

FOI Publication Scheme – PUBLIC PROTECTION SERVICES

Main categories	Suggested context			Links to pages and content that are found on www.wiltshire.gov.uk
Who we are and what we do	Public Protection Services (See Appendix A – 1.1)		Environmental Health Licensing & Street Trading Trading Standards	http://www.wiltshire.gov.uk/environmentandplanning/publicprotection.htm http://www.wiltshire.gov.uk/businesssupportandadvice/licensesstreettrading.htm http://www.wiltshire.gov.uk/businesssupportandadvice/tradingstandards.htm
	PPS Structure			See Appendix A – 1.2
	Council directorate structure		Public Protection (see under Economic Development, Planning & Housing)	http://www.wiltshire.gov.uk/council/howthecouncilworks/chiefofficers.htm
	Location and opening times of council properties			http://www.wiltshire.gov.uk/contact-us.htm
	Portfolio Holder		Member	Cllr. Keith Humphries – Photo & details http://cms.wiltshire.gov.uk/mgUserInfo.aspx?UID=209
	Contact details for PPS customer facing departments		Wiltshire Council Browfort (Devizes) County Hall main building	http://www.wiltshire.gov.uk/contact-us.htm (For all PPS offices See Appendix A 1.3 for contact details)

			(Trowbridge) Chestnuts (Trowbridge) Bradley Road (Trowbridge) Monkton Park (Chippenham) Churchfields (Salisbury) Bedwin Street (Salisbury)	NOTE: Chestnuts, Churchfields, Bedwin Street – no reception facilities, See Appendix A 1.3 for office contact details and where face to face facilities are.
What we spend and how we spend it	Financial statements budgets		Wiltshire Council PPS	http://www.wiltshire.gov.uk/council/finance.htm http://www.wiltshire.gov.uk/council-budget-0809.pdf http://www.wiltshire.gov.uk/council/howthecouncilworks/budgetsandspending/statementaccounts.htm The Council's Financial Plan is set in October and establishes a guideline budget for Public Protection for the following year. Public Protection develops a detailed budget for Council in February. See Appendix A 2.1
	Staff allowances and expenses	Policies Practices Procedures	Travel Subsistence Accommodation	All policies and procedures appear on the Staff Intranet
	Procurement	Procurement Procedures	Tenders & Contracts Details of contracts	http://www.wiltshire.gov.uk/tenders.htm http://www.wiltshire.gov.uk/council/howthecouncilworks/tendersandcontracts/tenders.htm For PPS See Appendix A 2.2
What are	Strategies	Annual reports	(S Britton)	http://www.wiltshire.gov.uk/best-value-performance-plan.htm

our priorities and how we are doing	Plans Performance indicators Audits Inspections Reviews	Strategies and business for services provided by the council. Best value local performance plan Internal & External organisation performance reviews	Property strategy People Strategy CPA LAA	http://www.wiltshire.gov.uk/performance-plans.htm http://www.wiltshire.gov.uk/strategy-for-wiltshire.htm http://www.wiltshire.gov.uk/service-plans.htm http://www.wiltshire.gov.uk/comprehensive-performance-assessment.htm http://www.wiltshire.gov.uk/local-area-agreement.htm PPS : http://www.wiltshire.gov.uk/law-performance-report-april-june-2009.pdf Specifically: Reduce the regulatory burden on businesses by joining up our environmental health, trading standards and licensing services Complete 89% of Public Protection service request investigations within 60 days Protect our communities by maintaining high public health standards using education and fair enforcement of legislation Comply with statutory duties with respect to all licensing functions See Appendix A – 3 for more information on how we are doing
How we make decisions	Decision making processes and records of decisions	Timetable of council meetings Agendas, officers' reports, background papers and minutes of council committee, sub committee and standing forum meetings Internal communications guidance	 Licensing Committee	http://www.wiltshire.gov.uk/council-meetings.htm http://www.wiltshire.gov.uk/members-minutes-agendas-reports.htm http://cms.wiltshire.gov.uk/ieListMeetings.aspx?CIId=150&Year=2010 http://www.wiltshire.gov.uk/corporate-communications.htm

Our Policies and Procedures	Policies and procedures for conducting council business	Policies and procedures for delivering our services	Local area agreement memoranda and policies and procedures for handing information requests	http://www.wiltshire.gov.uk/wiltshire-strategic-board.htm http://www.wiltshire.gov.uk/wiltshire-strategic-board/local-public-service-agreement.htm http://www.wiltshire.gov.uk/freedom-of-information-act.htm
	Codes of practice, memoranda of understanding, procedural standing orders, internal guidance about the division of responsibilities between committees and delegate authority, policies on communications between councillors and members of staff an similar information should be included	Policies and procedures about the recruitment and employment of staff	Equality & Diversity policy	http://www.wiltshire.gov.uk/equality-and-diversity
		Customer Service	Health & Safety Policies	http://www.wiltshire.gov.uk/health-and-safety
		Records management and personal data policies	Complaint procedure	http://www.wiltshire.gov.uk/complaints-procedure.htm
		Change regimes and policies	FoI Requests procedure	http://www.wiltshire.gov.uk/foi-request-make-a-request.htm http://www.wiltshire.gov.uk/foi-fees.htm
			Information security policies, record retention policies data protection policy	http://www.wiltshire.gov.uk/data-protection-act.htm
			Licensing Policies	http://www.wiltshire.gov.uk/businesssupportandadvice/licensesstreetrading/licensingpolicies.htm
			Enforcement Policy	http://www.wiltshire.gov.uk/environmentandplanning/publicprotection/publicprotectionenforcementpolicy.htm

Lists and registers	Public registers and registers held as public records			<p>Register of cooling towers (PPS)</p> <p>Register of Contaminated Land (PPS)</p> <p>Register of registered food premises (PPS)</p> <p>Register of Integrated Pollution Prevention Control premises (PPS)</p> <p>Noise abatement zones register (PPS)</p> <p>Contaminated Land (section 78 of the Environmental Protection Act 1990)</p> <p>Licensing Act 2003 Register of licensed premises</p>
	Disclosure logs	(good practice) Licensing	All licences	<p>PPS only - list of all licences, application process, and policies:</p> <p>http://www.wiltshire.gov.uk/businesssupportandadvice/licensetretrading/applyforalicense.htm</p>
Services provided by PPS	Department roles and responsibilities	<p>Leaflets, guidance, news letters</p> <p>Regulatory and licensing responsibilities</p> <p>Services for local businesses</p> <p>Services for other organisations</p> <p>Services for members of the public</p> <p>Services for which the council is</p>	<p>Trading standards</p> <p>Licensing & Private Taxi Hire</p> <p>Environmental Health</p> <p>Pest Control</p>	<p>Advice and guidance along with leaflets etc., on the services we offer, is available on our web pages:</p> <p>http://www.wiltshire.gov.uk/businesssupportandadvice/tradingstandards.htm</p> <p>http://www.wiltshire.gov.uk/environmentandplanning/foodsafety.htm</p> <p>http://www.wiltshire.gov.uk/environmentandplanning/animalwelfare.htm</p> <p>http://www.wiltshire.gov.uk/businesssupportandadvice/licensetretrading/applyforalicense.htm</p> <p>http://www.wiltshire.gov.uk/environmentandplanning/publicprotection.htm</p> <p>http://www.wiltshire.gov.uk/environmentandplanning/publicprotection/pollutionandnoise.htm</p> <p>http://www.wiltshire.gov.uk/environmentandplanning/publicprotection/publicprotectionenforcementpolicy.htm</p> <p>http://www.wiltshire.gov.uk/environmentandplanning/publicprotection/infectiousdiseases.htm</p> <p>http://www.wiltshire.gov.uk/environmentandplanning/publicprotection/pestcontrol.htm</p> <p>http://www.wiltshire.gov.uk/environmentandplanning/publicprotection/pestcontrol/chargesforpestcontrolservices.htm</p> <p>Charges are made for a number of services including pest control, licensing and Pollution Prevention Control permits.</p> <p>http://www.wiltshire.gov.uk/environmentandplanning/publicprotection/pestcontrol/chargesforpestcontrolservices.htm</p>

		<p>entitled to recover a fee together with its fees</p> <p>Media releases</p>		<p>http://www.wiltshire.gov.uk/parkingtransportandstreets/taxis-licensing.htm http://www.wiltshire.gov.uk/council/foi/foifees.htm http://www.wiltshire.gov.uk/businesssupportandadvice/licensesstreettrading/applyforalicense.htm http://www.wiltshire.gov.uk/businesssupportandadvice/tradingstandards/fireworksregistration.htm http://www.wiltshire.gov.uk/businesssupportandadvice/tradingstandards/licencesellexplosives.htm http://www.wiltshire.gov.uk/businesssupportandadvice/tradingstandards/licencenonmedicin alpoisons.htm http://www.wiltshire.gov.uk/businesssupportandadvice/tradingstandards/petroleumlicensing.htm http://www.wiltshire.gov.uk/fees-8.pdf for Licensing Act 2003</p> <p>Press releases are dealt with through our Media Team and are put on the Council's website: http://www.wiltshire.gov.uk/latestnews.htm</p>
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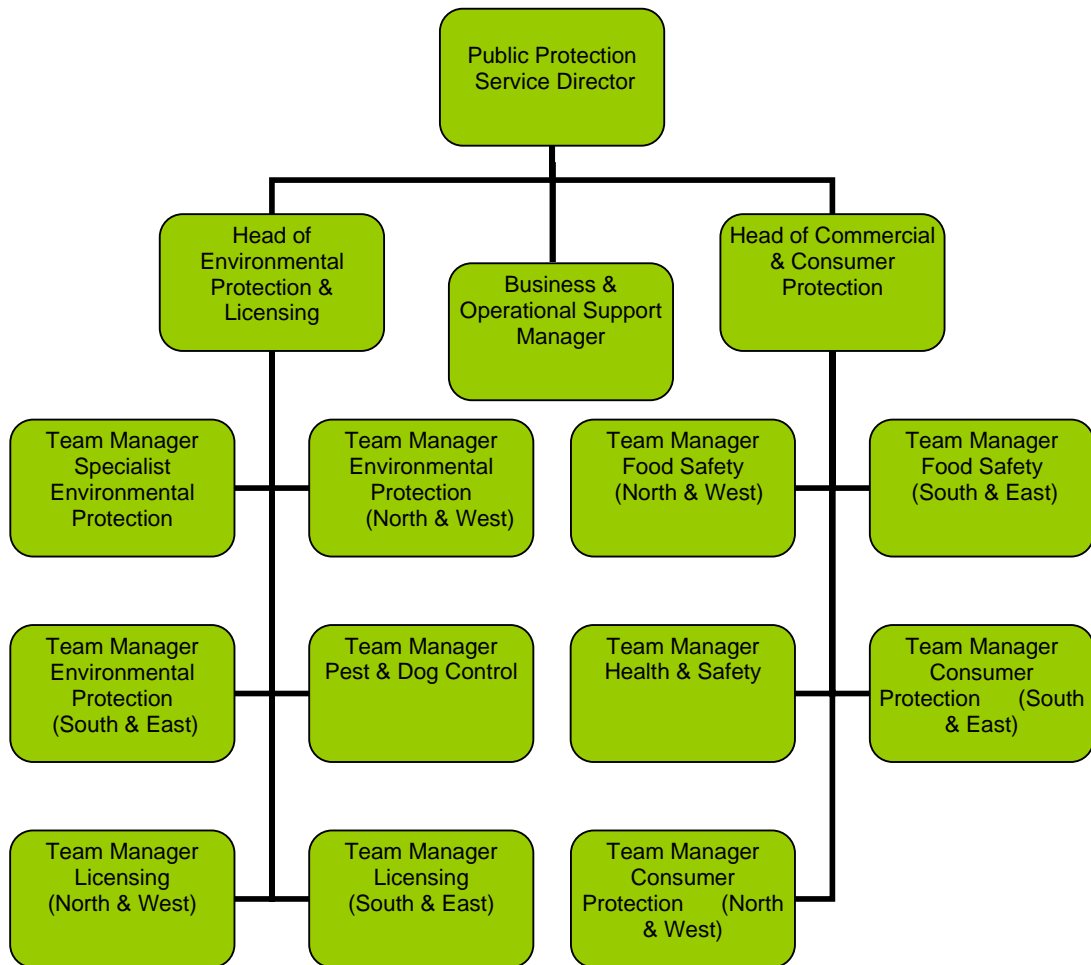
PUBLIC PROTECTION SERVICES

1 Who we are and what we do

1.1 Organisational Information

Group	Economic Development, Planning & Housing (EDPH) Directorate
Service	Public Protection
Sections	Environmental Protection Licensing Commercial & Consumer Protection
Functions	Environmental Protection Pest Control Animal Health & Welfare Licensing Food Safety and Quality Health & Safety Consumer Protection & Education Fair Trading Weights & Measures

1.2 Organisational structure



1.3 Office Contact Details

Office Contact Details	<p>e-mail: publicprotectionnorth@wiltshire.gov.uk</p> <p>Telephone: 01249 706111</p> <p>Fax: 01249 443158</p> <p>Address: Public Protection North, Monkton Park, Chippenham, Wiltshire SN15 1ER</p> <p>In Person: Wiltshire Council, Monkton Park, Chippenham</p> <p>Web page: http://www.wiltshire.gov.uk/environmentandplanning/publicprotection.htm</p>
	<p>e-mail: publicprotectionsouth@wiltshire.gov.uk</p> <p>Telephone: 01722 336272</p> <p>Address: Public Protection South, PO Box 2126, Salisbury, Wiltshire SP2 2DJ</p> <p>In Person: 27-29 Milford Street, Salisbury SP1 2AP</p> <p>Web page: http://www.wiltshire.gov.uk/environmentandplanning/publicprotection.htm</p>
	<p>e-mail: publicprotectioneast@wiltshire.gov.uk</p> <p>Telephone: 01380 724911</p> <p>Fax: 01380 728736</p> <p>Address: Public Protection East, Browfort, Bath Road, Devizes, Wiltshire SN10 2AT</p> <p>In Person: Browfort, Bath Road, Devizes</p> <p>Web page: http://www.wiltshire.gov.uk/environmentandplanning/publicprotection.htm</p>
	<p>e-mail: publicprotectionwest@wiltshire.gov.uk</p> <p>Telephone: 01225 776655</p> <p>Address: Public Protection West, 165 Bradley Road, Trowbridge, Wiltshire BA14 0RD</p> <p>In Person: 165 Bradley Road, Trowbridge</p> <p>Web page: http://www.wiltshire.gov.uk/environmentandplanning/publicprotection.htm</p>

	<p>Email: tradingstandards@wiltshire.gov.uk</p> <p>Telephone: Trowbridge - 01225 713547, 0300 456100</p> <p>Consumer Direct: 08454 040506</p> <p>Fax: 01225 713987</p> <p>Postal Address: Trading Standards, Wiltshire Council, County Hall, Bythesea Road, Trowbridge, Wiltshire BA14 8JD</p> <p>In Person: County Hall, Bythesea Road, Trowbridge</p> <p>Web Page: http://www.wiltshire.gov.uk/businesssupportandadvice/tradingstandards.htm</p>
	<p>e-mail: tradingstandards@wiltshire.gov.uk</p> <p>Telephone: 01722 337459, 0300 456100</p> <p>Consumer Direct: 08454 040506</p> <p>Postal Address: Trading Standards, 50 Bedwin Street, Salisbury SP1 3UW</p> <p>Fax: 01722 339424</p> <p>Web page: http://www.wiltshire.gov.uk/businesssupportandadvice/tradingstandards.htm</p> <p>NO Reception facilities at Bedwin Street: 27-29 Milford Street, Salisbury SP1 2AP</p>

2 What we spend and how we spend it

The Council's Financial Plan is set in October and establishes a guideline budget for Public Protection for the following year. Public Protection develops a detailed budget for Council in February.

2.1 Financial information

The financial information relating to projected and actual income and expenditure is:

	2008/09 Budget	2009/10 Budget
Employee Costs	4,256,369	4,243,182
Transport costs	211,007	211,007
Supplies & Services	866,536	866,750
Income	-1,309,850	-1,309,850
Total net costs	4,024,062	4,011,089

2.2 Procurement & contracts

Corporate Procurement is in the process of pulling together all contracts from the old Districts and County Council. The list below is not a definitive list of Current contracts for Public Protection. As soon as Procurement have finished their work, details below will be updated:

Pest Control – Chemicals
Pest Control Products
Laboratory & Measuring & Observing & Testing Equipment & Services
Trading Standards Animal Feed Testing
Kennel Service
Veterinary Services
Noise Pollution Control & Monitoring
Trading Standards General Goods Testing
Earth Science Services
Food Contamination Control Services
Agricultural or Rural Services

3 What our priorities are and how we are doing

There are many ways we monitor our Service.

3.1 Cross Cutting Key Tasks and Service Developments for 2009 to 2012 (In priority order)

Key Task	Link to Corp Aims	Comments
LEAN reviews	1	LEAN review of Pest Control service to be completed and other teams to be started.
Performance Framework	1	Develop a robust performance management framework clearly linked to corporate priorities and objectives identified in the Public Protection Service Plan to evidence progress against plan objectives. Focus on <i>outcomes</i> not <i>outputs</i> . A specific project will be undertaken to address this.
Community Area Boards	1, 2, 3	Develop an engagement with CAB's.
National <i>Better Regulation</i> agenda	1,2	Continue to engage with LBRO to implement the Better Regulation agenda with a view to reducing the regulatory burden on local businesses.
Benefits Realisation	1	Develop, implement and monitor the Benefits Realisation Plan for Public Protection in order to capture the benefits and efficiencies of LGR. We are awaiting corporate guidance to address this
Workplace Transformation	1	Implement Ways of Working (WOW) principles:

		<ul style="list-style-type: none"> - investigate options for mobile working - review of accommodation needs of service <p>Links to workplace transformation and reduce in accommodation</p>
Customer Access	1, 2	Continue to work with Customer Access Team to ensure high quality, effective customer service. Some teams will be addressing this through the development of web based services and information and is reflected in Appendix Three. This needs a co-ordinated service approach with corporate input
Identify links with other services and cross cutting themes	1, 3	To undertake a mapping process to better identify the Public Protection Service role in cross cutting issues. Examples could include: Night time economy, Public health, Economic vitality, Community safety
Key Task	Link to Corp Aims	Comments
Local Agreement for Wiltshire / Local Area Agreement (LAW / LAA)	1, 2, 3,	Look at raising the profile of the Public Protection service within the LAW / LAA and the contribution the service can make to the Strategic Outcomes
Equality & Diversity	1, 2, 3	Develop an Equality & Diversity Action Plan for the service. Awaiting corporate steer, in relation to the Corporate Equality and Diversity Plan
Communications & Publicity	1, 2, 3	Develop a Communications Plan for the service in collaboration with the corporate communications team.
Single IT system for service	1	Identify and implement a single management information / operational IT system for the Public Protection service. This will depend on LEAN and capital funding availability
Policies & Procedures	1	Full harmonisation of Public Protection Policies & Procedures to take forward single new service with consistent standards throughout the County. All team have addressed this in their individual plans, refer to Appendix Three

We also National Indicators which are required by central government as well as Local Performance Indicators. The first two quarters are as follows:

PUBLIC PROTECTION : Statutory National Indicators and Local PIs

(covering Environmental Health, Trading Standards & Licensing)

NI / LPI	Description	Area	2008/09 actual	2009/10 target	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q4 2009/10
NI 182	Satisfaction of businesses with local authority regulation services (EH & TS)	KDC	77%	79%	64%	82%	79%	
		WWDC	77%		79%	82%	40%	
		NWDC	84%		93%	77%	81%	
		SDC	75%		68%	76%	74%	
		WCC TS	77%		79%	76%	**	
		Total EH & TS	78%		77%	78%		
NI 183	Impact of local authority regulatory services on the fair trading environment	WCC	0.91	0.90	Reported at year end			
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	KDC	94%	93%	94%	94%	95%	
		WWDC	92%		91%	91%	91%	
		NWDC	93%		94%	94%	94%	
		SDC	94%		95%	94%	95%	
		Total	93%		94%	93%	94%	
Local PI PP01	% of requests for service responded to within 5 working days *	KDC	95%	97%	93%	97%	95%	
		WWDC	95%		92%	94%	93%	
		NWDC	96%		96%	98%	99%	
		SDC	96%		98%	96%	95%	
		Total EH & TS	96%		96%	97%		
		WCC TS	99%		99%	98%	**	
Local PI PP02	% of service request investigations completed within 60 days *	KDC	96%	95%	90%	93%	95%	
		WWDC	86%		83%	84%	83%	
		NWDC	97%		97%	99%	97%	
		SDC	90%		95%	96%	94%	

		Total EH & TS	94%		93%	94%		
		WCC TS	99%		98%	98%	**	
Local PI PP03	% of returns from customer surveys that indicated a 'good' or 'excellent' service for enquiries and complaints dealt with by the Public Protection team (non-business)	KDC	82%	85%	86%	86%	82%	
		WWDC	83%		72%	54%	75%	
		NWDC	89%		82%	92%	89%	
		SDC	75%		83%	83%	78%	
		Total EH & TS	84%		81%	85%		
		WCC TS	92%		83%	80%	**	

* excluding Planning & Licensing consultations

** Trading Standards operates a quarter behind

The Service Plan is reviewed every year, with the next one being 1st April 2010 and is currently under development.

3.2 Key issues

- Development of the Health and Wellbeing Directorate – identifying integrated approaches to service delivery with ‘Health’ colleagues.
- Integrating with Safer Communities.
- Increasing our contribution to achieving LAA outcomes.
- Improving the way we regulate.
- Budgetary Control – minimising cost, maximising income.
- Transformation of the service:
 - Continued integration of the service
 - Workforce planning
 - Workplace transformation – consolidation to 4 hubs
 - Improving customer access and satisfaction.

Environmental Protection

- Introducing a single Licensing Act policy.
- Consultation and introduction of consistent taxi and private hire licensing conditions and services.
- Review of the pest control service.
- Enabling consistent, cross area working in all services.
- Introducing a consistent out of hours service.

Commercial and Consumer Protection

- Introduction of common enforcement and legal processes across the service.
- Promoting consistent working across all services and encouraging joint working wherever possible.
- Engaging with the Workplace Transformation project and encouraging more flexible ways of working and co-location of officers wherever possible.
- Working with other councils across the South West region on joint projects such as "Scambusters" and the Illegal Moneylending Team.
- Educating and empowering consumers and assisting businesses.

3.2.1 Promoting "Safer and Healthier Communities" through our work on regulation of doorstep sales and prevention of distraction burglaries; disrupting traders from operating in the informal economy; and preventing harm to children by taking

3.2.2 Public Protection

The Public Protection Service completed its transition to the new Council with the integration of three services - Environmental Health, Licensing and Trading Standards - into one unified service. The Public Protection Service is managed by the Service Director.

Delivering a plethora of often discrete 'public focused' frontline services the PPS ensure quality, protection and safety in products and services.

3.2.3 Commercial and Consumer Protection

Supporting the Service Director is the Head of Commercial and Consumer Protection:

Consumer Protection - Delivered by two area focused teams, their responsibilities include the regulation of weights and measures; underage sales of various items including alcohol, cigarettes, knives and fireworks; animal health and welfare; disease control; 'rogue traders' and new measures to combat fraudulent trading practices.

Consumer Protection regularly shares intelligence with partner organisations and recently this resulted in a successful 'joint' prosecution with Hampshire CC against a tradesman.

Health and Safety - This 'new' specialist team focuses on premises delivering high risk business. This includes your local hairdressers, builders' yards, factories and some offices. The team works with the Health and Safety Executive delivering national priorities such as the safety of workplace transport and investigating accidents at work.

Food Safety - Delivered by two area focused teams, Food Safety inspects over 4,000 food premises per year, ranging from restaurants to catering vans. They also investigate outbreaks of food poisoning. If necessary, Food Safety also enforce the no smoking ban in food (and other) premises. The team also undertakes a variety of promotional food safety work.

3.2.4 Environmental Protection and Licensing

Supporting the Service Director is the Head of Environmental Protection and Licensing. This team is responsible for ensuring that your local environment is a safe and enjoyable place to be, working closely with other organisations ranging from the Police and Environment Agency to The Primary Care Trust.

Environment Protection - This is a new, specialist, discrete team, focussing on issues relating to air pollution, contaminated land and regulating air pollution for a range of industrial manufacturing processes, for example Cooper Tyres.

The general Environmental Protection functions are delivered by two area teams, covering the north and west, and the south and east areas. These teams deal with noise issues, general pollution (for example smoke and smells) and filthy property.

Pest control and Dog Warden – This is a dedicated team offering a pest control service to the domestic and business sectors (for rats, mice, fleas and wasps) and deals with specific dog related nuisance, including noise, fouling and strays.

Licensing – This team deliver in two geographical areas. Their responsibilities include the licensing of alcohol, entertainment, taxi's, animal boarding, pet shops, gambling establishments and a whole range of licensing functions. They deal with literally the A-Z (animal boarding to zoos) of licensing.

3.2.5 Operational and Business Support

Supporting the Service Director is the Head of Operational and Business Support who manages a team that provides technical and administrative support to the Public Protection Service as a whole, ensuring that an effective, efficient and high quality service is provided and maintained to the officers and public at all times.

The team is spread over a number of offices across the county. Services include:

- Customer focus and addressing customers needs.
- Working in partnership with other departments and organisations.
- Providing an advisory and technical service on matters relating to PPS.
- Service quality i.e. customer satisfaction surveys.
- Whole service performance management.
- IT support, development and information management.
- Assisting in health education activities.
- Liaising with Corporate Communication Team on internal and external communications.
- Business Continuity.

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