

Document Pack



Mark James LLM, DPA, DCA
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Chief Executive,
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County Hall, Carmarthen. SA31 1JP

THURSDAY, 3 NOVEMBER 2016

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, 3 SPILMAN STREET, CARMARTHEN AT 10.00 AM ON FRIDAY, 11TH NOVEMBER, 2016** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Mark James

CHIEF EXECUTIVE



PLEASE RECYCLE

Democratic Officer:	Matthew Hughes
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Ref:	AD016-001



YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

14 MEMBERS

PLAID CYMRU GROUP – 5 MEMBERS

- | | | |
|----|------------|---------------|
| 1. | Councillor | A. Davies |
| 2. | Councillor | W.J. Lemon |
| 3. | Councillor | A.D.T. Speake |
| 4. | Councillor | S.E. Thomas |
| 5. | Councillor | D.E. Williams |

INDEPENDENT GROUP – 4 MEMBERS

- | | | |
|----|------------|---------------------------|
| 1. | Councillor | D.B. Davies |
| 2. | Councillor | J.A. Davies |
| 3. | Councillor | I.J. Jackson (Vice-Chair) |
| 4. | Councillor | A. James |

LABOUR GROUP – 4 MEMBERS

- | | | |
|----|------------|---------------------|
| 1. | Councillor | A.P. Cooper (Chair) |
| 2. | Councillor | P.M. Edwards |
| 3. | Councillor | D.C. Evans |
| 4. | Councillor | W.G. Thomas |

UNAFFILIATED – 1 MEMBER

- | | | |
|----|------------|--------------|
| 1. | Councillor | J.P. Jenkins |
|----|------------|--------------|

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTEREST
3. DECLARATIONS OF PROHIBITED PARTY WHIPS
4. PUBLIC QUESTIONS (NONE RECEIVED)
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6. TRANSFORM, INNOVATE & CHANGE (TIC) - PROGRAMME UPDATE 7 - 10
7. UPDATE ON UK GOVERNMENT'S RESEARCH REPORT INTO TRADING STANDARDS SERVICES 11 - 22
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9. REVENUE & CAPITAL BUDGET MONITORING REPORT 2016/17 51 - 64
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13. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING OF THE COMMITTEE HELD ON THE 26TH SEPTEMBER 2016 99 - 104
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**ENVIRONMENTAL & PUBLIC PROTECTION
SCRUTINY COMMITTEE
11TH NOVEMBER 2016**

**Forthcoming items for next meeting –
Friday 16th December 2016**

Discussion Topic	Background
Revenue Budget Setting 2017/18 to 2019/20	This item will provide members with an opportunity to consider and comment on the budget settlement, departmental service budgets and efficiency savings proposals.
Capital Programme Budget Setting 2017/18 to 2021/22	This item will provide members with an opportunity to consider and comment on the draft five-year capital programme.
Environment / Communities Business Plans 2017/18	This item will enable the Committee to consider and comment on the departmental business plans relevant to its remit.

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ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

11th NOVEMBER 2016

TRANSFORM, INNOVATE & CHANGE (TIC) PROGRAMME UPDATE

To consider and comment on the following issues:

- To consider and comment on the TIC Programme update and the specific projects supported by the TIC Team in services within the Committee's remit.

Reasons:

- This item provides an opportunity to reflect on the work of the TIC Programme over the last year and to report on outcomes achieved thus far in services within the Committee's remit.
- Relevant updates will be provided at the other scrutiny committees during the autumn.

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

Executive Board Member Portfolio Holder:

Cllr. Mair Stephens (Human Resources, Efficiencies & Collaboration)

<p>Directorate: Communities</p> <p>Name of Head of Service: Robin Staines</p> <p>Report Author: Jon Owen</p>	<p>Designations:</p> <p>Head of Housing & Public Protection (TIC Head of Service Lead)</p> <p>TIC Programme Manager</p>	<p>Tel Nos. / E-Mail Addresses:</p> <p>01267 222960 rstaines@carmarthenshire.gov.uk</p> <p>01267 224522 jowen@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE

11th NOVEMBER 2016

Transform, Innovate & Change (TIC) Programme Update

The 'Transform, Innovate and Change' programme was launched in response to the significant financial challenges being faced by the Council. A dedicated team has been established to support a programme of radical and transformational change across the Council, and to seek opportunities to drive out waste and inefficiency by delivering more purposeful services.

The benefits of the TIC approach are being realised as many of the projects have started to deliver significant improvements in terms of service quality, customer experience and financial efficiencies. To date, the TIC approach has assisted in identifying or is helping to deliver approximately £6.4m of efficiency savings.

A short presentation will be provided at the meeting with examples of projects that the Team has supported in services that are within the Committee's remit.

DETAILED REPORT ATTACHED?

NO

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: Robin Staines Head of Housing & Public Protection (TIC Head of Service Lead)

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

3. Finance – The benefits of the TIC approach are being realised as many of the projects have started to deliver significant improvements in terms of service quality, customer experience and financial efficiencies. To date, the TIC approach has assisted in identifying, or is helping to deliver, approximately £6.4m of efficiency savings.

CONSULTATIONS

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

Signed: Robin Staines Head of Housing & Public Protection (TIC Head of Service Lead)

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
Transform, Innovate & Change (TIC) Programme Annual Report 2015/16 and Business Plan 2016/17 (Policy & Resources Scrutiny Committee – 14th July 2016)	Summary: http://democracy.carmarthenshire.gov.wales/documents/s7388/Summary.pdf Report: http://democracy.carmarthenshire.gov.wales/documents/s7385/Report.pdf

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**ENVIRONMENTAL & PUBLIC PROTECTION
SCRUTINY COMMITTEE
11TH NOVEMBER, 2016**

**UPDATE ON UK GOVERNMENT'S RESEARCH
REPORT INTO TRADING STANDARDS SERVICES**

To consider and comment on the following issues:

- The findings and recommendations within the report.

Reasons:

- To provide members with an update on the future of trading standards services.

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

Executive Board Member Portfolio Holders:

- Cllr. Jim Jones (Environmental & Public Protection Portfolio Holder)

<p>Directorate: Communities</p> <p>Name of Head of Service: Robin Staines</p> <p>Report Author: Roger Edmunds</p>	<p>Designations:</p> <p>Head of Housing and Public Protection</p> <p>Trading Standards Services Manager</p>	<p>Tel Nos. / E-Mail Addresses:</p> <p>01267 228960 RStaines@carmarthenshire.gov.uk</p> <p>01554 742280 REdmunds@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 11TH NOVEMBER, 2016

UPDATE ON UK GOVERNMENT'S RESEARCH REPORT INTO TRADING STANDARDS SERVICES

On 21st March, the UK Government published a research report - **The Impact of Local Authority Trading Standards in Challenging Times** (Link to the report - https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/420218/bis-15-139-the-impact-of-local-authority-trading-standards-in-challenging-times-r2.pdf)

The research objectives were to:

- examine the benefits and efficiency of trading standards activities
- show how they align with national and local priorities
- show the impact of cuts to funding over recent years

A summary of the findings and recommendations are below.

1. **Painting a clearer picture of the benefits that trading standards work contributes to local and national priorities and its benefits to the public purse.**

Recommendation 1: Local authority trading standards services should devise and roll out more campaigning programmes, ideally with the support of national bodies, to raise the public profile of their work, and particularly of the contribution it makes to local public protection and community safety.

2. **Developing a logic model for trading standards processes.**

Recommendation 2: Given the prevailing uncertainty about the value of routine inspections in trading standards, and the dearth of reliable and comprehensive evidence in this respect, a national project should be commissioned to sample and measure levels of compliance with legislative requirements across the range of trading standards activities. This project might be undertaken in a single week, and ideally would be repeated each year to enable the compilation of a growing data-base of patterns and trends. This would then ensure that the outcomes and impact of trading standards interventions are better understood and that calculations could be made of the benefit-cost ratios for each of the different activities.

3. Developing case studies that describe and estimate the benefits of trading standards services.

Recommendation 3: The Departments for Business, Innovation and Skills (BIS) and for Communities and Local Government (CLG), together with the Trading Standards Institute (TSI) should collaborate on a project to devise a national framework of measures of outcomes and impact covering the range of trading standards activities, and should propose an appropriate framework for data collection and reporting on a national, as well as local, basis.

4. Building an evidence base on the impact of budget cuts to local trading standards services in recent years.

Recommendation 4: Local authorities should plan budget allocations for trading standards departments on the basis of good information as to workloads, performance (efficiency and effectiveness) and the likely outcomes and impact of any proposed changes in provision. Ensuring the availability of such information to all involved in council budget decision-making should be a key responsibility for each chief trading standards officer.

5. Testing the efficiency and effectiveness of trading standards services across England, Scotland and Wales.

Recommendation 5: Local authority trading standards departments should give careful consideration to the advantages and disadvantages of different organisational models for the future of trading standards provision, including shared service arrangements with neighbours, working in wider regional groupings for certain specialist functions, with private sector service providers, or buying in services from other councils/agencies, and other funding options such as making joint appointments and secondments with other agencies. Whatever the favoured model, priority should be given to ensuring that governance arrangements are such as to engage councillors as actively as possible, both in determining the priorities for trading standards and in overseeing their realisation.

6. Identifying any current or future enforcement gaps.

Recommendation 6: Local authority trading standards departments should ensure that the pursuit of corporate performance targets, particularly in the on-going challenging financial times, does not unduly conflict with the important goals of supporting and facilitating professional development, and nurturing commitment among staff through the encouragement of initiative-taking, and the sharing of ideas about how best to promote fair and legal trading and so provide better public protection for all.

Attached to this Summary are documents containing the full report and a response by the WLGA.

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: **Robin Staines** Head of Housing & Public Protection

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: **Robin Staines** Head of Housing & Public Protection

1. Local Member(s) – N/A
2. Community / Town Councils – 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 LISTED BELOW.

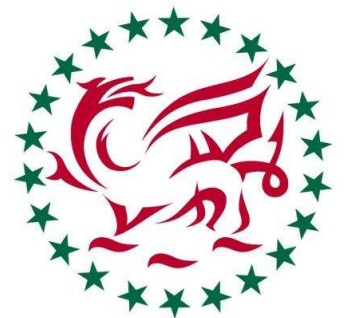
Title of Document	File Ref No. / Locations that the papers are available for public inspection
The Impact of Local Authority Trading Standards in Challenging Times.	https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/420218/bis-15-139-the-impact-of-local-authority-trading-standards-in-challenging-times-r2.pdf



Trading Standards Review - BiS

Chancellor's productivity plan

September 2015



WLGA • CLILC

INTRODUCTION

1. The Welsh Local Government Association (WLGA) represents the 22 local authorities in Wales, and the three national park authorities and the three fire and rescue authorities are associate members.
2. It seeks to provide representation to local authorities within an emerging policy framework that satisfies the key priorities of our members and delivers a broad range of services that add value to Welsh Local Government and the communities they serve.

Briefing from the Department for Business Innovation and Skills

“You may recall that the Chancellor’s Productivity plan announced that the Government will review Trading Standards to ensure that consumer enforcement capability effectively supports competition and better regulation objectives. The review will be making its recommendations in autumn 2015.

The review, which will be led by BIS, will consider issues of efficiency and financial sustainability and will help inform the Government’s response to the Raine Review, which was conducted on behalf of BIS and the Chartered Trading Standards Institute (CTSI) earlier this year. We aim to better define Government’s ask of Trading Standards. We will be examining trading standards’ ability to meet the demands placed upon the service by central and local government and what could help its delivery and impact, including different delivery models and the scope for better regulation.”

On the 20th August 2015, the WLGA took part in a telephone conference call with officials from BiS, and BRDO. This was a wide ranging and detailed conversation. We discussed the current UK trading standards work streams, systems, models, structures, and also the specific landscape of trading standards activity in Wales including trading standards relationship with Welsh Government.

It is presumed that BiS colleagues have captured the essence of that conversation, and are able to reflect the detail in considering the final report.

Prior to the teleconference, the WLGA was asked to respond to the following questions:

3. What does Government need Trading Standards to deliver and are there ways that central Government can better support them to do so?

Firstly, we would need to know if government (across **all** relevant departments) completely understands what trading standards does. Is there a comprehensive knowledge across Westminster of the breadth and demands on the service (legislation, duty, power and policy)?

This must be the fundamental base from which a process of prioritisation can take place.

Secondly, there must be an objective balance of local, regional and national accountability and demand. Better engagement between local and national politicians is required. An open debate about capacity, priority, intention, risk and accountability, with a focus on preventative and economic development activity are key.

We know that good regulation assists both businesses and consumers to prosper – trading standards already deliver this. Evidence (in some detail), and not anecdote, must be the required standard when challenging regulation.

4. What is the rationale for delivering through Trading Standards and should there be some realignment of responsibilities?

Local government has the skills base, history of delivery, responsiveness, capability, flexibility, knowledge, intelligence and accountability to deliver locally. Trading standards has also met the most recent challenges to deliver and coordinate regionally and nationally too; for example consumer direct, national trading standards, intelligence coordination, animal feed enforcement etc.

Where trading standards is currently weak at a local level, is in terms of the lack of a corporate voice. The direct managers of trading standards services within local government can be as low as fifth or sixth tier – this can hinder the ability of the service to influence and impact the local agenda as part of the business planning process of a local authority.

There has been an interesting debate about the “enforcement gap” between national regulators and local regulators. There are extremely encouraging signs that the National Trading Standards capability is an appropriate and efficient mechanism for bridging and coherently meshing the reported gap between local and national investigations.

5. What accountability and governance arrangements will be needed to encourage effective and efficient delivery?

The early flow of communication, discussion and planning activity between central, devolved, regional and local decision making, can no doubt be improved; solving this

is fundamental to improving the future effectiveness of the trading standards service and the benefits it can achieve for businesses and consumers.

There must be mutual respect and an equal voice, encouraging development of the strengths, viewpoints, insights and priorities of all parties (and political colours) from national to local, so that a single and agreed set of objectives can be formed.

6. What are the implications for consumers, businesses and Government if delivery is not effective or is inadequate?

Increased costs to businesses, business failure, lack of economic regeneration, unfair competition, rogue businesses flourishing, financial detriment to consumers and the economy, increased ill health and mental health, increased costs to the health and treatment services, increased poverty, lack of choice of safe goods and services for consumers. An ineffective trading standards service will work against governments' objectives, including that for a prosperous and developing economy, and add to any reputational damage in this regard.

7. How can the delivery of Trading Standards be developed to achieve deregulatory outcomes?

As discussed above, a complete overview of the legislative and policy demands on the service must come first, once we collectively understand what that demand is, it can be prioritised and the deregulatory outcomes will follow. It may be overly simplistic, but if this were completed, the costs of administering the repeal of low priority legislation could be avoided.

We must also look to lose the perception that regulation per se is bad for business. It is not. Bad regulators, and bad businesses may exist. Where they do, that is where we should focus, and seek to positively influence or eliminate their activity.

8. How can the outcomes delivered by Trading Standards be improved, and how can that improvement be measured?

In crude terms; why do we insist on weighing and reweighing the pig? We know what it weighs, we know why it exists. We should nurture and feed it instead. Trading standards core objective is around prevention – of crime, of ill health, of inequality. We should be able to agree, those are good things to do. Some of these things – based on the attempts made over the last 20 years, including those by BRDO most recently – are extremely difficult or meaningful to measure, or see outcomes for, in the short term.

They are also prevention interventions which do not, in isolation, create change (for example of smoking behaviour, or obesity levels). They form a part of a wider package of measures which may take twenty years to realise. That is not the fault of the service, it does good things daily – but we must recognise that investing in auditing and continually attempting to devise measuring mechanisms has very

limited short term use. Better we invest in the practical good things that the service provides?

Short term political objectives do not sit well with the investment in preventative activity, which will reap benefits long after a politician no longer has a seat. Hopefully that is not too blunt.

If it were achievable, cross party agreement (trust) in the objectives for the service should be sought. This would ensure the much needed and agreed prevention agenda could be carried through and beyond political terms. Above all other measures, this would assist trading standards improve its outcomes.

For further information please contact:

Simon Wilkinson
Policy Officer Regulatory and Frontline Services
WLGA

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for Business
Innovation & Skills

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To: Council Leaders in Wales and Scotland

www.gov.uk/bis

Dear Council Leader

23 March 2015

On 21 March, the UK Government published a research report - **The Impact of Local Authority Trading Standards in Challenging Times**.

I would be grateful if you would share the report with senior officers in your authority and your own local trading standards teams. The report highlights examples of best practice, where local authorities have found new ways of working to improve efficiency, but it also contains important messages for the future about the adverse impact of budget cuts on trading standards services.

You can find everything you need here www.gov.uk/government/publications/local-authority-trading-standards-a-review and I also attach a summary of the key recommendations. Recommendations 4 to 6 are particularly relevant to you as council leaders as they describe what action you can take to ensure trading standards services are delivered in a viable and sustainable manner. Whilst I appreciate that not all of you lead councils that have responsibility for trading standards, there are examples in this report involving other services, and all councils have a role in delivering services focused on public protection.

The report was commissioned jointly by BIS and the Trading Standards Institute (TSI), and compiled by Professor John Raine, Catherine Mangan and Peter Watt at the University of Birmingham's Institute of Local Government Studies.

I am copying this letter to Leon Livermore, the Chief Executive of the TSI, who stands ready to work with you to ensure that the future safety and security of consumers across the country is safeguarded.

JO SWINSON MP
Minister for Employment Relations and Consumer Affairs

The Impact of Local Authority Trading Standards in Challenging Times - research report commissioned jointly by the Department for Business, Innovation & Skills (BIS) and the Trading Standards Institute (TSI)

Summary of the key recommendations

Recommendation 1: Local authority trading standards services should devise and roll out more campaigning programmes, ideally with the support of national bodies, to raise the public profile of their work, and particularly of the contribution it makes to local public protection and community safety.

Recommendation 2: Given the prevailing uncertainty about the value of routine inspections in trading standards, and the dearth of reliable and comprehensive evidence in this respect, a national project should be commissioned to sample and measure levels of compliance with legislative requirements across the range of trading standards activities. This project might be undertaken in a single week, and ideally would be repeated each year to enable the compilation of a growing data-base of patterns and trends. This would then ensure that the outcomes and impact of trading standards interventions are better understood and that calculations could be made of the benefit-cost ratios for each of the different activities.

Recommendation 3: The Departments for Business, Innovation and Skills (BIS) and for Communities and Local Government (CLG), together with the Trading Standards Institute (TSI) should collaborate on a project to devise a national framework of measures of outcomes and impact covering the range of trading standards activities, and should propose an appropriate framework for data collection and reporting on a national, as well as local, basis.

Recommendation 4: Local authorities should plan budget allocations for trading standards departments on the basis of good information as to workloads, performance (efficiency and effectiveness) and the likely outcomes and impact of any proposed changes in provision. Ensuring the availability of such information to all involved in council budget decision-making should be a key responsibility for each chief trading standards officer.

Recommendation 5: Local authority trading standards departments should give careful consideration to the advantages and disadvantages of different organisational models for the future of trading standards provision, including shared service arrangements with neighbours, working in wider regional groupings for certain specialist functions, with private sector service providers, or buying in services from other councils/agencies, and other funding options such as making joint appointments and secondments with other agencies. Whatever the favoured model, priority should be given to ensuring that governance arrangements are such as to engage councillors as actively as possible, both in determining the priorities for trading standards and in overseeing their realisation.

Recommendation 6: Local authority trading standards departments should ensure that the pursuit of corporate performance targets, particularly in the on-going challenging financial times, does not unduly conflict with the important goals of supporting and facilitating professional development, and nurturing commitment among staff through the encouragement of initiative-taking, and the sharing of ideas about how best to promote fair and legal trading and so provide better public protection for all.

**DIOGELU'R CYHOEDD A'R AMGYLCHEDD
Y PWYLLGOR CRAFFU
11^{eg} TACHWEDD 2016**

**ADRODDIAD BLYNYDDOL IECHYD YR AMGYLCHEDD A'R
GWASANAETHAU TRWYDDEDU 2015/16**

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Bod y Pwyllgor yn nodi'r gweithgareddau, y mentrau a'r lefelau perfformiad presennol yn Adain Iechyd yr Amgylchedd a Thrwyddedu. Mae'r adroddiad yn dangos y modd y mae'r Adain yn defnyddio rôl addysgol a darbwyllo a lle bo'n angenrheidiol, yn cymryd camau gorfodi mewn perthynas â diogelu iechyd y cyhoedd yn Sir Gaerfyrddin.

Y RHESYMAU:

Bod yr Aelodau'n cael gwybod am waith y gwasanaeth ac yn gallu cyflawni eu dyletswyddau craffu mewn perthynas â monitro perfformiad.

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad: NA

Yr Aelod o'r Bwrdd Gweithredol sy'n dal y Portffolio:

Y Cyngorydd J Jones (Y Portffolio Diogelu'r Cyhoedd a'r Amgylchedd)

<p>Y Gyfarwyddiaeth Cymunedau Enw Pennaeth y Gwasanaeth: Robin Staines</p> <p>Awdur yr Adroddiad: Sue Watts</p>	<p>Swydd:</p> <p>Pennaeth Tai a Diogelu'r Cyhoedd, Gofal a Chymorth</p> <p>Rheolwr Iechyd yr Amgylchedd a Thrwyddedu</p>	<p>Rhifau Ffôn:</p> <p>01267 228960 RStaines@sirgar.gov.uk</p> <p>01267 228929 sewatts@sirgar.gov.uk</p>
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ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 11TH NOVEMBER, 2016

ENVIRONMENTAL HEALTH AND LICENSING SERVICES ANNUAL REPORT 2015/16

To consider and comment on the following issues:

That the Committee notes the current activities, initiatives and performance levels of the Environmental Health and Licensing Section. The report shows the means by which the Section uses an educative and persuasive role and, where necessary, enforcement in relation to securing the safety to public health within Carmarthenshire.

REASONS:

That Members are kept informed of the work of the service and are enabled to exercise their scrutiny role in relation to performance monitoring.

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

Executive Board Member Portfolio Holder:

Cllr. J. Jones (Environment & Public Protection Portfolio Holder)

Directorate	Designations:	Tel Nos.
Communities		
Name of Head of Service:	Head of Housing and Public Protection, Care and Support	01267 228960
Robin Staines		Rstaines@carmarthenshire.gov.uk
Report Author:	Environmental Health and Licensing Manager	01267 228929
Sue Watts		sewatts@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

ENVIRONMENTAL & PUBLIC PROTECTION

SCRUTINY COMMITTEE

11TH NOVEMBER, 2016

ENVIRONMENTAL HEALTH AND LICENSING SERVICES ANNUAL REPORT 2015/16

The report provides Members with information on the delivery of the work undertaken by the Environmental Health and Licensing Section during 2015/16. This Service encompasses, for example, food safety, communicable disease, health and safety, pollution (including air, land and noise), nuisances (including noise, odour, smoke etc.), taxi and alcohol/entertainment licensing and dog warden services.

The work is predominantly statutory and is based around protecting public safety and health. There are very little non statutory functions being undertaken. The report highlights, however, that with the increasing demands upon the service and more efficiencies required, the current provision will have to be reviewed with the consideration of ceasing certain services. In addition to its regulatory function and statutory duties, the Section continues to maintain and develop links and initiatives with partners and continue to contribute to the health and wellbeing of the citizens of Carmarthen. The work in the main is also preventative which contributes to the overall requirements of the recent Wellbeing and Future Generation Act.

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: Robin Staines

Head of Housing and Public Protection, Care and Support

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

LEGAL

There is a duty on local authorities to implement and enforce where necessary a wide range of legislation. Failure to do this could lead to maladministration findings by the Local Government Ombudsman in dealing with service complaints.

RISK MANAGEMENT ISSUES

- (i) Inability to fully investigate complaints, resulting in unabated nuisance and the associated health effects this can cause. This could result in challenges and possible court/legal costs.
- (ii) Inability to carry out programmes inspections/checks which could result in significant public health issues such as food poisoning outbreaks.

CONSULTATIONS

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

Signed: Robin Staines

Head of Housing, Public Protection, Care and Support

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
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ENVIRONMENTAL HEALTH AND LICENSING SERVICES ANNUAL REPORT 2015/16

1.0 Introduction

- 1.1.1 The report outlines the roles and responsibility of the Environmental Health and Licensing Service. This service encompasses food safety, communicable disease, health and safety, licensing, pollution (including air, land and noise), nuisances (including noise, odour, smoke etc), pest control advice and dog warden services. The work is predominantly statutory. This report illustrates the demands on the service and the challenges for 2015/16.
- 1.1.2 There is an introduction of additional legislation with no additional resources. Examples include dog chipping, anti-social behaviour, smoking in vehicles with children etc). The team continually review their workloads and processes and as a result, looks at different ways of providing advice, for example using social media to raise awareness of the micro chipping. Additionally, the section work more collaboratively to share resources with other Sections and Agencies for example Housing, Police and Gwalia for the Anti-social Behaviour legislation. The sections are active participants in the area groups chaired by Gwalia discussing local issues. The Manager chairs a strategic multi agency Substance Misuse Related Crime, Anti-Social Behaviour and Violent Crime group for Carmarthenshire.
- 1.1.3 Impacts that may influence the food hygiene inspection programme are the Team's response to major food incidents for example food poisoning outbreaks, investigation of the illegal meat trade, food fraud. The section have good working relationships with neighbouring Authorities and agencies such as Public Health Wales. This results in cross boundary investigation being efficient and robust as was demonstrated in a food poisoning outbreak that was sourced in South East Wales but had a few cases in Carmarthenshire. This working relationship has also assisted in cases of food fraud being investigated and prosecuted sharing relevant information.
- 1.1.4 A large proportion of Pollution and Public Health Teams' work is reactive, such as noise control and the investigation of statutory nuisance as well as anti-social behaviour. Officers from the Section have been working more closely with the Housing Section to investigate and resolve such issues more efficiently. Further enquiries are being made to possibly utilise the Noise APP which will be an alternative technological means for complainants to monitor noise for further investigations.

- 1.1.5 Proactive work of the Pollution and Public Health Teams' is dominated by the planning applications and development within Carmarthenshire. The assessment process as part of the application is complex and time consuming, however, the input is necessary to ensure that any development improves public health and supports the well-being goals of the Well-being and Future Generation legislation. This work demands officers to have detailed knowledge including legislation and constantly reviewed guidance. Applications continues to increase and as a result, the sections are working more closely with planning, economic development and developers. An illustration of this can be given in the Contaminated Land Strategy adopted in 2015 which reviews the focus level of activity from enforcement, to working more closely with developers, thereby securing remediation through the planning and regeneration process.
- 1.1.6 The section coordinates meetings of the Licensing Action Group, which is made up of representatives from the Responsible Authorities and meet regularly to target/highlight problem/higher risk premises and agree joint actions to tackle issues.
- 1.1.7 The teams regularly 'challenge' the sections' processes and review to make the service more efficient where possible. One example is to consider the welfare and support needs of perpetrators' of nuisances and to be able to signpost the individuals to appropriate assistance. It is felt that in the longer term, this may improve the welfare for not only the perpetrator but also the victims.
- 1.1.8 There is a considerable amount of joint working with partners. An illustration of this is the regulation of large events and sports ground safety inspection. The Section leads multi agency groups, ie. the Safety Advisory Groups that deal with the issues, and they consist of representatives of the Police, Fire and Rescue Service, Ambulance Service and Local Health Board. As a result of this working, the Group has developed good working relationships with the applicants and licence holders. Last year, the section worked on numerous larger events and events at sports grounds.
- 1.1.9 Further links are being made with Social Care and Health by means of being represented at the County Leadership Team to raise the profile and ensure that the preventive work being carried out by the Section is linked with the promotion of the well-being goals for Carmarthenshire of the Well-Being and Future Generations legislation.

2.0 Food safety, communicable disease and workplace health and safety

2.1 The responsibilities for this section include food hygiene programmed inspections, sampling, investigation of food complaints, compliance checks for smoking legislation, investigation of infectious diseases (including zoonoses/animal borne diseases), health protection visit (sunbed safety, body treatments etc), occupational health and safety inspections and visits and accident investigations. Table 1 below indicates the breakdown of full time equivalents (FTE's).

Table 1

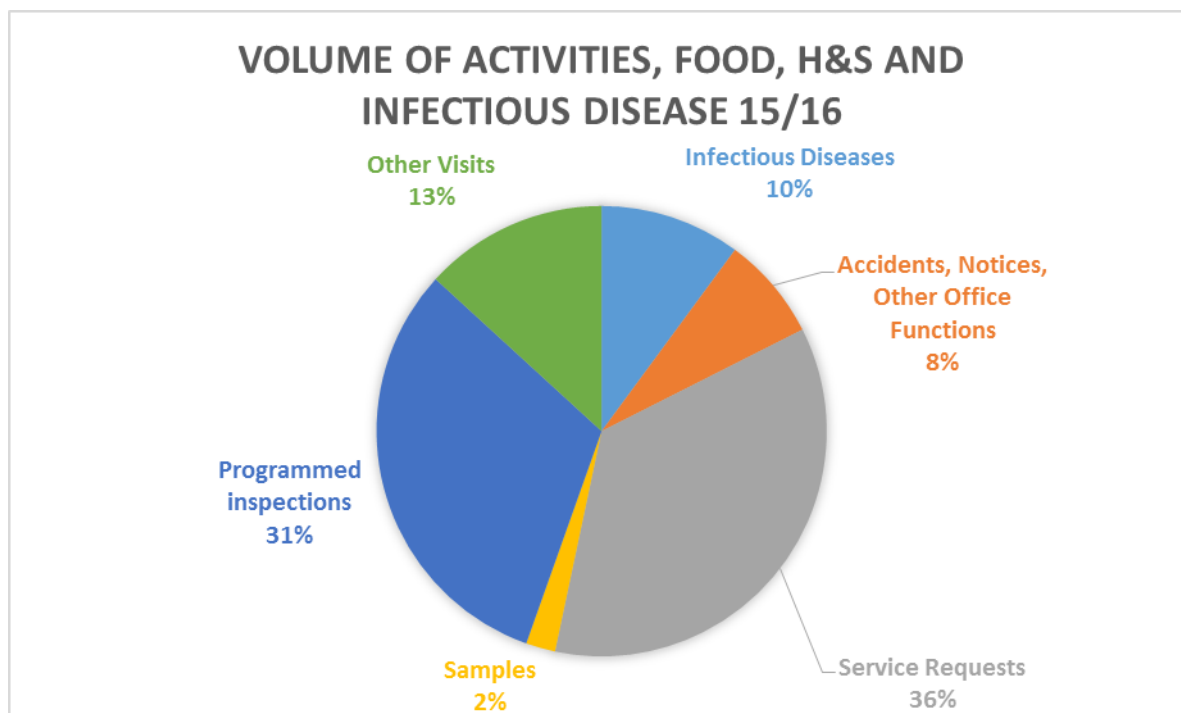
Staffing Profile	FTE Food Safety* 2015/16	FTE Health and Safety** 2015/16
Public Health Services Manager	0.2	0.05
Principal Officer	0.8	0.2
Senior Officers	0.8	0.2
EHP'S	7.35	1.2
Animal Health Officers	0.05	0
Total	9.2FTE	1.65FTE

Note :- * 'Food safety' includes inspection (including implementing the food hygiene rating scheme), advice, sampling, infectious disease, health improvement,

** 'Health and Safety' includes inspection (and initiatives), advice, accident investigation, and general public health including the implementation of the smoking, skin treatments and sunbed legislation.

Figure 1 demonstrates the proportion of each of these performed within the team.

Figure 1



- The programmed inspections include food safety, smoking and health and safety
- Other visits include food sampling visits, complaints, advisory, health and safety/ health protection and campaign visits
- Service requests include responses to enquiries/advice, complaints, accident and food poisoning enquiries/investigations

2.2 Food Safety

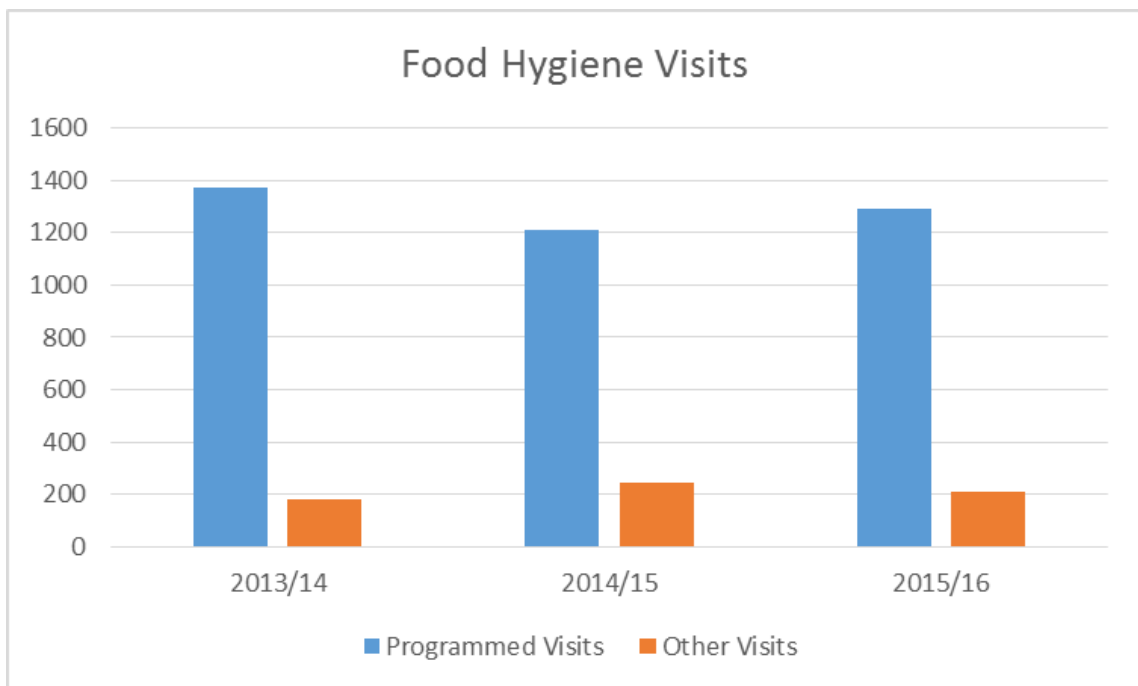
2.2.1 The Section is required to carry out programmed food hygiene inspections determined by a risk assessment of each business. The Food Hygiene Rating (Wales) Act 2013 was introduced in November 2013. It places a duty on the Council's Officers to inspect and score all relevant businesses within their area and requires eligible food businesses to display their score. This has increased the work load of the Section, as the score can only be awarded following a full, unannounced inspection. Previous to this, lower risk businesses received an alternative intervention rather than a full inspection and new businesses will also require a score.

Since November 2013 the number of premises scoring 3 or better has increased from 90% to 97%.

2.2.2 In addition to this, the capacity of the Section to undertake re-score inspections and appeals has been constantly reviewed. During 15/16, the number of rescore inspection requests is 16 and the number of appeals is 0. This has not been found to be over excessive, however, this will continue to be monitored along with the staff resources for the enforcement of non display of scores through the next year.

2.2.3 Figure 2 indicates the comparison of programmed food hygiene inspections.

Figure 2



2.2.4 There were 1961 food businesses registered in Carmarthenshire (September 2016) with 31 EU Approved businesses in Carmarthenshire which produce a variety of meat, dairy, fish and egg products. Some of these businesses only manufacture on a small scale, many supply food to retailers and other businesses outside the County on a considerable scale. Many are high risk foods with specialist or complex procedures which require inspecting Officers to have additional skill sets and an in depth knowledge and appreciation of the specific processing methods applied as well as being able to implement additional legal requirements. In addition to EU Approved premises, the County is also the home to a number of large food manufacturers which do not fall under this category.

These include :

- 3 Water Bottling Plants (2 Spring water and 1 Natural Mineral water) and
- 2 large Ice Cream manufacturers.

- 2.2.5 Shellfish gathering continues to be a large industry in Carmarthenshire, which requires regular sampling, monitoring and enforcement. There are continuing issues relating to illegal gathering from beds that are not classified or may have high bacterial counts. It is apparent that the current framework for monitoring and managing the shellfish industry is very complex and not currently effective to secure successful enforcement. This results from numerous pieces of legislation and varied responsibilities of enforcement bodies on a local and international basis. The section has a representative who sits on a Working Group which has been established to attempt to examine the current means of monitoring and enforcing illegal shellfish gathering. The group consists of other neighbouring local authorities, Natural Resources Wales, Dyfed Powys Police, Welsh Government's Fisheries Unit and the Food Standards Agency as well as representatives from the trade. In addition to this, officers from this section accompanied the Natural Resources Wales during three enforcement exercises in the Burry Inlet in order to monitor the situation during the year.
- 2.2.6 Officers from the section have also assisted in carrying out a Sanitary survey in relation to proposed commercial shellfish harvesting within the Three Rivers. This took approximately 10 working days for one officer.

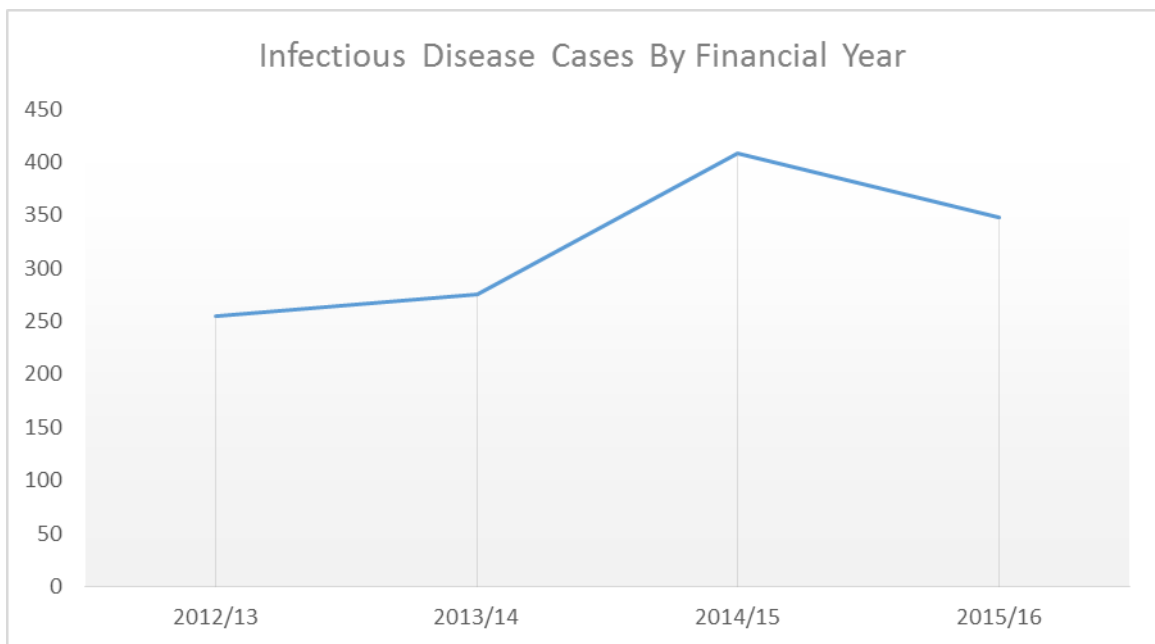
2.3 Food Sampling

- 2.3.1 Food sampling programmes are developed annually in response to perceived local needs and problems. The hygiene sampling follows the Welsh Food Microbiological Forum Sampling Programme and this year it focused on hot holding of pies and pasties and sauce sachets packed with raw meat (looking for campylobacter in particular). Where the counts of bacteria were found to be high as a result of possible temperature control or food handling, these were discussed with the businesses and resolved. There were no specific pathogens identified such as salmonella, legionella, e.coli etc. The Section continued to sample local producers, manufacturers and retailers. A total of 106 food samples were taken.
- 2.3.2 Shellfish sampling is carried out on a rolling programme. A sampling regime is essential to maintain bed classification and biotoxin monitoring, in order to permit commercial gathering. Officers from the section gathered 49 shellfish samples as part of this programme which were found to be satisfactory. It must be highlighted at this point that this role has been taken in house as part of efficiencies. The result is, however, that this role takes approximately 4 working days for 3 officers per month (i.e. 12 days per month). Should there be failures with the samples, this figure will increase. This is quite a demand on the limited capacity of the section.

2.4 Infectious disease

- 2.4.1 Figure 3 compares the numbers of infectious diseases reported to the section in the last four years.
- 2.4.2 The peak in 2014/15 may be the result of campaigns to raise public awareness to report illnesses. As the campaigns reduced, it is suggested that the numbers reported also decline slightly.

Figure 3



- 2.4.3 Table 2 outlines the cases by type. Officers will carry out an investigation of each case where possible. During 2015/16, officers have worked closely with Public Health Wales and other Authorities to carry out investigations of clusters of cases of various infections. Officers undertake extensive interviews (and follow up interviews) and obtain samples from cases, carry out a comprehensive investigation of possible sources (both commercial and domestic), inspect and sample any relevant processes that could have caused the outbreak, write reports and attend relevant multi agency meetings.

Table 2 Volume of Infectious Disease Cases 2015/16

Infectious Disease Type	Volume of Cases
Legionnaires Disease	1
Viral Hepatitis	1
Psittacosis	1
Salmonella enteritidis	2
Other Salmonellas	25
F05 Clostridium perfringens	5
E.coli 0157	5
Campylobacter	236
Giardia lamblia	14
Cryptosporidium	32
Hepatitis A	2
Gastroenteritis	6
Norwalk Virus	5
Other	5
Grand Total	340

2.5 Health safety and protection

- 2.5.1 All relevant businesses are risk rated for health and safety. The recent national guidance relating to enforcement and inspection of workplaces suggests that only high risk, ie. 'A' category premises, should be prioritised in the planned programme of inspections regime. In addition, local authorities are encouraged to participate in national and regional health and safety initiatives. The initiatives are set 'thematically' as a result of intelligence led data.
- 2.5.2 A training programme was developed in conjunction with Gas Safe for Officers. Due to an evidence based approach all takeaways are to be addressed in writing requesting the provision if appropriate of valid gas safety certificates. This is being followed up as part of inspections by officers. Failure to provide will result in enforcement and further intervention.
- 2.5.3 Tattooing and body 'treatments' are becoming more and more popular and diverse. It is essential that these are monitored to protect public safety. The Authority has adopted reviewed byelaws to license such premises and at the end of March 2016, we had 85 licensed premises and 171 personal licence holders. Officers are diligently monitoring the County working on intelligence to ensure that all applicable premises comply with conditions or liaise with the appropriate Authority/Agency that would be responsible for that type of activity.

2.5.4 There are 34 premises that provide sunbeds for use. These are closely monitored by the section to ensure compliance with recent legislation. In addition to this, work has continued to be carried out with Trading Standards to monitor the strength of the tubes in the beds in new businesses. It has been identified that a majority of the businesses were unaware that their beds were being fitted with tubes of unacceptable strength thereby causing a public safety issue.

2.6 Accident investigations

2.6.1 Notifiable accidents which occur in workplaces regulated by the Council must be reported to the local authority or the Health and Safety Executive by the responsible person in charge of the premises. The Section has developed a procedure for dealing with those notifications and they are investigated/responded to in accordance with the revised LAC 22/13 circular. The number of workplace accidents reported has therefore reduced.

Table 3

Year	Nos of accidents reported	Nos responded to
2007/8	110	94
2008/9	100	88
2009/10	117	66
2010/11	146	44
2011/12	126	27
2012/13	75	33
2013/14	61	58
2014/15	111	86
2015/16	78	75

3.0 Pollution

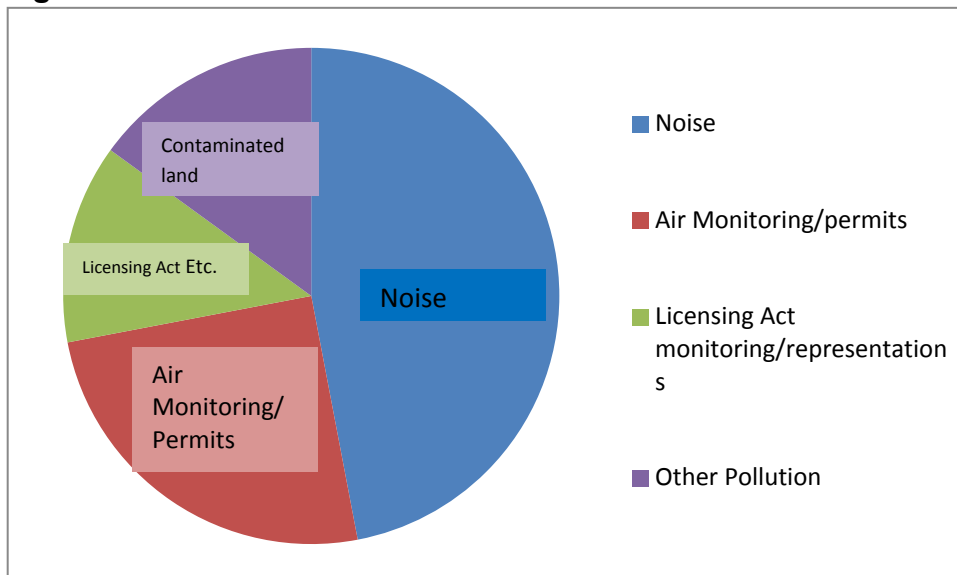
3.1 The Pollution team is responsible for monitoring and enforcing a wide range of regulatory controls dealing with noise, air quality and land issues. Table 4 below indicates the breakdown of FTEs' involved in Pollution work. Noise control is very much a reactive service, whereas air quality and contaminated land are more proactive services which require advance planning. Officers handle high caseloads in noise control, which can at times, exert pressures on other service delivery areas and on the Team as a whole.

Table 4

Pollution Team FTEs' 2015/16	
Head of Public Protection	0.1
Public Health Services Manager	0.25
Principal Officer	1
Environmental Health Practitioners	3
Scientific Officers	2
Technical Assistant	1
Total	7.35

Figure 4 outlines the percentage of time spent in specific areas of work.

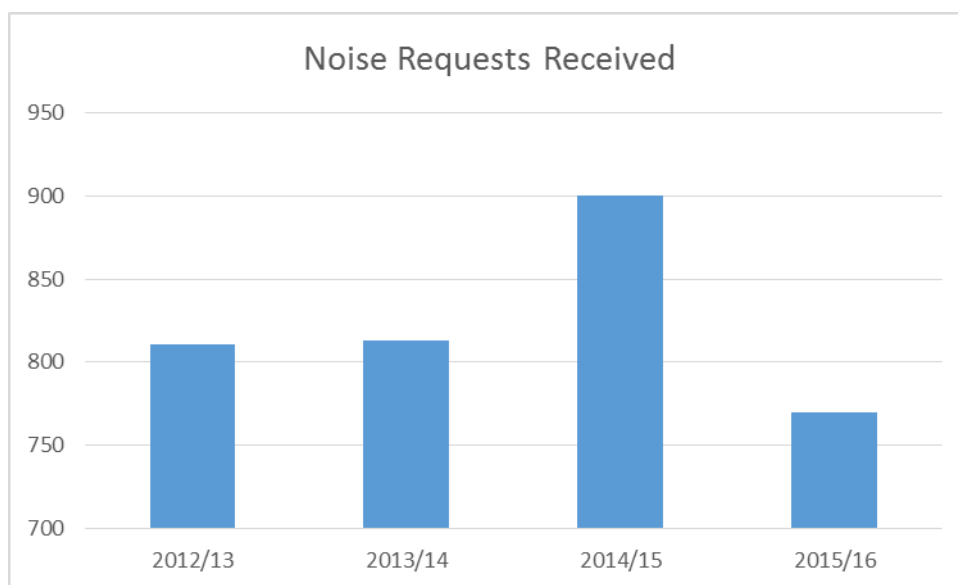
Figure 4



3.2 Noise

3.2.1 Figure 5 demonstrates the volume of noise complaints received by the team over the last four years. The service requests per year relate to noise from a wide range of sources, including those from a domestic, commercial and industrial setting. Whilst the numbers of complaints appear to be similar to the previous year, the team have experienced a considerable increase in officers' time in responding to and advising applicants particularly on applications for Development Control. The Section has invested heavily in noise monitoring equipment and Officers are often required to work unsociable hours in order to witness and assess noise disturbances as part of the investigation process.

Figure 5



In addition to investigating noise nuisance complaints, the officers respond to various planning consultations. To illustrate this fact, there has been considerable rise in numbers resulting in an increase in resources committed to applications. The assessment process as part of the application is complex and extremely time consuming. This work demands officers to have detailed knowledge including legislation and constantly reviewed guidance. A lack of knowledge and diligence at this stage could result in future challenges to the Authority. In order to improve the efficiency of the planning process, the section has developed a comprehensive guide for applicants identifying what is required from Public Health Services in order to assess the application. In addition to this, the Section developed a guide for complaints about windfarms that are in situ.

3.2.3 It has been estimated that the staffing resources currently being implemented to respond to 204 planning consultations, 53 Pre-planning enquiries and 44 Scoping Opinions between April 2015 to end March 2016. The applications can relate to all areas of Environmental Health and is equivalent to 1 full time officer.

- 3.2.4 Officers of the Section also represent the Authority on the all Wales Noise Regulators group.

3.3 Licensing Act monitoring/responsibilities

- 3.3.1. The constant changes in the Licensing Act (and associated legislation) has had an impact on the team, particularly as Environmental Health Practitioners have a role as a Responsible Authority in respect of Temporary Event Notices (TENS). As part of this role, the officers are required to provide responses and assessments in relation to noise, public safety and nuisance as necessary. The team received approximately 405 TENS during 2015/16 in addition to responding to relevant Premises/Club applications and complaints. Officers have been involved in dealing with larger events.

3.4 Air Quality

- 3.4.1 The Air Quality Management Area (AQMA) declared for Rhosmaen Street, Llandeilo in November 2011 continues to progress. An Action Plan has been prepared for the area, and a review has been undertaken on the effectiveness of the actions implemented during year 1 of Phase 1. Local screening assessments of air quality will continue throughout the County, with Detailed Assessments undertaken in areas which are near or exceed the air quality objective levels for Nitrogen Dioxide (NO₂). The Council is required to submit a comprehensive report to Welsh Government every year. An Updating and Screening Assessment of Air Quality in the County was submitted to, and approved by, Welsh Government in July 2015.
- 3.4.2 Following a detailed assessment of Air Quality, an Air Quality Management Area has been designated for specific areas of both Llanelli and Carmarthen.
- 3.4.3 Legislation requires the Council to manage certain industrial processes that have the potential to pollute the atmosphere. There are currently 69 processes which hold Environmental Permits, some of which are very complicated and require a degree of specific knowledge and understanding of the operation to ensure that they are operating within conditions attached to the Permit. Standard Permit holders receive an annual inspection whilst reduced fee activities receive inspection based on risk which may be anything from annual to three yearly. They are required to pay an annual fee, which is prescribed by Welsh Government. The validation of these fees during the budget process produces an extra efficiency saving that the Public Protection Division has to find.
- 3.4.4 An officer represents the Authority on the Welsh Air Quality Forum, and also the all Wales Environmental Permitting Group.

3.5 Contaminated land

- 3.5.1 Officers continue to implement the Authority's Contaminated Land Inspection strategy. Emphasis remains on dealing with Land Contamination through the development control process, and early engagement with Developers and our Development Management section is critical. Officers have also engaged with our Regeneration & Policy section on projects such as the Burry Port Development.
- 3.5.2 During 2015-16, a total of 21 developments were required to comply with planning conditions recommended by officers to deal with the potential for land contamination. This is to ensure that the land being developed is suitable for the final use, thereby safeguarding public health.
- 3.5.3 During 2015-16, officers have continued to monitor 6 developments that are either being remediated to a satisfactory standard or are taking appropriate steps to mitigate risk for end users of the site in question. This process can be very lengthy and time consuming.
- 3.5.3 Officers represent the Authority on the South West Wales Contaminated Land Working Group.

3.6 Emergency Planning

Officers of the section contribute to the preparedness of the Dyfed Powys Local Resilience Forum for dealing with large scale, multi-agency responses to pollution incidents. This includes attending the DPLRF Pollution Group on a regular basis, and contributing to Emergency Plans and exercises.

4.0 Public Health

4.1 The Team deals with nuisances, such as odours, smoke and poor conditions of properties resulting in concerns from neighbours. It also monitors drinking and bathing water quality, fly tipping enquiries (on private land), carbon monoxide monitoring and advice and provides the dog warden function for the Authority. The numbers and distributions throughout the county can produce high caseloads for the Officers of the Team. Table 5 below indicates the breakdown of Full time Equivalent (FTEs) for the Public Health Team:

Table 5

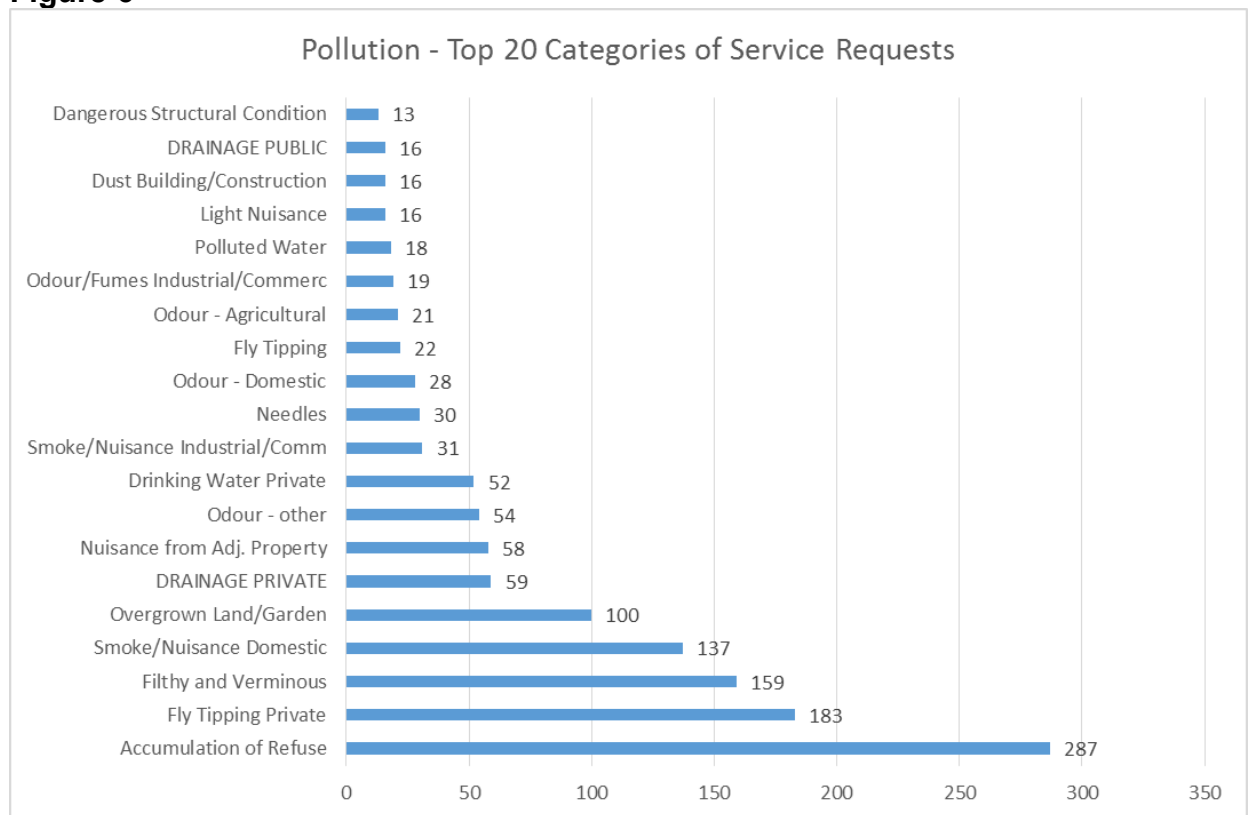
Public Health Team FTE 2015-16	
Head of Public Protection	0.1
Public Health Services Manager	0.25
Principal Officer	1
Environmental Health Practitioners	2
Technical Officers	2
Technical Assistant	2
Dog Warden	1
Total	8.35

4.2 Statutory nuisance

4.2.1 The team investigate a wide variety of nuisances as identified in Figure 6. Where the investigation of a complaint reveals that action is required, the Officer will attempt to resolve the issue through advice or mediation. This does take some time as the County is geographically large and more than one visit is usually required. Where the approach is unsuccessful, a formal Notice may be served. Any works or actions necessary to abate or remedy the statutory nuisance will be monitored and if there is non-compliance, legal proceedings will be instituted or works undertaken in default. Works undertaken in default of any Notice will have an impact on budgets, as some costs for works may not be recoverable. The teams regularly 'challenge' the sections' processes and review to make the service more efficient where possible. One example is to consider the welfare and support needs of perpetrators' of nuisances and to be able to signpost the individuals to appropriate assistance. It is felt that in the longer term, this may improve the welfare for not only the perpetrator but also the victims. Further training and sourcing the help available will be required.

Figure 6 demonstrates the types and volume of service requests with regards to general public health

Figure 6



4.3 Water quality

4.3.1 Under the Private Water Supply (Wales) Regulations 2010, there is a requirement for Authorities to risk assess 'large/commercial' and small supplies. This Authority currently has 70 large or commercial supplies. A further 11 small supplies may also require monitoring. There are 2104 single domestic properties which the officers may risk assess and sample upon request by the owner or if Officers are investigating a public health issue.

4.3.2 The Team work closely with Dwr Cymru to ensure that water supplies for large events are fit for purpose and present no public health risk. The team will also check supplies at associated camping and caravan sites through means of sampling and inspecting any systems.

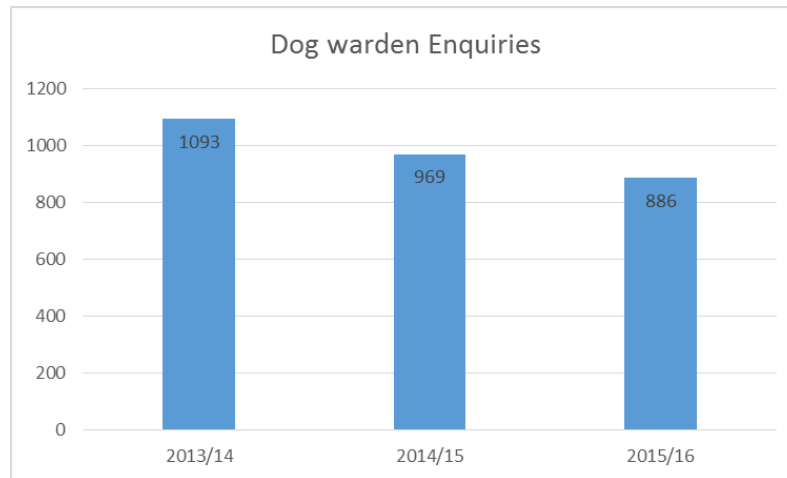
- 4.3.3 Officers of the Public Health Team sample bathing water at Burry Port beach for public health issues as a result of the fact that it is known to be used by the public but is not a designated bathing water. Bathing water quality is sampled weekly between May and September of each year which is the bathing season. Overall, the water quality passed the mandatory requirements under the applicable EU legislation. North Dock in Llanelli, is sampled monthly throughout the year, as it is used for recreational purposes. This work takes approximately 2.5 days per month for an officer in the section during the months of May to September (inclusive). In addition, the section will take samples upon request of other waters utilised for recreational purposes such as Delta Lakes to ensure that they can be utilised for planned events safely. Natural Resources Wales has responsibility for the two EU designated bathing beaches at Pembrey and Pendine.
- 4.3.4 As identified in section 2.3.2, the sampling of shellfish from the beds in order to ascertain the classification has been taken in house and this is carried out by the Technical Assistants in the team.
- 4.3.4 Officers represent the Authority on the All Wales Multi agency Water Quality Group.

4.4 Dog control

- 4.4.1 The Team's Dog Warden operates County-wide and covers the collection of stray dogs and provides a response to irresponsible dog ownership. The number of stray dogs being reported is steadily decreasing year on year. Those that are reported are dealt with by the dog warden service with some being impounded and some being returned to their owners where identified. The section has been promoting good and responsible ownership by holding a number of free dog identity microchipping events in various parts of the County which proved to be very successful. It is anticipated that, in addition to this assisting in returning any stray dogs to the owners quickly, where this is a regular occurrence, the officers can work with the owners to educate them in better ownership practices or use enforcement powers.

Figure 7 demonstrates the decreasing demand on the service over the past four years.

Figure 7



4.4.2 Officers represent the Authority on the All Wales Pest and Dog Working Group.

4.5 Scrap Dealers

4.5.1 The Public Protection Division has implemented the Scrap Metal Dealers legislation introduced through the year. The introduction of the legislation was assisted as a result of the previous work the Division had carried out with Dyfed Powys Police on identifying scrap dealers across the County, to help reduce the levels of metal crime. To date, we have 46 licensed collectors and 5 scrap yards.

4.6 Public Health Initiatives

4.6.1 The section have worked in conjunction with Public Health Wales to monitor Carbon Monoxide in people's homes. This was carried out by means of officers wearing personal monitors when carrying out visits to people's homes. It was observed that there were no issues in the homes that were visited (approximately 500), however, had there been any issues, this would have been addressed immediately with the home owners.

4.6.2 The team have been carrying out advisory visits to homes in relation to complaints regarding vermin and pests. This was as a result of a report that ceased the service that carried out treatments of vermin and pests for efficiencies and taking into account that there were private companies that could carry out this work. As a result of challenge sessions within the team, it has been agreed that more support be given regarding the treatment of vermin in Local Authority owned homes and that this service be assessed for further consideration.

4.6.3 Officers attend regular multi agency meetings in regard to anti-social behaviour problem solving. There is also a wider Substance Misuse Related Crime, Anti-Social Behaviour and Violent group which is a more strategic, multi agency group which the Manager chairs.

5.0 Licensing

5.1 The Licensing Team is responsible for providing advice, processing applications and checking compliance/enforcing authorisations issued under the Licensing and Gambling Acts, Hackney Carriages and Private Hire Vehicles, drivers and operators, Street and House to House Collections and Street Traders.

Table 6 below indicates the breakdown of FTEs' on various functions identified above for Licensing.

Table 6

Licensing FTE 2015/16	
Head of Public Protection	0.1
Public Health Services Manager	0.25
Principal Officer	1
Senior Officer	1
Licensing Officer	4
Licensing Assistant	2
TOTAL	8.35

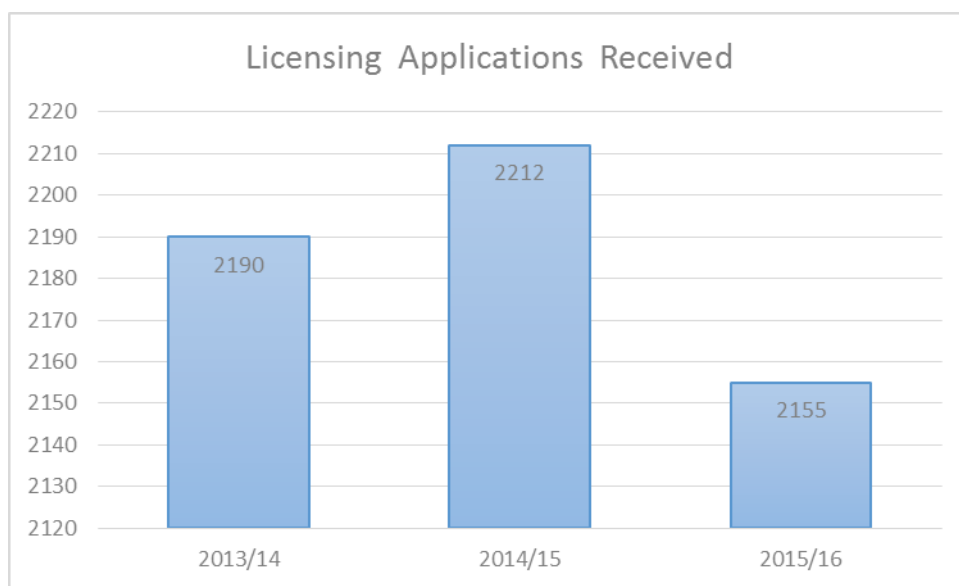
Table 7 highlights the numbers of licences by type at April 2016

Type of Licence	No. April 2016
Licensing Act	873 Premises Licences 79 Club Premises Certificates 2,317 Personal Licences 405 Temporary Event Notices (2015/16)
Gambling Act	26 Premises Licences (ex permits) consisting of :- <ul style="list-style-type: none"> • 4- Adult Gaming Centres • 16- Betting Premises • 3- Bingo Premises • 2- Family Entertainment Centres • Track Betting Licence 309 Non Commercial Lottery 43 Gaming Permits 186 Alcohol Licensed Premises Gaming Machine Notifications

Taxi/private Hire Drivers	563
Taxi/private Hire Vehicles	445
Taxi/private Hire Operators	37
Street traders	146
House to House	85
Street Collections	336
TOTAL	5,850

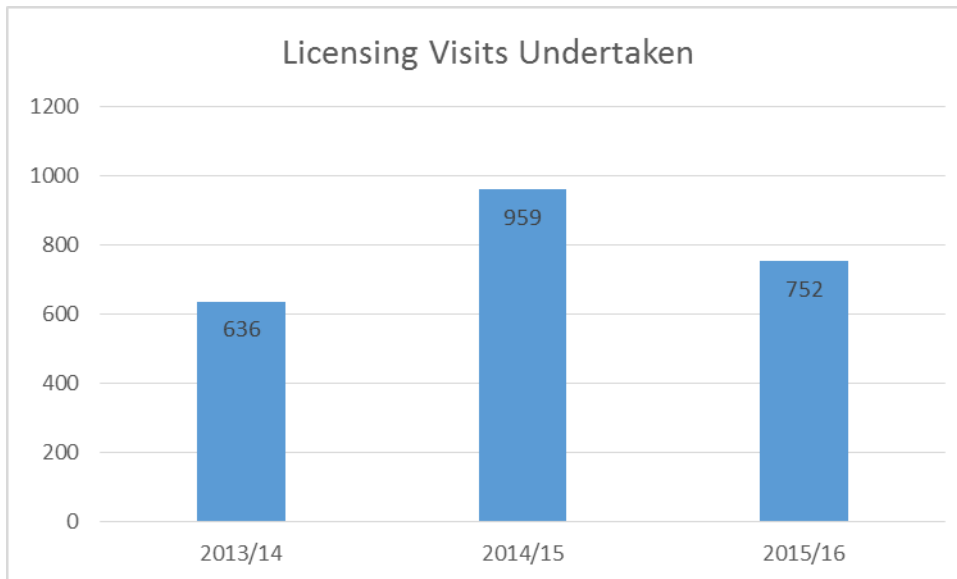
Figure 8 compares the volume of licence applications over the last three financial years.

Figure 8



- 5.1.1 The number of applications has dropped slightly between 2014/15 and 2015/16. This is due in part to a greater number of Temporary Event Notices submitted for events linked to the Dylan Thomas 100 celebration, National Eisteddfod and other small festivals held in 2014/15. In addition to this, the introduction of the Deregulation Act 2015 and the Legislative Reform (Entertainment Licensing) Order 2014 also removed the requirement for authorisations for certain events/activities.
- 5.1.2 Compliance visits play an important role in the licensing regime. Figure 9 demonstrates the number of such visits over the last four years

Figure 9



5.2 Licensing Act

- 5.2.1 The legislation relating to alcohol and regulating entertainment is constantly evolving in order to deregulate. During 2015/16 the Deregulation Act abolished the need to renew Personal Licences, increased the number of TENs that can be held at a premises from 12 to 15 per calendar year. The entertainment Licensing Order 2014 introduced further exemptions from licensing for entertainment held at certain defined premises, including local authority premises and schools. The section coordinates meetings of the Licensing Action Group, which is made up of representatives from the Responsible Authorities and meet regularly to target/highlight problem/higher risk premises and agree joint actions to tackle issues.
- 5.2.2. The team has constant involvement with a variety of events through processing applications and arranging meetings of the Safety Advisory Group chaired by the Public Health Services Manager. These include the National Eisteddfod 2014, Big Cwtch Festival, Crugybar and events held at sports stadia such as Ffos Las. As a result of this pattern of working, the Team has developed good working relationships with the partner agencies, as well as with applicants and licence holders.
- 5.2.3. During 2015/16 both the Gambling and Licensing Policies were reviewed and revised Policies adopted by Council in February 2016 following consultation exercises involving licence holders, responsible authorities and members of the public. In May 2015 the team worked with Officers from the Police and Public Health Services as part of Noise Action Week, visiting premises to raise awareness of the impact of noise on neighbourhoods. The team also hosted a visit from the States of Jersey Government who were in the process of reviewing their licensing arrangements for entertainment and alcohol.

5.3 Licensed vehicles and drivers

- 5.3.1 The legislation used in the enforcement of licensed vehicles and drivers is still being reviewed. The Law Commission Report has been published and is awaiting Parliamentary approval. This report if approved will result in the repeal of much of the existing legislation and will provide a single legislative framework to regulate both taxi and private hire services.

In October 2015 the Government's Deregulation Bill took effect in relation to Taxi Licensing. In this bill the Government stated that a Taxi Drivers Licence can be issued for up to 3 years, and a Private Hire Operators Licence can be issued for up to 5 years. As there are cost implications linked to the licence duration, we offered the taxi trade the choice of whether or not they would like a 1 year or 3 year driver's licence, and a 1 year or 5 year Private Hire Operators licence. To date, a small percentage of drivers have opted for the 3 year licence and only 1 operator has opted for a 5 year licence.

5.4 Fees

- 5.4.1 There is concern about the impact of validation on the income stream of the Licensing budget. The vast majority of licensing fees and charges are prescribed and cannot be amended, except by Central or Regional Government. Year on year validation produces an additional efficiency saving that the Public Protection Division has to find. In addition to this, the constant 'deregulation' process by Government will have an effect on the numbers of licence applications. There is a danger that fees and charges will become overstated and the income projections will not be realised. The implementation of the Deregulation Act has also resulted in approximately 1000 personal licences not requiring renewal.
- 5.4.2 In respect of discretionary fees, (licenses that are not prescribed), recent case law, *Hemming v Westminster City* (2013), requires Local Authorities to ensure that such fees do not include a profit element and reflect only the cost of administering the licensing process and ensuring compliance by licence holders. To this end, officers from the team have been participating in an exercise being carried out by the All Wales Expert Panel and have developed a tool kit setting fees for licenses. The revised Taxi licence fees came into effect on the 1st April 2016.

6. Conclusion

6.1 Demands and challenges

- 6.1.1 Freedom of Information requests appear to be increasing in volume. This is resource intensive for officers to collate the requested information. It is hoped that the review of the website may provide much of the information requested and therefore alleviate this issue.
- 6.1.2 There is a constant demand on the service through changes in/additional legislation and relevant guidance with very little being revoked. There is no additional funding from Government however to help embed the changes the team are constantly reviewing the ways of working to attempt to embrace and implement any reasonable changes. This includes further collaborative working with other sections, Departments, Agencies and Authorities. In addition, more use could be made of Social Media and technology.
- 6.1.3 The vast majority of licensing fees and charges are prescribed and cannot be amended, except by Central or Regional Government. In addition to this, the current 'deregulation' process by Government is very likely to have an effect on the number of licence applications and income.
- 6.1.4 Unprogrammed/reactive issues that impacts programmed work. This may be illustrated where programmed food hygiene inspections are not carried out as officers may be responding to major public health issues including major food incidents, food poisoning outbreaks, investigation of the illegal meat trade, food fraud.
- 6.1.5 There is much collaborative work being carried out and Authorities share good practice/experience where possible. Awareness training for officers to identify underlying problems resulting in nuisance investigations such as welfare, wellbeing and such is being undertaken. Such awareness may promote signposting for help for such individuals thereby encouraging cessation of anti-social behaviour/'nuisance' behaviour.
- 6.1.6 Public Health Services carry out a predominantly statutory role. There is very little non statutory functions being undertaken. The section as a whole has multi-disciplinary Environmental Health Officers which results in a great deal of flexibility ensuring that resources are manoeuvred to where demands are required. This has been invaluable over the year as a result of 'planned' sickness (operation) and maternity leave. However, it is recognised that with constantly increasing demands, more efficiencies required and working 'smarter' no longer an option, decisions will have to be made on what statutory services will cease to be implemented.

- 6.1.7 The section does need to continue to promote the preventative nature of the work being carried out and be recognised as a major contributor to the well-being goals as required by the Well-Being and Future Generations Act 2015.

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**ENVIRONMENTAL & PUBLIC PROTECTION
SCRUTINY COMMITTEE
11th NOVEMBER 2016**

**Revenue & Capital Budget
Monitoring Report 2016/17**

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 31st August 2016, in respect of 2016/17.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. Hazel Evans (Technical Services)
- Cllr. David Jenkins (Resources)
- Cllr. Jim Jones (Environmental & Public Protection)
- Cllr. Pam Palmer (Community Safety, Social Justice / Crime & Disorder)

<p>Directorate: Corporate Services</p> <p>Name of Head of Service: Owen Bowen</p> <p>Report Author: Owen Bowen</p>	<p>Designation:</p> <p>Head of Financial Services</p>	<p>Tel No. / E-Mail Address:</p> <p>01267 224886 obowen@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 11th NOVEMBER 2016

Revenue & Capital Budget Monitoring Report 2016/17

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 £345k 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 £22,086k compared with a working net budget of £22,121k giving a **£-35k** variance. The variance will be slipped into future years, as the funding will be required to ensure that the schemes are completed.

Appendix E

Detail variances on all schemes for information purposes only.

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: Owen Bowen Head of Financial 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 £345k

Capital – The capital programme shows a variance of -£35k against the 2016/17 approved budget.

CONSULTATIONS

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

Signed: Owen Bowen Interim Head of Financial 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
2016/17 Budget	Corporate Services Department, County Hall, Carmarthen

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Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 31st August 2016 - Summary

Division	Working Budget				Forecasted				August 2016 Forecasted Variance for Year £'000	June 2016 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	849	0	-739	110	1,012	-42	-739	230	121	87
Waste & Environmental Services	23,948	-8,300	1,536	17,184	22,761	-7,060	1,536	17,237	53	44
Highways & Transportation	57,141	-38,994	8,706	26,853	57,141	-38,983	8,706	26,864	10	205
Property	40,233	-37,557	-1,738	938	38,534	-35,686	-1,738	1,109	172	234
Public Protection	3,129	-604	673	3,198	3,102	-587	673	3,188	-10	-10
Community Safety Service	62	0	93	155	62	0	93	155	-0	0
GRAND TOTAL	125,361	-85,455	8,531	48,438	122,611	-82,359	8,531	48,783	345	560

Environmental & Public Protection Scrutiny Report

Budget Monitoring as at 31st August 2016 - Main Variances

Page 56 Division	Working Budget		Forecasted		August 2016 Forecasted Variance for Year £'000	Notes	June 2016 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Business Support & Performance							
Departmental - Policy	596	0	737	-36	105	Severance efficiencies not fully delivered; short-term additional pay costs to support the implementation of the Business Support review.	83
Waste & Environmental Services							
Cleansing Service	1,886	-52	1,978	-53	91	Previously identified efficiencies (labour and plant) have not been met due to the sustained demands on the cleansing service.	44
Grounds Maintenance Service	4,820	-3,431	3,816	-2,460	-33	Grounds - Effect of ongoing efficiency savings within the grounds maintenance service	0
Highways & Transportation							
Passenger Transport	3,960	-2,517	4,709	-3,199	100	Managed pool car efficiency not fully achieved	200
School Transport	9,885	-1,073	10,011	-1,139	26	Estimated overspend based on an initial assessment of demand however this may change when the new academic year commences. A number of routes have also been re tendered which may impact on the forecast	24
Car Parks	1,635	-3,156	1,459	-3,104	-124	Demand for car parks has increased, generating additional income	-59
Nant y Ci Park & Ride	1	0	74	-29	44	Members decision to withdraw the service/funding in 15/16 - the modified service is currently being trialled with the Local Health Board to generate additional revenue to cover the shortfall.	41
Public Rights Of Way	235	-11	201	-11	-34	Underspend due to vacant posts - recruitment process now underway	0
Property							
Building Maintenance Operational	25,105	-28,226	23,156	-26,074	202	On-going review of Building Maintenance expenditure and income will hopefully reduce the forecasted overspend by the year-end.	234
Industrial Premises	344	-1,260	317	-1,265	-32	Forecast based on current occupancy levels which are very high and could reduce during the year.	-32
County Farms	70	-308	54	-316	-25	Entitlements reduced and rent increases implemented	-14
Livestock Markets	39	-174	68	-181	22	Forecast based on last year's income and expenditure which is subject to change following new lease negotiations that could potentially provide additional income however this is currently difficult to quantify	22
Public Protection							
Air Pollution	95	-32	94	-24	7	Forecast underachievement of licence fee income	4
PP Management support	68	-7	63	-13	-11	General underspend in supplies and services to cover the underachievement of licence fee income in Public Health	-7
Other Variances					7		20
Grand Total					345		560

Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 31st August 2016 - Detail Monitoring

Division	Working Budget				Forecasted				August 2016	Notes	June 2016
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
Business Support & Performance											
Emergency Planning	71	0	39	110	74	-0	39	113	3		3
Departmental - Core	181	0	-181	0	194	0	-181	13	13	PA post not budgeted for	0
Departmental - Policy	596	0	-596	0	737	-36	-596	105	105	Severance efficiencies not fully delivered; short-term additional pay costs to support the implementation of the Business Support review.	83
Rechargable Works	0	0	0	0	6	-6	0	-0	-0		0
Business Support & Performance Total	849	0	-739	110	1,012	-42	-739	230	121		87
Waste & Environmental Services											
Streetscene Core	942	-38	-926	-22	943	-40	-926	-23	-1		0
Flood Defence & Land Drainage	327	0	213	540	334	-6	213	540	0		0
Single Revenue grant - Flood Defence/Resilience	30	-30	0	0	30	-30	0	0	0		0
Environmental Enforcement	575	-24	103	654	572	-21	103	654	-0		0
Ammanford Cemetery	26	-7	30	48	23	-10	30	43	-5		-3
Public Conveniences	510	-23	138	625	521	-25	138	634	9		11
Cleansing Service	1,886	-52	233	2,067	1,978	-53	233	2,157	91	Previously identified efficiencies (labour and plant) have not been met due to the sustained demands on the cleansing service.	44
Waste Services	14,262	-4,465	1,129	10,926	14,114	-4,316	1,129	10,927	1		0
Tidy Towns Projects	30	-30	0	0	30	-30	0	0	0		0
Grounds Maintenance Service	4,820	-3,431	184	1,574	3,816	-2,460	184	1,540	-33	Grounds - Effect of ongoing efficiency savings within the grounds maintenance service	0
Parks Service	248	-199	424	473	119	-69	424	474	1		0
Closed Landfill Sites Nantycaws	139	0	1	140	130	0	1	131	-9		-8
Closed Landfill Sites Wernddu	84	0	0	85	83	0	0	83	-1		-1
Coastal Protection	68	0	8	76	68	0	8	76	-0		0
Waste & Environmental Services Total	23,948	-8,300	1,536	17,184	22,760	-7,060	1,536	17,236	52		44

Environmental & Public Protection Scrutiny Report

Budget Monitoring as at 31st August 2016 - Detail Monitoring

Page 58	Division	Working Budget				Forecasted				August 2016	Notes	June 2016
		Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
	Highways & Transportation											
	Departmental - Transport	237	0	-237	0	237	0	-237	-0			0
	Departmental Pooled Vehicles	0	0	0	0	10	-10	0	0			0
	Civil Design	882	-1,294	166	-245	895	-1,303	166	-242	4		8
	Transport Strategic Planning	299	-77	334	556	330	-108	334	556	0		0
	Fleet Management	6,336	-7,772	709	-727	4,978	-6,415	709	-728	-0		1
	Passenger Transport	3,960	-2,517	-90	1,354	4,709	-3,199	-56	1,454	100	Managed pool car efficiency not fully achieved	200
	School Transport	9,885	-1,073	445	9,257	10,011	-1,139	411	9,283	26	Estimated overspend based on an initial assessment of demand however this may change when the new academic year commences. A number of routes have also been re tendered which may impact on the forecast	24
	Traffic Management	441	-51	88	478	458	-67	88	478	-0		0
	Car Parks	1,635	-3,156	312	-1,208	1,459	-3,104	312	-1,332	-124	Demand for car parks has increased, generating additional income	-59
	Nant y Ci Park & Ride	1	0	0	1	74	-29	0	45	44	Members decision to withdraw the service/funding in 15/16 - the modified service is currently being trialled with the Local Health Board to generate additional revenue to cover the shortfall.	41
	Regional Transport Consortia Grant	49	-47	9	12	96	-93	9	12	0		0
	Road Safety	142	0	64	206	144	-2	64	206	0		0
	School Crossing Patrols	179	0	39	218	179	0	39	218	-0		0
	Bridge Maintenance	709	0	72	781	702	-6	72	769	-13	Bridge Inspector post vacant for 4 months	-6
	Remedial Earthworks	292	0	6	298	292	0	6	298	0		0
	Street Works and Road Adoptions	390	-334	119	174	403	-334	119	188	13	Severance in 15/16 not delivered	0
	Technical Surveys	308	0	80	388	302	0	80	382	-5		-5
	Highway Maintenance	22,499	-15,262	1,416	8,653	22,281	-15,044	1,416	8,653	-0		1
	Capital Charges	0	0	4,976	4,976	0	0	4,976	4,976	0		0
	Western Area Works Partnership	5,947	-5,947	11	11	5,947	-5,947	11	11	0		0
	Highway Lighting	2,366	-1,104	170	1,433	3,084	-1,822	170	1,432	-0		0
	Public Rights Of Way	235	-11	15	239	201	-11	15	205	-34	Underspend due to vacant posts - recruitment process now underway	0
	Bwcabus	350	-350	0	0	350	-350	0	-0			0
	Highways & Transportation Total	57,141	-38,994	8,706	26,853	57,141	-38,983	8,706	26,864	10		205

Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 31st August 2016 - Detail Monitoring

Division	Working Budget				Forecasted				August 2016	Notes	June 2016
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
Property											
Renewable Energy Fund	0	0	0	0	55	-55	0	-0	-0		0
Building Maintenance Operational	25,105	-28,226	1,831	-1,289	23,156	-26,074	1,831	-1,087	202	On-going review of Building Maintenance expenditure and income will hopefully reduce the forecasted overspend by the year-end'.	234
Building Services	2,649	-1,584	-1,115	-49	2,628	-1,563	-1,115	-49	-0		2
Corporate Property	572	-78	-425	69	602	-120	-425	57	-12		-2
Pavillions R&M	63	0	0	63	63	0	0	63	-0		0
Corporate Property Maintenance	2,338	0	-1,305	1,034	2,338	0	-1,305	1,034	-0		0
Public Conveniences repairs	0	0	0	0	16	0	0	16	16	Asset transfer not undertaken - budget removed in 11/12 efficiencies	21
BSS Works	312	-312	0	0	340	-340	0	0	0		0
Trostre Depot a/c	94	-62	3	35	73	-43	3	33	-2		0
Pumping Stations	38	0	0	38	38	0	0	38	0		0
Design	1,802	-1,279	-123	400	1,813	-1,291	-123	400	0		0
Design Framework	0	0	0	0	180	-180	0	-0	-0		0
Building Cleaning	3,501	-3,440	340	401	3,501	-3,440	340	401	-1		0
Operational Depots	251	0	-282	-31	256	0	-282	-26	5		0
Administrative Buildings	3,047	-653	-2,395	-1	3,029	-638	-2,395	-4	-2		2
Commercial Properties	7	-182	537	362	7	-181	537	362	-0		2
Industrial Premises	344	-1,260	745	-170	317	-1,265	745	-202	-32	Forecast based on current occupancy levels which are very high and could reduce during the year.	-32
County Farms	70	-308	426	189	54	-316	426	164	-25	Entitlements reduced and rent increases implemented	-14
Livestock Markets	39	-174	23	-112	68	-181	23	-90	22	Forecast based on last year's income and expenditure which is subject to change following new lease negotiations that could potentially provide additional income however this is currently difficult to quantify	22
Property Total	40,233	-37,557	-1,738	938	38,534	-35,686	-1,738	1,109	172		234

Environmental & Public Protection Scrutiny Report
Budget Monitoring as at 31st August 2016 - Detail Monitoring

Page 60 Division	Working Budget				Forecasted				August 2016	Notes	June 2016
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
Public Protection											
PP Management support	68	-7	110	170	63	-13	110	159	-11	General underspend in supplies and services to cover the underachievement of licence fee income in Public Health	-7
PP Business Support unit	151	0	49	200	148	0	49	197	-3		-2
Public Health	279	-11	43	311	281	-12	43	311	1		-3
Noise Control	155	0	12	167	154	-0	12	166	-1		-2
Air Pollution	95	-32	13	76	94	-24	13	83	7	Forecast underachievement of licence fee income	4
Other Pollution	41	0	15	56	41	0	15	56	-0		-0
Water - Drinking Quality	42	-4	4	43	43	-3	4	44	2		0
Dog Wardens	92	-11	22	102	81	-4	22	99	-3		0
Public Health Services Management	102	-45	92	150	98	-46	92	145	-4		0
Licensing	374	-303	72	143	368	-292	72	148	5	Forecast underachievement of licence fee income	0
Food Safety & Communicable Diseases	344	0	27	371	343	-2	27	369	-2		0
Occupational Health	124	0	14	138	124	0	14	138	0		0
Stray Horses	6	0	0	6	6	0	0	6	0		0
Animal Welfare	72	-54	5	23	72	-54	5	23	-0		-0
Diseases Of Animals	80	-2	8	86	80	-2	8	86	0		0
Animal Licence Movement Scheme	157	-0	27	184	157	-0	27	184	-0		-0
Welfare Rights & Citizen'S Advice	164	0	1	165	164	0	1	165	0		0
Trading Standards Services Management	126	-47	108	187	126	-47	108	187	-0		0
Metrology	119	-13	11	116	120	-14	11	116	-0		0
Food & Agricultural Standards & Licensing	119	-38	8	88	119	-38	8	88	0		0
Civil Law	219	-4	15	230	219	-4	15	230	0		-0
Fair Trading	134	-13	9	130	134	-14	9	130	0		0
Safety	66	-18	8	57	67	-19	8	57	-0		-0
Financial Investigator	0	0	0	0	0	0	0	0	0		0
Public Protection Total	3,129	-604	673	3,198	3,102	-587	673	3,188	-10		-10
Community Safety Service											
CCTV Operators	33	0	19	52	33	0	19	52	0		0
Community Safety-Revenue	29	0	74	103	29	0	74	103	-0		0
Community Safety Service Total	62	0	93	155	62	0	93	155	-0		0
TOTAL FOR ENVIRONMENTAL AND PUBLIC PROTECTION	125,361	-85,455	8,531	48,438	122,611	-82,359	8,531	48,783	345		560

Capital Programme 2016/17						
Capital Budget Monitoring - Report for August 2016 - Main Variances						
	Working Budget			Forecasted		
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
DEPARTMENT/SCHEMES						
ENVIRONMENT	27,310	-5,189	22,121	24,548	-2,462	22,086
Murray Street Car Park, Llanelli - Exp	149	0	149	104	0	104
Trebeddrod Reservoir, Furnace, Llanelli	185	0	185	322	0	322
IT Fit-out of Eastgate Offices	350	0	350	223	0	223
Other Projects with Minor Variances	26,626	-5,189	21,437	23,899	-2,462	21,437

Variance for Year £'000	Comment
-35	
-45	Expenditure profile being planned in accordance with whole of life care plan
137	Additional Works required
-127	Delay at procurement and design stage - works to be completed early 17/18
0	

Environment
Capital Budget Monitoring - Scrutiny Report for August 2016 - Detailed Variances

Page 62

Scheme	Target Date for Completion	Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Coastal Protection Works	Ongoing	356	0	356	356	0	356
Fleet Replacement	Ongoing	7,942	0	7,942	7,942	0	7,942
Technical		149	0	149	104	0	104
Murray Street Car Park, Llanelli - Exp	Ongoing	149	0	149	104	0	104
Bridge Strengthening & Replacement	Ongoing	189	0	189	189	0	189
Road Safety Improvement Schemes	Ongoing	229	0	229	229	0	229
Street Scene Infrastructure	Ongoing	1,295	0	1,295	1,295	0	1,295
TG & Regional Transport Plan Grant Projects	Ongoing	423	-378	45	423	-378	45
Public Lighting Works		1,065	0	1,065	1,065	0	1,065
Public Lighting Works	Ongoing	445	0	445	445	0	445
Street Lamp conversion to LED Lighting I2S(10)-15-012 (invest to save)	Mar-19	620	0	620	620	0	620
RTC Grant - Road Safety Projects	Completed	11	0	11	11	0	11
B4300 Cystanog Bends Capel Dewi - Highway Support Wall	Completed	1	0	1	1	0	1
W. Gov't Borrowing Initiative for Highway Improvements - Bridges	Ongoing	11	0	11	11	0	11
Local Gov't Borrowing Initiative (LGBI) - Safety Improvements / Functionality	Completed	1	0	1	1	0	1
Trebeddrod Reservoir, Furnace, Llanelli	Sep-16	185	0	185	322	0	322

Variance for Year £'000	Comment
0	
0	
-45	
-45	Expenditure profile being planned in accordance with whole of life care plan
0	
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0	
137	Additional Works required

Environment
Capital Budget Monitoring - Scrutiny Report for August 2016 - Detailed Variances

Scheme	Target Date for Completion	Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Local Transport Plan Grant Projects	Ongoing	4,375	-4,250	125	2,307	-2,182	125
Carmarthen Western Link Road	Ongoing	3,576	-561	3,015	2,917	98	3,015
Solar Panels Project	Mar-17	1,500	0	1,500	1,500	0	1,500
Play Equipment At Parc Howard	Mar-17	150	0	150	150	0	150
Pantyglyn Retaining Wall, Llanybydder (Principal Road A485)	Mar-18	400	0	400	400	0	400
St Davids Park	Mar-18	46	0	46	46	0	46
Rural Estates Capital Schemes	Mar-17	300	0	300	300	0	300
Capital maintenance	Ongoing	3,647	0	3,647	3,647	0	3,647
Refurbishment Works Ty Elwyn	Completed	46	0	46	46	0	46
Industrial Redevelopments	Mar-18	1,000	0	1,000	1,000	0	1,000
East Gate Development		413	0	413	286	0	286
IT Fit-out of Eastgate Offices	Jun-17	350	0	350	223	0	223
East Gate -Contribution to Consultants' Fees	Mar-17	63	0	63	63	0	63
NET BUDGET		27,310	-5,189	22,121	24,548	-2,462	22,086

Variance for Year £'000	Comment
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-127	
-127	Delay at procurement and design stage - works to be completed early 17/18
0	
-35	

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ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 11TH NOVEMBER 2016

Half-Yearly Complaints and Compliments Report – 1st April to 30th September 2016

To consider and comment on the following issues:

- That the Committee scrutinises the half-yearly position in relation to complaints and compliments for the 2016/17 financial year.

Reasons:

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

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. Hazel Evans (Technical Services)
- Cllr. Jim Jones (Environmental & Public Protection)
- Cllr. Pam Palmer Community Safety, Social Justice / Crime & Disorder)

<p>Directorate: Chief Executive's</p> <p>Name of Head of Service: Wendy Walters</p> <p>Report Author: John Tillman</p>	<p>Designations:</p> <p>Assistant Chief Executive (Regeneration & Policy)</p> <p>Information & Data Protection Officer</p>	<p>Tel Nos./ E-Mail Addresses:</p> <p>01267 224112 wswalters@cararthenshire.gov.uk</p> <p>01267 224127 jwtillman@cararthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 11TH NOVEMBER 2016

Half-Yearly Complaints and Compliments Report – 1st April to 30th September 2016

This report provides members with statistics and analysis on complaints, compliments and enquiries received and dealt with during Quarters 1 and 2 of the 2016/17 financial year.

The following sections of the report are specifically relevant for the members of the Environmental & Public Protection Scrutiny Committee:

- Section 9.4 – Public Protection
- Section 9.5 – Environment

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 Assistant Chief Executive (Regeneration & Policy)

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: Wendy Walters Assistant Chief Executive (Regeneration & Policy)

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
Information@work complaints data	Not applicable.

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**Complaints and Compliments Report
Half Year
April - September
2016/17**

**Anthony Maynard
Communities & Safeguarding Manager**

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Scrutiny Guidance Note

Committee	Please refer to these sections of the report specifically:
Community	9.4 Leisure Housing 9.5 Planning Property Services
Environment & Public Protection	9.4 Public Protection 9.5
Social Care & Health	9.4 Adult Safeguarding & Improvement Primary, Community & Social Care Mental Health & Learning Disabilities
Education & Children's Services	9.2
Policy & Resources	9.1 9.3

1. Principles

Carmarthenshire County Council's Complaints Procedure was adopted in May 2011. 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.
- To adopt a stronger emphasis on **learning from complaints** and utilising them where possible to reform service design.

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 2016 – September 2016

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	7	7 100%	0 0%	0	0 0%	0 0%		
Education & Children's Services (excluding Statutory Complaints)	18	9 50%	9 50%	3	1 33%	2 66%		
Corporate Services	15	15 100%	0 0%	0	0 0%	0 0%		
Community Services (excluding Statutory Complaints)	52	34 86%	18 35%	6	5 83%	1 17%		
Environment	167	98 59%	69 41%	4	0 0%	4 100%		
Cross Departmental Issues	2	1 50%	1 50%	1	0 0%	1 100%		
Statutory Social Services Complaints – covering Children Services, Adult Social Services and Mental Health and Learning Disabilities ⁵	19	4 21%	15 79%	1	0 0%	1 100%		
TOTAL	280	168 60%	112 40%	15	6 40%	9 60%		

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

⁵ These are any complaints logged which fall under the Statutory Social Services Complaints Procedure

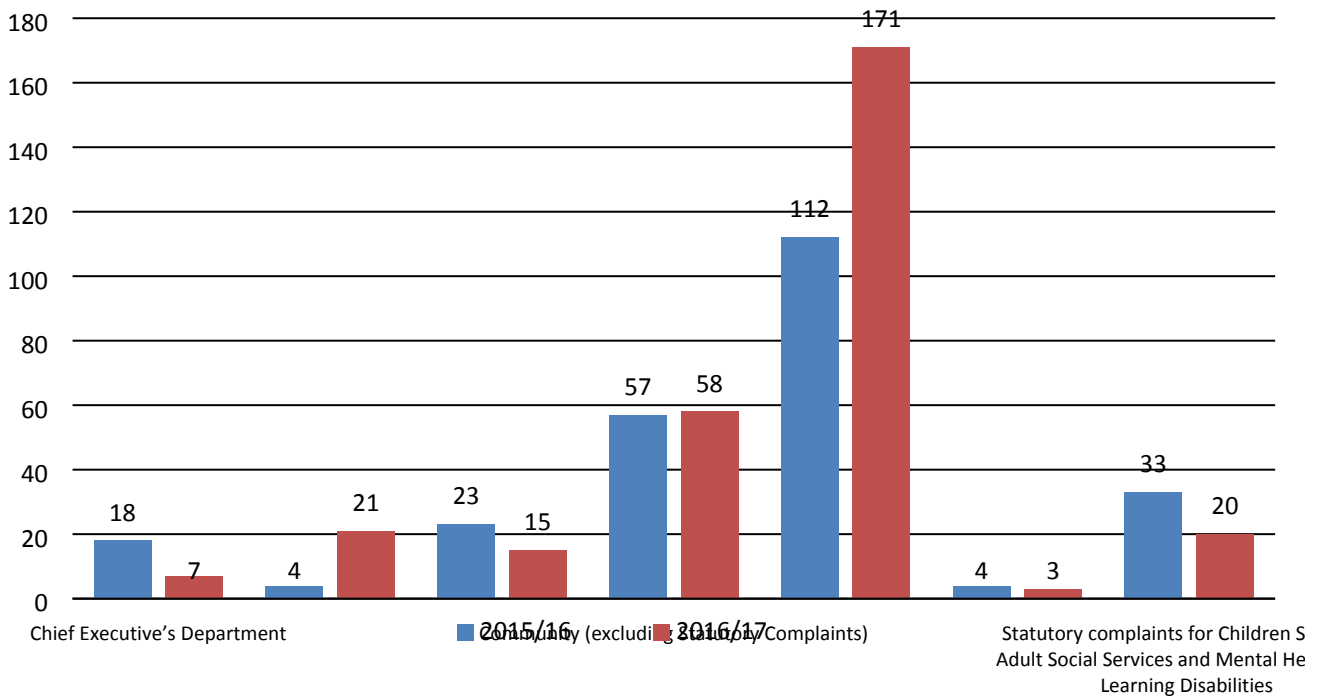
4. Summary of complaints

- The Authority investigated and responded to 295 complaints during the first half of 2016/17, compared to 251 during the same period for 2015/16.
- Overall, 59% of cases received a response within the allocated time period, compared to 66% for the same period last year.

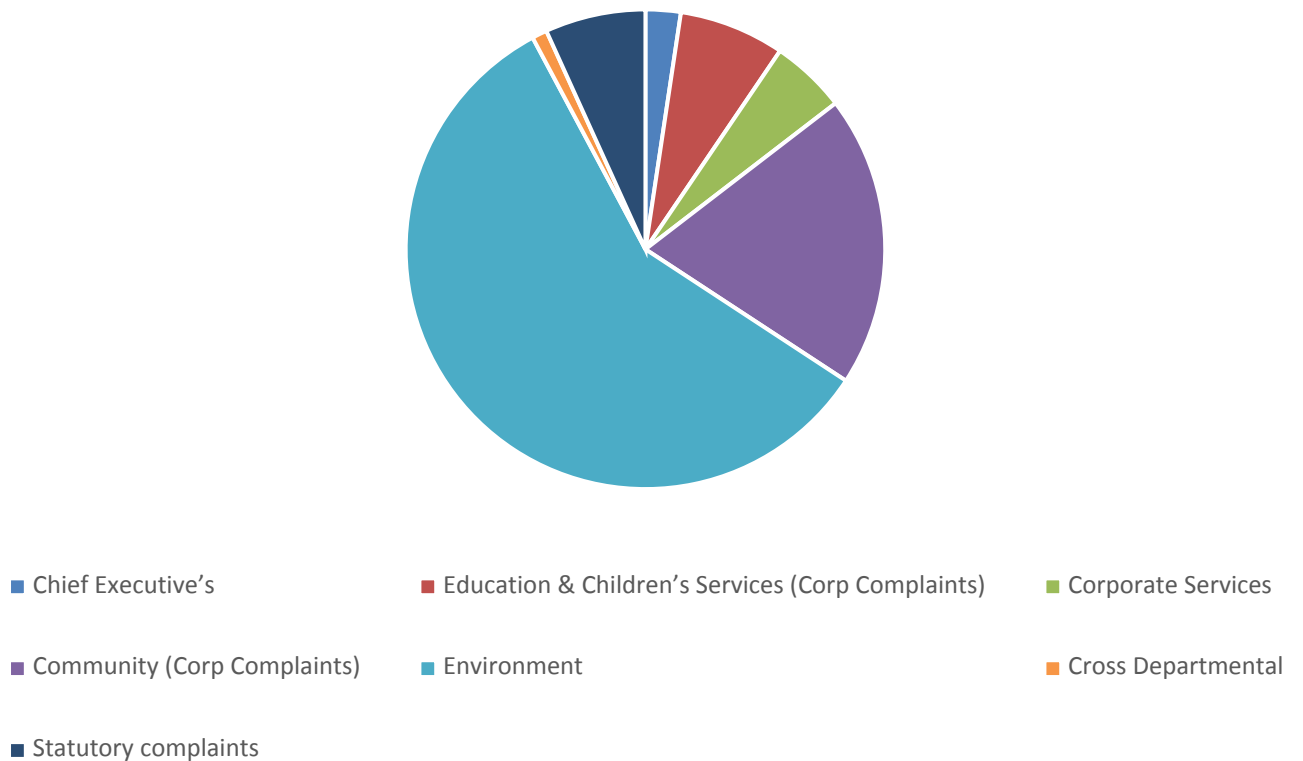
Department	Total No. of complaints received
Chief Executive's Department	7
Education & Children's Services (excl Statutory Complaints)	21
Corporate Services	15
Community Services (excluding Statutory Complaints)	58
Environment	171
Cross Departmental	3
Statutory complaints for Children Services, Adult Social Services and Mental Health and Learning Disabilities	20
Total	295

****Comparisons are approximations only due to departmental reorganisations****

Number of Complaints investigated & responded to during Q1 & Q2 2016/17 compared to 2015/16



Complaints by Department 2016/17



5. Redirected Communication

The Complaints Team also addressed a further **308** “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.

Department	Total No of Redirected communication received
Chief Executive’s Department	16
Education & Children’s Services	19
Corporate Services	10
Community Services	90
Environment	156
Cross Departmental	13
External Providers	4
Total	308

6. Complaints with any equalities or Welsh language issues

During the first half of 2016/17 we received five complaints which involved specific Welsh language issues (Education & Children's Services 1, Communities 2, and Environment 2)

We did not receive any complaints which specifically concerned Equalities issues during Quarters 1 and 2 of 2016/17

7. Complaints determined by the Ombudsman

	Concluded by Ombudsman 2016-17 (quarters 1 and 2)	Settled	Ombudsman conclusion				
			Not upheld	Discontinued	Out of jurisdiction	Referred back to Authority	Upheld
Chief Executives	0	0	0	0	0	0	0
Education & Children's Services	1	0	0	0	1	0	0
Resources	0	0	0	0	0	0	0
Community Services	6	0	0	1	1	4	0
Environment	10	2	0	2	4	2	0
Cross Departmental Issues	1	0	0	0	0	1	0
Total	18	2	0	3	6	7	0

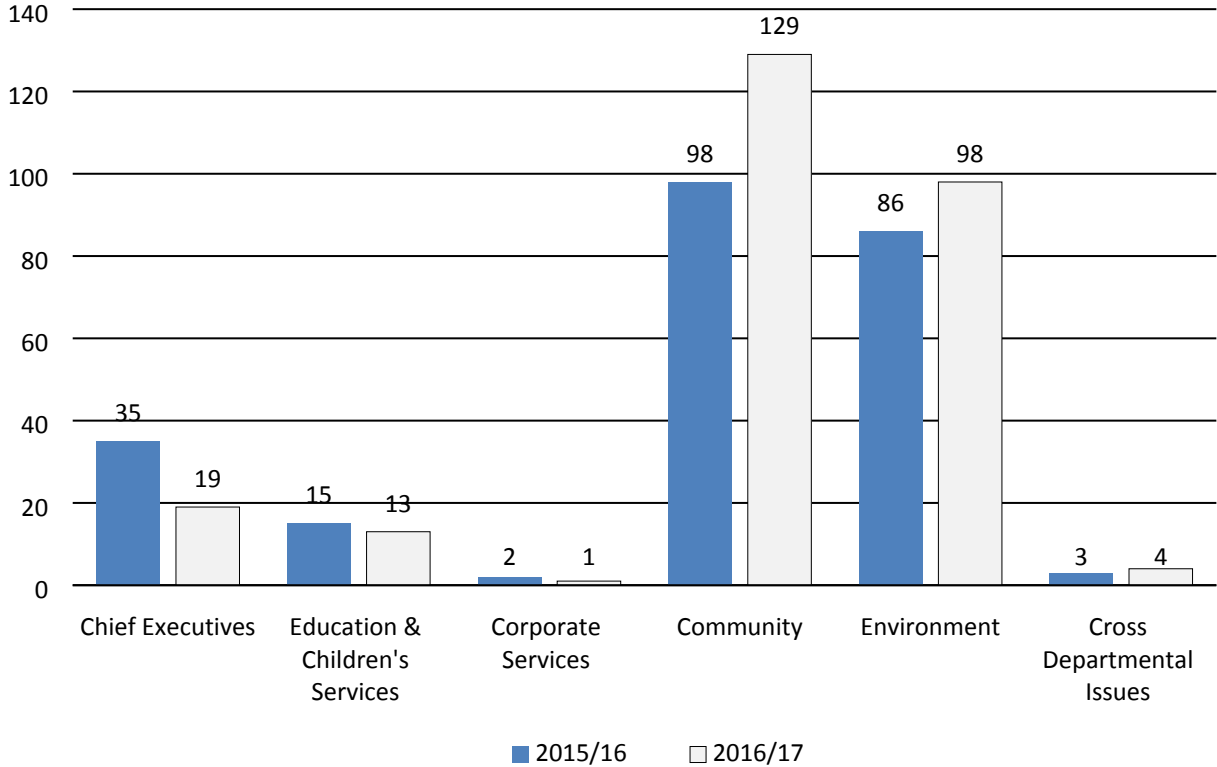
8. All Departments Compliments

Service	No. of compliments received
Chief Executives	19
Education & Children's Services	13
Corporate Services	1
Community Services	129
Environment	98
Cross Departmental Issues	4
Total	264

- The Authority received 264 compliments during the first half of 2016/17, compared to 239 for the same period in 2015/16.

****Comparisons are approximations only due to departmental reorganisations****

Number of compliments received during Q1 & Q2 2016/17 compared to 2015/16



9. Departmental Complaint & Compliment Analysis

9.1 Chief Executives

Complaints	Regeneration and Policy		People Management and Performance		Administration and Law		IT	
Stage 1 Complaints Investigated	6		0		1		0	
Upheld	4	67%	0	0%	0	0%	0	0%
Partially Upheld	2	33%	0	0%	1	100%	0	0%
Not Upheld	0	0%	0	0%	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

Registrars received one complaint that was upheld, it related to a delay in acknowledging and addressing a request for a death certificate for family history purposes.

A complaint was partially upheld for the Administration and Law section. It was acknowledged that a conversation could have been handled more effectively.

Customer Services apologised to a complainant who felt customer care was lacking. They were reassured that staff receive ongoing training on such matters. One complaint was upheld regarding the advice given surrounding a Council Tax enquiry. The Council Tax team advised that they would review the case and offer any additional guidance / training that may be required to their Customer Service Centre colleagues.

One complaint regarding the Contact Centre was upheld. An apology was given after the agent misinformed the caller regarding the details of an imminent visit from a Building Inspector. A new appointment was arranged for the tenant as soon as possible. One complaint regarding the Contact Centre was partially upheld. The complainant felt that the call handler was not as helpful as they could have been.

Compliments	Regeneration and Policy	IT
Compliments received	18	1

Analysis of the trends:

- Registrars received four compliments about the way in which they conducted wedding ceremonies *"...you made the ceremony so special...you made everything so personal", "what an absolute pleasure it was to have you there... You really did make the most important part of our day very, very special"*
- The *"excellent work"* of the Electoral Services Manager and her team was commented upon by a candidate

“Always well briefed, courteous & professional... The process was conducted very efficiently”

- The Complaints Team were thanked for assistance given to members of the public *“Thanks for your time, I really appreciated you looking into this for me”, Thank you so much. That is very helpful”*
- The Communications Team were complimented for work carried out on the Discover Carmarthenshire Website *“congratulate your department on changing the system for the better”*
- Compliments were received in relation to the manner of the staff working in the Customer Service Centres. *“very professional, compassionate & helpful in dealing with my enquiry, excellent service”, I felt that she gave me the time to deal with the query properly instead of fobbing me off”*
- Contact Centre staff were also complimented on the way they addressed matters for the public. *“Excellent Customer Service”, “prompt action by Contact Centre agent”*
- IT received a compliment for the support they provided during the election process *“Give them a pat on the back for their efforts before and during the Election process”*

9.2 Education and Children Services including Statutory Complaints Procedure (Covering Children Services)

	Children Services		Governance & Inclusion		Strategic Development		School Modernisation	
Stage 1 Complaints Investigated	11		8		2			
Upheld	1	9%	3	37%				
Partially Upheld	3	27%			1	50%		
Not Upheld	7	64%	5	63%	1	50%		
Stage 2 Complaints Investigated	2		1				1	
Upheld								
Partially Upheld			1	100%			1	100%
Not Upheld	2	100%						

Analysis of the nature of complaints and the trends

- There has been an increase in complaints for Education & Children Services in comparison to the same period last year, up from the previous 9 complaints to this year's half year total of 25.
- 13 Children Services complaints are recorded, an increase from last year's 5.
- Education Services complaints have increased to 10 complaints, from a total of 3 for the equivalent period last year.
- Strategic Development received an additional one complaint, from last year's single complaint.
- Included in the Children's Services complaints were 2 Stage 2 Investigations, looked at by an officer independent from the Authority. Both were found to be not upheld. Of the 11 Stage 1 complaints, only 1 was found to be upheld. Concerns were raised by parents as to a report produced by a social worker. 7 were not upheld, and the remaining 3 were recorded as partially upheld.
- There were 2 Stage 2 complaints recorded for Education Services. One recorded against the Additional Learning Needs team as to the delivery of a child's statement for school. Elements of the complaint were partially upheld. The other stage 2 was recorded against the School Modernisation team. Issue's surrounding security lights. Again elements were partially upheld. 5 of the remaining Stage 1 complaints were not upheld.
- Of the two Strategic Development Stage 1 complaints, one was partially upheld and the other recorded as not upheld.

Compliments	Children Services	Improvements & Skills	Strategic Development	Governance & Inclusion
Compliments received	8	1	3	1

Analysis of the trends

- There has not been any significant difference in the numbers of compliments received. This half year's total of 13 is slightly down on 15, for the same period last year.
- Compliments for Children Services related to the following areas :
 - Children in Need & Looked after Children – *'I'm thankful for your understanding, kindness, patience & love for your work. Keep making a difference'*.
 - Children with Disabilities – *'You have been my rock in my darkest hour. With your dedication & right intervention she has strived....'*
 - Children with Disabilities – *'Thank you for everything you have done for our family'*
 - Support Services (Family, Childcare, Play) – *'..staff show this commitment to others irrespective of age or gender. It's a great example.'* Relates to a Llys Caradog Residential Childcare Officer.
- Compliments for Education related to the following:
 - Governance and Inclusion – *'Thank you for preparing pupil data for us, this will save us a lot of time'*
 - Improvement and Skills – *'I cannot thank you enough for your support'*

9.3 Corporate Services

Complaints	Financial Services		Audit and Risk Management	
Stage 1 Complaints Investigated	15		0	
Upheld	3	20%	0	0%
Partially Upheld	1	7%	0	0%
Not Upheld	11	73%	0	0%
Stage 2 Complaints Investigated	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				
<ul style="list-style-type: none"> 15 complaints were received for Financial Services. <p>Five complaints related to Council Tax. One complaint, relating to a delay in processing a Council Tax refund, was upheld. An apology was provided. It was a busy time of year, which meant payment took longer than usual. A second complaint was partially upheld. This complaint related to recovery action continuing for a payment which had been partially made.</p> <p>Ten complaints were received regarding Benefits, 2 of which were upheld. Two complaints related to incorrect documents being sent out. Apologies were provided and improvements are being made to processes to ensure it doesn't happen again.</p>				
Compliments	Financial Services			
Compliments received per division	1			
Analysis of the trends:				
<ul style="list-style-type: none"> <i>"Having good people working for you is a tremendous support - I'd class her as one of the best!"</i> – praise given to Financial Services for the support provided when setting up Shop Mobility 				

9.4 Community Services Department including Statutory Complaints Procedure (Covering Adult Social Care, MHL D)

Complaints	Cross Divisional		Primary, Community & Social Care		Mental Health & Learning Disabilities		Public Protection		Housing		Leisure	
Stage 1 Complaints Investigated	1		20		4		1		21		21	
Upheld	0	0%	3	15%	2	50%	0	0%	4	19%	9	43%
Partially Upheld	0	0%	12	60%	0	0%	1	100%	5	24%	5	24%
Not Upheld	1	100%	5	25%	2	50%	0	0%	12	57%	7	33%
Stage 2 Complaints investigated	0		0		0		1		3		2	
Upheld	0	0%	0	0%	0	0%	1	100%	0	0%	1	50%
Partially Upheld	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%	2	66%	1	50%

Analysis of the nature of complaints and the trends

Primary, Community and Social Care

Three complaints were upheld. An apology was given regarding an assessment for Direct Payments. There had been a delay in updating the client and a report had detailed her name incorrectly. A reassessment was offered to ensure all details were correct. Concerns were raised by a mother regarding assistance to care for her children. She was thanked for highlighting where planning and dialogue between Adults and Children's Services could be strengthened. A complaint against Careline was also upheld. It related to difficulty getting through on a Saturday to report flooding. An apology was given, as well as assurances that staffing levels would be reviewed, where possible, as times of inclement weather.

Twelve complaints were partially upheld. Concerns included the availability of respite care, a delay in carrying out an assessment, the a delay in addressing a Blue Badge application, being unhappy with way care was provided in a care home, the level of support provided to assist with the hospital discharge process, outstanding queries regarding financial assessments, level of communication between Social Worker and client's family and poor time keeping from carers.

Mental Health and Learning Disabilities

The two complaints that were upheld related to the Transition Team. The firsts concerned general contact and advice given by the team. An apology was given and issues around communication were acknowledged. The second complaint raised concerns with a telephone conversation with a Social Worker. An apology was provided and concerns were discussed with those involved.

Public Protection

The partially upheld complaint related to waste which had been left in a rear lane. Unfortunately, there appeared to have been a failure for information to be passed internally in order that the matter could be addressed. The Stage 2 complaint that was upheld concerned a privately owned septic tank. It was acknowledged that, with hindsight, the matter could have been dealt with differently, which may

have brought the matter to a conclusion more swiftly.

Housing

There were three complaints recorded at Stage 2. Of these, one was partially upheld, due to a delay in communication between the department and the complainant. The remaining two were both found to be not upheld.

21 Complaints were recorded at Stage 1, with only 4 found to be upheld. Communication issues between relevant teams and tenants, and the lack of bilingual signage at a sheltered housing were the concerns raised. 12 complaints were recorded as not upheld.

The remaining 5 complaints all had elements which led to each being recorded as partially upheld. These ranged from a delay with a bond payment to varying communication issues.

Leisure

Two Stage 2 complaints were received, both in relation to Pembrey Country Park. A concern as to the booking procedures for the onsite camping facilities was upheld. The additional complaint was not upheld.

9 of the remaining 21 Stage 1 complaints were recorded as upheld. They ranged from difficulties at a Leisure centre while booking the gym, refreshment facilities at Pembrey Country Park, and an error in legislation, quoted by the Countryside Access team. It has now been corrected and the legal position has been clarified. 5 complaints were recorded as partially upheld, with the remaining 7 all not upheld.

Compliments	Primary, Community & Social Care	Mental Health & Learning Disabilities	Cross Divisional	Public Protection	Housing	Leisure
Compliments received	37	6	1	5	23	57

Analysis of the trends

Primary, Community and Social Care

"Thank you for all the care, attention, help and encouragement... you built up my confidence...thanks for your patience and support" – convalescence beds

"superb service... thanks for supplying the form so quickly, checking the progress and confirming the application was successful" – Blue Badge team

"Carers were outstanding - excellent and he is sincerely grateful to them" – Internal Carers

"It has been a difficult case. You have been very professional" – Social Work Team

"My Uncle was very pleased with the care team that you arranged to come in to help him" – Social Work Team

Thanks were received for the recent help provided by Careline when a lady fell. She appreciated how quickly help was arranged.

Mental Health & Learning Disabilities

"Please compliment the Staff at Llys Arthur...for the Care and diligence in support"

"He has helped me so much...kind, supportive & very understanding. Thanks for all that you do" – Substance Misuse team

"Thanks you for all your help, compassion & professionalism over the past months" - Substance Misuse team

Cross Divisional

"It serves as a wonderful model of how life should be. Never been to a place so well thought out!" - Coleshill Centre Very Well Designed For Disabled

Public Protection

"The report is well-structured, comprehensive & an example of best practice" – Welsh Government feedback on Local Air Quality Management Progress Report

"I am very grateful for your intervention" – assistance provided with noise pollution matter

Housing

'Just wanted to thank you for your help in the beginning and for getting Gwalia Care to contact me' – Housing Officer

'Over the moon that we have helped with prevention fund and am grateful for all the Council's help' – Housing Options

'I felt you have treated me fairly, with kindness and respect' - Housing Options

'Many thanks to you and the team for acting so swiftly to help re-house the family' – Housing Options

'Her attitude and pro-active work ethos was fantastic – Homelessness Officer's support to a prison leaver.

Leisure

Great customer service, helpful staff, excellent facilities and lovely coffee'- Llanelli Leisure Centre

'Thank you for your support leading up to the event, and the day itself' – Mini Olympic Event

'What a wonderful day we had in Wales, one of the highlights of our 3 week tour' – South African touring party's visit to Laugharne, and the Boathouse.

'Excellent to deal with you and your professionalism, and friendly approach' – Pembrey Country Park

'Many thanks. I can see it's been done today, excellent work' – Rights of Way Team

'I would like to express our appreciation of the help we received from Carmarthen Museum'

9.5 Environment

Complaints	Planning		Street Scene		Property Services		Transport & Engineering	
Stage 1 Complaints Investigated	9		110		32		16	
Upheld			53	48%	20	62%	5	31%
Partially Upheld	6	66%	24	22%	6	19%	2	13%
Not Upheld	3	33%	33	30%	6	19%	9	56%
Stage 2 Complaints Investigated	2		1				1	
Upheld								
Partially Upheld	1	50%					1	100%
Not Upheld	1	50%	1	100%				

Analysis of the trends

- **Overview**

Overall there has been a significant increase in complaints received for the department, compared to the same period last year, 171 complaints this half year, compared to 104 a year ago. Street Scene complaints have increase significantly to 111 (65 last year), with Property Services also increasing considerably to 32, from last years' 12. Planning complaints have decreased slightly from 15 this time last year, to 11. There remains a handful of Planning complaints nearing completion, which do overlap the cut-off date for this report.

- **Planning**

Both completed Stage 2 complaints were recorded as not upheld. One related to a residents concerns as to the way an Enforcement case had been handled; it included the advice they were given. The other Stage 2 concern was addressed by the Head of Legal Services.

'*Handling of correspondence*' and '*communication issues*' are highlighted within 5 of the 6 partially upheld complaints. The 3 remaining complaints, one of which concerned the Carmarthenshire LDP, were found to be not upheld.

- **Street Scene - Highways**

The Highways department received a total of 9 complaints, all recorded at stage 1. This figure has fallen from the 20 received during the equivalent period last year.

Two were upheld, one of which concerned the time taken to complete the maintenance of a road, and the inadequate signage which initially was in place. Two were partially upheld, with the remaining 5 recorded as not upheld.

- **Street Scene - Refuse, Recycling & Cleansing**

95 complaints were recorded for the department. 49 were upheld, 21 partially upheld with the remaining 25 recorded as not upheld.

The issues raised addressed various subjects such as the poor quality of garden waste sacks, litter being left behind after the refuse collections and damage caused to green food waste bins. There were a handful of complaints where collections were made early, therefore not abiding to advertised Bank Holiday collection days. The behaviour of individual crew members has also been highlighted in residents' complaints.

- **Street Scene – Remaining Complaints**

There were 6 other Stage 1 complaints. Issues highlighted covered a delay surrounding the removal of an abandoned vehicle and the cleanliness of public toilets. 2 of the 6 were recorded as upheld. Street Scene's only Stage 2 complaint was recorded as not upheld. A complaint re drainage issues.

- **Property Services**

9 of the 32 stage 1 complaints concerned delays with work being undertaken at council properties. Of these, 7 were upheld, and the remaining 2 partially upheld. Damage caused to property by contractors and employees were the focus of 4 complaints. 3 of these were upheld and the other, partially upheld. Lack of contact, or communication from the Authority to tenants is a theme in several complaints. Tenants having to contact the Authority a number of times as to the same concern. Overall 20 complaints were upheld, 6 partially upheld and the remaining 6 were not upheld.

- **Transport and Engineering**

2 of the 5 Parking Services complaints were upheld. One concerned the issue of a residents parking badge, and the second was in relation to an appeal for a parking fine. An administration delay, due to staff sickness was found to be at fault.

There were 4 Stage 1 and a single Stage 2 complaint recorded for Traffic Management. The Stage 2, *Traffic Calming Measures*, was recorded as partially upheld. This was due to a minor technicality highlighted by the complainant. One speed ramp was to be reshaped slightly.

None of the 4 School or Public Transport complaints were upheld.

The Engineering Design Team received 3 complaints. 2 were not upheld, with the remaining one, in relation to '*contractors lights on the site of a new school*', recorded as upheld.

Compliments	Planning	Street Scene	Property Services	Transport & Engineering	Cross Division
Compliments received per division	9	46	13	29	1

Analysis of the trends

- **Planning**

'Thank you for keeping me informed throughout. I am very grateful to you' – Enforcement
'Thank you for the professional way you gave information about the planning application'
'Rang the planning office, and encountered the most charming, helpful person ever'
'Excellent service that has been provided to us by the Principal Building Control Surveyor'
'Thank you for the very fast response to our request' – In relation to a planning enquiry.

- **Street Scene - Highways**

'Compliment the team for their prompt response to my concern regarding the manhole cover'
'I am grateful for the swift attention to the pothole, only reported two days ago'
'Team extremely helpful & obviously knowledgeable in this area, and of the work required'
'Thanks to the inspector who arranged the repair of the paving slab outside my property'

Refuse, Recycling & Cleansing

'Bin men always jolly & helpful. We appreciate all that you do'.
'Very polite & extremely helpful. Please pass on my thanks'
'Thank you for your kindness & thoughtfulness' – Assistance when elderly resident had fallen.
'Thanks to the crew who cleared the litter & black bags this morning from the lane'

Street Lighting

'Say a big thank you to the street lighting department as they have done a great job'

Environmental Enforcement

'Would like to say thank you for getting the abandoned car removed so quickly'

- **Property Services**

'They were wonderful. I can only praise the Council' – Roofers' prompt response in bad weather.
'Thank the voids officer for his assistance in resolving my heating problems'.
'He is a professional young man who you should be proud to have in your team'. Building Inspector
'All workmen have been considerate and friendly whilst doing the work'. Tenants new roof
'Impressed with the efficiency, swiftness & excellent quality of work from the team' - The Hub

- **Transport and Engineering**

'Installation of the two bollards has made the area around the ditch much safer. Thank you'
'Appreciate personal input managing this project & I sincerely thank you'
'Confident that the Road Safety Works will contribute greatly to the safety of pedestrians'
'Skills learnt during the Dragon Rider Course will lead to safer, and increased riding pleasure'

9.6 Cross Departmental

Complaints	Cross Departmental	
Stage 1 Complaints Investigated	2	
Upheld	0	0%
Partially Upheld	0	0%
Not Upheld	2	100%
Stage 2 Complaints investigated	1	
Upheld	0	0%
Partially Upheld	0	0%
Not Upheld	1	100%
Analysis of the nature of complaints and the trends		
<p>None of the Cross Departmental complaints were upheld / partially upheld.</p> <p>One of the complaints raised related to Planning Enforcement and Legal matters, one concerned missing Blue Badge documents that had been handed in at The Hub and the other referred to correspondence which had been sent to a number of sections within the authority.</p>		
Compliments	4	
Analysis of the trends		
<p>The Freedom of Information, HR and Accountancy teams were praised for the work carried out on a request for data: <i>"Comprehensive and detailed response to our request - it is very gratefully received"</i></p> <p><i>Thanks for support given by Museum Service & Grounds Staff - very helpful" - Parc Howard Summer Family Event</i></p> <p><i>"Enthusiastic assistance given - staff could not have been more helpful with the preparations - Queen's 90th Birthday Celebrations</i></p> <p>Thank were passed on to a Housing Officer & Building Inspector for their <i>"Courteous manner....constructive efforts to help us whilst adhering to council policies & rules"</i></p>		

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 11th NOVEMBER 2016

Environmental & Public Protection Scrutiny Committee Actions and Referrals Update

To consider and comment on the following issues:

- To scrutinise the progress made in relation to actions, requests or referrals recorded during previous meetings of the Committee.

Reasons:

- To enable members to exercise their scrutiny role in relation to monitoring performance.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holder: NOT APPLICABLE

<p>Directorate: Chief Executive's</p> <p>Name of Head of Service: Linda Rees-Jones</p> <p>Report Author: Matthew Hughes</p>	<p>Designations:</p> <p>Head of Administration & Law</p> <p>Democratic Services Officer</p>	<p>Tel Nos. / E-Mail Addresses:</p> <p>01267 224010 lrjones@carmarthenshire.gov.uk</p> <p>01267 224029 mahughes@carmarthenshire.gov.uk</p>
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EXECUTIVE SUMMARY

ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE 11th NOVEMBER 2016

Environmental & Public Protection Scrutiny Committee Actions and Referrals Update

During the course of a municipal year, several requests for additional information are made by the Committee in order to assist it in discharging its scrutiny role.

The attached report provides members of the Committee with an update on the progress made in relation to these requests.

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: Linda Rees-Jones Head of Administration & Law

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: Linda Rees-Jones Head of Administration & Law

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
Environmental & Public Protection Scrutiny Committee Reports and Minutes	<p>Meetings held up to July 2015: http://www.carmarthenshire.gov.wales/home/council-democracy/committees-meetings/agendas-minutes-(archive)/</p> <p>Meetings from September 2015 onwards: http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?CommitteId=134</p>

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Meeting Date	Minuted Action / Referral / Request	Progress Update	Officer	Target / Completion Date	Completed / On-going
15th April 2016	Road Safety Strategy - Unanimously resolved that the action measures outlined in the Road Safety Strategy for 2016-20 be endorsed for consideration by the Executive Board.	At its meeting on the 26th July 2016, the Executive Board unanimously resolved that the Carmarthenshire Road Safety Strategy 2016-2020 be endorsed.	Steve Pilliner / John McEvoy	26th July 2016	Completed
13th May 2016	Environmental & Public Protection Scrutiny Committee Task & Finish Group Final Report 2015/16: Car Parking Charges - The Committee resolved that subject to the inclusion of its comments and additional suggestions, the report be received and referred to the Executive Board for its consideration.	At its meeting on the 26th July 2016, the Executive Board unanimously resolved that the recommendations of the Environmental & Public Protection Scrutiny Committee Task and Finish Group on Car Parking Charges, as detailed within the report, be endorsed.	Steve Pilliner / Matthew Hughes	26th July 2016	Completed
24th June 2016	Animal Establishment Licensing Fees - Resolved to recommend to the Executive Board that the proposed licensing fees be approved for adoption, subject to the amendment of the fees for home boarders.	On the 4th July 2016, the Executive Board unanimously resolved to recommend to Council that the proposed licensing fees for animal establishments be approved for adoption, subject to the amendment of the fees for home boarders. At its meeting on the 13th July 2016, County Council endorsed the recommendation.	Robin Staines / Sue Watts	13th July 2016	Completed
26th September 2016	Kerbside Green Waste Collection Service - Resolved that the report be received and the proposals endorsed.	At its meeting on the 17th October 2016, the Executive Board unanimously resolved (i) that the proposals for introducing a new chargeable system of garden/green waste collection at the kerbside, utilising plastic wheeled bins as receptacles be endorsed; (ii) that the recommended level of charges to be applied, as outlined in the report, be approved; (iii) to approve the implementation of the recommended system/charges from Monday 3rd April 2017 (this will include the Easter holiday period in 2017).	Ruth Mullen / Ainsley Williams	17th October 2016	Completed

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ENVIRONMENT & PUBLIC PROTECTION 11TH NOVEMBER 2016

Explanation for non-submission of scrutiny report

ITEM	RESPONSIBLE OFFICER(S)	EXPLANATION	REVISED SUBMISSION DATE
Waste Strategy Update	Ainsley Williams	There is no further update to provide at this time. Actions relating to the previous report continue to be pursued as set out. In effect, there is no material change to the strategy as presented previously.	TBC



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ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE Monday, 26th September 2016

PRESENT: Councillor A.P. Cooper (Chair);

Councillors: D.B. Davies, J.A. Davies, P.M. Edwards, D.C. Evans, I.J. Jackson, A. James, J.D. James (In place of W.G. Thomas), W.J. Lemon, A.D.T. Speake, S.E. Thomas and D.E. Williams;

Also in attendance:

Councillor H.A.L. Evans – Executive Board Member – Technical Services;
Councillor P.A. Palmer – Executive Board Member – Deputy Leader [Communities];

The following Officers were in attendance:

S. Pilliner, Head of Transport & Engineering;
A. Williams, Head of Waste and Environmental Services;
R. James, Group Accountant;
K. Thomas, Community Safety Manager;
M.S. Davies, Democratic Services Officer.

Chamber, County Hall, Carmarthen - 11.30 a.m. - 1.15 p.m.

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors J.P. Jenkins, W.G. Thomas and T.J. Jones [Executive Board Member – Environmental and Public Protection].

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

The Chair advised that no public questions had been received.

5. COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT 2015/16

The Chair welcomed Councillor P.A. Palmer (Chair of the Community Safety Partnership) and Supt. Claire Parmenter (Dyfed-Powys Police) to the meeting.

The Committee received the annual report from the Carmarthenshire Community Safety Partnership (CSP) which was presented by the Executive Board Member with responsibility for Police Liaison, Community Safety, Social Justice / Crime & Disorder (and Chair of the Partnership). The report included progress made in tackling crime and disorder during 2015/16 and updates from two key partners, namely the Mid & West Wales Fire and Rescue Service and Probation Services. It also highlighted key areas of partnership working and current priorities for the multi-agency action groups which were driving forward the community safety agenda.

The following issues were raised during consideration of the report:

- In response to a question about the future funding of CCTV the Chair of the Community Safety Partnership stated that she had met with the Police and Crime Commissioner and had been informed that he had requested a review in regard to its future provision as he was well aware of how highly valued it was in terms of community safety. Supt. Claire Parmenter confirmed that she was currently conducting a review which would be fed into the Office of the Police and Crime Commissioner and would keep members apprised of developments;
- Reference was made to a previous Committee decision to invite the Police and Crime Commissioner to a future meeting and the Chair agreed that this should be followed up;
- A concern was expressed over the relatively high number of perpetrators in the 11-15 age group who had been involved in vandalism and damage to property and threatening behaviour. Supt. Parmenter responded that whilst the statistics might give a cause for concern the incidents, which in themselves were often low level, covered the whole of Carmarthenshire across the year. She added that she would arrange for the schools liaison officers to follow the matter up;
- Concerns were expressed over highway safety at the Pensarn and Cross Hands roundabouts and the A48 between particularly due to high speeds and volume of traffic. Supt. Parmenter stated that the road was regularly patrolled adding that roads policing for the County was actually based at Cross Hands. The Head of Transport & Engineering advised that the roundabouts and A48 were the responsibility of the Welsh Government. He added, however, that most accidents could be attributed to driver behaviour and the overall trend in Carmarthenshire was downwards which, he considered, was a testament to all the agencies involved in road safety working together;
- In response to a request Supt. Parmenter stated that it would be possible to provide crime summaries for the towns of Carmarthen, Llanelli and Ammanford.

UNANIMOUSLY RESOLVED that the report be received.

6. ROAD SAFETY STRATEGY (INVESTMENT PROGRAMME)

The Committee considered a report on the current investment programme in relation to road safety and associated infrastructure.

The following issues were raised during consideration of the report:-

- The Head of Transport and Engineering confirmed that there was no new money available under the Local Government Borrowing Initiative for so called functionality improvements [for new transport infrastructure]. He agreed to provide the Committee with details of the revised criteria for priority methodology for road safety, footway and other infrastructure improvements which was being developed for Executive Board approval;
- In response to a query regarding the commencement of the Cross Hands Economic Link Road Phase 2 the Head of Transport and Engineering stated that land acquisition was proceeding, as funding became available, in what was a phased programme and planning applications were being submitted. He added that it remained the highest road priority for Carmarthenshire;
- In response to concerns regarding the increased traffic through Llandeilo, and consequence increase in NO² levels, following the opening of Ysgol Bro Dinefwr the Executive Board Member – Technical Services stated that the proposed by-pass had been taken up with Ken Skates AM, Cabinet Secretary for Economy and Infrastructure, who had indicated that he wished to relook at some of the flooding issues raised. The scheme was still on the National Transport Plan;
- The Head of Transport and Engineering agreed to follow up a concern regarding overgrown hedgerows affecting road visibility.

RESOLVED that the report be received.

7. KERBSIDE GREEN WASTE COLLECTION SERVICE

The Committee considered a report on proposals due to be submitted to the Executive Board for introducing a new chargeable system of garden/green waste collection at the kerbside. This would involve the provision of wheeled plastic green waste bins with participating households contracting with the Authority for the service within each financial year for a set fee.

The following issues were raised during consideration of the report:-

- Officers agreed, in response to a concern that people often burnt their garden waste in rural areas, to provide members with information on the legal position with regard to garden bonfires,
- It was commented that the Authority had no wish to close the Llangadog recycling centre.

RESOLVED that the report be received and the proposals endorsed.

8. REVENUE & CAPITAL BUDGET MONITORING REPORT 2016/17

The Committee considered the budget monitoring reports for the Environment Service, Public Protection Service and the Community Safety Service as at 30th June 2016, in respect of 2016/17.

The following issues were raised during consideration of the report:-

- In response to a query as to why a number of school bus routes had been retendered the Committee was informed that this would have been due to issues such as safety, the need to maintain small and medium-sized enterprises (SMEs), stimulating competition and developing the local market;
- In terms of bridge strengthening & replacement it was commented that delays tended to be related to negotiations with landowners.

RESOLVED that the report be received.

9. QUARTER 1 PERFORMANCE MANAGEMENT REPORT – 1ST APRIL TO 30TH JUNE 2016

The Committee considered the 2016/17 Improvement Plan Performance Monitoring Report for Quarter 1 which included actions and measures in the 2016/17 Improvement Plan relevant to the Committee's remit.

The following issues were discussed during consideration of the report:

- In response to a concern over the explanation in the report for the removal of dog fouling being off target which suggested a lack of staff the Head of Waste and Environmental Services acknowledged that there had been staffing issues and that the daily refuse collection service had taken priority. The Community Safety Officer stated that Police Community Support Officers had authority to issue fixed penalty notices for dog fouling offences but appeared not to be doing so. She agreed to raise the matter with the new Police and Crime Commissioner and provide the Committee with an update. The Chair also referred to the need to relook at areas where dog waste bins had been removed and not replaced;
- In response to a query the Executive Board Member commented that solar photovoltaic programme for Council non-domestic buildings was on target.

UNANIMOUSLY RESOLVED that the report be received.

10. ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE ANNUAL REPORT 2015/16

The Committee received an Annual Report for its work during the 2015/16 municipal year which had been prepared in accordance with Article 6.2 of the County Council's Constitution.

The report provided an overview of the work programme and the key issues considered by the Committee. It also detailed the issues referred to or from the

Executive Board, Task & Finish review, development sessions held for members as well as their attendance at committee meetings.

UNANIMOUSLY RESOLVED that the report be received.

11. FORTHCOMING ITEMS

Reference was made to a previous committee request for an all-member seminar on corporate manslaughter. The Executive Board Member – Technical Services commented that the Executive Board had already attended a seminar on the subject. The Chair asked that the matter be followed up.

It was also agreed that the Executive Board Member – Environmental Health and Public Protection be asked the latest position on the tackling of invasive plants.

RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting to be held on 11th November, 2016 be noted.

12. MINUTES

UNANIMOUSLY RESOLVED that the minutes of the meetings held on 15th April 2016, 13th May 2016 and 24th June 2016 be signed as a correct records.

CHAIR

DATE

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JOINT ENVIRONMENTAL & PUBLIC PROTECTION AND SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

Monday, 26th September 2016

PRESENT: Councillor A.P. Cooper (Chair)

Environment & Public Protection:

Councillors A. Davies, D.B. Davies, I.W. Davies, J.A. Davies, P.M. Edwards, D.C. Evans, I.J. Jackson, A. James, J.D. James (In place of W.G. Thomas), W.J. Lemon, A.D.T. Speake, S.E. Thomas, D.E. Williams

Social Care & Health:

Councillors S.M. Allen, I.W. Davies, W.T. Evans, H.I. Jones, D.J.R. Llewellyn, K. Madge, E. Morgan, B.A.L. Roberts, E.G. Thomas, G. Thomas and J.S. Williams;

Also in attendance:

Councillor P.A. Palmer – Executive Board Member [Communities] / Deputy Leader

The following Officers were in attendance:

K. Thomas, Community Safety Manager;
M.S. Davies, Democratic Services Officer.

Chamber, County Hall, Carmarthen - 10.00 a.m. - 11.20 a.m.

1. CHAIR

It was **UNANIMOUSLY RESOLVED** to appoint Councillor A.P. Cooper as Chair for the meeting.

2. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors W.G. Thomas, J. Williams, J. Tremlett [EBM Social Care and Health], and T.J. Jones [EBM Environmental and Public Protection].

3. DECLARATIONS OF PERSONAL INTEREST

There were no declarations of interest.

4. DECLARATIONS OF PROHIBITED PARTY WHIPS

There were no declarations of party whips.

5. PUBLIC QUESTIONS (NONE RECEIVED)

No public questions had been received.

6. AREA PLANNING BOARD DRUG & ALCOHOL MISUSE STRATEGY ANNUAL REPORT 2015/16

The Chair welcomed Caroline Phipps [Drugaid Cymru] and Supt. Claire Parmenter (Dyfed-Powys Police) to the meeting. [Members had earlier availed themselves of the opportunity to visit the Drug-aid bus.]

The Committee considered the Area Planning Board report on Drug and Alcohol Misuse Strategy and Development 2015/16 which covered a range of areas, serving to inform members and update them on current commissioning arrangements and the provision of substance misuse services. Information was included on

- the strategic objectives regarding the provision of such services, the funding arrangements and services/projects commissioned;
- local developments and confirmation of the governance and planning arrangements in place on a regional basis.

The Community Safety Manager, in response to a question, confirmed that there were dedicated officers responsible for monitoring contracts with all service agencies. The use of the Drug-aid Bus was welcomed, particularly as a means of extending the service it offered to the more rural parts of the county.

It was commented that people with alcohol-related problems needed support to help them find work if that was a contributory issue and that there needed to be an anti-drink and drug campaign in licenced establishments.

The representative from Drug-Aid advised that people with drink or drug related issues were able to access counselling services and that European funding had recently been secured to look at ways of getting such individuals back to work. She added that she would be happy to involve the service in any pub or club drink/drugs campaign.

The Dyfed Powys Police representative emphasised the importance of local intelligence in tackling drug and drink related problems in communities particularly as the general decline in the night time economy meant that the Police were seeing an increase in alcohol related violence in domestic settings.

In response to a question relating to drug issues in schools the Committee was informed that the Police Force had 5 full time officers based across the schools in Carmarthenshire and that in 2015/16 officers had attended approximately 1900 on drugs, alcohol and cyberbullying etc. In addition the Drug-Aid bus visited schools.

UNANIMOUSLY RESOLVED that the report be received.

7. ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE TASK AND FINISH GROUP ACTION PLAN MONITORING – REVIEW OF SUBSTANCE MISUSE TREATMENT SERVICES

Consideration was given to a report detailing the progress made in relation to the recommendations made by the Committee's Task & Finish Group following the review of substance misuse treatment services in 2013/14. It was noted that some of the actions were still on-going and were being taken forward with the appropriate agencies. In response to a question the representative from Drug-aid stated that the increase in referrals to the substance misuse team indicated that more individuals were accessing the service. She also assured members, following expressed concerns, that the importance of ensuring that there was proper governance of sub contracted services was recognised. The Police representative added that her officers would visit any premises there were concerns about and any criminality would be dealt with accordingly. It was suggested that all Councillors could benefit from receiving training on awareness around substance misuse and ways to assist the Police with local intelligence on drug and alcohol abuse.

RESOLVED

7.1 To note the progress made and sign-off the action plan in relation to the recommendations made by the Committee's Task & Finish Group following the review of substance misuse treatment services in 2013/14;

7.2 the Community Safety Manager be requested to arrange a seminar for members on drug and alcohol abuse.

CHAIR

DATE

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