

SUBJECT: PUBLIC PROTECTION 2024/25 PERFORMANCE REPORT

MEETING: PERFORMANCE & OVERVIEW SCRUTINY COMMITTEE

DATE: 10th JUNE 2025

DIVISION/WARDS AFFECTED: All

1. PURPOSE:

- 1.1 To undertake scrutiny of service delivery across Public Protection services for the financial year 2024/25, 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, titled ‘Public Protection Performance Report 2024/25’.
- 2.2 Noting the breadth of services provided, Members to consider whether they would like to scrutinise a particular area of public protection work.

3. KEY ISSUES:

- 3.1 This is the tenth 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 Overview Committee in June 2024.
- 3.2 The attached report, Appendix One, summarises performance for the twelve month period 2024/25 and highlights the following:
- Service Requests, which refer to complaints and requests for information from the public and businesses, remain at very high levels.
 - The Environmental Health (Commercial) team completed their proactive food safety plan and inspected 630 premises. The EH (Public Health) team responded to an overall increase in the number of persons requesting a service with a total of 2843. Trading Standards & Animal Health remained very busy (e.g. 258 Animal health visits) completing their Feed programme and Licensing applications increased significantly to 1721.

- Monmouthshire Event Safety Advisory Group (ESAG) – the number of interventions again increased significantly with 161 event organisers assisted. 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 overtime and help inform future priorities noting the competing demands. Future annual reports will be similarly 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 implemented in the 2024/25 period is funded via the licence fees for 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 continue to have full regard to the Authority's Community and Corporate Plan 2022 – 2028 and other key drivers when prioritising 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. The Head of Public Protection role, vacated October 2024, has not been directly back filled, which will need to be evaluated.
- Overall the services reflect the national picture of the professions involved, with an aging workforce and the continued need to invest in new officers.
- New legislation and responsibilities continue to demonstrate the key role all Public Protection services play in delivering key Government policies.

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 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 is good governance to continue to provide 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. However, as referenced in Appendix One, 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 (providing a level playing field for 'fair trade').

7. CONSULTTEES

Public Protection Service Managers
Chief Officer Social Care, Safeguarding and Health

8. BACKGROUND PAPERS:

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

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Appendices

Appendix One: Public Protection Performance Report 2024/25