received
- Price was fair and reasonable.
- Documentation is in compliance with this policy.

3.5. Cardholder statements

3.5.1 What is Barclaycard Spend Management System (BSM)?
BSM is a Visa internet-based reporting and expense management solution which provides the Procurement Card Administration Team with the ability to review card transactions online within 24 hours of the transaction being posted to the card account in the system.

In accordance with the sustainability agenda, hardcopy *Cardholder statements* will not be provided. All *Cardholder transactions* will be available electronically through Agresso System.

3.5.2 Access to BSM

Access to the system will be made available to Procurement, Audit and the Procurement Card Administration Team upon request.

3.5.3 Disputed transactions and unsatisfactory goods and services
Cardholders may from time to time want to query a transaction on their statement. This can be for a number of reasons such as:

- The card statement lists an item that the Cardholder does not recognise, and cannot be reconciled.

- the incorrect amount has been charged [Section 3: Procurement Card Administration (3.5.5 below)]
- refunds not applied to the Procurement Card
- faulty or damaged goods supplied, refund requested
- goods/services not supplied
- Wrong goods/services supplied.

Barclaycard may need the Cardholder to complete a *Declaration form* or supply copies of correspondence with the supplier. Once they have receipt of this, the bank will perform a thorough investigation with the merchant(s) in question, and will endeavour to get the disputed amount credited back to the Cardholder's Procurement Card account.

Note: Barclaycard only have limited time span to query transactions with the supplier. Therefore it is important that the Cardholder advises Barclaycard of any queries within 30 days from the statement date.

3.5.4 Incorrect amount charged to card
When an incorrect amount has been charged, the Cardholder must first approach the supplier to resolve the problem within 48 hours of the statement being made available in *Agresso.*

If the supplier insists on the transaction being genuine the Card Administrator must raise the issue with Barclaycard. If no explanation follows, the transaction should be treated as a disputed item [See Section 3 (3.5.3 above)].

3.5.5 Goods charged but not received
If the Cardholder is charged for items that have not been received (goods/services), they should firstly contact the supplier to ensure that the goods have been delivered to the correct address. (It is a regulation set down by Visa that the transaction is not processed until the goods are allocated for dispatch.)

If the supplier insists that the goods have been delivered, treat the transaction as a disputed item.

The majority of the time these issues can be resolved by the Cardholder contacting the supplier directly. If the Cardholder is unable to resolve with the supplier they should contact **Barclaycard Customer Services**.

3.5.6 Unsatisfactory goods or services
The Cardholder must raise any disputes relating to unsatisfactory goods immediately with the supplier. If they cannot come to a mutual agreement with the supplier, they should contact the Procurement Card Administration Team as soon as possible. Any credit amount agreed with the supplier must be recorded.

Note: contact the Procurement Card Administration Team immediately if a supplier insists on sending a cheque instead of applying credit to the Procurement Card for returned goods or failed service.

3.6. Change of information

3.6.1 Changing Cardholder details, credit limits and cancelled cards
Budget Holders should ensure that the Procurement Card Administration Team is notified of any change in their contact details, or those of their Cardholder(s) via email. Failure to do so increases the risk of fraudulent transactions being made on the Procurement Card and Services will be liable for any loss incurred in this instance.

3.6.2 Change of Cardholder's name
If a Cardholder changes their name, an email should be sent to the Procurement Card Administration Team. A new Procurement Card, with the same 16 digit card number, will be issued within **ten** working days.

3.6.3 Amending credit limits
The Budget Holder can adjust credit limits, but must assess its requirements for each card carefully in order to set the limits at an appropriate level. The limits should be high enough to enable the Cardholder to make the purchases expected of them, whilst low enough to act as a control. To apply for a change to credit limits an email must be sent to the Procurement Card Administration Team.

Amending credit limits is time consuming. Careful planning should help to avoid having to do this unnecessarily.

3.6.4 Cancelling cards
The Budget Holder must email the Procurement Card Administration Team as soon as possible. If the Cardholder is leaving the department, this form must be completed beforehand; so that a specific date can be given.

To destroy the card, the Budget Holder must cut through the magnetic strip of the card and the part of the card containing the chip and dispose of it in confidential waste.

3.6.5 Long-term absence
If a Cardholder is on long-term absence, it is the Budget Holders responsibility to ensure the security of the card. They must:

- lock the card in a secure cabinet where possible and / or
- Email the Procurement Card Administration Team, requesting that the monthly transaction limit of the card is set to zero. When the Cardholder returns to work, the card should be returned and an email request made for the credit limit to be reset.

If the card remains inactive for a period of six months and the Procurement Card Administration Team have not been advised of a long-term absence then the card is subject to cancellation

3.6.6 Withdrawn cards
Budget Holders must ensure the destruction of cards that are withdrawn or no longer required for any reason and notify the Procurement Card Administration Team in order for them to cancel the card.

3.7. Reporting and management controls
3.7.1 Reports for Directorate Finance Officers

Transactions will be directed to Procurement Card Distributors for coding in Agresso when the monthly statement from BSM is loaded by the Procurement Card Administration Team. Once coded these transactions will be routed to the relevant Budget Holder for approval based on the workflow set up within Agresso.

Should the transactions not be coded within the defined period, they will be posted to the code supplied on the business case and a warning issued.

Warnings will consist of emails to the cardholder and budget holder identifying the issue, the action taken and advising if future returns are not submitted accurately the card will be withdrawn. Warnings will be limited to three after which time the card will be stopped.

Transaction will then be reported in the Monthly Budget Monitoring reports circulated to Budget Holders.

3.7.2 Budget Holder management controls

The Budget Holder must carry out their own local risk management checks and compliance controls. They must ensure:

- checking and endorsement of original documentation – *Purchase transaction log*, receipts and delivery notes – recording any errors, omissions or non-compliance [Section 1: Policy (1.3 & 1.4)].
- Logging of all Cardholders within the Service and their credit limits, to act as the basis for random checks on the physical presence of the Procurement Card and for risk assessment purposes. **Note: card numbers should not be recorded on this log.**

3.7.3 Procurement Card Transparency Reporting

Prior to the publication of Procurement Card data and at the end of the Procurement Card statement period the Payments Team will distribute to all managers Procurement Card transaction data to review spend relevant to their area of responsibility.

Individual transactions must be verified, and where necessary, redacted in accordance with FOI guidelines. Lines must also be provided to explain any transactions that may be likely to attract press attention. Service Areas will also be required to respond to any queries following publication of the transaction data.

3.8. What to do if a card is lost or stolen, or declined

3.8.1 What to do if a card is lost or stolen
If your card has been lost or stolen, the Cardholder must notify Barclaycard immediately using the 24-hour customer service line.

Barclaycard will cancel the card, ensuring that no further transactions can be made. They will then make the necessary arrangements for a new card to be issued to the Cardholder via the Procurement Card Scheme Administrator.

Note: the bank will cancel the card and arrange to issue a replacement, with a different 16-digit number.

All new cards and PINS will be sent to the Procurement Card Administration Team's business address. Cardholders will need to arrange to collect cards from their Procurement Card Scheme Administrator.

When Cardholders collect their new card, they must complete an *Acknowledgement of card and PIN receipt form* [Section 3: Procurement Card Administration (3.2.2)].

3.8.2 What to do if a card gets damaged
Cardholders should inform the Procurement Card Administration Team if their card gets damaged. The Budget Holder should forward the Cardholder's name and last 10 digits of their card to the Procurement Card Administration Team, who will be able to order a replacement.

The new card will have the same 16-digit number.

The Cardholder should cut the damaged card through the magnetic stripe and the part of the card containing the chip and dispose of it in confidential waste.

3.8.3 What to do if a Procurement Card is declined?
If a Procurement Card or transaction is declined Cardholders must:

- first check with the supplier that all the details they have are correct
- ensure they have sufficient credit on their Procurement Card; if not, seek authority from their Budget Holder to initiate an amendment [Section 1: Policy (1.2.3)]
- Check they are not making purchases listed in the *Procurement Card Prohibited purchases list* [Section 1: Policy (1.2.7)].

If the Cardholder has sufficient credit, and is sure the supplier has all correct details, they need to refer the problem to the Procurement Card Administration Team. Their Budget Holder also should be made aware of the issue.

3.9. Procurement Card forms and service levels

3.9.1 Table of forms

This table lists all Procurement Card forms, how they should be sent, and the process turn around times.

Form	To be Held by…	Method of delivery	Procurement Card Administration Team (PAT)	Barclay Card Customer Service Team
Account opening mandate	Administration Team	Email	Up to two working days	Up to ten working days
Procurement Card application form	Administration Team	Email	Up to two working days	Up to ten working days
Acknowledgement of card and PIN receipt form	Administration Team	N/A	N/A	N/A

All forms are managed by the Procurement Card Scheme Team.

Monmouthshire County Council – Procurement card Policy

Who is who?

- Card Holder = individual named on the card
- Purchase Card Distributor = Officer logging into Agresso to code the Purchase Card Transactions
- Budget Holder = Officer who approves spend against budget
- Purchase Card Administration Team = Team to contact for any queries/ issues relating to Purchase Cards

Note: an officer may undertake one or more roles listed above (excluding the Purchase Card Administration Team), however there must be a segregation of duties built into the process.

Know your business case.

This identifies how and where you can make purchases.

The limit on your card.

The officers responsible for undertaking specific roles

Keep your card details safe.

Would you share your personal card details? (Hopefully not)

Don't Share your Procurement Card details.

You could end up losing your job or going to prison for someone else's actions.

Budget Holders

You are responsible for Procurement Card transactions in terms of:

- Ensuring their validity
- Ensuring they are appropriately recorded
- Ensuring deadlines are adhered to.

Important dates:

- 15th of each month – Transaction Loaded into Agresso
- 25th of each month – All transactions to be coded
- 29th of each month – All transactions to be approved

Three Strikes and you are OUT

Misuse of the Procurement Card can lead to withdrawal of the card and may result in disciplinary action and / or criminal Proceedings.

Read the Procurement Card Policy

Think

- Purchases need to be value for money
- Deliveries need to be to an MCC official address
- Make sure you have a Vat receipt
  - This may take extra effort e.g. Tesco's you need to go to customers services after you have paid to request a Vat receipt.
  - Amazon you need to ensure your account has the authority Vat details recorded before you make a purchase. The receipt usually comes with the delivery.
- Be safe online – check out https://www.getsafeonline.org/shopping-banking/shopping1/
- Know your business case – ensure transactions are in-line with what has been identified in the business case.
- Use MCC contracted suppliers whenever possible – check out http://corphub/initiatives/procurement/sitepages/home.aspx
- Any changes or queries need to go straight to the Purchase Card Administration Team. Creditors@monmouthshire.gov.uk
- Destroy your card before you leave the authority and notify the Procurement Card administration Team. You are still responsible for spend on your card even if you leave the authority and someone else then uses it.
- Where the card has been used for meals and entertainment, each receipt must include the names of all persons involved in the purchase and a brief description of the business purpose of the purchase. This spend must not be reclaimed via the payroll expenses.

The Don'ts:

- Pay Invoices – these need to be processed via creditors
- List the card for a Direct Debit – there needs to be express permission from the Head of Finance or Representative for a Direct Debit to be set up against a Purchase Card.
- Pay invoices that fall under the Construction Industry Scheme (HMRC would not be happy).
- Purchase Capital Equipment
- Register Cards against payment gateways such as Paypal
- Share your card details or pin numbers with anyone else.

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monmouthshire
sir fynwy

SUBJECT:	**TEMPORARY ANIMAL HEALTH & FEED OFFICER**
MEETING:	**SINGLE MEMBER DECISION**
DATE:	**31st AUGUST 2016**
DIVISION/WARDS AFFECTED: ALL	

1.   PURPOSE:

1.1   To seek single member approval for the temporary recruitment of an Animal Health Officer specialising in feed, to ensure the authority meets the duty placed on it by official controls without placing undue strain on the wider service.

2.   RECOMMENDATIONS:

2.1   To use external funding to create a temporary Animal Health Officer post until the 31st March 2018.

2.2   To review the appointment and funding in 12 months in order to assess future service needs.

3.   KEY ISSUES:

3.1   Following publication of the July 2014 Food Standards Agency (FSA) report to the Minister of Health and Social Services, '*Food and Feed Law Enforcement in Wales',* it was agreed that £490,000 be removed from the Local Authority Revenue Support Grant to secure urgent improvements to the delivery of animal feed controls. This funding has been made available to the FSA to direct and support Local Authorities and other partners to co-ordinate the feed interventions programme.

3.2   It was agreed that this work would be delivered on a regional basis with all authorities in that region collaborating to ensure a risk based interventions programme is achieved. Monmouthshire County Council is the Lead Authority for the Greater Gwent region and works closely with the Regional Lead Officer who is based in Newport City Council.

3.3   During the first year of this new delivery approach the funding was used to buy in additional support and expertise to ensure that the programme of interventions was delivered. Due to a change in circumstances this position has now changed and whilst in the short term the desired outcome was achieved it was not the most efficient or sustainable model.

3.4   The existing capacity within the Trading Standards Service is already stretched and with only 1.5 FTE animal health officers this would put undue stress on those officers concerned. Due to its rural nature Monmouthshire has a significant proportion of the Greater Gwent programme and would be in a position to use our expertise to bring in

additional income by undertaking inspections for neighbouring authorities if this additional resource was agreed.

4. REASONS:

4.1 There is a duty on the authority to ensure that official controls for feed are undertaken and that appropriate enforcement takes place to ensure there is compliance with those controls.

4.2 The existing animal health resource is already stretched and it would be difficult to demonstrate that the duty to appoint sufficient animal health inspectors under the Animal Health Act 1981 is met.

4.3 This and all other animal health and welfare work plays a fundamental part in ensuring the integrity of the food chain and public health. It protects both consumers and businesses playing a crucial role in delivering a level playing field for all business which is vital for a local economy such as Monmouthshire's.

4.4 This additional resource would enable further consideration to be given to future service needs and the potential development of a collaborative approach to animal health and feed duties on a regional basis.

5. RESOURCE IMPLICATIONS:

5.1 The budget resource for this post will be met through an external funding claim for work that is undertaken. The post is grade G which is in line with existing similar posts including on costs and other associated costs (e.g. travel and equipment). This will equate to £37,861.21 per annum and a total of £56,791.81 for the duration of the post.

5.2 This cost will be covered in full by external funding from the Food Standards Agency and is specifically for work that can only be undertaken by qualified, competent officers with a specialist expertise. This funding is on a regional basis and Monmouthshire is the lead authority for Gwent with a 65% allocation. As mentioned in 3.4 will provide additional capacity to undertake work on behalf of other Gwent authorities and further activity that will result in additional income.

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

6.1 There is neutral impact on Equality and there are no discrimination issues. An updated Future Generations Assessment has been produced.

7. CONSULTEES:
Members of Cabinet
Senior Leadership Team
Head of Public Health & Protection
Finance Manager
Trading Standards Colleagues

8. BACKGROUND PAPERS:

FSA Memorandum of Understanding
FSA Letter to LA Chief Executives

9.   AUTHOR:
Gareth Walters – Trading Standards & Animal Health Team Leader

10.   CONTACT DETAILS:
Tel: 01633 644131
E-mail: garethwalters@monmouthshire.gov.uk

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Future Generations Evaluation
(includes Equalities and Sustainability Impact Assessments)

Name of the Officer Gareth Walters	**Please give a brief description of the aims of the proposal**
Phone no: 01633 644131 **E-mail:** garethwalters@monmouthshire.gov.uk	To enable delivery of official controls in feed and provide an opportunity to assess income generation opportunities to support future service needs.
Name of Service Trading Standards and Animal Health	**Date Future Generations Evaluation** 8th August 2016

NB. Key strategies and documents that may help you identify your contribution to the wellbeing goals and sustainable development principles include: Single Integrated Plan, Continuance Agreement, Improvement Plan, Local Development Plan, People Strategy, Asset Management Plan, Green Infrastructure SPG, Welsh Language Standards, etc

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

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	Provides an opportunity to educate, develop and upskill local agricultural business in relation to official controls	A regional collaborative approach that is coordinated across Wales to ensure best practice is developed through experience and shared ensuring consistency.
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	It supports and ensures that all involved with feed activities are aware of and comply with official controls, supporting the environment, enhancing animal welfare, creating a level playing field and protecting the integrity of the food chain.	A regional collaborative approach that is coordinated across Wales to ensure best practice is developed through experience and shared ensuring consistency.

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	N/A	N/A
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	It supports and ensures that all involved with feed activities are aware of and comply with official controls, supporting the environment, enhancing animal welfare, creating a level playing field and protecting the integrity of the food chain.	A regional collaborative approach that is coordinated across Wales to ensure best practice is developed through experience and shared ensuring consistency.
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	It supports and ensures that all involved with feed activities are aware of and comply with official controls, supporting the environment, enhancing animal welfare, creating a level playing field and protecting the integrity of the food chain.	A regional collaborative approach that is coordinated across Wales to ensure best practice is developed through experience and shared ensuring consistency.
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	N/A	N/A
A more equal Wales People can fulfil their potential no matter what their background or circumstances	It supports and ensures that all involved with feed activities are aware of and comply with official controls, supporting the environment, enhancing animal welfare, creating a level playing field and protecting the integrity of the food chain.	A regional collaborative approach that is coordinated across Wales to ensure best practice is developed through experience and shared ensuring consistency.

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

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Long Term — Balancing short term need with long term and planning for the future	The proposal has assessed the current position and considered what needs to be done going forward. Whilst this proposal delivers short term it will provide an opportunity to develop future service needs and will underpin a longer term approach in the most sustainable way.	N/A
Collaboration — Working together with other partners to deliver objectives	A regional collaborative approach that is coordinated across Wales to ensure best practice is developed through experience and shared ensuring consistency. Delivered in partnership with the Food Standards Agency in Wales.	N/A
Involvement — Involving those with an interest and seeking their views	This proposal relates to statutory official controls and therefore has to be delivered otherwise Wales could be subject to infraction proceedings. We do liaise with stakeholders to ensure we minimise the impact on them.	N/A
Prevention — Putting resources into preventing problems occurring or getting worse	It supports and ensures that all involved with feed activities are aware of and comply with official controls, supporting the environment, enhancing animal welfare, creating a level playing field and protecting the integrity of the food chain. This should ultimately prevent demand on this service and others further down the line where non-compliance with controls would require a larger resource to deal with.	N/A

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Considering impact on all wellbeing goals together and on other bodies Integration	The proposal will ensure local business is supported and protected which in turn will help them thrive and grow the local economy. It will also protect citizens and consumers through ensuring the integrity of the food chain.	N/A

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

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	N/A	N/A	
Disability	N/A	N/A	
Gender reassignment	N/A	N/A	
Marriage or civil partnership	N/A	N/A	

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Pregnancy or maternity	N/A	N/A	
Race	N/A	N/A	
Religion or Belief	N/A	N/A	
Sex	N/A	N/A	
Sexual Orientation	N/A	N/A	
Welsh Language	Any documents, forms, guidance or information will be made available in Welsh.	N/A	

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

	Describe any positive impacts your proposal has on safeguarding and corporate parenting	Describe any negative impacts your proposal has on safeguarding and corporate parenting	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	No impact		
Corporate Parenting	No impact		

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

1. Official feed control legislation.
2. Future Delivery of Official Feed Controls Proposal from the Food Standards Agency.
3. Memorandum of Understanding with Food Standards Agency.
4. Financial data linked to proposal and held internally.
5. Premises data held on Civica APP.
6. Existing pressures within the service.

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

Nothing extra as the proposal was developed on service need and in conjunction with a governing body, the process as a whole considers all aspects of this form from the start.

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

What are you going to do	When are you going to do it?	Who is responsible	Progress
None			

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

The impacts of this proposal will be evaluated on:	Ongoing on a continuous basis considering service needs.

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

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1	Public Protection DMT	July 2016	

To: All Local Authority Chief Executives

26 April 2016

Dear Chief Executive

ANIMAL FEED OFFICIAL CONTROLS IN WALES

You will recall that I wrote to you in August 2015 to advise you of a new delivery model for animal feed official controls in Wales. Funded directly by the FSA since 1 April 2015, animal feed official controls are being delivered by local authorities on a regional basis. I am now in a position to update you on the excellent progress made during year 1 of the new delivery model.

A target of 2386 inspections was identified for the 2015/16 interventions programme. This target was exceeded with 2431 feed inspections being carried out by local authority officers across Wales. In addition, local authority interventions identified 235 feed establishments no longer trading, improving the accuracy of animal feed establishment registers. A risk based, all Wales feed sampling plan was developed and agreed by the six feed regions with163 samples taken out of a target of 166.

The returns demonstrate a significant improvement in the delivery of animal feed official controls in Wales, with interventions now being carried out across all feed regions and in all local authority areas. A full spend against the budget of £490,000 has been reported. We are currently preparing a detailed report for Welsh Government which will be forwarded to you for information in due course.

We are keen to acknowledge the significant progress that has been made in such a short period of time. This would not have been possible without the hard work and commitment of feed officers across Wales. There is still much to be done and £490,000 is again being made available to the FSA in Wales to direct and support local authorities in the delivery of animal feed official controls.

The new delivery model aims to ensure ongoing support for the delivery of the feed interventions programme which will guarantee funding reaches front-line

services, the food chain is protected and the required level of assurance is provided to consumers, industry and government.

I would like to take this opportunity to thank you for your continued support and look forward to working with local authorities to further develop the feed service in Wales in 2016/17.

Yours sincerely

NINA PURCELL
Director

Memorandum of Understanding

between

The Food Standards Agency

and

[insert other parties]

for the Enforcement of Animal

Feed Official Controls in Wales

COMMENCEMENT DATE 1 APRIL 2016

MEMORANDUM OF UNDERSTANDING: CONTENTS

1. The Parties
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10. Payment
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12. Freedom of Information and Communications to the Public
13. Termination
14. Charges & Liabilities
15. Signatures

1.   The Parties

This Memorandum of Understanding (MoU) is between the following parties (the Parties):

   a) The Food Standards Agency in Wales of 11th Floor, South Gate House, Wood Street, Cardiff, CF10 1EW (FSA).

   b) [Lead LA for the Region]

   c) [List other LAs for that region]

FSA

The FSA acts as the Central Competent Authority for feed law enforcement by Local Authorities (LAs) in Wales, England and Northern Ireland. This includes ensuring the delivery of activities in relation to feed hygiene, labelling and composition of animal feed, including pet food. The FSA has the statutory function of providing expert advice and knowledge as well as the role of influencing the way that LAs deliver animal feed official controls.

Local Authorities

LAs are responsible for the enforcement of trading standards and environmental health legislation, including that relating to feed hygiene at all feed related establishments, including importers, farms, manufacturers, transporters and food businesses sending surplus food into the feed chain. LAs provide advice and support to feed businesses, as well as carry out inspections, sampling, investigations and formal enforcement activities in accordance with the Feed Law Code of Practice. This work is closely linked to enforcement responsibilities for animal by-products, animal health, animal welfare and food. Animal feed official controls are delivered on a regional basis in Wales, with the 22 local authorities in Wales divided up into six regions.

2.   Purpose

   a) This MoU seeks to set out the general principle of collaboration between the Parties and provides a specific framework for the delivery of animal feed official controls in Wales.

   b) This MoU seeks to ensure that the enforcement of feed legislation in Wales is carried out in an effective, consistent and coordinated manner.

   c) This MoU establishes the responsibilities of the Parties and the general principles for their cooperation.

   d) This MoU contains the financial arrangements between the Parties.

   e) This MoU is not intended to create a binding legal obligation between the Parties.

3. Background

In 2009 and 2011 the Food and Veterinary Office (FVO) audited the delivery of Animal Feed Official Controls in the UK and found significant weaknesses. In response to the audit findings the FSA established a Programme to research and implement solutions to the issues raised by the FVO. In July 2014 the FSA published a report titled "Food and Feed Law Enforcement in Wales," in which concerns were expressed about the delivery of official feed controls by Welsh LAs. The report alerted the Minister for Health and Social Services to the risk that animal feed safety may be compromised unless the issues were addressed urgently. The Minister was clear that retaining the status quo was not an option and asked Welsh Government officials and FSA to identify options for the future funding and delivery of this work in Wales. Local Government had a key role to play but it was clear that better targeting of the resources could provide a more efficient, effective and economic service.

On the basis of a proposed model and estimated costs provided by the FSA, Welsh Ministers agreed the sum of £490,000 should be removed from the current Revenue Support Grant (RSG) on a recurrent basis from 1 April 2015. This funding is available to the FSA to direct and support LAs and other partners to deliver a sampling and inspection programme in Wales.

Directors of Public Protection Wales (DPPW) have agreed that LAs would collaborate and work regionally in Wales to deliver animal feed official controls. Six regions had been set up, each with a lead feed officer responsible for day to day management and oversight of the work in their regions. DPPW delegated governance of this work to Wales Heads of Trading Standards (WHoTS).

Decisions in relation to the regional inspection programme have been made in consultation with the FSA, WHoTS and Regional Lead Feed Officers to ensure optimal use of the funds available, in line with feed safety and consumer protection priorities.

4. Roles and Responsibilities

The Parties agree that they will:

a)   Adhere to the following roles and responsibilities.

b)   Consider each other as a potential source for mutual assistance.

c)   Learn, develop and seek to achieve the full potential of the MoU.

d)   Share information, experience and skills to learn from each other and develop effective working practices, work collaboratively to identify solutions, eliminate duplication of effort, mitigate risk and reduce cost.

e)   Seek to extend the provisions of this MoU as appropriate where significant and on-going opportunities are identified.

f)   Act in a timely manner.

g)   Agree a strategy for managing communication with stakeholders, where appropriate.

h)   Ensure sufficient and appropriately qualified employees and other necessary resources are available and (in the case of employees) authorised to fulfil the responsibilities set out in this MoU.

i)   Act in good faith to support achievement of the key objectives and compliance with these principles.

FSA key roles and responsibilities

- Develop an agreed risk based feed inspection programme for Wales in conjunction with Regional Lead Feed Officers.
- Develop an agreed risk based feed sampling programme for Wales in conjunction with Regional Lead Feed Officers.
- Meet twice a year with Regional Lead Feed Officers.
- Attend WHoTS Regional Feed Meetings.
- Provide support to LAs in the delivery of animal feed official controls.
- Produce guidance where required and appropriate.
- Provide expert advice and knowledge.
- Promote and share best practice.
- Facilitate and/or deliver appropriate training, funding where appropriate.
- Provide funding for the delivery of animal feed inspections ensuring invoices are paid in a timely manner.
- Work with LAs to resolve situations where they encounter difficulties in fulfilling their responsibilities to follow the animal feed inspection programme.
- Where appropriate promote the animal feed delivery programme and the importance of safe animal feed.
- Monitor and audit the feed delivery model to ensure consistent interpretation of the Feed Law Code of Practice and to work with LAs to resolve any issues identified through this.
- Conduct a formal evaluation of the delivery programme within an appropriate timeframe.
- Maintain communications with key stakeholders involved in the funding, planning and delivery of animal feed official controls across the UK to ensure a consistent approach.
- Provide updates to Welsh Government on progress in delivering the programme.

Feed regions key roles and responsibilities

- Deliver a programme of risk based animal feed inspections and sampling as agreed with the FSA.
- Profile inspections for the year ensuring that delivery can be achieved.

- Complete the agreed annual programme of work, no later than 31st March in each year covered by this MoU.
- Give early warning of any emerging problems to the FSA so that advice and support may be offered.
- Work collaboratively to ensure animal feed official controls are carried out in all LA areas within the region.
- Follow in full the Feed Law Code of Practice including implementation of the risk rating scheme, taking into account the principle of earned recognition.
- Maintain an up to date register of feed establishments.
- Report any feed incidents to the FSA.
- Meet twice a year with the FSA.
- Attend WHoTS Regional Feed Group.
- Carry out official controls at import points of entry where appropriate.
- Provide quarterly returns and invoices to the FSA which accurately reflect the work carried out during the previous quarter.
- Provide returns and invoices within two weeks of the end of the quarter.
- Liaise with partner organisations in relation to feed enforcement where appropriate.
- Ensure officers undertaking animal feed official controls are trained and competent.
- Monitor consistency of inspections.
- Commit the necessary resource and time for officers to conduct inspections.
- Ensure sufficient information is captured and recorded during inspections using agreed model inspection forms to demonstrate that a thorough assessment of compliance has been carried out.
- Adopt model policies and procedures for animal feed enforcement subject to any specific requirements of LAs in their region.
- Have regard to food hygiene at primary production when carrying out animal feed inspections, by ensuring sufficient information is captured on the model inspection form to demonstrate an assessment of compliance has been carried out.
- Provide the Regional Lead Feed Officer with the resource, support and time to conduct the role effectively.

The Regional Lead Feed Officer

Each region shall appoint a Regional Lead Feed Officer. The primary role of the Regional Lead Feed Officer is to:

- Ensure a risk based approach is adopted for the delivery of animal feed official controls within their region and activities are coordinated.
- Act as the point of liaison between their region and the FSA highlighting strategic or operational issues that require discussion.
- Share best practice and promote consistency.
- Input into discussions with FSA on emerging issues and operational issues.
- Input into consultation responses.

- Escalate unresolved queries from their region to the WHoTS Regional Feed Group and draft opinions to be agreed by members when appropriate.
- Provide legal interpretation on existing legislation.
- Provide advice and guidance on the preparation of guidance / leaflets.
- Identify and discuss future priorities, consider future developments and emerging issues.
- Attend meetings to represent regional views.
- Ensure all officers involved in the delivery of animal feed official controls are competent by carrying out a documented assessment of their competencies in accordance with an agreed procedure.
- Provide advice, guidance and mentoring as required to ensure sufficient capacity and maintain officer competence in the regions.
- Coordinate feed sampling.
- Assist in the production and maintenance of common standards, operating procedures and documentation to support delivery of the service in accordance with the FSA's Feed Law Code of Practice.
- Maintain a good working knowledge and experience of animal feed and the law relating to it.
- Monitor performance and consistency of inspections in their region.

5. Programme of Work

As a part of the FSA's Business Planning process for each of the financial years covered by this MoU the FSA and the WHoTS Regional Feed Group will agree an annual programme of work which will consist of the specific animal feed official controls to be undertaken.

Following agreement of the work plan the FSA will issue a Purchase Order which funds the forecasted costs.

6. Governance

A governance group will oversee the delivery of animal feed official controls in Wales, including adherence to the terms of the MoU. The governance group will consist of a representative from DPPW, WHoTS, WLGA and the FSA.

The governance group will:

- Ensure that the programme is on track to deliver the required benefit, that the financial performance is on target and any required changes are identified and addressed to ensure the delivery of activities.

- Consider future developments, the understanding and sharing of good practice and addressing feedback on progress made and improvement opportunities.

- Agree the process to facilitate the day to day operational working necessary to deliver the agreed programme of work. This will ensure efficient management of all the work involved, provide assurance that the key objectives are being met and that the region is proceeding in accordance with their work plan.

- Meet at least annually and more frequently as the workload demands.

7. Dispute Settlement

Any dispute between the Parties arising out of or in connection with this MoU shall in the first instance be settled amicably between the Parties and, if no resolution is reached, referred to the Chief Executive responsible for each Party.

8. Reporting

Each feed region will provide the FSA with a quarterly update on the progress achieved on the programme of work within two weeks of the end of the quarter.

9. Funding

Funding for the Programme of Work will consist of:

a) Quarterly payment from the FSA to fund regional delivery of animal feed official controls.
b) Regional Lead Officer Funding to cover the costs of administering and managing the programme of work
c) Funding to enable delivery of any agreed projects designed to improve regional delivery of animal feed official controls.

The quarterly payment will be inclusive of any relevant VAT and shall remain firm and fixed at the level set in the signed MoU, which will be up to the level determined in the work programme planning exercise. The specific activities outlined in this proposal should not already form part of any programmed expenditure plans by the feed region for the current financial year. The price paid per inspection for the delivery of animal feed official controls in 2016-17 is detailed below.

Premises Type	Cost Per Inspection
Manufacturer - A01-08, A11, R01-04 & R06	£550.00
Co Product Producer - R12	£375.00
Mobile Mixer - R04	£275.00
Importers	£125.00
Stores - R09	£180.00
Distributor - A01-08, A11, R01-03 & R05	£180.00
Transporter - R08	£180.00
On Farm Mixer - R10 (annex II)	£275.00
On Farm Mixer – R11	£180.00

Supplier of Surplus Food - R07	£210.00
Livestock Farms - R13	£140.00
Arable Farms - R14	£140.00
Visit - Business Ceased Operations	£ 37.50
Points of Entry	£ 37.50 per hour

The funding must be used solely for allocating to regions to fund animal feed official controls for the period in question. The funding will be determined on an annual basis. Should FSA wish to change this allocation during the financial year, the new allocation shall be agreed in writing. The funding is payable in quarterly instalments after each three month period of the work programme has been conducted, with Regional Lead Feed Officer funding payable in the first quarter.

The hourly rate at points of entry will additionally include the time taken to conduct official animal feed samples at that point of entry. Official controls at points of entry should be conducted as per Article 16 of Regulation 882/2004 which details the controls that need to be applied to third-country animal feed. The funding for point of entry work will be paid to the lead regional LA and can be claimed through the quarterly invoice submission. Official controls at points of entry should include at least a systematic documentary check, a random identity check and, as appropriate, a physical check of the animal feed.

A breakdown of the payment schedule for [insert region] is given below.

Breakdown of costs not to exceed:

Feed inspections	£
Inland sampling costs	£
Points of entry controls	£
Lead officer co-ordination fee	£
National co-ordination (Ports)	£
Total funding awarded	**£**

Feed regions will ensure that the funding provided by the FSA is used in accordance with the terms of this MoU. The FSA will undertake to provide the agreed funding within agreed deadlines, following application through an invoice.

The FSA will ensure that it maintains appropriate financial systems and controls to fulfil its obligation to provide payment to enable the agreed work programme to be delivered.

The FSA is required to submit forecasts of its expenditure to Welsh Government at regular intervals. Regional Lead Feed Officers will support this process by providing forecast expenditure for the programme, as necessary, within the FSA's reporting timescales.

Right of Audit - FSA auditors will give an opinion on the accounts as to whether the FSA funds have been properly applied in line with this MoU.

The lead LA for the region shall be the accountable and responsible for the funding and its use.

Capital assets are not expected to be created, acquired or sold under this MoU. Should this situation arise prior authority should be sought from the FSA. Ownership of any capital assets purchased and any proceeds of asset sales may revert to FSA if appropriate.

10.   Payment

The FSA's financial year runs from 1st April to 31st March. The FSA have a 'no Purchase Order, no payment' policy and the FSA will issue a single Purchase Order for periodic invoicing before the commencement of work.

Invoices raised should quote the FSA provided purchase order number with a copy being emailed to lasupportwales@foodstandards.gsi.gov.uk

The FSA shall make payment within 30 days on receipt of an invoice quoting the appropriate purchase order number.

A withholding of payment by the FSA may take place if there is a material failure to perform tasks, reach milestones or achieve targets agreed in the annual programme of work.

11.   Review and audit of the MoU

This MoU shall be reviewed annually, and whenever substantial changes occur to the policies, external relationships and structures of the respective Parties. Any changes to this MoU will only be effective if set out in writing and signed by the Parties.

Each Party must keep and maintain until six (6) years after termination of this MoU full and accurate records of all sums received from the other Party. Each Party must on request afford the other Party or its representatives such access to those records as may be requested in connection with the MoU or as otherwise required in connection with audit requirements (including, without limitation, audit by the National Audit Office).

12. Freedom of Information and Communications to the Public

Each Party will provide to the other Party any information in its possession that may be reasonably requested by the other, subject to necessary confidentiality constraints, safeguards and statutory rules on disclosure.

Each Party will consult the other Party before making to any third party any disclosures of information under the Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004 or Code of Practice on Access to Government Information.

Each Party will seek the other Party's approval before externally publishing any information resulting from the use of exchanged data received from the other Party; such approval will not be unreasonably withheld. In respect of the release of information identified as Confidential by either Party, the decision of the supplying Party shall be final.

13. Termination

This MoU shall commence on 1st April 2016 and (subject to earlier termination on the terms of this MoU) shall continue in force for a period of one year, which may be extended by the mutual written agreement of the Parties.

This MoU may be terminated by any Party:

a)   for any reason by giving 6 months' notice in writing to the other Party;
b)   by giving 3 months' notice in writing in the event that it reasonably concludes following a review that the MoU no longer represents a valuable use of resources in the pursuit of its objectives; or
c)   forthwith by giving notice in writing in the event of material breach by the other not remedied within 30 days of written notice from the terminating Party.

This MoU may *also* be terminated forthwith by any Party by that Party giving written notice to the other Party if events, circumstances or causes beyond its reasonable control (and arising without its fault or negligence) result in it being unable to comply with its responsibilities under this MoU.

14. Charges and liabilities

Except as otherwise provided in this MoU, the Parties must each bear their own costs and expenses incurred in complying with their respective responsibilities under this MoU.

Both Parties shall remain liable for any losses or liabilities incurred due to their own or their employees' actions and neither Party intends that the other Party shall be liable for any loss it suffers as a result of this MoU.

15. Signatures

You are hereby requested to indicate your acceptance of this Memorandum of Understanding by signing two copies and return both copies to the FSA. One copy

signed by the FSA will be returned to you, the other copy will retained by the FSA for its records.

The Memorandum of Understanding must be signed unaltered in any way: any amendment to it without prior written approval of the FSA will render the document void.

Signed_____   Signed_____
(On behalf of Region)   (On behalf of the FSA)

Name_____   Name_____
(Print)   (Print)

Date_____   Date_____