

SUBJECT: PUBLIC PROTECTION 2023/24 PERFORMANCE REPORT

MEETING: Performance & Overview Scrutiny Committee

DATE: 18th June 2024

DIVISION/WARDS AFFECTED: All

1. PURPOSE:

- 1.1 To undertake scrutiny of service delivery across Public Protection services for the financial year 2023/24, with comparison to previous years. The Public Protection division comprises of Environmental Health, Trading Standards & Animal Health and Licensing.

2. RECOMMENDATIONS:

- 2.1 To consider and comment on the contents of the attached report – Appendix One - entitled ‘Public Protection Performance Report 2023/24’.
- 2.2 Noting the breadth of services provided, Members to consider whether they would like to scrutinise a specific area of Public Protection work.

3. KEY ISSUES:

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

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

4. REASONS:

- 4.1 The Cabinet decision log from 7th January 2015 stated:- 'Noting the continually changing legislative landscape in the future, it was decided Strong Communities Select Committee would receive six monthly performance reports on Public Protection services'. In 2019 it was decided to report annually to allow Members to scrutinise performance across the Division. Under the new administration, since May 2022, it provides good governance to continue providing performance reports to scrutinise service delivery and be open to any suggestions for improvement.
- 4.2 Officers would welcome any thoughts on specific topic areas for scrutiny in the future to provide a more detailed understanding, a deeper consideration of pertinent matters and suggestions on potential improvements.

5. RESOURCE IMPLICATIONS:

None as a consequence of this report.

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

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

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

7. CONSULTEES:

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

8. BACKGROUND PAPERS:

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

9. AUTHOR:

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10. CONTACT DETAILS:

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