



## HEALTH, SOCIAL CARE AND WELL BEING SCRUTINY COMMITTEE - 26TH JUNE 2017

**SUBJECT: OVERVIEW OF SOCIAL SERVICES AND PUBLIC PROTECTION**

**REPORT BY: CORPORATE DIRECTOR, SOCIAL SERVICES**

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### **1. PURPOSE OF REPORT**

- 1.1 To provide Scrutiny Members with an overview of the Council's Social Services and Public Protection functions.

### **2. SUMMARY**

- 2.1 The Council's Social Services and Public Protection Department provides a wide range of services to a large number of people across the county borough. This report aims to give a general overview which will allow Members to have a better understanding of the functions of the Department which will assist in scrutinising future reports that come before the Committee. It is not intended to be a detailed account of our whole range of functions but does reference some of the challenges that are and will be faced by the Divisions over the next few years.

### **3. LINKS TO STRATEGY**

- 3.1 The local Government Measure 2009 requires each authority to publish priorities for improvement.
- 3.2 Social Services and Public Protection contribute to the Prosperous, Healthier, Safer, and Greener Caerphilly themes in the Single Integrated Plan, Caerphilly Delivers.
- 3.3 Social Services and Public Protection 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
  - A Wales of cohesive communities
  - A Wales of vibrant culture and thriving Welsh language

### **4. THE REPORT**

#### **4.1 Social Services**

- 4.1.1 Social Services in Caerphilly is a big business, We have an annual budget of £80.9 Million, care for around 8500 people at any given time and have a workforce of over 1500 staff. In addition to providing services directly we also commission a large number of services from independent and voluntary sector providers.

- 4.1.2 Members will be aware that social care has had a very high profile in the media recently. The rising demand from demographic increases in adult services together with increased demands in terms of Looked After Children are of real concern. The financial implications are significant and maintaining social care services in an affordable and sustainable manner is a very real challenge. These pressures are being felt in Caerphilly CBC and we will be bringing forward proposals to help the authority deal with these pressures.
- 4.1.3 In April 2016, the authority implemented the Social Services & Wellbeing (Wales) Act (SSWBA), the largest piece of legislation ever passed by Welsh Government. This Act requires Social Services Directorates across Wales to work very differently and to have different conversations with people who use our services.
- 4.1.4 Part 9 of the Act has a real focus on partnership working and has introduced the concept of Regional Partnership Boards (RPB's) with the clear aim of facilitating a greater level of joint and integrated working between local authorities and Health boards. The Regional Partnership Board for the Greater Gwent area is made up of the Cabinet Member and Director of Social Services from each of the five local authorities, executive leads from the Aneurin Bevan University Health Board together with representatives from providers, the voluntary sector and service users.
- 4.1.5 The RPB's will become increasingly influential moving forward with one of the first major pieces of work being around the pooling of budgets. Part 9 of the SSWBA has clear expectations around this, particularly for adult services. Work is ongoing with Welsh Government with regard to the detail of this work and further reports will be brought to Scrutiny in due course. Welsh Government's commitment to this principle of partnership working has been demonstrated by the increasing proportion of social care funding that comes through specific grant funding awarded on a regional basis.
- 4.1.6 As well as implementation of the Act there is are also two other initiatives that could impact on the way Social Care services are delivered in the future. Welsh Government currently have underway a Parliamentary Review into Health and Social Care in Wales. The Review chaired by Dr Ruth Hussey will make its initial findings in early Autumn and could fundamentally change the way Health and Social Care services are delivered in Wales. In addition, we are obviously aware of the Welsh Government proposals on Local Government reform are also likely to impact on the future shape and operation of social care.
- 4.1.7 Appendices 1 & 2 of this report give an overview of the range of services provided within Adult and Children's Services.
- 4.1.8 The adult services division and the children's services division are both supported by various Business Support teams. Appendix 4 of this report gives an overview of functions provided by these teams.

## 4.2 **Public Protection**

4.2.1 The Council's Public Protection service consists of 4 service Groups:

- Environmental Health
- Trading Standards, Licensing, Registration
- Catering Services
- Corporate Policy

4.2.2 Appendix 3 of this report gives an overview of the range of services provided within Public Protection which operates with 1100 posts and a net annual revenue budget of £8.6 million. A structure and contacts chart is provided at Appendix 4. Public Protection services aim to make our communities safer, cleaner, fairer and healthier; we protect and promote well-being in a number of ways. For example, the Registration Service affects everyone at some point in

their lives and in 2016/17 customer survey responses 96% rated us as very good or excellent with 4% rating us as good; no customers rated us as poor. Our Environmental Health and Trading Standards teams deliver an extensive programme of planned inspections of businesses to ensure food safety, food and animal feed standards, health and safety at work, animal health, and fair trading.

We operate the Food Hygiene Rating Scheme with 95 % of our food businesses broadly compliant with food safety legislation. We are concerned that Food Standards Agency proposals to change the system of food law enforcement with a shift away from independent Local Authority inspections poses a risk to food safety and will undermine the mandatory Food Hygiene Rating Scheme in Wales.

Working with Members on our Licensing Committees to protect the public we licence a wide range of activities and currently have 5,400 live licences in place. This is an important protective regime and over the last 2 years we have updated our licensing policy framework and worked with the trade, delivering training, to improve standards further to safeguard the public. Welsh Government has just begun a consultation on changes to taxi and private hire vehicle licensing in Wales.

Our Trading Standards Officers undertake complex operations and investigations into scams, rogue traders, and underage sales. Illegal tobacco, for example, is estimated to account for 15% of the market share in Wales. Illegal tobacco products will be non-duty paid, possibly counterfeit, and these cheap products make it easier for children to start smoking, as it is sold at pocket money prices by criminals who do not care about age-restriction laws.

Our Environmental Health Officers regulate pollution from industry and operate an air quality monitoring network which has led us to declare 2 Air Quality Management Areas (AQMAs) in the county borough. We are currently undertaking a public consultation on a draft Air Quality Action Plan for the Hafodyrynys AQMA. It is estimated that air pollution causes 2000 premature deaths in Wales and there are calls for more to be done nationally with both UK and Welsh Governments consulting on new measures.

We also respond to thousands of requests for service every year. These will range from complaints about traders, to request for a pest treatment, to concerns about anti-social behaviour. Balancing our programmed inspection work against this reactive need is a challenge. In addition our Officers will also have to respond to more urgent matters such as a pollution incident, doorstep crime, and communicable disease outbreaks.

Community Safety Wardens patrol our streets addressing anti-social behaviour and preventing crime. They also work closely with our Enforcement Officers in relation to environmental crime such as dog fouling and littering. We are currently in the process of undertaking the formal consultation in respect of new Public Space Protection Orders which will strengthen our approach to addressing irresponsible dog ownership.

Our CCTV Control Room provides an array of services on a 24/7 basis. Sustaining the service requires a rolling rota of skilled operators who can operate the technology involved in CCTV and also in alarm monitoring at many of our schools and other buildings; as well as handle emergency calls from the public and our partners. We have continued to invest in our CCTV system taking opportunities over the last 2 years to move parts of our network to the Public Sector Broadband Aggregation to deliver savings on line rental costs.

We deliver an extensive Catering Service with schools catering being the largest sector. In partnership with our staff we strive to deliver high quality, safe nutritious food in the face of budgetary constraints and food inflation. We continue to work to ensure that our Meals Direct meals on wheels service is as sustainable as possible and the relocation of this operation to Ty Penallta in 2015 has made us more efficient. We will soon be trialling electric vehicles which offer the potential for further financial savings as well as benefitting our environment. In achieving the Silver accreditation in the Investors In People Standard in February 2017 the assessor found a culture of trust, ownership and commitment of its people to the organisation.

There has been a move to regional working in some aspects of Public Protection work. This has particularly been the case in community safety partnership activity such as domestic abuse, and substance misuse, for example. These developments bring opportunities, but also challenges. In addition the Public Protection services of Environmental Health, Trading Standards, and Licensing were identified in Welsh Government's local government reform White Paper for mandated regional delivery. In its response to the White Paper 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.

## **5. WELLBEING OF FUTURE GENERATIONS**

- 5.1 Social Services and Public Protection contribute to the Well-being Goals within the Well-being of Future Generations (Wales) Act 2015 as described in 3.3 above. Having regard to the five ways of working set out in the sustainable development principle, as defined in the Act, our proactive interventions are focussed on preventing harm. We work to advise and educate our communities; collaborating with them to protect and improve well-being over the long term. We involve our customers by welcoming their comments through feedback and surveys.

## **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 All responses from consultations have been incorporated into this report.

## **10. RECOMMENDATIONS**

- 10.1 Members are asked to note the information provided in this overview of the Council's Social Services and Public Protection services.

## **11. REASONS FOR THE RECOMMENDATIONS**

- 11.1 To assist Members in undertaking effective scrutiny.

## **12. STATUTORY POWER**

- 12.1 The Local Government Act 2000.

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Appendices:

Appendix 1: Children Services Overview

Appendix 2: Adult Services Overview

Appendix 3: Public Protection Overview

Appendix 4: Social Services Business Support functions