

Pecyn Dogfennau Cyhoeddus

Penallta House,
Tredomen Park,
Ystrad Mynach,
Hengoed CF82 7PG

Ty Penallta,
Parc Tredomen,
Ystrad Mynach,
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Am unrhyw ymholiad yn ymwneud â'r agenda hwn cysylltwch â Amy Dredge
(Rhif Ffôn: 01443 863100 E-bost: dredge@caerphilly.gov.uk)

Dyddiad: Dydd Mercher, 6 Medi 2017

Annwyl Syr/Fadam,

Bydd cyfarfod **Pwyllgor Craffu Iechyd Gofal Cymdeithasol a Lles Byw** yn cael ei gynnal yn **Ystafell Sirhywi, Tŷ Penallta, Tredomen, Ystrad Mynach ar Dydd Mawrth, 12fed Medi, 2017 am 5.30 pm** i ystyried materion a gynhwysir yn yr agenda canlynol. Mae croeso i chi ddefnyddio'r iaith Gymraeg yn y cyfarfod, a dylid rhoi cyfnod rhybudd o 3 diwrnod gwaith os ydych yn dymuno gwneud hynny. Bydd cyfieithu ar y pryd yn cael ei ddarparu ar gais.

Yr eiddoch yn gywir,

Chris Burns
PRIF WEITHREDWR DROS DRO

A G E N D A

Tudalennau

- 1 I dderbyn ymddiheuriadau am absenoldeb
- 2 Datganiadau o Ddiddordeb.

Atgoffi'r Cynghorwyr a Swyddogion o'u cyfrifoldeb personol i ddatgan unrhyw fuddiannau personol a/neu niweidiol mewn perthynas ag unrhyw eitem o fusnes ar yr agenda hwn yn unol â Deddf Llywodraeth Leol 2000, Cyfansoddiad y Cyngor a'r Cod Ymddygiad ar gyfer Cynghorwyr a Swyddogion.

I gymeradwyo a llofnodi'r cofnodion canlynol:-

- 3 Cynhaliwyd y Pwyllgor Craffu Iechyd, Gofal Cymdeithasol a Lles ar 26ain Mehefin 2017

1 - 6

A greener place Man gwyrddach



- 4 Ystyried unrhyw fater a gyfeiriwyd at y Pwyllgor hwn yn unol â'r drefn galw i mewn.
- 5 I dderbyn adroddiad llafar gan yr Aelod(au) Cabinet.
- 6 Blaenraglen Waith Pwyllgor Craffu Iechyd, Gofal Cymdeithasol a Lles 7 - 22
- 7 I dderbyn ac ystyried yr adroddiadau* Cabinet canlynol:-
 1. Adroddiad yr Asiantaeth Safonau Bwyd ar Wasanaethau Gorfodi Cyfraith Bwyd Caerffili - 21ain Mehefin 2017
 2. Cais am Adnoddau Ychwanegol mewn Ymateb i'r Galw Cynyddol yn y Gwasanaethau Plant - 19eg Gorffennaf 2017

** Os oes aelod o'r Pwyllgor Craffu yn dymuno i unrhyw un o'r adroddiadau Cabinet uchod i gael eu dwyn ymlaen ar gyfer adolygiad yn y cyfarfod, cysylltwch â Amy Dredge, 01443 863100, erbyn 10.00 a.m. ar Dydd Llun, 11eg Medi 2017.**

I dderbyn ac ystyried yr adroddiadau Craffu canlynol:-

- 8 Amcanion Lles 2016/17 - Adolygiad Diwedd y Flwyddyn 23 - 42
- 9 Adroddiad Monitro'r Gyllideb (Mis 3) 43 - 54
- 10 Gorfodi Diogelwch y Cyhoedd, Gweithgarwch Gwerthu Dan Oed a Chyngor Defnyddwyr - 2016/17 55 - 66

Cylchrediad:

Cynghorwyr: A. Angel, C. Bezzina, L.J. Binding (Cadeirydd), D. Cushing, M. Evans, Miss E. Forehead, A. Gair, Ms J. Gale (Is Gadeirydd), D.C. Harse, V. James, L. Jeremiah, B. Owen, Mrs A. Leonard, J. Simmonds, S. Skivens a C. Thomas

Defnyddwyr a Gofalyddion: Mr C. Luke a Mrs J. Morgan

Bwrdd Iechyd Prifysgol Aneurin Bevan: S. Millar (ABUHB)

A Swyddogion Priodol



HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, TREDOMEN,
YSTRAD MYNACH ON MONDAY, 26TH JUNE 2017 AT 5.30 P.M.

PRESENT:

Councillor L.J. Binding - Chair
Councillor Ms J. Gale - Vice Chair

Councillors:

A. Angel, D. Cushing, M. Evans, A. Gair, D.C. Harse, V. James, L. Jeremiah,
Ms A. Passmore, J. Simmonds, C. Thomas

Cabinet Members:

C. Cuss (Social Care and Wellbeing), Mrs E. Stenner (Environment and Public Protection)

Together with:

D. Street (Corporate Director Social Services), G. Jenkins (Assistant Director - Children's Services), J. Williams (Assistant Director - Adult Services), R. Hartshorn (Head of Public Protection), M.J. Jones (Interim Financial Services Manager), E. Sullivan (Interim Scrutiny Officer), B. Manners (Senior Solicitor), A. Dredge (Committee Services Officer)

Users and Carers - Mr C. Luke

1. WELCOME

The Chair welcomed both new and returning Members to the first meeting of the Health, Social Care and Wellbeing Scrutiny Committee following the local elections and congratulated the new Cabinet Members on their recent appointments.

2. APOLOGIES FOR ABSENCE

Apologies for absence had been received from Councillors C. Bezzina, Miss E. Forehead, B. Owen and S. Skivens, together with Mrs J.M. Morgan (Users and Carers) and S. Crane and S. Millar (Aneurin Bevan University Health Board).

3. DECLARATIONS OF INTEREST

There were no declarations of interest received at the commencement or during the course of the meeting.

4. MINUTES – 21ST MARCH 2017

RESOLVED that the minutes of the Health, Social Care and Wellbeing Scrutiny Committee meeting held on 21st March 2017 (minute nos. 1 - 11) be approved as a correct record and signed by the Chair.

5. CONSIDERATION OF ANY MATTER REFERRED TO THE SCRUTINY COMMITTEE IN ACCORDANCE WITH THE CALL-IN PROCEDURE

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

6. REPORT OF THE CABINET MEMBERS

The Scrutiny Committee received verbal reports from Councillors Mrs E. Stenner (Environment and Public Protection) and C. Cuss (Cabinet Member for Social Care and Wellbeing).

Both made reference to their recent appointment as Cabinet Members and gave an overview of their role, as well as outlining recent developments within the service areas for their respective portfolios. They welcomed the opportunity to work with Members going forward and advised that they would present detailed reports at the next meeting.

7. HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

Mrs Emma Sullivan (Interim Scrutiny Officer) presented the report which detailed the forward work programme for the Health, Social Care and Wellbeing Scrutiny Committee going forward.

Members were advised that as agreed with committee members the report on Members Rota Visits had been moved to the meeting of 12th September 2017. There had been no subsequent changes to the work programme since its publication.

The Officer reminded Members that the workshop to consider and agree the committee's forward work programme for the year ahead would be held at 5.00pm on Thursday 13th July 2017 in the Sirhowy Room, Penallta House, and asked that Members make every effort to attend. Any requests for reports to be considered could be forwarded to the Officer ahead of time or taken at the time of the workshop.

The Chair emphasised the importance of Members' attendance at the workshop and asked that further information on Task and Finish Groups, what they do and what they look at be included in the workshop discussions.

Having fully considered its content the Health, Social Care and Wellbeing Scrutiny Committee noted the report and agreed the forward work programme as attached in Appendix 1 of the report.

8. CABINET REPORT

The Cabinet report listed on the agenda had not been called forward for discussion at the meeting.

REPORTS OF OFFICERS

Consideration was given to the following reports.

9. OVERVIEW OF SOCIAL SERVICES AND PUBLIC PROTECTION

Dave Street (Director of Social Services) introduced the report, which provided an overview of the Council's Social Services and Public Protection functions, including the diverse nature of these functions and the challenges being faced by these divisions over the next few years.

It was explained that Social Services in Caerphilly has an annual budget of £80.9m, cares for around 8500 people at any given time and has a workforce of over 1500 staff. In addition to providing services directly, the section also commissions a large number of services from independent and voluntary sector providers.

Members were advised of the ongoing financial pressures faced by Social Services arising from increased demand within both Children's Services and Adult Services. Proposals are due to be brought forward to help the Authority deal with these pressures. Social care is facing challenges due to the introduction of the Social Services and Wellbeing (Wales) Act (SSWBA), which will bring about a change in the way services are delivered. The Act also places a focus on partnership working and has introduced the concept of Regional Partnership Boards (RPBs) with the clear aim of facilitating a greater level of joint and integrated working between local authorities and health boards. These Boards will become increasingly influential moving forward, with one of the first major pieces of work being around the pooling of budgets. Two other initiatives which could also impact on the future shape and operation of social care, and the way services are delivered in the future, are Welsh Government's current Parliamentary Review into Health and Social Care in Wales, and proposals on Local Government reform.

The Scrutiny Committee were also provided with an overview of Public Protection, which consists of four service groups (Environmental Health, Catering Services, Corporate Policy, and Trading Standards, Licensing and Registration). Public Protection (which moved to the remit of the Health, Social Care and Wellbeing Scrutiny Committee in 2015) has a net annual revenue budget of £8.6m and a workforce of 1100 staff. It is very much a public-facing service which aims to make local communities safer, cleaner, fairer and healthier, and to protect and promote well-being in a number of ways.

Further information relating to the range of services provided by Adult and Children's Services, Public Protection, and the business support functions provided by Social Services, were detailed in the report and its appendices.

In response to a Member's query, it was explained that increased demand on Children's Services has arisen from more complex behaviours being experienced, which is a problem at a national level. A Member queried the effectiveness of pooling budgets and Officers acknowledged the uncertainty surrounding the prospect of regional partnership working, and the need for the Authority to ensure that suitable social care standards and measures are in place, prior to the implementation of any collaborative arrangements.

The Assistant Directors for Children's and Adult Services and the Head of Public Protection were then invited to present an overview of their respective divisions and to respond to queries from the Scrutiny Committee

Gareth Jenkins (Assistant Director - Children's Services) provided an overview of the wide range of teams within Children's Services. A summary of each team and their responsibilities was appended to the report. He explained that recent legislative changes have led to a greater emphasis on "front-door" services such as the Council's Information,

Advice and Assistance Service (IAA) for Social Services, which responds to initial enquiries, provides information and advice to reduce the need for statutory services, and provides appropriate assistance to individuals based on their needs. Mr Jenkins made particular reference to the robustness of safeguarding across the Council, as evidenced by positive reviews from the Care and Social Services Inspectorate Wales (CSSIW) and Wales Audit Office (WAO). The strategic objectives and principles for Children's Services were also described to Members, with a copy of these tabled at the meeting.

Queries were received regarding the Families First programme and funding reductions for certain providers. Officers explained that they had assessed user needs against a revised set of priorities, which had led to the loss or reduced usage of some providers. Members discussed a need to recruit additional foster carers, and Officers explained that a prominent advertising drive has been carried out via radio and with posters placed around the county borough. A number of fostering enquiries have been received to date and this recruitment approach will continue.

In response to a Member's query, it was confirmed that there are between 70-100 young carers within the county borough. A Member referred to challenging behaviour in young people and queried the number of out of county care placements. It was confirmed that there are currently 325 looked after children in Caerphilly, including 23 residential home placements. Social Services have seen a significant increase in these numbers over the last 12 months, with a trend towards younger children being placed in residential care (around 8-9 years old compared to a previous average of 13 years old) as they are displaying more complex behaviours. The service places an emphasis on providing the right support at the right time, with 23 out of county placements currently in effect.

Jo Williams (Assistant Director - Adult Services) referred Members to the overview of the Adult Services teams as detailed in the report. She referred to the challenges and implications arising from the Social Services and Wellbeing (Wales) Act and of the cultural change this will have for the public and staff. Members were advised of the fragility surrounding the domiciliary care service, which is currently the focus of consultation with care providers. The Scrutiny Committee were also advised of regional working groups currently in existence and of the challenges in bringing about collaborative working with the local health board.

Members were informed that in 2015/16 Adult Services saw improvements against their all-Wales rankings (up to 10th place). However the Joint Hospital Discharge Team is facing challenges around delayed transfers of care as this is one of the top priorities and indicators of performance for Welsh Government. Adult Services are also experiencing issues relating to Deprivation of Liberty Safeguards. Members were reminded of the difficult decisions that will have to be made regarding services in the near future, arising from the current need to make significant savings whilst delivering a balanced budget.

A Member sought information on the number and costs of adult out of county placements. Officers confirmed that this relates primarily to mental health cases and that they would circulate this information to Members following the meeting.

Rob Hartshorn (Head of Public Protection) provided an overview of the range of services within Public Protection as appended to the report. Members were advised that a number of these services have received good satisfaction ratings from the public. Several teams carry out a regulatory role to ensure that businesses and the public are adhering to legislation (such as Trading Standards, Environmental Health and Licensing), and all services are delivered in a programmed way. The Community Safety Warden Team provide a reassuring presence in communities and the CCTV Control Room provides an array of services on a 24/7 basis. Public Protection are currently undertaking formal consultation in respect of new Public Space Protection Orders which will strengthen the approach to addressing irresponsible dog ownership. Catering Services deliver a service across a range of sectors

and achieved the Silver accreditation in the Investors in People Standard in February 2017. It was explained that there has been a move to regional working in some aspects of Public Protection work (such as community safety partnership activity) which brings opportunities but also its own set of challenges. In addition, Environmental Health, Trading Standards, and Licensing were identified in Welsh Government's local government reform White Paper for mandated regional delivery. In its response, Caerphilly Council opposed mandated regional delivery, arguing that any regional working arrangements should be subject to a sound business case setting out demonstrable benefits to the residents of Caerphilly. The Cabinet Secretary's response to the White Paper consultation is awaited.

A Member suggested that there was a reduced Community Safety Warden presence across some parts of the borough. It was explained that the service area had recently experienced some staffing issues but that several new wardens will be recruited later this year.

Having fully considered the overview of the Council's Social Services and Public Protection services, the Scrutiny Committee noted the contents of the report.

10. 2017/18 SOCIAL SERVICES REVENUE BUDGET

Mike Jones (Interim Financial Services Manager) presented the report, which provided Members with details of the 2017/18 revenue budget settlement for the Directorate of Social Services.

Members were reminded of the need for the Council to make £36.6m of required savings between 2014/15 to 2016/17 in response to funding reductions and a number of inescapable cost pressures. Whilst the Council's financial strategy has provided a degree of protection for Social Services from the impact of these savings requirements, the Directorate has contributed £7.2m of savings over the same 3 year period.

It was explained that the financial position for 2017/18 remains challenging, and although the Welsh Government (WG) settlement was better than originally anticipated, the Revenue Support Grant cash uplift has been reduced, and the Authority has new responsibilities, inflationary pressures and inescapable service pressures. This has necessitated a savings requirement of £9.046m for the Authority in order to balance its budget for the 2017/18 financial year and the Directorate have contributed £563k towards this target through vacancy management and back-office reviews.

Members were advised that additional funding totalling £3.5m was allocated to Social Services in the 2017/18 budget to cover increased demand for social care services for both adults and children. This is only sufficient to fund the existing increase in demand and does not allow for any further increases that are likely to accrue throughout 2017/18. The Directorate is also faced with significant increases in fee levels from independent sector social care providers as a result of further changes in employment law. It is hoped that the additional WG funding of £10m across Wales will help to address these pressures, with Caerphilly's allocation confirmed as £600k in May 2017.

In addition to these savings and pressures, the budget for 2017/18 agreed by Council took account of a number of other funding adjustments, and resulted in a total Social Services net budget for 2017/18 of £80.9m. Further details of the budget setting process was contained in the report and its appendices.

The Council recently approved a Medium Term Financial Plan (MTFP) which assumed a cash flat settlement for Caerphilly for 2018/19 to 2021/22. This recognises the need for additional funding of £1.5m per year to respond to increasing demands on Social Services, and highlighted potential savings of £28m required over this period. Social Services have been protected from the worst of these cuts and have been given an initial target amounting

to 5% of budget over the four years, which equates to £3.767m, and may be subject to change as budget proposals are firmed up for future years. However, all easier savings options have now become exhausted and it is likely that some very difficult decisions will be necessary in order to deliver any further savings. A list of savings proposals will be compiled by Senior Officers and presented for Members consideration at the earliest opportunity.

A Member sought clarification on the types of posts that had been deleted in order to deliver the £7.2m saving target. Officers confirmed that this had been achieved via the deletion of some social worker posts, together with a number of back-office and managerial roles. Discussion also took place regarding the financial pressures faced within the social care section. It was explained that WG announced a further £20m of funding in March 2017, which it is hoped will help to address further increased demand. However, confirmation of Caerphilly's share is being awaited, together with any conditions that may be attached to this funding.

Following consideration and discussion of the report, it was moved and seconded that the following recommendations be supported. By a show of hands, this was unanimously agreed.

RESOLVED that for the reasons contained in the Officer's report: -

- (i) the 2017/18 budget for the Directorate of Social Services as set out in Appendix 1 be noted;
- (ii) the implications of the Council's 2018/19 to 2021/22 Medium Term Financial Plan that apply to the Directorate of Social Services be noted, and it be recognised that options for delivering savings with little impact on front line services have been exhausted over the preceding four year period.

The meeting closed at 7.20 p.m.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 12th September 2017, they were signed by the Chair.

CHAIR



HEALTH SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 12TH SEPTEMBER 2017

**SUBJECT: HEALTH SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE
FORWARD WORK PROGRAMME**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES & SECTION 151
OFFICER**

1. PURPOSE OF REPORT

1.1 To report the Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme.

2. SUMMARY

2.1 Forward Work Programmes are essential to ensure that Scrutiny Committee agendas reflect the strategic issues facing the Council and other priorities raised by Members, the public or stakeholders.

3. LINKS TO STRATEGY

3.1 The operation of scrutiny is required by the Local Government Act 2000 and subsequent Assembly legislation. The Forward Work Programmes contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016 by ensuring there is an effective scrutiny function and that council policies are scrutinised against the following goals:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

4. THE REPORT

4.1 The Health Social Care & Wellbeing Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on 26th June 2017 and workshop held on 13th July 2017. The work programme outlines the reports planned for the period September 2017 to June 2018.

4.2 The forward work programme is made up of reports identified by officers and members and has been prioritised into three priority areas, priority 1, 2 or 3. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the council website. Scrutiny committee will review this work programme at

every meeting going forward alongside any changes to the cabinet work programme or report requests.

4.3 The Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme is attached at Appendix 1. The Cabinet Forward Work Programme is attached at Appendix 2.

5. WELL-BEING OF FUTURE GENERATIONS

5.1 This report contributes to the well-being goals as set out in links to strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in that by ensuring the scrutiny function is effective when reviewing services and policies and ensure it considers the wellbeing goals.

6. EQUALITIES IMPLICATIONS

6.1 There are no specific equalities implications arising as a result of this report.

7. FINANCIAL IMPLICATIONS

7.1 There are no specific financial implications arising as a result of this report.

8. PERSONNEL IMPLICATIONS

8.1 There are no specific personnel implications arising as a result of this report.

9. CONSULTATIONS

9.1 There are no consultation responses that have not been included in this report.

10. RECOMMENDATIONS

10.1 That Members consider any changes and agree the final forward work programme prior to publication.

11. REASONS FOR THE RECOMMENDATIONS

11.1 To improve the operation of scrutiny.

12. STATUTORY POWER

12.1 The Local Government Act 2000.

Author: Emma Sullivan, Democratic Services Officer

Consultees: Gail Williams, Interim Head of Legal Services and Monitoring Officer
Dave Street, Corporate Director Social Services

Appendices:

Appendix 1 Health Social Care & Wellbeing Scrutiny Committee Forward Work Programme.
Appendix 2 Cabinet Work Programme.

Health Social Care and Wellbeing Scrutiny Committee – Sept 2017- July 2018			
Meeting Date: 12th September 2017			
Subject	Purpose	Key Issues	Witnesses
Well-being Objectives 2016/17 – End of Year Review	To inform Member of the progress made against Wellbeing Objectives WB1 and WB3.	To inform Members of the progress made against Wellbeing Objective WB1 – Close the gap in life expectancy for residents between the most and least deprived areas in the borough and WB3 - To inform Members of the progress made against Wellbeing Objective WB3 – Close the gap in life expectancy for residents between the most and least deprived areas in the borough.	Dave Street
Budget Monitoring Report (Month 3)	To inform Members of projected revenue expenditure for the Social Services Directorate and to update Members on the progress made against the savings targets built in to the revenue budget for the Directorate	Identification of significant variances between budgeted expenditure and forecasted expenditure for the financial year based on information available at the end of June, along with causes and any mitigating action taken.	Mike Jones
Public Protection Enforcement– 2016/17	To provide an annual review of: <ul style="list-style-type: none"> • Public Protection enforcement activity; • the approach taken to tackling sales of age restricted products; • the Authority’s Public Open Space CCTV system; • the Consumer Advice Service. 	The report provides an overview of formal enforcement activity undertaken including outcomes of investigations undertaken under the auspices of the Regulation of Investigatory Powers Act. The Surveillance Camera Commissioner’s Code of Practice states that the Authority should consider its CCTV system annually to ensure that it remains necessary, proportionate, and effective. The Authority is required by law to annually review its approach to tackling under-age sales of tobacco and spray paints.	Rob Hartshorn

Meeting Date: 24th October 2017			
Subject	Purpose	Key Issues	Witnesses
Looked After Children Pressures	To inform Members of the service and resource pressures related to the increasing number of children Looked After by the Council.	The report will cover 'edge of care' preventative supports, decision making quality assurance, placement shortage, foster care recruitment, use of residential provision, MIST service development, regional approaches and the budget position.	Gareth Jenkins
Transport Criteria	To obtain members views on the proposed transport criteria which has been reviewed and updated in line with the Social Services and Well-Being Act	Criteria covers all client groups and primarily looks at transport for attendance at day opportunities. Criteria focuses on promoting independence for people giving them choice and control over their lives Scrutiny is part of the consultation process	
Budget Monitoring Report (Month 5)	To inform Members of projected revenue expenditure for the Social Services Directorate and to update Members on the progress made against the savings targets built in to the revenue budget for the Directorate	Identification of significant variances between budgeted expenditure and forecasted expenditure for the financial year based on information available at the end of August, along with causes and any mitigating action taken.	Mike Jones
Members Rota Visits	To enable members to make a decision as to whether or not they continue to do rota visits to council establishments	Performance in relation to visits completed Rota visits are not a statutory requirement and are not a form of inspection Decision on the way forward in terms of continuing visits or not if yes clear plan and commitment re completion	

Meeting Date: 5th December 2017			
Subject	Purpose	Key Issues	Witnesses
Aneurin Bevan University Health Board	To provide an update on the key developments since December 2016 and outline performance and improvement plans.		J. Pagett (Chief Executive ABUHB) Ann Lloyd (Chair ABUHB)
CSSIW Interim Report	To provide members with outline feedback on joint inspection between HIW and CSSIW to South Community Mental Health Team	To be identified post feedback	

Meeting Date: Special December 2017			
Subject	Purpose	Key Issues	Witnesses
Medium Term Financial Plan	Scrutiny Committee is asked to consider and comment upon the draft budget proposals.	The report provides details of draft budget proposals based on the Welsh Government (WG) Provisional Local Government Financial Settlement including draft savings proposals that are under consideration.	Stephen Harris

Meeting Date: 6th February 2018			
Subject	Purpose	Key Issues	Witnesses
Year-end Performance Report for Social Services & Public Protection (to include complaints)			
Budget Monitoring Report (Month 9)	To inform Members of projected revenue expenditure for the Social Services Directorate and to update Members on the progress made against the savings targets built in to the revenue budget for the Directorate	Identification of significant variances between budgeted expenditure and forecasted expenditure for the financial year based on information available at the end of December, along with causes and any mitigating action taken.	Mike Jones

Meeting Date: 20th March 2018			
Subject	Purpose	Key Issues	Witnesses

Meeting Date: 1st May 2018			
Subject	Purpose	Key Issues	Witnesses

Meeting Date: 19th June 2018			
Subject	Purpose	Key Issues	Witnesses

Meeting Date: Date to be Confirmed			
Subject	Purpose	Key Issues	Witnesses

Gadewir y dudalen hon yn wag yn fwiadol

Cabinet Forward Work Programme

6TH SEPTEMBER 2017	Key Issues	Service Area
Caerphilly County Borough Council (Dog Control) Public Spaces Protection Order 2017	Following a formal consultation process this report seeks Cabinet approval for a Public Space Protection Order introducing measures to address irresponsible dog ownership.	Public Protection
Write-Off of Debts over £20,000 – NNDR Arrears for Limited Companies	The report will seek Cabinet approval to write-off National Non-Domestic Rates (NNDR) arrears for 2 Limited Companies.	Corporate Finance
Write-Off of Debt over £20,000 – NNDR Arrears – EXEMPT	The Exempt report will seek Cabinet approval to write-off National Non-Domestic Rates (NNDR) Areas.	Corporate Finance
Works to facilitate the disposal of the Pontllanfraith House site	The report seeks approval to demolish Pontllanfraith House and to carry out ground investigation works, the findings of which will enable the process of disposal of the site to continue.	Property Services
20TH SEPTEMBER 2017	Key Issues	Service Area
Anti Money Laundering and Anti Fraud Polices	To seek Cabinet approval of update policies in relation to Anti-Fraud, Bribery and Corruption and Anti-Money Laundering	Corporate Finance
Demolition of Oakdale and Pontllanfraith Comprehensive Schools	The report seeks to progress the demolition of the now vacant school buildings on the Oakdale and Pontllanfraith Comprehensive School sites.	Property Services
Community Centre Management Committees - CCBC Representation	The report seeks approval of the nominations for Member representation upon the Council's Community Centre Management Committees.	Community & Leisure Services
Risca - Tesco Development Section 106 Agreement - Commitment of Funding	To outline and agree the priority projects to be implemented via the S106 funding resulting from the Tesco development.	Engineering
4TH OCTOBER 2017	Key Issues	Service Area
Active Travel Integrated Network Map	The Cabinet report will seek endorsement of the Active Travel Integrated Network Map prior to submission to the Welsh Government in November 2017 in order to meet the Council's statutory obligations.	Housing

Cabinet Forward Work Programme

Annual Performance Report 2016/17	The Annual Performance Report is a statutory requirement and an important part of the Council's Performance Framework. The Council is required to assess its own performance and provide the public with a balanced picture of that performance. In addition, the report must also show how the Council performed against the Well-being Objectives.	Public Protection
Air Quality Action Plan	This report will advise Cabinet on the outcome of a public consultation exercise on the draft Hafodyrynys Air Quality Action Plan and seek approval of the final Action Plan.	Public Protection
Communities First - Transition Arrangements	The report details the phasing out of Communities First between 1st April 2017 and 31st March 2018 within a 30% budget cut, and the proposals for a new programme model from 1st April 2018 to 31st March 2022 within a designated budget not yet confirmed by Welsh Government.	Community Regeneration

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18TH OCTOBER 2017	Key Issues	Service Area
Car Salary Sacrifice Scheme	To advise Cabinet of the implications of HMRC changes in relation to the treatment of tax and national insurance for the Car Salary Sacrifice Scheme and to make appropriate recommendations on the future of the Scheme.	Human Resources
Proposal for the Development of a Combined Sensory and Communication Service (SENCOM) Made Up of the Visual Impairment (VI) Service, Hearing Impairment (HI) Service and the Communication Intervention Team.	The report sets out the consultation and project group activities undertaken to scope and develop an action plan to combine the Visual Impairment Service, the Hearing Impairment Service and the Communication Intervention Team, under a single employer and governance structure operated by Torfaen CBC	Education
Wales Audit Office Review of the WHQS Programme	To advise members on the outcome of the WAO Review of the WHQS Programme. The report will highlight the key findings of the WAO Review, detail the key recommendations and actions to be taken by officers to address these.	Housing
Land at Coronation Road Blackwood	To seek approval to the principle of disposing of land between Coronation Road and Lilian Road, Blackwood to the Pobl Group for an affordable housing scheme having a mix of properties that addresses the needs identified within the Council's Housing register.	Property Services

Cabinet Forward Work Programme

1ST NOVEMBER 2017	Key Issues	Service Area
Affordable Homes New Build Proposals	To confirm the new build Council Housing programme, including the preferred delivery option in order for the Council to utilise the Affordable Housing Grant funding that has been allocated to CCBC.	Housing
15TH NOVEMBER 2017	Key Issues	Service Area
The Management of Trees Rheolaeth Coed	To seek the approval of Cabinet to formally adopt a Tree Strategy, following consideration at Scrutiny Committee.	Communities and Leisure
29TH NOVEMBER 2017	Key Issues	Service Area
		Housing
13TH DECEMBER 2017	Key Issues	Service Area
Council Tax Base	The report provides details of the Council Tax base for 2018/19 for tax setting purposes and the collection percentage to be applied.	Corporate Finance

Gadewir y dudalen hon yn wag yn fwiadol



HEALTH, SOCIAL CARE AND WELL BEING SCRUTINY COMMITTEE - 12TH SEPTEMBER 2017

SUBJECT: WELL-BEING OBJECTIVES 2016/17 – END OF YEAR REVIEW

REPORT BY: CORPORATE DIRECTOR, SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 The Local Government (Wales) Measure 2009 requires all local authorities in Wales to set and publish a set of priorities that improve the life of citizens. The Wales Audit Office (WAO) use Well-being Objectives and other data/information to evaluate the Council's annual progress on key performance indicators, measuring the outcomes and impact on the citizens of Caerphilly.
- 1.2 The report is to update Members on the progress of the two following Well-being Objectives, for the period April 2016 to March 2017, and provide an evaluation of whether the Well-being Objectives are currently being delivered successfully or not:

Well-being Objective 1 (WO1) - To help people make the best use of their household income and manage their debts.

Well-being Objective 3 (WO3) - Close the gap in life expectancy for residents between the most and least deprived areas in the Borough.

2. SUMMARY

- 2.1 This report provides an update on the progress of Well-being Objectives 1 and 3 for the period April 2016 to March 2017. The detail and the progress made against individual targets and actions can be found in Appendices A & B.
- 2.2 Members are asked to note the report and that progress against Well-being Objective 1 and 3 is considered to be successful at year end 2016/17.

3. LINKS TO STRATEGY

- 3.1 The local Government Measure 2009 requires each authority to publish priorities for improvement.
- 3.2 The Well-being Objectives support the Single Integrated Plan, Caerphilly Delivers, and in particular contribute to the Prosperous, Healthier, and Greener Caerphilly themes. The Well-being Objectives also support the Council's Anti-Poverty Strategy.

3.3 The Well-being Objectives contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2015:

- A resilient Wales
- A prosperous Wales
- A healthier Wales
- A more equal Wales

4. THE REPORT

4.1 The detail of the Well-being Objective action plans and the progress made against individual targets and actions can be found in **Appendix A & B**. Updates on the data/actions have been presented in the report, and have been colour coded to indicate if targets have been met.

4.2 **Well-being Objective (WO1)** – The main outcome of this priority is to introduce policies concerned with boosting households' resources so that Caerphilly residents are able to improve their income levels and are better able to meet their own needs. Poverty harms people's prospects and damages their long term future. It also places a burden on public resources and services. It is in all our interests to tackle poverty. Caerphilly Council is committed to ensuring its residents are able to live fulfilled lives and are not prevented from enjoying an acceptable standard of living due to economic, social or cultural disadvantage.

4.3 We are continuing to actively promote take up of Free School Meals, using established media channels and also working with schools and other partners. The information issued highlights the benefits to families and schools of eligible parents/carers completing Free School Meal applications. Uptake of Free School Meals in Secondary schools is slightly lower than last year whilst Primary School uptake is up by over 2% on the same period last year.

4.4 2183 Council tenants affected by welfare reform changes and provided them with advice and support in their own homes. We supported 3273 people to access benefits they are entitled to, this well above our target for the year.

4.5 The status of Well-being Objective 1 as at year end 2016/17 considered to be successful because:

- We are on target in supporting children to access placements and this is significant in view of engagement in the new Flying Start areas.
- Primary School Free School Meal uptake is up by over 2% on the same period last year.
- The value of financial savings generated for tenants as a direct result of face to face support was £338,143.

4.6 **Well-being Objective (WO3)** - The main outcome of this priority is to improve the lifestyles of our local population so that people recognise and take responsibility for their own health and well being. In turn this will reduce the variation in healthy life expectancy so that health and well being of individuals experiencing disadvantage improves to the levels found among the advantaged.

4.7 Resources within this arena have been significantly reduced over the past few years. This is impacting on the availability of funds and the capacity to deliver. Welsh Government are phasing out the Communities First programme to establish a new approach to meet the challenges of the future. The new approach will focus on three key areas of employment, early years and empowerment. Caerphilly Communities First are significant planning and delivery partners for this Well Being Objective as well as the Healthier Theme of the Caerphilly Single Integrated Plan.

4.8 The status of this Well-being objective at the end of the 2016/17 is considered to be successful because:

- The gap in healthy life expectancy has reduced for both male and female residents between the most and least deprived areas in the Borough. The improvement for males is noteworthy.
- Adult smoking rates continue to decline.
- The Healthy and Sustainable Pre-School Scheme continues to be very successful with 16 childcare settings having completed the whole scheme and 10 on a waiting list to join. There are 66 settings currently active within the scheme.
- Participation in the School Cycling Programme has increased, 32 schools have taken part in the scheme between Sept 2016 and July 2017 (academic year) with 724 pupils participating.
- Over 2000 individuals took part in over 520 led walks in 2016/17.
- Development of community based self-help support for people living with a mild to moderate mental health condition has resulted in increased uptake.
- Over 3900 residents completed a cardiovascular risk assessment as part of the regional Living Well Living Longer programme with 514 residents receiving ongoing support.

5. WELLBEING OF FUTURE GENERATIONS

- 5.1 These Well-being Objectives contribute to the Well-being Goals as set out in The Well-being Objectives are also consistent with five ways of working set out in the sustainable development principle, as defined in the Act. The Objectives are integrated in that they contribute to a number of the Well-being goals and supports the objectives of other stakeholders working towards the same outcomes within the community. Many of the actions depend upon collaboration across organisational boundaries; working together for the good of our communities in pursuit of shared objectives.
- 5.2 Both Objectives take a long term view with many improvements only demonstrable over a generation. Many interventions also rely on and promote a broad opportunity for involvement, encouraging individuals to take responsibility for their own health and well-being, and financial resilience. Overall, there is a clear emphasis on prevention to secure a sustainable healthy future for our communities and a commitment to ensuring its residents are able to live fulfilled lives and are not prevented from enjoying an acceptable standard of living due to economic, social or cultural disadvantage.

6. EQUALITIES IMPLICATIONS

- 6.1 There are no equalities implications to this report that have not been considered or would adversely affect any individual or group who fall under one of the protected characteristics or wider issues as shown in the Council's Strategic Equality Plan.

7. FINANCIAL IMPLICATIONS

- 7.1 There are no direct financial implications associated with this report.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no personnel implications associated with this report.

9. CONSULTATIONS

- 9.1 This report has been sent to the Consultees listed below and all comments received are reflected in this report.

10. RECOMMENDATIONS

- 10.1 Members are asked to note the content of the report and the judgement of Well-being Objective 1 and 3 to be **successful** as at year end 2016/17.
- 10.2 Members are also requested to agree or challenge the assessment of successful at the full year stage in respect of Well-being Objective 1 and 3.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 The Council is required to undertake effective scrutiny for setting and monitoring of performance improvement.
- 11.2 To advise members of progress made in meeting the Well-being Objectives and to gain their agreement on the assessment of the year end performance.

12. STATUTORY POWER

- 12.1 The Local Government Measure 2009.

Author: Robert Hartshorn – Head of Public Protection
Consultees: Councillor Eluned Stenner – Cabinet Member for Environment & Public Protection
Councillor Barbara Jones – Deputy Leader and Cabinet Member for Finance, Performance and Governance, and Anti Poverty Champion
Dave Street – Corporate Director, Social Services
Kathryn Peters – Corporate Policy Manager
Ros Roberts – Corporate Performance Manager
David Roberts, Principal Group Accountant
Shaun Watkins, HR Manager

Appendices:
Appendix A Well-being Objective 1 – 2016/17 year end update report.
Appendix B Well-being Objective 3 – 2016/17 year end update report.

2016/17 Wellbeing Objective

WO1 -To help people make the best use of their household income and manage their debts

Outcomes

To introduce policies and support programmes that help with boosting households' resources so that Caerphilly residents are able to improve their income levels and are better able to meet their own needs.

Why we chose this?

Poverty harms people's prospects and damages their long term future. It also places a burden on public resources and services. It is in all out interests to tackle poverty. Caerphilly Council is committed to ensuring its residents are able to live fulfilled lives and are not prevented from enjoying an acceptable standard of living due to economic, social or cultural disadvantage.

In addition, current welfare reforms are having a large and disproportionate impact upon residents in our borough and knock-on consequences for our local economy, compared to the UK as a whole. This is why this Well-being Objective is concentrated in the area of income maximisation and debt management for households most at risk of poverty across our borough. Caerphilly has above average levels of unemployment, economic inactivity and deprivation and this undermines our ability to deliver many other successes.

When we chose this objective the data showed that Caerphilly had the highest proportion of workless households of any local authority in Wales. As of February 2016 the unemployment rate in Caerphilly was 7.9% compared with 6.3% in Wales and 5.4% in the UK. The proportion of people economically inactive in Caerphilly as of September 2015 stood at 28.6% compared with 24.9% in Wales and 22.3% in the UK. The latest figures can be found on page 2.

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2016/17 Wellbeing Objective

WO1 -To help people make the best use of their household income and manage their debts

For the year 2016/17 the overall level of progress to date on this objective is deemed to be **successful**.

The unemployment rate in Caerphilly is 5.5%, down from 7.9% a year earlier; compared with 4.7% in Wales and 4.9% in Great Britain. The proportion of people economically inactive people in Caerphilly as of September 2016 stands at 24.4%, falling from 28.6% a year earlier; compared with 25.2% in Wales and 22.2% in Great Britain. The percentage of workless households in Caerphilly in 2015 was 19.7%, compared with 18.3% in Wales, and 15.3% in Great Britain.

What have we done well over the last year

Although this is a long term objective we are specifically working towards achieving and exceeding the targets for referring residents for support with managing debts and accessing benefits.





We have exceeded our targets in supporting children to access placements and this is significant in view of engagement in the Flying Start areas.

We are continuing to actively promote take up of Free School Meals, using established media channels and also working with schools and other partners. The information issued highlights the benefits to families and schools of eligible parents/carers completing Free School Meal applications. Uptake of Free School Meals in Secondary schools is slightly lower than last year whilst Primary School uptake is up by over 2% on the same period last year.

We visited 2183 Council tenants affected by welfare reform changes and provided them with advice and support in their own homes. We supported 3273 people to access benefits they are entitled to, this well above our target for the year. The value of financial savings generated for tenants as a direct result of face to face support was £338,143.

WO1 -To help people make the best use of their household income and manage their debts

Actions

Title	Comment	RAG	Overall Status	% Complete
Ensuring all pupils eligible for Free School Meals (FSM) are in receipt of their entitlement	Catering Services regularly review management information regarding meal uptake in schools. If any school is not meeting their set target catering area supervisor will put an action plan together which will include promoting school meals and investigate why schools are not on target. We also tweet regularly promoting FSM. An article was published in September 2016 in Caerphilly Newsline promoting FSM. In December 2016 all Head Teachers were written to asking them to remind parents of the benefits of free school meals.		In Progress	100
Promote quality, accessible and affordable childcare provision to enable families to improve their income through accessing education, learning and employment	Assisted Places Scheme: In 2016/17 the Families First grant has funded 72 children to access time limited childcare provision through 137 placements in the Assisted Places scheme and the Supported Places scheme. The Out of School grant continues to support the set up of new provision where there are gaps highlighted by the Childcare Sufficiency Assessment. Flying Start programme has developed 21 CCBC sessional childcare settings and contracted 16 non-maintained childcare settings to enable increased local access to funded childcare places for 26 Flying Start areas. In 2016/17 575 children were eligible for new placements, 546 were offered a full 5 session placement per week and 24 offered partial week placements; of these 480 took up the full offer and 46 took up the partial offer. All of these placements were offered in Welsh or English medium settings and 58 of the 63 specifically requesting Welsh medium took up the Welsh medium placement.		In Progress	100
Provide residents with information and advice on a range of social welfare issues to enable them to increase household income, manage debt and develop skills to improve their financial capability	This wellbeing action is ongoing. The tenancy support officers continue to offer support to tenants on a wide range of social welfare issues. However due to the continuous changes to the welfare benefits system new challenges are frequently faced by our tenants. The support officers have offered support to 2183 tenants this year.		Complete	100
Support Council tenants to reduce the impact of rising fuel costs. The impact of this advice will be captured during follow up visits with a selection of the tenants	All 4 tenancy support officers are trained to Level 4 City and Guilds in energy advice. Advice is offered to tenants at each visit, take up of advice is higher during the winter months where fuel bills are higher. This year we have provided 353 tenants with energy advice and support.		Complete	100

WO1 -To help people make the best use of their household income and manage their debts

How much did we do?

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
1. Number of council tenants visited and provided with advice regarding energy saving measures and energy use	353.00	200.00	180.00		251	During the winter months the number of tenants requesting energy saving advice has increased
2a. Number of children benefiting from Flying Start Childcare provision	526.00	500.00	400.00		549	
2b. Number of children accessing childcare places through Assisted Places Scheme	137.00	88.00	70.00		1717	
3. The number of council tenants referred for money and debt advice as a direct result of face to face support on the impact of welfare reforms	197.00	150.00	120.00		215	
4. Number of other residents referred to commissioned debt/financial support services	617.00	600.00	500.00		2743	
5. The number of council tenants affected by welfare reforms who were visited in their own homes and provided with advice and support to minimise the impact of the changes	2183.00	2000.00	1800.00		2252.00	The annual target is 2000.
6. The number of our staff who have undertaken the All Wales Academy e-learning Financial Inclusion & Tackling Poverty course		80.00	60.00		18	<p>The data for this measure comes from the e-learning module that is held on the All Wales Academy E-learning site. The site is a collaboration between all Welsh Local Authorities. The site was previously hosted by Learning Pool but this ended on 31 August 2016. We are therefore unable to access this site to run reports.</p> <p>All Wales Academy is now hosted by the NHS and work is still ongoing to get the All Wales Academy Section of the site fully functioning; therefore, we have not launched the site with our staff yet. Some staff have accessed as part of a pilot exercise in Housing, but further work is needed before access to the site can be rolled out. Once the site is ready to launch, we will communicate to managers and staff to raise awareness of the site, and we can also publicise specific modules if required.</p>

WO1 -To help people make the best use of their household income and manage their debts**How well did we do it?**

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
1a. % of eligible pupils taking up the opportunity to access Free School Meals - Primary (Qtly accum - Year to date)	73.00	70.00	67.00		71.13	We will continue to promote FSM and encourage pupils to enjoy and participate in nutritionally balanced meals.
1b. % of eligible pupils taking up the opportunity to access Free Meals - Secondary (Qtly accum - Year to date)	65.00	64.00	55.00		66.88	We will continue to promote FSM and encourage pupils to enjoy and participate in nutritionally balanced meals.
2. % of tenants and residents referred by the Council to CAB debt support service and responded to survey who rated the service as good or better		75.00	65.00		66	This data is not collected anymore as we did not consider the indicator added any value. We have no input into the quality of the service delivery of the independent CAB service and tenants often were not happy to answer this question on the survey. We had very few responses which meant the performance indicator was not meaningful.

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Is anyone better off?

Title	Actual	Target	Intervention	RAG	Result 12 months ago	Comment
1. The value of financial savings generated for tenants as a direct result of face to face support	338143.29	300000.00	250000.00		493910	The annual target is £300,000 which has been exceeded
2. Number of people supported to access benefits they are entitled to - Housing	1965.00	600.00	500.00		814	The annual target is 600 The rent section promotion of the welsh water tariff help u has led to a very large number of tenants having a reduction on their water rates saving on average 350.00 per year
3. Number of people supported to access benefits they are entitled to - Supporting People	1308.00	650.00	550.00		580	

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2016/17 Wellbeing Objective

WO3 - Close the gap in life expectancy for residents between the most and least deprived areas in the borough

Outcomes

The main intention of this priority is to improve the lifestyles of our local population so that people recognise and take responsibility for their own health and well being. In turn this will reduce the variation in healthy life expectancy so that health and well being of individuals experiencing disadvantage improves to the levels found among the advantaged.

Why we chose this?

The CCBC vision is that Caerphilly County Borough is a better place to live, work and visit. This must be for all residents. Residents living in areas of high deprivation have statistically significantly higher levels of ill-health including deaths from chronic obstructive pulmonary disease, deaths from lung cancer, diabetes, mental illness and respiratory disease.

This objective was identified by CCBC in 2015, as data from Public Health Wales (2005-09) showed that there was an inequality gap in life expectancy of 8.5 years for males, and 7.8 years for females. This is the difference in life expectancy between those people living in the most and least deprived communities across our county borough. The gap for healthy life expectancy was 19.2 years for males and 17.4 years for females. This gap had increased in recent years.

Unhealthy lifestyle choices are significantly higher in more deprived areas and this creates risk factors that could impact upon the health of our residents especially smoking, obesity, physical inactivity and unhealthy diet. It is a priority of Welsh Government (Fairer Outcomes for All 2011) that by 2020 we need to improve healthy life expectancy for everyone and close the gap between each level of deprivation by an average of 2.5%. There are 5 levels in total, 1 being the most affluent and 5 being the most deprived.



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2016/17 Wellbeing Objective

WO3 - Close the gap in life expectancy for residents between the most and least deprived areas in the borough

For the year 2016/17 the overall level of progress to date on this objective is deemed to be **successful**.

In both Wales as a whole and in the county borough, health in general is improving. People are living longer and mortality rates from cancer and heart diseases are reducing. Since the publication of this objective the latest data released in 2016 by Public Health Wales shows an improving picture for Caerphilly residents.

What have we done well over the last year ?

The latest data published by Public Health Wales shows an improving picture for Caerphilly county borough residents. The gap in years in the life expectancy and healthy life expectancy at birth of males between the most and least deprived in the county has reduced. The healthy life expectancy gap in males reduced from 18.6 years to 13 years. For females, whilst the gap in overall life expectancy has increased by 0.2 years, the gap in years for healthy life expectancy has reduced by 1.6 years. This improvement is noteworthy.

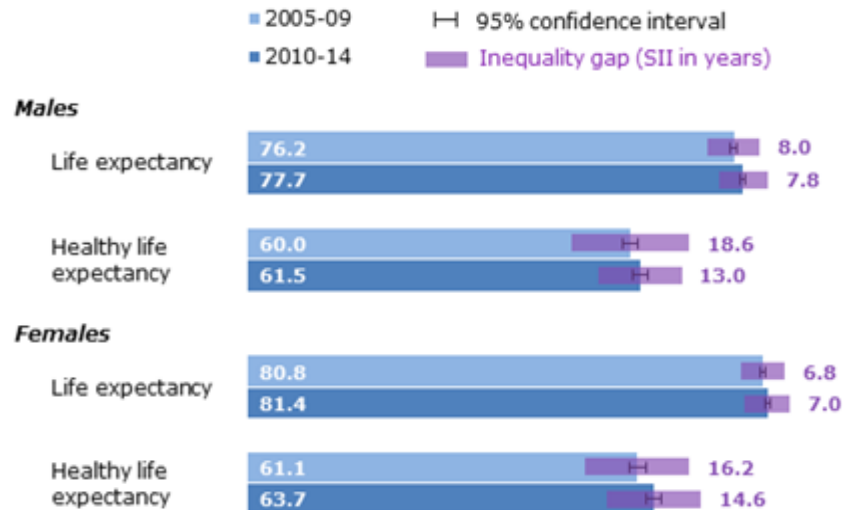
Considerable project success has been achieved through CCBC initiatives including The Welsh Network of Healthy Schools Scheme, The Healthy and Sustainable Pre-Schools Scheme, The Schools Cycling Programme, Communities First and Get Going Around Caerphilly. CCBC has also launched The Daily Mile with all primary schools.

CCBC also supported the delivery of the Living Well Living Longer initiative, delivered by Aneurin Bevan University Health Board and Public Health Wales within our most deprived communities. Over 3900 residents took up the opportunity to complete a cardiovascular risk assessment – a mid life MOT. 514 residents are receiving onwards support.

WO3 - Close the gap in life expectancy for residents between the most and least deprived areas in the borough

Comparison of life expectancy and healthy life expectancy at birth, with Slope Index of Inequality (SII), Caerphilly, 2005-09 and 2010-14

Produced by Public Health Wales Observatory, using PHM & MYE (ONS), WHS & WIMD 2014 (WG)



The gap in years in the life expectancy and healthy life expectancy at birth of males between the most and least deprived in the county has reduced. The healthy life expectancy gap in males reduced from 18.6 years to 13 years. For females, whilst the gap in overall life expectancy has increased by 0.2 years, the gap in years for healthy life expectancy has reduced by 1.6 years.

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What have we done well over the last 12 months?

- Closed the gap in healthy life expectancy for both male and female residents between the most and least deprived areas in the Borough. The improvement for males is noteworthy.
- Adult smoking rates continue to decline.
- The % of children in Wales classed as a regular smoker has fallen since 1998.
- The Healthy and Sustainable Pre-School Scheme continues to be very successful with 16 childcare settings having completed the whole scheme and 10 on a waiting list to join. There are 66 settings currently active within the scheme.
- Participation in the School Cycling Programme has increased. 32 schools have taken part in the scheme between Sept 2016 + July 2017 (academic year) with 724 pupils partaking
- Over 2000 individuals took part in over 520 led walks in 16/17
- Development of community based self-help support for people living with a mild to moderate mental health condition has resulted in increased uptake.
- Over 3900 residents completed a cardiovascular risk assessment as part of the regional Living Well Living Longer programme with 514 residents receiving onwards support.

WO3 - Close the gap in life expectancy for residents between the most and least deprived areas in the borough

What areas do we need to improve on, and how are we going to do it?



- The gap in life expectancy for residents between the most and least deprived areas in the Borough is still significant despite seeing an improving picture. Unhealthy lifestyles arise, at least in part, due to the inequalities in the circumstances in which people are born, grow up, live and work. There is still much work to be done to reduce these inequalities.
- It is important to note that there has been a reduction of resources in this work stream area and significant changes to programmes since this objective was set.

The following requires further work:

- Consider the role of CCBC in delivering this agenda in particular embedding health prevention into our core services
- Investigate the impact on health and well being of the closure of the Communities First Programme. On the 14th February 2017, following a period of engagement with communities and stakeholders, the Cabinet Secretary for Communities and Children confirmed that Communities First (CF) would be phased out between 31st March 2017 and 1st April 2018. Within Caerphilly, the majority of CF projects will be phased out by 31st December 2017. Welsh Government has announced 2 additional funding streams from April 2018, which will enable us to continue some of the work previously undertaken by the CF programme. The new Employability fund will work alongside the existing Communities for Work programme to provide a holistic employment support service across the County Borough; whereas the Legacy fund will support a re-focus on a smaller number of prioritised geographical areas, to reflect the Welsh Government's new focus on the "three E's" (Employability, Empowerment and Early Years) and Adverse Childhood Experiences. From a health and wellbeing perspective, decisions on whether projects or specific work are to be continued will be dependent upon the emergent needs within these target communities; although feedback from Welsh Government has also highlighted an expectation that other public services will take on responsibility for some of the provision that was previously delivered by CF. Although all efforts have been made to minimise disruption to services, the uncertainty that has existed in 2016/17 regarding the future of Communities First has led to staff losses and has affected morale amongst existing staff. The increasing loss of staff to other roles has inevitably led to a reduction in the ability to deliver the same level of provision as previously; and session numbers etc. have in places fallen short of targets as a result of this.
- Explore opportunities for the continuation of the Community Health Champions scheme within Caerphilly County Borough, to improve health literacy and gain social support for changing behaviours.
- Investigate priority areas with partners to inform the Caerphilly Well Being Plan 2018-2023




WO3 - Close the gap in life expectancy for residents between the most and least deprived areas in the borough

Actions

Title	Comment	RAG	Overall Status	% Complete
<p>01. Develop and implement a Caerphilly response to achieving the actions set out in 'Fit for Future Generations: a childhood obesity strategy for Gwent to 2025' consultation document</p>	<p>The ability to complete this action has been impacted by a reduction of resources. Despite not developing a written strategic response, significant work has been undertaken within work areas such as the Welsh Network of Healthy Schools Scheme, The Healthy and Sustainable Pre Schools Scheme, Communities First and Sport Caerphilly.</p> <p>For example at the end of March 2017 9 primary schools had adopted The Daily Mile initiative. That equated to over 1900 pupils taking part in daily exercise. The schools taking part are: Bryn Primary, Cwmaber Infants, Fochriw Primary, Hendre Junior, Hendredenny Park Primary, Pontllanfraith Primary, Trinant Primary, Ty Isaf Infants, Ysgol Gynradd Gymraeg Caerfilli. Caerphilly County Borough Council has made a short film with some of these schools to provide advice and guidance to others schools on how to embrace this initiative and make it part of the school's daily routine. Many schools will start over the summer term and a publicity campaign will commence in Sept 2017. Schools within the County Borough have attracted lots of media coverage for their enthusiastic adoption of the initiative. Fochriw Primary were filmed by BBC News which generated lots of media coverage and they also received a Pride in Your Place Award (http://www.bbc.co.uk/news/uk-wales-39205235).</p> <p>Pontllanfraith Primary Schools hosted the official launch of The Daily Mile in Wales. Rebecca Evans Minister for Social Services and Public Health, and a host of sporting celebrities supported the launch(http://www.wales.nhs.uk/sitesplus/888/news/44458).</p> <p>Street Games/Us Girls Participant - numbers have increased on several of these scheme. The schemes have been supported by Communities First staff to become fully sustainable and are now led by volunteers.</p>		<p>Behind</p>	<p>65</p>
<p>02. Reduce smoking prevalence by increasing uptake of smoking cessation services.</p>	<p>The proportion of adult smokers continues to decline and latest data shows that Caerphilly's rate has decreased to 18% (from 27% 07/08) which is slightly lower than the Welsh average of 19%. The national target is to reach 16% by 2020.</p> <p>There are year on year improvements in % of smokers being treated by smoking cessation services with 3.1% of adults becoming treated smokers during 16/17. This improvement is due to an increase in numbers being treated by community pharmacists.</p>		<p>In Progress</p>	<p>80</p>

WO3 - Close the gap in life expectancy for residents between the most and least deprived areas in the borough

Actions

Title	Comment	RAG	Overall Status	% Complete
<p>03. Support Aneurin Bevan University Health Board and Public Health Wales to implement the Living Well Living longer programme (LWLL) across the County Borough</p>	<p>The regional Living Well Living Longer programme was delivered within Caerphilly County Borough between Dec 2015 + Nov 2016 by Aneurin Bevan University Health Board and Public Health Wales.</p> <p>The programme invited residents, aged 40-64 (who are not currently on a chronic disease register) and whom live in our most deprived areas, to received a cardiovascular risk assessment – a midlife MOT. The programme covered GP practices in the following areas: Rhymney, New Tredegar, Bargoed, Gelligaer, Markham, Nelson, Ystrad Mynach, Pengam, Fleur De Lys and Lansbury Park.</p> <p>Lansbury Park was identified as a micro site area and is reported separately to the other areas that are identified as Caerphilly North.</p> <p>In the Caerphilly North areas – 11/11 GP Practices participated with a total of 8383 patients validated as clinically and socio-economically eligible for invitation (35% of total 40-64 year registered population). Of these 3745 have attended for their Health Check in 29 community venues across the cluster area. Onward intervention referrals include 214 to Stop Smoking Wales, 96 to Adult Weight Management, 20 to the National Exercise Referral Scheme, 98 to Living Well Living Longer Well-Being Advisory Service, 58 to local National Exercise Referral Schemes (levels 1-2) and 5 to Gwent Drug & Alcohol Service.</p> <p>In Lansbury Park - 3 GP Practices in the area participated. Validated list received from 3/3 practices, identifying 376 eligible patients in the selected Community First area. 194 people have attended for their Health Check in 3 venues across the area. Onward Intervention Referrals include 5 to Stop Smoking Wales, 2 to Adult Weight Management, and 16 to Communities First.</p>		<p>In Progress</p>	<p>100</p>
<p>04. Promote broader participation in Community based physical activity opportunities</p>	<p>Cycling in Schools Caerphilly schools are embracing the National Training Scheme which promotes cycling in schools. 32 schools have taken part in the scheme between Sept 2016 + July 2017 (academic year) with 724 pupils partaking. This has been achieved due to an increase in funding from Welsh Government in recognition of the decline in children cycling.</p> <p>Get Going Around Caerphilly There are now 9 active walking groups leading regular weekly walks across the county. These have between 12 + 140 participants per group. Over 2000 individuals took part in over 520 led walks in 16/17.</p> <p>The Caerphilly Challenge Series in May 2017 attracted 522 participants.</p> <p>Closer working relationships have been formed with Aneurin Bevan U Health Board expanding the referral process from just Cardiac Rehab patients to other outpatient departments such as mental health, physiotherapy and re-ablement</p>		<p>Complete</p>	<p>100</p>
<p>05. Increase residents knowledge by developing the Community Health Champions initiative</p>	<p>A further 14 Community Health Champions have joined the Network and completed the initial training. A further 8 Awareness Raising sessions were delivered. Due to changes in CCBC staff roles plus the phasing out of the Communities First initiative, Caerphilly County Borough Council no longer has the capacity to provide the local lead on this Gwent wide scheme. Public Health Wales are working with GAVO to ensure the project continues to run within the county borough.</p>		<p>Complete</p>	<p>100</p>

WO3 - Close the gap in life expectancy for residents between the most and least deprived areas in the borough

How much did we do? - Measures

Title	Actual	Target	Intervention	RAG	Comment
01. Number of Community Healthy Lifestyle sessions including Foodwise, Healthy Hearts, Cooking, Biggest Loser and XPOD (pre diabetes)	508.00	500.00	368.00	Green	
02. Number of participants on Healthy Lifestyle courses	481.00	484.00	384.00	Yellow	
03. Delivery of Community Health Champion initiative - Number of Champions	184.00	187.00	150.00	Yellow	
04. Delivery of Community Health Champion initiative - Number of training sessions	8.00	16.00	10.00	Red	Due to changes in staff roles plus the phasing out of Communities First, CCBC no longer has the capacity to provide the local lead. Public Health Wales are working with GAVO to ensure the project continues to run.
05. Delivery of community based self help support for people living with a mild to moderate mental health condition - Number of sessions	881.00	510.00	410.00	Green	New Measure in 2016/17.
06. Delivery of community based self help support for people living with a mild to moderate mental health condition - Number of participants	356.00	356.00	480.00	Green	
07. Number of people taking part in community based physical activity opportunities	4523.00	3500.00	3000.00	Green	
08. Number of pupils taking part in the National Standards courses delivered within the Schools Cycling programme	724.00	400.00	350.00	Green	New Measure in 2016/17.
09. Number of test sales of tobacco to young people carried out	7.00	10.00	5.00	Yellow	Test Purchases can only be undertaken if there is intelligence to satisfy the Magistrates Court. Lack of intelligence and loss of member of staff for 5 months (inc 3 months secondment) resulted in less attempts. There were no sales

WO3 - Close the gap in life expectancy for residents between the most and least deprived areas in the borough

How well did we do it? - Measures

Title	Actual	Target	Intervention	RAG	Comment
01. Number of smokers treated by smoking cessation service					Annual Target = 5% of all smokers. In Gwent 3.1% (3043 individuals) became treated smokers in 2016/17. We are waiting for a breakdown of the number of smokers for Caerphilly.
02. % Schools that have achieved Healthy Schools accreditation at phase 3 (Qtly accum - Year to date)	95.00	95.00	90.00	Green	
03. % of schools working towards the National Quality Award	14.50	20.00	14.00	Orange	
04. Number of childcare settings in Healthy Early Years Scheme - schools (Qtly accum - Year to date)	66.00	50.00	40.00	Green	
05. Number of settings that have completed the Healthy & Sustainable Pre-Schools Scheme	16.00	5.00	3.00	Green	
06. Number of schools achieving the final phase of the Healthy Schools Scheme - 'the Welsh Governments National Quality Award' (Annual)	8.00	9.00	5.00	Orange	This annual target is 9 schools. 8 schools achieving the final phase equates to 8.79% of schools in the borough.

How well did we do it? - Metric

Title	Actual	Comment
07. Smoker - Adults who reported being a current smoker (age standardised - 16 plus) - Calendar year (two year calendar average)	18.00	Target is 16% by 2020.

WO3 - Close the gap in life expectancy for residents between the most and least deprived areas in the borough

Other performance information - Metrics

Title	Actual	Comment
01. % Physically active on 5 or more days in the past week - Age standardised percentage of adults - Caerphilly	26.00	This has decreased from 28% in 2010/11. This is lower than the rest of Gwent and the Wales average.
02. % Adults who reported eating five or more fruit and vegetables the previous day (Age standardised) - Caerphilly	26.00	This has decreased from 29% in 2011/12. This is similar to Blaenau Gwent but lower than the rest of Gwent and the Wales average.
03. % Overweight or obese - Age standardised percentage of adults - Caerphilly	63.00	This is the highest rate in Gwent and higher than any region in England.
04. % Children aged 4/5 years categorised as overweight or obese in Caerphilly	27.00	This is higher than the Gwent average and higher than any regions in England.
05. Gap in healthy life expectancy between the most and least deprived areas across Caerphilly for Males	13.00	For the period 2010 - 2014. This has reduced from 18.6 years in 2005 - 09.
06. Gap in healthy life expectancy between the most and least deprived areas across Caerphilly for Females	14.60	For the period 2010 - 2014. This has reduced by 1.6 years since 2005 - 09.
07. Premature death rates for Adults		This figure is not available yet. The overall rates of premature mortality under the age of 75 for both females and males are similar to the Wales average and are improving. Despite this there is variation across the county borough which is related to deprivation and the wider determinants of health and well being associated with it. As deprivation increases so do rates of premature mortality; premature death rates for 2012-14 were 2.1 times higher in the most deprived compared to the least deprived areas for males, and 1.7 times higher for females.
08. Number of residents signposted from screening MOTs to additional services	1577.00	See action number 3 on page 6 for further information.
09. Illegal tobacco campaign - number of enforcements actions made	24.00	

Gadewir y dudalen hon yn wag yn fwiadol



HEALTH, SOCIAL CARE AND WELL BEING SCRUTINY COMMITTEE - 12TH SEPTEMBER 2017

SUBJECT: BUDGET MONITORING REPORT (MONTH 3)

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform Members of projected revenue expenditure for the Social Services Directorate for the 2017/18 financial year.
- 1.2 To update Members on the progress made against the savings targets built in to the 2017/18 revenue budget for the Directorate.

2. SUMMARY

- 2.1 The report summarises the projected financial position for the Social Services Directorate for the 2017/18 financial year based on information available as at month 3 (June 2017). It identifies budget pressures relating to the delivery of frontline services particularly within Children's Services and highlights some potential issues that could lead to increased costs within Adult Services. Full details are attached at Appendix 1.

3. LINKS TO STRATEGY

- 3.1 The expenditure of the Directorate is linked directly to its ability to shape and deliver its strategic objectives, which in turn assists the achievement of the Authority's stated aims and well-being goals.
- 3.2 Effective financial planning and financial control contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2015: -
 - A prosperous Wales.
 - A resilient Wales.
 - A healthier Wales.
 - A more equal Wales.
 - A Wales of cohesive communities.
 - A Wales of vibrant culture and thriving Welsh Language.
 - A globally responsible Wales.

4. THE REPORT

- 4.1 The 2017/18 month 3 position is a projected Directorate overspend of £1.163m. The position is summarised in the table below: -

Division	Revised Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Children's Services	21,318	23,048	1,730
Adult Services	57,087	56,617	(470)
Service Strategy & Business Support	2,594	2,497	(97)
Totals: -	80,999	82,162	1,163

4.2 **Children's Services**

4.2.1 The Children's Services Division is currently projected to overspend its budget by £1,730k as summarised in the following table: -

	Revised Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Management, Fieldwork & Administration	8,767	8,481	(286)
External Residential Care	2,398	4,503	2,104
Fostering & Adoption	7,293	7,378	85
Youth Offending	395	395	0
Families First	75	13	(61)
After Care Support	745	631	(114)
Other Costs	1,645	1,647	2
Totals: -	21,318	23,048	1,730

Management, Fieldwork and Administration

4.2.2 In response to the anticipated reductions in Welsh Government funding over the forthcoming financial years, a prudent approach to vacancy management has been adopted. This has led to a projected underspend of £286k against Management, Fieldwork and Administration posts within the Division.

Child Care Placement Costs

4.2.3 An overall overspend of £2.189m is projected in respect of residential placements, fostering and adoption support. This reflects the demographic changes and additional cost pressures experienced within the financial year with more children presenting with more complex and challenging behaviour than in previous years. This projected overspend includes a relatively small number of very expensive residential care packages, which for the purposes of this projection have been assumed to continue throughout the financial year. However, every effort is being made to identify alternative care packages that are more cost effective in order to reduce this potential overspend.

Families First

4.2.4 The £61k underspend in respect of Families First is due to additional Welsh Government funding being made available to fund the core staff team.

Aftercare

4.2.5 An underspend of £114k is projected in respect of Aftercare Services and reflects the numbers of 16 to 18 year olds currently in receipt of leaving care services.

Other Costs

- 4.2.6 The projected £2k overspend for 'Other Costs' includes overspends in respect of disability equipment (£23k) and direct payments (£13k) offset by underspends in respect of voluntary sector contracts (£14k) and Unaccompanied Asylum Seeking Children (£20k).

4.3 Adult Services

- 4.3.1 The Adult Services Division is currently projected to underspend its revised budget by £470k as summarised in the following table: -

	Revised Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Management, Fieldwork & Administration	7,636	7,340	(296)
Own Residential Care and Supported Living	5,923	5,846	(77)
External Residential Care	13,567	13,545	(22)
Own Day Care	4,344	4,180	(164)
External Day Care	1,163	1,230	67
Supported Employment	71	68	(3)
Aid and Adaptations	783	652	(131)
Home Assistance and Reablement (excl. Frailty)	10,981	11,253	272
Gwent Frailty Programme	2,274	2,199	(75)
Other Domiciliary Care	11,225	11,606	381
Resettlement	(1,020)	(1,020)	0
Supporting People	0	145	145
Other Costs	713	623	(90)
Social Care Workforce Grant	(573)	(1,050)	(477)
Totals: -	57,087	56,617	(470)

Management, Fieldwork and Administration

- 4.3.2 The £296k underspend in Management, Fieldwork and Administration can be attributed to a prudent approach to vacancy management.

Own Residential Care and Supported Living

- 4.3.3 The £77k underspend in this area is largely attributable to staffing vacancies at Min y Mynydd Residential Home for Older People. A review of staff rotas has enabled these vacancies to be held for an extended period with no detriment to service provision and will help the Division meet its Medium Term Financial Plan savings targets.

Own Day Care

- 4.3.4 Around £53k of the underspend of £164k within our own day care services is due to temporary staffing vacancies within the Mental Health Community Support Team. The remainder of this underspend can be attributed to a prudent approach to vacancy management which will help the Division meet its Medium Term Financial Plan savings targets.

Aids and Adaptations

- 4.3.5 The £131k underspend is due to a repayment from the Gwent Wide Integrated Community Equipment Service (GWICES) in respect of unspent funding from 2016/17.

Gwent Frailty Programme

- 4.3.6 Underspending across the Gwent Frailty Programme largely resulting from short term vacancies is likely to result in a £75k reduction in the contribution required from Caerphilly Social Services.

Supporting People

- 4.3.7 Increasing demand for services linked to homelessness, mental health issues and substance misuse has led to an increase in supporting people committed costs while Welsh Government grant funding remained at the 2016/17 level. This has contributed to a potential overspend of £145k

Costs of Care Packages

- 4.3.8 An overall overspend of £221k is projected for 2017/18 in respect of packages of care commissioned through the independent sector or through the in-house Home Assistance and Reablement Team as demonstrated in the table below:-

	Revised Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
External Residential Care	13,567	13,545	(22)
External Day Care	1,163	1,230	67
Home Assistance and Reablement (excl. Frailty)	10,981	11,253	272
Other Domiciliary Care	11,225	11,606	381
Social Care Workforce Grant	(573)	(1,050)	(477)
Totals: -	36,363	36,584	221

- 4.3.9 The overall cost of care packages for adults has increased by £698k since the budget was set at the beginning of the year but this has been partially offset by a second tranche of Welsh Government Social Care Workforce Grant funding resulting in the net overspend of £221k.
- 4.3.10 Demand for these services is difficult to predict and can fluctuate significantly, particularly through the winter months and with an ageing population it is quite possible that this overspend could increase throughout the financial year.

Other Costs

- 4.3.11 An underspend of £90k is predicted against other Adult Services budgets. This includes £37k as a result of the maximisation of the Wales Independent Living Grant with the remainder being largely as a result of the Mencap Family Sitting Service contract coming to an end.

Integrated Care Fund Grant

- 4.3.12 A number of posts introduced into the Adult Services Division within the 2016/17 financial year attracted grant funding through the Intermediate Care Fund in 2016/17. This grant has been replaced by the Integrated Care Fund Grant in 2017/18 and the financial forecasts included in this report assume that all posts that attracted grant funding in 2016/17 will continue to attract grant funding throughout 2017/18. There is currently some doubt as to whether this will be the case and the worst case scenario could result in a funding shortfall of around £491k which is not included in this report. If any of this income is not forthcoming then some existing services may have to withdraw to mitigate the loss of income.

4.4 Service Strategy & Business Support

- 4.4.1 This service area is currently projected to underspend by £97k as summarised in the following table: -

	Revised Budget (£000's)	Projection/ Commitment (£000's)	Over/(Under) Spend (£000's)
Management and Administration	1,124	1,088	(36)
Office Accommodation	467	431	(36)
Office Expenses	169	169	0
Other Costs	834	809	(25)
Totals: -	2,594	2,497	(97)

4.4.2 The underspend of £97k in respect of Business Support includes a £54k underspend resulting from vacancy savings and salary spinal point savings and a £32k underspend resulting from vacating office space at De Clare Court in Caerphilly. The remainder of the underspend is attributable to the Joint Workforce Development Team.

4.5 **Progress Made Against the 2017/18 Revenue Budget Savings Targets**

4.5.1 The 2017/18 budget for Social Services included a savings target of £563k. The following actions have now been successfully implemented and have delivered the savings target in full and on a recurring basis:-

ACTION TAKEN	SAVING ACHIEVED £000s
Review of staffing structures across Children's Services	218
Review of staffing structures across Adult Services	176
Review of business support staffing across the directorate	95
Review of staffing structures across Financial Services	54
Realignment of Office Accommodation budgets	20
	563

5. **WELL-BEING OF FUTURE GENERATIONS**

5.1 Effective financial management is a key element in ensuring that the Well-being Goals within the Well-being of Future Generations Act (Wales) 2015 are met.

6. **EQUALITIES IMPLICATIONS**

6.1 This report is for information purposes, so the Council's Equalities Impact Assessment process does not need to be applied.

7. **FINANCIAL IMPLICATIONS**

7.1 As detailed throughout the report.

8. **PERSONNEL IMPLICATIONS**

8.1 There are no direct personnel implications arising from this report.

9. **CONSULTATIONS**

9.1 There are no consultation responses that have not been reflected in this report.

10. RECOMMENDATIONS

- 10.1 Members are asked to note the projected overspend of £1,163k against the Directorate's budget for 2017/18.
- 10.2 Members are asked to note the potential increases in costs resulting from further increases in demand and the potential loss of Integrated Care Fund Grant while recognising the efforts being made by officers to reduce placement costs.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 To ensure Members are apprised of the latest financial position of the Directorate.

12. STATUTORY POWER

- 12.1 Local Government Act 1972 and 2000.

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Consultees: Social Services Senior Management Team
Stephen Harris (Interim Head of Corporate Finance)

Appendices:
Appendix 1 - Social Services 2017/18 Budget Monitoring Report (Month 3)

APPENDIX 1 – Social Services 2017/18 Budget Monitoring Report (Month 3)

	Revised Budget 2017/18 £	Projection £	Over/(Under) Spend £
SUMMARY			
CHILDREN'S SERVICES	21,318,016	23,048,232	1,730,216
ADULT SERVICES	57,087,075	56,616,474	(470,601)
RESOURCING AND PERFORMANCE	2,593,436	2,497,289	(96,147)
SOCIAL SERVICES TOTAL	80,998,527	82,161,996	1,163,469
CHILDREN'S SERVICES			
Management, Fieldwork and Administration			
Children's Management, Fieldwork and Administration	8,917,924	8,631,532	(286,392)
Intermediate Care Fund Contribution	(150,842)	(149,752)	1,090
Sub Total	8,767,082	8,481,780	(285,302)
External Residential Care Including Secure Accommodation			
Gross Cost of Placements	2,538,598	4,712,583	2,173,985
Contributions from Education	(139,961)	(209,678)	(69,717)
Contributions from Health	0	0	0
Sub Total	2,398,637	4,502,906	2,104,269
Fostering and Adoption			
Gross Cost of Placements	6,296,803	6,401,461	104,658
Other Fostering Costs	109,361	109,361	0
Adoption Allowances	141,349	122,216	(19,133)
Other Adoption Costs	352,348	352,348	0
Professional Fees Inc. Legal Fees	392,891	392,891	0
Sub Total	7,292,752	7,378,277	85,525
Youth Offending			
Youth Offending Team	395,152	395,152	0
Sub Total	395,152	395,152	0
Families First			
Families First Team	237,365	175,769	(61,596)
Other Families First Contracts	2,584,694	2,584,694	0
Grant Income	(2,747,197)	(2,747,197)	0
Sub Total	74,862	13,266	(61,596)
Other Costs			
Equipment and Adaptations	32,129	55,000	22,871
Preventative and Support - (Section 17 & Childminding)	72,536	72,536	0
Local Safeguarding Children Board	70,000	70,000	0
Appropriation from Specific Reserve	(70,000)	(70,000)	0
Aftercare	744,512	631,071	(113,441)
Respite Care	223,425	236,261	12,836
Agreements with Voluntary Organisations	1,086,116	1,071,333	(14,783)
Other	230,813	210,651	(20,162)
Sub Total	2,389,531	2,276,851	(112,680)
TOTAL CHILDREN'S SERVICES	21,318,016	23,048,232	1,730,216

	Revised Budget 2017/18 £	Projection £	Over/(Under) Spend £
<u>ADULT SERVICES</u>			
Management, Fieldwork and Administration			
Management	122,175	126,811	4,636
Protection of Vulnerable Adults	187,782	219,747	31,965
OLA and Client Income from Client Finances	(190,314)	(272,848)	(82,534)
Commissioning	620,962	645,062	24,100
Section 28a Income Joint Commissioning Post	(17,175)	(17,175)	0
Older People	2,396,896	2,340,285	(56,611)
Practice Based Social Work	0	521,499	521,499
ICF Funding	0	(262,940)	(262,940)
Contribution from ABUHB	0	(150,000)	(150,000)
Less Wanless Income	(44,747)	(44,747)	0
Physical Disabilities	1,563,101	1,748,303	185,202
Provider Services	379,515	392,045	12,530
ICF Funding	0	(128,874)	(128,874)
Learning Disabilities	770,893	700,251	(70,642)
Contribution from Health and Other Partners	(39,928)	(42,434)	(2,506)
Mental Health	1,341,698	1,344,110	2,412
Section 28a Income Assertive Outreach	(94,769)	(94,769)	0
Drug & Alcohol Services	343,020	371,162	28,142
Anticipated Further Vacancy Savings	37,080	(263,636)	(300,716)
Emergency Duty Team	260,113	207,923	(52,190)
Sub Total	7,636,302	7,339,775	(296,527)
Own Residential Care			
Residential Homes for the Elderly	6,380,656	6,247,711	(132,945)
Intermediate Care Fund Contribution	(97,387)	(97,387)	0
-Less Client Contributions	(2,158,311)	(2,109,388)	48,923
-Less Section 28a Income (Ty Iscoed)	(115,350)	(115,350)	0
-Less Inter-Authority Income	(40,000)	(10,020)	29,980
Net Cost	3,969,608	3,915,566	(54,042)
Accommodation for People with Learning Disabilities	2,326,048	2,302,946	(23,102)
-Less Client Contributions	(63,437)	(63,437)	0
-Less Contribution from Supporting People	(79,386)	(79,386)	0
-Less Inter-Authority Income	(230,000)	(230,000)	0
Net Cost	1,953,225	1,930,123	(23,102)
Sub Total	5,922,833	5,845,689	(77,144)
External Residential Care			
Long Term Placements			
Older People	9,156,223	9,094,789	(61,434)
Less Wanless Income	(303,428)	(303,428)	0
Less Section 28a Income - Allt yr yn	(151,063)	(151,063)	0
Physically Disabled	510,608	527,623	17,015
Learning Disabilities	3,141,902	3,106,105	(35,797)
Mental Health	851,894	879,996	28,102
Substance Misuse Placements	57,747	87,900	30,153
Net Cost	13,263,883	13,241,922	(21,961)

	Revised Budget 2017/18 £	Projection £	Over/(Under) Spend £
Short Term Placements			
Older People	207,404	207,404	0
Carers Respite Arrangements	0	180,005	180,005
Carers Respite Grant	0	(180,005)	(180,005)
Physical Disabilities	40,342	40,342	0
Learning Disabilities	15,945	15,945	0
Mental Health	39,562	39,562	0
Net Cost	303,253	303,253	0
Sub Total	13,567,136	13,545,175	(21,961)
Own Day Care			
Older People	906,092	828,973	(77,119)
-Less Attendance Contributions	(16,869)	(30,000)	(13,131)
Learning Disabilities	2,933,692	2,897,169	(36,523)
-Less Attendance Contributions	(20,691)	(20,691)	0
-Less Inter-Authority Income	(45,523)	(30,395)	15,128
Mental Health	668,960	616,132	(52,828)
-Less Section 28a Income (Pentrebane Street)	(81,366)	(81,366)	0
Sub Total	4,344,295	4,179,822	(164,473)
External Day Care			
Elderly	5,245	1,955	(3,290)
Physically Disabled	203,811	159,610	(44,201)
Learning Disabilities	959,423	1,101,488	142,065
Section 28a Income	(72,659)	(72,659)	0
Mental Health	66,854	39,466	(27,388)
Sub Total	1,162,674	1,229,859	67,185
Supported Employment			
Mental Health	71,672	68,088	(3,584)
Sub Total	71,672	68,088	(3,584)
Aids and Adaptations			
Disability Living Equipment	531,241	403,718	(127,523)
Adaptations	241,342	241,342	0
Chronically Sick and Disabled Telephones	10,214	7,347	(2,867)
Sub Total	782,797	652,407	(130,390)
Home Assistance and Reablement			
Home Assistance and Reablement Team			
Home Assistance and Reablement Team (H.A.R.T.)	3,280,011	3,549,800	269,789
Wanless Funding	(67,959)	(67,959)	0
Independent Sector Domiciliary Care			
Elderly	6,212,593	6,358,729	146,136
Physical Disabilities	972,734	807,958	(164,776)
Learning Disabilities (excluding Resettlement)	287,420	323,386	35,966
Community Living	0	(205)	(205)
Mental Health	296,163	281,128	(15,035)
Gwent Frailty Programme	2,273,886	2,198,534	(75,352)
Sub Total	13,254,848	13,451,371	196,523
Other Domiciliary Care			
Supported Living			
Adult Placement Scheme	992,971	1,007,345	14,374
-Less Contribution from Supporting People	(132,252)	(138,700)	(6,448)
Net Cost	860,719	868,645	7,926

	Revised Budget 2017/18 £	Projection £	Over/(Under) Spend £
Supported Living			
Older People	49,853	48,739	(1,114)
-Less Contribution from Supporting People	0	0	0
Physical Disabilities	1,039,535	1,158,459	118,924
-Less Contribution from Supporting People	(53,447)	(47,450)	5,997
Learning Disabilities	7,348,699	7,754,334	405,635
Less Section 28a Income Joint Tenancy	(28,987)	(28,987)	0
-Less Contribution from Supporting People	(769,870)	(776,354)	(6,484)
Mental Health	2,408,208	2,270,598	(137,610)
-Less Contribution from Supporting People	(27,219)	(27,219)	0
Net Cost	9,966,772	10,352,120	385,348
Direct Payment			
Elderly People	123,633	158,361	34,728
Physical Disabilities	546,695	556,921	10,226
Learning Disabilities	481,821	502,591	20,770
Section 28a Income Learning Disabilities	(20,808)	(20,808)	0
Mental Health	3,633	3,524	(109)
Net Cost	1,134,974	1,200,588	65,614
Other			
Sitting Service	322,391	324,980	2,589
Extra Care Sheltered Housing	563,751	511,670	(52,081)
-Less Contribution from Supporting People	(13,842)	(13,417)	425
Net Cost	872,300	823,233	(49,067)
Total Home Care Client Contributions	(1,610,092)	(1,638,641)	(28,549)
Sub Total	11,224,673	11,605,946	381,273
Resettlement			
External Funding			
Section 28a Income	(1,020,410)	(1,020,410)	0
Sub Total	(1,020,410)	(1,020,410)	0
Supporting People (including transfers to Housing)			
People Over 55 Years of Age	820,759	764,744	(56,015)
People with Physical and/or Sensory Disabilities	55,731	55,446	(285)
People with Learning Disabilities	107,036	107,236	200
People with Mental Health issues	781,730	828,298	46,568
Families Supported People	501,952	509,696	7,744
Generic Floating support to prevent homelessness	852,638	845,791	(6,847)
Young People with support needs (16-24)	902,781	937,279	34,498
Single people with Support Needs (25-54)	377,556	392,680	15,124
Women experiencing Domestic Abuse	434,953	440,429	5,476
People with Substance Misuse Issues	265,908	298,468	32,560
Alarm Services (including in sheltered/extra care)	2,703	2,703	0
People with Criminal Offending History	39,551	39,551	0
Contribution to Independent Sector Supported Living	698,088	662,998	(35,090)
Contribution to In-House Supported Living	79,386	79,386	0
Contribution to Resettlement	152,448	188,025	35,577
Contribution to Adult Placement	132,252	138,700	6,448
Contribution to Extra Care	13,842	13,417	(425)
Contribution to Telecare	83,476	83,476	0
Newport CC funding transfer	(70,000)	(70,000)	0
Less supporting people grant	(6,232,790)	(6,172,790)	60,000
Sub Total	0	145,533	145,533

	Revised Budget 2017/18 £	Projection £	Over/(Under) Spend £
Other Costs			
Telecare Gross Cost	577,348	586,722	9,374
Less Client and Agency Income	(353,985)	(353,985)	0
-Less Contribution from Supporting People	(83,476)	(83,476)	0
Agreements with Voluntary Organisations			
Elderly	230,462	223,029	(7,433)
Physically Disabled	13,414	12,433	(981)
Learning Difficulties	113,067	60,904	(52,163)
Section 28a Income	(52,020)	(52,020)	0
Mental Health & Substance Misuse	138,364	136,149	(2,215)
MH Capacity Act / Deprivation of Libert Safeguards	72,809	72,809	0
Other	52,797	52,797	0
Wales Independent Living Expenditure	0	973,321	973,321
Wales Independent Living Grant	0	(1,009,909)	(1,009,909)
Gwent Enhanced Dementia Care Expenditure	284,167	284,167	0
Gwent Enhanced Dementia Care Grant	(209,692)	(209,692)	0
Intermediate Care Fund Contribution	(70,000)	(70,000)	0
Sub Total	713,255	623,249	(90,006)
Social Care Pressures			
Balance of Workforce Grant	0	90,000	90,000
Welsh Government Grant	(573,000)	(1,140,030)	(567,030)
Sub Total	(573,000)	(1,050,030)	(477,030)
TOTAL ADULT SERVICES	57,087,075	56,616,474	(470,601)
<u>SERVICE STRATEGY AND BUSINESS SUPPORT</u>			
Management and Administration			
Policy Development and Strategy	193,026	194,546	1,520
Business Support	860,159	836,512	(23,647)
Performance Management Consortium	70,659	56,501	(14,158)
Sub Total	1,123,844	1,087,559	(36,285)
Office Accommodation			
All Offices	573,177	528,852	(44,325)
Less Office Accommodation Recharge to HRA	(105,828)	(97,422)	8,406
Sub Total	467,349	431,430	(35,919)
Office Expenses			
All Offices	168,383	168,752	369
Sub Total	168,383	168,752	369
Other Costs			
Training	308,896	284,584	(24,312)
Publicity/Marketing/Complaints	23,217	23,217	0
Staff Support/Protection	59,295	59,295	0
Information Technology	10,967	10,967	0
Management Fees for Consortia	(55,558)	(55,558)	0
Insurances	252,510	252,510	0
Other Costs	234,533	234,533	0
Sub Total	833,860	809,548	(24,312)
TOTAL RESOURCING AND PERFORMANCE	2,593,436	2,497,289	(96,147)

Gadewir y dudalen hon yn wag yn fwriadol



HEALTH SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE - 12TH SEPTEMBER 2017

**SUBJECT: PUBLIC PROTECTION ENFORCEMENT, UNDERAGE SALES ACTIVITY,
& CONSUMER ADVICE – 2016/17**

REPORT BY: CORPORATE DIRECTOR, SOCIAL SERVICES

1. PURPOSE OF REPORT

1.1 The purpose of this report is:

- To provide information on formal enforcement activities within the Public Protection Division including outcomes of investigations undertaken under the auspices of the Regulation of Investigatory Powers Act.
- To consider, in accordance with the Surveillance Camera Commissioner's Code of Practice, the Council's CCTV surveillance camera system to ensure that it remains necessary, proportionate and effective.
- To consider the enforcement programme in respect of under age sales of tobacco and activity regarding the under-age sales of aerosol spray paints.
- To provide information to Members on the nature of Consumer Advice complaints dealt with by the Trading Standards Service.

2. SUMMARY

- 2.1 The Public Protection Division consists of a wide range of protective and regulatory functions, which seek to protect, promote and improve the health, safety and economic well being of our communities, as well as regulate trade, commerce and the environment. In compliance with the Public Protection Enforcement Policy the report provides an overview of the formal enforcement activity undertaken including outcomes of investigations undertaken under the auspices of the Regulation of Investigatory Powers Act during 2016/17.
- 2.2 The Surveillance Camera Commissioner's Code of Practice states that the local authority should consider, on an annual basis, its surveillance camera system to ensure that it remains necessary, proportionate and effective. This report considers the Public Open Space CCTV system.
- 2.3 The report details the nature and number of complaints received concerning under-age sales of alcohol, tobacco and e cigarettes over the previous financial year. An overview of test purchasing activity is provided including the results of enforcement action and the penalties that may be applied. The Authority is required by law to annually review its approach to tackling under-age sales of tobacco and spray paints.
- 2.4 The report provides information to Members on the number and nature of complaints dealt with by the Consumer Advice function of Trading Standards in 2016/17.

3. LINKS TO STRATEGY

- 3.1 Enforcing public protection legislation is a statutory duty and this activity, together with the assistance provided to Caerphilly residents with consumer problems, also contributes to the Healthier Caerphilly, Greener Caerphilly, Prosperous Caerphilly, and Safer Caerphilly priorities within the Caerphilly Local Service Board single integrated plan, Caerphilly Delivers, and Objective 1 of the Council's Strategic Equality Plan 2016-2020.
- 3.2 Public Protection Enforcement activity also contributes to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2015:
- A resilient Wales
 - A prosperous Wales
 - A healthier Wales
 - A more equal Wales
 - A Wales of cohesive communities
 - A Wales of vibrant culture and thriving Welsh language

4. THE REPORT

- 4.1 The Public Protection Division has a major role in protecting, promoting and improving the health, safety and economic well being of our communities. This role includes the enforcement of numerous statutes, many of which include criminal sanctions on those who infringe the law.
- 4.2 The Committee will also be aware that prosecution details are published on the Council website and in Newslines.
- 4.3 In order to ensure a fair and consistent approach to enforcement responsibilities the Public Protection Division has an Enforcement Policy, which was updated in October 2016 to reflect changes in legislation. The Policy requires an annual review of activity.
- 4.4 The information in Appendix 1 provides a broad picture of the range and number of formal enforcement actions initiated during 2016/17 (some prosecutions may still be awaiting hearing). In addition to the formal interventions detailed, hundreds of other informal warnings and cautions (both written and verbal) are issued every year. The table also includes activity of the CCTV Control unit for the last financial year.
- 4.5 The Public Open Space CCTV system comprises 156 cameras covering 28 town and village centres. Cameras in Blackwood, Caerphilly and Bargoed town centres are used to monitor the highest number of incidents followed by Rhymney, Risca and Ystrad Mynach cameras respectively. While cameras in villages tend to be used to monitor less incidents they are regarded as providing a deterrent effect and help in maintaining community reassurance. The location and number of permanently fixed cameras is considered as necessary, proportionate and effective.
- 4.6 The CCTV Control Room refers incidents and suspicious behaviour directly to the Police for their action. Descriptions provided by the Control Room can result in arrests being made at the time of the incident and in some cases Control Room Operators are able to guide Police Officers to offenders as a result of on-going monitoring after an incident. The Control Room will store the relevant footage for use by the Police as evidence in the course of their criminal investigations. This substantially reduces the amount of time Police Officers need to spend investigating offences, provides best evidence of a perpetrator committing offences, reduces the need for victims to give evidence in Court and assists the Courts to sentence appropriate to the gravity of the offence. The CCTV Control Room monitors other activity. During the year 463 warnings were given for out of hours access to Council depots, Amenity sites and schools, in some cases police response was required. 138 calls were received from the Storennet system to deal with suspected shoplifters. Police asked for assistance in monitoring 66 threats of suicide.

4.7 Regulation of Investigatory Powers Act 2000 Authorisations

4.7.1 The Regulation of Investigatory Powers Act 2000, places safeguards and controls over activities undertaken by Public Bodies, when they use legitimate tools to enforce breaches of the law, which interfere with the Article 8 Rights of individuals under the European Convention on Human Rights. Insofar as Trading Standards are concerned the permitted activities are:-

- Directed Surveillance (the covert surveillance of individuals).
- The use of Covert Human Intelligence Sources (either undercover officers or informants).
- Access to Communications Data (restricted access such as subscriber details and data traffic-not the content of any calls/texts etc, but merely the numbers sent to/received from).

4.7.2 The Act and subordinate legislation sets out strict criteria that must be met, before the activity can be authorised and undertaken. In all cases, the interference must be both proportionate and necessary, and full details of activities and the criminal investigation needs to be set out. The Interim Head of Legal Services & Monitoring Officer is the Council's Senior Responsible Officer in relation to RIPA and updates in relation to the operations undertaken are provided to the Audit Committee on a quarterly basis.

4.7.3 Within Caerphilly Council applications are reviewed and authorised by a Senior Manager and if all the criteria are met, the application will be authorised. In the case of Directed Surveillance and Covert Human Intelligence Sources (CHIS), the Authority's Corporate Solicitor will undertake a gate keeper role, keeping records of all applications and vetting them to ensure they are correctly authorised. The latter does not have this responsibility in relation to Communications Data. Communications Data is accessed using the National Anti Fraud Network (NAFN), who have their own internal safeguards.

4.7.4 Once applications are Authorised, Officers must then apply to the Magistrates Courts and obtain Judicial Approval to carry out the activity. During 2016/17, Trading Standards obtained RIPA Authorisations as below:-

Directed Surveillance-	4
Covert Human Intelligence Sources-	0
Communications Data-	4

4.7.5 In relation to the Directed Surveillance Authorisations, all 4 related to under age test purchase operations for alcohol held throughout the year. 7 sales took place resulting in the issue of a Penalty Notices for Disorder to the sellers.

4.7.6 With regard to the Communications Data request, two related to investigations into the supply of misdescribed cars and one relating to the supply of misdescribed and incorrectly labelled food supplements. These three cases are yet to be heard by the Courts. The final application related to an investigation into an unlicensed dog breeder who had also misdescribed the puppies being sold. This person was successfully prosecuted.

4.8 Underage Sales

Complaints about premises supplying age-restricted products are received from members of the public, local elected Members, Police Officers, Community Safety Wardens, and other businesses. Complaint data is used to target enforcement activities and also to support authorisations for directed surveillance using covert recording equipment, under the Regulation of Investigatory Powers Act 2000. During the financial year 2016/2017 the Trading Standards Service received:

- complaints about tobacco sales
- 6 complaints about “on” licence alcohol sales
- 10 complaints about “off” licence alcohol sales
- complaints about premises selling both tobacco and alcohol
- 1 complaint about E cigarettes (Nicotine Inhaling Devices, NIDs)
- complaints about alcohol sales from members clubs

There were no complaints in relation to other age restricted products such as fireworks, butane lighter fluid and lottery tickets

4.8.1 In the previous financial year the service has carried out test purchases for alcohol, tobacco, and Nicotine Inhaling Devices (NIDs), commonly known as e-cigarettes. These are prioritised as such products carry risks of anti-social behaviour and health concerns for young people. Test purchasing is achieved by using young volunteers selected in accordance with national guidelines. The volunteers, who often work in pairs, carry covert recording equipment, which captures sound and images. If a sale is made the recording is used to support enforcement action. Where volunteers are test purchasing in “on” licence premises support is provided by a witnessing team of officers, including officers from Gwent Police, in order to secure the health and safety of the young people in an adult environment. All activities are risk assessed and parental consent is required before a volunteer is allowed to work with the Trading Standards Service. When the law changes, Trading Standards test for products not previously covered by the law or intelligence gathering operations are carried out, the test purchase operations are used in conjunction with educational visits, and in these situations formal action is usually not taken, but follow up test purchases planned.

YEAR	16/17		15/16	14/15
Product	Sales/ Attempts	% Sales	% Sales	% Sales
Alcohol On	6	83.3%	12.5%	37.5%
Alcohol Off	19	31.6%	12.5%	15%
Tobacco	7	0%	0%	10%
E-Cigarettes (NIDs)	3	0%	0%	N/A

There are legal restrictions on sending volunteers into test Private Members Clubs, who should not be allowing non-members access to the premises. These premises have been targeted in different ways, and pursued for other offences under the Licensing Act 2003.

4.8.2 The Children and Families Act 2014 created a new offence for the Proxy sale of tobacco products. A person aged 18 or over who buys or attempts to buy tobacco or cigarette papers on behalf of an individual aged under 18 commits an offence. Trading Standards have not carried out any Tobacco Proxy sales enforcement activity due to the lack of any reports of such activity.

4.8.3 The Nicotine Inhaling Products (Age of Sale and Proxy Purchasing) Regulations 2015 contain provisions which make it an offence to sell certain nicotine inhaling products to persons aged under 18 and for an adult to purchase nicotine inhaling products on behalf of a person aged under 18 (proxy sales of e-cigs and e-liquids). There is an exemption for products that are licensed as either a medicinal product or a medical device and is sold by prescription.

4.9 Legislation and Penalties

4.9.1 The Children and Young Persons (Protection from Tobacco) Act 1991 requires the authority to consider its enforcement programme in respect of under age sales of tobacco on an annual basis. The Clean Neighbourhoods and Environment Act 2005 places a duty on the authority to consider activity regarding the under-age sale of aerosol spray paints.

4.9.2 Where alcohol is sold it is likely that the staff member will receive a £100 on the spot penalty notice issued by a Trading Standards Officer. The owner/seller of the alcohol will be investigated formally and unless the business has an adequate defence it is likely that they will be prosecuted in court. The maximum fine under the Licensing Act 2003 is £20,000.

If it is deemed likely that the premises may not improve their systems the licence may be taken to review before the Licensing Committee. The Committee has a number of options open to it: -

- Impose additional conditions
- Remove the designated premises supervisor (responsible person named on the licence)
- Suspend the licence for up to three months.
- Revoke the licence

4.9.3 Where tobacco is sold both the staff member and the business owner may be liable to court action unless there is an adequate defence in place. There are further sanctions for premises found to be repeatedly selling tobacco to underage persons. If a person / business is convicted of selling tobacco to persons under the age of 18 and at least two other offences occurred in the preceding two years relating to the same premises, trading standards can make an application to a Magistrates' Court for a restricted premises order and/or a restricted sales order.

A restricted premises order prohibits the sale from the premises of any tobacco products to any person, by the business or any of its staff for a period of up to one year.

A restricted sales order prohibits a specified person who has been convicted of a tobacco offence from selling any tobacco products to any person and from having any management function related to the sale of tobacco products for a period of up to one year. The maximum fine is £2,500. In the case of Aerosol Spray Paints the maximum penalty is also £2,500 and six months imprisonment.

4.9.4 Results for the preceding 12 months (which may have included cases from the preceding financial year) are shown in the table below.

Type of Enforcement Activity	E		Tobacco
	Alcohol	Cigarettes	
Failed test purchases	11	0	0
Prosecutions	0	0	0
£100 Fixed Penalty Notices for Disorder	7	n/a	
Reviews of Licence	0	n/a	

4 of the 11 failed test purchases for alcohol were informal intelligence gathering exercises, each was followed up with a formal test purchasing exercise where there was no sale and appropriate advice and guidance was given.

4.10 Consumer Advice

Consumer complaints are categorised on the authority's database by trade sector and by product or service. Categorisation of complaints follows the current national scheme and allows the data gathered to be used in planning services and, in particular, intervention against particular problem trade sectors.

4.11 The table below gives the top 10 products/services and the monetary value involved that were complained about during 2016/2017:

	Product/Service	Number	% of Total	Value (£)
1	Used Vehicles	256	16	898,249.50
2	Home maintenance and improvement	149	11	247,838.40
3	Furniture	53	4	62,001.99
4	Clothing and footwear	46	3	717.31
5	Large domestic appliances	38	3	6,123.98
6	Transport	34	3	589.00
7	Communications services	31	2	1,504.17
8	Computers, mobile devices + electronic devices	31	2	5,002.94
9	Glazing products and installation	29	2	49,408.50
10	Gardening products and service	24	2	15,660.99

The analysis is comparable with national data, with second-hand cars and home maintenance being the highest sources of complaints both nationally and locally.

- 4.12 Referrals to Caerphilly Trading Standards have decreased slightly, and the number of complaints to the National helpline from Caerphilly residents has similarly slightly decreased. However, the numbers of complaints requiring intervention, which are of a more complex nature, have continued to increase. In the current economic climate complaint resolution is significantly harder to achieve with many businesses less willing to offer consumers redress where it is due to them. As such the complexity of cases and the time taken to bring them to resolution has increased significantly. The National Helpline, run by Citizens Advice, is currently undergoing massive changes in that the call centres were run by a third party business, whose contract has expired and Citizens Advice are now taking the operation “in-house”. The transition period, including the winding down of the previous contract has resulted in further decreases in complaints (in March at times it could take 15 minutes to get through to the call centres). It is believed that when the transition period is over, that numbers will increase again.
- 4.13 The total value of all goods and services dealt with by the Council’s advice service for the financial year was £1,491,629.95 and the total value of all goods and services where Caerphilly consumers sought advice either directly from the service or through CACS was £8,286,585.95. These figures exclude high value complaints regarding financial advice and prize draws.
- 4.14 A monthly quarterly satisfaction survey is sent to all users of the service. This year’s results show that 97.5% of users were either very or fairly satisfied with the service provided. The service users who were not satisfied, described the root of their dissatisfaction as the failure of businesses to respond to intervention, as opposed to the quality of service provided. Response time indicators show that 99% of users had an initial response within one working day.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 Public Protection activity is integrated across the Well-being Goals within the Well-being of Future Generations (Wales) Act 2015 described in 3.2 above. Having regard to the five ways of working set out in the sustainable development principle, as defined in the Act our proactive inspection and surveillance programmes are focussed on preventing harm to public health and safety. We enforce legislation to protect consumer and business interests to promote a safe and fair trading environment, but also advise and educate both business and the public; collaborating with them to promote compliance and improve standards over the long term.

6. EQUALITIES IMPLICATIONS

- 6.1 There are no potential equalities implications of this report and its recommendations on groups or individuals who fall under the categories identified in Section 6 of the Council's Strategic Equality Plan 2016-2020.
- 6.2 Equality Impact Assessments would be undertaken on specific action plans and projects related to Trading Standards work.

7. FINANCIAL IMPLICATIONS

- 7.1 Whenever prosecutions are taken in the Courts we do seek to recover the reasonable costs of investigation and prosecution.
- 7.2 The income that is generated by the imposition of fixed penalty notices or recovery of court costs is included in the revenue budget.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no personnel issues with regard to this report.

9. CONSULTATIONS

- 9.1 This report has been sent to the Consultees listed below and all comments received are reflected in this report.

10. RECOMMENDATIONS

- 10.1 Members are requested to consider the review of Public Protection enforcement activity, including underage sales, and CCTV provision and to note the activity in relation to Consumer Advice.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 To provide Members with an opportunity to note the annual review of enforcement activity in accordance with the Public Protection Enforcement Policy.
- 11.2 To apprise members of activities undertaken in this area aimed at preventing access to all age restricted products.
- 11.3 To ensure that the Authority complies with its legal obligation to annually review its approach in relation to tobacco and spray paints.
- 11.4 To keep members informed of the type and level of complaint activity within the county borough and the assistance provided by the Consumer Advice service.
- 11.5 To ensure the Public Open Space CCTV system remains necessary, proportionate and effective.

12. STATUTORY POWER

- 12.1 Officers within Public Protection enforce a large number of Acts of Parliament which are listed in part 3 of the constitution, Responsibility for Functions.

Author: Rob Hartshorn, Head of Public Protection – Ext. 1329
Consultees: Cllr Eluned Stenner, Cabinet Member for Regeneration and Environment
Dave Street, Corporate Director, Social Services
Ceri Edwards, Environmental Health Manager
Jacqui Morgan, Trading Standards & Licensing Manager
Gail Williams, Interim Head of Legal Services and Monitoring Officer
Anwen Rees, Senior Policy Officer (Equalities and Welsh Language)
Mike Eedy, Finance Manager
Shaun Watkins, HR Manager

Appendices:
Appendix 1 – Public Protection Enforcement Activity 2016-17

Appendix 1 – Public Protection Enforcement Activity 2016-17

Type of Enforcement Activity	14/15	15/16	16/17
Trading Standards and Licensing Legislation			
Significant breaches identified during inspection.	101 (99%) rectified	203(63%)* rectified	241(92%) rectified
Simple Cautions	10	33	25
Prosecutions	27	23	21
Fixed Penalty Notices under Section 146 of the Licensing Act, i.e. underage sales of alcohol (in conjunction with Gwent Police)	5	1	7
Fixed Penalty Notices under Section 6 of the Health Act 2006	1	1	2
* Rectification rate reduced by low level of compliance with new Allergen legislation.			
Environmental Health Food Safety Legislation			
Written Warnings/Advice	980	1120	933
Improvement Notices	46	54	69
Remedial Action Notices	1	3	2
Prosecutions	1	0	0
Voluntary Closure	4	7	5
Emergency Prohibition	0	0	0
Simple Cautions	0	0	2
Food Hygiene Rating Scheme Fixed Penalty Notices	7	2	1
Environmental Health - Health and Safety Legislation			
Written Warnings/Advice	165	213	190
Improvement Notices	15	24	6
Prohibition Notices	0	0	3
Simple Cautions	1	0	0
Prosecutions	0	1	2

Type of Enforcement Activity	14/15	15/16	16/17
Environmental and Nuisance Legislation			
Warnings for dog fouling	9	7	2
Warnings for litter	129	88	51
Fixed Penalties for Dog Fouling	44	37	45
Fixed Penalties for Litter	268	178	172
Prosecutions for Littering	4	9	9
Prosecutions for Dog Fouling	6	6	3
EPA 1990 – Noise Abatement Notices	18	14	5
EPA 1990 – Statutory Nuisance Notices	50	10	10
Confiscation of noise making equipment	1 destruction order	2	0
Prosecutions for Statutory Nuisance (Noise)	3	3	0
Stray Dogs Impounded	318	269	241
Prosecutions for Fly tipping	10	8	3
Cautions for Fly Tipping	0	2	1
Environmental Permitting Regulations - Variation Notices	2	4	2
Environmental Permitting Regulations - Requisition for Information Notices	0	0	2
Community Safety Legislation			
Referrals by Community Safety Wardens into 4 Strike Anti-Social Behaviour process	14	43	15
Verbal Warnings (Name and address, date of birth taken)	89	123	117
Words of Advice given (acting contrary to acceptable standards of behaviour)	824	1003	1211
Items of Alcohol Confiscated	175 and 6 tobacco	156 and 1 tobacco	269 and 1 tobacco

Total no. of incidents monitored/dealt with by CCBC CCTV service	3829 including requests detailed below	4179 including requests detailed below	4180 including requests detailed below
Evidence recorded and provided to Gwent Police	834 DVDs burnt for evidential purposes and 787 provided	957 DVDs burnt for evidential purposes & 890 provided.	573 DVDs burnt for evidential purposes & 537 provided.
Requests for monitoring from Gwent Police	1358 requests from Gwent Police for CCTV assistance	1251 requests from Gwent Police for CCTV assistance	1301 requests from Gwent Police for CCTV assistance.

Gadewir y dudalen hon yn wag yn fwriadol