

Appendix 3: Public Protection Overview:

Environmental Health Group

The **Pollution Team** is responsible for issues including air quality, contaminated land, and environmental monitoring. They also investigate complaints of statutory nuisance and are a consultee for planning and licensing applications. They are leading on progressing Action Plans in respect of the 2 Air Quality Management Areas in the county borough.

The **General Enforcement Team** provides prompt investigation of complaints of nuisances or hazards to health, the eradication of pests, and the reduction of the problems caused by straying animals and irresponsible dog ownership. They also enforce in relation to littering, dog fouling and fly tipping activities, issuing 217 fixed penalty notices in 2016/17.

The **Community Safety Warden Team** of 9 provide a high profile, reassuring, uniformed presence in our communities, addressing anti-social and nuisance behaviour and act as the “eyes and ears” of our communities.

The **Food Safety, Health and Safety and Communicable Disease Control Team** is responsible for food law enforcement and Health and Safety law enforcement within commercial premises and workplaces, health education and the investigation and control of outbreaks and sporadic cases of communicable diseases. Approximately 1800 premises are regulated for food safety matters and 1500 are inspected and rated in connection with the Food Hygiene Rating Scheme.

The **Emergency Planning Team** supports the Council in assessing risks and developing and maintaining plans to ensure the control and mitigation of the impact of an emergency. The team delivers a programme of training and exercising for our staff and partner agencies. They also coordinate business continuity planning arrangements across the Council.

The Group also operates, with colleagues from Private Sector Housing, an out of hours Duty Environmental Health Officer service responding to emergencies and major incidents.

Trading Standards, Licensing, Registration Group

The **Trading Standards (Community Protection) Team** provides consumer advice and education, advocating on complex consumer disputes and assisting in claims to the County Court. In 2016/17 officers assisted residents with problems with goods and services with a financial value of £1,491,630. Enforcement activities are undertaken including targeting rogue traders; disrupting illegal markets, investigating criminal complaints, and test purchasing, sampling, specialist projects and surveys. The team also assesses compliance with licensing, gambling, underage sales and smoking legislation. 21 prosecutions were concluded in 2016/17 the outcomes of which are published in Newline, on our website, and shared with the media. 25 Simple Cautions and 9 Fixed Penalty Notices were also issued during the year.

The **Trading Standards (Commercial Services) Team** carries out programmed inspections of traders' premises and practices, and the verification and testing of equipment. The team is also responsible for enforcement of animal health and welfare, product safety, petroleum licensing, food standards, animal feeding stuffs and fair-trading regulation. In 2016/17 they investigated 175 potential criminal consumer complaints and responded to 600 service requests from local businesses and other stakeholders, over 300 of which related to Animal Health.

The **Licensing Section** processes all applications for 35 types of licences, registrations and permits including gambling, alcohol and regulated entertainment, taxis, petroleum, street trading, explosives and animal establishments. There are currently 5,400 live licences in existence. The team also provide advice and guidance on all aspects of licensing to applicants, the public and other stakeholders.

People are at the heart of the **Registration Service** which touches everybody at some point. It provides a name and identity within society; a facility for marriage and civil partnership; evidence of parentage; and evidence of entitlement to inheritance. The Tell Us Once initiative, in partnership with the Department of Work and Pensions, has encouraged closer working with other council departments and better understanding of how the registration service may support their initiatives through the early contacts we have with new parents and bereaved families. In 2016/17 the service dealt with 1500 birth registrations/ declarations, over 1000 death registrations and conducted 512 ceremonies for marriage and civil partnerships.

The **Community Safety CCTV Control Room** operates and monitors over 157 CCTV cameras located in the Borough on a 24/7 basis. The service also monitors a further 93 dial-up alarm activated systems at schools, council buildings etc. and 2 Council premises on a 24/7 basis with a combined total of 535 cameras. In 2016/17 CCTV operators monitored over 2000 situations and dealt with over 1000 requests for assistance from Gwent Police. The Control Room also provides the Authority's out of hours emergency contact service and in the last financial year dealt with 5,758 out of hours calls.

Catering Services Group

Catering Services provide a range of hospitality-type services including Primary School Meals; Secondary School Meals; Welfare Catering (Meals Direct & Sheltered Housing); Staff and Civic Catering and Other Catering. The Service operates over 157 sites with over 831 staff.

The services aim to provide a choice of good quality nutritious food which meets the standards required by clients/customers/legislation. Operating within budgetary constraints the Catering Service strives to increase service uptake in all areas of catering where viable. The Service is actively leading the Appetite for Life programme across our schools and was the first Local Authority catering service to be fully compliant with this standard.

Corporate Policy Unit

The Corporate Policy Unit encompasses four teams with only the activity of the **Community Safety Partnership Team** falling directly within the remits of the Health Social Care and Well-being Scrutiny Committee. The Community Safety Partnership Team leads on the authority's response to Community Safety legislation and partnership activity, including domestic abuse related support services, anti-social behaviour case management, and statutory responsibilities under counter-terrorism legislation.

For completeness the other three teams are:

The **Policy Team** leads corporate policy development and implementation and also supports the Public Services Board.

The **Equalities and Welsh Language Team** leads on the strategic response to Equalities legislation and provides the Welsh Language translation service for the authority.

The **Performance Management Unit** (PMU) supports, the Authority to demonstrate continuous improvement. This includes ensuring the organisation has robust business planning and relevant performance measures, reporting systems and publishing performance to the public to provide an accurate narrative of how services are performing.