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Heads of Service Overview

This is a brief overview of performance from each Head of Service who reports data to this Scrutiny

Wendy Walters –Assistant Chief Executive (Regeneration and Policy)

Crime statistics

Crime levels have increased overall this year compared to last year. Levels of recorded crime went up by 10.8% amounting to a rise of 794 crimes from 7,334 to 8,128. Increases were seen across Dyfed Powys, with the change in Carmarthenshire being the second lowest percentage increase across the Force area. It is important to note, however, that crime rates continue to be significantly lower in Carmarthenshire compared to the national average and in comparative terms Carmarthenshire continues to be one of the safest areas in the UK.

Reductions have been seen in vehicle crime (down 16.6% and 62, to 311) and drug offences (13% fall and down 143 to 949). Increases have been seen in domestic burglary levels (up 15.45% to 262, an increase of 35), burglary non dwellings (up 3 to 302, an increase of 1%), sexual offences (up 52 to 328, an increase of 18.8%), arson and criminal damage (up 187 and 14.2% to 1,503) and violence against the person (up 517 crimes and 30.6% to 2,203) and miscellaneous crimes against society (up 11.2% to 148, an increase of 15).

Increases seen in certain reported crimes continue to be in line with national trends and, it is believed, are as a result of the introduction of a new way of recording crime more accurately from January. There was a significant process change to crime recording practices within Dyfed-Powys, following recommendations from Her Majesty's Inspectorate of Constabulary. This administration / process change has had an impact on recorded crime figures in 2015, prompting an increase in recorded crime volumes therefore making any comparisons with 2014 less valid.

Anti-social behaviour (ASB) incidents have continued to fall. There were 6,443 incidents reported, a fall of 15.5% and over 1,000 incidents (1,181) compared to last year. Improvements in the police process of identifying ASB, at the point contact in the communication centre, has resulted with less calls for service being categorised as ASB at that initial point of contact. Also the emphasis on accurate crime recording has seen a number of calls that previously may have been recorded as ASB now being recorded as lower level crime, hence the uplift in crime figures and decrease in ASB volumes.

Progress over the year on Community Safety Partnership (CSP) initiatives

CSP multi-agency action groups continue to be proactive tackling key priorities and progress made in relation to some of these include:

- Tackling reducing reoffending which remains a key priority, with collaborative work across agencies continuing to improve as a result of the co-located police and probation Integrated Offender Management (IOM) team. `Trawsnewid/Transform` - the Integrated

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Offender Management scheme to deal with the offending behaviour of our most prolific offenders - has continued to perform well over the year. Positive results have been seen by the continued targeting of an identified cohort of offenders by a co-located team of Police and Probation officers working with a number of partner agencies. Developments over the year have included improved engagement by agencies including Housing and Social Services, links with the management of serious violent offenders and the adult substance misuse service. There has been good engagement with the Youth Offending and Prevention Service attending daily briefings, work experience placements identified, and a refresh of the cohort to ensure the correct people are being worked with. The latest performance data (12 month period ending in December 2015) for Carmarthenshire show that crimes have reduced by 89, with a cost of crime saving of over £800,000.

- Working closely with partners to address counter-terrorism issues locally. Following the introduction of the 'Counter Terrorism and Security Act 2015', we are beginning to implement the new 'Prevent Duty' which requires us and other 'specified authorities' to have '*due regard to the need to prevent people from being drawn into terrorism.*' An action plan is being developed to ensure the Council complies with the Duty and raising awareness, wider training for staff and referral processes are among the issues being considered. As required by the Act, the Council has established a multi-agency Channel panel. This local authority led multi-agency Panel is offering support to the small number of individuals identified as being at risk of radicalisation.
- Closer working with Gwalia who deliver the service to address ASB in partnership with organisations. The issuing of warning letters continues and improved links with the Youth Support Service ensures their engagement in referrals which relate to young people. Developments over the year have included an improvement in information sharing between the case management systems used by Gwalia and the Police and mediation training provided to Gwalia and police staff with mediation offered to a small number of cases to try to resolve issues between the parties. Gwalia has continued to attend the CSP's action group covering ASB and gives regular updates regarding the service and performance information is discussed by partners.
- Work with vulnerable people has been extended to try to prevent them being a victim of scams. Police and Trading Standards officers have been visiting potential vulnerable victims subjected to scams received in the post, on the internet and from phone calls. The pilot was introduced in the Ammanford area and is now being set up in Llanelli. There are over 600 potential victims in Carmarthenshire.
- Trading Standards officers tackling cyber crime by issuing tips to avoid falling victim to this increasing crime. The officers have been offering advice and also investigate cyber crimes through the Council's digital forensic unit – the only one in Wales. Advice has included using secure websites, not clicking on links you are not sure of and not providing personal data on websites.
- Support for the White Ribbon Campaign against domestic abuse with councillors and officers signing a pledge not to commit or condone violence against women and girls,
- Partnership work to reduce alcohol-related violence has included a review of the Designated Public Place Order (DPPO), promotion of the Paul's Pledge campaign and work with licensed premises and other partners to tackle problems in Town Centres at night relating to alcohol and drug related crime and ASB:

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- Evaluating the Designated Public Place Order (DPPO), introduced in an area in Llanelli town centre to tackle alcohol-related crime and ASB. It was found that the Order had successfully addressed alcohol-related ASB and disorder in public places, was considered to be a useful tool and had been effectively enforced. There had been no displacement of problems to other areas or evidence to suggest the boundaries of the DPPO should be reviewed.
- Promoting the 'Paul's Pledge' alcohol related violence campaign. #PaulsPledge, launched in December 2014, is led by Paul Pugh who is still suffering the effects of a vicious, unprovoked attack that happened on a night out in 2007. The initiative encourages you to think about the consequences of violence for the victim and offender. You can pledge online to 'never commit or condone alcohol-fuelled violence or aggression, or any violence full stop.' Paul has continued to give talks to schools and colleges supported by the neighbourhood policing team. The campaign has had TV coverage with documentaries shown on ITV Wales and S4C and was re-launched before Christmas. In Llanelli, the new mobile police station was used at the Carnival, supermarket roadshows were held, the campaign was promoted at Parc y Scarlets and wristbands were handed out to shoppers and revellers.
- Joint licensing visits have taken place by the Council's licensing team and police with proactive work undertaken at Christmas and during the Six Nations games. Police continue to work closely with Trading Standards officers in relation to any issues with underage drinking and sales to young people.

The well-established local partnership working effectively targets resources to help keep Carmarthenshire one of the safest areas in the UK. This collaborative approach continues to bring our partner agencies together to tackle the crime and disorder problems which most concern our local communities.

Following a partnership review requested by the Local Service Board in preparation for Well-being of Future Generations Act requirements, the work of the Community Safety Partnership will now be taken forward through a 'Fair and Safe Communities' Thematic Group. The remit of this new group will also include community cohesion and equalities issues relating to crime and disorder.

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Stephen Pilliner – Head of Transport & Engineering

The Transport and Engineering Division has continued to focus its work to facilitate the expeditious, safe movement of goods and people on the highway network. Progress has been made with actions outlined in the improvement plan relating to road safety, infrastructure development and sustainable transport developments.

The progress of a number of actions is dependent on influencing behavioural change with road users. We work with partners and stakeholders to deliver improvements on a highway network that is the second highest length of county network in Wales and where traffic volumes are the third highest in Wales.

Achieving success across the key themes is challenging. Nevertheless, the teams continue to strive to:

- make a reducing resource base go further
- secure external funding wherever possible by submitting quality bids that are based on effective use of research, innovation and engagement with communities.
- work in collaboration with neighbouring authorities through the Local Transport Forum and other organisations such as the Dyfed Powys Police, Go Safe Wales and the Mid & West Wales Fire Service.

The 2015/16 Improvement Plan included a mix of engineering and behavioural change measures, and incentives to facilitate the safe movement of goods and people. A summary of the interventions are set out below for members.

1. Road Safety.

The Wales Government has established an All Wales Strategic Road Safety Group to support partnership working to deliver the Road Safety Framework for Wales, which was published in 2013. The group brings all partners together to develop a strategic approach to improving road safety by targeting and measuring educational, engineering or enforcement measures that can be monitored and measured for effectiveness.

The Authority has developed a Road Safety Plan which reflects the national casualty reduction targets, as set out in the Road Safety Framework Wales.

Our work in partnership with the Police and other agencies has continued. We have sought to build on our previous success in reducing the number of people killed and seriously injured on Carmarthenshire roads. We have invested in computer software to improve the quality of management information that we will use to target education, engineering or enforcement interventions. Provisional results for 2015 indicate there has been a reduction in the number of casualties on the highway network for two of the key targets in 2015.

The performance targets to 2020 for road casualty reduction are set by the All Wales Road Safety Framework. The targets are set against the baseline figure for the period from 2004-2008 are set out below:

- A 40% reduction in the total number of people killed and seriously injured on the roads

Baseline Figure 116 - Target 70

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- A 40% reduction in the number of killed and seriously injured for young adults

Baseline Figure 33 - Target 20

- A 25% reduction in the number of killed and seriously injured for motorcyclists.

Baseline Figure 18 - Target 14

Based on provisional figures, the performance at the end of 2015 against the 2020 targets was*:

- A 12% reduction in the total number of people killed and seriously injured on the roads
- A 34% reduction in the number of killed and seriously injured for young adults
- A 6% reduction in the number of killed and seriously injured for motorcyclists.

Performance against the targets is mixed and needs to be set in some context where a small change in the numbers can have a significant impact of the percentage change. Table One below helps illustrate this and also provides a comparative indicator of performance over the last three years.

| Indicator | 2013 | 2014 | % Change 2013-2014 | 2015* | % Change 2014-2015 | % Change 2013-2015 |
|--|------|------|--------------------|-------|--------------------|--------------------|
| Number of people killed and seriously Injured on the roads | 100 | 94 | 6% | 102 | ↑8.5% | ↑2% |
| Number of young adults killed and seriously injured | 38 | 21 | 45% | 22 | ↑4.76% | ↓42% |
| Number of motorcyclists killed and seriously injured | 28 | 24 | 14% | 17 | ↓29% | ↓39% |

*Provisional Figures

The Authority continues to strive to make further improvements through partnership working with the respective agencies and undertaking a mix of interventions that include engineering measures, education and enforcement.

2. Infrastructure Investment.

Working with the former SWWITCH partners, moneys secured through the Local Transport Fund, Safe Routes in the Communities, Local Road Safety Grant has enabled the Authority to make investment in infrastructure. The investment has improved transport infrastructure to provide access e.g.

- Carmarthen West Link Road
- Public transport infrastructure
- Walking and Cycling Infrastructure
- Phase 2 of The Cross Hands Economic Link Road

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3. Passenger Transport

Despite significant reductions in funding for public transport, the uptake of concessionary bus passes is still seeing a high uptake. The performance for the year of 80.6% is above anticipated target of 79%. The ongoing challenges relating to public transport, is likely to have a negative impact on this sector of users in the future.

To date, the authority has worked together with the bus operators, our neighbouring authorities and the Wales Government to provide and sustain the network as much as possible.

4. Internal Interventions

The Division continues to use a number of internal measures in promoting and developing sustainable travel options. Collaboration on the fleet replacement programme between our fleet section and service users has helped reduce the operational fleet by a further 2% at the end of the year, the fleet has reduced by 8.8% since 2013/14. The replacement programme has been implemented and new vehicles are currently being delivered with the more specialist vehicles in Refuse and Highway Maintenance due for delivery by Autumn. The new vehicles ordered are more fuel efficient and will produce less emissions.

Street Scene – Street Scene Managers

Waste Management

Our performance in overall recycling continues to improve with an actual performance of 63.35% against a statutory target of 58%. Our aim is to stay ahead of the statutory targets by at least two percentage points in any given year. Our actual recycling performance for the year has surpassed the internal target. This is testimony to the determination of our Waste Services and Environmental Enforcement teams' to continue to work on improving performance, as well as CWM Environmental's processing capability and of course, the enthusiasm and willingness of our public to participate. The Authority also reduced the percentage of waste sent to landfill from 18.11% in 14/15 to 5.24% in 15/16, which places us comfortably well within our statutory landfill allowance.

Following on from the food recycling participation surveys undertaken on about 15,000 properties in 2013/14 and 2014/15, further work has been undertaken by our Community Recycling Advice team by targeting certain areas and advising households about our range of recycling schemes in an attempt to increase participation, particularly in the recycling of food waste. Participation in our food recycling scheme is estimated to be about 40% of those households surveyed. Some trials using food bin liners were undertaken towards the latter end of the year, but only marginal gains were realised, although this data has yet to be fully analysed.

A high level preliminary assessment of our current co-mingled collection system has been completed. A first draft report has been compiled and is currently under review. The conclusions allows us to continue with the planned roll out of new refuse collection routes from Autumn 2016, with the procurement of new vehicles well under way.

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Street Cleansing and Enforcement

The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness reported at 98.9% against a target of 92%. The Cleanliness Index (LEAMS independent Keep Wales Tidy survey) indicator is at 72.4% compared to a target of 67%. Both sets of figures are slightly lower than last year's performance. However, given the resourcing difficulties within the Waste and Cleansing Operational Units, the results demonstrate that the service continues to perform to a high standard, although the period taken to remove fly-tipping is off target with for reasons related to resourcing.

The Waste Strategy and Environmental Enforcement Units have continued to take a proactive role in terms of leading on education and awareness initiatives to reinforce messages relating to continued recycling and keeping our local environment clean. Extensive work has been done to allow us to introduce a public space protection order in relation to dog control and dog fouling; the order will be effective from early summer 2016. Our Environmental Enforcement team continue to take a zero tolerance approach towards offenders with regard to littering, dog fouling, fly-tipping and general environmental blight

Highway Infrastructure, Bridges & Public Lighting

The condition of our highway infrastructure showed a slight improvement during 2015-16, with the combined highway condition of the A, B and C class roads that are in overall poor condition showing an improvement from a 2014/15 figure of 11.9% against a performance of 10.7% in 2015/16. This improvement is mainly due to capital funding that has allowed us to undertake condition improvement work to the network. Our intention is to continue this trend with a view to ultimately achieving a network indicator of below 8%, but this will obviously depend on continued investment.

Three bridges were strengthened in 2015/16 as follows:

- Ammanford College Bridge, Tirydail – Route C2130
- Gorsddu Bridge, Llanddeusant – Route U4315
- Cwmdu Bridge, Llanddeusant – Route U4316

These schemes were completed as part of our bridge replacement and rehabilitation programme, thereby removing traffic restrictions from the highway network.

The Highway Lighting section is continuing with its programme of converting sodium lanterns to light emitting diode, LED, incorporating dimmable technology enabling part night dimming regimes to be introduced. The £2.9 million project is funded from a combination of sources including central reserves and a £1.4 million interest free loan from the Welsh Government's Invest to Save initiative. The resultant reduction in energy costs, carbon tax and maintenance will yield an annual saving of £410,00- upon completion of the 4 year programme.

The section's PI for repairing faulty lights is slightly off-target at 5.44 days against a target of 4 days, although this measure shows a slight improvement from that of the previous quarter, it continues to be off target due to the backlog of work brought forward from Q2. Work in Q3 was further hampered by adverse weather conditions resulting in works (especially work at height) being postponed. The degree of flexibility in rearranging work at short notice is restricted as a result of stringent traffic control measures associated with repair works on heavily trafficked carriageways.

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Robin Staines – Head of Housing & Public Protection

Public Protection services aim to improve public health, animal health and fair trading.

Ensuring the safety and quality of the food chain to minimise risk to human and animal health

Promoting a fair trading environment for citizens and business

FESS Financial Exploitation Safeguarding Scheme (FESS)

Is a multi-agency initiative launched with our partners Dyfed Powys Police in 2014 and facilitates for the early detection, intervention and prevention of financial abuse against vulnerable people. Additionally it implements a support package that brings together the full range of protective/preventative measures to protect residents from further exploitation.

These scheme utilises the following functional areas:

- Scams Hub intelligence-led visits
- True-call telephone call blocking and monitoring
- Banking/Financial Services Protocol
- Royal Mail staff training programme
- No Cold Calling Zones
- Doorstep Protection Zones
- Registered Handypersons/Gardeners Scheme
- Education/awareness campaigns
- Vulnerable consumer advice interventions
- Debt and mental health interventions
- Intelligence led mapping

FESS takes these measures one step further by creating working relationships with other social care departments and the private sector to extend the reach of the service beyond the traditional Trading Standards service role.

Case Study of how scheme works

Mr S is 75 years old and is visually impaired and has general Poor Health. Mr S lost over £75,000 to Investment Fraud/Boiler Room Scams. He was referred to us by Halifax Bank under the FESS scheme. Trading standards have intervened on the scam and are now supporting Mr S, further support from Housing, Social Services, and CAB & Banks has been arranged. A Truecall device has been installed on Mr S's phone line to filter out rouge calls.

Support received from services has helped get Mr S out of debt and no longer engages with fraudulent businesses

Funding for this project was obtained from proceeds seized from criminals.

FESS for has been shortlisted for 2 prestigious Municipal Journal Awards. The winner will be announced in June 2016.

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Truecall

Truecall is a device which is attached to telephone lines and blocks nuisance telephone calls to vulnerable clients, and we continue to expand and market this scheme. Truecall is offered to consumers that have been victims of telephone scams and/or are vulnerable. Carmarthenshire became the first authority in Wales to pilot this initiative. The scheme continues to prove successful as more and more nuisance calls get blocked. (99% of Nuisance calls since scheme started in 2013, 24,975 nuisance calls blocked in total.)

We currently have 48 devices installed in consumers' homes at present and we plan to install a further 172 devices. Figures from Ofcom indicate that each nuisance call costs consumers 46 pence as proportion of national consumer detriment.

Money Wise Online is a series of interactive personal finance lessons designed for Key Stage 2

Our online financial education resource moneywise.carmarthenshire.gov.uk, continues to grow 84 users registering over 69 out of 106 primary schools in the county, and one school. In addition, Ysgol Maes Y Morfa in Llanelli are inviting parents to join their children for Money Wise sessions.

As a result of exhibiting the website at the Chartered Trading Standards Institute (CTSI) annual conference in July 2015 we were visited by Chief Executive of CTSI, Leon Livermore and Regional Policy Officer from WLGA, Simon Wilkinson in November 2015, who saw the website in use at a local school.

Money Wise has been shortlisted for a prestigious Municipal Journal Award in the Trading Standards and Environmental Health category. The winner will be announced in June.

The service continues to work closely with the citizen's advice bureau through funding and performance management and by providing a range of advice services to clients.

Improving the local environment to positively influence quality of life and promote sustainability

In order to improve and maintain Air Quality the team has designated two Air Quality Management Areas, 1 is in Llanelli and 1 is in Carmarthen. This will lead to an action plan which will aim to improve Air Quality in places where people live and work thereby protecting health and wellbeing.

The team are Continuing to work pro-actively with police to licence and visit scrap metal dealers in the area. This approach aims to have a positive effect on the community in tackling metal thefts and reducing the illegal dumping of waste.

A carbon monoxide awareness campaign was undertaken during the winter of 2015 which helped highlight the symptoms of and causes of carbon monoxide poisoning. Through working with public health Wales a number of Carbon monoxide alarms were provided to potentially vulnerable people who could be at greater risk of carbon monoxide poisoning. Information leaflets were distributed and pro-active monitoring was carried out.

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Protecting individuals from harm and promoting health improvement

The Food hygiene section has successfully obtained funding for the delivery of a day's training seminar in relation to Haccp (Hazard analysis and critical control points is a systematic preventive approach to food safety) Validation and verification, effectively working with some of our well known producers, striving to further improve food safety procedures. The day took place in November and proved to be beneficial for officers and food producers alike. The team have also been involved in a National risk based consistency exercise.

Performance data for 2015-16

Environmental Health and Licensing Services

Pollution and Public Health

There have been 5837 Service requests received dealing with Pollution and Public Health teams (including complaints regarding odours, drainage, noise, fly tipping on private land, stray dogs etc.); an increase of approximately 250 from the previous year. Officers have been flexible in approach to their work and have been undertaking training to enable them to utilise additional legislation as appropriate for anti-social behaviour.

In addition to the response to service requests, officers are continuing with ongoing programmes of work such as the compliance checks for individuals and businesses requiring air pollution permits, private drinking water, bathing water and shellfish sampling.

Officers have found that there has been an increase in enquires for screening and scoping prior to planning applications for highly technical and complex businesses such as wind turbines or larger scale developments. We had received 290 planning consultations and increase of 100 from the previous year), plus pre-planning consultations and screening and scoping assessments. Each consultation and assessment takes considerable resources to ensure that the information is correct to avoid any future complications or issues.

The Contaminated Land Strategy was approved by full Council earlier this year.

Food Safety and Health

The team have completed 100% of all due programmed food hygiene inspections.

In terms of Food Hygiene Ratings, Carmarthenshire stands firmly with 98% achieving a rating of 3 (generally satisfactory) or greater with only 37 premises scoring 0,1 or 2, all of whom have been subject to multiple visits by enforcement officers and enforcement action where appropriate in securing broadly compliant standards.

Working in conjunction with Leisure, over 62 information packs have been issued to local sporting clubs regarding goal post safety. The main aim being that to assist clubs in implementing risk based maintenance programmes, in order to safeguard those accessing such facilities.

Investigations have commenced and continue into allegations of shellfish poaching, particularly in the Three Rivers area of the County. This in turn has seen the division partake in a Welsh Government Joint Working Task Group. Commercial shellfish beds and shellfish waters continue to be sampled on a monthly basis and has recently been expanded to include dived hand gathered razor clams undertaken as part of a sanitary survey application in conjunction with CEFAS, FSA and Pembrokeshire.

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The section has also made inroads into the investigation of 2 alleged illegal tattooists operating within the County, in addition to entertaining additional applications for both new tattoo and piercing premises and operators.

Officers have investigated 324 notifications of infectious diseases.

Licensing

The section have completed consultation exercises for both the Licensing Act Policy and the Gambling Policy. The reviewed documents have been approved through the political process.

Licensing Act

Between April and March 2016, we have processed 254 applications under the Licensing Act 2003 in relation to Premises and Clubs, 405 Temporary Event Notices and 103 applications for personal licences. We continue to hold regular Licensing Action Group meetings at which the Police, Licensing Officers and representatives of Public Health agree actions to tackle problems associated with licensed premises.

Taxi Licensing

Since April 2015 we have processed and issued 589 Dual Drivers Licences, 369 Hackney Carriage Licences, 101 Private Hire Vehicle Licences and 34 Private Hire Operators Licences. We have undertaken 245 spot checks on vehicles.

Gambling Act

Administer 303 Lotteries. 56 new applications processed, we Administer 84 Gambling related Premises Licenses. 243 annual fees processed.

Street and House to House collections

Since April 2015 the section has processed and issued 143 Street and House to House Collection licenses and Permits.

There have been exercises in implementing the licensing toolkit to calculate fees for services with locally set fees and a report with the reviewed fees is being prepared.

Trading Standards and Animal Health

Our routine and day-to-day service will involve direct liaison with businesses in a regulatory and advice capacity and to that end. Trading Standards have successfully completed 100% (159 visits) of high risk enforcement programme visits over the period; this is on the scheduled target. A further 412 medium risk visits were completed as programmed inspection or alternative inspection activity to the inspection regime.

We are also pro-actively promoting fair trading and Consumer Safety via our "e"-commerce monitoring strategy. We made 1459 campaign and project based visits. This is mostly proactive work designed to supplement our routine inspection strategy and comprises internet site monitoring and intelligence based 'e-visits' (831 E-visits have been completed) which have resulted in a number of entry warrants being executed. Investigations carried out involve fraud, unsafe consumer goods, counterfeit goods, illegal dog breeding.

Significant criminal investigations are underway in the following areas of Consumer protection namely: Product Safety, Financial exploitation and scams and Unfair Trading, unlicensed dog breeding and illegal movement of animals which will result in court proceedings.

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A total of 3,297 complaints and service requests were also made by members of the public to Trading Standards and Animal Health and acted upon within the Division's standard response time of 10 working days. 95.7% of these complaints and service requests were responded to within 10 working days.

The Animal Health section has successfully completed 99% (181 visits) of high risk enforcement programme visits over the period; this is on the scheduled target.

There were 259 livestock mart visits completed, and this work continues to be a priority.

A total of 156/167 animal welfare licences were determined in the standard response time of 8 weeks, representing 93.4% success and 100% (31) complaints of animal suffering were dealt within 1 working day.

A total of 288 service requests for Animal Health were made by members of the public, 280 of which were acted upon within 10 working days.

The Animal Licensing section processed 35,139 Animal Movement Licensing forms between April and March 2015/16, this function has now ceased for 2016/7.

Staff of the Animal Health section has worked diligently in developing a new Licensing Fee structure for all licensed premises and approval is going through the political process at the moment. The intention is this will result in the recovery of all our costs in relation to the Licensing process.

246 critical interventions have been completed, where an immediate response is required to ensure public protection. These interventions are mainly focused on incidents where itinerant traders were exploiting vulnerable and elderly residents and where there is immediate danger to the public and /or animals e.g. stray horses.

Trading Standards continues to conduct numerous other initiatives outside the scope of the performance indicators and has led many projects.

These include Money wise on- line, a Financial Literacy in schools, Door Step Crime / No Cold Calling Zones, second hand car safety project. It also continues to administer the service level agreement between the Authority and the Citizens Advice Bureaux.