

SUBJECT: PUBLIC PROTECTION 2018/19 PERFORMANCE REPORT

MEETING: Special Strong Communities Select Committee

DATE: 21st May 2019

DIVISION/WARDS AFFECTED: All

1. PURPOSE:

- 1.1 To undertake scrutiny of service delivery across Public Protection services for the financial year 2018/19, with comparison to previous years. The Public Protection division comprises of Environmental Health, Trading Standards & Animal Health and Licensing.

2. RECOMMENDATIONS:

- 2.1 To consider and comment on the contents of the attached report – Appendix A - entitled ‘Public Protection Performance Report 2018/19’.
- 2.2 Members confirm future performance updates will consist of:-
- one annual performance report, to be scheduled in May of each year.
 - a half year exception report, highlighting any gaps in service delivery, in November each year. This second report to be supplemented by a focus on one specific service area, to be guided by Members of this Committee. This will inform service priorities going forward.

3. KEY ISSUES:

- 3.1 In January 2015 Cabinet requested that Public Protection performance was reviewed regularly by this Committee to assess any negative impacts. As a consequence six monthly reports have been provided to Strong Communities Select committee, together with annual reports to Licensing & Regulatory committee. As per recommendation 2.2 above, it is suggested this becomes one annual report, noting services are largely compliant with regulatory expectations, and customer satisfaction levels are typically high.
- 3.2 The attached report summarises performance for the twelve month period of 2018/19, and highlights the following -
- The four service teams, for the vast majority of the services they deliver, meet the Authority’s legal obligations in relation to Public Protection services.
 - As detailed in Appendix A, most proactive and reactive work is being carried out professionally, within prescribed response times. There are only a few exceptions - due to the reactive nature of most of the services – these being some slippage in housing visits, private water inspections and animal health visits.

- Annual reports will continue to be made to this Committee to assess performance over time, and help inform future priorities noting the competing demands.
- Services may struggle to take on any new statutory duties that protect the public and the environment, and therefore funding must be sought to support any new work.
- Future strategies for sustaining Public Protection services will be developed, (to include further income generation and collaboration), locally, regionally and nationally.
- Services will improve linkages to the Authority's Corporate Business Plan 2017/22 and other key drivers, for example the Chief Medical Officer Wales' priorities.

4. REASONS:

- 4.1 The Cabinet decision log from 7th January 2015 stated:- 'Noting the continually changing legislative landscape in the future, it was decided Strong Communities Select Committee would receive six monthly performance reports on Public Protection services'. This is supplemented by an annual report to Licensing & Regulatory committee.

5. RESOURCE IMPLICATIONS:

None as a consequence of this report.

6. WELL-BEING OF FUTURE GENERATIONS IMPLICATIONS, (incorporating Equalities, Sustainability, safeguarding and corporate parenting).

Assessments were previously completed for the Cabinet report 7th January, 2015. This report only serves to update the position in relation to performance four years on, and therefore does not require a further assessment.

7. CONSULTEES:

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

8. BACKGROUND PAPERS:

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

9. AUTHOR:

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10. CONTACT DETAILS:

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