

REPORT TO LICENSING & REGULATORY COMMITTEE

13TH MARCH 2018

PUBLIC PROTECTION 2017/18 (first 9 months) PERFORMANCE REPORT

1. INTRODUCTION

- 1.1 Three years ago Cabinet requested that Strong Communities Select Committee receive six monthly performance reports on Public Protection services. Members wished to review the impact on performance of budget reductions implemented since April 2014. It was also decided that performance is reported through Licensing & Regulatory committee annually. This report was therefore duly presented to Strong Communities Select on 15th February 2018.
- 1.2 The Public Protection division comprises four distinct teams -
- (i) Environmental Health, Commercial
 - (ii) Environmental Health, Public Health
 - (iii) Licensing
 - (iv) Trading Standards & Animal Health

2. PURPOSE

- 2.1 The purpose of Public Protection services can be summarised as follows –
- a. Protect people from harm and promote health improvement.
 - b. Promote a fair and just trading environment for the public and businesses.
 - c. Improve the local environment to positively influence quality of life and promote sustainability.
 - d. Ensure the safety and quality of the food chain to minimise risk to human and animal health.
- 2.2 These four outcomes contribute to Wales' seven well-being goals. They directly help achieve a more prosperous, resilient, healthier and more equal county. It also resonates with this Council's recently approved (February 2018) Corporate Business Plan 2017/22, which sets out our priorities under the current administration to 2022.

3. RESOURCES

3.1 Staff resource

(i) Environmental Health – Commercial:-

- 6 Environmental Health Officers, 5.4 Full Time Equivalents (FTE's)
- 3 Commercial Services Officers, 2.1 FTE's
- 1 Systems Administrator, 1 FTE

(ii) Environmental Health – Public Health:-

- 5 Environmental Health Officers, 5 FTE's
- 2 Enforcement Officers, 1.6 FTE's

(iii) Licensing:-

- 5 Licensing Officers, 4 FTE's

(iv) Trading Standards & Animal Health:-

- 3 Trading Standards Officers, 3 FTE's
- 1 Senior Fair Trading Officer, 1 FTE
- 1 Intelligence & Advice Officer, 0.8 FTE's
- 2 Animal Health Officers, 1.5 FTE's

(v) Support team:-

- 5 Support Officers, 4.1 FTE's

Above staff resource adds up to a total of 34 staff, 29.5 Full Time Equivalents. The Public Protection division also comprises the Authority's Registrar and Corporate Health & Safety services, but this report covers 1.2 services only, as directed by Members in January 2015.

3.2. Financial resource

The total budget for 2017/18 across the four services, with Support team costs spread across the professional teams, is just under £1.3 million. This can be broken down as follows –

<u>Budget (net, after income)</u>	
Environmental Health – Commercial	£438,402
Environmental Health – General public health	£383,590
Trading Standards & Animal Health	£331,267
Licensing	£29,976
Management & generic costs (eg software)	£114,129
Total	£1,297,364

The reported budget position at Month 9, (end of 2017), is that the Division will come in on budget for the 2017/18 financial year.

4. PERFORMANCE

- 4.1 Internal performance monitoring – the four teams within Public Protection each complete an annual Service Improvement Plan (SIP). These outline annual targets, specific projects etc. and progress is reviewed regularly both by the teams themselves and Departmental Management Team.
- 4.2 External reporting – regular returns are made to the Food Standards Agency, Health & Safety Executive, Chartered Institute of Environmental Health, Drinking Water Inspectorate, Welsh Government and other organisations.
- 4.3 Internal Audit conducted a review of Licensing and their final report is awaited. They reported 'considerable assurance' which is positive and provides valuable independent opinion of how the service is currently performing.

4.4 **2017/18 performance – first 3 quarters** (and comparison to previous years)

The right hand columns summarises current performance during the current 2017/18 year. The left hand columns cover the previous 3 years, to enable comparisons to be made.

The following table summarises performance data from the four service teams.

Figure One

<u>Service</u>	<u>2014/15 performance</u>	<u>2015/16 performance</u>	<u>2016/17 performance</u>	<u>2017/18 Performance Q1-3</u>	<u>2017/18 Prediction</u>
Environmental Health (Commercial)					
Food safety inspections (programmed)	394 (348 & 46 ceased trading)=100%	489 (100% of those programmed)	383 (100% of those programmed)	193/326 programmed A – C done	Completion of full programme
And total including other interventions (non- food)			524 total inspections and 343 “other controls” (advice/verification/ surveillance etc.) Non-food interventions 230	Total inspections done 353 and 323 other interventions. 103 no access visits	
Inspection within 28 days of scheduled date	88%	95%	88.4%	85.4%	Approx. 85%, slight drop due to some sickness absence
Number of new businesses opened	124	138	130	128	140

Broadly compliant food businesses (high risk)	88.5%	89.0%	90.4%	94%	94%
Broadly compliant food businesses – All	93.8%	94.0%	95.2%	97.1%	97%
Service Requests - food safety	503 400 within 3 working days=79.5%	569 Total SR's 1169	718 (86% within target time) Total SR's 1340	556 (89.2%) within target time Total SR's 1073	1300 total
Communicable Diseases cases dealt with	194	183	171 (4 outbreaks and one fatality)	141 (4 outbreaks)	180
Health and Safety notifications		NR	63 accident, 33 major events	46 accidents 44 project visits	60 accidents Further project on fishery safety
Notices served		3 notices served	10 notices served	3 notices	
Environmental Health (General public health)					
Housing service requests (SR'S)	153 Total 128 within 3 working days=83.7%	167 Total 135 within 3 working days = 80.8%	138 Total 127 within 3 working days = 92%	104 Total 91 within 3 working days = 87.5%	140 - 150
Noise	341 Total 297 within 3 working days=87.1%	305 Total 277 within 3 working days = 90.8%	363 Total 318 within 3 working days = 87.6%	262 Total 228 within 3 working days = 87%	Complaint level will be slightly lower than 16/17 but similar to previous year.

	221 closed within 3 months= 64.8%	130 closed within 3 months = 42.6%	188 closed within 3 months = 51.8%	131 closed within 3 months = 50%	Response times and case closure rates being maintained.
Statutory nuisance, excluding noise	198 Total 180 within 3 working days=90.9% 140 closed within 3 months=70.7%	148 Total 131 within 3 working days = 88.5% 75 closed within 3 months = 50.7%	179 Total 152 within 3 working days = 84.9% 84 closed within 3 months = 46.9%	109 Total 92 within 3 working days = 84.4% 46 closed within 3 months = 42.2%	As for noise, complaint level similar to 15/16 with closure rates being maintained.
Environmental Protection (fouling, littering, fly tipping etc.)	345 Total 314 within 3 working days=91% 222 closed within 3 months=64.3%	255 Total 233 within 3 working days = 91.4% 174 closed within 3 months = 68.2%	475 Total 448 within 3 working days = 94.3% 341 closed within 3 months = 71.8%	298 Total 271 within 3 working days = 90.9% 189 closed within 3 months = 63.4%	Less complaints expected compared to the peak level in 16/17 but second highest level expected in last 4 years. Case closure rates being maintained
Pest Control	95 Total 84 within 3 working days=88.4%	Total 104 85 within 3 working days = 81.7%	Total 74. 51 within 3 working days = 69%	Total 63. 47 within 3 working days = 74.5%	Similar complaint levels as 16/17.

Licensing					
Applications dealt with by Licensing	1905 (which includes 382 Temporary Event Notices requiring a 24 hour turnaround.	1945 (this increased figure also includes all monetary transactions).	1645 (which includes 423 Temporary Event Notices (TENs) requiring a 24 hour turnaround	1267 (which includes 347 Temporary Event Notices (TENs) requiring a 24 hour turnaround	Similar level to 2016/17
Inspections carried out	624 inspections carried out (274 of which were risk rated premises for alcohol, entertainment and late night refreshment)	529 inspections carried out (240 of which were risk rated premises for alcohol, entertainment and late night refreshment)	508 inspections carried out (120 of which were risk rated premises for alcohol, entertainment and late night refreshment)	170 inspections carried out (140 of which were risk rated premises for alcohol, entertainment and late night refreshment)	Inspections are lower and this is due to inspections unable to be carried out as 2 members of staff were on long term sickness.
Service Requests carried out	932 service requests were carried out (847 - 91% - with a 3 day turnaround for first response).	740 service requests were carried out (679 - 92% - with a 3 day turnaround for first response).	879 service requests were carried out (816 - 92% - with a 3 day turnaround for first response).	597 service requests were carried out (537 - 90% - with a 3 day turnaround for first response).	Similar level to 2016/17

Trading Standards and Animal Health					
Trading Standards Visits	192	317	176	83	110
Trading Standards Complaints/Advice	669	540	428	343	457
Citizens Advice Consumer Service	419 Referrals 1158 Notifications	410 Referrals 1069 Notifications	285 Referrals 785 Notifications	n/a	
Animal Health Visits	290	311	411	186	248
Animal Health Complaints/Advice	251	186	298	188	251
Inspections at our: High Risk premises, Upper Medium premises.	92% (13/14) High Risk 46% (12/16) Upper Medium	95% (57/60) Inspection programme intel led	No formal programme of inspection this year. Intel approach with focus on safeguarding in particular medical devices.	23% (25/107)	
Feed Law Enforcement	62% High Risk (116/186)	103% of new externally funded feed programme. 156 Inspections	118% - 223 Inspections	22% - 57 Inspections	100%
Programmed animal health inspections	100%	100% (14 High) 40% Overall Programme	No formal programme of inspection this year	10% (30/294)	

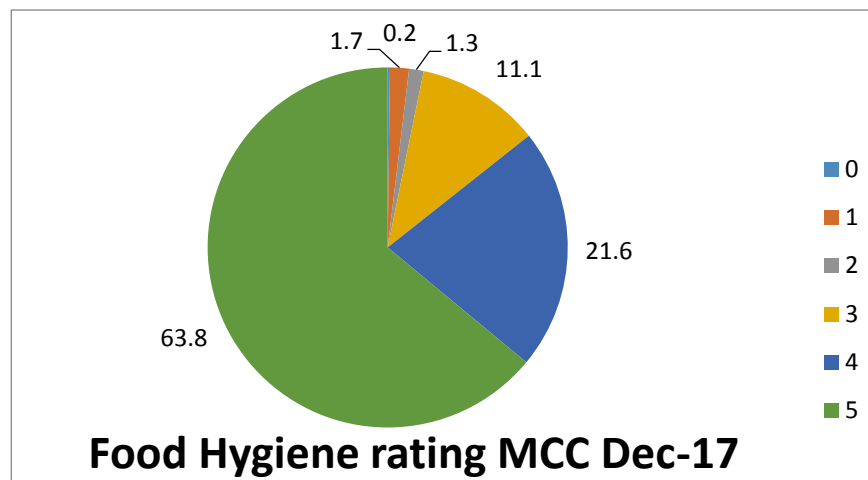
New Business Visits	26% TS 10% AH	76% TS 90% AH	52% TS 58% AH	56% TS 59% AH	
Animal Welfare Complaints	92.5% within target response time	96% within target response time	90.4% within target response time	84% within target response time	84%
Vulnerable Scam Reports	Not reported	35 visits contact with 119 individuals	9 visits contact with 121 individuals	10 visits contact with 135 individuals	Unable to predict
Other					
Freedom of Information Requests (PP Total)	77	85	61	38 FOI's requested from Licensing/TS/AH	51
Events requiring advice via Safety Advisory Group	110	94	102	137	Big increase on previous year

5. ANALYSIS AND NOTABLE ACTIVITY IN 2017/18

5.1 Environmental Health – Commercial

5.1.1 Food safety (food hygiene and food standards)

The Commercial team has a strong commitment to balancing our statutory work with our innovative income generating work. We are maintaining our record of inspections within target times with minor fluctuations depending on pull on the team's resources. As a result of our interventions, there has been a year on year increase in the number of high scoring premises under the Food Hygiene Rating scheme. We also promote top scoring food businesses on social media. Anecdotal evidence shows a top food hygiene score can increase a small food business income by up to £300 a week.



We have had prosecutions in Food and Health and safety this year. Prosecution is a 'last resort' but sends out a useful signal to all other businesses that action will be taken when advice is not heeded.

Access - this innovative scheme is now in its 5th year, whereby a charge is made for supplementary advisory visits. Feedback from business shows that the service is very effective in increasing confidence and having a beneficial effect on the food hygiene rating. The service is particularly effective for new businesses whose owners may not have encountered enforcement officers before. It establishes a better relationship and, through better compliance, the county gets safer food businesses.

Food standards - Officers this year have provided legal advice on the new requirements relating to allergen declarations in food, protecting affected persons. Officers also gave advice on the new requirements relating to nutritional declarations on prepacked food produced in Monmouthshire.

Primary Authority- the demands on Officers carrying out work as contacts for primary authority companies. The legal requirements relating to allergen declarations etc continues to result in more contact with the Officers, including the investigation of reported incidents. The PA with Carillion is now unknown.

Food sampling- the food team carries out regular sampling surveys of food made and sold in Monmouthshire due to the loss of the sampling officer the team has tried to compensate by sharing the load and courier to labs with adjoining LA's but it has resulted in reduced usage of the lab allocation.

5.1.2 Communicable disease control

The majority of cases for investigation are Campylobacter and Salmonella and are individual, sporadic cases. Cases of Cryptosporidium and E. Coli have also been notified. The team has investigated a number of viral outbreaks in schools, care homes and a hospital, thus protecting the most vulnerable groups in Monmouthshire. It is necessary to investigate the cause, spread and duration of viral illnesses in order to eliminate other sources of illness such as foodborne illness.

5.1.3 Health and Safety at Work

Beverage Gas Safety was a national priority for intervention in 17/18 (HSE). A pilot study conducted by Monmouthshire EH of pub cellars indicated significant risks associated with gas safety management in confined spaces. This pilot study has now informed an All Wales project led by Monmouthshire EH.

The Duty to Manage Asbestos is another national priority for intervention in 17/18. LAs across Wales have been conducting inspections in a range of premises to protect workers, customers and users of commercial premises.

Residential care homes (5 LA enforced) – all premises inspected last year are being revisited to assess progress.

Fisheries (7) - following last year's fatality in Monmouthshire, all fisheries are being visited. Protection of children and vulnerable persons key issues.

5.1.4 Income generation

Although a regulatory function, the EH Commercial team are leading the field in Wales for innovative income generation. Further ideas are being developed and implemented, for example our MAPP (Monmouthshire Alternative to Prosecution Policy).

5.2 Environmental Health – Public Health

5.2.1 Housing

Complaints and requests for advice in the private rented sector are anticipated to continue at a similar rate as in recent years with 140 – 150 requests expected. Officer response times are being maintained with the 30 inspections undertaken up to Q3. This number is expected to rise to 50 – 60 by the year end with the typical flow of complaints associated with seasonal cold / damp conditions. The section is also undertaking a number of proactive inspections on request of Melin Homes of their privately leased properties.

In the 30 inspections to date, 58 adults and 17 children were exposed to significant hazards, with 18 of those adults and 5 children protected by landlords undertaking remedial works identified.

The team is being active in fulfilling the Council's responsibilities in promoting and supporting Rent Smart Wales (RSW) with regard to the registration and licensing of landlords, which has been a requirement in Wales since 23rd November 2016. At the end of 2017 there were 4221 registered rental properties in the County, (social landlords not included).

5.2.2 Noise

The complaint level is lower than the peak level seen in 16/17 but otherwise similar in number and complaint type to previous years. Dog barking and loud music continue to be the greatest source of annoyance to our residents.

Our initial response times remain high at 87% within 3 working days and the case closure rates within 3 months remains at around 50%.

5.2.3 Environmental Protection

Again a reduction anticipated in complaint level from the 16/17 peak level but complaint levels will probably be significantly higher than the preceding 2 years. Abandoned vehicle complaints remain high with 174 complaints to date reflecting the low value of scrap metal.

Initial response times are very high at 90.9% and case closure rates remain at between 60 – 70%.

The 'Give Dog Fouling the Red Card' scheme led by the team together with the Waste and Street Cleaning section, designed to empower local communities to deal with local fouling problems, has progressed into its third year with the number of participating Town and Community councils remaining at 19. Members report that dog fouling has generally reduced in their areas, although 'hot spots' persist, and complaints to the team have shown some reduction since commencement of the scheme:

13/14 – 169 complaints

14/15 – 147 complaints

15/16 – 92 complaints

16/17 – 121 complaints

17/18 – 72 complaints (end Q3) = 96 predicted

Three fixed penalty notices have been served to date, with payment received, for fouling offences.

Two successful fly tipping prosecutions to date resulting in a total of £400 in fines and £2830 costs awarded. This takes the total to 8 prosecutions since the start of 2014 with total fines of £3900, nearly £9000 in costs awarded and 250 hours community service.

5.2.4 Private Water Supplies

The team has the responsibility for fulfilling the Council's duty of risk assessing all 'large' and 'small' private water supplies (PWS), where water is intended for human consumption. Improvements are undertaken where necessary to ensure a wholesome and sufficient water supply is provided. We currently have 113 'small' and 52 'large' supplies, the vast majority of which have received an initial risk assessment. However follow up action is required on over 90 of these to ensure works required are undertaken. In addition each supply must be risk assessed every 5 years. Progress in dealing with these is very slow with 8 supplies having been actioned up to Q3. Progress is likely to continue to remain very slow at current resource levels.

In addition, The Private Water Supplies (Wales) Regulations 2017 which came into force in November 2017, has increased the burden by requiring single supplies which serve a rented dwelling to be risk assessed every 5 years, and requiring improvements where necessary. This equates to approximately 30 more supplies. The team is not currently fulfilling this duty, so will need to prioritise in 2018/19.

5.2.5 Pest Control

Complaint levels remain very similar to 16/17 with 63 to date received compared with 74 in 16/17.

5.2.6 Construction

Engagement with the developers of the A465 dual carriageway and electrification of the South Wales main rail line has continued, and also in progress with the proposed M4 development. Our interest is to ensure that the contractors do all that can be reasonably expected to control noise, dust and air pollution levels. A substantial work commitment is needed in these areas which is generally not reflected in the Service Request statistics, with successful engagement hopefully resulting in low complaint numbers.

5.2.7 Air Quality

The team is on target to complete the 35 visits planned for 17/18 of the industrial permitted sites and petroleum certified sites which we have responsibility for from a pollution legislation perspective.

We continue to monitor traffic related pollution (nitrogen dioxide) in our 4 major towns and provide advice in regular meetings of the steering groups in the Chepstow and Usk Air Quality Management areas.

In addition we have agreed with colleagues in Education to install real time air quality monitors in the Caldicot and Monmouth 21st Century schools, on their completion this year, as well as installing a further 2 monitors at our Chepstow and Usk schools. As well as providing valuable data, it is hoped these will provide an excellent educational tool for our young people on air quality issues.

5.2.8 Total Enquiries

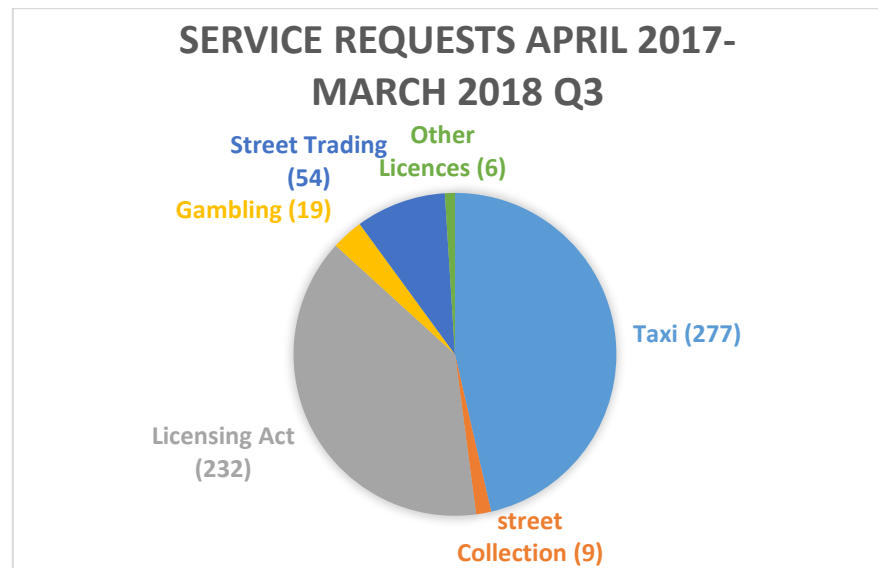
The total number of service requests remains on trend with 1600 to 1700 anticipated for the 17/18 period.

5.3 Licensing

5.3.1 General

The Licensing team deals with a variety of licences, dealing with pubs, restaurants, off-licences and takeaways, taxis, street trading (e.g. burger vans), street/house to house collections, (e.g. charity collections in the street or bag drops at homes), gambling (e.g. betting shops, racecourse, one armed bandits in pubs/clubs, raffles etc.), scrap metal collectors and sites. The team are also authorised to deal with sex establishments, boats and hypnotism.

879 requests for service were processed by the Licensing team last year in 2016/17. In the first 3 quarters of 2017/18 the Licensing team processed 597 service requests, a decrease of 112 requests for the same period last year. A breakdown of the 597 requests are shown below:-



1267 applications had been processed to the end of Quarter 3. Some of the work carried out by Licensing since April 2017 includes:-

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

Night Time Economy and Joint Enforcement

Some of the statutory enforcement officers under the Licensing Act 2003 meet monthly, namely Licensing, Police, Environmental Health, Trading Standards, Social Services and Public Health. These meetings raise issues regarding premises that are causing problems and all receive follow up visits by Licensing. During these three quarters, Licensing had to deal with reported incidents of noise issues, violence, anti-social behaviour, drug usage and reports of underage drinking. 140 premises received an inspection during this period. A venue in Monmouth received a joint visit by Licensing and the Police, following complaints that late night revellers leaving the venue taking glasses outside, smashing them in the vicinity, vomiting and causing damage to nearby properties. As a result of our visit all the door-staff were changed as it was felt they did not manage drunk persons both entering and leaving the premises. Further joint visits by Licensing and the Police were conducted in the Abergavenny area. One licensee assaulted a member of staff, and another licensee aggressively assaulted a customer - both have been issued warnings and monitoring is still in place. A club has also been given a final warning for permitting non-members into the premises, which did not comply with legislation and the conditions of their licence. Further incidents will result in a possible review of the licence. An ongoing investigation is underway between Licensing and the Police in the Caldicot area where a complaint has been received about drinking after hours, drug usage on the venue and sexual activity. In December, late night operations took place at Abergavenny, Monmouth, Caldicot and Chepstow by the Police and Licensing at busy venues in the area leading up to the Christmas period.

Immigration

Licensing informed Immigration of their concerns in an off-licence/shop in Abergavenny where it was suspected that employed persons were illegal immigrants. A joint operation took place with Licensing and Immigration in November 2017 and it was confirmed that persons were there illegally. A notice was served by Immigration and the person was found guilty and fined £15,000. Legislation recently changed in April 2017 where Immigration are now a consultee when dealing with applications under the Licensing Act. The legislation was changed to prevent those being exploited who have no right to work, who are very often paid low wages and can be linked to modern day slavery. Licensing welcome this change and now work closely with Immigration.

Safeguarding

Licensing worked closely with the Newport and Monmouthshire's Multi Agency Sexual Exploitation (MASE) group - which includes the Police, Social Services and other counselling agencies - last July. Information was received from Social Services that a

takeaway venue in Chepstow was possibly grooming teenage girls, with the premises offering them free food. Licensing visited the venue, gathering information of all those that work there, which was later shared with Immigration. Concerns were raised with the owner of the possible safeguarding issues taking place, which were denied. This venue, and a further venue in Caldicot owned by the same person, will continue to be monitored by Licensing working in partnership with MASE and Immigration.

Licensing, working in partnership with Gwent Police launched 'Operation Makesafe', which commenced 13th November. This involved visiting takeaways, pubs and clubs, providing posters and beer mats to highlight awareness of safeguarding issues and also providing contact details if anyone has safeguarding concerns.

5.3.3 Taxis

During this period, 12 drivers had spot checks, with 1 being issued penalty points for not wearing a badge. 15 vehicles checked with 1 having no spare tyre, 3 with defective lights and 1 with no safety net. All received a warning.

Joint Operations

Joint operations took place between Licensing and Police in August in Abergavenny, checking for possible unlicensed vehicles in the area. In December leading up to the Christmas period the Police and Licensing carried out late night operations, spot checking taxis in Abergavenny, Monmouth, Chepstow and Caldicot. A test purchase exercise took place in Abergavenny and Monmouth. Out of the 4 tested, 1 in Abergavenny overcharged and 2 further taxis in Monmouth failed to use the taximeter. Possible further action and prosecutions to be considered.

Disability

Licensing took a report to Licensing and Regulatory Committee on 26th September 2017 for the Authority to adopt a list of wheelchair accessible vehicles that will be displayed on the Councils internet. By adopting the list it gives Licensing Officers further powers to take action against drivers and owners of vehicles if they fail to carry a passenger while in their wheelchair, or if they make additional charges for wheelchair users using their vehicles.

Information leaflets and guidance was provided to the taxi trade in December, reminding them of their duties and best practice when dealing with passengers travelling with assistance dogs. This followed as a result of a presentation by the Guide Dogs Cymru at the Welsh Institute of Licensing meeting in September where they raised concerns that persons throughout Wales were not being picked up by taxis if they had assistance dogs. Guide Dogs Cymru requested that the top tips leaflet be issued to the taxi trade when assisting blind and partially sighted passengers. This has been duly carried out by Monmouthshire Licensing.

Safeguarding

In April, 11 taxi drivers had their Hackney Carriage/Private Hire Driver Licence suspended until they carry out the Safeguarding training, as required in the conditions of their licence. 283 drivers have now completed the safeguarding training. This training provides guidance and reporting mechanisms if they feel there are any safeguarding issues when carrying passengers. It also provides further guidance and assistance on how they themselves should conduct themselves towards passengers.

5.4 Trading Standards & Animal Health

5.4.1 Feed

Following the successful first two years of the regional approach to Feed Law enforcement, the third year continues to emphasise the key role that Monmouthshire plays in the regional delivery. The temporary additional Officer with vital knowledge and skills (not just in feed), without any cost to the Authority, has proved key in ensuring our share of inspections are achieved. However maternity leave has shown how easily an outside influence significantly impacts on our ability to deliver and would have directly affected the additional funding had other officers not been able to be allocated. The upskilling of other Officers was crucial to this in order to support unforeseeable circumstances but this has had a direct effect on the wider trading standards remit.

5.4.2 Animal Health

As previously reported, since the loss of the additional funding animal health is now over 90% reactive. As strategic lead for Wales Heads of Trading Standards in relation to animal health, the Trading Standards team leader continues to be heavily involved in working with Welsh Government to develop a Partnership Delivery Plan with associated additional funding. This is based on a regional approach and mirrors the footprint of the Cardiff Capital Region City Deal. Monmouthshire has approximately 50% of the critical control points and animal related premises within this region, but current capacity, at 1.5 FTE's, limits this opportunity.

5.4.3 Fair Trading

Following the successful conviction that was secured against Farhank Ameen, the owner of the European Mini Market, Welsh Street, Chepstow in November 2016, the premises has continued to be problematic. This is despite a number of warrants and the Authority's first deployment of a CHIS (Covert Human Intelligence Source). The tactic being used involves an alleged change in ownership each occasion offences are identified.

There has recently been another rogue trading incident where an elderly resident has been charged a considerable amount for some tarmacking work and investigations are ongoing into the company and individuals involved.

5.4.4 Consumer Protection

A priority for the service continues to be dealing with a variety of scams and bringing them to the attention of both the public and businesses whenever possible. The key focus continues to be working with vulnerable victims through priority referrals and ensuring they are given the advice and assistance required and/or referred as appropriate. Call Blockers have been distributed to the vulnerable who have been targeted by scam calls, and support given to WASP (Wales Against Scams Partnership) on behalf of the Authority and initiatives such as Friends Against Scams and Mail Marshalls.

5.4.5 Weights & Measures

GP practices have been targeted for testing of weighing equipment used for patient treatment, health and wellbeing checks. This follows previous local problems identified and recognition at a national level that there can be significant errors which can directly impact on patient's medication and as a consequence their health.

5.4.6 Air Quality – Lorry Watch

Vehicle spotter reports continue to be followed up with checks that the vehicles are legitimately travelling through the two restricted areas in Usk, as these vehicles contribute significantly to the levels of air pollution.

5.4.7 Income Generation

Feed funding continues to enable additional capacity. Animal Health PDP regional co-ordination and additional project work has generated £8,000 and Primary Authority has brought in £1,860.

5.5 Event Safety Advisory Group

A number of Public Protection staff are involved in Monmouthshire's Event Safety Advisory Group, (ESAG). This is a partnership designed to help organisers run safe and successful events. It is recognised a proactive advisory stance is preferable to reacting to problems after events have occurred. A number of large events were held last year including food festivals, music concerts, (eg. Little Mix in Caldicot last July), agricultural shows, cycling events etc. and safety/noise/licensing/other advice was provided. As per

Figure One, 137 events received advice from the group in the first 9 months of 17/18, which is a significant increase from the previous year.

6 PERFORMANCE SUMMARY 2017/18, (first 9 months)

- 6.1 Public Protection teams, with only a small number of exceptions, continue to meet the Authority's legal obligations. However, Officers are typically operating at maximum level and are put under increased pressure when colleagues have any long term absence. Managers will continue to monitor performance, review workloads, etc. to protect Officer well-being as far as possible.
- 6.2 To summarise the performance data in Figure One, the Commercial team and Licensing are maintaining proactive and reactive services well. As outlined in the analyses in Section 5, the Public Health and Trading Standards/Animal Health teams have some pressures, due to work volumes and limited Officer capacity. Joint working such as event support has increased, eg. through providing expert advice on MCC's own organised events. Services have participated in successful initiatives throughout 2017.
- 6.3 Members can gain some assurance that performance is in line with other Authorities via regular monitoring by the external governing bodies referred to in section 4.2, for example, the Food Standards Agency.

7 2018/19 AND BEYOND

- 7.1 Future Monmouthshire principles – the section seeks to progress from predominantly dealing with the 'here and now' needs of residents, visitors and businesses, (though clearly crucial), to activity with greater public health gain, ie. a focus on 'growing' our services. Examples would include more air quality activity, private housing interventions and consumer protection. Our 2108/19 Service Improvement Plans are seeking to better reflect our longer term vision and future planning. This tallies with the Well Being of Future Generations expectations, with Public Protection services contributing directly to a more prosperous, resilient, healthier and more equal county.
- 7.2 Public Protection services will continue to explore further income generation opportunities, building on the good work within the Commercial team.
- 7.3 When new legislative requirements are introduced, via Welsh Government or Westminster, our professional bodies will seek proper funding to implement. Provisions of the Public Health (Wales) Act 2017 are now being implemented, to include licensing of intimate piercing and new age restrictions. The Chief Medical Officer's Annual Report for 16/17 was released in February 2018, with a big focus on 'gambling and health'. Public Protection services will link with other partners, eg. Gambling Commission, to seek to protect 'problem gamblers' noting the public health impacts on individuals, families and communities.

- 7.4 Public Protection services are specifically referred to in the Welsh Government White Paper, 'Reforming Local Government: Resilient and Renewed'. Collaborative opportunities are being considered at regional and national level, and this Authority will play a part in developing future service models.
- 7.5 Noting the role of these services - protecting vulnerable people, reducing anti-social behaviour, improving our environment, ensuring safe food from farm to fork, etc. – the service would welcome actively engaging with Members. The service, together with delivering statutory responsibilities, acts on local intelligence and welcomes input from local Councillors, other stakeholders, etc. to improve outcomes for our citizens. The services enjoy an excellent reputation, due to the commitment of the Officers, and will continue to contribute to the wider agendas and our core purposes, as provided in 2.1.

DHJ/06.02.2018