



COMMUNITY SAFETY BOARD

18 September 2024

CONSUMER AND ENVIRONMENTAL SERVICES SERVICE PLAN 2023/24 REVIEW

Report by Chief Officer, Assets and Infrastructure

PURPOSE

- 1.1 To note the Consumer and Environmental Services Service Plan review for 2023/24.

EXECUTIVE SUMMARY

- 2.1 The Comhairle is required to develop certain Service Plans to satisfy external agreements such as the Framework Agreement on Local Authority Food Law Enforcement, the National Performance Framework for Trading Standards Services and the framework agreement in place that relates to Animal Health and Welfare. The Framework Agreements require that these plans be submitted to the relevant member forum to ensure local transparency and accountability. This includes any reviews.
- 2.2 Appendix 1 details the review of the combined Consumer and Environmental Services Service Plan for 2023/24, which includes the Services not covered by external agreements.
- 2.3 The Service also manages the grant given to the Western Isles Citizens Advice Services (WICAS) and their activity for 2023/24 is also summarised in Appendix 1 with the WICAS annual report for 2023/24 detailed in a separate report to this meeting.

RECOMMENDATIONS

- 3.1 **It is recommended that the Comhairle note the Consumer and Environmental Services Service Plan review for 2023/24.**

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Appendix

1. Consumer and Environmental Services Service Plan Review-2023/24

Background Papers:

Consumer and Environmental Services Service Plan for 2023/24

IMPLICATIONS

- 4.1 The following implications are applicable in terms of the Report.

Resource Implications	Implications/None
Financial	None
Legal	None
Staffing	None
Assets and Property	None
Strategic Implications	Implications/None
Risk	None
Equalities	None
Corporate Strategy	The Service Plan links into the Department Business Plan
Environmental Impact	None
Consultation	None

BACKGROUND

- 5.1 The Comhairle is required to develop certain Service Plans to satisfy the following external agreements
- the Framework Agreement on Local Authority Food Law Enforcement
 - the National Performance Framework for Trading Standards Services
 - the Framework agreement for Animal Health and Welfare.
 - Section 18 of the Health and Safety at Work etc Act 1974
 - the National Performance Framework for Trading Standards Services
- 5.2 The annual Consumer and Environmental Services Service plan meets requirements of the agreements mentioned above. The Service is also responsible for enforcing and advising on a large range of subjects not detailed in the above frameworks. These have been included in the Environmental Health and Licensing Section of the Plan.
- 5.3 The service also manages the grant given every year to Western Isles Citizens Advice Services (WICAS) to provide advice services throughout the Outer Hebrides. This funding has remained relatively static over the last decade but gives WICAS the capacity to bid for additional external funding which allows the provision of advice services well above what the Comhairle fund. These external funds are often short-term and vary in availability therefore may impact on the advice services provided year to year.

DETAIL

- 6.1 The Consumer and Environmental Services Service Plan review of 2023/24 is detailed in Appendix 1. The Services were broadly on target to meet the main objectives of the 2023/24 plan, until the cyber-attack in November 2023. The Services recovered basic functionality relatively quickly however a lot of time had to be (and continues to be) spent on rebuilding systems and dealing with irrecoverable data. The information in the annual review for 2023/24 is therefore limited.
- 6.2 A summary of the activity of Western Isles Citizens Advice Service (WICAS) is included as part of the Services' review at Appendix 1 with WICAS's own annual report detailed in a separate report to this meeting.

CONCLUSION

- 7.1 The Consumer and Environmental Services Plan Review outlines the Services activity for 2023/24, although is limited as a result of the cyber-attack in November 2023.