

Document Pack



Mark James LLM, DPA, DCA
Prif Weithredwr,
Chief Executive,
Neuadd y Sir, Caerfyrddin. SA31 1JP
County Hall, Carmarthen. SA31 1JP

MONDAY, 24TH SEPTEMBER 2018

TO: ALL MEMBERS OF THE ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **CHAMBER, COUNTY HALL, CARMARTHEN** AT **10.00 AM** ON **MONDAY, 1ST OCTOBER, 2018** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Mark James CBE

CHIEF EXECUTIVE



PLEASE RECYCLE

Democratic Officer:	Janine Owen
Telephone (Direct Line):	01267 224030
E-Mail:	JanineOwen@carmarthenshire.gov.uk
Ref:	AD016-001



YOUR COUNCIL **doitonline**
www.carmarthenshire.gov.wales

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

14 MEMBERS

PLAID CYMRU GROUP – 8 MEMBERS

- | | | |
|----|-------------------|---------------------------------------|
| 1. | Councillor | Karen Davies |
| 2. | Councillor | Jeanette Gilasbey |
| 3. | Councillor | Andrew James |
| 4. | Councillor | Dorian Phillips |
| 5. | Councillor | Susan Phillips |
| 6. | Councillor | Alan Speake |
| 7. | Councillor | Dai Thomas |
| 8. | Councillor | Aled Vaughan Owen (Vice Chair) |

LABOUR GROUP – 4 MEMBERS

- | | | |
|----|-------------------|---------------------------|
| 1. | Councillor | Penny Edwards |
| 2. | Councillor | Amanda Fox |
| 3. | Councillor | Tina Higgins |
| 4. | Councillor | John James (Chair) |

INDEPENDENT GROUP – 2 MEMBERS

- | | | |
|----|-------------------|----------------------|
| 1. | Councillor | Arwel Davies |
| 2. | Councillor | Joseph Davies |

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTEREST INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM
3. PUBLIC QUESTIONS (NONE RECEIVED)
4. DEALING WITH INFESTATION INCIDENTS - ENVIRONMENTAL PROTECTION SERVICE 5 - 14
5. BUDGET MONITORING 2017/18 15 - 28
6. REVIEW OF GAMBLING POLICY 29 - 90
7. LICENSING POLICY REVIEW 91 - 206
8. QUARTER 1 - 1ST APRIL TO 30TH JUNE 2018 PERFORMANCE MONITORING REPORT 207 - 226
9. COMPLAINTS & COMPLIMENTS ANNUAL REPORT 2017/18 227 - 254
10. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT 255 - 256
11. FORTHCOMING ITEMS 257 - 278
12. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 29TH JUNE 2018 279 - 288

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ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

1ST OCTOBER 2018

DEALING WITH INFESTATION INCIDENTS ENVIRONMENTAL PROTECTION SERVICE

Purpose:

The purpose of this report is to provide an outline of how we deal with infestation incidents and confirms what our statutory obligations are. The report has been set out in the context of the fly infestation in South Llanelli during May/June 2018.

To consider and comment on the following issues:

To consider and comment on the way that infestation incidents are managed by the Council and the approach that was taken in relation to the recent fly infestation in South Llanelli.

Reasons:

1. To give a better understanding of what our obligations are in dealing with infestation incidents in terms of a statutory nuisance.
2. To highlight our positive response to the fly infestation in South Llanelli during May/June 2018.
3. To understand the role of Natural Resources Wales (NRW) as the regulating body for the likely source of the infestation.

To be referred to the Executive Board/Council for decision: NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. P.M. Hughes - Public Protection

<p>Directorate Communities Name of Head of Service: Jonathan Morgan</p>	<p>Designation Acting Head of Homes and Safer Communities</p>	<p>Tel No. 01267 228960 E Mail Address: JMorgan@carmarthenshire.gov.uk</p>
<p>Report Author: Sue Watts</p>	<p>Designation Environmental Protection Manager</p>	<p>Tel No. 01267 228929 E Mail Address: sewatts@carmarthenshire.gov.uk</p>

EXECUTIVE SUMMARY ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

1ST OCTOBER 2018

DEALING WITH INFESTATION INCIDENTS ENVIRONMENTAL PROTECTION SERVICE

At its meeting on 29th June 2018, the Environmental and Public Protection Scrutiny Committee requested to receive a report on the management process and response arrangements for dealing with infestation incidents.

The report provides an outline of how the Council manages infestation incidents and confirms what the statutory obligations are. The report has been set out in the context of the fly infestation in South Llanelli during May/June 2018.

The report aims to provide a better understanding on:-

- I. What the Council's obligations are in dealing with infestation incidents in terms of a statutory nuisance.
- II. How the response to the fly infestation in South Llanelli during May/June 2018 was managed.
- III. The role of Natural Resources Wales (NRW) as the regulating body for the likely source of the infestation.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed; Jonathan Morgan, Acting Head of Homes and Safer Communities.

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed; Jonathan Morgan, Acting Head of Homes and Safer Communities

1. Local Member(s) - N/A
2. Community / Town Council – N/A
3. Relevant Partners - N/A
4. Staff Side Representatives and other Organisations - N/A

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THERE ARE NONE

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Report to Environmental and Public Protection Scrutiny

1st October 2018

Dealing with infestation incidents – Environmental Protection Service

1.0 The context

The Public Health team received over 2,500 service requests last year (2017/18), many of these relating to statutory nuisance. Under the Environmental Protection Act 1990, we have a duty to make reasonable investigations into statutory nuisances and issue notices if it is considered appropriate to do so.

Vermin and insects are included in these provisions and our responsibility is to identify the source of the nuisance and to offer public health advice. There is no requirement to treat homes affected by the infestation.

2.0 Fly infestation, South Llanelli May/June 2018

2.1 Background

The Public Health Team were aware of sporadic complaints of flies in the South Llanelli area at the beginning of May 2018. The majority of complaints in relation to large numbers of flies in the area were received from 22nd May 2018 onwards.

Our immediate response, during the first week, was to direct resources to try and identify the type of fly causing the infestation and where the likely potential sources could be. We also tried to visit as many homes as we could to offer advice. This was very challenging, given the overwhelming demand at the time.

We liaised with Public Health Wales to confirm that the advice being given to residents was correct and applicable, and we issued a series of press releases/social media posts targeted at the local community and businesses.

The complaints were coming from various areas in South Llanelli, and the flies were affecting many homes. During this time, the weather was very warm, humid and dry, which offered ideal conditions for flies to breed.

As the last week in May progressed it was clear that we were dealing with a major fly infestation and it was causing, understandably, great concern and anxiety for the local community. At the beginning of June, more resources were targeted at the area with a particular emphasis on supporting anyone that was considered vulnerable, including older people, people with disabilities or people suffering with more serious medical conditions. This was over and above what we potentially needed to do, but was clearly necessary and appropriate in the circumstances.

2.2 Identifying the type of fly and source

Officers were investigating certain areas to attempt to seek the source of the flies from the initial complaints being received. This investigative work, however, was escalated as the numbers of complaints increased from the 22nd May.

Resources were deployed to visit potential sites in the areas affected and we worked with a private pest control company (Killgerm). They provided expert advice on the types of premises or environments to check initially, supporting officers remotely. The experts did acknowledge, however, that the source could be a very small area and difficult to find. They did give an example of a previous fly infestation they had located elsewhere in the UK where the source was a small pool of water the size of an iPad. This gave us a realistic expectation of the difficulties we were facing.

Officers continued to visit and revisit (where applicable) premises and environments that matched the advice of Killgerm, and this continued to the end of May. This included an initial visit to the metal processing plant but there was no evidence to suggest, nor were we informed, that there was a potential fly infestation problem at the time.

Fly samples were taken from three homes on 23rd May 2018 and it was confirmed, at the end of May, that it was the common house fly. This was important information on the types of environment that could support the breeding site. It was re-iterated, however, that the source could be extremely small and could still be difficult to find.

An expert from Killgerm visited the area on 7th June, and accompanied an officer from the Environmental Protection Section to many locations in the area. It was during this exercise that the most likely source was identified as a local metal processing facility. This expert was able to confirm the breeding site by actually identifying fly pupae in waste material on site. Samples were also taken at this location and were subsequently confirmed as the same type of fly as found in the surrounding areas.

As soon as the site was confirmed as the most likely source, the site manager arranged for the area to be treated with insecticide and the offending material started to be removed from the site within 2 days. All the material was taken off site by 13th June. Further insecticide treatments were also undertaken while the material was being removed. The removal of waste and insecticide treatments were monitored by Environmental Health Officers to ensure it was adequate and safe.

2.3 Responsibility for the identified source

It should be noted that the site where the likely source was located is regulated by Natural Resources Wales (NRW). The Council did not have any responsibility for regulation and monitoring of the site.

With the metal processing facility being permitted by NRW, officers notified the organisation on the same day it was confirmed as the most likely source, so that they could take any action considered necessary.

The recycling centre was receiving mixed recyclables from sites in England, which contained residual putrescible waste and had provided an ideal breeding environment for the common house fly.

NRW carried out several site visits following the notification on the 7th June, to supervise the removal of the waste to a suitable permitted facility.

2.4 Supporting the local community and businesses

The following demonstrates the extent and breadth of the work carried out by the Council during the period of the fly infestation.

1. Undertook over 350 visits to homes and businesses in the area affected, with staff working during the day, evenings and weekends to provide support. These visits continued until we were sure the infestation had subsided, as we were conscious that even though the source had been located, the infestation could carry on for some time.
2. Installed over 100 fly traps in homes, businesses, schools and at various locations in the community where it was considered necessary to do so.
3. Delivered six insecticide treatments inside homes that were particularly badly affected.
4. Carried out follow - up visits to determine whether the assistance provided had improved the situation, and ensuring continuing support for those most in need.

5. Employed a private pest control agency to assist us with supporting the community and businesses.
6. Regularly cleared waste from back streets/lanes and emptied street bins in affected areas.
7. Responded to any complaints of waste in the public areas the same day.
8. Emptied gulleys and re-scheduled gulley cleaning in the affected area.
9. Provided skips in Seaside and Morfa on 12th June, so that local residents could remove waste from their gardens for free. Waste is a potential breeding site for this type of fly, and offering an opportunity to remove rubbish was considered beneficial in reducing the number of flies quickly.
10. Communicated messages to the local media through press releases and social media. We issued three press releases, answered 32 media enquiries, and media interviews were provided to the BBC/S4C. Posts issued by, and responded to, by the council's marketing and media team on social media amounted to approximately 82,000 'impressions' (the number of times/people posts were seen by) and resulted in approximately 1,300 clicks through to information hosted on the council's website.

The Executive Board Member for Public Protection also updated Full Council at its June meeting.

11. Invested significant additional resources in terms of staffing, pest control and general community support.

2.5 Steps to prevent it happening again

Whilst it is not possible to guarantee that infestations will not occur again, officers have met with NRW specifically in relation to the metal processing site. This has resulted in:

1. NRW looking to vary the operator's environmental permit of the site. Due to the nature of the variation, comments from Carmarthenshire and other statutory consultees will be sought.
2. NRW also requesting a pest management plan to be submitted with the application. This management plan will be shared with the Environmental Protection Section for comment.

3. A commitment from the NRW that they will seek additional external advice on the suitability of the plan to significantly reduce the likelihood that this year's fly problem is repeated.
4. NRW agreeing to share intelligence, understand permitted premises within the County and share good practice. Since the infestation, the NRW has shared their public register with officers that identifies NRW regulated sites and dates are in the calendar for multi-disciplinary meetings.

3.0 Conclusion

The above provides a clear account of the issues that were faced and how the Council responded to the fly infestation. It hopefully demonstrates the breadth and volume of work undertaken across the Council.

It is fully recognised, however, that it was a challenging time for residents and businesses. There were understandable frustrations that came to the fore at times, but this must be seen in the context of dealing with a very difficult set of circumstances.

Finally, it is very important to highlight the effort and commitment put in by Council staff (particularly those working in Public Health, Environment and Media sections) and the local members, ensuring we resolved the infestation as quickly as possible.

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ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

1ST OCTOBER 2018

REVENUE & CAPITAL BUDGET MONITORING REPORT 2018/19

To consider and comment on the following issues:

That the scrutiny committee receives the budget monitoring reports for the Environment Service, Public Protection Service and the Community Safety Service and considers the budgetary position.

Reasons:

To provide the Committee with an update on the latest budgetary position, as at 30th June 2018 in respect of 2018/19.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. Hazel Evans (Environment)
- Cllr. Philip Hughes (Public Protection)
- Cllr. Cefin Campbell (Community Safety)
- Cllr. David Jenkins (Resources)

Directorate: Corporate Services	Designation:	Tel No. / E-Mail Address:
Name of Service Director: Chris Moore	Director of Corporate Services	01267 224120 CMoore@carmarthenshire.gov.uk
Report Author: Chris Moore		

EXECUTIVE SUMMARY

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

1st OCTOBER 2018

REVENUE & CAPITAL BUDGET MONITORING REPORT 2018/19

The Financial monitoring Report is presented as follows:

Revenue Budgets

Appendix A

Summary position for the Environment and Public Protection Scrutiny Committee. Services within the Environment & Public Protection Scrutiny remit are forecasting a £307k overspend.

Appendix B

Report on main variances on agreed budgets.

Appendix C

Detail variances for information purposes only.

Capital Budgets

Appendix D

Details the main variances, which shows a forecasted net spend of £16,589k compared with a working net budget of £16,565k giving a **£24k** variance. The variance will be incorporated into future years budgets.

Appendix E

Details a full list of schemes.

DETAILED REPORT ATTACHED?

YES – A list of the main variances is attached to this report

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Chris Moore** Director of Corporate Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	YES	NONE	NONE	NONE	NONE

3. Finance

Revenue –Overall, the Environment, Public Protection and Community Safety services are projecting to be over the approved budget by £307k.

Capital – The capital programme shows a net variance of **+£24k** against the 2018/19 approved budget.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: **Chris Moore** Director of Corporate Services

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
2018/19 Budget	Corporate Services Department, County Hall, Carmarthen

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Environmental & Public Protection Scrutiny Report

Budget Monitoring as at 30th June 2018 - Summary

Division	Working Budget				Forecasted				June 18 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	
Business Support & Performance	-6	-51	143	86	38	-95	143	86	0
Waste & Environmental Services	23,690	-4,407	1,561	20,844	23,744	-4,386	1,561	20,919	75
Highways & Transportation	56,441	-37,348	8,934	28,027	56,674	-37,330	8,934	28,277	250
Property	39,673	-36,414	-1,538	1,720	39,595	-36,341	-1,538	1,716	-4
Public Protection	3,079	-832	582	2,828	3,079	-836	582	2,825	-3
Community Safety Service	65	0	9	75	55	0	9	65	-10
GRAND TOTAL	122,942	-79,053	9,691	53,580	123,185	-78,988	9,691	53,888	307

Environmental & Public Protection Scrutiny Report

Budget Monitoring as at 30th June 2018 - Main Variances

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Division	Working Budget		Forecasted		June 2018	Notes
	Expenditure	Income	Expenditure	Income		
	£'000	£'000	£'000	£'000	£'000	
Waste & Environmental Services						
Green Waste Collection	86	0	264	-147	30	The green waste collection service is not yet self-financing
Closed Landfill Sites Wernddu	85	0	128	0	42	IWEC pumps failed Dec17 which resulted in a leachate outbreak, NRW involved. Needed to overpump leachate from lagoons into raising mains - 2 sets of pumps used to lower level of lagoon so that CCTV investigation could commence and vavles fitted and blockages removed to reinstate IWEC pumps - Completed Dec18
Highways & Transportation						
Car Parks	2,136	-3,577	1,820	-2,980	282	Unachievable income target as the income target is increased every year but parking fees have not been increased.
Nant y Ci Park & Ride	77	-32	90	-32	12	Increase in Highways charges due to gritting as a result of bad weather, increased NNDR bills.
Bridge Maintenance	764	0	746	0	-18	Variance due to 'Highways structures Inspector' post being vacant - should be filled by Oct18
Street Works and Highway Adoptions	408	-350	439	-403	-23	Vacant posts - street works inspector and Technician
Property						
Strategic Asset Management Business Unit	707	-4	696	-3	-10	Vacant posts now recruited not yet started.
Administrative Buildings	3,040	-660	3,027	-658	-11	Vacant posts now recruited not yet started.
Livestock Markets	57	-201	55	-176	23	Dependent on new lease negotiation and variable turnover rent
Public Protection						
Air Pollution	101	-33	101	-21	13	Potential underachievement of income
Other Variances					-34	
Grand Total					307	

Environmental & Public Protection Scrutiny Report Budget Monitoring as at 30th June 2018 - Detail Monitoring

Division	Working Budget				Forecasted				Jun 2018 Forecasted Variance for Year £'000	Notes
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Business Support & Performance										
Emergency Planning	75	0	11	86	75	0	11	86	-0	
Business Support	-173	0	173	0	-137	-35	173	0	0	
Operational Training	35	-51	16	0	38	-54	16	-0	-0	
Departmental - Core	58	0	-58	0	58	0	-58	0	0	
Departmental - Policy	-1	0	1	0	-1	0	1	-0	-0	
Rechargeable Works	0	0	0	0	6	-6	0	0	0	
Business Support & Performance Total	-6	-51	143	86	38	-95	143	86	0	
Waste & Environmental Services										
Waste & Environmental Services Unit	-11	0	11	0	-5	-0	11	7	7	
Flood Defence & Land Drainage	514	-2	16	528	523	-11	16	528	-0	
ESD Revenue grant - Local Env Quality - Flood Defence/Resilience	65	-65	0	0	65	-65	0	0	0	
Environmental Enforcement	539	-25	52	566	539	-18	52	573	7	
Ammanford Cemetery	25	-8	0	17	21	-9	0	13	-4	
Public Conveniences	558	-12	66	612	556	-16	66	605	-7	
Cleansing Service	2,257	-83	82	2,256	2,257	-83	82	2,256	0	
Waste Services	15,367	-1,702	864	14,529	15,305	-1,641	864	14,529	-0	
Green Waste Collection	86	0	0	86	264	-147	0	116	30	The green waste collection service is not yet self-financing
ESD Revenue grant - Local Env Quality - Tidy Towns	67	-32	0	35	73	-38	0	35	0	
Grounds Maintenance Service	3,777	-2,478	132	1,430	3,658	-2,358	132	1,431	1	
Parks Service	138	-1	326	463	137	-0	326	462	-1	
Closed Landfill Sites Nantycaws	145	0	4	149	144	0	4	149	-0	
Closed Landfill Sites Wernddu	85	0	4	89	128	0	4	131	42	IWEC pumps failed Dec17 which resulted in a leachate outbreak, NRW involved. Needed to overpump leachate from lagoons into raising mains - 2 sets of pumps used to lower level of lagoon so that CCTV investigation could commence and vavles fitted and blockages removed to reinstate IWEC pumps - Completed Dec18
Landfill Sites	0	0	0	0	0	0	0	0	0	
Coastal Protection	79	0	5	84	79	0	5	84	-0	
Waste & Environmental Services Total	23,690	-4,407	1,561	20,844	23,744	-4,386	1,561	20,919	75	

Environmental & Public Protection Scrutiny Report

Budget Monitoring as at 30th June 2018 - Detail Monitoring

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Division	Working Budget				Forecasted				Jun 2018 Forecasted Variance for Year £'000	Notes
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Highways & Transportation										
Departmental - Transport	4	0	-4	0	5	0	-4	0	0	
Departmental Pooled Vehicles	0	0	0	0	-0	0	0	-0	-0	
Civil Design	954	-1,442	115	-373	972	-1,463	115	-377	-3	
Transport Strategic Planning	297	0	55	352	297	-0	55	352	-0	
Section 106 Transport schemes	0	0	0	0	-0	0	0	-0	-0	
Fleet Management	6,208	-7,736	1,672	145	6,237	-7,764	1,672	145	0	
Passenger Transport	4,153	-2,551	137	1,739	4,032	-2,431	137	1,739	0	
School Transport	10,676	-1,084	134	9,727	9,592	0	134	9,727	0	
LINC - Local Integrated Network										
Collaboration	770	-769	23	24	753	-752	23	24	-0	
Spark & Drive	11	-11	0	0	11	-11	0	-0	-0	
Traffic Management	517	-39	62	539	554	-77	62	539	-0	
Car Parks	2,136	-3,577	160	-1,281	1,820	-2,980	160	-999	282	Unachievable income target as the income target is increased every year but parking fees have not been increased.
Nant y Ci Park & Ride	77	-32	1	46	90	-32	1	59	12	Increase in Highways charges due to gritting as a result of bad weather, increased NNDR bills.
Regional Transport Consortia Grant	142	-140	0	2	136	-134	0	2	-0	
Road Safety	176	0	31	207	194	-21	31	204	-3	
School Crossing Patrols	147	0	32	179	150	0	32	182	3	
Bridge Maintenance	764	0	30	794	746	0	30	776	-18	Variance due to 'Highways structures Inspector' post being vacant - should be filled by Oct18
Remedial Earthworks	310	0	6	316	310	0	6	316	0	
Street Works and Highway Adoptions	408	-350	37	96	439	-403	37	73	-23	Vacant posts - street works inspector and Technician
Technical Surveys	325	0	26	350	324	0	26	350	-1	
Highway Maintenance	20,050	-12,769	541	7,822	18,681	-11,400	541	7,823	0	
Capital Charges	0	0	5,744	5,744	0	0	5,744	5,744	0	
Western Area Works Partnership	5,685	-5,677	49	57	7,948	-7,940	49	57	0	
Highway Lighting	2,326	-1,156	66	1,235	3,078	-1,909	66	1,235	-0	
Public Rights Of Way	303	-12	17	309	304	-12	17	309		
Highways & Transportation Total	56,441	-37,348	8,934	28,027	56,674	-37,330	8,934	28,277	250	

Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 30th June 2018 - Detail Monitoring

Division	Working Budget				Forecasted				Jun 2018 Forecasted Variance for Year £'000	Notes
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Property										
Renewable Energy Fund	0	0	0	0	0	0	0	0	0	
Carbon Reduction Programme	277	0	0	277	277	0	0	277	0	
Building Maintenance Operational	23,438	-25,247	489	-1,319	23,438	-25,247	489	-1,319	-0	
Building Maintenance Business Unit	1,894	-1,659	-491	-256	2,153	-1,917	-491	-256	0	
Strategic Asset Management Business Unit	707	-4	-733	-31	696	-3	-733	-41	-10	Vacant posts now recruited not yet started.
Corporate Property Maintenance	2,512	0	12	2,524	2,516	-4	12	2,524	-0	
Building Services Schools SLA	327	-327	0	0	327	-327	0	0	0	
Pumping Stations	40	0	0	40	40	0	0	40	-0	
Property Design	2,634	-2,927	233	-59	2,328	-2,621	233	-59	-0	
Design Framework	0	0	0	0	165	-165	0	0	0	
Building Cleaning	3,902	-3,605	384	681	3,808	-3,511	384	681	0	
Operational Depots	303	0	77	381	303	0	77	380	-0	
Administrative Buildings	3,040	-660	-2,359	21	3,027	-658	-2,359	10	-11	Vacant posts now recruited not yet started.
Asset Transfers	0	0	0	0	0	0	0	0	0	
Commercial Properties	1	-66	53	-12	1	-68	53	-14	-2	
Industrial Premises	469	-1,395	458	-469	391	-1,322	458	-473	-5	
County Farms	71	-322	333	82	71	-322	333	82	0	
Livestock Markets	57	-201	4	-139	55	-176	4	-117	23	Dependent on new lease negotiation and variable turnover rent
Property Total	39,673	-36,414	-1,538	1,720	39,595	-36,341	-1,538	1,716	-4	

Environmental & Public Protection Scrutiny Report

Budget Monitoring as at 30th June 2018 - Detail Monitoring

Page 24

Division	Working Budget				Forecasted				Jun 2018 Forecasted Variance for Year £'000	Notes
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Public Protection										
PP Management support	99	-8	132	223	98	-8	132	222	-2	
PP Business Support unit	146	0	4	150	145	0	4	149	-1	
Public Health	288	-12	30	306	288	-12	30	306	-0	
Noise Control	205	0	8	213	205	-2	8	211	-2	
Air Pollution	101	-33	6	73	101	-21	6	85	13	Potential underachievement of income
Other Pollution	26	0	3	29	25	0	3	28	-1	
Water - Drinking Quality	44	-4	3	42	43	-11	3	35	-7	
Dog Wardens	94	-27	28	95	94	-27	28	94	-0	
Public Health Services Management	104	-106	79	77	104	-109	79	73	-4	
Stray Horses	5	0	0	5	5	0	0	5	0	
Animal Welfare	72	-78	6	1	71	-78	6	-0	-1	
Diseases Of Animals	34	-38	3	-2	38	-42	3	-1	0	
Animal Safety	141	0	36	177	144	-0	36	179	2	
Licensing	332	-315	95	111	330	-314	95	111	-1	
Food Safety & Communicable Diseases	471	-38	23	457	471	-39	23	456	-1	
Occupational Health	128	-2	8	134	128	-1	8	135	1	
Trading Standards Services Management	119	-37	83	165	120	-37	83	166	1	
Metrology	121	-13	6	114	121	-13	6	114	0	
Food & Agricultural Standards & Licensing	96	0	6	102	96	0	6	102	0	
Civil Law	220	0	12	232	219	0	12	232	-0	
Fair Trading	140	-62	8	85	139	-62	8	85	-1	
Safety	67	-9	3	60	66	-9	3	60	-0	
Financial Investigator	26	-50	3	-22	28	-52	3	-22	-0	
Public Protection Total	3,079	-832	582	2,828	3,079	-836	582	2,825	-3	
Community Safety Service										
CCTV	35	0	1	36	25	0	1	26	-10	Reduced spend on supplies and services
Community Safety-Revenue	30	0	9	39	30	0	9	39	0	
Community Safety Service Total	65	0	9	75	55	0	9	65	-10	
TOTAL FOR ENVIRONMENTAL AND PUBLIC PROTECTION	122,942	-79,053	9,691	53,580	123,185	-78,988	9,691	53,888	307	

Capital Programme 2018/19						
Capital Budget Monitoring - Report for June 2018 - Main Variances						
	Working Budget			Forecasted		
	Expenditure re £'000	Income £'000	Net £'000	Expenditure re £'000	Income £'000	Net £'000
DEPARTMENT/SCHEMES						
ENVIRONMENT	20,960	-4,395	16,565	21,001	-4,412	16,589
Murray Street Car Park, Llanelli	257	0	257	60	0	60
Carmarthen Western Link Road	2,591	-1,112	1,479	2,862	-1,112	1,750
Other Projects with Minor Variances	18,112	-3,283	14,829	18,079	-3,300	14,779

Variance for Year £'000
24
-197
271
-50

Comment
Expenditure profile being planned in accordance with whole of life care plan. Funding required for future year maintenance.
Works to be completed in 18/19, funded from future S106 contributions.

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Environment
Capital Budget Monitoring - Scrutiny Report for June 2018 - Detailed Variances

Scheme	Target Date for Completion	Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Coastal Protection Works	Mar-19	270	0	270	270	0	270
Fleet Replacement	Ongoing	447	0	447	447	0	447
Murray Street Car Park, Llanelli	Ongoing	257	0	257	60	0	60
Bridge Strengthening & Replacement	Ongoing	1,097	0	1,097	1,047	0	1,047
Road Safety Improvement Schemes	Ongoing	305	0	305	302	0	302
Street Scene Infrastructure	Ongoing	2,851	0	2,851	2,851	0	2,851
Integrated Waste Strategy	Mar-19	100	0	100	100	0	100
TG & Regional Transport Plan Grant Projects	Ongoing	607	-588	19	600	-588	12
Public Lighting Works	Ongoing	382	0	382	382	0	382
RTC Grant - Road Safety Projects	Ongoing	513	-513	0	513	-513	0
Local Transport Plan Grant Projects	Ongoing	5,196	-2,182	3,014	5,203	-2,182	3,021
Carmarthen Western Link Road	Mar-19	2,591	-1,112	1,479	2,862	-1,112	1,750
Parc Howard Improvements	Completed	0	0	0	3	0	3
Pantyglyn Retaining Wall, Llanybydder	Mar-19	345	0	345	345	0	345
Emergency Planning	Completed	0	0	0	17	-17	0
St Davids Park	Mar-19	1,122	0	1,122	1,122	0	1,122
Rural Estates Capital Schemes	Mar-19	255	0	255	255	0	255

Variance for Year £'000	Comment
0	
0	
-197	Expenditure profile being planned in accordance with whole of life care plan. Funding required for future year maintenance.
-50	
-3	
0	
0	
-7	
0	
0	
7	
271	Works to be completed in 18/19, funded from future S106 contributions.
3	
0	
0	
0	
0	

Environment
Capital Budget Monitoring - Scrutiny Report for June 2018 - Detailed Variances

Scheme	Target Date for Completion	Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Capital maintenance	Ongoing	3,394	0	3,394	3,394	0	3,394
Industrial Redevelopments	Completed	163	0	163	163	0	163
Agile Working	Ongoing	889	0	889	889	0	889
East Gate Development	Mar-19	176	0	176	176	0	176
NET BUDGET		20,960	-4,395	16,565	21,001	-4,412	16,589

Variance for Year £'000	Comment
0	
0	
0	
0	
0	
24	

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

1ST OCTOBER 2018

REVIEW OF GAMBLING POLICY		
<p>To consider and comment on the following issues: A summary of the consultation responses is attached.</p> <p>To recommend to Executive Board that :-</p> <ul style="list-style-type: none"> The amended Gambling Policy be approved. 		
<p>Reasons:</p> <ul style="list-style-type: none"> The attached revised Gambling Policy document reflects the results of the consultation and review process and complies with relevant legislation and guidance To formulate views for submission to the Executive Board/Council for consideration. 		
<p>To be referred to the Executive Board/Council for decision:</p> <p>Exec Board Decision Required YES – 19th November, 2018</p> <p>Council Decision Required YES - 12th December, 2018</p>		
<p>EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr. P M Hughes - Public Protection Portfolio Holder</p>		
<p>Directorate Department for Communities</p> <p>Name of Head of Service: Jonathan Morgan</p> <p>Report Author: Emyr Jones</p>	<p>Designations:</p> <p>Acting Head of Homes and Safer Communities</p> <p>Licensing Lead</p>	<p>Tel. 01554 899285 jmorgan@cararthenshire.gov.uk</p> <p>Tel 01267 228717 eorjones@sirgar.gov.uk</p>

EXECUTIVE SUMMARY
ENVIRONMENTAL & PUBLIC PROTECTION
SCRUTINY COMMITTEE

1ST OCTOBER 2018

REVIEW OF GAMBLING POLICY

Context

The current Gambling Policy was adopted by the authority in February 2016 and came into effect on the 11th of March 2016. The legislation requires it to be reviewed at least every three years to ensure that it reflects feedback from the local community that the statutory objectives are being met.

Consultation

As part of the review, the authority is required to undertake a consultation exercise aimed at the chief officer of Police, representatives of gambling businesses and persons representing the interests of residents and businesses in the area, in order for their views to be formally considered by the authority.

The consultation began on the 3rd of April and finished on the 1st of June 2018.

Over one thousand individuals and organisations, including licence holders and their representatives, town and community councils, members of parliament, assembly members, county councillors, council departments and responsible authorities received consultation documents. The responsible authorities include, The Licensing Authority, Dyfed Powys Police, Police and Crime Commissioner, Mid and West Wales Fire and Rescue Service, Gambling Commission, Environmental Health (Pollution Section), Planning Authority, HMRC, Children Services, Neighbouring Licensing Authorities.

The survey was again undertaken using the consultation facility on the Council's web site. This enabled the majority of consultees to be contacted via e-mail, thus reducing the cost whilst increasing the accessibility of the consultation.

The key issues raised as a result of the consultation exercise and review were:-

- No clear evidence that specific areas of the county are suffering with gambling related problems.
- There is evidence of a link between alcohol and gambling behaviours and awareness training should be provided to staff in licensed premises.

The authority's licensing section in conjunction with the council's legal department have reviewed the policy document in light of revisions to Gambling Commission guidance and best

practice. The authority has liaised closely with the Gambling Commission to ensure that the revised document embraces the changes being introduced by the Commission. This included hosting meetings with representatives of the Gambling Commission as well as the licensing sections of, Pembrokeshire, Powys and Ceredigion licensing authorities, with the aim of ensuring as far as possible a consistent approach to the revised Gambling Policy.

The key changes to Gambling Policy document include :-

1. New section inserted regarding safeguarding advice for licence holders.(Page 13)
2. Notification of premises licence applications to the Health Board.(Page 13)
3. Information on how to access training courses for staff on drug and alcohol issues. (Page 13)
4. Signposting Gambling premises operators to the report of the Chief Medical Officer for Wales – Annual Report 2016/17 Gambling with our Health (Page 13)
5. Advising premises licence holders to keep premises risk assessments at the premises alongside the premises licence.(Page 23)
6. Require applicants for unlicensed Family Entertainment Centres to provide basic criminal conviction disclosures from the Disclosure and Barring Service (Page 24)
7. Require applicants for Licensed Premises Gaming Machine Permits to provide plans of the premises as well as additional information regarding the supervision of the proposed machines, the nature of the premises and access for under 18s. (Page 26)

A revised gambling policy document, incorporating amendments to reflect the relevant consultation responses is attached.

DETAILED REPORT ATTACHED ?	<p>YES:-</p> <ul style="list-style-type: none"> • Gambling Policy Consultation Report • Gambling Policy
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IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Jonathan Morgan

Acting Head of Homes and Safer Communities

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

The proposed amendments to the Gambling Policy promote the prevention of crime and disorder. The Policy complies with the Authority's duty under section 17 of the Crime and Disorder Act.

An Equalities impact assessment has been undertaken and no negative impacts have been identified.

2. Legal

Legal services are satisfied that the proposed amendments comply with the Gambling Act 2005 and the statutory guidance issued by the Gambling Commission.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Jonathan Morgan

Acting Head of Homes and Safer Communities

1. Local Member(s)

Local Members were consulted through correspondence.

2. Community / Town Council

Town and Community Councils were consulted through correspondence.

3. Relevant Partners

Relevant partners were consulted through correspondence and consultation meetings.

4. Staff Side Representatives and other Organisations - N/A

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Consultation Responses	Review of Gambling Policy 2018	3, Spilman Street, Carmarthen
Gambling Commission Guidance	Review of Gambling Policy 2018	3, Spilman Street, Carmarthen

CARMARTHENSHIRE COUNTY COUNCIL



Gambling Policy CONSULTATION REPORT

Contents

Page	
1	Introduction and context
1	Outline of approach and consultation methods
4	Key quantitative findings from the survey
9	Analysis of general comments from the survey (matrix table)
14	Summary – key changes to the gambling policy
<hr/>	
15	<i>Appendix A – Gambling Policy survey</i>
19	<i>Appendix B – Map of Carmarthenshire’s postcode districts</i>

CARMARTHENSHIRE COUNTY COUNCIL

Gambling Policy CONSULTATION

INTRODUCTION & CONTEXT

On a periodic basis – at least once every three years – the local authority is legally required to review its Gambling Policy under the Gambling Act 2005 to ensure fitness for purpose. Consultation is an intrinsic part of this process: the policy must be responsive to local needs, it should take under advisement comments from myriad stakeholders and seek evidence that will help evaluate progress against its statutory objectives.

To this end, a ten week consultation (3rd April to 1st June 2018) was held to garner views from a wide range of organisations and individuals with an interest in licensing matters. The consultation was the first opportunity that local residents, businesses, existing licence holders and their representatives have had to formally comment on the Policy since 2015.

This report, incorporating the results of the public consultation and the authority's response in summary form, will go to both the Licensing Committee and Environmental & Public Protection Scrutiny Committee in October and then to the Executive Board in November before going to full Council in December.

This report:

- 1) Outlines the approach and consultation methods deployed;
 - 2) Summarises results and key findings;
 - 3) Considers free-text responses from residents, licence holders, organisations and town and community councils in a summary matrix table;
 - 4) Provides a short summary
-

1) OUTLINE OF APPROACH AND CONSULTATION METHODS

A mixed-methods approach to ascertaining views on Carmarthenshire's Gambling Policy was employed to gather quantitative and qualitative data for analytical and evaluative purposes. Specifically, the consultation focused on identifying locations where gambling and gambling-related problems were perceived to be a serious issue.

In accordance with the Gambling Act 2005, a number of statutory consultees were engaged throughout the consultation. This included:

- the fire authority
- the police service
- the Gambling Commission
- Planning
- Environmental Health
- Child Protection
- HMRC

The gambling consultation was jointly publicised with the licensing policy. Awareness was raised through use of the following consultation channels:

Publicity

The consultation was publicised through the Council’s press office, through means including: press releases; information on the Council’s website; online consultation portal and through social media feeds.

Carmarthenshire Citizens’ Panel & 50+ Forum

Carmarthenshire’s Citizens’ Panel (a representative group comprising c. 557 members) – and 50+ Forum (2700 members aged 50 plus) are a useful barometer of public opinion and are regularly consulted on Council services. Information was disseminated electronically to members on email: c. 281 Citizens’ Panel and c. 759 50+ members.

Survey

Surveys are a cost-effective method for finding out stakeholders’ views and can be administered in a variety of different ways. An electronic and paper survey was thus selected as the principal method for gathering data. The survey contained a number of fixed-response (closed) and free-response (open) questions. Furthermore, the survey encouraged respondents to upload/attach evidence to support their submission.

The on-line survey was made available through Carmarthenshire County Council’s website (Seen in appendix A). In addition to listed statutory consultees, links to the survey were circulated to members of the Citizens Panel, 50+ Forum, county councillors and town and community councils, gambling licence holders, licensing solicitors, MPs, AMs and the Police and Crime Commissioner. Taken as a whole, consultation invites were sent to over 1000 individuals and organisations.

The consultation exercise resulted in **23 submissions**, covering a wide section of the community. The table presented below provides a breakdown of the composition of respondents. Some have responded on a number of capacities, therefore the table presented below contains 28 responses.

Are you responding as a... (Multiple choice question)	
Gambling premises licence holder	2 (9%)
Gambling permit holder	2 (9%)
Premises licence holder	3 (13%)
Personal licence holder	-
Club premises certificate holder	7 (30%)
Member of the Public	6 (26%)
Local business	1 (4%)
Body representing licence holders / clubs	1 (4%)
Body/ Person representing members of the Public (e.g. County councillors; Town & Community Council)	4 (17%)
Other Organisation or Group	2 (9%)

The table below presents the areas respondents resided in. Respondents were asked to enter the first two digits of their postcode following SA. The following table presents the postcodes entered. No other postcode attracted a response.

Postcode*	Number of responses
SA14	3 (23%)
SA15	2 (15%)
SA16	1 (8%)
SA17	1 (8%)
SA18	4 (30%)
SA20	1 (8%)
SA34	1 (8%)

*Note Postcode areas seen in Appendix B.

Other

Carmarthenshire's Licensing Section has convened a number of meetings with representatives of Ceredigion, Pembrokeshire and Powys Council licensing sections as well as the Gambling Commission to discuss revisions to Gambling Policies and to adopt a consistent approach where possible.

2) KEY QUANTITATIVE FINDINGS FROM THE SURVEY

The section will be structured by considering each quantitative survey question in turn. Mention will be made of the views of different categories of respondent (i.e. Postcode area and nature of respondent), to enable comparisons to be made. In section 3, comments from the consultation will be considered separately in a matrix table, whether these have arisen through survey submission, or letter or email submissions.

About the Average Index Score (AIS)

Sometimes known as a 'weighted average', the AIS is a way of distilling the 'balance and strength of opinion' down into one number. Useful for questions with options to 'strongly agree', 'disagree', etc., the technique is used throughout the report.

Example

10 people are asked whether they 'strongly agree', 'agree', 'have no opinion', 'disagree' or 'strongly disagree' that Wales will win the six nations.

Results...

3 strongly agree (each response worth 2, so=**6**)

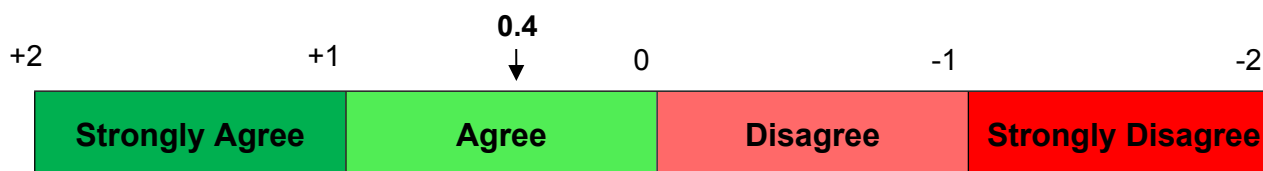
3 agree (each response worth 1, so=**3**)

1 no opinion (each response worth 0, so=**0**)

1 disagree (each response worth -1, so= **-1**)

2 strongly disagree (each response worth -2, so=**-4**)

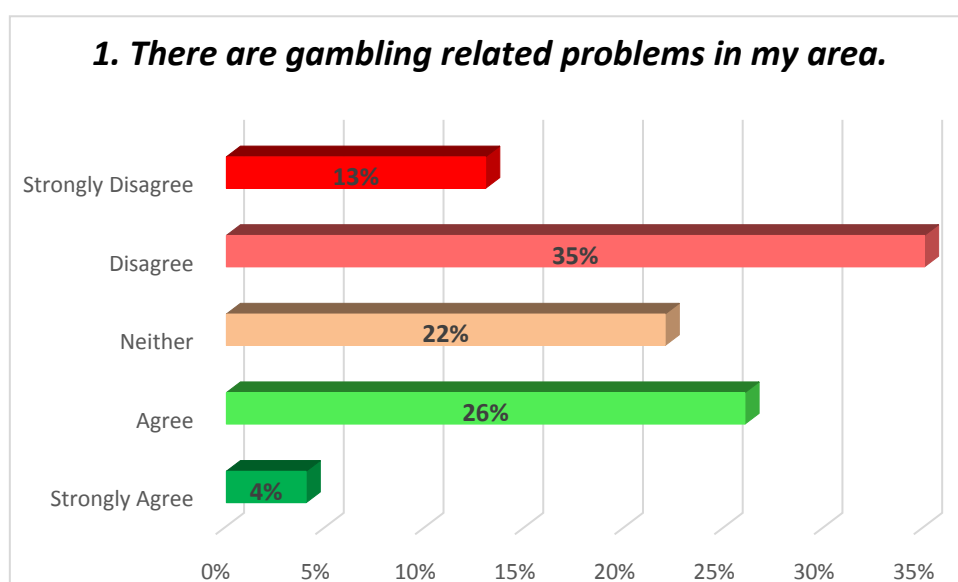
The AIS is calculated by adding all the numbers in bold: So, $6+3+0-1-4=4$; Then dividing by the number of responses (10 in this case). The average index score is: $4 \div 10 = \mathbf{0.4}$



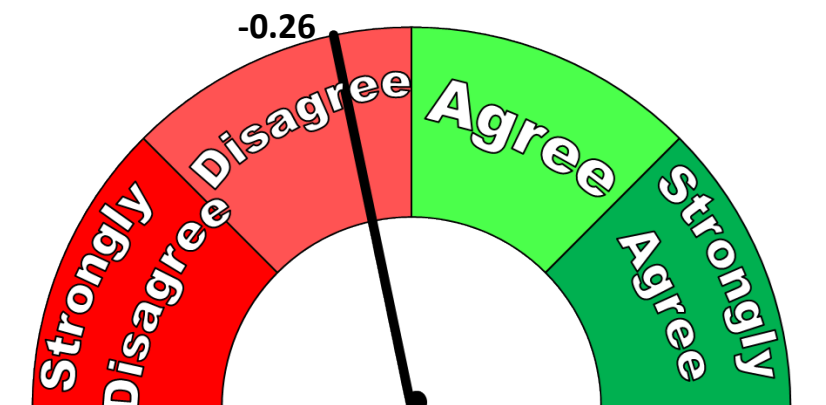
Respondents were asked to indicate the extent to which they agreed or disagreed with a series of statements about gambling – designed to produce information on the gambling-related problems across Carmarthenshire. A likert scale was used, with 'strongly agree' and 'strongly disagree' as response anchors.

1. There are gambling related problems in my area.

Firstly, 48% of respondents disagreed (35% disagree; 13% strongly disagree) that there were **gambling-related problems in their area**. 22% of respondents reported that they 'Neither' disagreed nor agreed with this statement. This may suggest that respondents do not feel they have sufficient knowledge/information or local intelligence to make an informed judgment, thus preferring to remain neutral. It was seen that over a quarter (30%) of respondents agreed with the statement with 4% of these participants strongly agreeing. Of those who agreed gambling-related problems were an issue in their area, the following postcodes were cited: SA14 (x1 respondents); SA18 (x1) and SA34 (x1).

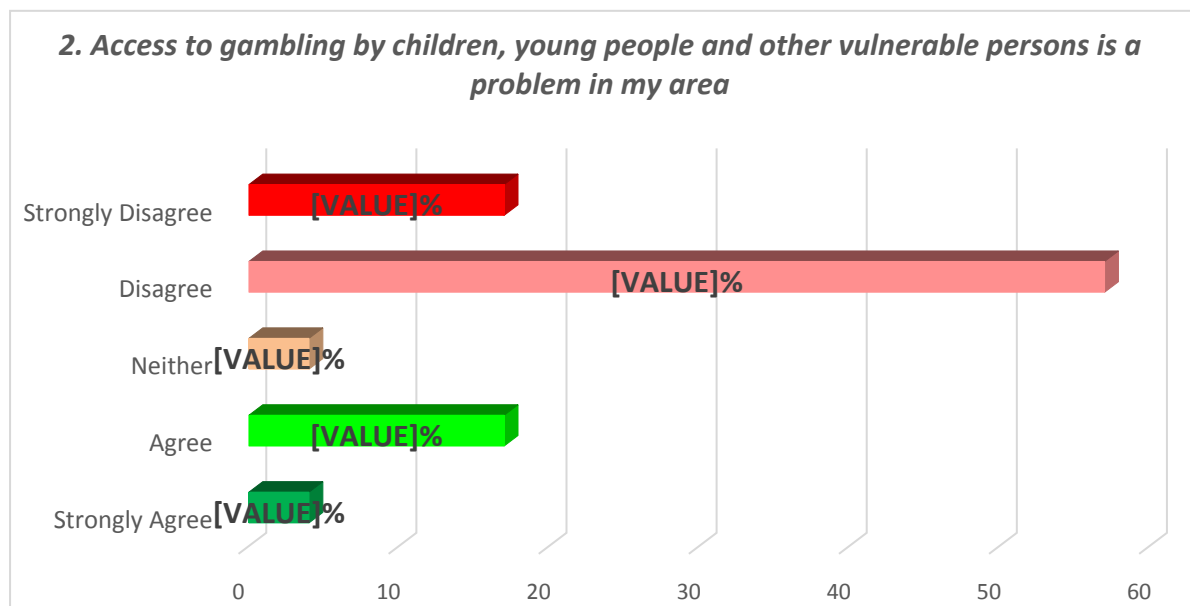


That the majority do not consider gambling-related problems to be an issue in their area is borne out by a negative Average Index Score (AIS) of **-0.26** (plotted below).

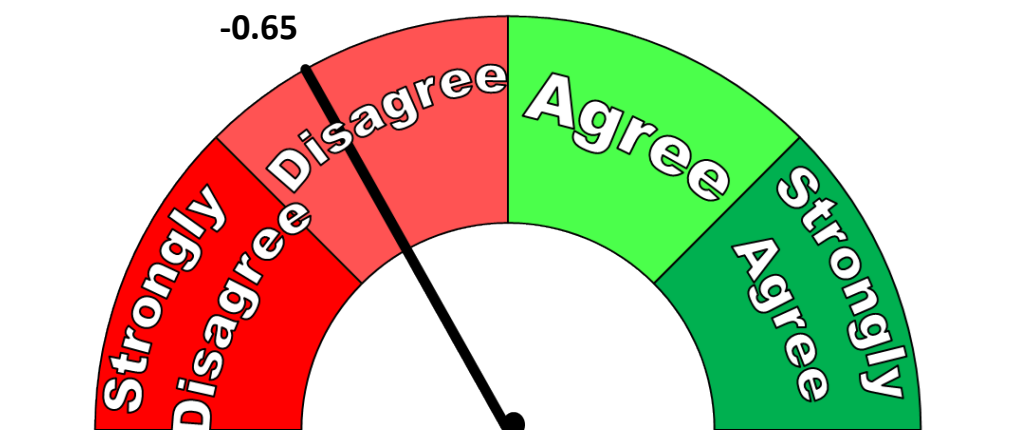


2. Access to gambling by children, young people and other vulnerable persons is a problem in my area

Next, 74% of respondents disagreed (57%) or strongly disagreed (17%) that **access to gambling by children and young people was a problem in their area**. Contrastingly, 17% agreed with this statement and 4% strongly agreed. The results can be seen in the table below. When examining the breakdown, it is clear that most individuals, organisations and businesses noted that access to gambling by children, young people and vulnerable persons is not a problem in their area. Furthermore, when examining postcode areas, only one agreement was seen which derived from SA14 postcode.

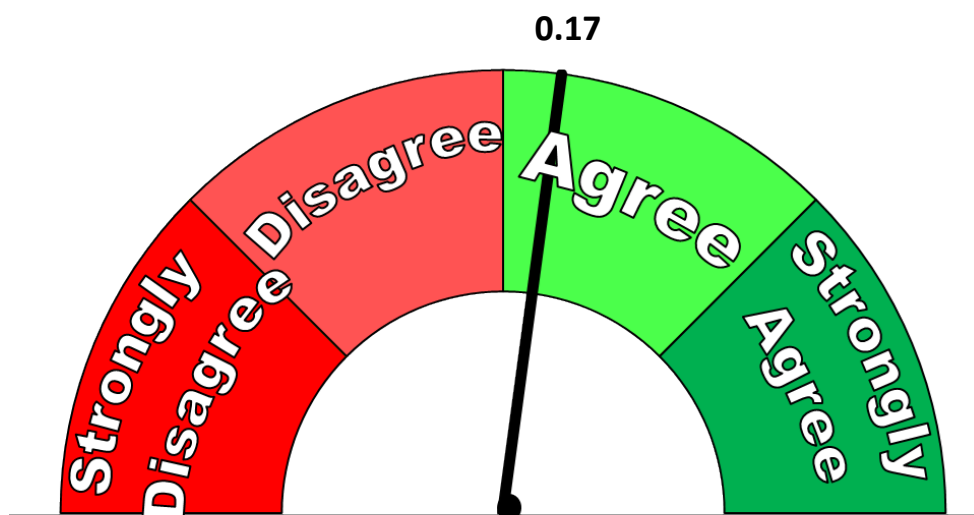
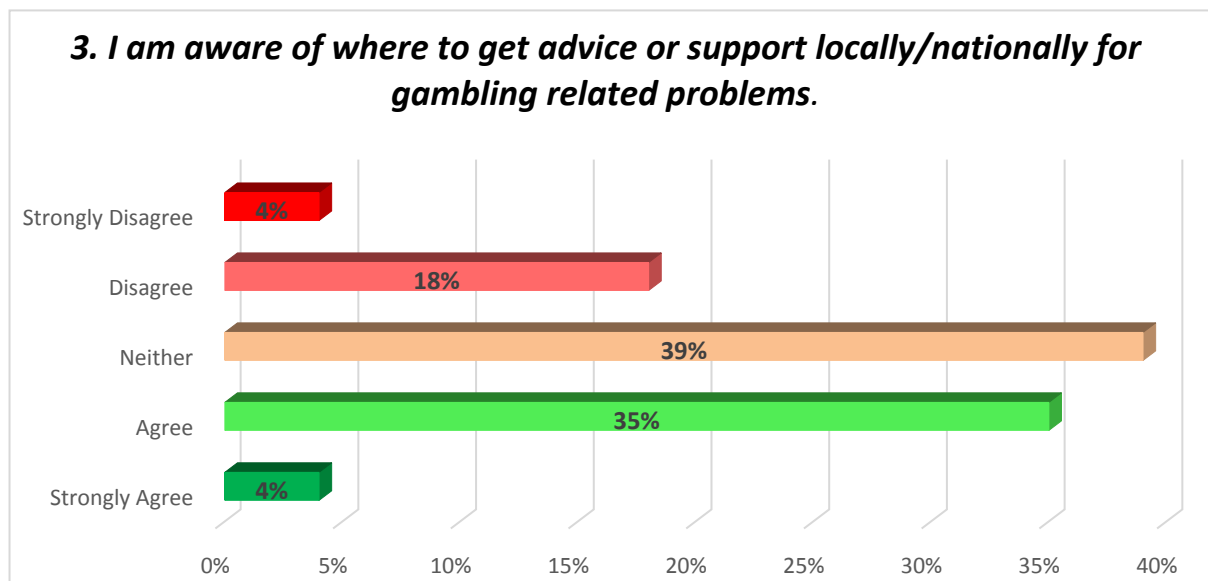


An Average Index Score of -0.65 confirms this result, with a score in the 0 – -1 range indicating disagreement.



3. I am aware of where to get advice or support locally/nationally for gambling related problems.

It was seen that 39% (N=9) respondents neither agreed nor disagreed that they were aware of where to get advice or support locally / nationally for gambling related problems. Again, this suggests most respondents are neutral/undecided on the matter or have insufficient knowledge or experience to form strong feelings. The same amount of respondents (39%) (Strongly agreed 4%; agreed 35%) with this statement. A significantly lower amount of participants disagreed (18% strongly disagree; 4% disagree).

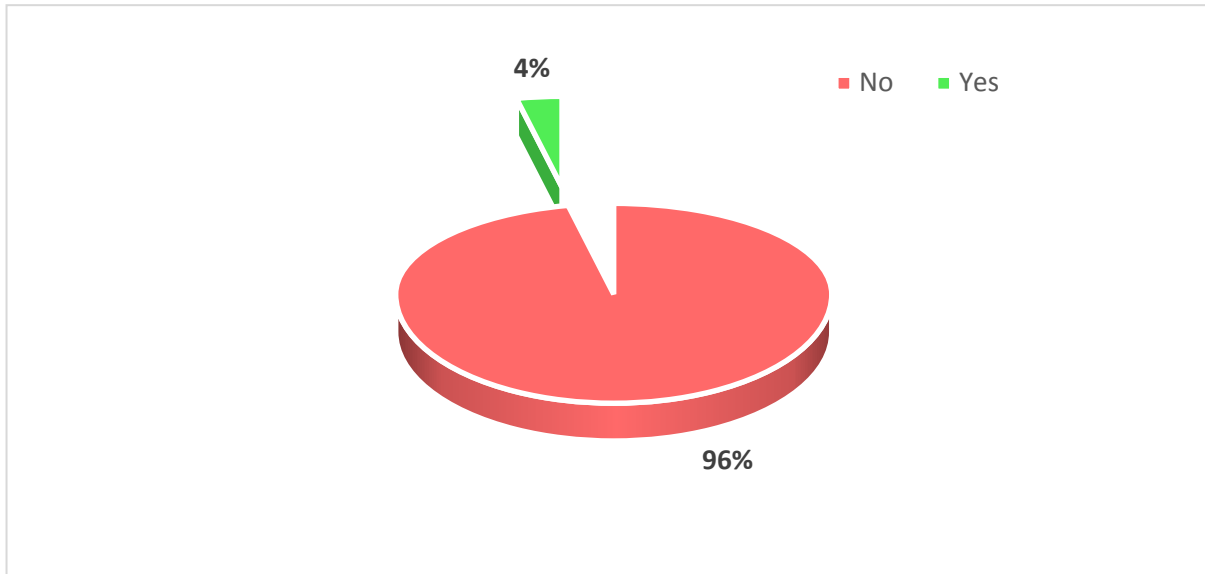


An Average Index Score of 0.17 suggests, overall, respondents slightly agreed with the statement. Values closer to a '0' value are indicative of a fairly neutral response.

4. Are you aware of any problems that have occurred as a result of gambling premises being located in close proximity to sensitive buildings e.g. schools,

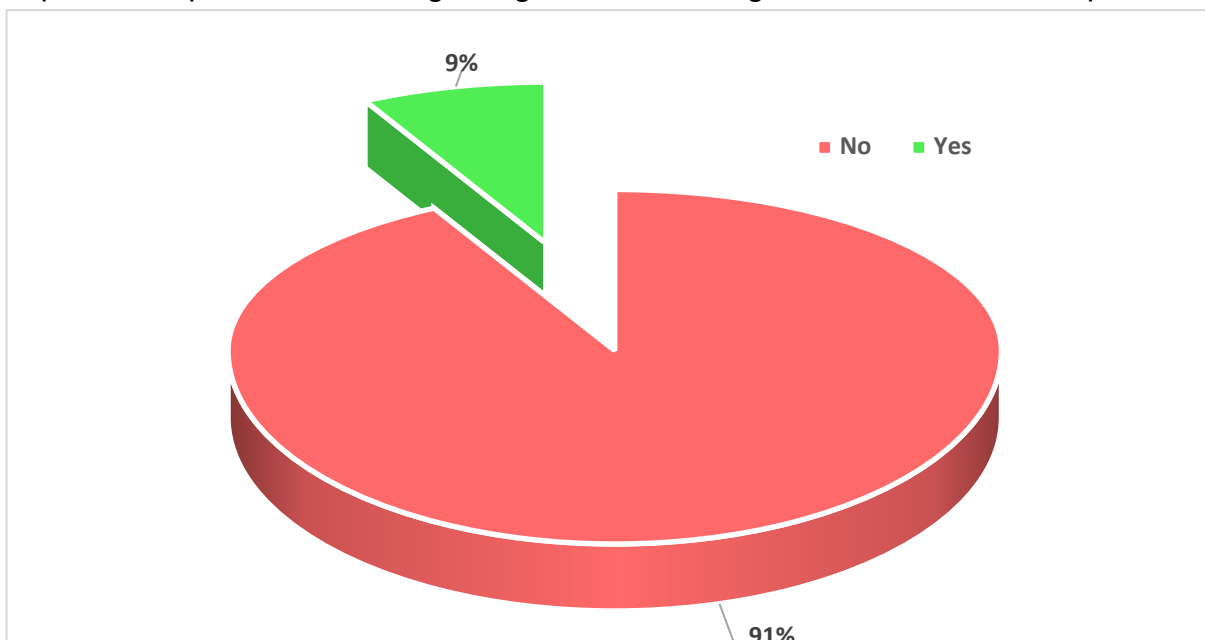
sixth form colleges, children's play areas, treatment centres for drug, alcohol and other addictions?

The pie chart below shows that the majority of respondents (n=22; 96%) are unaware of any problems which have occurred as a result of gambling premises being located in close proximity to sensitive buildings. Only one person responded that they were aware of problems which have occurred.



5. Are you aware of any premises where problems have occurred as a result of gaming machines being made available to the public?

Similar to the preceding question, 91% (N=20) were unaware of any premises in their area where problems have occurred as a result of gaming machines being made available to the public. In contrast only 9% (N=2) noted that they have experiences problems due to gaming machines being made available to the public.



3) ANALYSIS OF COMMENTS – SUMMARY MATRIX TABLE

The report now considers comments expressed in the survey’s free-text questions. Note is made of the respondents’ ID number (to provide a traceable record), comment(s) received, the Council’s response and, where appropriate, changes to the gambling policy as a result of the consultation. Respondents that have not submitted a reply are omitted from the table.

RESPONDENT	COMMENTS	APPRAISAL	RESPONSE	CHANGES
Respondent 1	<p>Question 1,2 and 6 With Llanelli being that a deprived area Gambling can be a problem with it been seen as a way out of poverty etc</p>	Noted	To be taken into account when reviewing the policy	No Change necessary, already covered on page 12 of the Policy document under the heading of vulnerable persons.
Respondent 2	<p>Question 1 A load of residents mainly male using wages/benefits in bookmakers . Machines and then cards games in pub/club (Llwynhendy)</p> <p>Question 2 Machines in club/pub and bookmakers</p>	<p>Noted</p> <p>Noted</p>	<p>To be taken into account when reviewing the policy</p> <p>To be taken into account when reviewing the policy</p>	<p>No Change necessary, already covered on page 12 of the Policy document under the heading of vulnerable persons.</p> <p>No change necessary as above.</p>

	<p>Question 5</p> <p>Children in club and machine was punched by a man who lost all his monies</p> <p>Question 6</p> <p>Lower the amount. There are too many gambling premises and online gambling is worse as in my opinion people do not actually use the cash but cards and seems they are not in the reality of losing cash. Also continued emails texts and letters to people offering “free spins” 100% match bonuses etc.</p>	<p>Noted</p> <p>Noted</p>	<p>To be taken into account when reviewing the policy</p> <p>No change required to policy</p>	<p>Covered on page 12 of the policy document under the heading Children.</p> <p>No power to control the number of premises and online gambling controlled by the Gambling Commission.</p>
Respondent 6	<p>Question 1</p> <p>Ready availability of gambling outlets in the town (Carmarthen)</p>	<p>Noted</p>	<p>No change required to policy</p>	<p>Cannot limit number of premises.</p>
Respondent 7	<p>Question 6</p> <p>Most of the gambling within Llangennech RFC is by smart phone directly to gambling firms</p>	<p>Noted</p>	<p>No change required to policy</p>	<p>No Change</p>

Respondent 14	<p>Question 6 The policy should discourage the use of fixed odds betting terminals</p>	Noted.	No change required to policy	No change as it is a statutory entitlement.
Respondent 19	<p>Question 6 It would be useful if a local pathway / protocol was put in place to obtain Health Board views on gambling premise applications, particularly in ensuring that the council meets its licensing objective “protecting children and other vulnerable persons from being harmed or exploited by gambling”. This would be particularly important for instance, in considering location of premises near services for vulnerable people, particularly children and young people and drug or alcohol services.</p>	Noted.	The Policy will be amended to include a process for notifying the Health Board of Applications.	Paragraph 9.20(3)e inserted to outline the notification process.

	<p>(Previously “Legal Highs”) in order to better equip staff to handle use on premises.</p> <p>Local services can provide short, bespoke courses free to licensed premises. It is suggested that given the evidenced links between gambling and problematic alcohol and / or drug use,</p> <p>Consideration should be given to suggesting gambling premises granted licenses should promote local help services for addressing gambling and drug and alcohol issues. Such promotional materials could be provided free of charge.</p>	Noted	Amend Policy to reflect this advice	Paragraph 9.20(3)g inserted to reflect this change
Respondent 20	<p>Question 3 Able to obtain advise from Working Men's Club & Institute</p>	Noted	No change required to policy	No Change
Respondent 23	<p>Question 6 Take into account location of gambling machines so that they do not tempt or harm young people.</p>	Noted	The policy already contains references to the Code of practice in relation to Gaming machines.	No Change

4) SUMMARY – KEY CHANGES TO THE GAMBLING POLICY

1. New section inserted regarding safeguarding advice for licence holders. (Page 13)
2. Notification of premises licence applications to the Health Board. (Page 13)
3. Information on how to access training courses for staff on drug and alcohol issues. (Page 13)
4. Signposting Gambling premises operators to the report of the Chief Medical Officer for Wales – Annual Report 2016/17 Gambling with our Health (Page 13)
5. Advising premises licence holders to keep premises risk assessments at the premises alongside the premises licence.(Page 23)
6. Require applicants for unlicensed Family Entertainment Centres to provide basic criminal conviction disclosures from the Disclosure and Barring Service. (Page 24)
7. Require applicants for Licensed Premises Gaming Machine Permits to provide plans of the premises as well as additional information regarding the supervision of the proposed machines, the nature of the premises and access for under 18s. (Page 26)



Gambling Act 2005 - Review of Gambling Policy Consultation Document 2018

Part 1 - About You

Are you responding as a...

Gambling premises license holder

Gambling permit holder

Premises license holder

Personal license holder

Club premises certificate holder

Member of the Public

Local business

Body representing license holders / clubs

Body/ Person representing members of the Public (e.g. County councilors; Town & Community Council)

Other Organisation or Group

If responding as an organisation/business/body, please write its name here

Following 'SA', please specify the two numbers of your postcode

4	20	39
9	31	40
14	32	44
15	33	48
16	34	66
17	35	67
18	37	out of county
19	38	

Part 2

To what extent would you agree or disagree with the following statements:

1. There are gambling related problems in my area

Strongly agree

Agree

Neither

Disagree

Strongly disagree

If you would like to provide specific information on any of these issues, such as past or ongoing problems, please do so below:

Street

Town / Village

Nature of problem

2. Access to gambling by children, young people and other vulnerable persons is a problem in my area

Strongly agree

Agree

Neither

Disagree

Strongly disagree

If you would like to provide specific information on any of these issues, such as past or ongoing problems, please do so below:

Street

Town / Village

Nature of problem

3. I am aware of where to get advice or support locally / nationally for gambling related problems.

Strongly agree

Agree

Neither

Disagree

Strongly disagree

If you agree, please give details of the services that you are aware of below

Street

Town / Village

Nature of problem

4. Are you aware of any problems that have occurred as a result of gambling premises being located in close proximity to sensitive buildings e.g. schools, sixth form colleges, children's play areas, treatment centres for drug, alcohol and other addictions?

Yes

No

If you would like to provide specific information on any of these issues, such as past or ongoing problems, please do so below:

Street

Town / Village

Nature of problem

5. Are you aware of any premises where problems have occurred as a result of gaming machines being made available to the public?

Yes

No

If you would like to provide specific information on any of these issues, such as past or ongoing problems, please do so below:

Street

Town / Village

Nature of Problem

6. Is there anything else that you want us to take into account when reviewing the Gambling Policy?

If you would like to attach a document to your survey response, please do so:

Part 3 - Your Details

(optional)

Name:

Address:

Tel No:

Fax:

E-mail:

Under certain circumstances, we may wish to contact you to follow-up on your response, either to ask for additional comment or to reply to the points you have raised.

Do you consent to CCC using your details in this way?

Yes - I am happy to be contacted

No - I do not wish to be contacted

How we will use your information

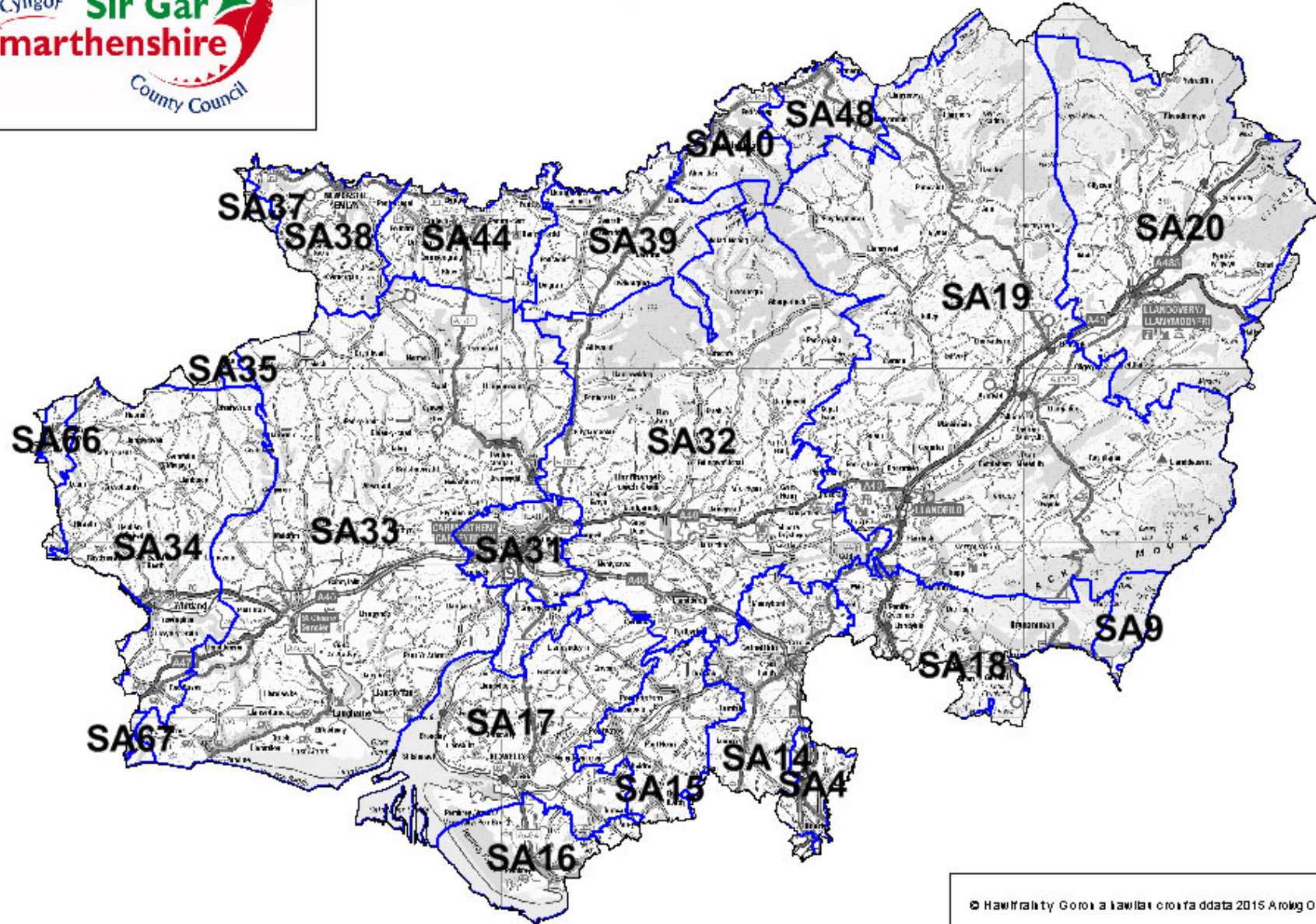
We are collecting personal data about you on this form to comply with requirements in the Gambling Act 2005 on carrying out consultations.

This personal data will only be used for the purpose of this consultation exercise by the Licensing team and will not be shared with any other Council service or external organisation. When we publish a report on this consultation this will not contain your personal details.

To find out more about how we will use your information, including your Data Protection rights, please contact the Licensing Section on 01267 228717.



APPENDIX 2 - Map of Carmarthenshire Postcode Districts



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Gambling Policy Gambling Act 2005

STATEMENT OF GAMBLING POLICY

Gambling Act 2005

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PART A

Statement of Gambling Policy

1. The Licensing Objectives

1.1 In exercising most of their functions under the Gambling Act 2005, licensing authorities must have regard to the licensing objectives as set out in section 1 of the Act. The licensing objectives are:

- **Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime;**
- **Ensuring that gambling is conducted in a fair and open way;**
- **Protecting children and other vulnerable persons from being harmed or exploited by gambling.**

1.2 It should be noted that the Gambling Commission has stated: “The requirement in relation to children is explicitly to protect them from being harmed or exploited by gambling”.

1.3 This licensing authority is aware that, as per Section 153, in making decisions about premises licences and temporary use notices it should aim to permit the use of premises for gambling in so far as it thinks it is:

- **in accordance with any relevant code of practice issued by the Gambling Commission;**
- **in accordance with any relevant guidance issued by the Gambling Commission;**
- **reasonably consistent with the licensing objectives and**
- **in accordance with the authority’s statement of Gambling policy.**

2. Introduction

2.1 Carmarthenshire is the third largest county in Wales in geographic terms, with a population in 2013 of 184 681. As a primarily rural area, Carmarthenshire has a strong agricultural base with a ‘necklace’ of key market towns providing for the needs of communities in those rural areas. South East Carmarthenshire is the most densely populated part of the county, and is characterised by close knit former industrial communities. A plan of the county showing individual wards is attached as Appendix C.

2.2 Currently there are 26 Gambling Premises in the County, consisting of 15 Betting Premises, 4 Bingo Premises, 4 Adult Gaming Centres, 2 Family Entertainment Centre and 1 Track Betting Licence.

2.3 Licensing authorities are required by the Gambling Act 2005 to publish a statement of the principles, which they propose to apply when exercising their functions. This statement must be published at least every three years. The statement must also be reviewed periodically and any amended parts re-consulted upon. The statement must be then re-published. This document is Carmarthenshire County Council’s statement of principles in accordance with the Act.

2.4 This policy has been formulated as a result of a consultation exercise involving (but not limited to):-

- a) The Police
- b) Gambling Commission

- c) Other Responsible Authorities
- d) Licence Holders and their representatives
- e) Permit Holders and their representatives
- f) Local Gambling businesses and their representatives
- g) Local residents and their representatives

Due consideration has been given to all those who have responded.

- 2.5 It should be noted that this policy statement will not override the right of any person to make an application, make representations about an application, or apply for a review of a licence, as each will be considered on its own merits and according to the statutory requirements of the Gambling Act 2005.
- 2.6 It is noted that applicants for premises licences need to obtain operating licences from the gambling commission and have responsibilities to the Commission as a result.

3. Declaration

- 3.1 In producing this policy document, Carmarthenshire County Council declares that it has had regard to the licensing objectives of the Gambling Act 2005 and the guidance issued by the Gambling Commission.

3.2 Glossary of Terms

Within this Statement of Policy, the following words and terms are defined as stated:

Licensing Objectives:	As defined in section 1.1 above
Council:	Carmarthenshire County Council (hereinafter referred to as “the Council”)
County	The area of Carmarthenshire administered by Carmarthenshire County Council referred to in the map attached (see Appendix C)
Licences:	As defined in Part B
Applications:	Applications for licences and permits as defined in Parts B and C
Licensing Authority	A Licensing Authority within the meaning of Section 2 of the Gambling Act 2005 (hereinafter referred to as “the Authority”)
Notifications:	Means notification of Temporary and Occasional Use Notices
Act:	The Gambling Act 2005
Regulations:	Regulations made under the Gambling Act 2005
Premises:	Any place
Code of Practice:	Means any relevant code of practice under section 24 of the Gambling Act 2005
Mandatory Condition:	Means a specified condition provided by regulations to be attached to a licence

Default Condition: Means a specified condition provided by regulations to be attached to a licence, unless excluded by Carmarthenshire County Council

4. Responsible Authorities

The following are responsible authorities in relation to premises licences under the Act :-

1. The Licensing Authority in whose area the premises are wholly or partly situated (“Carmarthenshire County Council”);
2. The Gambling Commission;
3. Chief Constable of Heddlu Dyfed-Powys Police;
4. Mid and West Wales Fire and Rescue Service
5. Head of Planning, Carmarthenshire County Council or Brecon Beacons National Park Authority.
6. Public Health Services Manager, Public Protection, Carmarthenshire County Council.
7. Department for Education and Children, Carmarthenshire County Council.
8. HM Revenue and Customs.
9. In relation to a vessel, a navigation authority, Environment Agency, British Waterways Board and Secretary of State
10. Any other person prescribed in regulations by the Secretary of State

4.1 The licensing authority is required by regulations to state the principles it will apply in exercising its powers under Section 157(h) of the Act to designate, in writing, a body which is competent to advise the authority about the protection of children from harm.

4.2 The principles are:

- a) the need for the body to be responsible for an area covering the whole of the licensing authority’s area; and
- b) the need for the body to be answerable to democratically elected persons, rather than any particular vested interest group.

4.3 For these reasons, this authority designates the Department for Education and Children , Carmarthenshire County Council for this purpose.

4.4 The contact details of all the Responsible Authorities under the Gambling Act 2005 are contained in Appendix B of this Policy document and are also available via the Council’s website at: www.carmarthenshire.gov.uk

5. Interested parties

5.1 Interested parties can make representations about licence applications, or apply for a review of an existing licence. These parties are defined in the Gambling Act 2005 as follows:

“For the purposes of this Part a person is an interested party in relation to an application for or in respect of a premises licence if, in the opinion of the licensing authority which issues the licence or to which the application is made, the person:

- a) lives sufficiently close to the premises to be likely to be affected by the authorised activities,
- b) has business interests that might be affected by the authorised activities, or
- c) represents persons who satisfy paragraph (a) or (b)”.

5.2 The licensing authority is required by regulations to state the principles it will apply in exercising its powers under the Gambling Act 2005 to determine whether a person is an interested party. The principles are:

- Each case will be decided upon its merits. This authority will not apply a rigid rule to its decision-making. It will consider the examples of considerations provided in the Gambling Commission’s Guidance for local authorities at 8.9 and 8.17. It will also consider the Gambling Commission's Guidance that "has business interests" should be given the widest possible interpretation and include partnerships, charities, faith groups and medical practices.
- Interested parties can be persons who are democratically elected such as councillors and MP’s. No specific evidence of being asked to represent an interested person will be required as long as the councillor / MP represents the ward likely to be affected. Likewise, community councils likely to be affected will be considered to be interested parties. Other than these however, this authority will generally require written evidence that a person/body (e.g. an advocate/relative) ‘represents’ someone who either lives sufficiently close to the premises to be likely to be affected by the authorised activities and/or has business interests that might be affected by the authorised activities. A letter from one of these persons, requesting the representation is sufficient.
- If individuals wish to approach councillors to ask them to represent their views then care should be taken that the councillors are not part of the Licensing Committee dealing with the licence application. If there are any doubts then please contact the **Licensing Section, Department for Communities, 3 Spilman Street, Carmarthen, SA31 1LE.**

5.3 Any community or County Councillors who are approached to represent interested persons should ensure that they comply with the Code of Conduct and seek dispensation from the Standards Committee if appropriate.

6. Exchange of Information

6.1 Licensing authorities are required to include in their statements the principles to be applied by the authority in exercising the functions under sections 29 and 30 of the Act with respect to the exchange of information between it and the Gambling Commission,

and the functions under section 350 of the Act with respect to the exchange of information between it and the other persons listed in Schedule 6 of the Act.

- 6.2 The principle that this licensing authority applies is that it will act in accordance with the provisions of the Gambling Act 2005 in its exchange of information which includes the provision that the **General Data Protection Regulation 2016 and Data Protection Act 2018 will not be contravened**. The licensing authority will also have regard to any guidance issued by the Gambling Commission to local authorities on this matter when it is published, as well as any relevant regulations issued by the Secretary of State under the powers provided in the Gambling Act 2005.
- 6.3 Should any protocols be established as regards information exchange with other bodies then they will be made available.

7. Enforcement

- 7.1 Licensing authorities are required by regulation under the Gambling Act 2005 to state the principles to be applied by the authority in exercising the functions under Part 15 of the Act with respect to the inspection of premises; and the powers under section 346 of the Act to institute criminal proceedings in respect of the offences specified.
- 7.2 This licensing authority's principles are that it will be guided by the Gambling Commission's Guidance for local authorities, and will endeavour to be:
- Proportionate: regulators should only intervene when necessary: remedies should be appropriate to the risk posed, and costs identified and minimised;
 - Accountable: regulators must be able to justify decisions, and be subject to public scrutiny;
 - Consistent: rules and standards must be joined up and implemented fairly;
 - Transparent: regulators should be open, and keep regulations simple and user friendly; and
 - Targeted: regulation should be focused on the problem, and minimise side effects.
- 7.3 As per the Gambling Commission's Guidance for local authorities this licensing authority will endeavour to avoid duplication with other regulatory regimes so far as possible.
- 7.4 The main enforcement and compliance role for this licensing authority in terms of the Gambling Act 2005 will be to ensure compliance with the premises licences and other permissions, which it authorises. The Gambling Commission will be the enforcement body for the operating and personal licences. It is also worth noting that concerns about manufacture, supply or repair of gaming machines will not be dealt with by the licensing authority but will be notified to the Gambling Commission
- 7.5 This licensing authority will also keep itself informed of developments as regards the work of the Better Regulation Executive in its consideration of the regulatory functions of local authorities.
- 7.6 Bearing in mind the principle of transparency, this licensing authority's enforcement/compliance protocols/written agreements will be available upon request to the Licensing Section, 3 Spilman Street, Carmarthen, Carmarthenshire, SA31 1LE.

8. Licensing Authority functions

8.1 Licensing Authorities are required under the Act to:

- Be responsible for the licensing of premises where gambling activities are to take place by issuing Premises Licences; for Bingo premises, Betting premises, Tracks, Adult Gaming Centres and Family Entertainment Centres.
- Issue Provisional Statements;
- Regulate members' clubs and miners' welfare institutes who wish to undertake certain gaming activities via issuing Club Gaming Permits and/or Club Machine Permits;
- Issue Club Machine Permits to Commercial Clubs
- Grant permits for the use of certain lower stake gaming machines at unlicensed Family Entertainment Centres;
- Receive notifications from alcohol licensed premises (under the Licensing Act 2003) for the use of two or fewer gaming machines;
- Issue Licensed Premises Gaming Machine Permits for premises licensed to sell/supply alcohol for consumption on the licensed premises, under the Licensing Act 2003, where there are more than two machines;
- Register small society lotteries below prescribed thresholds;
- Issue Prize Gaming Permits;
- Receive and Endorse Temporary Use Notices;
- Receive Occasional Use Notices;
- Provide information to the Gambling Commission regarding details of licences issued (see section above on 'information exchange');
- Maintain registers of the permits and licences that are issued under these functions.

8.2 It should be noted that local licensing authorities will not be involved in licensing remote gambling at all. This will fall to the Gambling Commission via operating licences.

PART B PREMISES LICENCES – CONSIDERATION OF APPLICATIONS

9. General Principles

9.1 Premises licences will be subject to the requirements set out in the Gambling Act 2005 and regulations, as well as specific mandatory and default conditions which will be detailed in regulations issued by the Secretary of State. Licensing authorities are able to exclude default conditions and also attach others, where it is believed to be appropriate.

9.2 All applicants for Premises Licences will be required to set out how they will have regard to the licensing objectives, as specified in section 1.1 above, and what measures they intend to employ to ensure compliance with them.

9.3 Decision-making

This licensing authority is aware that in making decisions about premises licences it should aim to permit the use of premises for gambling in so far as it thinks it is:

- in accordance with any relevant code of practice issued by the Gambling Commission;
- in accordance with any relevant guidance issued by the Gambling Commission ;
- reasonably consistent with the licensing objectives; and

- in accordance with the authority's statement of licensing policy.

9.4 It is appreciated that as per the Gambling Commission's Guidance for local authorities "moral objections to gambling are not a valid reason to reject applications for premises licences" and also that unmet demand is not a criterion for a licensing authority.

This licensing authority also notes Gambling Commission guidance on ensuring that betting is the primary activity of a licensed premises. Gaming machines may be made available for use in licensed betting premises only at times when there are also sufficient facilities for betting available. Operators will need to demonstrate that betting will continue to be the primary activity of the premises when seeking variations to licenses.

In making this determination, this licensing authority will have regard to the six indicators of betting as a primary gambling activity.

- The offer of established core products (including live event pictures and bet range)
- The provision of information of products and events
- The promotion of gambling opportunities and products
- The actual use made of betting facilities
- The size of premises
- The delivery of betting facilities

9.5 **Definition of "premises"** – In the Act, "premises" is defined as including "any place". Section 152 therefore prevents more than one premises licence applying to any place. But a single building could be subject to more than one premises licence, provided they are for different parts of the building and the different parts of the building can be reasonably regarded as being different premises. This approach has been taken to allow large, multiple unit premises such as a pleasure park, pier, track or shopping mall to obtain discrete premises licences, where appropriate safeguards are in place. However, we will pay particular attention if there are issues about sub-divisions of a single building or plot and should ensure that mandatory conditions relating to access between premises are observed.

9.6 The Gambling Commission states in S7.6 of the fifth edition of its Guidance to Licensing Authorities that: "In most cases the expectation is that a single building / plot will be the subject of an application for a licence, for example, 32 High Street. But, that does not mean 32 High Street cannot be the subject of separate premises licences for the basement and ground floor, if they are configured acceptably. Whether different parts of a building can properly be regarded as being separate premises will depend on the circumstances. The location of the premises will clearly be an important consideration and the suitability of the division is likely to be a matter for discussion between the operator and the licensing authority. S7.7 The Commission does not consider that areas of a building that are artificially or temporarily separated, for example by ropes or moveable partitions, can properly be regarded as different premises. If a premises is located within a wider venue, a licensing authority should request a plan of the venue on which the premises should be identified as a separate unit"

9.7 This licensing authority takes particular note of the Gambling Commission's Guidance to Licensing Authorities which states that: licensing authorities should take particular care in considering applications for multiple licences for a building and those relating to a discrete part of a building used for other (non-gambling) purposes. In particular they should be aware of the following:

- The third licensing objective seeks to protect children from being harmed by gambling. In practice that means not only preventing them from taking part in gambling, but also preventing them from being in close proximity to gambling. Therefore premises should

be configured so that children are not invited to participate in, have accidental access to or closely observe gambling where they are prohibited from participating.

- Entrances to and exits from parts of a building covered by one or more premises licences should be separate and identifiable so that the separation of different premises is not compromised and people do not “drift” into a gambling area. In this context it should normally be possible to access the premises without going through another licensed premises or premises with a permit.
- Customers should be able to participate in the activity named on the premises licence.

9.8 The Guidance also gives a list of factors which the licensing authority should be aware of, which may include:

- Do the premises have a separate registration for business rates?
- Is the premises’ neighbouring premises owned by the same person or someone else?
- Can each of the premises be accessed from the street or a public passageway?
- Can the premises only be accessed from any other gambling premises?

This authority will consider these and other relevant factors in making its decision, depending on all the circumstances of the case.

9.9 **The Gambling Commission’s relevant access provisions for each premises type are reproduced below:**

7.23:

Casinos

- The principal access entrance to the premises must be from a street (as defined at 7.21 of the Guidance)
- No entrance to a casino must be from premises that are used wholly or mainly by children and/or young persons
- No customer must be able to enter a casino directly from any other premises which holds a gambling premises licence

Adult Gaming Centre

- No customer must be able to access the premises directly from any other licensed gambling premises

Betting Shops

- Access must be from a street (as per para 7.20 Guidance to Licensing Authorities) or from another premises with a betting premises licence
- No direct access from a betting shop to another premises used for the retail sale of merchandise or services. In effect there cannot be an entrance to a betting shop from a shop of any kind **unless that shop is itself a licensed betting premises.**

Tracks

- No customer should be able to access the premises directly from:
 - a casino
 - an adult gaming centre

Bingo Premises

- No customer must be able to access the premise directly from:
 - a casino
 - an adult gaming centre
 - a betting premises, other than a track

Family Entertainment Centre

- No customer must be able to access the premises directly from:
 - a casino
 - an adult gaming centre
 - a betting premises, other than a track

Part 7 of the Gambling Commission's Guidance to Licensing Authorities contains further guidance on this issue, which this authority will also take into account in its decision-making.

9.10 Premises "ready for gambling"

The Guidance states that a licence to use premises for gambling should only be issued in relation to premises that the licensing authority can be satisfied are going to be ready to be used for gambling in the reasonably near future, consistent with the scale of building or alterations required before the premises are brought into use.

9.11 If the construction of a premises is not yet complete, or if they need alteration, or if the applicant does not yet have a right to occupy them, then an application for a provisional statement should be made instead.

9.12 In deciding whether a premises licence can be granted where there are outstanding construction or alteration works at a premises, this authority will determine applications on their merits, applying a two stage consideration process:-

- First, whether the premises ought to be permitted to be used for gambling
- Second, whether appropriate conditions can be put in place to cater for the situation that the premises are not yet in the state in which they ought to be before gambling takes place.

9.13 Applicants should note that this authority is entitled to decide that it is appropriate to grant a licence subject to conditions, but it is not obliged to grant such a licence.

9.14 More detailed examples of the circumstances in which such a licence may be granted can be found at paragraphs 7.58-7.65 of the Guidance.

9.15 **Location** - This licensing authority is aware that demand issues cannot be considered with regard to the location of premises but that considerations in terms of the licensing objectives can. As per the Gambling Commission's Guidance for local authorities, this authority will pay particular attention to the protection of children and vulnerable persons from being harmed or exploited by gambling, as well as issues of crime and disorder. This does not preclude any applications being made and each application will be decided on its merits.

9.16

When determining an application to grant a Premises Licence or review a Premises Licence, regard will be taken regarding the proximity of the premises to schools, youth centres, vulnerable adult centres or residential areas where there is an evidential link between the proximity of such premises and the gambling premises. The proximity of premises taken into consideration will vary depending on the size and scope of the gambling premises concerned. Each case will, however, be decided on its merits and will depend to a large extent on the type of gambling that it is proposed will be offered on the premises. Therefore, if an Applicant can effectively demonstrate how they might overcome licensing objective concerns, this will be taken into account.

9.17 **Duplication with other regulatory regimes**

When determining an application, the Authority shall not take into account matters not relevant under the Act such as the likelihood of the applicant obtaining planning permission or building control approval.

An applicant can apply for a “provisional statement” if the building is not complete or if he does not yet have a right to occupy it. Such an application is, however, a separate and distinct process to the granting of planning permission or building control approval.

9.18 This licensing authority will seek to avoid any duplication with other statutory/regulatory systems where possible, including planning. This authority will not consider whether a premises is likely to be awarded planning permission or building regulations approval or comply with any existing permission or approval, in its consideration of it. It will though, listen to, and consider carefully, any concerns about conditions, which are not able to be met by licensees due to planning restrictions, should such a situation arise.

9.19 When dealing with a premises licence application for finished buildings, this authority will not take into account whether those buildings have to comply with the necessary planning or buildings consents. Fire or health and safety risks will not be taken into account, as these matters are dealt with under relevant planning control, buildings and other regulations and must not form part of the consideration for the premises licence.

9.20 **Licensing objectives** - Premises licences granted must be reasonably consistent with the licensing objectives. With regard to these objectives, this licensing authority has considered the Gambling Commission’s Guidance to local authorities and some comments are made below.

1. Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime –

- a) This licensing authority is aware that the Gambling Commission will be taking a leading role in preventing gambling from being a source of crime.
- b) The Gambling Commission's Guidance does however envisage that licensing authorities should pay attention to the proposed location of gambling premises in terms of this licensing objective.
- c) Thus, where an area has known high levels of organised crime this authority will consider carefully whether gambling premises are suitable to be located there and whether conditions may be suitable such as the provision of door supervisors. This licensing authority is aware of the distinction between disorder and nuisance and will consider factors such as whether police assistance was required and how threatening the behaviour was to those who could see it, so as to make that distinction. Issues of nuisance cannot be addressed via the Gambling Act provisions.
- d) When preparing licence applications, applicants are advised to consider the following:-

1. The design and layout of the premises;
2. Location in so far as the location relates to the licensing objectives
3. The training given to staff in crime prevention measures appropriate to those premises;
4. Physical security features installed in the premises. This may include matters such as the position of cash registers or the standard of CCTV that is installed;
5. Where premises are subject to age restrictions, the procedures in place to conduct age verification checks;
6. The likelihood of any violence, public order or policing problem if the licence is granted.
7. In relation to the prevention of disorder, the Authority has the ability (under S169 of the Act) to impose licence conditions.
8. The staffs awareness of the Money Laundering Regulations and the provision of a clear procedure for reporting any suspicious activity to senior management

2. Ensuring that gambling is conducted in a fair and open way –

This licensing authority has noted that the Gambling Commission has stated that it would generally not expect licensing authorities to become concerned with ensuring that gambling is conducted in a fair and open way as this will be addressed via operating and personal licences. There is however, more of a role with regard to tracks which is explained in more detail in the 'tracks' section below – page 16).

3. Protecting children and other vulnerable persons from being harmed or exploited by gambling –

- a) This licensing authority has noted the Gambling Commission's Guidance for local authorities states that this objective means preventing children from taking part in gambling. The licensing authority will therefore consider, as suggested in the Gambling Commission's Guidance, whether specific measures are required at particular premises, with regard to this licensing objective. Appropriate measures may include supervision of entrances/machines, segregation of areas within the same premises, staff training and design and layout of the premises.
- b) This licensing authority is also aware of the Gambling Commission Codes of Practice as regards this licensing objective, in relation to specific premises.

c) Children and vulnerable persons

1. Children

The Gambling Act and guidance issued by the commission make detailed provision for the protection of children from gambling harm. Licence holders should familiarise themselves with these provisions.

2. Test Purchasing

The Authority supports the stance of the Gambling Commission in promoting operators to test the integrity of their age verification policies and procedures to prevent children from accessing gambling facilities. Each premises will be expected to inform their Primary Authority (where there are such agreements in place with specific operators) in writing of the approach they have adopted and share the results of such tests with the Authority annually with a view to working with the Authority to enhance robustness of procedures preventing children using gambling facilities.

Those who do not have such primary authority agreements are expected to share the results of such test purchases with this Licensing Authority.

d) Vulnerable Persons

1. As regards the term “vulnerable persons” it is noted that the Gambling Commission is not seeking to offer a definition but states that “it will for regulatory purposes assume that this group includes people who gamble more than they want to; people who gamble beyond their means; and people who may not be able to make informed or balanced decisions about gambling due to a mental impairment, alcohol or drugs.” This licensing authority will consider this licensing objective on a case by case basis.
2. The Authority expects all gambling premises to make available information regarding the Financial Exploitation Safeguarding Scheme (FESS) .Given the evidence of a link between gambling and financial exploitation. Further information regarding the scheme can be obtained from the Licensing Section.

e) Local Health Board Notification.

The Licensing Authority will notify the Local Health Board of applications for gambling premises licences.

f) Good Practice Guidance

Premises operators, responsible authorities and decision makers are strongly advised to consider best practice guidance when assessing the impact of granting a licence. Particular reference should be made to the following reports:-

- Welsh Government Framework on Tackling the Night Time Economy
- The Relationship Between Alcohol and Gambling behaviours - Alcohol Concern Cymru (2015)
- Gambling with Our Health – Chief Medical Officer for Wales Annual Report 2016/17

g) Training

Premises operators are advised to provide staff training that includes training on drug and alcohol related issues, particularly training on local policies for dealing with discarded needles and the risks of blood borne virus in order to protect staff. Training could also include awareness of the types of new and emerging drugs referred to as “New Psychoactive Substances” (previously “Legal Highs”) in order to better equip staff to handle use on premises.

Local services can provide short, bespoke courses free to licensed premises and operators are strongly advised to contact the licensing authority for details of how to access these courses.

Premises operators are also strongly advised to promote local help services for addressing gambling, drug and alcohol issues. Details of where to obtain relevant promotional material can be obtained from the licensing authority.

h) Safeguarding

1. Carmarthenshire County Council believes that the safeguarding of Children and Vulnerable persons is a priority.
2. Carmarthenshire’s Licensing Section in conjunction with agencies, including the Gambling Commission and Dyfed Powys Police is looking to work in partnership with licensees, their staff and other organisations to ensure that premises offering

gambling activities operate responsibly and with due regard to children and vulnerable persons.

3. As part of this initiative the group has produced information and training material to raise awareness of safeguarding issues, including Child Sexual Exploitation and to provide local points of contact for advice and guidance as well as to report concerns.
4. The authority recommends that businesses offering gambling activities need to ensure that their staff have been adequately trained in relation to safeguarding matters in order to respond appropriately and quickly where issues arise. This advice is equally as important to operators of premises which offer gaming machines alongside the sale or supply of alcohol.
5. The authority strongly suggests that applicants for authorisations include information regarding their arrangements for staff safeguarding training as part of the application documents.
6. Gambling businesses are advised to contact the licensing section or visit the Authority's gambling web pages to obtain copies of the documents.

I) Bet – Watch

The Authority encourages and will support local operators to create and maintain an information sharing network to discuss issues of problem gamblers that are identified. This will also be an opportunity for operators to discuss issues with licensing officers.

Conditions

9.21 - Any conditions attached to licences will be proportionate and will be:

- relevant to the need to make the proposed building suitable as a gambling facility;
- directly related to the premises and the type of licence applied for;
- fairly and reasonably related to the scale and type of premises; and
- reasonable in all other respects.

9.22 Decisions upon individual conditions will be made on a case by case basis, although there will be a number of measures this licensing authority will consider utilising should there be a perceived need, such as the use of supervisors, appropriate signage for adult only areas etc. There are specific comments made in this regard under some of the licence types below. This licensing authority will also expect the licence applicant to offer his/her own suggestions as to ways in which the licensing objectives can be met effectively.

9.23 This licensing authority will also consider specific measures, which may be required for buildings that are subject to multiple premises licences.

9.24 Such measures may include the supervision of entrances; segregation of gambling from non-gambling areas frequented by children; and the supervision of gaming machines in non-adult gambling specific premises in order to pursue the licensing objectives. These matters are in accordance with the Gambling Commission's Guidance.

9.25 This authority will also ensure that where category C or above machines are on offer in premises to which children are admitted:

- that all such machines are located in an area of the premises which is separated from the remainder of the premises by a physical barrier which is effective to prevent access other than through a designated entrance;

- that only adults are admitted to the area where these machines are located;
- that access to the area where the machines are located is supervised;
- that the area where these machines are located is arranged so that it can be observed by the staff or the licence holder; and
- that at the entrance to and inside any such areas there are prominently displayed notices indicating that access to the area is prohibited to persons under 18.

These considerations will apply to premises including buildings where multiple premises licences are applicable.

9.26 This licensing authority is aware that tracks may be subject to one or more than one premises licence, provided each licence relates to a specified area of the track. As per the Gambling Commission's Guidance, this licensing authority will consider the impact upon the third licensing objective and the need to ensure that entrances to each type of premises are distinct and that children are excluded from gambling areas where they are not permitted to enter.

9.27 It is noted that there are conditions which the licensing authority cannot attach to premises licences which are:

- any condition on the premises licence which makes it impossible to comply with an operating licence condition;
- conditions relating to gaming machine categories, numbers, or method of operation;
- conditions which provide that membership of a club or body be required (the Gambling Act 2005 specifically removes the membership requirement for casino and bingo clubs and this provision prevents it being reinstated; and
- conditions in relation to stakes, fees, winning or prizes.

9.28 **Door Supervisors** - The Gambling Commission advises in its Guidance to Licensing Authorities that if a licensing authority is concerned that a premises may attract disorder or be subject to attempts at unauthorised access (for example by children and young persons) then it may require that the entrances to the premises are controlled by a door supervisor, and is entitled to impose a premises licence condition to this effect.

Where it is decided that supervision of entrances/machines is appropriate for particular cases, a consideration of whether these need to be SIA licensed or not will be necessary. It will not be automatically assumed that they need to be licensed, as the statutory requirement for different types of premises vary (as per the Guidance, Part 33).

9.29 However, where an applicant chooses not to engage SIA registered door supervisors this Licensing Authority will expect the applicant to describe in their application how they intend to: -

- a) Carry out Criminal Record checks (CRB) on each individual
- b) Provide details of their criminal convictions criteria
- c) Explain the proposed method of identifying these individuals when working in the capacity of door supervisors.
- d) Indicate the ratio of male and female operatives
- e) Provide details of the appropriate training for the role
- f) Provide a work register showing the duty time and date (same applies to SIA registered).

9.30 **Closed Circuit Television Systems** - This Licensing Authority recognises the value of CCTV systems in preventing crime and disorder. Applicants are advised to follow the guidance available from the Dyfed Powys Police regarding the standards and specifications of any proposed system to ensure that it is appropriate for the premises.

10. Adult Gaming Centres

10.1 This licensing authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority that there will be sufficient measures to, for example, ensure that under 18 year olds do not have access to the premises.

10.2 This licensing authority will expect applicants to offer their own measures to meet the licensing objectives however appropriate measures/licence conditions **should** cover issues such as:

- Adopt a proof of age scheme such as challenge 21 or 25;
- How any risks to children and vulnerable persons from gambling that have been identified in a risk assessment carried out in accordance with paragraph 19.5 of this policy will be addressed;
- CCTV;
- Supervision of entrances/machine areas;
- Physical separation of areas;
- Location of entry;
- Notices/signage;
- Specific opening hours;
- Self-exclusion schemes;
- Provision of information leaflets / helpline numbers for organisations such as GamCare.

This list is not mandatory, nor exhaustive, and is merely indicative of example measures.

11. (Licensed) Family Entertainment Centres:

11.1 This licensing authority will specifically have regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority, for example, that there will be sufficient measures to ensure that under 18 year olds do not have access to the adult only gaming machine areas. Applicants are strongly advised to refer to the safeguarding information set out on page 13 of this policy document.

11.2 This licensing authority will expect applicants to offer their own measures to meet the licensing objectives. However appropriate measures/licence conditions **should** cover issues such as:

- CCTV;
- Supervision of entrances/machine areas;
- Physical separation of areas;
- Location of entry;
- Notices/signage;

- Specific opening hours;
- Self-exclusion schemes;
- Provision of information leaflets/helpline numbers for organisations such as GamCare;
- Measures/training for staff on how to deal with suspected truant school children on the premises.
- How any risks to children and vulnerable adults from gambling that have been identified in a risk assessment carried out in accordance with paragraph 19.5 of this policy will be addressed.

This list is not mandatory, nor exhaustive, and is merely indicative of example measures.

11.3 This licensing authority will, as per the Gambling Commission's guidance, refer to the Commission's website to see any conditions that apply to operating licences covering the way in which the area containing the category C machines should be delineated. This licensing authority will also make itself aware of any mandatory or default conditions on these premises licences, when they have been published.

12. Casinos

12.1 There are currently no casinos operating within the county.

12.2 There is no resolution to prohibit casinos in the county at present. However the Council reserves the right to review this situation and may, at some time in the future, resolve not to permit casinos.

12.3 Should the Council choose to make such a resolution, this will be a resolution of Full Council following considered debate, and the reasons for making the resolution will be given. There is no right of appeal against this resolution.

13. Bingo premises

13.1 This licensing authority notes that the Gambling Commission's Guidance states:

18.4 Licensing authorities will need to satisfy themselves that bingo can be played in any bingo premises for which they issue a premises licence. This will be a relevant consideration where the operator of an existing bingo premises applies to vary their licence to exclude an area of the existing premises from its ambit and then applies for a new premises licence, or multiple licences, for that or those excluded areas.

13.2 This authority also notes the Guidance at paragraph 18.8 regarding the unusual circumstances in which the splitting of a pre-existing premises into two adjacent premises might be permitted, and in particular that it is not permissible to locate sixteen category B3 gaming machines in one of the resulting premises, as the gaming machine entitlement for that premises would be exceeded.

13.3 Paragraph 18.7 further states that children and young people are allowed into bingo premises; however they are not permitted to participate in the bingo and if category B or C machines are made available for use these must be separated from areas where children and young people are allowed.

13.4 This licensing authority will expect applicants to offer their own measures to meet the licensing objectives. However, appropriate measures/licence conditions should cover issues such as:

- Adopt a proof of age scheme such as challenge 21 or 25;
- How any risks to children and vulnerable persons from gambling that have been identified in a risk assessment carried out in accordance with paragraph 19.5 of this policy will be addressed
- CCTV;
- Supervision of entrances/machine areas;
- Physical separation of areas;
- Location of entry;
- Notices/signage;
- Specific opening hours;
- Self-exclusion schemes;
- Provision of information leaflets / helpline numbers for organisations such as GamCare.

14. Betting premises

14.1 **Betting machines** - This licensing authority will, as per the Gambling Commission's Guidance, take into account the size of the premises, the number of counter positions available for person-to-person transactions, and the ability of staff to monitor the use of the machines by children and young persons (it is an offence for those under 18 to bet) or by vulnerable people, when considering the number/nature/circumstances of betting machines an operator wants to offer. This Licensing Authority expects applicants to demonstrate suitable measures to ensure children do not have access to such machines.

14.2 This licensing authority will expect applicants to offer their own measures to meet the licensing objectives. However, appropriate measures/licence conditions should cover issues such as:

- Adopt a proof of age scheme such as challenge 21 or 25;
- How any risks to children and vulnerable persons from gambling that have been identified in a risk assessment carried out in accordance with paragraph 19.5 of this policy will be addressed
- CCTV;
- Supervision of entrances/machine areas;
- Physical separation of areas;
- Location of entry;
- Notices/signage;
- Specific opening hours;
- Self-exclusion schemes;
- Provision of information leaflets / helpline numbers for organisations such as GamCare.

14.3 The Authority recognises that certain bookmakers have a number of premises within its area. In order to ensure that any compliance issues are recognised and resolved at the earliest stage, operators are requested to give the Authority a single named point of contact, who shall be a senior individual, and whom the Authority will contact first should any compliance queries or issues arise.

15. Tracks

- 15.1 This licensing authority is aware that tracks may be subject to one or more than one premises licence, provided each licence relates to a specified area of the track. As per the Gambling Commission's Guidance, this licensing authority will especially consider the impact upon the third licensing objective (i.e. the protection of children and vulnerable persons from being harmed or exploited by gambling) and the need to ensure that entrances to each type of premises are distinct and that children are excluded from gambling areas where they are not permitted to enter.
- 15.2 This authority will therefore expect the premises licence applicant to demonstrate suitable measures to ensure that children do not have access to adult only gaming facilities.
- 15.3 It is noted that children and young persons will be permitted to enter track areas where facilities for betting are provided on days when dog-racing and/or horse racing takes place, but that they are still prevented from entering areas where gaming machines (other than category D machines) are provided.
- 15.4 This licensing authority will expect applicants to offer their own measures to meet the licensing objectives however appropriate measures/licence conditions may cover issues such as:
- Proof of age schemes, such as challenge 21 or 25;
 - CCTV;
 - Supervision of entrances/machine areas;
 - Physical separation of areas;
 - Location of entry;
 - Notices/signage;
 - Specific opening hours;
 - Self-exclusion schemes
 - Provision of information leaflets/helpline numbers for organisations such as GamCare.

This list is not mandatory, nor exhaustive, and is merely indicative of example measures.

- 15.5 **Gaming machines** - Where the applicant holds a pool betting operating licence and is going to use the entitlement to four gaming machines, machines (other than category D machines) should be located in areas from which children are excluded.
- 15.6 **Betting machines** - This licensing authority will, as per Part 6 of the Gambling Commission's Guidance, take into account the size of the premises and the ability of staff to monitor the use of the machines by children and young persons (it is an offence for those under 18 to bet) or by vulnerable people, when considering the number/nature/circumstances of betting machines an operator proposes to offer.
- 15.7 **Condition on rules being displayed** - The Gambling Commission has advised in its Guidance for local authorities that "...licensing authorities should attach a condition to track premises licences requiring the track operator to ensure that the rules are prominently displayed in or near the betting areas, or that other measures are taken to

ensure that they are made available to the public. For example, the rules could be printed in the race-card or made available in leaflet form from the track office.”

15.8 This Licensing Authority will expect applicants to demonstrate how they will comply with this guide as part of their application.

15.9 Applications and plans

The Gambling Act (s51) requires applicants to submit plans of the premises with their application, in order to ensure that the licensing authority has the necessary information to make an informed judgement about whether the premises are fit for gambling. The plan will also be used for the licensing authority to plan future premises inspection activity. (See Guidance to Licensing Authorities, para 20.43).

15.10 **Plans** – Applicants will be expected to provide a plan of the premises in a scale of 1:100 unless the Authority has agreed in writing to the applicant to accept a plan in an alternative scale. The plan should show:

- The entire boundary of the premises, and all buildings and structures within the premises.
- The location of the points of access to and egress from the premises.
- The areas to be used for gambling activities whether permanent or temporary.
- Any areas where access by children is restricted/prohibited.
- Location of any warning or information notices.
- Location of any public conveniences.
- Location of any gambling areas at the premises covered by separate licences or permits.
- The plan may include a legend through which the above matters may be identified.

15.11 This Licensing Authority is of the view that, it would be preferable for all self-contained premises operated by off-course betting operators on track to be the subject of separate premises licences, to ensure that there is clarity between the respective responsibilities of the track operator and the off-course betting operator running a self-contained unit on the premises.

15.12 This authority appreciates that it is sometimes difficult to define the precise location of betting areas on tracks. The precise location of where betting facilities are provided is not required to be shown on track plans, both by virtue of the fact that betting is permitted anywhere on the premises and because of the difficulties associated with pinpointing exact locations for some types of track. Applicants should provide sufficient information so that this authority can satisfy itself that the plan indicates the main areas where betting might take place. For racecourses in particular, any betting areas subject to the “five times rule” (commonly known as betting rings) must be indicated on the plan. (See Guidance to Licensing Authorities, para 20.46).

16. Travelling Fairs

16.1 It will fall to this licensing authority to decide whether, where category D machines and/or equal chance prize gaming without a permit is to be made available for use at travelling fairs, the statutory requirement that the facilities for gambling amount to no more than an ancillary amusement at the fair is met.

- 16.2 The licensing authority will also consider whether the applicant falls within the statutory definition of a travelling fair.
- 16.3 It has been noted that the 27-day statutory maximum for the land being used as a fair, is per calendar year, and that it applies to the piece of land on which the fairs are held, regardless of whether it is the same or different travelling fairs occupying the land. This licensing authority will work with its neighbouring authorities to ensure that land which crosses our boundaries is monitored so that the statutory limits are not exceeded.

17. Provisional Statements

- 17.1 Developers may wish to apply to this authority for provisional statements before entering into a contract to buy or lease property or land to judge whether a development is worth taking forward in light of the need to obtain a premises licence. There is no need for the applicant to hold an operating licence in order to apply for a provisional statement.
- 17.2 S.204 of the Gambling Act provides for a person to make an application to the licensing authority for a provisional statement in respect of premises that he or she:
- expects to be constructed;
 - expects to be altered; or
 - expects to acquire a right to occupy.
- 17.3 The process for considering an application for a provisional statement is the same as that for a premises licence application. The applicant is obliged to give notice of the application in the same way as applying for a premises licence. Responsible authorities and interested parties may make representations and there are rights of appeal.
- 17.4 In contrast to the premises licence application, the applicant does not have to hold or have applied for an operating licence from the Gambling Commission and they do not have to have a right to occupy the premises in respect of which their provisional application is made.
- 17.5 The holder of a provisional statement may then apply for a premises licence once the premises are constructed, altered or acquired. The licensing authority will be constrained in the matters it can consider when determining the premises licence application, and in terms of representations about premises licence applications that follow the grant of a provisional statement, no further representations from relevant authorities or interested parties can be taken into account unless:
- they concern matters which could not have been addressed at the provisional statement stage, or
 - they reflect a change in the applicant's circumstances.
- 17.6 In addition, the authority may refuse the premises licence (or grant it on terms different to those attached to the provisional statement) only by reference to matters:
- which could not have been raised by objectors at the provisional statement stage;
 - which in the authority's opinion reflect a change in the operator's circumstances; or
 - where the premises has not been constructed in accordance with the plan submitted with the application. This must be a substantial change to the plan and this licensing authority notes that it can discuss any concerns it has with the applicant before making a decision.

18. Reviews:

- 18.1 Requests for a review of a premises licence can be made by interested parties or responsible authorities; however, it is for the licensing authority to decide whether the review is to be carried-out. This will be on the basis of whether the request for the review is relevant to the matters listed below;
- in accordance with any relevant Code of Practice issued by the Gambling Commission;
 - in accordance with any relevant guidance issued by the Gambling Commission;
 - reasonably consistent with the licensing objectives; and
 - in accordance with the authority's statement of principles.
- 18.2 The request for the review will also be subject to the consideration by the authority as to whether the request is frivolous, vexatious, or whether it will certainly not cause this authority to wish to alter/revoke/suspend the licence, or whether it is substantially the same as previous representations or requests for review.
- 18.3 The licensing authority can also initiate a review of a particular premises licence, or a particular class of premises licence on the basis of any reason which it thinks is appropriate.
- 18.4 Once a valid application for a review has been received by the licensing authority, representations can be made by responsible authorities and interested parties during a 28 day period. This period begins 7 days after the application was received by the licensing authority, who will publish notice of the application within 7 days of receipt.
- 18.5 The licensing authority must carry out the review as soon as possible after the 28 day period for making representations has passed.
- 18.6 The purpose of the review will be to determine whether the licensing authority should take any action in relation to the licence. If action is justified, the options open to the licensing authority are:-
- (a) add, remove or amend a licence condition imposed by the licensing authority;
 - (b) exclude a default condition imposed by the Secretary of State (e.g. opening hours) or remove or amend such an exclusion;
 - (c) suspend the premises licence for a period not exceeding three months; and
 - (d) revoke the premises licence.
- 18.7 In determining what action, if any, should be taken following a review, the licensing authority must have regard to the principles set out in section 153 of the Act, as well as any relevant representations.
- 18.8 In particular, the licensing authority may also initiate a review of a premises licence on the grounds that a premises licence holder has not provided facilities for gambling at the premises. This is to prevent people from applying for licences in a speculative manner without intending to use them.
- 18.9 Once the review has been completed, the licensing authority must, as soon as possible, notify its decision to:
- the licence holder
 - the applicant for review (if any)
 - the Commission

- any person who made representations
- the chief officer of police or chief constable; and
- Her Majesty's Commissioners for Revenue and Customs

19. Risk Assessments

- 19.1 Such risk assessments are required from new applicants, and from existing premises licensees seeking to vary a licence. The Licence Conditions and Code of Practice issued by the Gambling Commission (The code) requires all operators of; Adult Gaming Centres (AGC's), Bingo Premises, Family Entertainment Centres (FEC's), Betting shops and remote betting intermediaries to assess local risks to the licensing objectives, and to have policies, procedures and control measures in place to mitigate those risks.
- 19.2 Operators are required by the code from 6th April 2016 to make the risk assessment available to licensing authorities when an application is submitted either for new premises licence or variation of a premises licence, or otherwise on request, and this will form part of the Authority's inspection regime and may be requested when officers are investigating complaints.
- 19.3 Operators are strongly advised to ensure that a copy of the current premises risk assessment is kept at the premises alongside the premises licence document and made available to staff.
- 19.4 The code requires the Authority to set out matters they expect the operator to take account of in the risk assessment in its statement of policy and this Authority expects the following matters to be considered by operators when making their risk assessment.
- Information held by the licensee regarding self-exclusions and incidences of underage gambling,
 - Gaming trends that may reflect benefit payments and paydays.
 - Arrangement for localised exchange of information regarding self-exclusions and gaming trends.
 - Urban setting such as proximity to schools, commercial environment, factors affecting footfall,
 - Range of facilities in proximity to the licensed premises such as other gambling outlets, banks, post offices, refreshment and entertainment type facilities
 - Known problems in the area such as problems arising from street drinkers, youths participating in anti-social behaviour, drug dealing activities, etc.
- 19.5 The Authority expects the following matters to be considered by Operators when making their risk assessment.
- Matters relating to children and young persons, including;
- Institutions, places or areas where presence of children and young persons should be expected such as schools, youth clubs, parks, playgrounds and entertainment venues such as bowling allies, cinemas etc.
 - Any premises where children congregate including bus stops, cafés, shops, and any other place where children are attracted,
 - Areas that are prone to issues of youths participating in anti social behaviour, including such activities as graffiti/tagging, underage drinking, etc.
 - Recorded incidents of attempted underage gambling
- 19.6 Matters relating to vulnerable adults, including;

- Information held by the licensee regarding self-exclusions and incidences of underage gambling,
- Gaming trends that may mirror days for financial payments such as pay days or benefit payments
- Arrangement for localised exchange of information regarding self-exclusions and gaming trends.
- Proximity of premises which may be frequented by vulnerable people such as hospitals, residential care homes, places of worship, medical facilities, doctor's surgeries, council housing offices, addiction clinics or help centres, places where alcohol or drug dependant people may congregate, etc.

19.7 This list is not exhaustive and other relevant factors not in this list that are identified must be taken into consideration.

PART C

Permits/Temporary & Occasional Use Notice

20. Unlicensed Family Entertainment Centre gaming machine permits (Statement of Principles on Permits – Schedule 10 paragraph 7).

20.1 Where a premises does not hold a premises licence but wishes to provide gaming machines, it may apply to the licensing authority for this permit. It should be noted that the applicant must show that the premises will be wholly or mainly used for making gaming machines available for use (Section 238 of the act).

20.2 An application for a permit may be granted only if the licensing authority is satisfied that the premises will be used as an unlicensed FEC, and the Chief Officer of Police has been consulted on the application. This Licensing Authority will expect applicants to :

- **Demonstrate** a full understanding of the maximum stakes and prizes of the gambling that is permissible in unlicensed FECs;
- **Demonstrate** that the applicant has no relevant convictions (those that are set out in Schedule 7 of the Act; and
- **Demonstrate** that staff are trained to have a full understanding of the maximum stakes and prizes.
- **Demonstrate an understanding of safeguarding issues highlighted on page 13 of this policy.**
- **Provide a basic criminal record check from the Disclosure and Barring Service (DBS) or a Subject Access printout from the Police National Computer dated within one calendar month of the date of application being submitted (unless the applicant holds a current Operator's licence issued by the Gambling Commission)**
- **Provide plans of the premises which comply with the requirements of paragraph 15.9 – 15.10 of this policy and which illustrate the proposed locations of gaming machines and the locations of staff managing and supervising the centre.**

20.3 When considering any convictions revealed in an application the licensing authority will consider the nature and relevance of the offence, how long ago it took place and any other factors that may be relevant. The application will be subject to the terms of the Rehabilitation of Offenders Act and "spent" convictions may not be referred to when considering the permit application. The application process will make specific reference to the Relevant Offences listed in Schedule 7 to the Gambling Act 2005.

20.4 It should be noted that a licensing authority cannot attach conditions to this type of permit.

20.5 **Statement of Principles** - This licensing authority will expect the applicant to show that there are policies and procedures in place to protect children from harm. Harm in this context is not limited to harm from gambling but includes wider child protection considerations.

20.6 The efficiency of such policies and procedures will each be considered on their merits, however, they may include appropriate measures/training for staff as regards suspected truant school children on the premises, appropriate measures / vetting of staff/training covering how staff would deal with unsupervised very young children being on the premises, or children causing perceived problems on/around the premises. This licensing authority will also expect, as per Gambling Commission Guidance, that applicants demonstrate a full understanding of the maximum stakes and prizes of the gambling that is permissible in unlicensed FECs; that the applicant has no relevant convictions (those that are set out in Schedule 7 of the Act); and that staff are trained to have a full understanding of the maximum stakes and prizes.

20.7 Applicants are advised to refer to the **Safeguarding advice outlined on page 13 of this Policy** or contact the relevant Responsible Authorities for further guidance.

21.(Alcohol) Licensed premises gaming machine permits

Gaming Machines -Automatic Entitlement

21.1 There is provision in the Act for premises licensed to sell alcohol for consumption on the premises, to automatically have 2 gaming machines, of categories C and/or D. The premises merely need to notify the licensing authority and pay the prescribed fee.

21.2 The licensing authority can remove the automatic authorisation in respect of any particular premises if:

- provision of the machines is not reasonably consistent with the pursuit of the licensing objectives;
- gaming has taken place on the premises that breaches a condition of section 282 of the Gambling Act (i.e. that written notice has been provided to the licensing authority, that a fee has been provided and that any relevant code of practice issued by the Gambling Commission about the location and operation of the machine has been complied with);
- the premises are mainly used for gaming; or
- an offence under the Gambling Act has been committed on the premises.

21.3 Gaming Machine Permit: 3 or more machines – (schedule 13 paragraph 4(1))

If a premises wishes to have more than 2 machines, then it needs to apply for a permit and the licensing authority must consider that application based upon the licensing objectives under the 2005 Act, any guidance issued by the Gambling Commission issued under Section 25 of the Gambling Act 2005, and “such matters as they think relevant”.

This licensing authority considers that “such matters” will be decided on a case by case basis but generally there will be regard to the need to protect children and vulnerable persons from harm or being exploited by gambling and will expect the applicant to satisfy the authority that there will be sufficient measures to ensure that under 18 year olds do not have access to the adult only gaming machines. Measures which will satisfy the authority that there will be no access may include the adult machines being

in sight of the bar, or in the sight of staff who will monitor that the machines are not being used by those under 18. Notices and signage may also help. As regards the protection of vulnerable persons, applicants may wish to consider the provision of information leaflets/helpline numbers for organisations such as GamCare.

Applicants for Licensed premises Gaming Machine Permits are therefore required to provide the following information alongside their application:-

1. A plan of the premises in accordance with paragraph 15.10 of this policy on which they shall show the proposed location of each gaming machine along with details of the locations of supervising staff as well as Notices and signage.
2. Information regarding the nature of the premises including access to the premises by persons aged under 18.
3. Applicants are required to demonstrate that the gambling activity proposed at the premises will be incidental / ancillary to the other licensable activities at the premises.

21.4 It is recognised that some alcohol licensed premises may apply for a premises licence for their non-alcohol licensed areas. Any such application would most likely need to be applied for, and dealt with as an Adult Gaming Centre premises licence.

21.5 It should be noted that the licensing authority can decide to grant the application with a smaller number of machines and/or a different category of machines than that applied for. Conditions (other than these) cannot be attached.

21.6 It should also be noted that the holder of a permit must comply with any Code of Practice issued by the Gambling Commission about the location and operation of the machine.

21.7 The Local Authority may consult the Police prior to determining any such applications.

22.Prize Gaming Permits - (Statement of Principles on Permits - Schedule 14 paragraph 8 (3)).

22.1 The Gambling Act 2005 states that a licensing authority may “prepare a statement of principles that they propose to apply in exercising their functions under this Schedule” which “may, in particular, specify matters that the licensing authority propose to consider in determining the suitability of the applicant for a permit”.

22.2 **Statement of Principles** - Applicants should set out the types of gaming that he or she is intending to offer and that the applicant should be able to demonstrate:

- that they understand the limits to stakes and prizes that are set out in Regulations;
- and that the gaming offered is within the law.
- Clear policies that outline the steps to be taken to protect children from harm.

22.3 In making its decision on an application for this permit the licensing authority does not need to have regard to the licensing objectives but must have regard to any Gambling Commission guidance (Gambling Act 2005, Schedule 14 paragraph 8(3)).

22.4 It should be noted that there are conditions in the Gambling Act 2005 by which the permit holder must comply, but that the licensing authority cannot attach conditions. The conditions in the Act are:

- the limits on participation fees, as set out in regulations, must be complied with;
- all chances to participate in the gaming must be allocated on the premises on which the gaming is taking place and on one day; the game must be played and completed on the day the chances are allocated; and the result of the game must be made public in the premises on the day that it is played;
- the prize for which the game is played must not exceed the amount set out in regulations (if a money prize), or the prescribed value (if non-monetary prize); and
- participation in the gaming must not entitle the player to take part in any other gambling.

23. Club Gaming and Club Machines Permits

23.1 Members Clubs and Miners' welfare institutes (but not Commercial Clubs) may apply for a Club Gaming Permit . The Club Gaming Permit will enable the premises to provide gaming machines (3 machines of categories B, C or D), equal chance gaming and games of chance as set-out in forthcoming regulations.

Members Clubs and Miner's welfare institutes – and also Commercial Clubs – may apply for a Club Machine Permit. A Club Machine permit will enable the premises to provide gaming machines (3 machines of categories B, C or D). NB Commercial Clubs may not site category B3A gaming machines offering lottery games in their club.

23.2 This licensing authority notes that the Gambling Commission's Guidance states:

25.44 The LA has to satisfy itself that the club meets the requirements of the Act to obtain a club gaming permit. In doing so it will take account a number of matters as outlined in sections 25.45-25.47 of the Gambling Commission's Guidance. These include the constitution of the club, the frequency of gaming, and ensuring that there are more than 25 members.

The club must be conducted 'wholly or mainly' for purposes other than gaming, unless the gaming is permitted by separate regulations. The Secretary of State has made regulations and these cover bridge and whist clubs.

23.3 The Commission Guidance also notes that "licensing authorities may only refuse an application on the grounds that:

- (a) the applicant does not fulfil the requirements for a members' or commercial club or miners' welfare institute and therefore is not entitled to receive the type of permit for which it has applied;
- (b) the applicant's premises are used wholly or mainly by children and/or young persons;
- (c) an offence under the Act or a breach of a permit has been committed by the applicant while providing gaming facilities;
- (d) a permit held by the applicant has been cancelled in the previous ten years; or
- (e) an objection has been lodged by the Commission or the police".

23.4 There is also a 'fast-track' procedure available under the Act for premises which hold a Club Premises Certificate under the Licensing Act 2003 (Schedule 12 paragraph 10). As the Gambling Commission's Guidance for local authorities states: "Under the fast-track procedure there is no opportunity for objections to be made by the Commission or the police, and the grounds upon which an authority can refuse a permit are reduced". The grounds on which an application under the process may be refused are:

- (a) that the club is established primarily for gaming, other than gaming prescribed under schedule 12;
- (b) that in addition to the prescribed gaming, the applicant provides facilities for other gaming; or
- (c) that a club gaming permit or club machine permit issued to the applicant in the last ten years has been cancelled."

23.5 There are statutory conditions on club gaming permits that no child uses a category B or C machine on the premises and that the holder complies with any relevant provision of a code of practice about the location and operation of gaming machines.

23.6

This licensing authority will expect applicants to offer their own measures to meet the licensing objectives however appropriate measures/licence conditions should cover issues such as:

- Adopt a proof of age scheme such as challenge 21 or 25;
- How any risks to children and vulnerable persons from gambling will be addressed;
- CCTV;
- Supervision of entrances/machine areas;
- Physical separation of areas;
- Location of entry;
- Notices/signage;
- Specific opening hours;
- Self-exclusion schemes;
- Provision of information leaflets / helpline numbers for organisations such as GamCare.

24. Temporary Use Notices

24.1 Temporary Use Notices allow the use of premises for gambling where there is no premises licence but where a gambling operator wishes to use the premises temporarily for providing facilities for gambling. Premises that might be suitable for a Temporary Use Notice, according to the Gambling Commission, would include hotels, conference centres and sporting venues.

24.2 The licensing authority can only grant a Temporary Use Notice to a person or company holding a relevant operating licence, i.e. a non-remote casino operating licence.

24.3 The Secretary of State has the power to determine what form of gambling can be authorised by Temporary Use Notices, and at the time of writing this Statement the relevant regulations (SI no 3157: The Gambling Act 2005 (Temporary Use Notices) Regulations 2007) state that Temporary Use Notices can only be used to permit the provision of facilities or equal chance gaming, where the gaming is intended to produce a single winner, which in practice means poker tournaments.

24.4 There are a number of statutory limits as regards Temporary Use Notices. The meaning of "premises" in Part 8 of the Act is discussed in Part 7 of the Gambling Commission Guidance to Licensing Authorities. As with "premises", the definition of "a set of premises" will be a question of fact in the particular circumstances of each notice that is given. In the Act "premises" is defined as including "any place". In considering whether a place falls within the definition of "a set of premises", the licensing authority will look at, amongst other things, the ownership/occupation and control of the premises.

24.5 This licensing authority expects to object to notices where it appears that their effect would be to permit regular gambling in a place that could be described as one set of premises, as recommended in the Gambling Commission's Guidance to Licensing Authorities.

25. Occasional Use Notices

25.1 The licensing authority has very little discretion as regards these notices aside from ensuring that the statutory limit of 8 days in a calendar year is not exceeded. This licensing authority will though consider the definition of a 'track' and whether the applicant is permitted to avail him/herself of the notice. This licensing authority will also ensure that no more than 8 OUNs are issued in one calendar year in respect of any venue.

26. Small Society Lotteries

26.1 This licensing authority will adopt a risk based approach towards its enforcement responsibilities for small society lotteries. This authority considers that the following list, although not exclusive, could affect the risk status of the operator:

- Submission of late returns (returns must be submitted no later than three months after the date on which the lottery draw was held)
- Submission of incomplete or incorrect returns
- Breaches of the limits for small society lotteries

26.2 Non-commercial gaming is permitted if it takes place at a non-commercial event, either as an incidental or principal activity at the event. Events are non-commercial if no part of the proceeds is for private profit or gain. The proceeds of such events may benefit one or more individuals if the activity is organised:

- by or on behalf of, a charity or for charitable purposes
- to enable participation in, or support of, sporting, athletic or cultural activities.

Charities and community groups should contact this licensing authority on 01267 228717 for further advice.

DELEGATION OF FUNCTIONS

Matter to be dealt with	Full Council	Sub Committee	Officers
Final approval of three year Licensing policy	X		
Policy not to permit casinos	X		
Application for premises licences		Where representations have been received and not withdrawn	Where no representations received and representations have been withdrawn
Application for a variation to a licence		Where representations have been received and not withdrawn	Where no representations received and representations have been withdrawn
Application for a transfer of a licence		Where representations have been received from the Commission	Where no representations received from the Commission
Application for a provisional statement		Where representations have been received and not withdrawn	Where no representations received and representations have been withdrawn
Application for a review of a premises / club licence		X	
Application for club gaming/ Club machine permits		Where objections have been made and not withdrawn	Where no objections made or where objections have been withdrawn
Cancellation of club gaming/ Club machine permits		X	
Applications for other permits		Where objections have been made and not withdrawn	Where no objections made or where objections have been withdrawn
Cancellation of licensed premises gaming machine permits			X
Consideration of temporary use notice			X
Decision to give a counter notice to a temporary use notice		X	
Fee setting (when appropriate)	Executive Member Board Decision Meeting		
Decision of whether a representation is irrelevant, frivolous or vexatious			X In consultation with Licensing Committee Chairperson

GAMBLING ACT 2005

GAMBLING POLICY

Appendix B

Contact Details

Licensing Authority

Licensing Section
Department for Communities
Carmarthenshire County Council
3 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LE

Tel No. 01267 234567

e-mail : PublicProtection@Carmarthenshire.gov.uk

Gambling Commission
Victoria Square House
Victoria Square
Birmingham
B2 4BP

Tel No. 0121 230 6666

e-mail: info@gamblingcommission.gov.uk

Fax No. 0121 230 6720

HMRC
The National Registration Unit
Betting and Gaming
Portcullis House
21 India Street
Glasgow
G2 4PZ

Tel No. 03000 516023

e-mail nrubetting&gaming@hmrc.gsi.gov.uk

Fax No. 03000 516249

The Relevant planning Authority

Either ,

Head of Planning
Carmarthenshire County Council
8 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LQ

Tel No. 01267 242454

e-mail: Planning@Carmarthenshire.gov.uk

Or

Brecon Beacons National Park, for premises within its administrative area

Enforcement Officer
Brecon Beacons National Park Authority
Plas Y Ffynnon
Cambrian Way
Brecon
Powys
LD3 7HP

Tel No: 01874 620431
Email: planning.enquiries@breconbeacons.org
Fax: 01874 622524

Commercial Services Manager
Department for Communities
Carmarthenshire County Council
3 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LE

Tel No. 01267 234567
e-mail: PublicProtection@Carmarthenshire.gov.uk

Licensing Officer
Dyfed Powys Police
Police Station
Foundry Road
Ammanford
Carmarthenshire
SA18 2LS

Tel No. 101 Ext 26464
e-mail: Mike.Price@Dyfed-Powys.pnn.police.uk

County Commander
Mid and West Wales Fire and Rescue Service
Carmarthenshire Command HQ
Lime Grove Avenue
Carmarthen
Carmarthenshire
SA31 1SP

Tel No. 0870 6060699
e-mail : Mail@Mawwfire.gov.uk

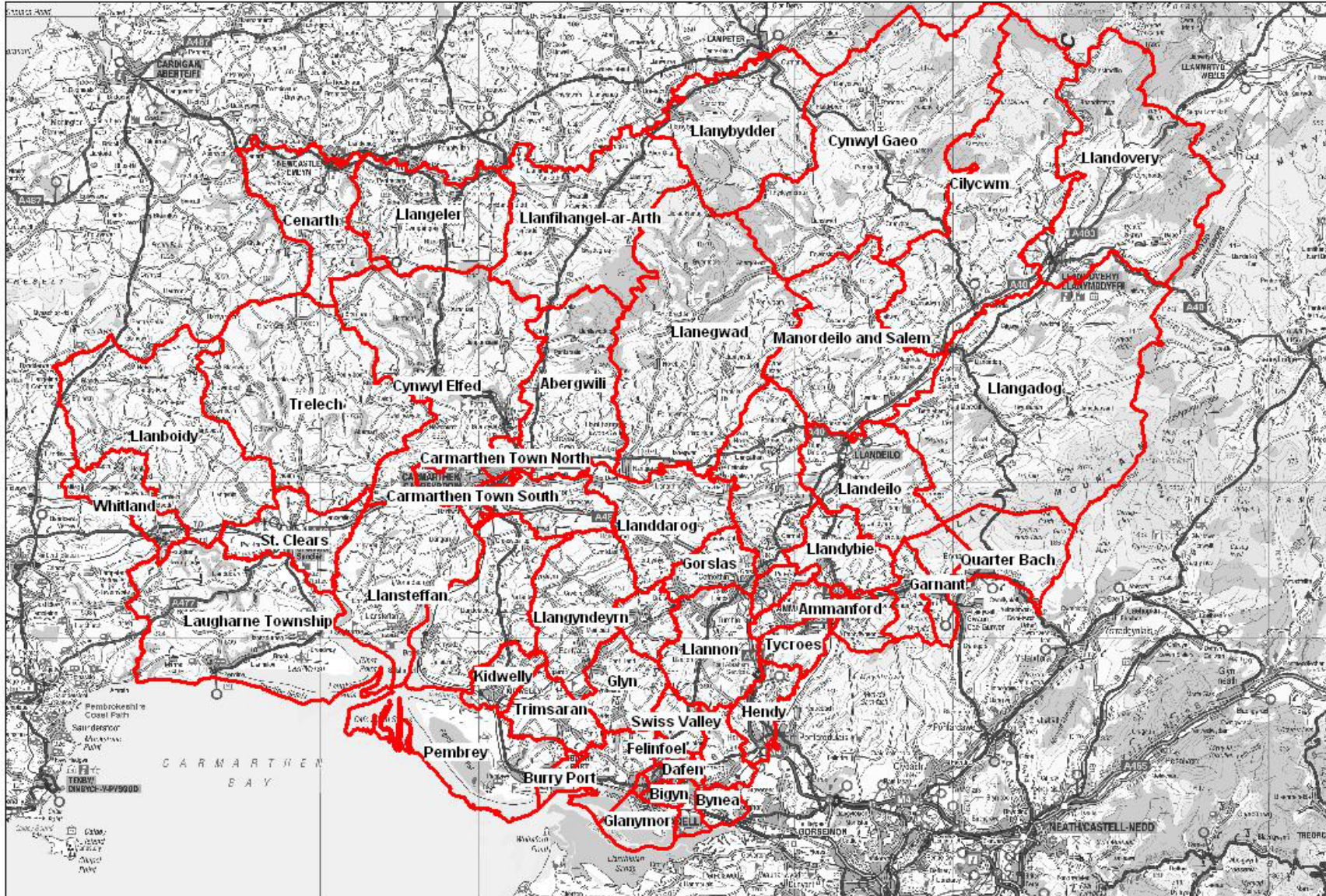
Head of Children Services
Department for Education and Children

Carmarthenshire County Council
Building 2
St. Davids Park
Jobs Well Road
Carmarthen
Carmarthenshire
SA31 3HB

Tel No. 01267 246549

e-mail. Childrensocialcare@Carmarthenshire.gov.uk

Applicants for licences in respect of vessels should contact the Licensing Authority for additional information.



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ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

1ST OCTOBER, 2018

REVIEW OF LICENSING POLICY

To consider and comment on the following issues:

A summary of the consultation responses is attached.

To recommend to Executive Board that :-

- The amended Licensing Policy be approved.

Reasons:

- The attached revised Licensing Policy document reflects the results of the consultation and review process.
- Sufficient evidence has been provided to justify adopting a Cumulative Impact Assessment in respect of Lammas Street, Carmarthen.
- The scheme of delegation has been amended to reflect good practice and changes to the legislation.
- To formulate views for submission to the Executive Board/Council for consideration.

To be referred to the Executive Board/Council for decision: YES

Exec Board Decision Required YES – 19th November, 2018

Council Decision Required YES - 12th December, 2018

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. P M Hughes - Public Protection Portfolio Holder

Directorate Department for
Communities

Name of Head of Service:
Jonathan Morgan

Report Author:

Emyr Jones

Designations:

Acting Head of Homes and
Safer Communities

Licensing Lead

Tel. 01554 899285

jmorgan@carmarthenshire.gov.uk

Tel 01267 228717

eorjones@sirgar.gov.uk

EXECUTIVE SUMMARY
ENVIRONMENTAL & PUBLIC PROTECTION
SCRUTINY COMMITTEE

1ST OCTOBER, 2018

REVIEW OF LICENSING POLICY

Context

When the current Licensing Policy was adopted in February 2016, it was resolved that a further consultation would be undertaken regarding the possible adoption of a Cumulative Impact Policy in relation to Lammas Street, Carmarthen.

The legislation was amended in April 2018 to refer to Cumulative Impact Assessments rather than Cumulative Impact Policies.

Consultation

This consultation exercise was undertaken between the 3rd of April and the 1st of June 2018 and was aimed at responsible authorities, local residents, businesses, existing licence holders and their representatives.

Approximately a thousand individuals and organisations, including licence holders and their representatives, town and community councils, members of parliament, assembly members, county councillors, council departments and responsible authorities received consultation documents.

The survey was undertaken using the consultation facility on the Council's web site. This enabled the majority of consultees to be contacted via e-mail, thus reducing the cost whilst increasing the accessibility of the consultation. Properties within the area highlighted in the consultation document received a hand delivered consultation letter.

The Authority's licensing section in conjunction with the council's legal department have reviewed the policy document in light of the consultation responses, revised government guidance, amendments to the Licensing Act and recent case law.

The Key issues raised as a result of the consultation exercise were:-

- That there is evidence to support the adoption of a Cumulative Impact Assessment for Lammas Street, Carmarthen.

The Key changes to the Policy document include :-

- A Cumulative Impact statement in respect of Lammas Street, Carmarthen. (Page 21)
- An amended schedule of delegations to reflect amendments to the Licensing Act 2003 and to deal with film classification requests. (Page 33)

A revised licensing policy document, incorporating amendments to reflect the review process is attached.

DETAILED REPORT ATTACHED?

YES -

- **Licensing Policy Consultation Report**
- **Licensing Policy Statement**

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Jonathan Morgan

Acting Head of Homes and Safer Communities

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

The proposed amendments to the Licensing Policy promote the prevention of crime and disorder. The Policy complies with the Authority's duty under section 17 of the Crime and Disorder Act.

An Equalities impact assessment has been undertaken and no negative impacts have been identified.

2. Legal

Legal services are satisfied that the proposed amendments comply with the Licensing Act 2003 and the statutory guidance issued by the Secretary of State.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below
Signed: Jonathan Morgan Acting Head of Homes and Safer Communities

1. Local Member(s)

Local Members were consulted through correspondence.

2. Community / Town Council

Town and Community Councils were consulted through correspondence.

3. Relevant Partners

Relevant partners were consulted through correspondence and consultation meetings.

4. Staff Side Representatives and other Organisations N/A

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Consultation Responses	Review of Licensing Policy 2018	3, Spilman Street, Carmarthen
Home Office Guidance	Review of Licensing Policy 2018	3, Spilman Street, Carmarthen

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CARMARTHENSHIRE COUNTY COUNCIL



Licensing Policy CONSULTATION REPORT

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3	Outline of approach and consultation methods
5	Key quantitative findings from the survey
14	Analysis of general comments from the survey (matrix table)
60	Summary – key changes to the licensing policy
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61	<i>Appendix A – Licensing Policy survey</i>
65	<i>Appendix B – Map of Carmarthenshire’s postcode districts</i>
66	<i>Appendix C – Plan from consultation document</i>

CARMARTHENSHIRE COUNTY COUNCIL
Licensing Policy Consultation

INTRODUCTION & CONTEXT

On a periodic basis – at least once every five years – the local authority is legally required to review its Licensing Policy under the Licensing Act 2003 to ensure fitness for purpose. When the current policy was adopted by the authority in February 2016, it was resolved that a further consultation would be undertaken regarding the possible adoption of a Cumulative Impact Assessment in respect of Lammas Street, Carmarthen. Consultation is an intrinsic part of this process: the policy must be responsive to local needs, it should take under advisement comments from myriad stakeholders and seek evidence that will help evaluate progress against its statutory objectives.

To this end, a ten week consultation (April 3rd to June 1st 2018) was held to garner views from a wide range of organisations and individuals with an interest in licensing matters.

This report, incorporating the results of the public consultation and the authority's response in summary form, will go to both the Licensing Committee and Environmental & Public Protection Scrutiny Committee in October and then to the Executive Board in November before full Council in December.

This report:

- 1) Outlines the approach and consultation methods deployed;
 - 2) Summarises results and key findings;
 - 3) Considers free-text responses from residents, licence holders, organisations and town and community councils in a summary matrix table;
 - 4) Provides a short summary
-

1) OUTLINE OF APPROACH AND CONSULTATION METHODS

A mixed-methods approach to ascertaining views on Carmarthenshire's Licensing Policy was employed to gather quantitative and qualitative data for analytical and evaluative purposes. Specifically, the consultation focused on (i) identifying whether alcohol related anti-social behaviour continues to be a problem in Lammas Street and whether a Cumulative Impact Assessment is required for the street (ii) the types of licensable activities to which the assessment should apply and (iii) the area to which the assessment should apply.

In accordance with the Licensing Act 2003, a number of statutory consultees were engaged throughout the consultation. This included:

- the chief officer of police
- the fire authority
- persons/bodies representative of local premises licence holders
- persons/bodies representative of local club premises certificate holders
- persons/bodies representative of local personal licences
- persons/bodies representative of businesses and residents in the area

More generally, the following mechanisms and consultation channels were utilised:

Publicity

The consultation was publicised through the Council’s press office, through means including: press releases; information on the Council’s website; online consultation portal and through social media feeds. Properties in the area highlighted in the consultation document received a hand delivered consultation letter.

Carmarthenshire Citizens’ Panel & 50+ Forum

Carmarthenshire’s Citizens’ Panel (a representative group comprising c. 557 members) – and 50+ Forum (2700 members aged 50 plus) are a useful barometer of public opinion and are regularly consulted on Council services. Information was disseminated electronically to members on email: c. 281 Citizens’ Panel and c. 759 50+ members.

Workshop

The licensing committee on the 24th of May was used as an opportunity to take members of committee through the consultation document.

Survey

Surveys are a cost-effective method for finding out stakeholders’ views and can be administered in a variety of different ways. An electronic and paper survey was thus selected as the principal method for gathering data. The survey contained a number of fixed-response (closed) and free-response (open) questions. Furthermore, the survey encouraged respondents to upload/attach evidence to support their submission.

The on-line survey (Appendix A) was made available through Carmarthenshire County Council’s consultation page. In addition to listed statutory consultees, links to the survey were circulated to members of the Citizens Panel, 50+ Forum, county councillors and town and community councils, license holders, licensing solicitors, MPs, AMs and the Police and Crime Commissioner. Taken as a whole, consultation invites were sent to over 1000 individuals and organisations.

The consultation exercise resulted in **36 submissions**, covering a wide section of the community. A full breakdown of response sources is seen below and postcode areas can be seen on the following page.

Are you responding as a...	
Premises licence holder	2 (6%)
Personal licence holder	1 (3%)
Club premises certificate holder	-
Member of the Public	25 (71%)
Local business	3 (8%)
Body representing licence holders / clubs	-
Body/ Person representing members of the Public (e.g. County councillors; Town & Community Council)	2 (6%)
Body representing local businesses	-
Other Organisation or Group	2 (6%)

Postcode*	Number or responses
SA14	3 (10%)
SA15	2 (7%)
SA17	1 (3%)
SA19	2 (7%)
SA31	16 (54%)
SA32	3 (10%)
SA33	1 (3%)
SA34	1 (3%)
SA38	1 (3%)

*Note. Postcode areas can be viewed in Appendix B. Questions 1 and 2 were not mandatory, therefore the totals do not match the total number of surveys submitted.

Other

Carmarthenshire's Licensing Section highlighted the consultation to the local Licensing Action Group, made up of representatives of the Police and other responsible authorities and the consultation was discussed at a Police problem solving group meeting, looking at ways of dealing with the anti-social behaviour problems associated with Lammas Street Carmarthen.

The consultation responses identified a number of examples of alcohol related anti-social behaviour and crime and disorder in Lammas Street, which will not be addressed by the Cumulative Impact Assessment, because the licences are already in place. The licensing section will discuss these responses with the local Licensing Action Group, the Police problem solving group and any other relevant stakeholders in an effort to address the problems.

2) KEY QUANTITATIVE FINDINGS FROM THE SURVEY

In order to illustrate the key findings of the survey, this section will be structured by considering each quantitative survey question in turn. Mention will be made of the views of different categories of respondent, to enable comparisons to be made. This process is known as the disaggregation of survey data: examining trends by age, gender and other demographic variables to enrich the consultation. In section 3, comments from the consultation will be considered separately in a matrix table, whether these have arisen through survey submission, or letter or email submissions.

*About the **Average Index Score (AIS)***

Sometimes known as a 'weighted average', the AIS is a way of distilling the 'balance and strength of opinion' down into one number. Useful for questions with options to 'strongly agree', 'disagree', etc., the technique is used throughout the report.

Example

10 people are asked whether they 'strongly agree', 'agree', 'have no opinion', 'disagree' or 'strongly disagree' that Wales will win the six nations.

Results...

3 strongly agree (each response worth 2, so=**6**)

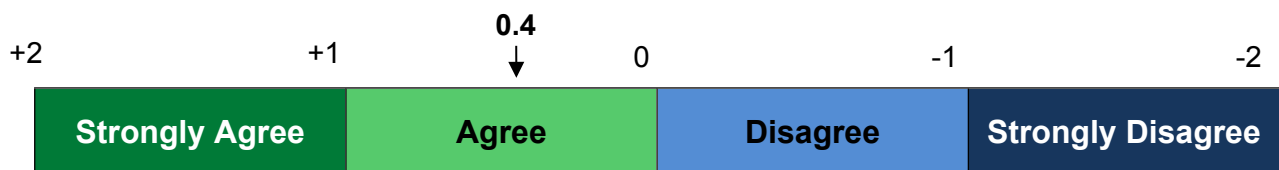
3 agree (each response worth 1, so=**3**)

1 no opinion (each response worth 0, so=**0**)

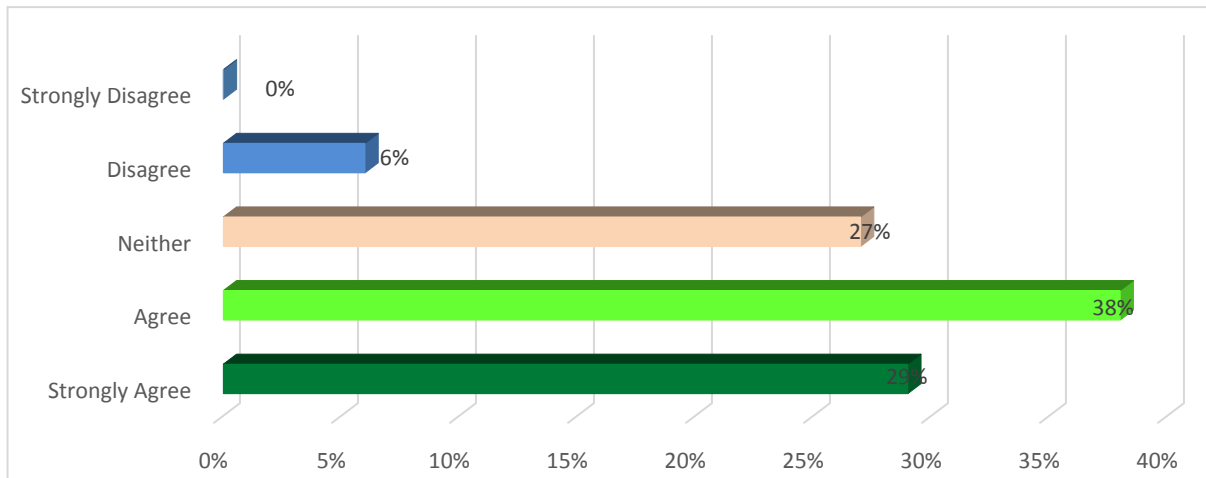
1 disagree (each response worth -1, so= **-1**)

2 strongly disagree (each response worth -2, so=**-4**)

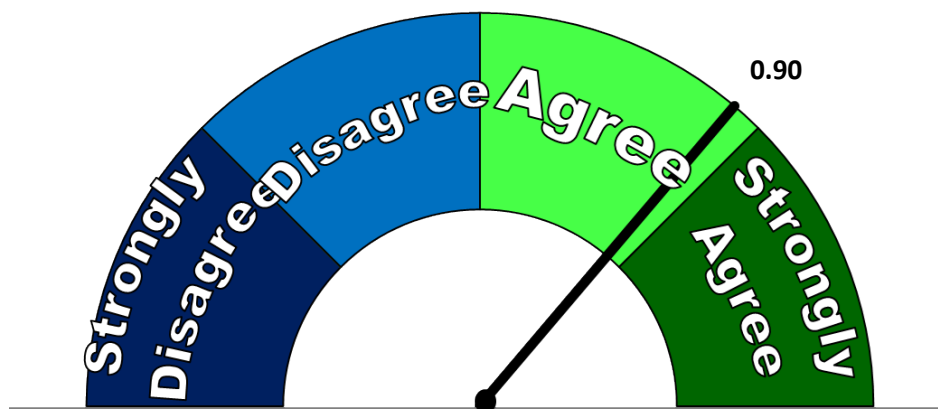
The AIS is calculated by adding all the numbers in bold: So, $6+3+0-1-4=4$; Then dividing by the number of responses (10 in this case). The average index score is: $4 \div 10 = \mathbf{0.4}$



2. Do you agree that there continues to be a problem with alcohol related anti-social behaviour in Lamma Street, Carmarthen?



As pictured in the chart above, 67% of respondents either agreed (38%) or strongly agreed (29%) that Lamma Street, Carmarthen continues to have a problem with alcohol related anti-social behaviour. This amounted to 23 out of 29 of responses to this question. It was also seen that 27% of responses neither agreed nor disagreed with the statement. It was seen that only 2 individuals (6%) disagreed that there continues to be a problem.



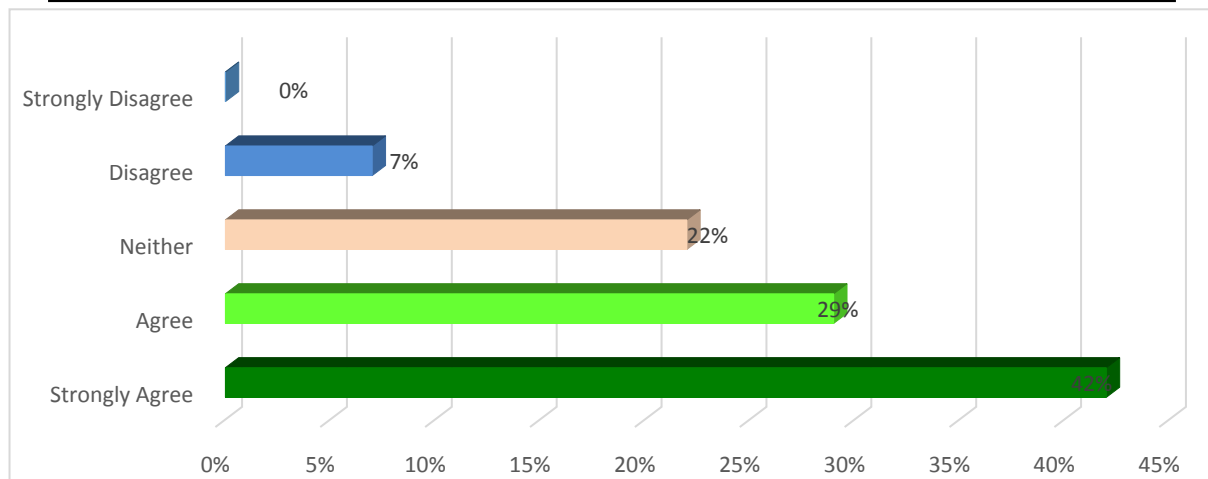
That the majority of respondents consider there continues to be a problem with alcohol related anti-social behaviour on Lamas Street which is highlighted by a positive Average Index Score (AIS) of 0.90 (plotted above). Interestingly, when examining the postcode areas, the highest AIS score (1.19) was seen in the SA31 district which is where Lamma Street is situated. Furthermore, the highest number of respondents were members of the public (N=24) who produced an AIS of 1.00 which indicates that on average, the public strongly agree that there continues to be a problem.

3. The following question asked residents to indicate on a likert scale their agreement to these statements.

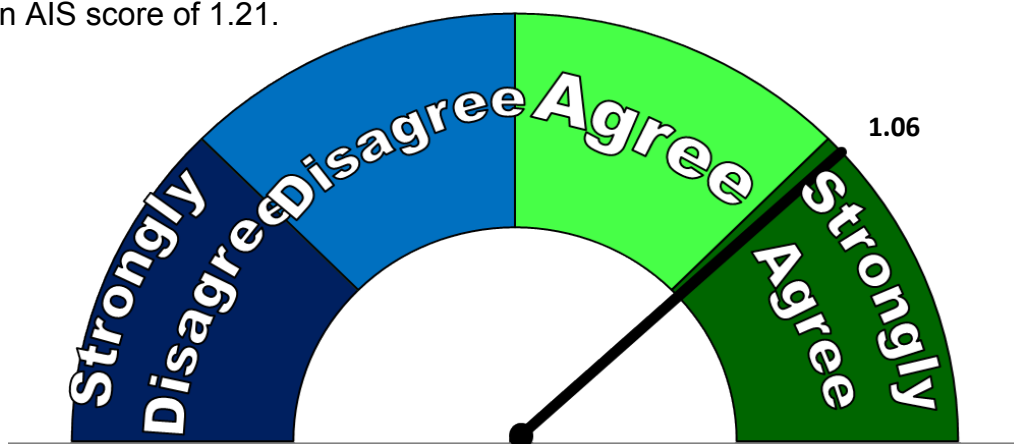
- A Cumulative Impact Policy is still needed for Lammas Street, Carmarthen
- Should the policy apply to the whole length of Lammas Street as shown on the accompanying plan?

Firstly, 71% (n=22) of respondents agreed that a Cumulative Impact Policy is still needed for Lammas Street, Carmarthen. It was seen that 42% (n=13) of participants strongly agreed with this statement whilst 29% (n=9) agreed. Conversely, only 7% (n=2) of respondents feel that there is still no need for a Cumulative Impact Policy for Lammas Street. The results can be seen in the bar chart below.

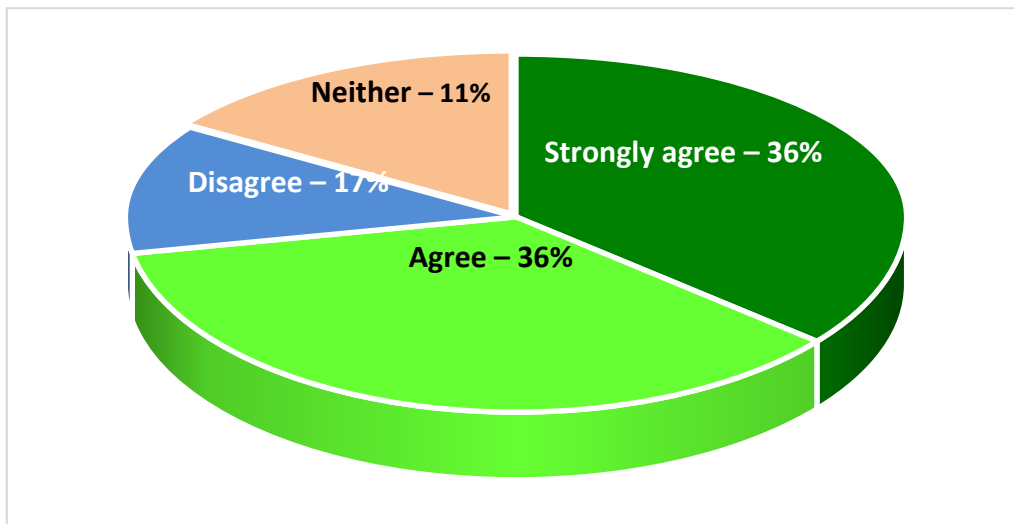
A Cumulative Impact Policy is still needed for Lammas Street, Carmarthen



As seen in the speedometer below, on average, respondents strongly agreed that Lammas Street, Carmarthen still requires a Cumulative Impact Policy as represented by an AIS score of 1.06. When examining postcode areas, the only district which could be analysed was SA31 as there was a significant number (n=14) of respondents from this area. Other postcodes did not receive sufficient responses in order to be analysed (n<4). For the SA31 district, on average, respondents strongly agreed that Lammas Street, Carmarthen still requires a Cumulative Impact Policy which was highlighted with an AIS score of 1.21.



When examining respondents thoughts on whether they agreed that the policy should apply to the whole length of Lammas Street, it was seen that 7 in 10 agreed (72%). There was an equal divide between the number who strongly agreed (36%: n=10) and those who agreed (36%: n=10). 11% of participants noted that they neither agreed nor disagreed with the statement. Whilst 17% (n=5) disagreed that there is a need to apply the Cumulative Impact Policy for the whole length of Lammas Street. Not one respondent strongly disagreed with this statement. The results can be seen in the pie chart below.

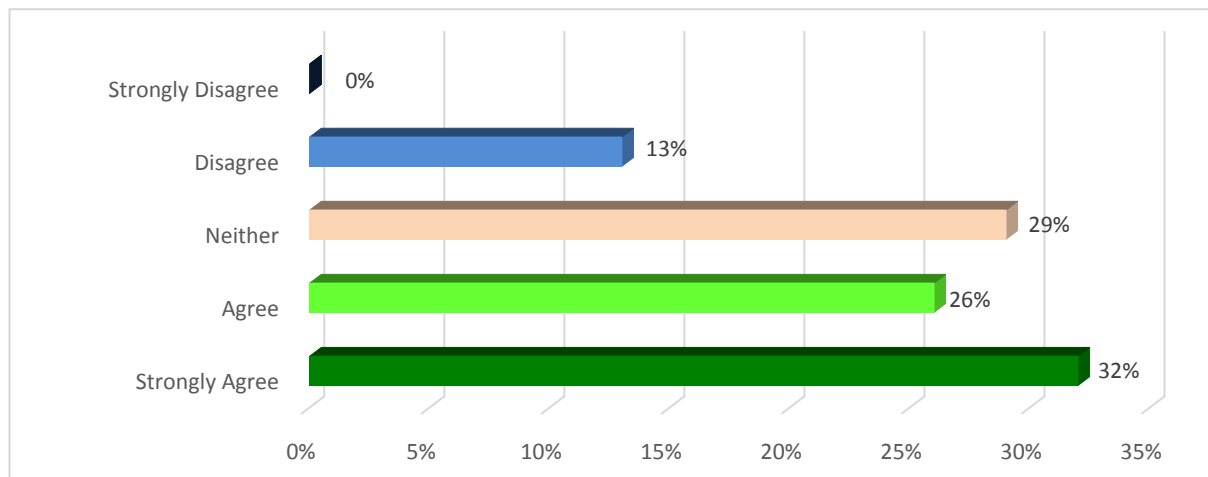


The table below shows the overall AIS in order to better understand the result. A range of +2 (strongly agree) to -2 (strongly disagree) is used. It is evident that on average, respondents agreed that there is a need to extend the Cumulative Impact Policy for the whole length of Lammas Street with an AIS score of 0.89. Furthermore, the majority of respondents were members of the public who strongly agreed (AIS = 1.06) that there is a need to extend the policy. Other sources of respondents could not produce a reliable AIS score because of the insufficient number (n<4).

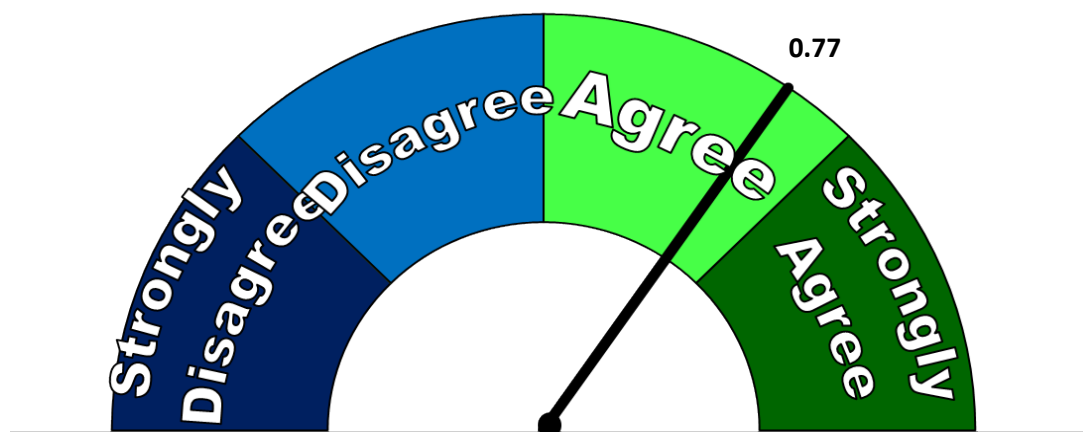


4. Is a Cumulative Impact Policy needed for the highlighted streets on the plan (Appendix C) leading to or from Lammas Street, Carmarthen?

68% of respondents agreed that there is a need for a Cumulative Impact Policy for the streets highlighted in the plan. Most of the respondents 'strongly agreed' with the question (32%) whilst another 26% agreed. 29% of participants noted that they neither agreed nor disagreed, whilst the remaining 13% disagreed that there is a need for a Cumulative Impact Policy for the highlighted streets on the plan. 0% of the respondents noted that they strongly disagree. Results can be seen in the bar graph below.



Overall, it was seen that respondents agree that there is a need for a Cumulative Impact Policy for the highlighted streets on the plan. This is pictured below and reflected with an average index score of 0.77.

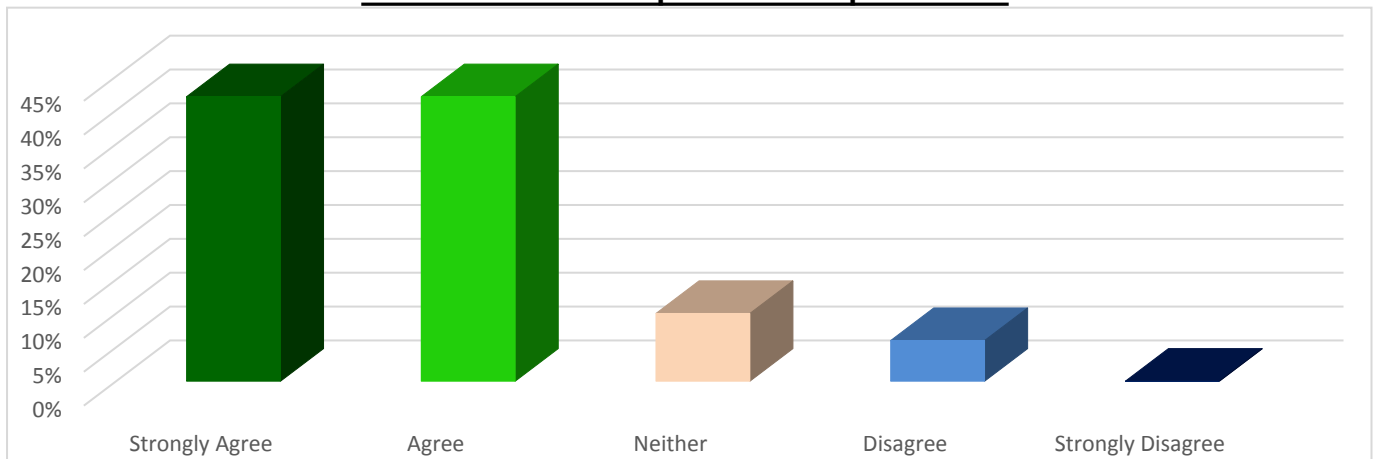


5. The following question asked respondents to note to what extent did they agree or disagree with the following statements:

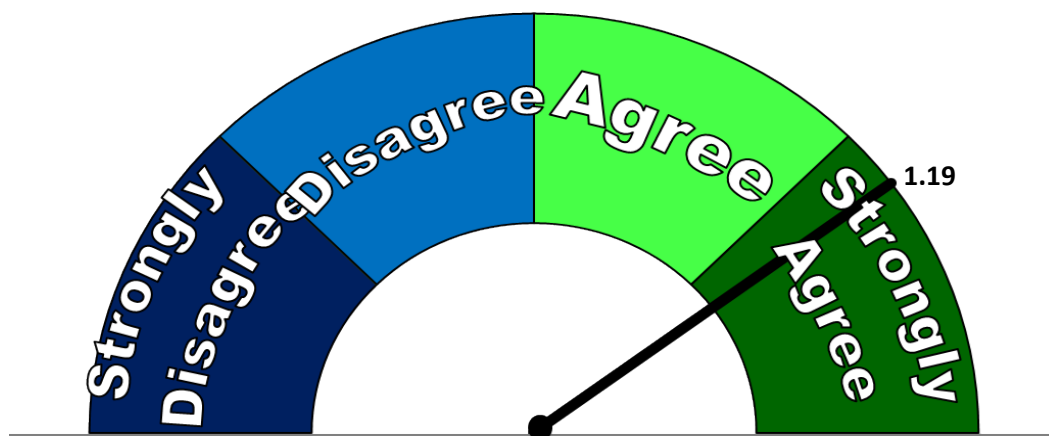
- Should the cumulative impact policy apply to premises that wish to sell alcohol for consumption on the premises?
- Should the cumulative impact policy apply to premises that wish to sell alcohol for consumption off the premises?

Firstly, it was seen that 84% (n=26) of the respondents agreed that the cumulative impact policy should apply to premises that wish to sell alcohol for consumption on the premises. Of the 84% that agreed, there was an equal divide (42%:42%) between those who strongly agreed and agreed. 3 individuals (10%) noted that they did not agree nor disagree with the statement whilst the remaining 6% (n=2) disagreed. Interestingly, a high percentage of members of the public (86%) agreed that there is a need to apply the policy to premises that wish to sell alcohol for consumption on the premises. Results can be seen in the bar graph below.

Should the cumulative impact policy apply to premises that wish to sell alcohol for consumption on the premises?



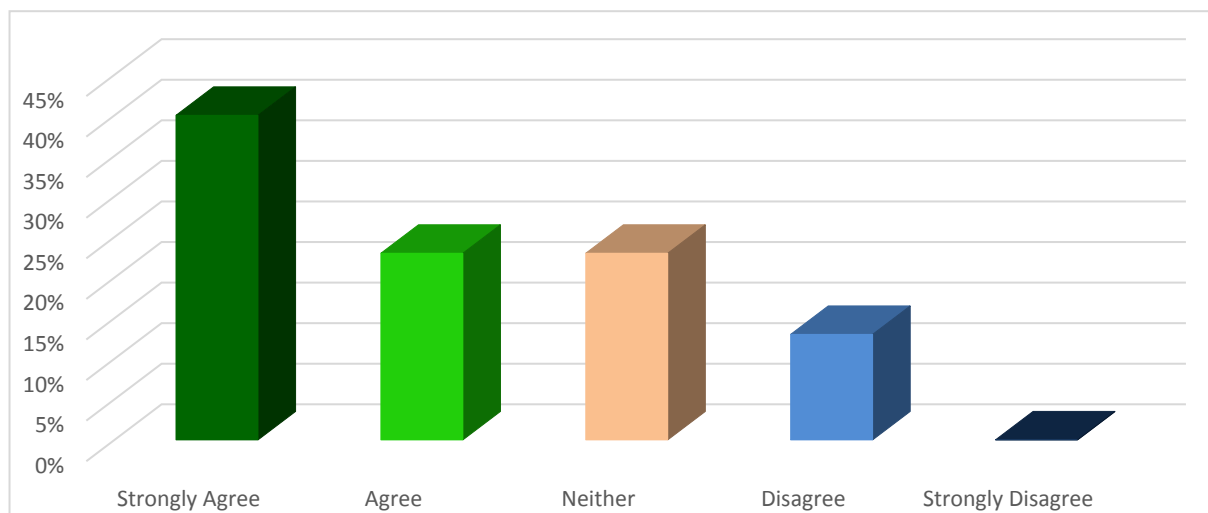
As pictured on the speedometer below, on average, respondents strongly agreed that the cumulative impact policy should apply to premises that wish to sell alcohol for consumption on the premises. This is represented by an average index score of 1.19.



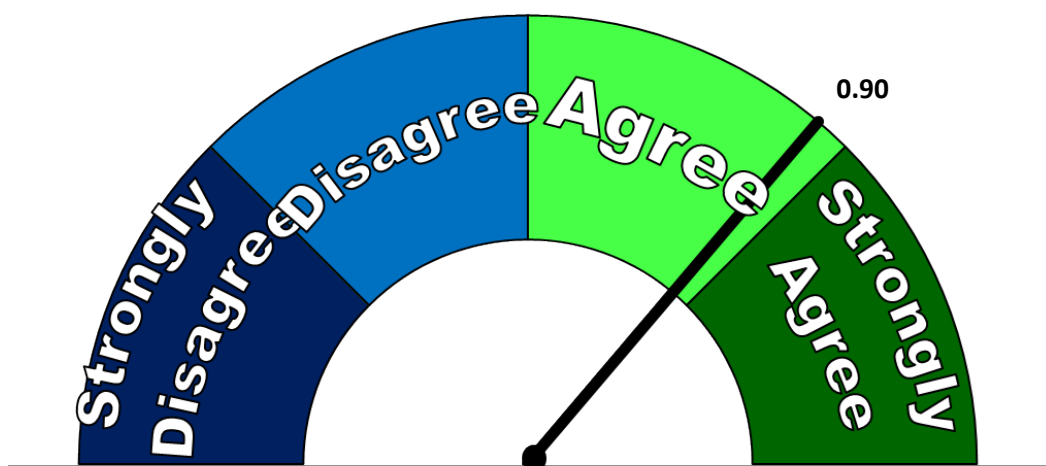
Secondly, when asked 'should the cumulative impact policy apply to premises that wish to sell alcohol for consumption off the premises', the majority of respondents agreed. It was seen that 40% (n=12) and 23% (n=7) of respondents strongly agreed

and agreed, respectively. A relatively high percentage of respondents (23%; n=7) neither agreed nor disagreed with the question. Furthermore, 13% of participants indicated that they disagree with the statement. Not one respondent noted that they strongly disagree with the question. The results are displayed in the bar chart below.

Should the cumulative impact policy apply to premises that wish to sell alcohol for consumption off the premises?

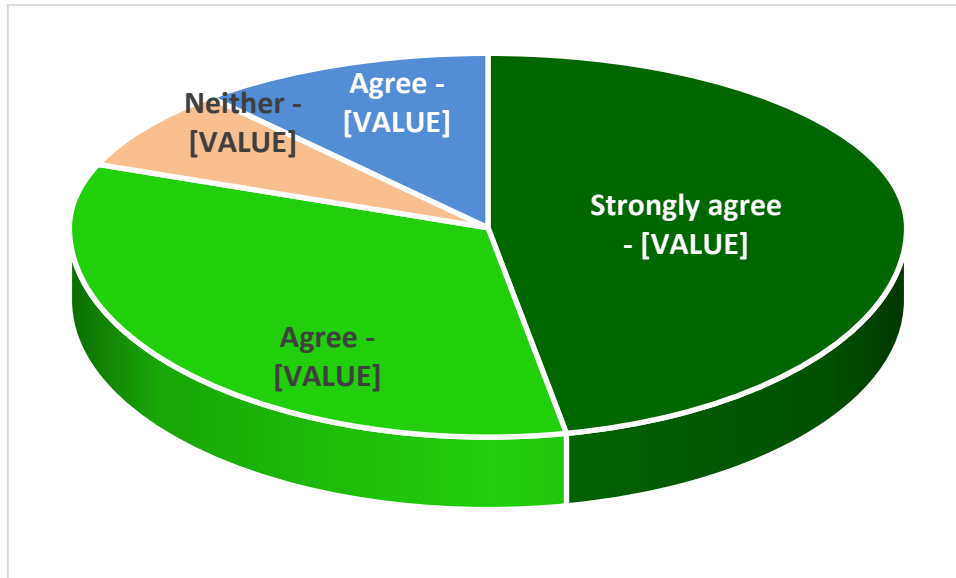


Overall, it was seen that respondents agreed that the cumulative impact policy should apply to premises that wish to sell alcohol for consumption off the premises. This is reflected by an Average index score of 0.90 and is pictured below.

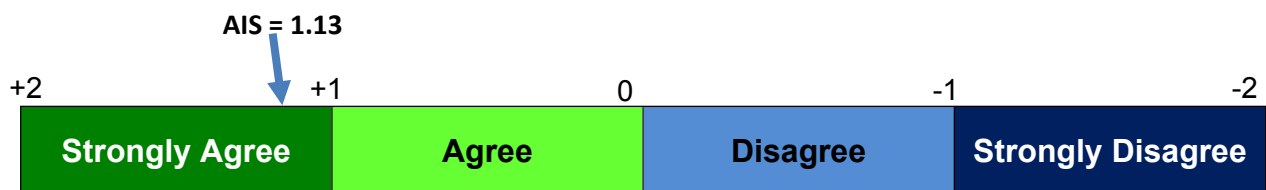


6. Should the cumulative impact policy apply to premises that wish to provide late night refreshments (e.g. Takeaway premises)?

The majority of participants (80%) either agreed, or strongly agreed that the cumulative impact policy should apply to premises that wish to provide late night refreshments. It was seen that nearly half (47%) of respondents strongly agreed whilst one third (33%), agreed. Only two respondents (7%) neither agreed no disagreed with this proposal, while the remaining 13% (n=7) disagreed. Not one participant noted that they strongly disagreed with the question. Results are demonstrated in the pie chart below.



The table below shows the overall Average index score for the question. An AIS of 1.13 demonstrates that on average, respondents strongly agree that the cumulative impact policy apply to premises that wish to provide late night refreshments.



3) ANALYSIS OF COMMENTS – SUMMARY MATRIX TABLE

The report now considers comments expressed in the survey's free-text questions. Note is made of the respondents ID number (to provide a traceable record), comment(s) received, the Council's response and, where appropriate, changes to the licensing policy as a result of the consultation. Respondents that have not submitted a reply are omitted from the table.

RESPONDENT	COMMENTS	APPRAISAL	RESPONSE	CHANGES
Respondent 1	Question 2b Lammas Street.	Noted	This will be taken into account when reviewing the policy.	The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.
	Question 2c Late at night/ early hours of morning	Noted	As Above	No further change necessary
	Question 2d Alcohol related ASB (anti-social behaviour)	Noted	As Above	No further change necessary
	Question 3c Always reports in the local paper of police having to be involved.	Noted	As Above	No further change necessary

	<p>Question 4b Closest to Lammas</p> <p>Question 5c Reports in local paper</p> <p>Question 5d Reports in local paper</p> <p>Question 6b Drunken behaviour reports in local paper regarding fast food outlets late at night/early morning.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As Above</p> <p>As Above</p> <p>As Above</p> <p>As Above</p>	<p>This is not supported by the Police evidence.</p> <p>The assessment will reflect this.</p> <p>The assessment will reflect this.</p> <p>The assessment will reflect this</p>
Respondent 2	<p>Question 2b In Lammas street and surrounding streets</p>	<p>Noted</p>	<p>This will be taken into account when reviewing the policy.</p>	<p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p>

	<p>Question 2c</p>			
	<p>From 10pm onwards</p>	<p>Noted</p>	<p>As Above</p>	<p>No further change necessary</p>
	<p>Question 2d</p>			
	<p>There are crowds of people walking the streets, often drunk and unstable, the police have to have a continual presence, taxis are parked everywhere blocking the road.</p>	<p>Noted</p>	<p>As Above</p>	<p>No further change necessary</p>
	<p>Question 3c</p>			
	<p>I work nights in a local food business and often have to take staff home, I find that it is often difficult to navigate through Lammas Street due to pedestrians wandering around and taxis parked inconsiderately.</p>	<p>Noted</p>	<p>As Above</p>	<p>No further change necessary</p>
	<p>Question 4b</p>			
	<p>I think that the area should be extended to include the Tesco superstore which sells alcohol 24/7</p>	<p>Noted</p>	<p>As Above</p>	<p>This is not supported by the Police evidence.</p>

	<p>Question 4c</p> <p>People going out for the night frequently drink at home to get part way drunk before they go to the pub/club as it is cheaper.</p> <p>Question 5c</p> <p>I believe that landlords of pubs and clubs should operate a more rigid policy towards refusing to sell alcohol to anyone who is already drunk, they do not do this at present. Some of the people involved cause problems for other users of Lammas Street.</p> <p>Question 6b</p> <p>The offer of late night food can draw more people to the area leading to more problems</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As Above</p> <p>As Above</p> <p>As Above</p>	<p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p>
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Respondent 3	Question 2b Whole of Lammas Street	Noted	This will be taken into account when reviewing the policy	The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.
	Question 2c Late at night - got so bad though we don't go into town of a night time.	Noted	As Above	No further change necessary
	Question 2d Excess alcohol	Noted	As Above	No further change necessary
	Question 3c Anti-social behaviour continues throughout the street.	Noted	As Above	No further change necessary
	Question 5c Often people arrive at venues after having had a lot of alcohol.	Noted	As Above	No further change necessary

	<p>Question 5d</p> <p>As above. Foul language and behaviour that is off putting to general public.</p>	Noted	As Above	No further change necessary
Respondent 4	<p>Question 2b</p> <p>Lammas Street.</p>	Noted	This will be taken into account when reviewing the policy	The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.
	<p>Question 2c</p> <p>10 pm - 2 am</p>	Noted	As Above	No further change necessary
	<p>Question 2d</p> <p>Alcohol</p>	Noted	As Above	No further change necessary

	<p>Question 3c</p> <p>The overall impact is essential to formulate an effective policy.</p>	<p>Noted</p>	<p>As Above</p>	<p>No further change necessary</p>
	<p>Question4b</p> <p>All of the streets.</p>	<p>Noted</p>	<p>As Above</p>	<p>This is not supported by the Police evidence.</p>
	<p>Question 4c</p> <p>There is a problem. Look at it in the round. Select a small central area and the problem moves outside that boundary.</p>	<p>Noted</p>	<p>As Above</p>	<p>This is not supported by the Police evidence and no issues of displacement have been encountered following the adoption of the cumulative impact policy for Station Road Llanelli.</p>

	<p>Question 5c</p> <p>Regular alcohol related issues are on the record.</p> <p>Question 5d</p> <p>Regular alcohol related issues are on the record.</p> <p>Question 6b</p> <p>Depends where you want to start. Zero tolerance is where I start.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As Above</p> <p>As Above</p> <p>As Above</p>	<p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p>
Respondent 5				
Respondent 6	<p>Question 3c &4c</p> <p>Not a resident of Carmarthen</p>	<p>Noted</p>	<p>No change necessary</p>	<p>No further change necessary</p>

Respondent 7	<p>Question 3c Seems logical</p> <p>Question4b All</p> <p>Question 4c Seems logical as these questions wouldn't be raised</p> <p>Question 5c You wouldn't be asking if there wasn't a perceived problem</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>This will be taken into account when reviewing the policy.</p> <p>As Above</p> <p>As Above</p> <p>As Above</p>	<p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p> <p>This is not supported by the Police evidence.</p> <p>No further change necessary</p> <p>No further change necessary</p>

Respondent 8				
Respondent 9				
Respondent 10	<p>Question 3c & 4c I am not familiar with the arrangements or issues in Lammas St</p> <p>Question 5c , 5d & 6b. It makes common sense</p>	<p>Noted</p> <p>Noted</p>	<p>No change necessary</p> <p>This will be taken into account when reviewing the policy</p>	<p>No change necessary</p> <p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p>
Respondent 11				
Respondent 12	<p>Question 2b Top end of the street</p>	<p>Noted</p>	<p>This will be taken into account when reviewing the policy</p>	<p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p>

	<p>Question 2c</p> <p>Post 11 pm</p> <p>Question 2d</p> <p>Crowds</p>	<p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p>	<p>No further change necessary</p> <p>No further change necessary</p>
Respondent 13	<p>Question 6b</p> <p>I regret that I am not aware of matters which have or are effecting Lammas Street. As there appear to be issues of uncertainty here, I would suggest discussions with the Carmarthen Police as well as other emergency services prior to your final considerations. I would certainly be interested in being made aware of the outcome here and thank you for the opportunity to comment.</p>	<p>Noted</p>	<p>No change necessary</p>	<p>No further change to assessment .</p>

Respondent 14	Question 2b			
	In and around licensed premises	Noted	This will be taken into account when reviewing the policy	The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.
	Question 2c			
	All day - read the court reports in the local papers	Noted	As above	No further change necessary.
	Question 2d			
	Landlords continue to serve people who are clearly intoxicated	Noted	As above.	No further change necessary
	Question 4c			
	If you restrict to Lammas St then the problem will move to nearby locations	Noted	As above	This is not supported by the Police evidence. No

	<p>Question 5d</p> <p>Selling to people who are intoxicated</p> <p>Question 6b</p> <p>It is difficult to tease out the separate strands - keep it simple</p>	<p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p>	<p>issues of displacement in Station Road, Llanelli.</p> <p>No further change necessary.</p> <p>No further change necessary</p>
Respondent 15	<p>Question 2b</p> <p>Lammas Street</p>	<p>Noted</p>	<p>This will be taken into account when reviewing the policy</p>	<p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p>

	<p>Question 2c & 4c</p> <p>Too much heavy drinking at pubs and clubs that are open for far too long</p> <p>Question 2d</p> <p>Dreadful drunkenness after heavy drinking causing very rowdy and dangerous behaviour</p> <p>Question 4b</p> <p>All</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p> <p>As above.</p>	<p>No further change necessary</p> <p>No further change necessary</p> <p>This is not supported by the Police evidence.</p>
Respondent 16				
Respondent 17	<p>Question 2b</p> <p>Around the Morfa lane junction side of Lammas Street</p>	<p>Noted</p>	<p>This will be taken into account when reviewing the policy</p>	<p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p>

	<p>Question 2c</p> <p>Between 2am - 5am</p> <p>Question 2d</p> <p>Late opening hours of certain businesses when others are closed</p> <p>Question 3c</p> <p>I feel there is only a problem at the stated area, not along the whole of the street.</p> <p>Question 4c</p> <p>It's mainly the really late opening venues where the issues seem to arise</p> <p>Question 5c</p> <p>I have personally witnessed a handful of altercations in that area which seem to always be fuelled by alcohol.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As above.</p> <p>As above</p> <p>As above</p> <p>As above</p> <p>As above</p>	<p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p>
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	<p>Question 6b</p> <p>The takeaways are not adding to the problem.</p>	Noted	As above	This is not supported by the Police evidence.
Respondent 18	<p>Question 2b</p> <p>Outside the golden lion</p>	Noted	This will be taken into account when reviewing the policy	The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.
	<p>Question 2c</p> <p>Weekends</p>	Noted	As above	No further change necessary
	<p>Question 2d</p> <p>It's the last port of call</p>	Noted	As above	No further change necessary

	<p>Question 5c</p> <p>People get drunk and move on</p>	Noted	As above	No further change necessary
Respondent 19	<p>Question 2b</p> <p>Lammas Street and streets leading to and from such Water St, Parcmaen St, St Catherine Street, Mansel Street, Morley Street, Morfa Lane</p> <p>Question 2c</p> <p>Usually at weekends, after midnight</p> <p>Question 2d</p> <p>Late closing times being permitted at pubs and nightclubs</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>This will be taken into account when reviewing the policy</p> <p>As above</p> <p>As above</p>	<p>This is not supported by the Police evidence.</p> <p>No further change necessary</p> <p>No further change necessary</p>

	<p>Question 3c</p> <p>Lammas Street is surrounded by residential areas. Not applying the policy to the length of the street may cause a build-up of licensed premises just outside the area covered by the cumulative impact policy</p>	Noted	As above	This is not supported by the Police evidence. No evidence of displacement in Station Road, Llanelli
	<p>Question 4b</p> <p>all highlighted area</p>	Noted	As above	This is not supported by the Police evidence.
	<p>Question 4c</p> <p>high incidence of anti-social behaviour - shouting, minor vandalism, urinating and vomiting in street and doorways.</p>	Noted	As above	No further change necessary
	<p>Question 5c</p> <p>I don't have dates and time of individual incidents but bottles and glasses half-filled with</p>	Noted	As above	No further change necessary

	<p>alcohol or urine are often seen in the street and these have come from pubs not off-licences</p> <p>Question 6b</p> <p>There is a ritual of drink, then late night refreshment which also creates rubbish and debris the following day.</p>	Noted	As above	No further change necessary
Respondent 20				
Respondent 21				
Respondent 22	<p>Question 2b Lammas Street</p> <p>Question 2c From about 3 am onwards</p>	<p>Noted</p> <p>Noted</p>	<p>This will be taken into account when reviewing the policy</p> <p>As above</p>	<p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p> <p>No further change necessary.</p>

	<p>Question 2d</p> <p>24 hour licence, clubs should be closed from 2 am so people who live there can get some sleep</p> <p>Question 3c</p> <p>I am a resident and it is ridiculous the amount of shouting, urination, fighting in early hours. The evidence is in this article</p> <p>Question 4b</p> <p>All of them as they all filter to golden lion and Savannah's as they are the only two places open till 4</p> <p>Question 4c</p> <p>Till 4</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p> <p>As above</p> <p>As above</p>	<p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p>
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	<p>Question 6b</p> <p>They are open till about the same time as the clubs and the litter and people congregating around them is a problem</p>	Noted	As above	No further change necessary
Respondent 23	<p>Question 2b</p> <p>Always outside the golden lion</p> <p>Question 2c</p> <p>Between the hours of 2am - 4am</p> <p>Question 2d</p> <p>Because people do not know how to handle their drink or they</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>This will be taken into account when reviewing the policy</p> <p>As above</p> <p>As above</p>	<p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p> <p>No further change necessary</p> <p>No further change necessary</p>

	<p>don't stop at their limit of drinking</p> <p>Question 3c</p> <p>Reason being that it stops people getting too drunk and either hurting themselves or getting into trouble</p> <p>Question 4b</p> <p>Mostly Lammas street but keep a watch on water street.</p> <p>Question 4c</p> <p>If a policy isn't put in place then all this hassle and stupidity by people will make the town look bad in which will become a bad reputation for the town.</p> <p>Question 6b</p> <p>With people having alcohol still in their system it still causes trouble within the food places,</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p> <p>As above</p> <p>As above</p>	<p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p>
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	and arguments maybe happening so they could end up having a fight. So I think it should extended to the food outlets as well			
Respondent 24				
Respondent 25	<p>Question 3c There are a lot of areas here where there could be trouble as older people go to somewhere youngsters go to others and when younger have had a few to drink their language often is not what older people want to hear,</p> <p>Question 6b There are open later than public houses in some instances and as the bottles they sell are GLASS the risk of damage to property in the area as well as risk to public safety is evident</p>	<p>Noted</p> <p>Noted</p>	<p>This will be taken into account when reviewing the policy</p> <p>As above</p>	<p>No further change necessary</p> <p>No further change necessary</p>
Respondent 26				
Respondent 27	Question 2b	Noted	This will be taken into account when reviewing the policy	The proposed cumulative impact

	<p>Mainly around the concentrated area of a pub, club, and 2 take away food vendors</p> <p>Question 2c Mainly on a Saturday night into Sunday morning, but also late hours throughout the week</p> <p>Question 2d Intoxicated members of the public behaving antisocially in a concentrated area</p> <p>Question 3c I have my sleep disturbed on a nightly basis by a late night licence holder, and their</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p> <p>As above</p>	<p>assessment would only apply to the entire length of Lammas Street.</p> <p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p>
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	<p>business is funded by the daily late night drinkers.</p> <p>Question 5c They gather a mass of intoxicated people into a fixed area, and this is the most likely time antisocial behaviour will arise, usually during insocial hours</p> <p>Question 6b My main grounds for complaint is directly from one particular takeaway vendor that has zero considerate for fellow residents with staff regularly shouting and making loud noise at very unsocial hours. They actually cause more issues and discomfort for me than the intoxicated members of the public!</p>	<p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p>	<p>No further change necessary</p> <p>No further change necessary</p>
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Respondent 28	Question 2b Late Night Opening Clubs	Noted	This will be taken into account when reviewing the policy	The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.
	Question 2c After 12midnight	Noted	As above	No further change necessary
	Question 2d People leaving pubs in the town centre to binge drink until late	Noted	As above	No further change necessary
	Question 4b King St through Notts Square - Hall St	Noted	As above	This is not supported by the Police evidence.
Respondent 29	Question 2b			

	Mansel Street	Noted	This will be taken into account when reviewing the policy.	This is not supported by the Police evidence .The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.
	Question 2c Usually Friday/Saturday and Bank Holiday Sunday evening and nights	Noted	As above.	No further change necessary
	Question 2d Too much alcohol and pubs clubs open too late	Noted	As above	No further change necessary

	<p>Question 3d I am a resident in the area and have had drunks urinating and vomiting in my garden</p> <p>Question 4b I live off of Mansel Street and I have in the past been threatened by a drunk man who came into my garden I am a single women who lives alone it was an awful experience which resulted in me having to call the police.</p> <p>Question 5c The reasons are the same as before as its excess alcohol that is always the problem. The longer the premises is open the more alcohol is consumed leading to problems. The amount of packaging found on</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p> <p>As above</p>	<p>No further change necessary</p> <p>The police evidence does not support extending the policy to Mansel Street.</p> <p>No further change necessary</p>
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	<p>the pavements the morning after is dreadful.</p> <p>Question 6b Late night takeaway only makes people hang around longer adding to the late night noise.</p>	Noted	As above	No further change necessary
Respondent 30	<p>Question 2b Pubs</p> <p>Question 2c Weekends</p> <p>Question 2d Excessive noise.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>This will be taken into account when reviewing the policy</p> <p>As above</p> <p>As above</p>	<p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p> <p>No further change necessary</p> <p>No further change necessary</p>

	<p>Question 3c</p> <p>It would be unfair to target specific businesses/locations and would cause a migration of the problem not a solution.</p> <p>Question 4b&4c</p> <p>Full coverage to be fair to all parties concerned and prevent circumnavigation of policy.</p> <p>Question 5c</p> <p>Individual drunks tend to be placid but lose control quickly when in a collective.</p> <p>Question 6b</p> <p>Should only be exempt if they do not sell alcohol of any kind.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p> <p>As above</p> <p>As above</p>	<p>There is no evidence of displacement in Station Road, Llanelli.</p> <p>This is not supported by the Police evidence</p> <p>No further change necessary</p> <p>This is not supported by Police evidence</p>
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Respondent 31	Question 2b			
	Outside those premises that service the late night economy	Noted	This will be taken into account when reviewing the policy	The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.
	Question 2c			
	Between the hours of 10pm and 6am especially at weekends	Noted	As above	No further change necessary
	Question 2d			
	Number of people that make their way to this location to visit the pubs and clubs, late night refreshment premises and to use taxis to leave the area	Noted	As above	No further change necessary
	Question 3c			
	Police statistics will show that there is a significant problem	Noted	As above	The assessment will reflect this.

	<p>within the street of alcohol related crime and disorder.</p> <p>Question 4c</p> <p>The top end of the street is where the late night venues are plus the food outlets and this is where the taxis wait for customers.</p> <p>Question 5c</p> <p>Due to the number of alcohol related crime and disorder incidents and alcohol related anti-social behaviour on licensed premises.</p> <p>Question 5d</p> <p>Premises that remain open late for the off sale of alcohol could add to the problems within the street with people consuming alcohol openly in the street.</p> <p>Question 6b</p> <p>Those premises that provide late night refreshment are a</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p> <p>As above</p> <p>As above</p>	<p>The assessment will reflect this.</p> <p>The assessment will reflect this.</p> <p>The assessment will reflect this.</p> <p>The assessment</p>
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	<p>magnet for persons to visit after leaving licensed premises after having consumed alcohol. These premises will attempt to remain open until the last customer has been served, disorder regularly takes place at or near these premises and Police Officers have to intervene, these incidents go unrecorded.</p> <p>The Police provided the following evidence in support of their position.</p> <p>In September 2015 the Carmarthenshire Division of the Dyfed Powys Police in response to Carmarthenshire County Council review of Licensing Policy made an application for a Cumulative Impact Policy for Lammas Street Carmarthen.</p>	<p>Noted</p>	<p>As above</p>	<p>will reflect this.</p> <p>The assessment will reflect this.</p>
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	<p>This was as a result of a noticeable increase in both alcohol related crime and disorder and anti-social behaviour in the Street since 2013.</p> <p>The current Licensing Policy was adopted in February 2016 with further consultation to be undertaken regarding the possible adoption of a cumulative impact policy for Lammas Street.</p> <p>Lammas Street is an existing 'Hot Spot' within the Council Licensing Policy and there have been no major changes apart from the latest statistics, in the document that I previously prepared as evidence to support the request for a Cumulative impact Policy to be adopted for the street.</p> <p>Since 2015 the number of licensed premises within the street has decreased by one,</p>			
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	<p>there are now 5 pubs, 1 hotel and 1 nightclub. Three premises have the benefit of off sales only and 3 have the benefit of Late Night Refreshment with one of these not trading after 11pm.</p> <p>Also within the street there are both official and unofficial taxi ranks that operate until there are no more customers left.</p> <p>The Carmarthenshire Division of Dyfed Powys Police have gathered statistics in relation to alcohol related crime and disorder for Lammas Street between the hours of 10pm and 6am for the periods 01/01/16 until 31/03/18.</p> <p>During the review period there have been a total of 262 alcohol related crimes recorded between the hours of 10pm and 6am across Carmarthen town, 44% of these crimes (114) were committed in Lammas Street.</p>			
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	<p>Over the last two years there has been a total of 226 reported to have occurred in Lammas Street, 74% of these crimes(167) were committed between the hours of 10pm and 6am with 68% of those crimes being alcohol related(114 out of 167crimes).</p> <p>In addition to the above there were 125 incidents of anti-social behaviour reported and received between the hours of 10pm and 6am in Lammas Street. 46% of those ASB incidents were alcohol related (37).</p> <p>42% of alcohol related public order incidents and 82% of alcohol related violence against the person in Carmarthen town over the last two years were committed in Lammas Street.</p> <p>Of the 114 alcohol related crimes in Lammas Street during the times and period under</p>			
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	<p>review they can be further broken down.</p> <p>Violence against the person 79</p> <p>Arson and Criminal Damage 10</p> <p>Theft 9</p> <p>Public Order 8</p> <p>Drug Offences 3</p> <p>Sexual Offences 3</p> <p>Possession of Weapons 1</p> <p>Robbery 1</p> <p>This can be further broken down to days of the week and times.</p> <p>With Sunday being the peak day for alcohol related crimes being reported followed by Saturday, Thursday and Monday.</p>			
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	<p>The peak times when these crimes are reported being from 1am to 4am.</p> <p>An overview of Alcohol related crime and disorder trends in Lammas Street indicates that there has been no noticeable change in the four year period from 2014.</p> <p>There has been a decline in alcohol related anti-social behaviour since 2014/15 but that can be attributed to changes in recording practices.</p> <p>The above information has been taken from Police data which can under estimate the amount of violent crime actually taking place. It is estimated that only a quarter of violent offences resulting in treatment at Accident & Emergency Departments are reported to the Police.</p>			
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	In conclusion there has been no significant change in the current data provided by the Police systems to that of 2015 when a request was made for a cumulative impact policy to be adopted for Lammas Street.			
Respondent 32	<p>Question 2b</p> <p>Top of Lammas Street</p> <p>Question 2c</p> <p>Weekends and late evening</p> <p>Question 2d</p>	<p>Noted</p> <p>Noted</p>	<p>This will be taken into account when reviewing the policy</p> <p>As above</p>	<p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p> <p>No further change necessary</p>

	Alcohol and drug related	Noted	As above	No further change necessary
	Question 3c Drunken Brawls, Broken Windows, Urinating in the doorways, Litter and Vomit. Cannabis smoking in public during the day	Noted	As above	No further change necessary
	Question 4b All especially the top end	Noted	As above	No further change necessary
	Question 5c Excess alcohol consumption without limit	Noted	As above	No further change necessary
	Question 5d Selling alcohol to intoxicated customers	Noted	As above	No further change necessary
	Question 6b			

	It is encouraging intoxicated people to stay out later than necessary and causing disturbance to residence in the area e.g. Occupants in the flat above xxxxxxxx cannot sleep	Noted	As above	No further change necessary
Respondent 33	Question 2b Outside the clubs and hotels	Noted	This will be taken into account when reviewing the policy	The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.
	Question 2c At night.	Noted	As above	No further change necessary
	Question 2d Opening hours too long.	Noted	As above	No further change necessary
	Question 6b	Noted	As above	No further change necessary

	Problems occur after drinking sessions and these people then congregate at "takeaways"	Noted	As above	No further change necessary
Respondent 34	<p>Carmarthen Town Council provided the following general evidence in relation to the consultation.</p> <p>Carmarthen Town Council supports the introduction of a Cumulative Impact Policy for Lammas Street, Carmarthen.</p> <p>Members stated that Lammas Street is a renowned hotspot for anti-social behaviour, having recently been described as the busiest street in the Dyfed Powys Police area; this behaviour causes regular problems for the large number of residents of Lammas Street who suffer the consequences of noise and other anti- social behaviour.</p> <p>One member had witnessed the behaviour of people under the influence of excessive alcohol</p>	Noted	This will be taken into account when reviewing the policy	The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.

	<p>on several occasions and had spoken to police officers about this, they stated that Lammas Street was busier for the police than anywhere in Llanelli, the largest town in the Dyfed Powys Police area.</p> <p>The same member had been advised that the local police were implementing a new approach whereby their mobile police station would be regularly deployed during peak demand/incident periods in order to address the problems in Lammas Street.</p>			
Respondent 35	<p>Question 2b</p> <p>Outside takeaways and public houses.</p>	Noted	This will be taken into account when reviewing the policy	The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.

	<p>Question 2c</p> <p>weekends and a few days in the week</p> <p>Question 2d</p> <p>Noise, urine, sick , food and paper all over the street and pavements</p> <p>Question 3c</p> <p>I live in the top part of Lammas Street, where the takeaways are.</p> <p>Question 4c</p> <p>I live in the top part of Lammas Street of which those streets have no effect.</p> <p>Question 5c</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p> <p>As above</p> <p>As above</p>	<p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p> <p>No further change necessary</p>
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	<p>Fighting starting inside ends up outside, Ask the Police.</p> <p>Question 6b</p> <p>They are open so late that they draw people from other parts of the town.</p>	<p>Noted</p> <p>Noted</p>	<p>As above</p> <p>As above</p>	<p>No further change necessary</p> <p>No further change necessary</p>
Respondent 36	<p>This respondent provided the following general evidence in relation to the consultation.</p> <p>Most properties west of Savannahs and Cogan's news agents are residential. These residents have to endure alcohol fuelled misbehaviour for many years. Including drunkenness, violent behaviour, vomiting, sexual behaviour, drug taking and damage to property.</p> <p>At weekends this behaviour continues to 4.45am!</p> <p>With late night licensing hours and takeaways open until 4.am resulting in prolonged noise levels and anti-social behaviour.</p>	<p>Noted</p>	<p>This will be taken into account when reviewing the policy</p>	<p>The proposed cumulative impact assessment would only apply to the entire length of Lammas Street.</p>

	<p>I feel that residents have not been supported in dealing with these ongoing issues. Preventing other establishments opening until the early hours is fine, but will not resolve the existing problems for Lammas Street residents.</p>			
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4) SUMMARY – KEY CHANGES TO THE LICENSING POLICY

1. As a result of the consultation exercise the Policy has been amended to include a Cumulative Impact Assessment in relation to only Lammas Street, Carmarthen. The evidence obtain indicates that Lammas Street experiences a disproportionately high level of alcohol related crime and disorder compared to the rest of Carmarthen. (Page 21)
2. The policy has been updated to reflect changes to the legislation and statutory guidance, including for example the consideration of suspensions or revocations of personal licences by the Licensing Sub Committees. (Page 33)
3. The scheme of delegation has been updated to indicate that film classification requests will be delegated to Licensing Sub Committees for consideration in the first instance. (Page 33)

Licensing Act 2003

Review of Licensing Policy Cumulative Impact Policy

Lammas Street, Carmarthen - Consultation Document 2018

Part 1 - About You

1. Are you responding as a...

- Premises licence holder
- Personal licence holder
- Club premises certificate holder
- Member of the Public
- Local business
- Body representing licence holders / clubs
- Body/ Person representing members of the Public (e.g. County councillors; Town & Community Council etc.)
- Body representing local businesses
- Other Organisation or Group

If responding as an organisation/business/body, please write its name here

Following 'SA', please specify the two numbers of your postcode

- | | |
|-----------------------------|----------------------------------------|
| <input type="checkbox"/> 4 | <input type="checkbox"/> 34 |
| <input type="checkbox"/> 9 | <input type="checkbox"/> 35 |
| <input type="checkbox"/> 14 | <input type="checkbox"/> 37 |
| <input type="checkbox"/> 15 | <input type="checkbox"/> 38 |
| <input type="checkbox"/> 16 | <input type="checkbox"/> 39 |
| <input type="checkbox"/> 17 | <input type="checkbox"/> 40 |
| <input type="checkbox"/> 18 | <input type="checkbox"/> 44 |
| <input type="checkbox"/> 19 | <input type="checkbox"/> 48 |
| <input type="checkbox"/> 20 | <input type="checkbox"/> 66 |
| <input type="checkbox"/> 31 | <input type="checkbox"/> 67 |
| <input type="checkbox"/> 32 | <input type="checkbox"/> out of county |
| <input type="checkbox"/> 33 | |

Part 2

To what extent would you agree or disagree with the following statements:

2. Do you agree that there continues to be a problem with alcohol related anti-social behaviour in Lammas Street, Carmarthen?

- Strongly Agree Agree Neither Disagree Strongly disagree

If you agree, please tell us:

b) **Where is it a problem?**

c) **When is it a problem?**

d) **Why do you think it is a problem?**

3. To what extent would you agree or disagree with the following statements:
(for information on cumulative impact policies see paragraphs 14.20-14.39 of the S182 guidance published by the Home Office)

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
A Cumulative Impact Policy is still needed for Lammas Street, Carmarthen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Should the policy apply to the whole length of Lammas Street as shown on the accompanying plan?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c) Please provide your reasons and evidence to support your answers to the above:

4. **Is a Cumulative Impact Policy needed for the highlighted streets on the plan leading to or from Lammas Street, Carmarthen?**

Strongly Agree Agree Neither Disagree Strongly Disagree

b) Please specify what part of those streets:

c) Please provide your reasons and evidence that such a policy is or is not required.

5. To what extent would you agree or disagree with the following statements:

	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
Should the cumulative impact policy apply to premises that wish to sell alcohol for consumption on the premises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Should the cumulative impact policy apply to premises that wish to sell alcohol for consumption off the premises? (Please see paragraph 4(14.34 of the consultation document)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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c) Please outline your reasons and evidence for requiring the cumulative impact policy at premises that wish to sell alcohol for consumption **on the** premises (e.g Examples of incidents).

d) Please outline your reasons and evidence for requiring the cumulative impact policy at premises that wish to sell alcohol for consumption **off the** premises (e.g Examples of incidents).

6. Should the cumulative impact policy apply to premises that wish to provide late night refreshments (e.g. Takeaway premises)?

Strongly Agree Agree Neither Disagree Strongly Disagree

b) Please outline your reasons and evidence as to why the cumulative impact policy should/should not apply to late night refreshments (e.g. Examples of incidents).

Part 3 - Your Details (optional)

Name:

Address:

Tel No:

E-mail:

Under certain circumstances, we may wish to contact you to follow-up on your response, either to ask for additional comment or to reply to the points you have raised.

Do you consent to CCC using your details in this way?

- Yes - I am happy to be contacted
- No - I do not wish to be contacted

How we will use your information

We are collecting personal data about you on this form to comply with requirements in the Licensing Act 2003 on carrying out consultations.

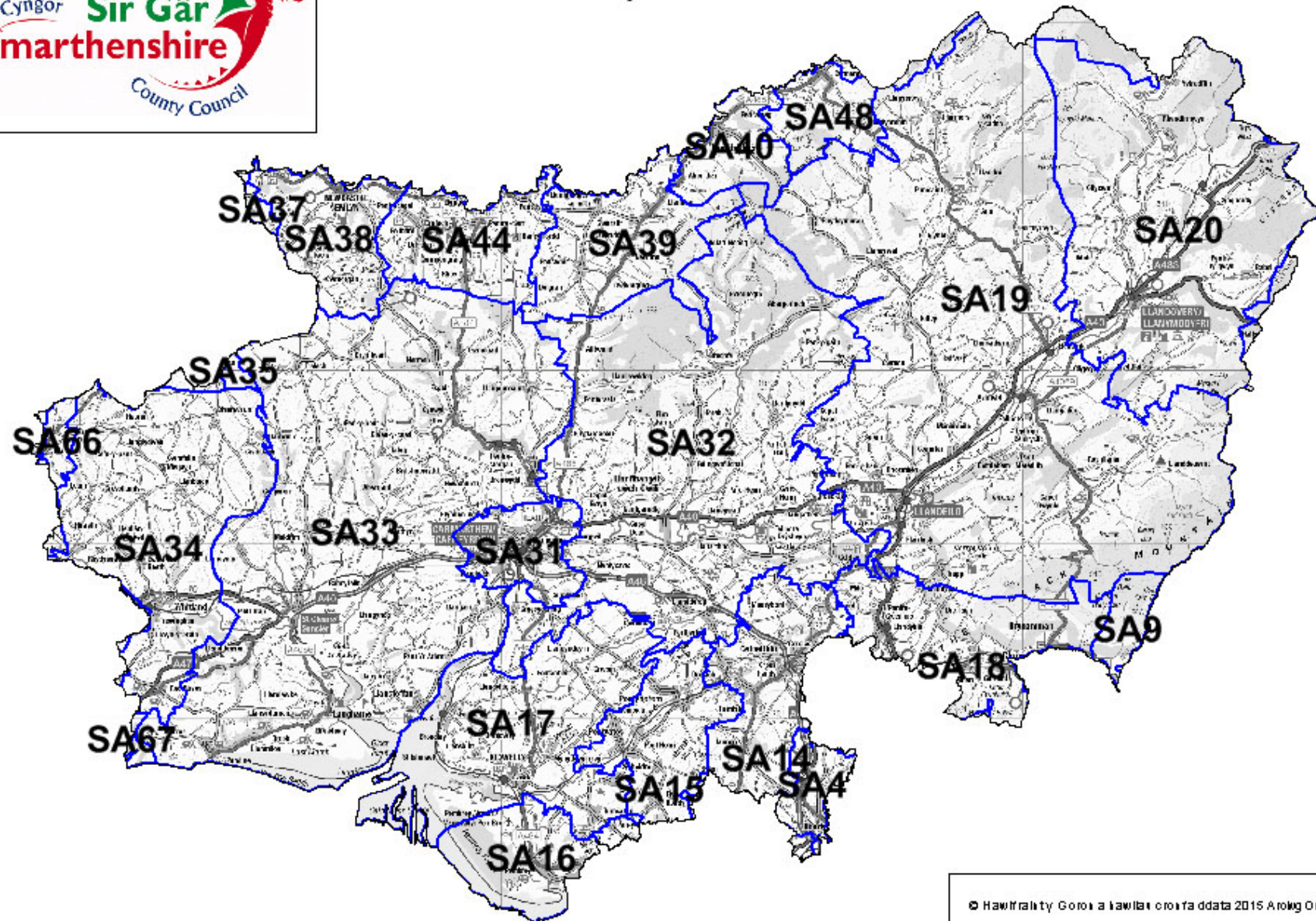
This personal data will only be used for the purpose of this consultation exercise by the Licensing team and will not be shared with any other Council service or external organisation. When we publish a report on this consultation this will not contain your personal details.

To find out more about how we will use your information, including your Data Protection rights, please contact the Licensing Section on 01267 228717.

Thank you for your response

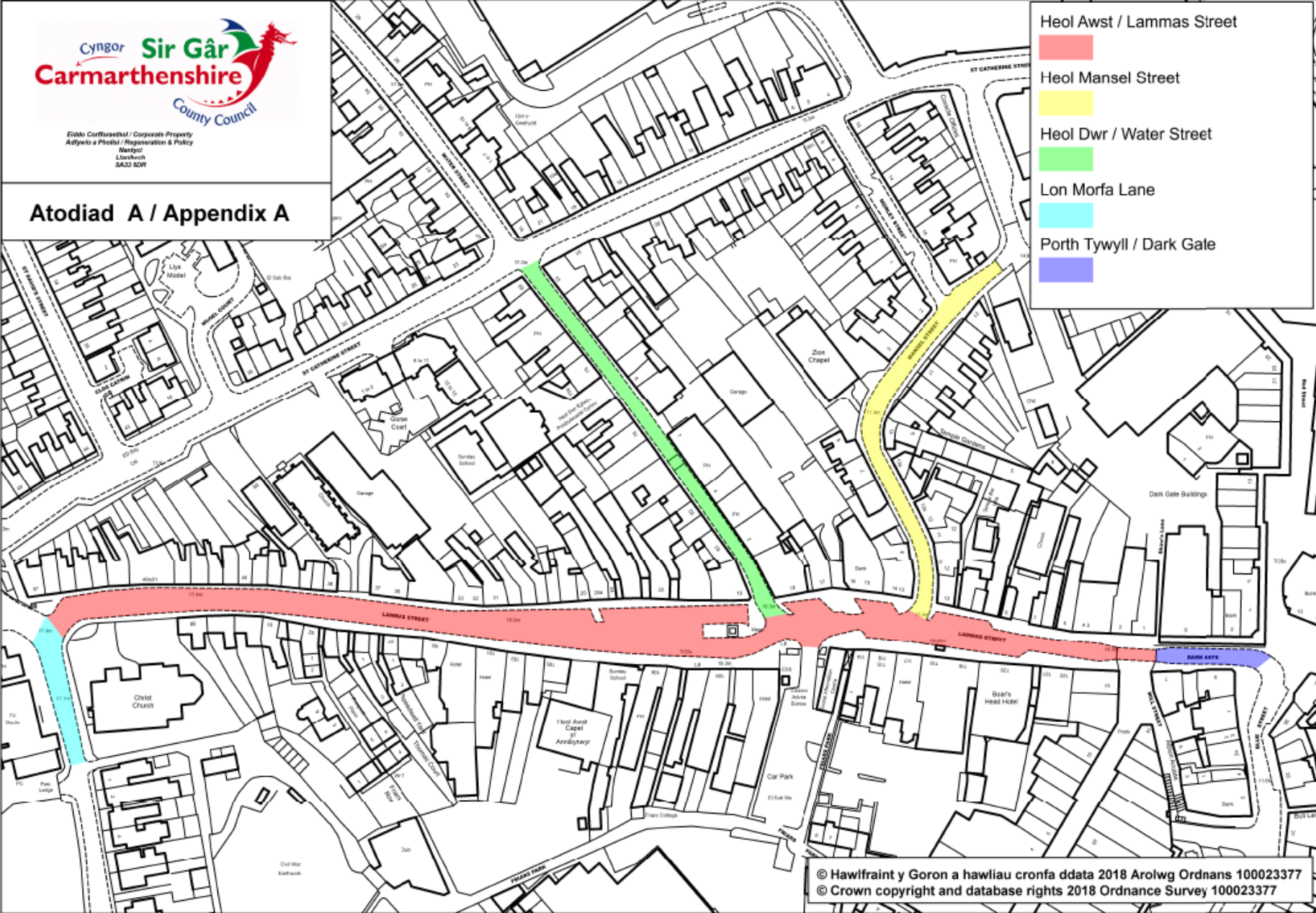


APPENDIX 2 - Map of Carmarthenshire Postcode Districts



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Appendix C - Lamma Street, Carmarthen Plan



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Licensing Policy Statement

The Licensing Act 2003



January 2019

LICENSING ACT 2003

STATEMENT OF LICENSING POLICY

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LICENSING ACT 2003

STATEMENT OF LICENSING POLICY

1. INTRODUCTION

1.1 This policy has been developed in accordance with the Licensing Act 2003 ('the Act'), regulations made under that Act, and guidance issued by the Home Office. This policy should be considered in conjunction with these documents.

1.2 The Licensing Authority will carry out its duties under the Act with a view to promoting the four Licensing Objectives. These are:

- a) **The prevention of crime and disorder**
- b) **Public safety**
- c) **The prevention of public nuisance**
- d) **The protection of children from harm**

The Licensing Authority believes that these objectives are of equal importance.

See sections 5-9 below for further details.

1.3 This policy has been formulated as a result of a wide ranging consultation exercise involving (but not limited to): -

- a) The Police
- b) The Fire Service
- c) Other Responsible Authorities
- d) Licence Holders and their representatives
- e) Holders of club premises certificates and their representatives
- f) Local businesses and their representatives
- g) Local residents and their representatives

Due consideration has been given to all those who have responded.

1.4 This policy relates to all those licensable activities identified as falling within the provisions of the Act, namely:

- a) Retail sale of alcohol (including via the Internet or Mail Order)
- b) Supply of alcohol to members of registered clubs
- c) The supply of hot food and/or drink from any premises between 11pm and 5am (late night refreshments)
- d) Provision of '*regulated entertainment*' (as defined by schedule 1, part 1, paragraph 2 of the Act) to the public, club members or with a view to profit. This includes: -

- i) A performance of a play
- ii) An exhibition of a film
- iii) An indoor sporting event

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STATEMENT OF LICENSING POLICY

- iv) Boxing or wrestling entertainment
- v) A performance of live music
- vi) Any playing of recorded music
- vii) A performance of dance

1.5 The Act contains a number of exceptions and exemptions, which have been amended and increased in recent years by, the Live Music Act, Deregulation Act and other legislative orders. It is not intended to set out these changes in detail in this policy, but they are explained in the guidance issued by the Home Office under section 182 of the Act. They should be carefully considered by any person considering providing entertainment. For further advice, applicants are advised to contact the Licensing Section.

1.6 Types of Authorisations

There are four types of authorisations:

- a) **Premises Licence** - a licence granted in respect of any premises, which authorises them to be used for one or more licensable activities.
- b) **Personal Licence** - a licence granted by the Licensing Authority to an individual which authorises them to supply alcohol (or authorise the supply of alcohol) in accordance with a premises licence.
- c) **Club Premises Certificate** - a certificate granted in respect of premises occupied and used for the purposes of a club.
- d) **Temporary Event Notice** - where it is proposed to use premises for one or more licensable activity during a period not exceeding 168 hours.

1.7 It is recognised that the licensing process can only seek to address those measures within the control of the licensee, and in the vicinity of licensed premises. The licensing process is not a mechanism for the general control of anti-social behaviour by individuals once they are away from licensed premises and beyond the direct control of the licence holder. However where it can be established that a licensed premises is linked to anti-social behaviour or any other activity which undermines the licensing objectives, the matters may be pursued under the licensing process. The Licensing Authority will therefore continue to work in partnership with neighbouring authorities, the police, fire service, the NHS, the licensed trade, local businesses and local people towards the promotion of these four objectives.

1.8 It is intended that this policy statement will remain in existence for a period of up to five years from the 10th of February 2016. However the policy will be kept under constant review during this period, and where necessary, changes made, subject to the statutory consultation requirements being met.

1.9 As part of the above the Licensing Authority will consider the impact of licensing on regulated entertainment and particularly live music and dancing.

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STATEMENT OF LICENSING POLICY

2 BACKGROUND

- 2.1 Carmarthenshire is the third largest county in Wales in demographic terms, with a population in 2013 of 184,681 of whom 11.6% were between the ages of 15 and 24, and 22.1% were between the ages of 25 and 44. It is these two age groups, who are currently most likely to make use of, and be employed within, the night time economy. However, 22% of the population is of pensionable age and therefore it is an aim of this policy to make the night time economy accessible to everyone, not just the young.
- 2.2 As a primarily rural area, Carmarthenshire has a strong agricultural base with a 'necklace' of key market towns providing the needs of communities in those rural areas. South East Carmarthenshire is the most densely populated part of the county, and is characterised by close knit former industrial communities. These contrasting types of environment present very different opportunities and challenges to those involved in the night time economy.
- 2.3 The night time economy within the county is extremely diverse, ranging from night clubs in the town centres to traditional local pubs, pub/restaurants, small village halls and community halls. These smaller venues have an important role to play in preserving and promoting the rich cultural and linguistic heritage of the county. On the 31st of March 2018 the Authority had 869 premises with Premises Licences, 74 with Club Premises Certificates and 2546 individual Personal Licence Holders.
- 2.4 Whilst the night time economy undoubtedly has benefits in terms of jobs, wealth creation, tourism and the promotion of cultural diversity, there are also obvious disadvantages. Alcohol related public nuisance, and crime and disorder are found not just in the larger town centres, but also in the smaller rural communities.

3 FUNDAMENTAL PRINCIPLES

- 3.1 Each application received under the provisions of the Act will be dealt with upon its own merits. However the Licensing Authority's discretion will not be engaged unless representations are received.
- 3.2 Nothing in this policy will undermine the right of a person to apply for a variety of permissions under the Act.
- 3.3 Absolute weight will be given to all relevant representations received by the council in respect of any application or request made under the Act. However representations, which are frivolous, vexatious or repetitious, will not be considered.
- 3.4 The Licensing Authority will not operate a quota of any kind, which would predetermine any application.

LICENSING ACT 2003

STATEMENT OF LICENSING POLICY

- 3.5 The Licensing Authority does not currently impose general limitations on trading hours in particular areas.
- 3.6 In carrying out its functions under the Act, the Licensing Authority will have due regard to all relevant legislation.

4 CONDITIONS OF LICENCE

- 4.1 In order to avoid duplication with other statutory regimes as far as possible, the Licensing Authority, where representations are received, will not attach conditions of licence unless they are considered appropriate for the promotion of the licensing objectives. Conditions will generally be considered inappropriate if issues are already adequately covered by other legislation.
- 4.2 The Licensing Authority cannot impose standard conditions of licence across the board.
- 4.3 In 2010 the Licensing Act 2003 (Mandatory Licensing Conditions) order set out five new mandatory licence conditions. In 2014 those conditions were replaced by five new conditions introduced by an amendment order.

The new mandatory licence conditions relate to:-

- 1) Prohibition of irresponsible drinks promotions.
- 2) Provision of free tap water for customers
- 3) Requiring the adoption and use of an Age Verification Policy
- 4) Giving customers the choice of small measures
- 5) Banning the sale of alcohol below the cost of duty plus VAT.

The five conditions apply to all premises licences and club premises certificates which authorise the sale of alcohol for consumption on the premises.

Mandatory condition 3 is the only one which applies to premises which authorise off sales of alcohol only.

In certain circumstances conditions attached to licences will not take effect due to the operation of the Live Music Act, Deregulation Act and other legislative orders. For further advice contact the licensing section.

Licence holders are encouraged to contact the Licensing Section to discuss any proposed drinks promotion prior to their commencement. Further detailed guidance along with a new page outlining the conditions have been sent to each licence holder. Further copies of this advice is available from the Licensing Section.

LICENSING ACT 2003

STATEMENT OF LICENSING POLICY

- 4.4 For advice regarding any pools of model conditions which may be available please contact the licensing section.

5 THE LICENSING OBJECTIVES – GENERAL COMMENTS

- 5.1 Applicants for new premises licences and those seeking variation of existing licences/permissions are advised to demonstrate how they intend to promote the four licensing objectives.
- 5.2 In order to do this applicants are advised to carry out a comprehensive and detailed assessment which should cover, amongst other things:
- a) The scope and nature of the licensable activities to be carried out.
 - b) The duration of such activities.
 - c) The nature and location of the premises in which the activities are to take place (this may include reference to beer gardens, smoking shelters or any other open areas forming part of the premises, or used by the premises for the carrying on of licensable activities and/or consumption of alcohol).
 - d) The nature and location of other premises in the vicinity and their occupants.
 - e) The skills and knowledge levels of persons engaged in carrying out those activities.
- 5.3 The Licensing Authority advises that such an assessment should identify issues which could lead to the licensing objectives being undermined.
- 5.4 The Licensing Authority advises that such an assessment, and its conclusions, be incorporated within, or be annexed to, the operating schedule, which forms part of the application. Where an applicant chooses not to submit a risk assessment they are advised instead to provide a statement explaining why in their opinion one is not needed.
- 5.5 The Licensing Authority advises that the operating schedule sets out in detail the control measures the applicant intends to put in place to deal with the risks identified in the assessment.
- 5.6 Applicants are reminded that, where representations are made in relation to an application, the Licensing Authority has the power to place conditions upon the licence where it considers it appropriate to do so to promote the licensing objectives.

The Licensing Authority believes that the effective management of licensed premises by suitability experienced and trained staff is essential for the promotion of the four licensing objectives.

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Designated Premises Supervisors

- 5.7 Applicants are reminded that where they wish the premises licence to include the sale or supply of alcohol that they need to appoint a Designated Premises Supervisor (DPS), who must hold a personal licence. The Licensing Authority strongly recommends to all applicants that the Designated Premises Supervisor (DPS) be the person who has day-to-day control of the premises.
- 5.8 The Licensing Authority recognises that where a large organisation such as a pub or supermarket chain has a number of premises from which it intends to sell/supply alcohol, that organisation may wish a more senior member of staff such as an Area Manager to act as Designated Premises Supervisor (DPS) for more than one premises. In those circumstances, the Licensing Authority strongly advises applicants to clearly set out in their operating schedules on how the DPS will ensure that the licensing objectives are to be promoted at the premises in question. The Licensing Authority recommends that this includes:
- a) The frequency of visits by the DPS to the premises.
 - b) The maintenance of proper records at the premises relating to the Licensing Objectives and their inspection by the DPS.
 - c) The identification of the person or persons responsible for the day-to-day management of the premises.
 - d) The proper training of staff at the premises, having regard to their individual roles and the nature of the licensable activities carried on at the premises.
- 5.9 Adult Entertainment
Following the amendment of the Local Government (Miscellaneous Provisions) Act 1982 to introduce a new category of establishment called Sexual Entertainment Venues, applicants and existing licence holders who are providing adult entertainment such as Lap Dancing, Pole Dancing or Table Dancing are advised to contact the Authority to check whether they require a separate Sexual Entertainment Venue licence for the premises. Further guidance regarding the provision of adult entertainment is available from the Licensing Section.
- 5.10 When preparing their Operating Schedules, applicants are advised to have regard to the guidance issued under Section 182 of the Licensing Act 2003 and any other guidance referred to therein.

6 THE PREVENTION OF CRIME AND DISORDER

- 6.1 In order for applicants to properly address this objective, the Licensing Authority advises that the operating schedule where appropriate includes (amongst other things) reference to the following:

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- a) The use of CCTV cameras, both inside and outside the premises. It is recommended that such cameras, where installed, meet the standard set out in the Operational Requirements Guidance document issued by the Carmarthenshire Division of the Dyfed Powys Police and that images are retained for thirty one days. Where cameras are installed, applicants are advised to provide a declaration that Police and Licensing Officers can have immediate access to the images at any time during the opening hours of the premises.
- b) The CCTV system shall be recording whenever the premises is open for licensable activities and at least one hour before opening time and one hour beyond the closing time.
- c) That a competent person capable of producing a copy of CCTV footage upon request of any investigating agency is available at the premises.
- d) The CCTV system be installed and maintained to the satisfaction of the Dyfed Powys Police and local Community Safety Officer.
- e) The Premises Licence holder shall ensure that the CCTV system is kept in a good working order.
- f) The licensee or another appropriate person must randomly examine any available recordings in an attempt to satisfy themselves that all relevant policies are being adhered to and act accordingly where there is any suspicion that staff are not following policy, such as requesting identification or questioning potential 'proxy sales'.
- g) The installation of a security system for the whole of the premises, including the stock area of an approved standard.
- h) Procedures for risk assessing promotions (e.g. drinks promotions) and special events with potential to cause crime and disorder. Plans to minimise the risks identified.
- i) Means to prevent the use and supply of illegal drugs.
- j) Training of staff, including the obtaining of qualifications to a national standard. Applicants are advised to keep written records of all staff training.
- k) The use of security staff, including the number to be deployed, methods of operation, training and qualifications. Applicants are reminded of the requirements of the Securities Industry Act. Applicants will be expected to maintain a register, detailing the security staff on duty at any one time and allow the Police and Licensing Officers access to that register at any time during the opening hours of the premises.
- l) That where Door Supervisors are employed it be in the ratio of two door supervisors for the first one hundred persons and one per hundred thereafter. If applicants wish to employ a different ratio, it is recommended they explain why.
- m) In the case of nightclubs and venues used for live entertainment and concerts, the use of metal detectors and/or other search facilities and procedures.
- n) Door supervisors whenever on duty must wear high visibility style clothing both indoors and outdoors. The type of clothing to be used indoors must be clearly visible and readily identifiable in premises where the lighting may be dim, so that they are recognisable to members of the public, police officers and licensing officers. Whenever on duty door supervisors must complete a register of the time they start and finish duty, the register must contain the contact details of the individual door supervisor.

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- o) Certain premises, particularly those with access restrictions for under 18's are advised to consider arranging for trading standards officers to deliver the free training regarding age verification, detailed in paragraph 9.10, for key staff such as door supervisors.
- 6.2 Applicants are strongly advised to state clearly in their operating schedules the measures to be taken to prevent customers removing glasses and/or open bottles/cans of alcohol from the premises.
- 6.3 All applicants are advised for the purposes of the prevention of crime and disorder that they include within the operating schedule, a capacity limit for the premises and the control measures to ensure it is enforced.
- 6.4 Applicants are advised to outline measures to be taken to supervise customers within any outside location at the premises either a beer garden or street café, in respect of the consumption of alcohol or smoking.
- 6.5 Applicants are advised that where they are planning to place tables and chairs on the highway or on private land, to indicate how they intend to control patrons at those locations and when they intend to remove those tables and chairs. Applicants are advised to contact the Street Scene section for advice regarding relevant permits under the Highways Act 1980.
- 6.6 It is recommended that Licensees support the Dyfed Powys Police in any initiatives to prevent crime and disorder such as passive drugs dogs, Itemiser drug scanning machine or any other relevant resource tool.
- 6.7 Licensees are encouraged to actively participate in an appropriate Pub Watch, LVA, Club Watch, Club Radio, Behave or be Banned, Best Bar None, and Home Watch Scheme or any other similar scheme. Applicants are advised to indicate whether or not they are willing to participate and also whether they are willing to contribute financially to the cost of such schemes.
- 6.8 Licensees are encouraged to promote and take part in any local or national initiatives, strategies or campaigns such as the 'Safer Clubbing Guide' and have regard to the Working Together to Reduce Harm – The Substance Misuse Strategy For Wales 2008 – 2018(Welsh Government 2008)
- 6.9 Applicants are advised where age restrictions on access apply, to put in place measures to control such activities, including staff training and the adoption of schemes such as "Challenge 25"
- 6.10 Licensees are reminded of their statutory duties to display certain licence documents and notices, Proper access to the licence and the display of the summary documents are vital elements of both the premises management and enforcement regimes. The Dyfed Powys Police and the Licensing Authority are of the view that in order to comply with these requirements, the premises summary document needs to be displayed in full public view, at a convenient height, not obscured and in such a way that each page of the document can easily be read by any person at the premises.

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Police and Licensing Officers will expect the responsible person at the premises to be able to produce the licence without delay.

- 6.11 Applicants requiring further information regarding the above or local crime prevention strategies should contact the Police at the address given in Appendix B.
- 6.12 The Dyfed Powys Police have identified the following areas within the County as hot spots of alcohol related crime and disorder. Applicants and existing Licence holders are strongly advised to pay special attention to measures aimed at preventing Crime and Disorder at premises located on these streets and in the vicinity.

Llanelli

Murray Street, Station Road, Stepney Street, Ann Street.

Carmarthen

Coracle Way, Lammas Street, Water Street, Priory Street, Queen Street, King Street. Nott Square

Ammanford

Quay Street, Wind Street.

7 PUBLIC SAFETY

- 7.1 Applicants are reminded that the safety of staff and patrons on licensed premises is the responsibility of the licensee.

7.2 New Psychoactive Substances

A recent trend has been the use and availability of New Psychoactive Substances (NPS), so called 'legal highs'. The authority recognises that legislation is sometimes slow to change to deal with such substances and that both the Police and local authority have powers under other legislation to tackle premises supplying substances that could be considered as legal highs. The Licensing Authority expects licence holders and qualifying clubs to actively discourage and prevent the use or supply of such substances in licensed premises.

- 7.3 All applicants are strongly advised to include within their operating schedule details of the maximum numbers of persons to be allowed in the premises at any time, how that figure was reached, and the control measures to ensure it is enforced.

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- 7.4 Applicants are reminded that such maximum numbers should be calculated to ensure that premises can be safely evacuated in the event of any emergency, not just in the event of fire (which is the subject of separate legislation). The proposed maximum numbers and control measures should therefore also provide for other types of emergency (e.g. violent disorder, flooding, bomb threats etc).
- 7.5 All applicants are strongly advised to assess as to when the use of alternatives to glass, such as plastic bottles, plastic glasses and/or toughened glasses may be appropriate. The Licensing Authority believes that this is of particular relevance not just to high volume premises such as nightclubs and large town centre pubs, but also to other premises during peak periods such as bank holidays, other special occasions and external beer gardens and street cafes. Failure to properly address this issue could result in representations being submitted by the responsible authorities.
- 7.6 Applicants are advised to set out how they intend to make adequate first aid provisions for staff and customers.
- 7.7 The Licence Holder are advised to ensure that there is in force an appropriate public Liability Insurance Policy relating to his/her use of the premises for licensable activities. A copy of which should be on display at the principal point of entry and be produced to a Police Officer or an officer of the Licensing Authority on request.
- 7.8 Applicants are reminded electrical safety is of paramount importance. Applicants should be aware of the importance of ensuring that the electrical installations of a venue are maintained in safe correct working order, and are periodically checked to ensure they remain in such a condition.

Applicants are advised that the electrical installation in the premises should be in accordance with the requirements contained in the Institution of Electrical Engineers Regulations for the Electrical Equipment of Buildings (IEE Wiring Regulations – issued as BS 7671:2001-amd 2002: Requirements of electrical installations). The Local Authority also advises that the electrical installation of the premises should be inspected and tested annually by a qualified electrical engineer. Applicants are encouraged to keep a record of such certificates for a period of twelve months.

- 7.9 Applicants are reminded that in circumstances where temporary structures (e.g. stages, marquees, seating etc) and/or temporary installations (e.g. generators, heaters) are used, it is the applicant's responsibility to ensure that they are suitable for their intended use and they are erected/installed correctly. Applicants are encouraged to ensure only competent people install/erect temporary structure(s) and installations, and the applicant is strongly advised to obtain completion / conformity certificates from the persons responsible for erecting or installing the structure. In addition, applicants are encouraged to keep a record of such certificates for a period of 12 months following obtaining the certificate.

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- 7.10 The use of LPG is not uncommon, in particular, at outdoor events. In circumstances where LPG is intended to be used and stored, applicants are urged to familiarise themselves with the requirements of the LPG Association code of practices and follow such codes.
- 7.11 Applicants and existing licence holders are reminded of the need to comply with the requirements of The Regulatory Reform (Fire Safety) Order 2005. Advice regarding Fire safety can be obtained from the Mid and West Wales Fire Brigade, contact details for their Fire Safety department appear in Appendix B.
- 7.12 The Licensing Authority recommends that applicants contact the Fire Brigade, Health and Safety Executive and or Carmarthenshire County Council Commercial Services as appropriate for further information and guidance on these issues. (See Appendix B for relevant contact details).

8 THE PREVENTION OF PUBLIC NUISANCE

- 8.1 Applicants are reminded that licensed premises do not exist in isolation and that their operation contains an inherent risk of public nuisance.
- 8.2 Applicants are advised, as part of the assessment referred to in paragraph 5.2, to identify potential instances of public nuisance, arising from the operation of the premises and the measures to be implemented to control them.
- 8.3 Inaudibility - The simple presence of noise at a complainant's premises would not itself be sufficient to determine the matter as being a Public Nuisance or statutory noise nuisance as defined by the Section 79 of the Environmental Protection Act 1990. In determining the existence of a public nuisance or statutory noise nuisance a number of factors must be taken into consideration such as time, duration, frequency and loudness of the noise.
- 8.4 Applicants are reminded that their responsibilities in this respect are not limited to activities taking place within the premises during opening hours. Applicants are advised to have regard to (amongst other things) the manner in which their premises are prepared for opening (e.g. cleaning and deliveries), the management of patrons entering and leaving the premises and the manner in which the premises is closed down, including the way in which glass bottles are disposed of.

Applicants are also advised to consider:-

- a) Displaying Neighbour courtesy notices to be displayed at the premises.
 - b) Adopting a Dispersal Policy for the premises in respect of any person leaving the premises after midnight.
- 8.5 Applicants are reminded that public nuisance is not limited in scope to noise nuisance. Regard should therefore be had to (amongst other things) issues of light pollution, odour pollution, vibration etc.

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- 8.6 As a result of the introduction of The Health Act 2006 and subsequently The Smoke-free Premises etc. (Wales) Regulations 2007, a large number of premises have erected external shelters and smoking areas, a number of which use street furnishings. Applicants should consider carefully the layout and locations of such external areas and are advised that such furnishings be situated in locations so as not to cause obstruction to the public.
- 8.7 Prior to erecting smoking structures applicants are reminded to consider whether their structure may conflict with relevant planning/building control permission for the premises. If the applicant is unsure whether this is the case or where they are aware of such a conflict, then they should contact the relevant Section of the Authority to resolve this matter.
- 8.8 Applicants are advised to consider how noise arising from the use of external smoking shelters/smoking areas is controlled. Applicants are advised to locate such areas away from residential properties if possible. It is also advised that applicants consider restricting the access to such areas and the activities undertaken within the areas e.g. alcohol not to be used in the external areas beyond a particular time and carefully manage access to and use of such areas.
- 8.9 Applicants are advised not to provide entertainment such as music and televisions in the external smoking areas. Not only can the noise from the entertainment cause disturbance, but external entertainment encourages people to stay outside for prolonged periods of time and this itself can give rise to noise and disturbance
- 8.10 Advertising by means of fly posting is increasing and can have a detrimental effect on the surroundings. Applicants who use such methods of advertisement are recommended to have procedures in place to ensure that the advertisements are removed as soon as possible. Applicants are reminded that fly posting may give rise to criminal liability, both for those who fly post and the business that is being advertised.
- 8.11 Applicants are advised to consider how customers using the smoking areas dispose of their used cigarettes. Applicants are encouraged to provide receptacles for the used cigarettes and also to have systems in place to ensure the area is kept free from litter.
- 8.12 The Public Health Team has encountered a number of cases where trade waste is not being effectively managed by Licensed Premises. The result of which can give rise to Public Health problems such as rodent infestations, flies and odours. Situations have also arisen where premises (especially food premises) have been depositing their waste oil into the foul drainage system that resulted in blocked drainage system. Applicants are therefore reminded of their obligation to comply with legislation in relation to these issues.

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- 8.13 Carmarthenshire County Council Public Health Services has produced further detailed guidance to assist applicants to address the public nuisance licensing objective. The Licensing Authority advise applicants to have regard to this guidance when producing operating schedules.
- 8.14 The Public Health Team has a duty to investigate nuisance complaints and therefore should be the first point of contact in cases where individuals are experiencing problems of nuisance from licensed premises.

9 THE PROTECTION OF CHILDREN FROM HARM

- 9.1 The Licensing Authority will not seek to require that access to any premises is given to children at all times. Under normal circumstances this will be left to the discretion of the licensee. Generally the Licensing Authority will not seek to limit access of children to any premises unless it is necessary for the prevention of harm to them. Applicants are reminded that their general responsibilities towards staff and customers are increased where such staff/customers are children.
- 9.2 Applicants are advised to include within their operating schedules a clear statement as to when children will be employed at the premises and/or when they will be allowed on the premises as customers or performers in regulated entertainment. Applicants are reminded of the existence of local by laws governing the employment of children, and are advised to contact Education and Children Services in relation to this issue.
- 9.3 The range of alternatives which may be considered for limiting the access of children include:
- a) Limitations on the hours when children may be present.
 - b) Limitations on the exclusion of the presence of children under certain ages when particular specified activities are taking place.
 - c) Limitations on the parts of premises to which children might be given access.
 - d) Age limitations (below 18).
 - e) Requirements for accompanying adults.
 - f) Full exclusion of people under 18 from premises when licensable activities are taking place.
- 9.4 Where applicants intend to allow children to enter their premises they are advised to establish and enforce clear codes of conduct to be observed at all times when children are present. The Licensing Authority suggests such codes to be incorporated within or annexed to operating schedules and to include reference to (amongst other things):
- a) The prohibition of foul and abusive language
 - b) The prohibition of threatening behaviour
 - c) The prohibition of entertainment of an adult or sexual nature
 - d) The prohibition of entertainment of a violent nature

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- e) The prohibition of gambling (other than small numbers of AWP machines).
- 9.5 Applicants are advised to clearly state which parts of the premises children are allowed to enter, the circumstances in which this can take place and the control measures to ensure this is enforced. Applicants should seek advice from the Licensing Authority and Children's Services on a case by case basis.
- 9.6 Applicants are advised to include within their operating schedule a declaration that children of school age will not be allowed into their premises during school hours.
- 9.7 Applicants whose premises are used to provide services specifically to children and/or family groups are advised to adopt the following measures:
- a) Security checks on all staff, including temporary staff.
 - b) Training for key staff in relation to child protection and safety issues.
 - c) The adoption of fixed time deadlines after which children of a certain age will generally be expected to leave the premises. The Licensing Authority recommends that on a day preceding a school day this should be 8pm for children up to and including primary school age, and 10pm for secondary school children.
 - d) Procedures to ensure that unaccompanied children have the means to travel home safely.
- 9.8 In respect of licensed premises that hire their function rooms for private events, they adopt a system where all bookings are checked and details of the event or functions are verified as being bona fide. Such details to be recorded to include name of person who took the booking, contact details of person make the booking and what steps were taken to confirm that the event or function was not for persons under 18 years of age. This is to prevent the possibility of licensing offences being committed by the premises or those attending the function, such as an under 18's party, school proms or similar events where the majority of those attending will be under 18.
- 9.9 Applicants whose premises are to be used for Parties or events aimed primarily at 18 year olds and under are advised that the following arrangements are prudent to protect children from harm.
- Bookings for such events should only be taken from an adult. A requirement of an accompanying adult to supervise should be considered.
 - A Designated Premises Supervisor should be present whenever the premises is in use for such events
 - Specific arrangements need to be made by the premises to ensure that children and young people are able to get home safely. For example having a freephone available for booking local taxis.
 - Specific arrangements need to be made to ensure that children and young people that turn up at the premises and are denied access due to

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intoxication get home safely to the care of a parent or carer or responsible adult.

- Fixed time deadlines at which such parties will generally be expected to leave the premises.
- 9.10 Consideration should be given to the age of bar staff serving at these events and the potential impact that peer pressure could have on the likelihood of alcohol being served to underage persons. Arrangements should include the supervision and training of these staff to deal with peer pressure.
- 9.11 Applicants are reminded of research carried out on behalf of the Department of Children & Families by Newcastle University, which concluded that children who misuse alcohol are likely to suffer harm to their physical and mental health, educational development and personal safety.
- 9.12 Applicants whose premises are to be used for the sale and/or supply of alcohol are advised to set out in their operating schedules the steps that will be taken to prevent the sale and/or supply of alcohol to persons under age. This may include (but not necessarily be limited to):
- a) The Implementation of a “Challenge 25” policy to ensure that all staff will insist on appropriate ID if they believe that a purchaser may be 25 or under – “No ID – No Sale”.
 - b) The provision of notices / posters to be clearly displayed in store, near the point of sale areas, to emphasise to customers that they will be challenged if they look 25 or under. It is recommended that similar posters relating to the sale of age related products to be clearly displayed near the products themselves.
 - c) What forms of proof of age will be accepted at the premises e.g. Photo-card driving licence, passport, Validate card or any PASS accredited proof of age card.
 - d) A requirement that all new employees to undergo induction training in relation to the sale of age restricted products, immediately on commencing employment, and a written record and details be kept of such training.
 - e) A requirement that all relevant staff undertake refresher training in relation to the sale of age restricted products at least once every 6 months.
 - f) That such training include information on the acceptable forms of ID, and in particular the “Validate” proof of age card, promoted within Carmarthenshire. Sample “Validate” ID cards, should be made available, for staff, to assist confidence in their understanding of information contained on such cards.
 - g) A Requirement that a “Refusals Log” be maintained, kept at the till area, and entries completed every time a sale is refused. These “refusals” should be examined and analysed by an appropriate person within the organisation, at regular intervals, and any potential concerns addressed immediately. Any such actions should be recorded, signed and dated.
 - h) Where a person under is 18 is employed, a signed record should be made by the relevant “supervisor” in charge of that person, prior to them commencing duty on each day.

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- i) The Premises Licence Holder should have installed a CCTV system that covers the checkout area. The licensee or another appropriate person should randomly examine any available CCTV recordings, in an attempt to satisfy themselves that all relevant policies are being adhered to, and act accordingly where there is any suspicion that staff, are not following policy, such as not requesting ID, or questioning potential “proxy sales”.
- j) The preparation of a written policy in relation to the sale of age restricted products, a copy of which to be provided to all staff. Such a policy should be annually reviewed and if relevant, updated to reflect changes in the law, and / or guidance issued by relevant bodies.
- k) Where an EPOS system is in use, a till prompt is automatically generated to alert staff that an alcoholic product has been scanned, and that staff need to acknowledge this, before such a sale can continue.
- l) Arranging for the DPS to be in full time employment at the premises, with an active “hands on” role in, and responsibility for, overseeing staff. The DPS should have successfully completed, and provide evidence of such, a nationally accredited “personal licence” course.
- m) Ensuring that all documents referred to above, are kept at the premises and made available on request, at all times to Police, Trading Standards or Licensing Officers. Applicants are advised that where such a requirement is made a condition of licence, a failure to produce could be interpreted as documents “not being available”, which could be a breach of licensing conditions.

9.13 The Trading Standards Services Section offer free training for premises staff in relation to the sale of alcohol and other age restricted products. Licence holders wishing to take advantage of this service must make arrangements well in advance by contacting the Trading Standards Section using the contact details contained in Appendix B.

9.14 Applicants should have regard to such advice and guidance as may be issued from time to time by the Police and the Carmarthenshire County Council’s own Trading Standards Officers.

9.15 Applicants are reminded that the advice to keep training records set out in paragraph 6.1 in this policy is equally applicable in this context.

9.16 The Licensing Authority recognises that the Department for Education and Children of Carmarthenshire Council is the competent body to advise on matters relating to the protection of children from harm. The address to which applicants should forward copies of their application is contained in Appendix E.

9.17 The Licensing Authority strongly advises applicants to make a commitment in their operating schedules to follow the Portman Group code of practice on the naming, packaging and promotion of alcoholic drinks. Failure to do so may be regarded as intelligence of irresponsible drinks promotions under section 19 (2) of this policy.

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10 CUMULATIVE IMPACT

Station Road, Llanelli

- 10.1 The Licensing Authority has received sufficient evidence to show that a Cumulative Impact Policy continues to be required in relation to the lower end of Station Road, Llanelli, between its junction with Queen Victoria Road south to the railway crossing as shown on the plan attached at appendix F. However, in accordance with paragraph 1.7 this matter will be kept under constant review.

This Policy applies to any property which has a boundary on the relevant portion of Station Road.

- 10.2 Where relevant representations are received, it is the Licensing Authority's policy to refuse applications in respect of the lower end of Station Road, Llanelli, between its junction with Queen Victoria Road south to the railway crossing as shown on the plan attached at appendix F for;

- (a) New Premises Licences
- (b) The variation of such licences that are considered likely to add to the existing cumulative impact.

The policy is intended to be strictly applied and will only be overridden in genuinely exceptional circumstances

Exceptions are unlikely to be made on the grounds that the premises are, or will be, well managed

Exceptions should be directed at the reasons underlying the policy.

An exception might arise where an application proposes;

- (a) To effect a real reduction in capacity
- (b) To replace vertical drinking with seated consumption and waiter service.
- (c) To transfer an operation from one premises to another, where the size and location of the second premises is likely to cause less detrimental Impact and will promote the licensing objectives.
- (d) The substitution of existing licensable activity at a premises with licensable activities which would have less impact on the area and would be more likely to further the licensing objectives.

Variation applications which are likely to be considered to add to the existing cumulative impact include;

- (a) An increase in the capacity of the premises
- (b) An extension in the hours of operation of the premises
- (c) Introducing opportunities to consume alcohol other than ancillary to table meals

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- (d) Introducing opportunities to take food away from the premises
- (e) Introducing dance floors or similar facilities
- (f) Any other change to the way the premises operate which is likely to have an impact on the promotion of the licensing objectives.
- (g) The varying of an existing licence condition attached to a premises licence, which is likely to have an impact on the promotion of the licensing objectives.

The Licensing Authority acknowledges that it has departed from the Secretary of State's guidance by including premises which sell alcohol for consumption off the premises within the scope of this policy. However the Licensing Authority believes that this departure is justified due to the evidence of price competitive behaviour linked to street drinking, underage drinking, proxy sales and pre-loading associated with the concentration of such premises in Station Road, Llanelli.

The Licensing Authority acknowledges that this policy goes further than that set out within the Secretary of State's Guidance. However the Licensing Authority believes this is justified on the grounds set out below.

The reasons for adopting this policy are as follows;

1. The portion of Station Road, Llanelli, between its junction with Queen Victoria Road south to the railway crossing as shown on the plan attached at appendix F contains a total of 23 licensed premises, including pubs, nightclubs, off licences and late night take away outlets.
 - a) During the period 01/01/13 to 31/07/15 the following incidents occurred in Station Road –
 - 101 incidents of alcohol related ASB
 - 84 Incidents including alcohol related public safety concerns
 - 233 alcohol related crimes.
 - b) Station Road accounted for 57% of alcohol related anti social behaviour and 67% of alcohol related crime recorded in the hot spot areas in Llanelli identified in the policy.
2. The Road is in close proximity to a large number of residential streets. There is clear evidence that these streets are subject to alcohol related crime and disorder by persons who have purchased alcohol in Station Road.
3. Station Road is the location for a number of licensed premises. There is clear evidence linking these premises to late night noise and anti social behaviour in Station Road and the surrounding residential streets.
4. Evidence has been received that late night food outlets attract passing custom from people leaving the town centre, leading to a greater concentration of people than would otherwise be the case, before dispersing through nearby residential streets.
5. There have been licence applications relating to premises in Station Road which have highlighted issues of alcohol related anti-social behaviour and crime and disorder.

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6. The evidence to support the above is contained in the Policy review file and on the individual premises files held by the Licensing Section.
7. The evidence from the consultation shows that residents are continuing to be affected by alcohol related crime and disorder, however this is primarily between it's junction with Queen Victoria Road south to the railway crossing, as shown on the plan attached at appendix F.

Lammas Street, Carmarthen.

10.3 The Licensing Authority has received sufficient evidence to show that it would be inconsistent with the Authority's duty under section 4 (1) of the Licensing Act 2003 to grant any further relevant authorisations in respect of premises in Lammas Street, Carmarthen as shown on the plan attached at appendix G. However, in accordance with paragraph 1.7 this matter will be kept under constant review.

This Cumulative Impact Assessment applies to any property which has a boundary on Lammas Street, Carmarthen.

10.4 Where relevant representations are received, it is the Licensing Authority's intention to refuse applications in respect Lammas Street, Carmarthen as shown on the plan attached at appendix G for;

- (c) New Premises Licences
- (d) The variation of such licences that are considered likely to add to the existing cumulative impact.

This Assessment is intended to be strictly applied and will only be overridden in genuinely exceptional circumstances

Exceptions are unlikely to be made on the grounds that the premises are, or will be, well managed

Exceptions should be directed at the reasons underlying the Assessment.

An exception might arise where an application proposes;

- (e) To effect a real reduction in capacity
- (f) To replace vertical drinking with seated consumption and waiter service.
- (g) To transfer an operation from one premises to another, where the size and location of the second premises is likely to cause less detrimental Impact and will promote the licensing objectives.
- (h) The substitution of existing licensable activity at a premises with licensable activities which would have less impact on the area and would be more likely to further the licensing objectives.

Variation applications which are likely to be considered to add to the existing cumulative impact include;

- (h) An increase in the capacity of the premises
- (i) An extension in the hours of operation of the premises

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- (j) Introducing opportunities to consume alcohol other than ancillary to table meals
- (k) Introducing opportunities to take food away from the premises
- (l) Introducing dance floors or similar facilities
- (m) Any other change to the way the premises operate which is likely to have an impact on the promotion of the licensing objectives.
- (n) The varying of an existing licence condition attached to a premises licence, which is likely to have an impact on the promotion of the licensing objectives.

The reasons for adopting this Assessment are as follows;

1. Lammas Street, Carmarthen, shown on the plan attached at appendix G contains a total of 18 licensed premises, including pubs, nightclubs, off licences and late night take away outlets.
 - a) During the period 01/01/16 to 31/03/18 there have been a total of 262 alcohol related crimes recorded between 10pm and 6am across Carmarthen Town, 44% of these crimes (114) were committed in Lammas Street.
 - b) Over the last two years there have been a total of 226 crimes reported to have occurred in Lammas Street, 74% of these crimes (167) were committed between the hours of 10pm and 6am with 68% of those crimes being alcohol related (114 out of 167 crimes)
 - c) In addition to the above there were 125 incidents of anti-social behaviour reported and received between the hours of 10pm and 6am in Lammas Street. 46% of those ASB incidents were alcohol related (37).42% of alcohol related public order incidents and 82% of alcohol related violence against the person in Carmarthen Town over the last two years were committed in Lammas Street.
2. The Road is in close proximity to a large number of residential streets. There is clear evidence that these streets are subject to alcohol related crime and disorder by persons who have purchased alcohol in Lammas Street.
3. Lammas Street is the location for a number of licensed premises. There is clear evidence linking these premises to late night noise and anti-social behaviour in Lammas Street and the surrounding residential streets.
4. Evidence has been received that late night food outlets attract passing custom from people leaving the town centre, leading to a greater concentration of people than would otherwise be the case, before dispersing through nearby residential streets.
5. There have been licence applications relating to premises in Lammas Street which have highlighted issues of alcohol related anti-social behaviour and crime and disorder.
6. The evidence to support the above is contained in the Policy review file and on the individual premises files held by the Licensing Section.
7. The evidence from the consultation shows that residents are continuing to be affected by alcohol related crime and disorder, as shown on the plan attached at appendix G.

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11 LICENSING HOURS

- 11.1 The Licensing Authority recognises that fixed and artificially early closing times in certain areas can lead to peaks of disorder and disturbance on the streets when large numbers of people tend to leave licensed premises at the same time. Longer licensing hours may therefore be an important factor in reducing friction at late night food outlets, taxi ranks and other sources of transport in areas where there have already been incidents of disorder and disturbance.
- 11.2 However, the Licensing Authority recognises that in certain cases, the presumed benefits of longer licensing hours may be outweighed by the disadvantages of increased public nuisance, crime and disorder. This may be particularly the case in rural or residential areas. The Licensing Authority advises applicants to address this possibility when preparing their operating schedules in accordance with section 5 of this policy.
- 11.3 As far as the Licensing Authority's overall approach to licensing hours is concerned, it has not introduced any form of zoning at present.
- 11.4 Instead, regard will be given to the individual characteristics of the premises concerned and the area in which it is located. It is recognised that pubs, nightclubs, restaurants, hotels, theatres, members clubs and community venues all contribute to the night time economy but with contrasting styles and characteristics. Proper regard will be had to those differences and the impact they are likely to have on the local community.
- 11.5 Premises licensed to sell alcohol will generally be permitted to do so during the normal hours they intend to open for business
- 11.6 Where representations are received, the Licensing Authority will deal with the issue of licensing hours on the individual merits of each application. For example, when issuing a licence, stricter controls may be imposed in the case of premises which are situated in the vicinity of residential accommodation.
- 11.7 Applicants for new licences, or those seeking variation of their existing licences and permissions, are advised to set out in detail in their operating schedules the control measures which they intend to adopt to address the licensing objectives.
- 11.8 Applicants are strongly recommended to include provision for drinking up time in their operating schedules.

LICENSING ACT 2003

STATEMENT OF LICENSING POLICY

12. FILMS

- 12.1 In the case of premises which are used for film exhibitions, conditions will be imposed restricting access only to those who meet the required age limit in line with any certificate granted by the British Board of Film Classification or, in specific cases, a certificate given to the film by the Licensing Authority itself. The Licensing Authority has adopted a procedure for processing classification requests. Anyone wishing to obtain a certificate to show an unclassified film at a specific location is advised to contact the licensing section for a copy of the procedure prior to arranging a screening.

In recent years, the Act has been amended to exempt some types of film entertainment provided at certain locations from the requirement to be licensed between the hours of 8am and 11pm. Persons considering providing film entertainment are advised to contact the licensing section for detailed guidance regarding these exemptions.

13. INTEGRATING STRATEGIES AND THE AVOIDANCE OF DUPLICATION

- 13.1 The Policy is not intended to duplicate existing legislation and regulatory regimes that already place obligations on employers and operatives.
- 13.2 The Licensing Authority will endeavour to secure proper integration with local crime prevention, substance misuse action plans and strategies, planning, transport, tourism, cultural and health, social care and well-being strategies.
- 13.3 Where any protocols agreed with the police identify a particular need to disperse people from any areas swiftly and safely to avoid concentrations which could lead to disorder and/or nuisance, the Licensing Authority will aim to inform those responsible for providing local transportation so that arrangements can be made to reduce the potential for problems to occur.
- 13.4 The licensing authority will seek to encourage licensable activities which do not undermine the licensing objectives and which are consistent with the economic regeneration strategies and objectives of the authority, particularly those of the Llanelli town centre task force.
- 13.5 The Licensing Authority recognises that licensing applications should not be seen as a re-run of the planning application process and that there should be a clear separation of the planning and licensing regimes to avoid duplication and inefficiency. Therefore, the Licensing Authority will not insist that a premises has the benefit of appropriate planning consent before considering an application, although applicants are reminded that the local planning authority, as a relevant authority, has the power to object to the granting of a licence and/or request the imposition of conditions upon any licence granted. Applicants are also reminded that the fact that planning consent may permit them to operate until a particular hour does not mean that they will necessarily be granted a licence on the same terms as different statutory criteria is applied under the planning and licensing regimes.

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STATEMENT OF LICENSING POLICY

- 13.6 The Licensing Authority recognises that, apart from the licensing function, there are a number of other means available for addressing issues of disorder and nuisance that can occur away from licensed premises, including:
- a) Planning Controls.
 - b) Positive measures to create a safe and clean town centre environment in partnership with (amongst others) local businesses, transport operators and other departments of the Local Authority.
 - c) The provision of CCTV surveillance in town centres, ample taxi ranks, provision of public conveniences open late at night, street cleaning and litter patrols.
 - d) Powers of Local Authorities to designate parts of the Local Authority area as places where alcohol may not be consumed publicly.
 - e) Police enforcement of the general law concerning disorder and anti-social behaviour, including the issuing of fixed penalty notices.
 - f) The prosecution of any personal licence holder or member of staff at such premises, selling alcohol to people who are drunk.
 - g) The confiscation of alcohol from adults and children in designated areas.
 - h) Police powers to close down instantly for up to 24 hours any licensed premises or temporary events on the grounds of disorder, or the likelihood of disorder or noise from the premises causing a nuisance.
 - i) The powers of the police, other relevant authority or a local resident or business to seek a review of the licence or certificate in question.
 - j) The powers of Public Health Services to issue abatement notices under Section 80 of the Environmental Protection Act 1990 to prevent statutory nuisance.
- 13.7 The Licensing Authority will continue to address issues of this type through the Carmarthenshire Community Safety Partnership.

14. LIVE MUSIC, DANCING AND THEATRE

- 14.1 In recent years, the Act has been amended by the Live Music Act, Deregulation Act and other legislative orders, which have exempted some types of entertainment provided at certain locations from the requirement to be licensed between the hours of 8am and 11pm. It should be noted that exempt entertainment is still subject to the powers under the Environmental Protection Act 1990 and that live music provided at licensed premises under The Live Music Act must still promote the licensing objectives and could still be subject to a licence review. Persons considering providing entertainment are advised to contact the licensing section for detailed guidance regarding these exemptions.
- 14.2 When determining applications for live and/or community based events the Licensing Authority will take into account the need to encourage and promote live music, dancing and theatre for the wider cultural benefit of the community as a whole, and in particular the need to support and promote the linguistic and cultural heritage of Carmarthenshire.

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- 14.3 If representations are made concerning the potential for disturbance in a particular neighbourhood as a result of such activities, such representations will be balanced against the wider benefits to the community of such events taking place.
- 14.4 When attaching conditions to licences granted for such events, the Licensing Authority recognises the need to avoid measures that might deter live music, dancing or theatre by the imposition of substantial indirect costs.
- 14.5 The Licensing Authority acknowledges the advice previously received from the DCMS in this context that the views of vocal minorities should not be allowed to predominate over the general interests of the community.
- 14.6 Only conditions strictly appropriate for the promotion of the licensing objectives will be attached to licences for activities of this nature.

15. SMALL SCALE TEMPORARY EVENTS

- 15.1 The Act provides for certain occasions when small-scale events (for no more than 499 people at any one time and lasting for no more than 168 hours) do not need a premises licence providing that advance notice is given to the Police, Environmental Health and the Licensing Authority. Only the Police or Environmental Health can object to such a Temporary Event Notice if they believe the event is likely to undermine any of the licensing objectives.

Standard Temporary Event Notices

- 15.2 Persons wishing to hold such events under the authority of a standard temporary event notice (TEN) must give a **minimum of 10 clear working days** notice to the Police, Environmental Health and the Licensing Authority. The addresses to which such notices must be sent can be found in Appendix C to this policy.

Late Temporary Event Notices

- 15.3 A late temporary event notice can be submitted up to **five clear working days prior to the start** of an event and must be served in the same way as set out above for standard TENs. However if one of the authorities objects to a late TEN, the Notice will not be valid and the event will not be able to go ahead.
- 15.4 The Licensing Authority recommends that responsible event organisers give far greater notice of events however, to ensure that potential problems can be identified and resolved well in advance. Ideally the Licensing Authority would like to receive three months notice of such 'small' temporary events, although it is recognised that this may not be practicable in some cases.
- 15.5 Those submitting Temporary Event Notices are therefore strongly recommended to contact licensing officers early in the planning of such events to obtain further guidance regarding the process.

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- 15.6 Those submitting Temporary Event Notices are advised to consider the advice about organising events for 18 year olds and under which can be found at paragraph 9.9 and the impact of alcohol consumption on young people which can be found at 9.10
- 15.7 Organisers of Temporary Events are strongly advised to refer to the good practice advice contained in other sections of this policy document. In particular :-
- Section 6 The Prevention of Crime and Disorder,
 - Section 7 Public Safety
 - Section 8 The Prevention of Public Nuisance and
 - Section 9 The Protection of Children From Harm

Organisers are also strongly advised to consult the Authorities listed in Annex B for advice regarding their obligations under other separate legislation.

16 LARGER OCCASIONAL EVENTS

- 16.1 Organisers of larger Occasional events involving 500 or more people will be required to submit applications for premises licences. The Licensing Authority again strongly recommends that event organisers contact licensing officers early in the planning stages of the event. Ideally the Licensing Authority would like to receive 12 months notice of any such event, although it is again recognised this may not be practicable in some cases.
- 16.2 The Following table is included as a suggested minimum period of time prior to an event for submitting a complete application, following consultations with the responsible authorities.

Maximum number of attendees at any time	Minimum notice period
500 - 999	Not less than 2 months
1000 - 2999	Not less than 3 months
3000 - 4999	Not less than 4 months
5000 - 19999	Not less than 5 months
20000 – 49999	Not less than 6 months
50000 +	Not less than 7 months

- 16.3 Organisers of all occasional events, irrespective of their size and duration, are reminded that failure to consult with the Licensing Authority and Responsible Authorities well in advance of the event taking place increases the risk of objections to the event, and the subsequent cancellation of the event itself.
- 16.4 Organisers of occasional events are advised to prepare an Event Management Plan setting out details of all aspects of the arrangements for

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the event. Organisers are advised to contact the licensing section for advice and guidance regarding the preparation of such management plans.

- 16.5 The Licensing Authority will establish a multi-agency advisory group, consisting of the emergency services and other council services such as Highways and Public Health, to advise and co-ordinate planning for public events in the County, irrespective of their size and duration.
- 16.6 Organisers of occasional events are advised to consider the advice about events aimed at 18 year olds and under that can be found at 9.9 and the impact of alcohol consumption on young people which can be found at 9.10.

17. THE LICENSING PROCESS

- 17.1 The powers of the Licensing Authority under the Act will be carried out either by the Licensing Committee, by a sub-committee of that committee, or by one or more officers of the council in accordance with the scheme of delegation, which is prescribed from time to time by regulations and guidance under the Act. See Appendix A.
- 17.2 In general terms however, the Licensing Committee will have a largely supervisory role, contested applications will be dealt with by sub-committees, and uncontested applications by officers. See Appendix A.
- 17.3 Applicants are strongly encouraged to consult the Licensing Authority, responsible authorities, local businesses and residents whilst preparing their applications. The Licensing Authority firmly believes that this will assist applicants in identifying potential problems so that they can be addressed before they occur, and allay the fears of such businesses and residents as to the impact of the new licensing regime.
- 17.4 Applicants are strongly encouraged to make themselves aware of any relevant planning and transportation policies, tourism and cultural strategies or local crime prevention strategies and to have taken these into account, where appropriate, when formulating their operating schedules.
- 17.5 There is a presumption that a Sub Committee will not undertake site visits. A site visit will only be arranged where a valid representation is received and in the opinion of the licensing officer the sub committee may benefit from such a visit when determining the application. Officers will consult the chairman of the relevant Sub Committee prior to arranging a site visit.

If when dealing with applications where a site visit has not been arranged, the sub committee subsequently feels that a site visit is necessary in order to determine the application, the hearing may be deferred to allow this to take place.

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17.6 Minor Variations

The Licensing Act 2003 has been amended by the insertion of Section 41A to 41C relating to minor variations. This allows for certain small variations to be processed through a simplified 'minor variations' process.

Minor variations will generally fall into four categories:

- Minor variations to the structure or layout of the premises
- Small adjustments to licensing hours
- The removal of out of date, irrelevant or unenforceable conditions or addition of volunteered conditions
- The addition of certain licensable activities

Applicants are advised to contact the Licensing Section to discuss their proposed application prior to submitting a formal application.

17.7 Community Premises

The Licensing Act 2003 has been amended to allow certain community premises which have, or are applying for, a premises licence that authorises alcohol sales to be exempted from the need to have a designated premises supervisor.

Such an application may only be submitted where the licence holder is the management committee, who would then be responsible for the supervision and authorisation of all alcohol sales made.

Community premises are defined as church or chapel halls, village or community halls or similar buildings.

Applicants are advised to discuss their proposals with the Licensing Section prior to submitting a formal application.

Making Representations

17.8 Persons considering making representations in relation to an application may wish to contact the licensing section for further information regarding the application and for guidance regarding the process of making representations.

17.9 The Authority advises individuals wishing to make representations against submitting a petition, as it is often difficult to verify that all the signatories meet the criteria contained in the legislation for relevant representations. In line with advice from LACORS, where lengthy petitions are submitted in relation to licence applications, a lead contact should be given and the Authority will then only correspond directly with that individual. Information regarding the application will be made available upon reasonable request to other signatories of the petition.

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- 17.10 In the interests of Local Authority cost and efficiency, where large numbers of representations are received regarding an application, copies of all the representations may not be distributed to all persons. The relevant documents will however be made available for inspection.
- 17.11 Any persons who have submitted representations are strongly advised to attend the hearing arranged to determine the application, as the committee may have to attach less weight to their representation if they are not present to answer questions regarding matters raised.
- 17.12 Where a person does not agree for their personal information being disclosed to an applicant, they are advised that this may result in less weight being attached to their representations.
- 17.13 Where a person has a genuine and well founded fear of intimidation and may be deterred from making a representation, they are advised to consider contacting the relevant Responsible Authority to discuss their concerns regarding the application.
- 17.14 Any person may make relevant representations in respect of licence applications.
- 17.15 Persons who make representations are expected to set out in detail the problems complained of and how they affect them.

18. LICENCE REVIEWS

- 18.1 At any stage following the grant of a premises licence, any person or responsible authority may ask the Licensing Authority to review the licence because of problems arising at the premises in connection with any of the four licensing objectives. In addition, a review of the licence will normally follow any action by the police to close down premises for up to twenty-four hours on grounds of disorder or public nuisance.
- 18.2 Any person who wishes to apply to review a licence or certificate are reminded that such an application cannot be made on a confidential basis. It is a requirement of the Act that the identity of the person or organisation making the application be disclosed in order for the request to be valid.
- 18.3 Where the application for a review originates with a person other than a responsible authority the Licensing Authority will first consider whether the request made is irrelevant, vexatious, frivolous or repetitious. This decision will be made by officers of the Licensing Authority in conjunction with the Chair or Vice Chair of the Licensing Committee.
- 18.4 Nothing in this policy shall be taken to prevent any individual making separate applications for the review of different licences, or more than one

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application for the review of the same licence where such requests are based on different complaints or evidence.

- 18.5 Following receipt of an application for review or where the closure procedures referred to in paragraph 18.1 above apply, the Licensing Authority will arrange a hearing, which will be conducted in accordance with the prescribed regulations.

19. DISPUTE RESOLUTION

- 19.1 In the first instance, individuals or groups with concerns about particular premises are encouraged to raise their concerns directly with the applicant or licensee concerned.

- 19.2 Where the following have occurred the Licensing Authority will offer to arrange for mediation between the parties concerned to try to address, clarify and resolve the issues in dispute:

- a) A valid representation regarding a licence application
- b) A valid request for the review of a licence
- c) A valid complaint about licensed premises.

- 19.3 This offer will not override the right of any party to ask that the Licensing Committee (through its sub-committees) consider their representation, request or objection, nor the right of any applicant or licensee to refuse to take part in the mediation process.

20. ENFORCEMENT

- 20.1 The Licensing Authority has established protocols with the police and other enforcing authorities. These protocols will provide for the targeting of unlicensed premises, problem premises and high-risk premises, but with a lighter touch being applied to those premises which are shown to be well managed and maintained.

The authority has established a Licensing Action Group to provide a forum for representatives of the responsible authorities to meet regularly to focus coordinated action in respect of clubs or premises which are a source of complaint or concerns.

- 20.2 In establishing whether premises are high risk, regard will be had to the following:

- a) Intelligence relating to disorder and/or nuisance at, or in the vicinity of the premises.
- b) Intelligence relating to the sale/consumption of alcoholic drinks at, or in the vicinity of the premises by persons under age.
- c) Intelligence relating to drug taking and/or dealing at, or in the vicinity of the premises.

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- d) Intelligence relating to irresponsible drinks promotions at the premises.
- e) Intelligence relating to binge drinking at the premises.
- f) Whether the premises can be categorised at any time as high volume or high-density vertical drinking establishments.

20.3 In general, action will only be taken in accordance with set enforcement principles and in line with the Licensing Authority's own enforcement policy. To this end, the key principles of consistency, transparency and proportionality will be maintained.

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Appendix A

DELEGATION OF FUNCTIONS

Matter to be dealt with	Full Committee	Sub Committee	Officers
Application for personal licence		If a Police objection	If no objection made
Application for personal licence with unspent convictions		All cases	
Application for premises licence/club premises certificate		If a relevant representation made	If no relevant representation made
Application for provisional statement		If a relevant representation made	If no relevant representation made
Application to vary premises licence/club premises certificate		If a relevant representation made	If no relevant representation made
Application to vary Designated Premises Supervisor		If a Police objection	All other cases
Request to be removed as Designated Premises Supervisor			All cases
Suspension or revocation of a personal licence		All Cases	
Application for transfer of premises licence		If a Police objection	All other cases
Applications for interim authorities		If a Police objection	All other cases
Application to review premises licence/club premises certificate		All cases	
Decision on whether a representation or review application is irrelevant, frivolous, vexatious etc.			All cases (In consultation with the Chair or Vice Chair of Licensing)
Decision to object when local authority is a consultee and not the relevant authority considering the application		All cases	
Determination of a Police objection to a temporary event notice		All cases	
Adjourning a sub committee where all parties consent			In consultation with sub-committee chairperson
Film Classification Request		Film not	Previously classified

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		previously classified	film to be shown at different premises
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Appendix B

CONTACT DETAILS

Licensing Authority

Licensing Section
Department for Communities
Carmarthenshire County Council
3 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LE

Tel No. 01267 234567
e-mail : PublicProtection@Carmarthenshire.gov.uk

Police Licensing Officer
Dyfed Powys Police
Ammanford Police Station
Foundry Road
Ammanford
Carmarthenshire
SA18 2LS

Tel No. 101 Ext 26464
e-mail: Mike.Price@Dyfed-Powys.pnn.police.uk

The relevant Planning Authority for your premises:-

Either

Head of Planning
Carmarthenshire County Council
8 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LQ

Tel No. 01267 242454
e-mail: Planning@Carmarthenshire.gov.uk

Or

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Brecon Beacons National Park, for premises within its administrative area

Enforcement Officer
Brecon Beacons National Park Authority
Plas Y Ffynnon
Cambrian Way
Brecon
Powys
LD3 7HP

Tel No: 01874 620431
Email: planning.enquiries@breconbeacons.org
Fax: 01874 622524

Commercial Services Manager
Department for Communities
Carmarthenshire County Council
Ammanford Town Hall
Iscennen Road
Ammanford
SA18 3BE

Tel No. 01267 234567
e-mail: PublicProtection@Carmarthenshire.gov.uk

Trading Standards Manager
Department for Communities
Carmarthenshire County Council
3 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LE

Tel No. 01267 234567
e-mail: PublicProtection@Carmarthenshire.gov.uk

County Commander
Mid and West Wales Fire and Rescue Services
Carmarthenshire County Command HQ
Lime Grove Avenue
Carmarthen
Carmarthenshire
SA31 1SP

Tel No. 0870 6060699
e-mail: Mail@Mawwfire.gov.uk

Department for Education and Children
Carmarthenshire County Council
Building 2
St. Davids Park

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Jobs Well Road
Carmarthen
SA31 3HB

Tel No. 01267 246544
e-mail. SocialCare@Carmarthenshire.gov.uk

The relevant Health and Safety authority for your premises

Either

Commercial Services Manager
Department for Communities
Carmarthenshire County Council
3 Spilman Street
Carmarthen
SA31 1LE

Tel No. 01267 234567
e-mail: PublicProtection@Carmarthenshire.gov.uk

Or

Health and Safety Executive
Services Division
Ty Myrddin
Old Station Road
Carmarthen
Carmarthenshire
SA31 1LP

Tel No. 01267 244230
Fax No 01267 223267

Applicants for licences in respect of vessels should contact the Licensing Authority for additional information.

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Appendix C

ADDRESSES FOR SERVICE OF TEMPORARY EVENT NOTICES

Licensing Section
Department for Communities
Carmarthenshire County Council
3 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LE

Commercial Services Manager
Department for Communities
Carmarthenshire County Council
Ammanford Town Hall
Iscennen Road
Ammanford
SA18 3BE

Police Licensing Officer
Dyfed Powys Police
Ammanford Police Station
Foundry Road
Ammanford
Carmarthenshire
SA18 2LS

Tel No. 101 Ext 26464
e-mail: Mike.Price@Dyfed-Powys.pnn.police.uk

Envelopes should be marked 'URGENT TEMPORARY EVENTS NOTICE'

Appendix D

ADDRESS FOR SERVICE OF APPLICATIONS ON THE LICENSING AUTHORITY

Licensing Section
Department for Communities
Carmarthenshire County Council
3 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LE

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Appendix E

ADDRESSES FOR SERVICE OF RESPONSIBLE AUTHORITIES

Licensing Authority

Licensing Section
Department for Communities
Carmarthenshire County Council
3 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LE

Police Licensing Officer
Dyfed Powys Police
Ammanford Police Station
Foundry Road
Ammanford
Carmarthenshire
SA18 2LS

The Relevant planning Authority

Either ,

Head of Planning
Carmarthenshire County Council
8 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LQ

Or

Brecon Beacons National Park, for premises within its administrative area

Enforcement Officer
Brecon Beacons National Park Authority
Plas Y Ffynnon
Cambrian Way
Brecon
Powys
LD3 7HP

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Commercial Services Manager (for public nuisance issues)
Department for Communities
Carmarthenshire County Council
Ammanford Town Hall
Iscennen Road
Ammanford
SA18 3BE

Trading Standards Manager
Department for Communities
Carmarthenshire County Council
3 Spilman Street
Carmarthen
Carmarthenshire
SA31 1LE

County Commander
Mid and West Wales Fire and Rescue Services
Carmarthenshire County Command HQ
Lime Grove Avenue
Carmarthen
Carmarthenshire
SA31 1SP

Department for Education and Children
Carmarthenshire County Council
Building 2
St. Davids Park
Jobs Well Road
Carmarthen
SA31 3HB

The relevant Health and safety authority for your premises,

Either

Commercial Services Manager (for public safety issues)
Department for Communities
Carmarthenshire County Council
3 Spilman Street
Carmarthen
SA31 1LE

Or

Health and Safety Executive
Services Division
Ty Myrddin
Old Station Road

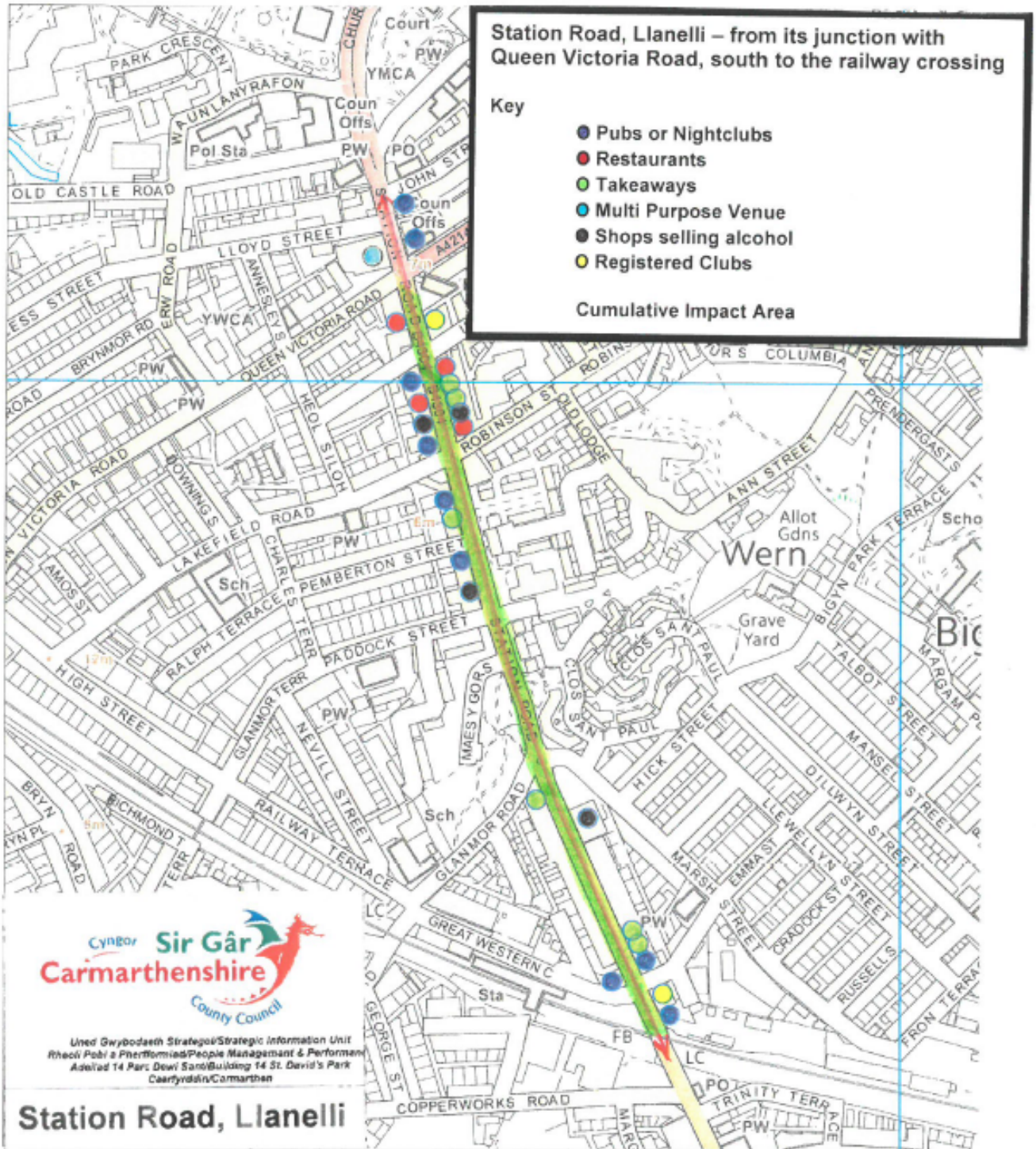
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Carmarthen
Carmarthenshire
SA31 1LP

Applicants for licences in respect of vessels should contact the Licensing Authority for additional information.

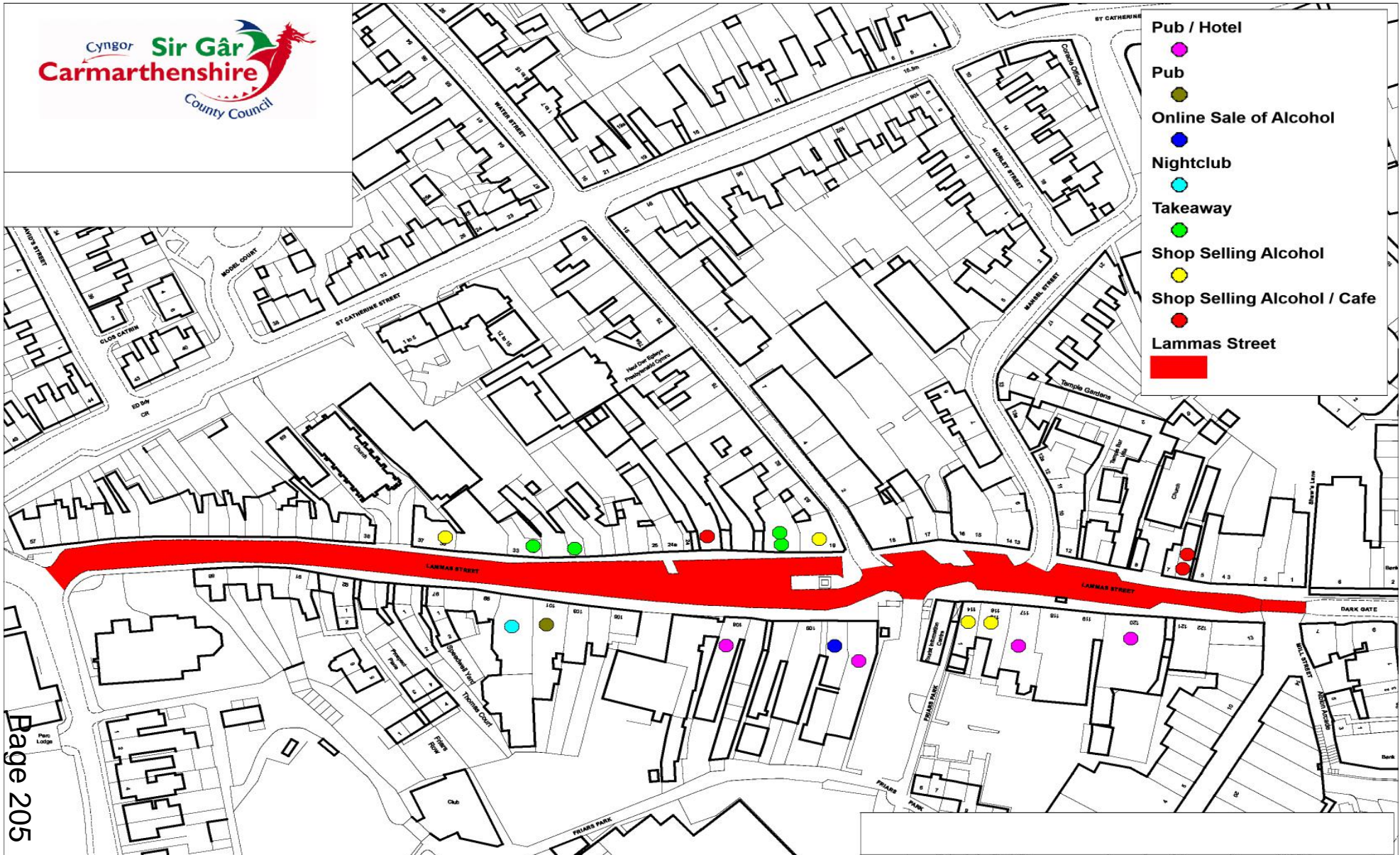
STATEMENT OF LICENSING POLICY

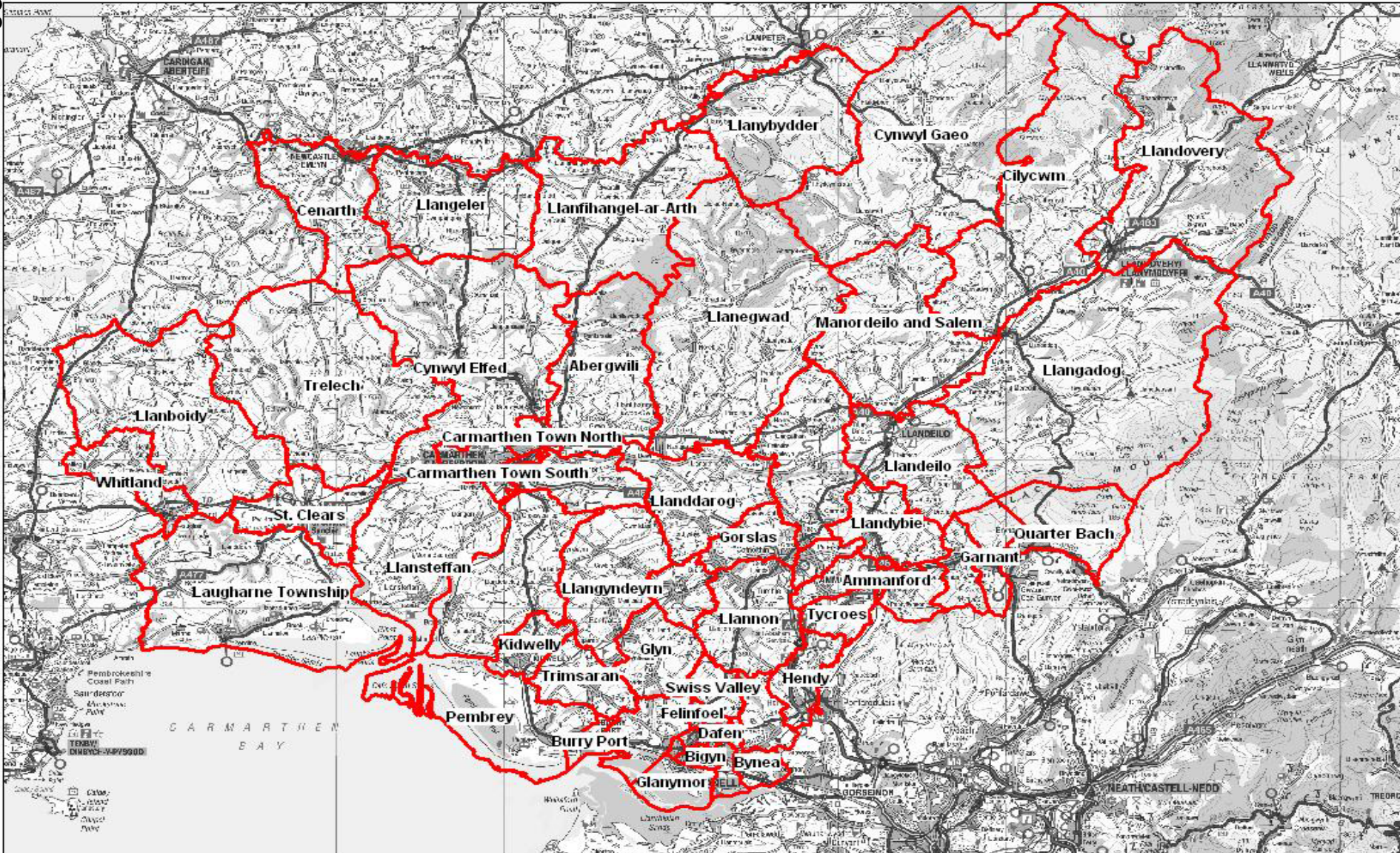


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Appendix G





ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

1st OCTOBER 2018

QUARTER 1 – 1ST APRIL TO 30TH JUNE 2018 PERFORMANCE MONITORING REPORT

To consider and comment on the following issues:

That the Committee scrutinises the Corporate Strategy's 2018/19 Well-being Objectives Performance Monitoring Report for Quarter 1. The report includes:

- Actions and measures in the New Corporate Strategy 2018-2023 to deliver the 2018/19 Well-being Objectives relevant to the Committee's remit.

Reasons:

- To ensure that any areas of concern are identified and relevant action taken.
- To enable members to exercise their scrutiny role in relation to performance monitoring.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. Hazel Evans (Environment)
- Cllr. Philip Hughes (Public Protection)
- Cllr. Cefin Campbell (Communities and Rural Affairs)

Directorates:

Communities / Environment /
Chief Executive's

Names of Heads of Service:

Wendy Walters

Steve Pilliner

Jonathan Morgan

Ainsley Williams

Report Author:

Jackie Edwards

Designations:

Director of Regeneration &
Policy

Head of Highways &
Transport

Interim Head of Homes and
Safer Communities

Head of Waste & Environmental
Services

Business Improvement
Manager

Tel Nos. / E-Mail Addresses:

01267 224112

wswalters@carmarthenshire.gov.uk

01267 228150

sgpilliner@carmarthenshire.gov.uk

01554 899285

jmorgan@carmarthenshire.gov.uk

01267 224500

aiwilliams@carmarthenshire.gov.uk

01267 228142

jmedwards@carmarthenshire.gov.uk

EXECUTIVE SUMMARY
ENVIRONMENTAL & PUBLIC PROTECTION
SCRUTINY COMMITTEE

1st OCTOBER 2018

QUARTER 1 – 1ST APRIL TO 30TH JUNE 2018
PERFORMANCE MONITORING REPORT

The attached report sets out the progress against the actions and measures in the New Corporate Strategy 2018-2023 to deliver the 2018/19 Well-being Objectives relevant to the Committee's remit, as at 30th June 2018

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

We confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Wendy Walters** Director of Regeneration & Policy

Steve Pilliner Head of Transport & Engineering

Jonathan Morgan Interim Head of Homes & Safer Communities

Ainsley Williams Head of Waste & Environmental Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

The Well-being of Future Generations (Wales) Act 2015 requires public bodies *to take all reasonable steps to meet their Well-being Objectives*

2. Legal

In our published Well-being Statement we committed to monitor our Well-being Objective action plans.

CONSULTATIONS

We confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: **Wendy Walters** Director of Regeneration & Policy

Steve Pilliner Head of Transport & Engineering

Jonathan Morgan Interim Head of Homes & Safer Communities

Ainsley Williams Head of Waste & Environmental Services

1. Local Member(s) – N/A

2. Community / Town Councils – N/A

3. Relevant Partners – N/A

4. **Staff Side Representatives and other Organisations** – All departments have been consulted and have had the opportunity to provide comments on their performance and progress.

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
New Corporate Strategy 2018-2023	New Corporate Strategy 2018-2023

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Scrutiny measures & actions full monitoring report

Environmental and Public Protection scrutiny - Quarter 1 2018/19

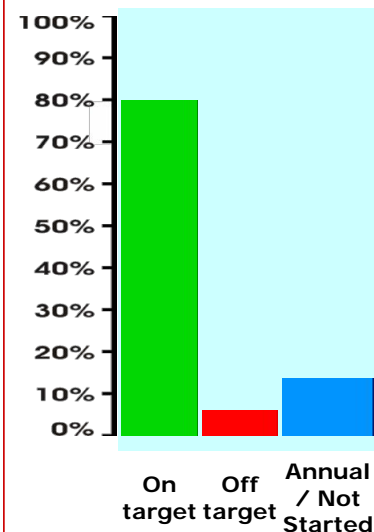
Filtered by:

Organisation - Carmarthenshire County Council
Source document - Corporate Strategy 2018/19

The table below provides a summary progress against target for the Actions and Measures contained within the selected document

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of	Actions	2	2	0	0	N/A	0	100%	100%
6. Create more jobs and growth throughout the county	Measures	2	2	0	0	0	0	100%	100%
8. Help people live healthy lives (tackling risky behaviour & Adult obesity)	Actions	2	2	0	0	N/A	0	100%	75%
	Measures	2	1	1	0	0	0	50%	
9. Support good connections with friends, family and safer communities	Actions	9	8	1	0	N/A	0	89%	75%
	Measures	3	1	0	0	0	2	33%	
11. A Council wide approach to support Ageing Well in Carmarthenshire	Actions	4	4	0	0	N/A	0	100%	100%
12. Look after the environment now and for the future	Actions	11	11	0	0	N/A	0	100%	88%
	Measures	5	3	2	0	0	0	60%	
13. Improve the highway and transport infrastructure and connectivity	Actions	17	17	0	0	N/A	0	100%	72%
	Measures	8	1	0	0	0	7	12%	
Overall Performance	Actions and Measures	65	52	4	0	0	9	80%	

Performance against Target



OFF TARGET PMS Scrutiny Report

Theme: 12. Look after the environment now and for the future

Sub-theme: E. Deliver actions from 'Towards Zero Waste strategy', high recycling nation by 2025/ 0 waste 2050

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of waste reused, recycled or composted PAM/030	Not applicable		Q1: 69.16 End Of Year: 64.80	Target: 64.00 Result: 62.06 Calculation: (15307.66 ÷ 24666.32) × 100	Target: 64.00	Target: 64.00	Target: 64.00
Comment	The recycling performance falls below the 64% internal target set by officers however does exceed the national statutory target of 62%. The performance of the Authority falls beneath what is expected and a number of activities are being implemented to rectify this. In addition following policy decisions in neighbouring authorities in relation to their HWRCs, Carmarthenshire has experienced an increase in residual waste being deposited within our sites.						
Remedial Action	The division are undertaking a programme of engagement with the public to increase participation in our recycling schemes. Officers have been employed to carry out a programme of door-knocking to provide information, support and materials to the public to aid in our recycling performance increase. In order to confront the issue of increased residual waste into our HWRC's initial remedial action has been undertaken in Trostre HWRC with further policy proposals due to be presented in September for action.						

Service Head: Ainsley Williams

Performance status: Off target



Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Kilograms of local authority municipal waste that is not reused, recycled or composted during the year per person PAM/043	Not applicable		New measure	Target: 27.1 Result: 34.2 Calculation: 6369620 ÷ 186452	Target: 51.4	Target: 77.4	Target: 102.3
Comment	A disproportionate increase in residual waste being collected has been noticed in the first quarter this year when compared with the recycling being collected by the Authority. This could be due to increased/new population to the county without knowledge of the recycling schemes currently available to them. In addition following policy decisions in neighbouring authorities in relation to their HWRCs, Carmarthenshire has experienced an increase in residual waste being deposited within our sites.						
Remedial Action	The division are undertaking a programme of engagement with the public to increase participation in our recycling schemes. Officers have been employed to carry out a programme of door-knocking to provide information, support and materials to the public to aid in our recycling performance increase. We also aim to work on residual waste minimisation schemes, with the collection crews being supported further in promoting the four black bag per fortnight directive. In order to confront the issue of increased residual waste into our HWRC's initial remedial action has been undertaken in Trostre HWRC with further policy proposals due to be presented in September for action.						

Service Head: Ainsley Williams


Performance status: Off target



PIMS Scrutiny Report


Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)

Sub-theme: A. Eat and breathe healthily

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for: ii) Food Hygiene PPN/001ii	Not applicable		Q1: 21 End Of Year: 100	Target: 15 Result: 8 Calculation: (38 ÷ 484) × 100	Target: 35	Target: 60	Target: 100
Comment	Re-alignment of service has resulted in target not being reached during the first quarter. The re-alignment has now been completed and will result in additional resources being focused on this area of work and the Division is confident the targets will be met by year end.						
Remedial Action	Work plans have been amended to ensure target met by year end.						
Service Head: Jonathan Morgan				Performance status: Off target			

ACTIONS - Theme: 9. Support good connections with friends, family and safer communities

Sub-theme: C. Identify strengths & resources in communities-contribute promoting & supporting health neighbours

Action	12612	Target date	31/03/2021 (original target 31/03/2018)
Action promised	We will further develop Money Wise web resource in order to enhance income generation develop product and market it.		
Comment	Steps are in place to have a memorandum of understanding signed with the production company in order that there is clarity to marking the product. Once this is achieved, we will be in a position to further market the product.		
Remedial Action	Focus will be provided on taking this forward during the next quarter to ensure it is progressed at a quicker pace.		
Service Head: Jonathan Morgan		Performance status: Off target	
			

ON TARGET ETC.**PIMS Scrutiny Report****ACTIONS - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire****Sub-theme: A. Age Friendly Communities**

Action	13229	Target date	31/03/2019
Action promised	We will continue to develop the provision of 'County Cars' and links with the Royal Voluntary Service and Hywel Dda University Health Board.		
Comment	We continue to work with the RVS to support the provision of the Country Cars scheme.		
Service Head:	Stephen G Pilliner	Performance status:	On target
Action	13230	Target date	31/03/2019
Action promised	We will continue to review the County's Public Transport network and work with Operators and Stakeholders to sustain the network within the confines of the resources available.		
Comment	We continue to review and support the County's supported public transport network against increasing contract prices.		
Service Head:	Stephen G Pilliner	Performance status:	On target
Action	13231	Target date	31/03/2019
Action promised	We will continue to promote the all Wales Concessionary Travel Pass		
Comment	Promotion of the scheme is an ongoing process, we promote online and at over 600 bus stop locations throughout the County. There are currently over 45,000 Travel Pass holders in Carmarthenshire.		
Service Head:	Stephen G Pilliner	Performance status:	On target

ACTIONS - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire**Sub-theme: C. Falls Prevention**

Action	13235	Target date	31/03/2019
Action promised	We will Inspect Highways, footways and lighting infrastructure on a regular basis to identify any defects posing a danger to the public.		
Comment	An established programme of inspections is being carried out by a trained inspection team. The programme is monitored to ensure inspections are completed on time. Safety related defects are reported and also monitored for completion within appropriate timescales.		
Service Head:	Stephen G Pilliner	Performance status:	On target

ACTIONS - Theme: 12. Look after the environment now and for the future**Sub-theme: A. Address requirements of the Environment (Wales) Act 2016**

Action	13248	Target date	31/03/2019
Action promised	We will develop and implement a comprehensive plan to fully utilise the assets at the house and park at Parc Howard with the aim of making the venue a Green Flag location and consider other venues across the County that may benefit from becoming a Green Flag location.		
Comment	Work progressing as planned		
Service Head:	Ainsley Williams	Performance status:	On target

PIMS Scrutiny Report

ACTIONS - Theme: 12. Look after the environment now and for the future

Sub-theme: C. Continue to implement and promote the increased use of renewable energy

Action	13251	Target date	31/03/2021
Action promised	We shall reduce energy consumption (kWh) / carbon emissions (tonnes) in the Council's existing non-domestic building portfolio.		
Comment	We continue to review use and invest in smart metering and new technologies to reduce consumption and emissions. We have signed up to the Welsh Government's re:FIT scheme to review energy saving initiatives at over 30 of the Council's most energy-consuming buildings and are awaiting the result of a framework tender process to implement a programme of works.		
Service Head: Jonathan Fearn	Performance status: On target		
Action	13252	Target date	31/03/2021
Action promised	We will identify and deliver energy efficiency projects within the Council's existing, non-domestic buildings.		
Comment	<p>An invitation to tender was issued on 26th July 2018 to establish an energy performance contract under the Welsh Government supported Re:fit Cymru programme (https://gov.wales/topics/environmentcountryside/energy/efficiency/re-fit-cymru/?lang=en).</p> <p>A total of 34 establishments has been included in Phase 1 of the Re:fit Cymru programme, comprising schools, leisure facilities, administrative buildings, and residential care homes.</p> <p>Salix Finance has confirmed the availability of £2 million interest-free funding for these Phase 1 projects.</p> <p>Representatives from five of the companies on the Re:fit national framework for energy performance contracting will be attending a Bidders' Day event in Carmarthen on 2nd August 2018. Aiming to select a Service Provider by December 2018.</p>		
Service Head: Jonathan Fearn	Performance status: On target		

ACTIONS - Theme: 12. Look after the environment now and for the future

Sub-theme: D. Protect our environment through delivering our Flood & Waste Mngt Plan & Shoreline Mngt Plan

Action	13255	Target date	31/03/2019
Action promised	We will finalise Flood Risk Management Plans as part of the strategy for identifying, managing and mitigating flood risk within our communities.		
Comment	The drafts have been finalised and we are now enlisting the services of Atkins to undertake a final review. I would hope that this would go to translation in the early Autumn and post there will be a phased publication firstly to members and then the public		
Service Head: Ainsley Williams	Performance status: On target		

PIMS Scrutiny Report

Theme: 12. Look after the environment now and for the future

Sub-theme: E. Deliver actions from 'Towards Zero Waste strategy', high recycling nation by 2025/ 0 waste 2050

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of streets that are clean PAM/010	97.7	95.8	Q1: 98.6 End Of Year: 98.7	Target: 92.0 Result: 92.3 Calculation: (156 ÷ 169) × 100	Target: 92.0	Target: 92.0	Target: 92.0

Service Head: Ainsley Williams

Performance status: On target

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Average number of working days taken to clear fly-tipping incidents PAM/035	Not applicable		New measure	Target: 2.0 Result: 2.0 Calculation: 359 ÷ 181	Target: 2.0	Target: 2.0	Target: 2.0

Service Head: Ainsley Williams

Performance status: On target

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The Cleanliness Indicator STS/005a	Not applicable		Q1: 78.3 End Of Year: 77.8	Target: 71.0 Result: 78.6 Calculation: (1.571 ÷ 2) × 100	Target: 71.0	Target: 71.0	Target: 71.0

Service Head: Ainsley Williams

Performance status: On target

PIMS Scrutiny Report

ACTIONS - Theme: 12. Look after the environment now and for the future

Sub-theme: E. Deliver actions from 'Towards Zero Waste strategy', high recycling nation by 2025/ 0 waste 2050

Action	13256	Target date	31/03/2021
Action promised	We will continue to review our waste treatment strategy options and recycling infrastructure needs to ensure that we can continue to meet our statutory recycling targets and landfill diversion targets from April 2018		
Comment	A scoping meeting has been arranged for early September involving key internal stakeholders to set out a strategy for waste collection within Carmarthenshire in future. Additional services and recycling schemes will be developed also.		
Service Head: Ainsley Williams		Performance status: On target	
Action	13257	Target date	31/03/2019
Action promised	We shall undertake review of green waste routes to ensure the most effective provision for residents.		
Comment	Re-routing of the Garden Waste collection rounds took place at the beginning of last season and is an ongoing process with new sign-ups taking place throughout the season. A end-season debrief will be arranged to discuss options for next year.		
Service Head: Ainsley Williams		Performance status: On target	
Action	13258	Target date	31/03/2019
Action promised	We will work with local stakeholders to pilot litter management arrangements across Llanelli with specific attention to the town centre and approach roads, with a view to introducing across the County.		
Comment	Currently working with local groups and stakeholders to address local environment quality issues.		
Service Head: Ainsley Williams		Performance status: On target	
Action	13259	Target date	31/03/2019
Action promised	We will continue to work with CWM Environmental to review our waste treatment/disposal arrangements in the immediate term by securing appropriate arrangements for treating and disposing of our waste.		
Comment	Partnership working is ongoing with CWM following the new company arrangements. With the Council and CWM developing joint plans for: Residual Waste Street Sweepings & Increased Recycling Performance. Any developments will be presented to the company board for implementation in line with the Business Planning process.		
Service Head: Ainsley Williams		Performance status: On target	
Action	13260	Target date	31/03/2019
Action promised	We shall continue to review existing household recycling participation rates to maximise landfill diversion and increase recycling. Undertake a programme of door-stepping to advise and encourage householders to participate in our recycling schemes.		
Comment	Summer Activity of door stepping will commence in July as predicted. However, we have been unable to recruit the number of officers wanted to undertake the works in order to complete the full project plan. Assessment will be made as to their progress throughout the summer.		
Service Head: Ainsley Williams		Performance status: On target	
Action	13261	Target date	31/03/2019
Action promised	We shall explore the potential partnership with local community third sector companies to improve the performance of the council bulky waste and re-use service.		
Comment	Scoping works of potential partner agencies has been undertaken and an initial scoping meeting has been arranged with one potential partner for late August.		
Service Head: Ainsley Williams		Performance status: On target	
Action	13262	Target date	31/03/2019
Action promised	We will undertake a public satisfaction survey to assess the public opinion of current services. Also assess the appetite for future service change to deliver enhanced recycling performance for Carmarthenshire.		
Comment	The satisfaction survey has been identified as a key piece of work to undertake in October/November following the Summer Door Knocking activity. With outcomes from that activity feeding into the consultation. Work has begun on drafting potential questions.		
Service Head: Ainsley Williams		Performance status: On target	

PIMS Scrutiny Report

ACTIONS - Theme: 13. Improve the highway and transport infrastructure and connectivity **Sub-theme: A. develop the highway infrastructure to meet the priorities of our Regeneration Plan**

Action	13263	Target date	31/03/2019
Action promised	We will continue to invest in strategic transport infrastructure links by continuing with the construction of the Carmarthen West Link Road; connect the development of Phase 2 of the Cross Hands Economic Link Road and commence work on improving the highway infrastructure at Ammanford.		
Comment	Phase 1 commenced and progressing well, programmed for completion January 2019. Phase 2 subject 2 CPO, CPO going to exec board on 30th July and will then go through statutory process.		
Service Head: Stephen G Pilliner		Performance status: On target	
Action	13264	Target date	31/03/2019
Action promised	We will establish Carmarthenshire as the Cycling Hub of Wales by delivering key projects the Tywi Valley Cycle Path.		
Comment	We have successfully developed a coherent cycling strategy for Carmarthenshire in support of our vision to the Cycling Hub of Wales; this is based around the key themes of infrastructure, events and development. Further to this we are continuing to progress with the flagship Tywi Valley Path project, work on the section W1 is nearing completion which will see a route created from Abergwili to Whitemill. Land and Planning matters continue to progress positively and funding is in place from WG to further progress deliverable sections.		
Service Head: Stephen G Pilliner		Performance status: On target	
Action	13265	Target date	31/03/2020
Action promised	We will develop active travel routes for key settlements		
Comment	Further to the successful submission of the Integrated Network Map as required under the Active Travel Act, we have been successful in drawing significant WG local transport funding to progress our walking and cycling linkages. This has allowed amongst other things further progress on the A4138 Llangennech to Llanelli link, including spurs to Felinfoel and Prince Phillip Hospital and onwards towards Trostre. We have also been invited to bid for further Active Travel Funds direct from the Wales Government, bids were submitted on time and we are hopeful of a positive in year settlement by early Autumn.		
Service Head: Stephen G Pilliner		Performance status: On target	
Action	13266	Target date	31/03/2019
Action promised	We will update Highways Asset Management Plan to provide a strategy for managing and maintaining the county's highways infrastructure.		
Comment	The strategy for highway asset management is progressing through the implementation of the Highway Asset Management Plan and the network hierarchy. Work has now started on the Highway Maintenance Manual (HMM) which will enable the implementation of the strategy and operational delivery in line with the overall objectives. The HMM will be a live document and key components will be completed by April 19.		
Service Head: Stephen G Pilliner		Performance status: On target	
Action	13267	Target date	31/03/2019
Action promised	We will develop, maintain and deliver a 3 year capital maintenance programme of Highway Maintenance on a prioritised basis to ensure the most effective use of limited funding.		
Comment	Year 1 of a 3 year prioritised programme is now in the delivery phase with completion (current year) planned for October 18. A rolling 3 year programme will be established based on this prioritisation. This will be reviewed periodically to ensure current priorities are captured whilst retaining the elements of forward planning as far as possible.		
Service Head: Stephen G Pilliner		Performance status: On target	
Action	13268	Target date	31/03/2019
Action promised	We will develop, maintain and deliver a 3 year capital maintenance programme of highway support, bridge strengthening and replacement schemes. Prioritising delivery of schemes within the confines of resources available.		
Comment	Troed-y-Rhiw retaining wall, Rhandirmwyn - construction works on-going. Brynglas Bridge, Llangadog - strengthening works to commence September 2018. Doethie Bridge, Rhandirmwyn - scheme delayed due to private land owner issues. Detailed design work on four bridge replacement schemes on-going. Feasibility study to strengthen six number bridges by plate bonding techniques on-going. Pante Retaining Wall, Bronwydd (A484) - scheme design / contract documentation being finalised - funding source to be confirmed. The % complete is based on committed financial sum to date relative to allowable budget.		
Service Head: Stephen G Pilliner		Performance status: On target	

PIMS Scrutiny Report

Action	13269	Target date	31/03/2021
Action promised	We will work towards improving integration of the public transport network including rail services in Carmarthenshire in order to better serve the needs of our residents		
Comment	Funding has been allocated to the South West Wales region to further develop an integrated METRO style transport system. Whilst funding is administered via City and County of Swansea, Carmarthenshire have been taking a lead as chair of the Regional Transport Group in driving forward with our aspirations, to develop an integrated transport system that serves the needs of the region now and in the future; and in doing so unlocks potential development such as that contained within the City Deal, encourages economic activity, improves access to employment education, health and leisure and encourages safe sustainable travel. In terms of rail we continue to work closely with partners to improve rail infrastructure and services (frequency and speed) to West Wales as well as enhancements to Llanelli and Carmarthen railway stations and the potential reopening of St Clears Station		
Service Head: Stephen G Pilliner		Performance status: On target	
Action	13270	Target date	31/03/2021
Action promised	We will improve the infrastructure for the use of electric vehicles especially in rural areas.		
Comment	We have been successful in drawing down grant funding to install new electric charging infrastructure at St Peters Car Park Carmarthen and Mart Car Park in Newcastle Emlyn, both of these sites are now live and are seeing significant usage. Further to this we have installed a new rapid charging point at Nant Y Ci Carmarthen. We have also been successful in drawing down RDP funding in partnership with the Carmarthenshire Energy Partnership, this has allowed the appointment of a new EV Officer sat within the CEP, they will be developing a clear strategy for developing and promoting EV infrastructure going forward.		
Service Head: Stephen G Pilliner		Performance status: On target	
Action	13271	Target date	31/03/2021
Action promised	We will work with Welsh Government to develop the County's highways infrastructure in order to improve air quality particularly in Llandeilo.		
Comment	We have assisted the Wales Govt. With work currently underway to progress the statutory process in accordance with the Welsh Transport Appraisal Guidance.		
Service Head: Stephen G Pilliner		Performance status: On target	
Action	13272	Target date	31/03/2019
Action promised	We will consider the feasibility of developing an overnight lorry park/s within the County.		
Comment	Research is currently underway on assessing the demand and feasibility of developing an overnight lorry park.		
Service Head: Stephen G Pilliner		Performance status: On target	
Action	13273	Target date	31/03/2019
Action promised	We will continue to implement the Invest to Save LED dimmable lantern project across the county street lighting infrastructure.		
Comment	The Invest to Save LED dimmable lantern project is on target with ~7500 Lanterns changed to date		
Service Head: Stephen G Pilliner		Performance status: On target	

PIMS Scrutiny Report

Theme: 13. Improve the highway and transport infrastructure and connectivity
Sub-theme: B. Continue the successful integrated public transport network

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of adults aged 60+ who hold a concessionary travel pass THS/007	Not applicable		Q1: 79.0 End Of Year: 80.6	Target: 75.0 Result: 80.1 Calculation: (44985 ÷ 56128) × 100	Target: 75.0	Target: 75.0	Target: 75.0
Service Head: Stephen G Pilliner			Performance status: On target				

ACTIONS - Theme: 13. Improve the highway and transport infrastructure and connectivity
Sub-theme: B. Continue the successful integrated public transport network

Action	13274	Target date	31/03/2019
Action promised	We will work with Regional Local Authority Partners to develop plans for a South West Wales Metro.		
Comment	A scoping document as been researched and prepared. The City and County of Swansea are commissioning phase 2 of the project. Officers are providing an input to the project.		
Service Head: Stephen G Pilliner		Performance status: On target	

ACTIONS - Theme: 13. Improve the highway and transport infrastructure and connectivity
Sub-theme: C. Plan to redesign our school transport network to support the Modernising Education Programme

Action	13275	Target date	31/03/2019
Action promised	We will continue to support the delivery of the Modernising Education Programme – redesigning networks to facilitate the movement of pupils as set out in our home to school transport policy.		
Comment	We will continue to work with the Education Department to provide any transport requirements resulting from the MEP programme.		
Service Head: Stephen G Pilliner		Performance status: On target	

ACTIONS - Theme: 13. Improve the highway and transport infrastructure and connectivity
Sub-theme: D. Continue to support community transport

Action	13276	Target date	31/03/2019
Action promised	We will work with the community, Ceredigion and Pembrokeshire County Councils and Welsh Government to help sustain the delivery of the LINC/ Bwcabus integrated transport services & Key strategic Services.		
Comment	We are currently evaluating the current Bwcabus model and looking at potential external funding streams to enable the project to continue into future years		
Service Head: Stephen G Pilliner		Performance status: On target	

PIMS Scrutiny Report

ACTIONS - Theme: 13. Improve the highway and transport infrastructure and connectivity

Sub-theme: E. Meet our objectives set out in our Road Safety Strategy

Action	13277	Target date	31/03/2019
Action promised	We shall lobby Welsh Government to increase funding to enable the development of Safer Routes in Communities ensuring more communities can have new pavements and walking routes.		
Comment	Officers work with the communities to support the development of Safe Routes bids and have been successful in securing grant funding to deliver schemes. Officers have made representations at the national Active Travel Board to sustain finding for Safe Routes in the Communities funding. Officers continue to develop bids for funding to deliver Active Travel schemes.		
Service Head: Stephen G Pilliner	Performance status: On target		
Action	13278	Target date	31/03/2019
Action promised	We will obtain powers of undertake the enforcement of moving traffic offences by seeking approval from Welsh Government.		
Comment	Application submitted to Welsh Government and dialog on-going.		
Service Head: Stephen G Pilliner	Performance status: On target		

ACTIONS - Theme: 13. Improve the highway and transport infrastructure and connectivity

Sub-theme: F. Modernising our vehicle Fleet

Action	13279	Target date	31/03/2019
Action promised	We will complete our investment into vehicle replacements during the year in accordance with our strategic fleet replacement programme.		
Comment	Vehicles that were outstanding from a replacement year have now been allocated. This has resulted in several changes to the projected amounts in each year. All vehicles for the 2018/2019 year have now been identified and procurement exercises for those vehicles will be undertaken throughout the year. We are currently awaiting 7 social vehicles of which 4 will be delivered in August.		
Service Head: Stephen G Pilliner	Performance status: On target		

ACTIONS - Theme: 5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of

Sub-theme: C. Improving the lives of those living in poverty

Action	13154	Target date	31/03/2019
Action promised	We will develop further partnership arrangements in respect to financial exploitation		
Comment	We continue to develop partnership arrangements with respect Financial Exploitation and 31 local authorities across the UK have signed up to the Financial Exploitation Safeguarding Scheme (FESS). 7 local Banks have formally signed and 6 others have begun working with us with a view to setting up similar formal arrangements. All 3 branches of Carmarthenshire Citizens Advice have formally signed up to the initiative and 5 local regulated financial advisers have agreed in principle to accept free priority referrals of victims. We intend to build on these relationships during the next quarter.		
Service Head: Jonathan Morgan	Performance status: On target		
Action	13155	Target date	31/03/2019
Action promised	We will promote financial literacy and protecting vulnerable people from financial fraud through the Financial Exploitation Safeguarding Scheme (FESS).		
Comment	We continue to develop partnership arrangements with respect Financial Exploitation and 31 local authorities across the UK have signed up to the Financial Exploitation Safeguarding Scheme (FESS). 7 local Banks have formally signed and 6 others have begun working with us with a view to setting up similar formal arrangements. All 3 branches of Carmarthenshire Citizens Advice have formally signed up to the initiative and 5 local regulated financial advisers have agreed in principle to accept free priority referrals of victims. We intend to build on these relationships during the next quarter.		
Service Head: Jonathan Morgan	Performance status: On target		

PIMS Scrutiny Report

Theme: 6. Create more jobs and growth throughout the county

Sub-theme: F. Overarching Performance Measures

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for: i) Trading Standards PPN/001i	Not applicable		Q1: 13 End Of Year: 100	Target: 5 Result: 15 Calculation: (17 ÷ 115) × 100	Target: 25	Target: 50	Target: 100

Service Head: Jonathan Morgan

Performance status: On target

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for: iii) Animal Health PPN/001iii	Not applicable		Q1: 13 End Of Year: 92	Target: 10 Result: 18 Calculation: (35 ÷ 196) × 100	Target: 28	Target: 55	Target: 100

Service Head: Jonathan Morgan

Performance status: On target

Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)

Sub-theme: A. Eat and breathe healthily

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of food establishments that meet food hygiene standards PAM/023	96.97	95.20	Q1: 97.78 End Of Year: 97.91	Target: 93.00 Result: 97.81 Calculation: (1916 ÷ 1959) × 100	Target: 93.00	Target: 93.00	Target: 93.00

Service Head: Jonathan Morgan

Performance status: On target

PIMS Scrutiny Report

ACTIONS - Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)

Sub-theme: A. Eat and breathe healthily

Action	13191	Target date	31/03/2019
Action promised	We will continue to monitor air quality (nitrogen dioxide) for the residents of and visitors to the County. This will be carried out by regular assessments and, where necessary, sampling programmes.		
Comment	Monitoring of Nitrogen Dioxide throughout the County is ongoing on a monthly basis. 100% of sites will be exposed by for monitoring by the year end. Data capture across all sites is very good and results are being assessed and reported.		
Service Head: Jonathan Morgan	Performance status: On target		
Action	13192	Target date	31/03/2019
Action promised	We will monitor private water supplies to ensure safety for the residents in Carmarthenshire. The service will explore the possibility of extending the programme to testing for the presence of radon and remediation as necessary.		
Comment	The private drinking water programme falls between the months of October and December. In regards to monitoring radon in water, the officers are awaiting further clarification from Welsh Government on sampling details.		
Service Head: Jonathan Morgan	Performance status: On target		

ACTIONS - Theme: 9. Support good connections with friends, family and safer communities

Sub-theme: B. promote and develop strong connections for people, places and organisations

Action	13206	Target date	31/03/2019
Action promised	We will implement the new Mid and West Wales Community Cohesion Regional Delivery Plan 2017/19 by ensuring the four principles of the Plan continue to be supported.		
Comment	<p>The Regional Community Cohesion Co-ordinator facilitates the delivery of the Community Cohesion National Delivery Plan. Work across Mid and West Wales was undertaken in Carmarthenshire, Ceredigion, Pembrokeshire and Powys. Carmarthenshire-relevant work is described below. Objective 1: Work at a strategic level to break down barriers to inclusion and integration across marginalised groups. Community Cohesion has been mainstreamed into the Divisional Business Plan and the PIMS system. The Co-ordinator gave advice on Equality Impact Assessments including the Allocations Policy. The Co-ordinator attended the Homelessness Forum, a Tai Pawb Conference and Homes and Safer Communities SMT. The Co-ordinator met with Aberystwyth University to discuss Carmarthenshire as a study area in a migration research proposal. Objective 2 - Work at a local level to break down barriers to inclusion and integration for particular groups. Gypsies and Travellers – the Co-ordinator attended a Gypsy and Traveller Steering Group Meeting and shared papers and learning from site development in Powys. The Co-ordinator met with Llanelli Tenants' Network to provide advice and contacts regarding the Multi-Cultural Event. The Co-ordinator attended a meeting of the Regional Black, Asian, Minority Ethnic, (BAME), Network. The Co-ordinator attended Supporting People's Regional Collaboration Committee to inform of the Equality and Inclusion Programmes. The Co-ordinator has followed up with work to link the All Wales Hate Crime Report and Support Centre, The Wales BAME Engagement Programme and Travelling Ahead Advocacy and Advice Service for Gypsies and Travellers. This will include proposing signposting services, training and funding uplifts. Objective 3: Supporting migrants, refugees and asylum seekers and settled communities during the integration process. The Co-ordinator attended meetings of the Wales Asylum and Migration Stakeholders' Group, the Carmarthenshire Syrian Resettlement Programme Multi-Agency Delivery Group and a Syria Sir Gar Eid Celebration. An information event was held for Syrian families in Llanelli. Objective 4: Supporting communities in preventing hostility and extremism and managing consequences. The Co-ordinator attended two meetings of Dyfed Powys Regional Anti-Slavery Group. The Co-ordinator attended Dyfed Powys Police SARA Training (Scanning, Analysis, Response, Assessment). The Co-ordinator met with BAWSO to discuss work to tackle modern slavery. Highlights from wider regional work includes taking forward action plans to meet Welsh Government's Code of Practice on Ethical Employment in Supply Chains, developing a Tension Monitoring System in Powys and work on developing a Hybrid Syrian Resettlement Programme Model with the Home Office, Pembrokeshire CC and Community Sponsors.</p>		
Service Head: Jonathan Morgan	Performance status: On target		

PIMS Scrutiny Report

ACTIONS - Theme: 9. Support good connections with friends, family and safer communities

Sub-theme: C. Identify strengths & resources in communities-contribute promoting & supporting health neighbours

Action	13210	Target date	31/03/2019
Action promised	We will Implement proceeds of crime across regulatory services to protect people		
Comment	We currently have 12 criminal investigations where we are hopeful proceeds of crime assets recovery will become available. We are currently working with 5 other Local Authorities (Caerphilly, Ceredigion, South Gloucestershire, Conwy and Torfaen) with a view to providing financial investigation for them. Several prosecutions are in an advance stage and it is apparent that Proceeds of Crime Act money will come available soon.		
Service Head: Jonathan Morgan	Performance status: On target		
Action	13211	Target date	31/03/2019
Action promised	We will develop a range of options which will reward tenants to look after their home.		
Comment	We have looked at a range of options and ideas which other social landlords have introduced and how these compare to the present range that we currently have on offer. A discussion paper has been produced which will be presented to the tenants consultative panel in September for comments.		
Service Head: Jonathan Morgan	Performance status: On target		

Theme: 9. Support good connections with friends, family and safer communities

Sub-theme: D. With our partners we will continue to support Safer Communities

Measure Description	2017/18 Comparative Data			2018/19 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The average number of calendar days taken to repair all street lamp failures during the year THS/009	Not applicable		Q1: 8.48 End Of Year: 6.41	Target: 4.00 Result: 2.26 Calculation: 1744 ÷ 773	Target: 4.00	Target: 4.00	Target: 4.00
Service Head: Stephen G Pilliner	Performance status: On target						

PIMS Scrutiny Report

ACTIONS - Theme: 9. Support good connections with friends, family and safer communities

Sub-theme: D. With our partners we will continue to support Safer Communities

Action	13212	Target date	31/03/2019
Action promised	We will improve the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels		
Comment	<p>In support of the Police Force's Rural Crime Strategy, a new Rural Crime meeting has been established in the county. The meeting has not only encouraged better partnership working between a variety of agencies but will also improve the level of information sharing and awareness between our rural communities and local Police.</p> <p>Local Policing teams have continued to work in partnership with staff from the Council's Trading Standards department to target and disrupt rogue traders and online scams in line with our priority of protecting and safeguarding victims and vulnerable members of our community.</p> <p>A day of action was conducted targeting rural crime, vulnerability and travelling criminals. The operation involved a multi-faceted approach utilising police officers working alongside environmental health enforcement and trading standards officers. Local quad bike dealers were visited and also local scrap yards.</p> <p>Other identified vulnerable and repeat victims will be supported to feel safe and secure as part of a scheme funded by Carmarthenshire Fair and Safe Communities group. Home safety forensic alarms have been purchased and will be available to deter criminals. The alarms, when activated by an intruder, result in an invisible quick drying DNA coded spray being deployed that forensically links them to the scene of crime.</p> <p>A review of the current recording process for vulnerability and ASB concerns has been undertaken to ensure that a problem solving approach is adopted within our communities. This problem solving approach is focused on identifying the underlying causes of vulnerability, crime and ASB and encourages a partnership approach to tackle identified issues of concern within our communities.</p>		

Service Head: Wendy S Walters **Performance status:** On target

Action	13213	Target date	31/03/2019
Action promised	We will reduce the incidences of alcohol-related violence by working in partnership with key stakeholders		
Comment	<p>The Licensing action group , a bi-monthly meeting between the Police and Council licensing department, continues to tackle any problem locations and licensed premises where there are concerns relating to alcohol and substance related crime and disorder. Incidents at such premises continue to be closely monitored to agree a joint plan of action to be delivered in partnership.</p> <p>Further joint proactive licensing enforcement visits were conducted during the end of May holiday period in all the main towns within Carmarthenshire by Council Licensing officers, enforcement agency officers and Police aimed at improving security and engagement in order to reduce incidents of alcohol related violence. Also further targeted patrols have been undertaken as part of National Licensing week 18th-22nd June specifically highlighting and taking enforcement action and education with respect to underage consumption of alcohol. This intelligence led strategy will continue for the summer period particularly on key dates of GCSE and A level results. Other key dates for planning have been identified with respect to community and sporting events such as the FIFA World Cup in response to anticipated high demand during the night time economy.</p> <p>To support this activity further a full review of `Behave or Be Banned` meetings and protocols has being undertaken to ensure that a consistent approach is being taken and to promote the use of this scheme by Licensed premises. This will strengthen the aim of ensuring that potentially violent individuals are being monitored and prevented from entering our towns licensed premises and thus making the night time economy safer for our communities.</p>		

Service Head: Wendy S Walters **Performance status:** On target

Action	13214	Target date	31/03/2019
Action promised	We will reduce drug and alcohol misuse by working in partnership with key stakeholders		
Comment	<p>The Council is a partner on the Hywel Dda Area Planning Board and is involved in the development of the commissioning strategy and needs assessment. Council staff have participated in a number of development sessions, firstly with the Area Executive Board to agree a vision and way forward and then a stakeholder workshop where this vision was tested and areas of priority for funding and development were agreed. Further work is now planned for implementation. Areas of emerging need included:</p> <ul style="list-style-type: none"> • Tackling adverse childhood experiences • Acknowledgement and treatment pathway for clients with alcohol related brain damage • Tackling alcohol and older people • Co-occurring substance misuse and mental health <p>The APB has started to tackle some of these issues with the establishing of a substance misuse/mental health joint programme board which is chaired by a representative from Mental Health services within the Health Board. Work has also commenced in the community with awareness raising with over fifties groups.</p>		

Service Head: Wendy S Walters **Performance status:** On target

PIMS Scrutiny Report

Action	13216	Target date	31/03/2019
Action promised	We will respond to the Wales Audit Office Community Safety in Wales Report and its recommendations for Welsh Government, Police Crime Commissioner's and Local Authorities		
Comment	<p>No progress has been made in the last quarter. The Welsh Government's 'Working Together for Safer Communities' review, undertaken as a result of the WAO report, was completed in December 2017. The review related to how public services work together on community safety work in Wales and to develop an ambitious, shared vision within which organisations can work together more effectively in the future. Community safety partners contributed to the review by commenting on the effectiveness of the Partnerships, successes and barriers, level of commitment and involvement from statutory partners, impact of reduced funding and regional working. Partners also participated in an workshop event.</p> <p>The outcome of the Welsh Government review was a proposal to establish a long-term programme of work in partnership with partners and stakeholders, to implement a new and ambitious vision for working together in safer communities. This Safer Communities programme will include the development of a Welsh justice system, establish a more effective leadership role for Welsh Government in community safety partnership working, develop new Wales-specific guidance for partnerships and consider how to secure funding. Welsh Government have not yet identified a clear way forward in terms of the delivery of the programme and this has been noted by partners and was discussed with the Police and Crime Commissioner in February, a member of the Oversight Group for the review. The PCC agreed to raise this with the Oversight Group. Further information is awaited.</p>		
Service Head: Wendy S Walters	Performance status: On target		
Action	13217	Target date	31/03/2019
Action promised	We will Implement the action plan for the 'Prevent Duty' (to prevent people from being drawn into terrorism) developed with partners at the CONTEST (United Kingdom's counter-terrorism strategy) Board meeting		
Comment	Staff training has not taken place since the Police WRAP training officer left his post. Discussions on-going with L&D colleagues to confirm new approach. Raised as an issues at Regional CONTEST Board and Dyfed Powys Police have convened a meeting on 25 September to agree way forward		
Service Head: Wendy S Walters	Performance status: On target		

ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE 1ST OCTOBER 2018

COMPLAINTS & COMPLIMENTS ANNUAL REPORT 2017/18
<p>Purpose: To provide an annual report summarising and analysing the Complaints & Compliments received by the Council in the 2017/18 financial year.</p>
<p>To consider and comment on the following issues: To consider and comment on the content and conclusions of the annual report.</p>
<p>Reasons: To formulate views for submission to the Executive Board for consideration</p>
<p>To be referred to the Executive Board / Council for decision: YES</p>

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr Hazel Evans - Environment		
<p>Directorate: Chief Executive's Name of Head of Service: Wendy Walters Report Author: John Tillman & Gwyneth Ayers</p>	<p>Designations: Director of Regeneration & Policy Information & Data Protection Officer Corporate Policy & Partnership Manager</p>	<p>Tel Nos. 01267 224112 01267 224659 E Mail Addresses: WSWalters@carmarthenshire.gov.uk JWTillman@carmarthenshire.gov.uk GAyers@carmarthenshire.gov.uk</p>

EXECUTIVE SUMMARY

ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

1ST OCTOBER 2018

COMPLAINTS & COMPLIMENTS ANNUAL REPORT 2017/18

The report sets out:

- The numbers of complaints investigated and responded to between April 2017 – March 2018 by department.
- Statistics on communications received by the Complaints Team and redirected. These are enquiries and requests for assistance which once presented offered the team the opportunity to try and rectify difficulties before complaints arise.
- Complaints with any equalities or Welsh language issues.
- Complaints determined by the Ombudsman.
- Analysis of complaints and compliments by department.

The complaints referred to within this report are those where the investigation has been completed during the review period.

As of 2017/18, all complaints relating to Adult Social Care matters have been managed separately by the Performance, Analyst & Systems Team within the Communities Department, as part of a re-structure of the service. A full end of year report has been presented to the Social Care & Health Scrutiny Committee on 21st May 2018, however, figures and analysis are also included within this report.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **Wendy Walters, Director of Regeneration & Policy**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	NONE	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

Carmarthenshire County Council's Complaints Procedure was first adopted in May 2011 and a revised version was approved by the Executive Board in October 2017.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: **Wendy Walters, Director of Regeneration & Policy**

1. Local Member(s) Not applicable

2. Community / Town Council Not applicable

3. Relevant Partners Not applicable

4. Staff Side Representatives and other Organisations Not applicable

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Complaints and compliments data held on Information@work	Not applicable	Not applicable

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Carmarthenshire County Council

Complaints and Compliments Annual Report

April - March
2017/18

Contents

	Scrutiny Guidance note
1	Principles
2	Definition
3	Complaints investigated & responded to during 2017 - 18
4	Summary of Complaints
5	Redirected Communication
6	Complaints with any equalities or Welsh Language issues
7	Complaints determined by the Ombudsman during 2017/18
8	All Departments Compliments
9	Departmental Complaints & Compliment Analysis
9.1	Chief Executive's
9.2	Education & Children's Services (including corporate & statutory complaints)
9.3	Corporate Services
9.4	Communities (excluding adult social care complaints)
9.5	Adult social care complaints
9.6	Environment
9.7	Cross Departmental
10	Conclusions

Guidance note for Scrutiny Committee members

Committee	Please refer to these sections of the report specifically for your service area(s):
Community	9.4 Leisure Housing 9.5 Planning
Environment & Public Protection	9.4 Public Protection 9.6 Street Scene Property Services Transport & Engineering
Social Care & Health	As of 2017/18, adult social care complaints have been managed by the Communities Department and are therefore documented in full in a separate report. Figures are nonetheless included for ease of reference in this report, with analysis in section 9.5.
Education & Children’s Services	9.2
Policy & Resources	9.1 9.3

****Please Note****

As of 2017/18, all complaints relating to adult social care matters have been managed separately by the Performance, Analyst & Systems Team within the Communities Department, as part of a re-structure of the service. A full end of year report was presented to the Social Care and Health Scrutiny Committee on 21st May 2018.

1. Principles

Carmarthenshire County Council's Complaints Procedure was first adopted in May 2011 and a revised version was approved by the Executive Board in October 2017. The procedure aims to emphasise the following principles:

- To ensure that as many complaints as possible are **resolved at stage 1** local resolution.
- To ensure that investigations follow the **'Investigate Once, Investigate Well'** principle.

2. Definition

The **definition of a complaint** is an expression of dissatisfaction or concern,

- about a public service provider's action or lack of action
- or about the standard of service provided
- which requires a response
- whether about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

Complaints which are currently open and under investigation are **not included** in this report.

The complaints referred to within this report are those where the investigation has been completed during the review period.

3. Complaints investigated and responded to between April 2017 – March 2018

SERVICE	Stage 1				Stage 2			
	No. of Complaints responded to ¹	No. receiving a full response within allocated time period ²	No. receiving a full response after allocated time period ³		No. of Complaints responded to	No. receiving a response within allocated time period ⁴	No. receiving a response after allocated time period	
Chief Executives	27	23 85%	4 15%		0	0 0%	0 0%	
Education & Children's Services (excluding Statutory Complaints)	23	21 91%	2 9%		4	1 25%	3 75%	
Statutory Complaints for Education & Children's Services	14	6 43%	8 57%		0	0 0%	0 0%	
Corporate Services	27	25 93%	2 7%		2	2 100%	0 0%	
Communities (excluding Adult Social Care Complaints)	109	75 69%	34 31%		7	0 0%	7 100%	
Adult social care (managed through Communities Department team)	90	61 68%	29 32%		5	5 100%	0 0%	
Environment	514	320 62%	194 38%		17	4 24%	13 76%	
Cross Departmental Issues	8	7 88%	1 12%		0	0 0%	0 0%	
TOTAL	812	538 66%	274 34%		35	12 34%	23 66%	

¹ This is the cumulative figure of complaints investigated and responded to within the period of the report this financial year

² Any corporate complaint which has been investigated and responded to within 10 working days. Any Statutory Social Service Complaint where an investigation has been undertaken and a response has been sent within the allocated time period. This initially would be 10 working days, with an additional 10 working day extension with the complainant's consent

³ Any complaints which have been investigated and responded to outside the allocated time period

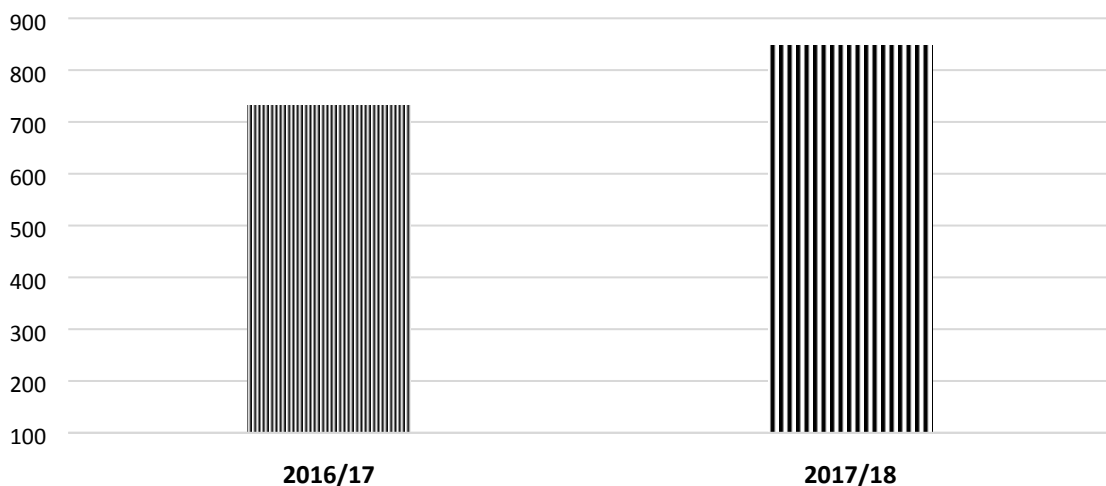
⁴ Any corporate complaint which has been investigated and responded to within 10 working days. Any Statutory Social Service Complaint where an investigation has been undertaken and a response has been sent within the allocated time period. This initially would be 25 working days, or up to 3 months with the complainant's consent

4. Summary of complaints

- The Council recorded and responded to a total of 847 complaints during 2017/18, compared to 731 during the same period in 2016/17. This equates to a 16% increase.
- Overall, 65% of cases received a response within the allocated time period, compared to 60% for the same period last year and representing an improved performance.

Department	Total No. of complaints 2017/18	Total No. of complaints 2016/17
Chief Executive's Department	27	14
Education & Children's Services (excluding Statutory Complaints)	27	53
Statutory complaints for Children Services	14	11
Corporate Services	29	24
Communities (excluding Adult social care complaints)	116	119
Communities – adult social care (managed through Communities Department team from 2017/18)	95	41
Environment	531	458
Cross Departmental & External Providers	8	11
Total	847	731

**Number of complaints responded to in 2017/18 by comparison to
2016/17**



5. Redirected Communication

The Complaints Team also addressed a further **669** “Redirects” – enquiries and requests for assistance which offered the team the opportunity to try and rectify difficulties before complaints arise. This figure would also include any dissatisfaction received regarding properly made Policy decisions which would not be addressed by the formal Complaints Policy.

Within Adult social care, **45** were recorded as ‘Redirected’ which meant the complainant did not wish to go through the formal complaints procedure and the matter was dealt with informally or the communication did not fall under the Welsh Government guidelines for complaints.

Department	Total No of Redirected communication received
Chief Executive’s Department	35
Education & Children’s Services	33
Corporate Services	22
Communities	252
Communities – adult social care (managed through Communities Department team)	45
Environment	293
Cross Departmental	29
External Providers	5
Total	714

6. Complaints with any equalities or Welsh language issues

During 2017/18 we received 10 complaints which involved specific Welsh language issues (Communities 1, Environment 3, Chief Executive's 5 and Corporate Service 1).

Two complainants felt the service provided to them did not meet their needs because of their disability (one related to a rubbish collection and the other to the servicing of a boiler).

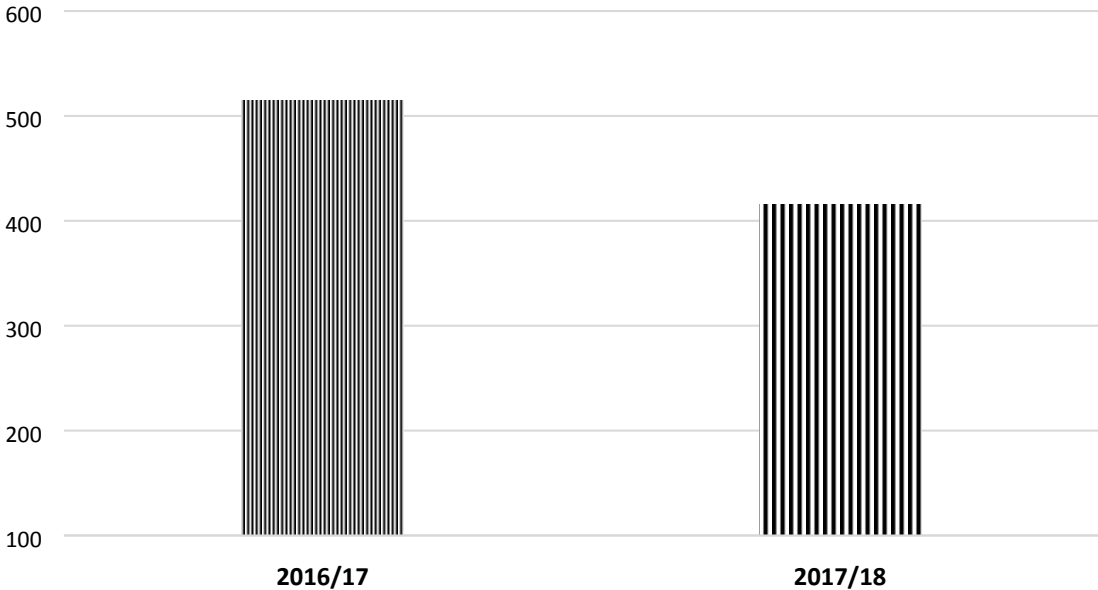
7. Complaints determined by the Ombudsman

	Concluded by Ombudsman 2017-18	Settled	Ombudsman conclusion				
			Not upheld	Discontinued	Out of jurisdiction	Referred back to Authority	Upheld
Chief Executives	3	0	0	1	1	1	0
Education & Children's Services	1	0	0	1	0	0	0
Resources	1	0	0	0	1	0	0
Communities	7	0	0	0	3	4	0
Adult social care	0	0	0	0	0	0	0
Environment	10	0	1	6	1	2	0
Cross Departmental Issues	1	1	0	0	0	0	0
Total	23	1	1	8	6	7	0

8. All Departments Compliments

Service	No. of compliments received in 2017/18	No. of compliments received in 2016/17
Chief Executive's	33	52
Education & Children's Services	19	36
Corporate Services	2	2
Communities (excluding adult social care)	83	235 (including Adult social care)
Adult social care	106	Included in Communities
Environment	166	183
Cross Departmental Issues	7	7
Total	416	515

Number of compliments received in 2017/18 by comparison with 2016/17



9. Departmental Complaint & Compliment Analysis

9.1 Chief Executive's

Complaints	Regeneration and Policy		People Management and Performance		Administration and Law		IT	
Stage 1 Complaints Investigated	21		3		3		0	
Upheld	3	14%	0	0%	2	67%	0	0%
Partially Upheld	7	33%	0	0%	1	33%	0	0%
Not Upheld	11	53%	3	100%	0	0%	0	0%
Stage 2 Complaints investigated	0		0		0		0	
Upheld	0	0%	0	0%	0	0%	0	0%
Partially Upheld	0	0%	0	0%	0	0%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%

Analysis of the nature of complaints and the trends

Three complaints regarding the Contact Centre were upheld. They related to concerns with the manner of members of staff. Explanations and apologies were provided where necessary and the issues raised were discussed with members of staff. Three complaints were partially upheld. Issues raised related to the manner of the member of staff and difficulties with the telephone line.

One complaint relating to Llanelli Market was partially upheld. Concerns were raised around the disabled toilet being used by all when cleaning takes place in the other facilities. It was agreed to place a notice to advise people to give priority to users who were disabled.

The Policy team acknowledged that communication from a member of the public around a consultation exercise could have been more effective. It was confirmed that their comments had been taken into account and they were thanked for their input.

One complaint was recorded as partially upheld for the Complaints team. It related to a residents ongoing concerns with the condition of a piece of land and involved a number of council departments.

The Marketing & Media team received a complaint that was found to be partially upheld. It related to the lack of bilingualism at an event which had received funding from the Authority. It was agreed to re consider the way the Authority can work with the festival organisers in the future to make it a bilingual event.

Administration & Law recorded two complaints as upheld. One concerned the way in which a case was managed and the second concerned a training session that was not held bilingually, because of a last minute change of staffing. Apologies were provided and comments taken on board for the future. The partially upheld complaint related to difficulties experienced accessing the Land Charges computer.

Compliments	Regeneration and Policy
Compliments received	33

Analysis of the trends:

- *“He answered all my questions clearly, showed patience with some of the ‘not so intelligent’ questions, processed the application quickly and confirmed when everything was in place... he was efficient, courteous and I think he is a credit to your organisation” –Electoral Services Team*
- *“Thank you for your help with completing the forms for my mother in law, very helpful”
“...also their caring approach at a time when I was struggling to deal with my mother's ill health”
“Man on desk, very helpful and friendly” – Customer Services*
- A resident was appreciative of an agent’s calm demeanour during a call to the Contact Centre.
*“Please pass thank you on to call handler last week for polite and efficient service”
“Very patient, polite and professional dealing with the query” – Contact Centre*
- *“Thank you very much for dealing with our request, so promptly and efficiently” – Freedom of Information*
“Thank you for the time and effort you put in to the response to my Freedom of Information request”
- *“Thank you for all you have done for us and making our dream of opening become a reality” – thanks received from the recipient of a grant from Economic Development*

9.2 Education and Children’s Services

	Children’s Services		Education Services		Strategic Development	
Stage 1 Complaints Investigated	15		2		20	
Upheld	6	40%			12	60%
Partially Upheld	2	13%	1	50%	2	10%
Not Upheld	7	47%	1	50%	6	30%
Stage 2 Complaints Investigated	0		1		3	
Upheld						
Partially Upheld			1	100%	3	100%
Not Upheld						

Service	Stage 1 Complaints Investigated			Stage 2 Complaints Investigated			Total
	Upheld	Partially Upheld	Not Upheld	Upheld	Partially Upheld	Not Upheld	
Children’s Services							
Adoption			1				1
Child Protection	1		1				2
CIN & LAC	3	1	4				8
Children with Disabilities	1	1					2
Complex Needs							0
Support Services (Family, Childcare, Play)	1		1				2
Other							0
Education Services							
ALN				1			1
The Statutory SEN Process		1					1
Behaviour Management			1				1
Local Management of Schools							0
School Modernisation							0
Strategic Development							
Catering			2				2
Business Support (all related to FSM)			1		3		4
Pupil Admissions	12	2	3				17

Analysis of the nature of complaints and the trends

Children’s Services

Of the 15 Stage 1 complaints received by Children’s Services, 6 were upheld. Three raised individual concerns regarding the allocated social workers. One was as a result of the written content of an assessment, and the other two concerned communication issues separately, within the Children’s Disability Team (CDT) and the (TAF) Team around the Family.

2 complaints were partially upheld. One concerned the behaviour of a social worker, and the remainder raised a complainants’ concerns regarding the lack of support from the CDT team. From this, the case was reviewed and discussions took place between the complainant and team.

The remaining 7 complaints were found to be not upheld. No complaints were recorded at Stage 2.

Education Services

One Stage 2 complaint was recorded regarding the delivery of a statement by the Additional Learning Needs team. The investigation resulted in the complaint being upheld.

Strategic Development

The 3 Stage 2 complaints concerned invoices sent to parents whose children had received free school meals. All three were recorded as partially upheld. Improvement in the process of issuing the invoices were recommended.

All 12 upheld Stage 1 complaints concerned the difficulty parents were having in contacting the School Admissions team. It is noted that there was a communication delay in the team responding to enquiries recorded either online, or via the Contact Centre.

2 Stage 1 complaints were partially upheld. A further School admissions complaint was found to be partially upheld, and the other complaint concerned an ‘alternative education home tuition’ issue.

Compliments

Compliments	Children Services	Education Services	Strategic Development	Curriculum & Wellbeing
Compliments received per division	0	11	5	1

Service	Compliments received
Education Services	
Additional Learning Needs	1
Local Management of Schools	5
Education Systems	2
School Improvement	3

Strategic Development	
Pupil Admissions	2
Participation	1
Business Support	2
Curriculum and Wellbeing	
Adult Community Learning & Basic Skills	1

Analysis of the trends
<p>Children’s Services It is noted that no compliments were passed to the team for recording by Children’s Services.</p> <p>Education Services</p> <p><i>“May I thank you for involving the officers, they have been very supportive”</i> Additional Learning Needs Team</p> <p><i>“...been a great help...please pass on to the team how grateful I am.”</i> School Admissions Team</p> <p><i>“..one of the easiest people to work with, organised, methodical and go out of your way to be helpful”</i> – School Grants Officer</p> <p><i>“Thanks for all of the support. It is much appreciated.”</i> – School Improvement Team</p> <p>Strategic Development BSU <i>“Thank you for everything you do. You are amazing and have helped out of some sticky spots”</i></p> <p><i>“Please pass on our sincere thanks to the Carmarthen Music Service for all they have done to help Cor Merched Sir Gar”</i></p> <p><i>“Thank you and your team to ensure that our meeting was informative and constructive”</i> – Welsh Government Participation Visit.</p>

9.3 Corporate Services

Complaints	Financial Services		Audit and Risk Management	
Stage 1 Complaints Investigated	27		0	
Upheld	6	22%	0	0%
Partially Upheld	4	15%	0	0%
Not Upheld	17	63%	0	0%
Stage 2 Complaints Investigated	2		0	
Upheld	0	0%	0	0%
Partially Upheld	0	0%	0	0%
Not Upheld	2	100%	0	0%

Analysis of the nature of complaints and the trends

27 Stage 1 complaints were received regarding Financial Services.

16 complaints related to Council Tax, with four being upheld. One related to an error on a Welsh language online form, two concerned comments made by members of staff during telephone calls and another related to an error with a Council Tax rebate. 2 Complaints were recorded as partially upheld – one relating to clarity of communication and one to the accuracy of a Council Tax account.

8 complaints concerned Housing Benefit, with 2 being upheld. One related to a temporary problem with the recorded message on the Housing Benefit telephone line and one related to rent arrears that had occurred following a change to Housing Benefit.

One partially upheld complaint was recorded for Pensions, it related to concerns with the way a new pension for a retiring Councillor was administered.

One partially upheld complaint was recorded for Payments, it related to the length of time taken to progress an outstanding invoice.

2 Stage 2 complaints relating to Council Tax were investigated. Neither were upheld.

Compliments	Financial Services	Audit and Risk Management
Compliments received per division	1	1

Analysis of the trends:

- Risk Management were thanked by a school for the guidance given regarding an insurance claim - *"Thanks to everyone for your help, guidance and very quick response"*
- The Council Tax section were thanked for the way they dealt with a concern regarding single persons discount - *"Thank you for the impressive and positive response I have received from you in dealing with my issue"*

9.4 Communities Department (excluding complaints relating to adult social care)

Complaints	Cross Divisional		Public Protection		Housing		Leisure	
Stage 1 Complaints Investigated	1		6		59		43	
Upheld	0	0%	0	0%	9	15%	9	21%
Partially Upheld	0	0%	0	0%	22	37%	16	37%
Not Upheld	1	100%	6	100%	28	48%	18	42%
Stage 2 Complaints investigated	0		0		7		0	
Upheld	0	0%	0	0%	2	29%	0	0%
Partially Upheld	0	0%	0	0%	3	42%	0	0%
Not Upheld	0	0%	0	0%	2	29%	0	0%

Analysis of the nature of complaints and the trends

Public Protection

6 Stage 1 complaints were investigated during the year, none were upheld. Two related to the Dog Warden service, one concerned the Taxi Licencing process and a resident was unhappy with the way Trading Standards addressed a concern. Complaints were also raised regarding the handling of a pest control case and the investigation of reported nuisance from bonfires.

Housing

There were seven complaints recorded at Stage 2. Of these, two were upheld. One investigation acknowledged that the support given to secure suitable accommodation could have been better and the other noted that the handling of noise problems could have been improved. Three complaints were found to be partially upheld. Two concerned Anti-Social Behaviour cases, where although the cases were addressed correctly, with hindsight, improvements to the process could have been made. The third related to the support given to a family following a fire at a property, where it was acknowledged that the allocation of a specific case officer would have been beneficial in such difficult circumstances. The remaining two Stage 2 complaints were not upheld.

59 Stage 1 complaints were investigated, with 9 being upheld. Issues highlighted included some concerns with delays, the cleanliness of communal areas in a block of flats, effective identification at a visit and problems updating account records for a rented garage. 22 complaints were partially upheld. A number of these cases relate to communication between Officers and tenants, highlighting the importance of keeping tenants informed and ensuring they understand processes.

Leisure

43 Stage 1 complaints were investigated. 9 complaints were upheld. Concerns included incorrect information online regarding swimming lessons, the manner of a member of staff during a class, being unhappy with Splash Sessions, Data Protection issues when sending group emails to the public, difficulty updating car details on a season ticket for the Country Park, the maintenance of a Public Right of Way, difficulties booking a caravan pitch by phone, visitor centre being closed when it was advertised as being open and a delay providing library books following a request.

Compliments	Public Protection	Housing	Leisure
Compliments received per division	7	36	40

Analysis of the trends

Public Protection

"I really appreciate the time you have taken to perform this comprehensive investigation" – Food Safety enquiries

"May I pass on my thanks to you and your colleagues...jointly investigated with colleagues from Ceredigion. My colleague spoke very highly of your proactive and thorough investigation into those cases" – Public Health Wales

Housing

"Thank you for the swift ,and professional way in which you handled this matter" – Housing Officer

"Eternally thankful for your efforts to secure this relocation...would like to extend unstinting gratitude" – Housing Officer

"Sorting things out was "as stress free as possible" – Housing Officer thanked for assistance following death of the tenant

"Reassuring, pleasant and very understanding of difficult situation" – Housing Officer

"Very grateful for all the help he received from Housing Options and Temporary Accommodation"

"This is my best experience of letting this property in the 12 years I have owned it" – Social Lettings

Leisure

"Interesting & informative talk...enthusiasm...advice & support...thanks for the sheer fun we had" – Introductory talk to Walking Hockey

'...like to congratulate staff and officers for the commendable facilities and cleanliness' – Carmarthen Leisure Centre

'thank you very much for all your hard work, support and co-operation for our Nutcracker Ballet' - Russian State Ballet & Opera House

"The Actif Storytelling was so popular and we have received some nice pieces of feedback" Comment from The National Trust following support provided by the Active Young People Officer

"Thanks to the proactive and professional approach of your countryside access/rights of way team"

9.5 Adult social care

Complaints Received	95	
Stage 1 Complaints Investigated	90	
Stage 2 Complaints investigated	5	
Upheld	0	0
Partially Upheld	0	0
Not Upheld	5	0

Analysis of the nature of complaints and the trends

Older People

The majority of complaints received have related to Older People, this in part reflects the number of clients in this service area. These complaints cover a wide range of issues including a lack of continuity with domiciliary care workers and complainants feeling that they are not always being listened to in relation to their care. One complainant wanted their grandmother's care needs re-assessed.

Finance

Complaints were received relating to the length of time it had taken to produce an invoice for care that had been provided. Service users were unhappy with 'late' invoices they had received for care which was provided some time ago. Also a number of families were unhappy to pay outstanding invoices as they felt the care their family member received was not of the quality they expected.

Corporate complaints

A number of these complaints were in relation to neighbours, and carers parking in front of people's houses. We also had a number of complaints regarding the blue badge process, one complainant was unhappy with the 28 day flexibility process and another regarding the renewal process.

Transition Team

A service user's family complained about a review the Transition Team had carried out and was unhappy with the outcome.

Learning Disability and Mental Health

We have received a number of complaints requesting a change of social worker.

These complaints have included a family complaining about gaining access to Ty Elwyn for an appointment and another requiring the social care records changed as they were getting nuisance calls. These complaints are normally recorded as Redirected complaints.

Compliments	
Compliments received per division	106

Analysis of the trends

Management

"Thank you for your helpful, professional and sound advice. You have been a great advert for social workers and a very reassuring presence during a time of great uncertainty for my Dad."

Care Home

*"My sister *** and I are extremely pleased that a place was available in Awel Tywi and that he has settled so well. When I saw him last Thursday he looked better than he had for the last 18 months or so. Lots of negative reports in national newspapers create the impression that social care is broken and that care homes are dreadful. I have to say that this has not been our experience. I have nothing but praise for you all and for the staff at Awel Tywi."*

Domiciliary Care

"There were times when I was very demanding, and I know that you pushed the boat out many a time for me to ensure that Dad was looked after in the best possible way. Your girls were angels and it's because of you all that I survived and Dad was looked after correctly. Your presence at the funeral only mirrored how much you thought of Dad and supported me."

Careline

"Thank you for your wonderful service; you provided a support for all of us as a family. The phone responses from your operators is quick, professional and emotionally intelligent. We cannot thank you enough."

Reablement

*"I wanted to email you to say how wonderful Catrin was when we visited *** this morning. I'm sure she represents the excellence of your Team, but I wanted to officially make a compliment regarding her high quality interaction with this very anxious gentleman. Catrin was extremely professional, positive and empathetic throughout our time with ***, resulting in a very positive step forward – a real breakthrough, which I sincerely hope he will fulfil – thank you."*

9.6 Environment

Complaints	Planning		Street Scene		Property Services		Transport & Engineering	
Stage 1 Complaints Investigated	19		391		59		45	
Upheld	4	21%	210	54%	23	39%	10	22%
Partially Upheld	3	16%	86	22%	20	34%	17	38%
Not Upheld	12	63%	95	24%	16	27%	18	40%
Stage 2 Complaints Investigated	11		3		1		2	
Upheld	1	9%	0	0%	1	100%	1	50%
Partially Upheld	6	55%	1	34%	0%	0%	0	0%
Not Upheld	4	36%	2	66%	0%	0%	1	50%

Analysis of the trends

Planning

11 of the 30 complaints recorded were at Stage 2. One was upheld, a planning enforcement concern regarding wind turbine shadow flicker, and 6 were partially upheld. The 6 varied from communication concerns to delays with enforcement action. One complaint focused on the wording advertised with a planning application. It was acknowledged that the wording could have been slightly clearer.

Of the 19 Stage 1 complaints, 4 were upheld, 3 partially upheld with the remaining 12 were recorded as not upheld.

It was acknowledged in 3 of the upheld complaints, a delay in communication, or a lack of correspondence by the department. One concerned an issue around a listed building consent. An apology was given in relation to all three.

The remaining complaint which was upheld, concerned a visit by an Enforcement Officer. The complainant was unhappy with the *attitude and demeanour* of the officer during an unannounced visit. It was identified that additional training needs was required for the new member of staff.

Street Scene

Highways – 1 complaints recorded at Stage 2, this was not upheld. 10 Stage 1 complaints were upheld, 18 were partially and a further 18 were not upheld.

Of the 10 complaints recorded as upheld, a variety of concerns were raised. A delay in a request for cutting a grass verge. Another delay in addressing a surface water drainage concern. Lack of signage giving warning for some road closures; a replacement bollard which had taken some months to source and the behaviour of a member of staff who delayed a recovery vehicle from attending an RTA.

Refuse, Recycling & Cleansing

328 complaints were recorded during the reporting period. This included a single Stage 2 complaint, following damage caused to a home owners' grass verge, by a refuse vehicle.

199 Stage 1 complaints were upheld, 59 partially upheld, with the remaining 69 recorded as not upheld.

There were 99 complaints recorded following the introduction of the new garden waste scheme. 78 of these complaints were upheld. The remainder of the complaints concerned regular missed collections, including properties who receive an assisted lift, and general litter/cleansing concerns.

Street Scene – Remaining Complaints

One stage 2 complaint relating to the Environmental Enforcement Team was not upheld.

Of the remaining 19 stage 1 complaints, 1 was upheld. This related to the cleanliness of a public toilet.

An apology was given by the contractor Danfo. 7 of the complaints were partially upheld, 3 of which were for the Environmental Enforcement team. These were following a request for some feedback, a delay in responding to an enquiry and the conduct of an officer while issuing a penalty notice for dog fouling. One complaint was recorded for the public lighting department, a concern as to a light on a pedestrian crossing. This was not upheld as the light was fixed as soon as the team had been made aware of the problem.

Property Services

There was one Stage 2 complaint, which was upheld. It concerned the removal of a chimney. The investigation acknowledged a safety concern and the inconvenience caused to the elderly resident. Improvements in future work are in place.

23 of the 59 Stage 1 complaints were upheld. A delay in work accounted for 11 of these. Missed, and appointments cancelled at the last minute, contributed for a handful of others.

A number of the partially upheld complaints also were as a result of delays to scheduled work.

16 complaints were found to be not upheld.

Transport and Engineering

There were 2 Stage 2 complaints recorded. One, concerning a delay in addressing a stopping up order, was upheld. An apology was given. The matter is now being progressed via the Legal and Environment departments. The other Stage 2, concerning a dual car parking permit was not upheld.

Of the 45 Stage 1 complaints, 10 were upheld, 17 partially, and 18 recorded as not upheld.

7 of the 25 Parking Services complaints were upheld. Three related to car parking machines not working. Three were in relation to a delay in correspondence, and the remaining raised a concern about the issue of a parking permit.

Two complaints were upheld in relation to School Transport.

The 17 partially upheld complaints varied from ticket machines, car parks and civil enforcement officers. From speed bumps, the issuing of a new travel pass, to a concern raised about the quality of an MOT, undertaken by Trostre depot.

Numerous correspondence and concerns have been directed to the team during this reporting period, regarding the new A484 Sandy Road traffic lights. Seven complaints were formally recorded, and a number of further correspondence received were recorded as redirects.

Compliments	Planning	Street Scene	Property Services	Transport & Engineering
Compliments received per division	13	85	40	28

Analysis of the trends

Planning

"personally thank you for your help given over the last two months" - Planning Officer
"Really appreciate all your efforts to get this over the line" – Planning Officers
"What an excellently speedy service" – Regarding a decision notice.
"My sincere thanks for your input in this project, been most helpful and a credit to your team" – Planning Enquiry

Street Scene - Highways

"Thanks to the crew that attended the flooding, worked very hard to clear the road"
"Big thank you to the Highways crew for their prompt action re flooding issues"
"Thanks for arranging last week for the road gullies to be cleared"
"Well done to the crew for cutting the verges along the A483 from Llandovery today"
"Grateful public thankful for the crews; efforts" – Numerous online gritting compliments

Refuse, Recycling & Cleansing

"Very thoughtful, professional and much appreciated. A first class service"
"Cleaner ensured roads in Burry Port were spotless by 8:30am following our very busy Carnival"
"Thank you to the litter pickers here on Monday, working diligently in such cold weather"
"Compliment scheme, professionalism and helpfulness of staff on site" – Waste Amnesty Llandovery
"They are doing a very good job....keep up the good job bin boys"

Street Scene – Remaining Compliments

"VERY helpful... excellent feedback and LISTENING to our concerns" – Environmental Enforcement
"Thank you street lighting team for their excellent service and response in fixing the light"

Property Services

"Thanks for your professionalism, expertise and support in attending the fire" - Building Inspector
"I had an efficient service with the repairs service, and wanted to pass on my thanks"
"Workmen were very polite and were clean in their work, did an excellent job"
"The plumber, electrician & roofers did their jobs very well & professionally"
"Appreciate considerable assistance and professional expertise of Grounds Maintenance Team"

Transport and Engineering

"....most understanding, pleasant, polite & cheerful parking attendant" – CEO Compliment

"The officer was so polite, professional and tactful throughout" – CEO Compliment

"Thank you for your courtesy and willingness to assist at all times" – Road Safety & Traffic Manager

"Enjoyable and very useful information and advice, thoroughly recommended" Biker Down Cymru

"Thank you to your team for all your hard work and commitment" – Kerbcraft Road Safety Team

"May I personally thank you for all your help, guidance and support" – Bus Pass Appeal

9.7 Cross Departmental and External Providers

Complaints	External Providers		Cross Departmental	
Stage 1 Complaints Investigated	3		5	
Upheld	3	100%	3	60%
Partially Upheld	0	0%	1	20%
Not Upheld	0	0%	1	20%
Stage 2 Complaints investigated	0		0	
Upheld	0	0%	0	0%
Partially Upheld	0	0%	0	0%
Not Upheld	0	0%	0	0%
Analysis of the nature of complaints and the trends				
<p>3 of the Cross Departmental complaints were upheld, one was partially upheld and one was not upheld. Of the complaints that were upheld, one concerned a telephone call to report a missed refuse collection.</p> <p>It was acknowledged that the explanation provided could have been clearer. The Legal and Planning sections apologised for a delay in responding to correspondence. The third complaint related to an error with the invoicing system for Council Tax. The Complainant also highlighted that the online complaints form was not currently working, this was rectified and an apology provided.</p> <p>The partially upheld complaint concerned advice provided to the public regarding the best way to dispose of second hand furniture. Waste Services agreed to provide the Contact Centre with up to date guidance regarding Charities that accept such items for reuse / resale.</p> <p>Three partially upheld complaint were received in relation to the erecting of a sign on behalf of SWTRA. The sign were erected to SWTRA's specification but they were not bilingual and required adjustment.</p>				
Compliments	7			
Analysis of the trends				
<ul style="list-style-type: none"> • The FOIA & IT sections were thanked for a quick response to a request for information. • The Contact Centre and Waste Services were thanked for arranging a missed collection. • Thanks were given to the Contact Centre, Plumber and Electrician who attended to an issue on Saturday morning <i>"a very big thank you"</i> • Staff in the Contact Centre and Concessionary Bus Pass Teams were thanked for arranging for a replacement pass to be issued quickly. • Staff were praised for the assistance given to the organisers of a cycling event at Pembrey Country Park <i>"The team went out of their way to help me with various aspects of the event planning. We genuinely could not have made the event happen if it wasn't for their input, help, and support"</i> • A member of Contact Centre staff and refuse crew were thanked for listening to concerns with food waste collections and for resolving the issues. 				

- *“The help & support I have received from the Manager has been exceptional... repair issues addressed in a very friendly, professional and efficient way... Whenever I have contacted the Council the response times to resolve these problems has been brilliant” – Supported Housing & Property Services.*

10. Conclusions

- There was an increase of 116 in the number of complaints the Council recorded and responded to during 2017/18 (847), compared to 2016/17 (731). This equates to a 16% increase.
- During 2017/18, 99 complaints were recorded following the introduction of the new garden waste scheme.
- Despite the increase in the number of complaints, there was an overall increase in the number of cases that received a response within the allocated time period: 65% in 2017/18 compared to 60% in 2016/17.
- In addition to formal complaints, the Complaints Team (669) and adult social care (45) managed a total of 714 re-directs, which are considered as enquiries and requests for assistance which the teams manage in order to try and rectify difficulties before complaints arise.
- During 2017/18, 23 complaints were concluded by the Ombudsman, compared to 37 in 2016/17. This represents a significant 38% decrease.
- There was a decrease of 99 in the number of compliments received by the Council during 2017/18 (416), compared to 2016/17 (515).

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ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

1ST OCTOBER 2018

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
Environmental and Public Protection Scrutiny Committee Annual Report 2017/18	Janine Owen	Due to the high volume of items scheduled to be considered at this meeting, the Chair has deferred this report to be considered at the next meeting.	16 th November 2018
Compliments and Complaints Annual Report 2017/18	John Tillman	Due to the high volume of items scheduled to be considered at this meeting, the Chair has deferred this report to be considered at the next meeting.	16 th November 2018
Scrutiny Topic Suggestion - the illegal use of Public Rights of Way and Bridleways	Steve Pilliner	At the request of Myddfai Community Council, the Chair has deferred this item to the next meeting.	16 th November 2018
Service Delivery Plan – Environmental Protection Services	Sue Watts	Information currently being collated to ensure that the contents are up to date and takes account of the recent re-alignment of services.	November 2018

The Forward Work Plan has been updated to reflect the above changes.

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ENVIRONMENTAL AND PUBLIC PROTECTION SCRUTINY COMMITTEE

1ST OCTOBER 2018

FORTHCOMING ITEMS for next meeting to be held on 16th November 2018

In order to ensure effective Scrutiny, Members need to be clear as to the purpose of requesting specific information and the outcome they are hoping to achieve as a consequence of examining a report. Limiting the number of agenda items may help to keep meetings focused and easier to manage.

Proposed Agenda Item	Background	Reason for report
Management of motorised traffic on Public of Rights of Way	This report will provide Members with information on how the Council currently manages motorised vehicles on Public Rights of Way (PROW). It will also explore possible areas for improvement in management to mitigate against irresponsible or unlawful use of the PROW network with motor vehicles.	At its meeting held on 29 th June, the Committee considered a Scrutiny Topic Suggestion received from Myddfai Community Council. The Committee accepted the suggestion and requested that a report on the matter be provided.
Service Delivery Plan – Environmental Protection Services 2018/19	The Plan will provide the Committee with an outline of the Council's service aims and objectives and includes the scope and demands of the Environmental Protection Services. The annual plan is in accordance with the requirements by the Food Standards Agency and the Health and Safety Executive.	Service Delivery Plan – Environmental Protection Services 2018/19
E&PP Scrutiny Committee Annual Report 2017/18	Article 6.2 of the County Council's Constitution states that a scrutiny committee must: <i>"Prepare an annual report giving an account of the Committee's activities over the previous year."</i>	The Committee is being requested to consider and approve the Environmental and Public and Protection Committee's Annual Report for the 2017/18 municipal year.
Budget Monitoring 2018/19	This item enables members to undertake their monitoring role of the Environment Department, Public Protection Services and Community Safety Team's revenue and capital budgets.	The Committee is being requested to scrutinise the budget information.
Environmental and Public Protection Scrutiny Committee Actions	These updates provide details on progress made in relation to actions and requests from previous Environmental and Scrutiny Committee meetings.	The Committee is being requested to consider and note progress.

**Items circulated to the Committee under separate cover
since the 29th June 2018 meeting**

Date Circulated via email	Item	Reason for circulation
20 th July 2018	<p>Safonau'r Iaith Gymraeg - Welsh Language Standards</p> <p>An e-mail was sent to all Environmental and Public Protection Scrutiny Committee Members which contained information on the Council's Welsh Language fluency standards and the process with regards to recruitment.</p>	<p>Action derived from the Environmental and Public Protection Scrutiny Committee meeting held on 29th June 2018 (minute 7 refers).</p> <p>[Action Reference: E&PP 005-18/19]</p>
5 th September 2018	<p>Council's energy use and generation from renewable technologies.</p> <p>An e-mail was sent to all Environmental and Public Protection Scrutiny Committee Members which contained information in relation to Welsh Government aspirations, together with the Council's energy use and generation from renewable technologies.</p>	<p>Action derived from the Environmental and Public Protection Scrutiny Committee meeting held on 29th June 2018 (minute 7 refers).</p> <p>[Action Reference: E&PP 006-18/19]</p>

The following documents are attached for information:-

- (1) *The latest version of the Environmental and Public Protection Scrutiny Committee's Forward Work Programme;*
- (2) *The latest version of the Executive Board's Forward Work Programme.*

Environmental & Public Protection Scrutiny Committee – Forward Work Plan 2018/19

18 th May 2018	21 st May Joint Committee with Social Care & Health	29 th June 2018	1 st October 2018	16 th November 2018	10 th December 2018	14 th January 2019	22 nd February 2019	18 th April 2019
E&PP Scrutiny Committee Site Visit (Presentation)	Area Planning Board's Drug & Alcohol Misuse Annual Report 2017	Trading Standards Update (Presentation)	Infestation report [Topic Suggestion]	Management of motorised traffic on Public of Rights of Way [Topic Suggestion]	3-year Revenue Budget Consultation	Air Quality Management Area (AQMA) Annual Update	Review of LED Conversion Project	Quarter 3 - New Corporate Strategy Performance Monitoring Report 2018/19
		Well-being Objectives Annual Report 2017/18	Compliments & Complaints Annual Report 2017/18	E&PP Scrutiny Committee Annual Report 2017/18 [Deferred from October]	5-year Capital Budget Consultation			
E&PP Scrutiny Committee Task and Finish Report 2017/18	Substance Misuse Service Annual Report 2016/17	Carmarthenshire Cycling Strategy	Draft Gambling Policy	Environmental Protection Services Service Delivery Plan 2018-19 [Deferred from October]	Environment Departmental Business Plan 2019/20 – 2022	Amenity Grass Cutting – Presentation [Action ref E&PP 002-18/19 requested 29/6/18]	Highway Footway and Road Safety Investment Programme Update	End of Year Compliments & Complaints Report
		Environment Act Action Plan Update	Licensing Policy Review – Cumulative Impact Policy Lammas St, Carmarthen	Communities Departmental Business Plan 2019/20 – 2022				
		Budget Monitoring 2017/18	Quarter 1 New Corporate Strategy Performance Monitoring Report 2018/19		Budget Monitoring 2018/19	Chief Executives Departmental Business Plan 2019/20 – 2022		Revised - E&PP Scrutiny Committee Task and Finish Report 2017/18
			Budget Monitoring 2018/19	E&PP Scrutiny Committee - Actions Update	Trading Standards Annual Performance Report	Budget Monitoring 2018/19		
E&PP Forward Work Programme 2018/19							Budget Monitoring 2018/19	Budget Monitoring 2018/19

ITEMS FOR JOINT MEETINGS IN 2018/19:

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- APB Drug & Alcohol Misuse Strategy Annual Report 2018 (E&PP and Social Care and Health) – 21st May 2018
- Substance Misuse Service Annual Report 2017-18 (E&PP and Social Care and Health) - 21st May 2018

DEVELOPMENT SESSIONS:

Illegal Money Lending Unit – Presentation – 16th November 2018

Meet Council Enforcement Officers –
to be combined with a Committee litter picking event –
27th September 2018

SITE VISITS:

- To be confirmed by Members

TASK & FINISH REVIEW:

- ~~Final Task and Finish report – 18th May 2018~~
- In order to undertake further review as requested by Council (12/9/18), a Revised Task and Finish report will presented to E&PP Scrutiny – January 2018.

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20 as at 30th July 2018

Introduction

This plan is published to encourage and enable greater understanding between the Executive, all Councillors, the public and other stakeholders. It assists the Scrutiny Committees in planning their contribution to policy development and holding the executive to account.

The plan gives the public and stakeholders a chance to see the forthcoming major decisions to be made by the Executive Board and the County Council over the next 12 months. It is reviewed and published quarterly to take account of changes and additional key decisions.

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

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CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
QUARTERLY PERFORMANCE REPORT	Wendy Walters Director of Regeneration & Policy	HR	All	N/A	N/A
DISPOSALS POLICY	Wendy Walters, Director of Regeneration & Policy/Jason Jones			Sept	
EQUALITIES REPORT	Wendy Walters, Director of Regeneration & Policy/Gwyneth Ayres	Housing	July	July	

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
COMPLAINTS AND COMPLIMENTS ANNUAL REPORT	Wendy Walters	Deputy Leader	All Sept		
ENVIRONMENT SCRUTINY TASK AND FINISH REPORT 'To review the current provision for the maintenance of highway hedgerows and verges'.	Chair of Environment Scrutiny Committee	Environment	Oct 2018		
SICKNESS ABSENCE UPDATE	Paul R Thomas	Deputy Leader	June – monitoring report		
PAY POLICY STATEMENT 2019	Paul Thomas Assistant Chief Executive	Deputy Leader	N/A	N/A	MARCH
TRANSFORMATION INNOVATION AND CHANGE ANNUAL REPORT	Jon Owen – TIC MANAGER	Deputy Leader	OCT	OCT 18	

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

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CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
WELLBEING OBJECTIVES	Wendy Walters Director of Regeneration and Policy	Communities and Rural Affairs			
ANNUAL REVIEW OF THE CONSTITUTION - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB		APRIL	May AGM
ANNUAL PROGRESS REPORT - DIGITAL TRANSFORMATION STRATEGY 2017-2020	Noelwyn Daniel Head of ICT	Deputy Leader	APRIL	MAY	

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
WELSH LANGUAGE ANNUAL REPORT	Wendy Walters, Director of Regeneration & Policy/Gwyneth Ayres	Culture, Sport & Tourism	June	July	
ANNUAL REVIEW OF COUNCILLORS' & CO-OPTED MEMBERS' ALLOWANCES SCHEME	Gaynor Morgan Democratic Services		Democratic Services Cttee MARCH 2019		May 2019 AGM
WELSH GOVERNMENT CONSULTATION DOCUMENTS	Wendy Walters Director of Regeneration & Policy	Deputy Leader	If applicable	If applicable	If applicable
REVIEW OF COMMUNITY COUNCIL BOUNDARIES & ELECTORAL ARRANGEMENTS	Wendy Walters, Director of Regeneration & Policy	Resources	As and when required		

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
REVIEW OF THE CONSTITUTION (LEGISLATION CHANGES) - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB	N/A	AS AND WHEN REQUIRED	AS AND WHEN REQUIRED
CONFERENCE APPLICATIONS/REPORTS	Gaynor Morgan Democratic Services Manager	Leader	N/A	N/A	N/A
FORWARD WORK PROGRAMME AND UPDATE QUARTERLY	Gaynor Morgan Democratic Services Manager	Business Manager		APRIL OCT	
CITY DEAL UPDATE (INCLUDING LIFE SCIENCE & WELLNESS PROJECT	Wendy Walters Director of Regeneration and Policy	Leader			
RURAL AFFAIRS TASK GROUP REPORT	Wendy Walters Director of Regeneration & Policy/Gwyeth Ayres	Communities & Rural Affairs			

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

COMMUNITY SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny or other Cttee	Date to Executive Board	Date to County Council
ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES	Silvana Sauro	SC&H	04/07/18 Joint SC&H & E&CS	30/07/18	10/10/18
NON RESIDENTIAL CHARGES 2019-2022	Lyn Walters/ Rhys Page	SC&H		TBC	
REVISED CHARGING POLICY (pre consultation)	Lyn Walters/ Rhys Page	SC&H			
REVIEW OF LICENSING AND GAMBLING POLICIES	Jonathan Morgan (Emyr Jones)	Public Protection	01/10/18 E&PP & Licensing C'ttee 24/10/18	19/11/18	12/12/18
ENVIRONMENTAL PROTECTION SERVICE DELIVERY PLAN	Jonathan Morgan (Sue Watts)	Public Protection	E&PP 01/10/18	22/10/18	NO
TENANT VISION ENGAGEMENT PLAN (PRE CONSULTATION)	Jonathan Morgan (Les James)	Housing		?	No

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

COMMUNITY SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny or other Cttee	Date to Executive Board	Date to County Council
HOMELESSNESS STRATEGY	Jonathan Morgan	Housing	Community 04/10/18	22/10/18 or 19/11/18	14/11/18 or 12/12/18
UNIVERSAL CREDIT ACTION PLAN	Jonathan Morgan	Housing	Community 04/10/18	22/10/18	
CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN	Jonathan Morgan	Housing	Yes Community Jan 2019	Yes	Yes

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
BI-MONTHLY REVENUE AND CAPITAL BUDGET MONITORING REPORTS	Chris Moore Director of Corporate Services	RESOURCES	N/A	APRIL JUNE SEPT NOV JAN MARCH	N/A
QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY OCT JAN	N/A
ANNUAL TREASURY MANAGEMENT & PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY	
RESERVES STRATEGY	Chris Moore Director of Corporate Services	RESOURCES		OCT	N/A
5 YEAR CAPITAL PROGRAMME	Chris Moore Director of Corporate Services	RESOURCES	ALL DEC/ JAN	NOV	N/A

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
5-YEAR CAPITAL RECEIPT STRATEGY	Wendy Walters, Director of Regeneration & Policy	RESOURCES	n/a	n/a	n/a
COUNCIL TAX SETTING REPORT	Chris Moore Director of Corporate Services	RESOURCES	n/a	n/a	march
COUNCIL TAX BASE	Chris Moore / John Gravelle	RESOURCES	N/A	NOV	MARCH
Council Tax Reduction Scheme	Chris Moore / John Gravelle	RESOURCES	N/A	N/A	JAN
BUDGET STRATEGY (Revenue and Capital)	Chris Moore Director of Corporate Services	RESOURCES	ALL DEC/ JAN	NOV	N/A
HIGH STREET RATE RELIEF	Chris Moore /John Gravelle	RESOURCES	N/A	End May/ early June	N/A
RISK STRATEGY	Chris Moore / Helen Pugh	RESOURCES	TBC – Audit Committee		

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
FINANCIAL PROCEDURE RULES	Chris Moore / Helen	RESOURCES	TBC – Audit Committee		
BUDGET OUTLOOK (Revenue and Capital)	Chris Moore Director of Corporate Services	RESOURCES	ALL DEC/ JAN	NOV	N/A
TREASURY MANAGEMENT POLICY AND STRATEGY	Chris Moore Director of Corporate Services	RESOURCES	N/A	FEB	FEB
FINAL BUDGET	Chris Moore Director of Corporate Services	RESOURCES	N/A	FEB	FEB
HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT	Chris Moore Director of Corporate Services	RESOURCES	HOUSING	FEB	FEB
BUDGET OUTLOOK	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY/SEPT	N/A

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

EDUCATION & CHILDREN

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
MODERNISING EDUCATION PROGRAMME - QUARTERLY PROGRESS REPORTS	Simon Davies - Modernisation Services Manager	E&C	N/A	N/A	N/A
ACCOMMODATING LOOKED AFTER CHILDREN – COMMISSIONING & COSTS	Stefan Smith - Head of Children's Services	E&C			
CSSIW INSPECTION, EVALUATION & REVIEW OF LOCAL AUTHORITY SERVICES	Jake Morgan – Director of Communities	E&C/SC&H			
SCHOOL VISITS REPORT	Andi Morgan – Interim Head of Education Services	E&C			
ESTYN REPORT – ANNUAL SYNOPSIS	Andi Morgan – Interim Head of Education Services	E&C			

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

ENVIRONMENT					
Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
FLOOD RISK MANAGEMENT PLAN	Ruth Mullen Director of Environment / Ainsley Williams Head of Waste & Environmental Services	Environment		July 18	
LDP ANNUAL MONITORING REPORT	Ruth Mullen Director of Environment / Llinos Quelch Head of Planning	Deputy Leader	Special Community Scrutiny	24th Sept	10th Oct
PARKING STRATEGY	Ruth Mullen Director of Environment / Steve Pilliner Highways & Transport	Environment	30th July		

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

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ENVIRONMENT

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
HIGHWAYS DESIGN GUIDE	Ruth Mullen Director of Environment / Steve Pilliner Highways & Transport	Environment		Oct 18	
WASTE DISPOSAL CONTRACT AWARD	Ruth Mullen Director of Environment / Ainsley Williams Head of Waste & Environmental Services	Environment			

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018**

ENVIRONMENT					
Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
ANNUAL MONITORING REPORT PLANNING	Ruth Mullen Director of Environment / Llinos Quelch Head of Planning	Deputy Leader		24/09	10/10
LDP REFERRED STRATEGY	Ruth Mullen Director of Environment / Llinos Quelch Head of Planning	Deputy Leader	22/10	14/11	
ROWIP	Ruth Mullen Director of Environment / Steve Pilliner Highways & Transport	Environment			

WORKING DRAFT

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ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

29 JUNE 2018

PRESENT: Councillor J.D. James (Chair)

Councillors:

J.A. Davies, P.M. Edwards, A.L. Fox, S.J.G. Gilasbey, T.M. Higgins, A. James, A.D.T. Speake, T.A.J. Davies, A. Vaughan Owen, B.D.J. Phillips, J.S. Phillips and D. Thomas. .

Also in attendance:

Councillor H.A.L. Evans, Executive Board Member for Environment;
Councillor P.M. Hughes, Executive Board Member for Public Protection.

The following Officers were in attendance:

R. Mullen, Director of Environment;
A. Williams, Head of Waste and Environmental Services;
L. Quelch, Head of Planning;
J. Morgan, Acting Head of Homes & Safer Communities;
S. Charles, Transport Strategy and Infrastructure Manager;
R. Edmunds, Consumer and Business Affairs Manager;
A. Kenyon, Senior Performance Management Officer;
K. Thomas, Community Safety Manager;
R. W. Waters, Highways and Transportation Manager;
R. James, Group Accountant;
J. Owen, Democratic Services Officer.

Chamber, County Hall, Carmarthen – 10:00am - 12:20pm

1. APOLOGIES FOR ABSENCE

There were no apologies for absence.

2. DECLARATIONS OF PERSONAL INTEREST

There were no declarations of personal interest.

3. DECLARATIONS OF PROHIBITED PARTY WHIPS

There were no declarations of prohibited party whips.

4. PUBLIC QUESTIONS (NONE RECEIVED)

The Chair advised that no public questions had been received.

5. UPDATE ON TRADING STANDARDS SERVICES IN WALES

The Committee received a presentation which provided an update with regard to the current position of the National Trading Standards, Wales (Regional) Work and Local Trading Standards.

The Consumer and Business Affairs Manager explained that the Trading Standards Team operated in a proactive and reactive manner and that typically the team prioritised activities based on both national and local issues. Prevention, intervention and innovation were key in order to reduce the reoccurrence of issues and to safeguard the consumer.

The Committee was informed that in order to provide a more efficient service, the routine visits to companies had been curtailed to be able to concentrate on those companies that were likely to transgress and that the visits would be carried out based on the intelligence received.

The presentation was followed by a question and answer session.

- In relation to the diverse age range affected by issues, it was queried if there were any alternative ways that could be utilised to reach a wider age range particularly the young and elderly. The Consumer and Business Affairs Manager stated that work had been undertaken within schools to raise awareness, such as a public relations exercise for school children. In addition, engagement work with the 50+ forum was ongoing which informs members of the services provided by Trading Standards. Furthermore, through trust and confidence, the Trading Standards department had developed a successful partnership with the Banks, which in a number of cases had achieved a successful outcome.

The Executive Board Member thanked the Consumer and Business Affairs Manager and the team for their sterling work and specifically requested that his appreciation be relayed to the team.

6. REVENUE & CAPITAL BUDGET MONITORING REPORT

The Committee considered the end of year Revenue and Capital Budget Monitoring Report as at 31st March 2018 in respect of 2017/18 financial year.

The report provided members with budget monitoring information for the Environment Service, Public Protection Service and the Community Safety Service and considered the budgetary position. In summary, the revenue budget for the services within the Environment and Public Protection Scrutiny remit were forecasting a £113k underspend.

Whereas, the main variances on capital schemes showed a forecasted net spend of £8,107k compared with a working net budget of £11,987k giving a £-3,880k variance.

The following issues were raised during consideration of the report:-

- It was asked, why there was an underspend relating to a number of categories under Highways and Transportation? The Group Accountant stated that a restructuring exercise was currently underway. The Highways and Transportation Manager added that recruitment of the Assistant Structures Engineer position was currently in hand and that recently a Countryside Access Officer had been appointed. In response to a further query, the Highways and Transportation Manager explained that recruitment would be carried out on a 'tier by tier' basis and it was hoped that the Service Managers' tier would be in place within the next 3 months.
- In relation to the Towy Valley Path, it was asked, if the actual final cost of the Path was available? The Transport Strategy and Infrastructure Manager stated that due to a number of differing eventualities such as the cost of land and the unknown aspect of the mitigation costs, it was difficult to provide an actual final cost at this stage. However, reassurance was provided that the global cost included land and mitigation.

In response to a query regarding the maintenance costs of the path, the Transport Strategy and Infrastructure Manager stated that the maintenance model had not yet been finalised.

In response to a further query, the Transport Strategy and Infrastructure Manager stated that the progress of the scheme was constrained by the availability of land, this in turn dictated the order of which each section of path could be constructed.

- It was asked, what was the situation with properties that have been devalued as a result of the Cross Hands Link Road and was there any update regarding compensation? The Transport Strategy and Infrastructure Manager explained the Land Compensation Act 1974 which sets out the process for claims. However, should any issues arise during the construction phase, the Highways Department would be able to assist.
- In response to a query raised regarding the additional demand for School Crossing Patrols, the Highways and Transportation Manager explained that the School Crossing Patrol was an area currently being reviewed and that advice on a national level was being sought.
- It was queried why there had been a reduction in the quality of amenity cuts around the gateways of towns and villages. As an example, it was raised that the gateway into Carmarthen Town had been left unsightly due to a poor quality maintenance cut and clearance. It was felt that the in general the maintenance of the gateways of towns and villages had been neglected and should be restored in order to provide a display of pride to the area. The Highways and Transportation Manager stated that he would be happy to arrange a site meeting where issues regarding quality of amenity cuts was a concern.

Arising from the above, it was suggested that it may be beneficial for the Committee to receive a presentation on the Authority's approach to amenity grass cutting at a future meeting. The Committee agreed to the suggestion and the Highways and Transportation Manager stated that he would arrange for a presentation to be provided.

UNANIMOUSLY RESOLVED that the report be received.

7. DRAFT - CARMARTHENSHIRE COUNTY COUNCIL'S ANNUAL REPORT FOR 2017/18

The Committee considered the Council's Draft Annual Report for 2017/18 produced in accordance with the requirements of both the Local Government (Wales) Measure 2009 and the Well-being of Future Generations (Wales) Act 2015. It was noted that the report provided:-

- An overview of the 2017/18 performance,
- Two page progress reports for each of the 15 Well-being Objectives,
- A link to track progress on every specific action and target set for each Well-being objective,
- Within the appendices, other performance information on Out-turn data (September) and National Survey for Wales Results (June) which would be updated as results became available.

The following questions/issues were raised on the report:-

- Reference was made to well-being objective 8 – Eat and breathe healthily. It was raised that with regard to the national attempt to reduce sugary drinks and in conjunction with the global efforts to eradicate single-use plastic, it was asked what the Leisure Centres across Carmarthenshire were doing to assist in these efforts? The Acting Head of Homes & Safer Communities stated that a new catering offer was currently being considered and would be implemented in all Leisure Centre's in Carmarthenshire.
Arising from the above and in light of the Council's decision to reduce the use of single-use plastic where possible, it was requested that these issues be considered when drawing up the new catering offer.
- In relation to the commitment to monitor air quality (nitrogen dioxide) for the residents of and visitors to the County, it was asked if it was possible to provide real-time results by means of instant communication eg. text messages. This method was currently used for those who subscribe to receive high UV and pollen updates. The Acting Head of Homes & Safer Communities stated that whilst the Committee receive an annual update on the air quality monitoring which takes place in Carmarthen and Llandeilo he would consider the provision of real-time air quality information further and include in the update report.

- A query was raised in relation to the Welsh Language and what processes the Council had in place to recruit Welsh speakers. The Head of Waste and Environmental Services explained that with every job profile the standard of Welsh required for the post was identified and reviewed by the Policy and Resources team. In order to gain a greater understanding of the process as a whole, it was suggested an outline of the process along with the levels of fluency be forwarded to Committee members by e-mail.
- In response to a comment regarding links between the Local Development Plan and the private sector in order to encourage use of the Welsh Language in businesses, the Head of Planning explained that work was currently on-going with Pembrokeshire Council, Ceredigion Council and the private sector to collectively seek a common approach across Wales.
- Reference was made to Well-being Objective 12, Healthy and Safe Environment – look after the environment now and in the future. Clarity was sought on the ambitious targets set in relation to the amount of energy generated from renewable technologies and how close the Council was to achieving these targets. The Committee was informed that it was not possible to provide this information to members today, however an update would be provided at the next meeting.
- Reference was made to Well-being Objective 13 - Healthy and Safe Environment and the commitment to minimise the % of principal (A) roads and non-principal (B and C) roads. It was asked if there was a way of targeting these roads to bring them up to the required standard. The Highways and Transportation Manager stated that whilst the road conditions of the roads had improved, unfortunately investments don't often keep pace with the deterioration rate of the roads and therefore it was necessary to prioritise investments accordingly. Furthermore, the Annual Statement and Options Report (ASOR) which was a supplement report to the Highway Asset Management Plan (HAMP) included regular updates on the current state of the highway assets and their performance over the preceding 12 months.
- A concern was raised regarding the increase of Welsh house names being changed to an English name which risked losing the Welsh history associated to the property/area. The Head of Planning stated that legally the Council was unable to stop householders changing the name of their property, however, when requests were received a dialogue with the householders was carried out encouraging them to reconsider their request order to preserve the Welsh Language and its heritage. The Head of Planning stated that she would raise this matter with the LDP regional group.

UNANIMOUSLY RESOLVED TO RECOMMEND TO EXECUTIVE BOARD that the Draft Carmarthenshire County Council's Annual Report for 2017/18 be endorsed.

8. CARMARTHENSHIRE CYCLING STRATEGY

The Committee considered the Carmarthenshire Cycling Strategy which provided a clear strategic direction that supported the Council's aspirations to be a national lead in the provision of cycling infrastructure events and development. The Strategy also assisted in meeting a number of objectives set out in the Active Travel Act (Wales) 2013, Welsh Cycling Strategy and Well-being of Future Generations Act and also tied in with the 5 year plan – Moving Forward in Carmarthenshire.

The Strategy focussed on 3 key themes which included:

- Infrastructure;
- Events and ambitions to attract events;
- Pathways and initiatives.

The Strategy had been developed, following a period of comprehensive consultation with key stakeholders and the general public.

The following questions/issues were raised on the report:-

- Reference was made to the map displaying the cycle network in Carmarthenshire. It was queried if there was going to be a cycling provision between Crosshands and the Amman Valley as this remained a void in the network. The Transport Strategy and Infrastructure Manager stated the development of this area would be considered in the medium term.
- Following a comment regarding the plans for a cycle path between Whitland and Llanboidy known as the Cardi Bach route which had not come to fruition, the Transport Strategy and Infrastructure Manager stated that currently the focus was on the Towy Valley Path and that such schemes were enhanced by Welsh Government. Furthermore, it was explained that a significant proportion of the route interfaced with South Wales Trunk Road Agency (SWTRA) which had been part of discussions along with Pembrokeshire County Council.
- With regard to the Cycle to Work Scheme available to staff members, it was asked if there were figures available on how many staff opted into the scheme and how many currently cycle to work. The Transport Strategy and Infrastructure Manager stated that he was not aware of any data having been collected, however it was an area that could be considered in order to provide further evidence for Carmarthenshire as the cycling hub of Wales.

UNANIMOUSLY RESOLVED that the Carmarthenshire Cycling Strategy be received.

9. UPDATE ON PROGRESS IN DELIVERING CARMARTHENSHIRE COUNTY COUNCIL'S ENVIRONMENT ACT FORWARD PLAN

The Committee considered an update report on progress in delivering Carmarthenshire County Council's Environment Act Forward Plan which was published in March 2017. The report provided was in addition to publishing an Environment Act Forward Plan, in readiness to assist in the report to Welsh Government in 2019, when public bodies are required to report on how they have met the Biodiversity and Resilient Ecosystem Duty.

The report detailed how progress had been delivered within the 35 actions set out in the Council's Environment Act Forward Plan 2017.

The following questions/issues were raised on the report:-

- Strong concern was raised with regard to the amount of work that was outstanding which was reflected within report as 'off target' performance along with the unreported updates. The Head of Planning explained that that all the actions were circulated to the relevant Heads of Service when they were drafted however, some had overlooked the first reporting round and as a result some of the actions were not reported on in March 2018. Reassurance was provided to the Committee that despite the lack of reporting, progress in delivery had been achieved.
- It was commented that this update was welcomed and that it was pleasing to note the Council was embracing new schemes such as 'pride in your patch' and was working in Collaboration and in partnership with Town and Community Councils.

The Chair took this opportunity to remind the Committee, as agreed, arrangements would be made in September 2018, for Members of the Environmental and Public Protection Scrutiny Committee to participate in a litter pick whilst having an opportunity to discuss issues with enforcement officers.

RESOLVED that the Update report on progress in delivering Carmarthenshire County Council's Environment Act Forward Plan be received.

10. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

The Committee noted the non-submission of the Compliments and Complaints Annual Report 2017/18 and the Service Delivery Plan – Environmental Protection Services. Both reports had been deferred by Officers to the next meeting scheduled to take place on 1st October 2018.

Resolved that the non-submission of scrutiny reports be noted.

11. FORTHCOMING ITEMS

The Committee received the forthcoming items for the next meeting scheduled to take place on 1st October 2018. The Committee also noted the revised Environmental and Public Protection Scrutiny Committee Forward Work Plan for 2018/19.

The Chair reported to the Committee that he had recently received two Scrutiny Topic Suggestions for the Committee both of which had been e-mailed to members of the Committee prior to the meeting. The suggestions were considered by the Committee as follows:-

- 1) Scrutiny Topic Suggestion made by Llanelli Town Council -
The problems in relation to the recent fly infestation within Llanelli be investigated.

In light of the recent incident involving the fly infestation in Llanelli, the Committee requested to receive a report on the management process and response arrangements for dealing with similar infestation incidents.

- 2) Scrutiny Topic Suggestion made by Myddfai Community Council -
The illegal use of Public Rights of Way (PRoW) and Bridleways by excessive number of off road bikes and 4x4 vehicles.

The Committee acknowledged that whilst matters relating to the illegal use of PRoW would typically be a matter for Police enforcement, the Committee was minded that in some cases there would be a maintenance cost attributed to Council in the aftermath of such incidents and requested to receive a report outlining the ways in which the Council could assist in controlling the issues through prevention.

UNANIMOUSLY RESOLVED

11.1 that the list of forthcoming items be received;

11.2 that the revised Forward Work Programme be received;

11.3 that the additional reports requested be included on the E&PP Scrutiny Committee Forward Work Programme for 1st October, 2018.

12. TO RECEIVE THE MINUTES OF THE JOINT MEETING OF THE ENVIRONMENTAL & PUBLIC PROTECTION AND SOCIAL CARE & HEALTH SCRUTINY COMMITTEES, HELD ON THE 21ST MAY 2018

RESOLVED that the minutes of the Joint Committee meeting held on 21st May 2018, be received.

13. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE:

13.1. 20TH APRIL 2018

RESOLVED that the minutes of the Environment and Public Protection Scrutiny Committee held on the 20th April, 2018 be signed as a correct record.

13.2. 18TH MAY 2018

RESOLVED that the minutes of the Environment and Public Protection Scrutiny Committee held on the 18th May, 2018 be signed as a correct record.

CHAIR

DATE

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