



Shared
Regulatory
Services
Gwasanaethau
Rheoliadol
a Rennir

A short guide to **Shared Regulatory Services**



Introduction

Shared Regulatory Services covers the Council areas of Bridgend, Cardiff and the Vale of Glamorgan and serves over 600,000 residents and 10,000 businesses.

The area encompasses Cardiff, the capital City of Wales with its array of cultural, financial and commercial organisations and the rural areas of Bridgend and the Vale of Glamorgan with their vibrant tourist and agricultural economies.



A word from our Head of Service, Dave Holland

“I want to take this opportunity to highlight the key principles that define the sort of service we aspire to be; an organisation with a clear identity, a focused, motivated team, and a robust financial operating base; an organisation with a reputation for excellence with people using our services because they want to work with the best.

Since the inception of SRS in 2015, there has been constant talk of imminent reorganisation across Wales. Had we waited for these talks to come to fruition before collaborating, we would never have done anything. Uncertainty over the future of public services has not impaired our service delivery.

We won't get anywhere by just standing still or resisting change. The world is changing around us and so to remain effective and relevant we have to change too, by offering elected members solutions to the challenges they face, by ensuring people understand the importance and impact of our role and by viewing change as progress and not a setback.”

Our vision

“to be the leading provider of regulatory services that safeguard the health, safety and economic wellbeing of the region.”

Our Five Priorities

- Improving health and wellbeing
- Safeguarding the vulnerable
- Protecting the environment
- Supporting the local economy
- Maximising the use of resources

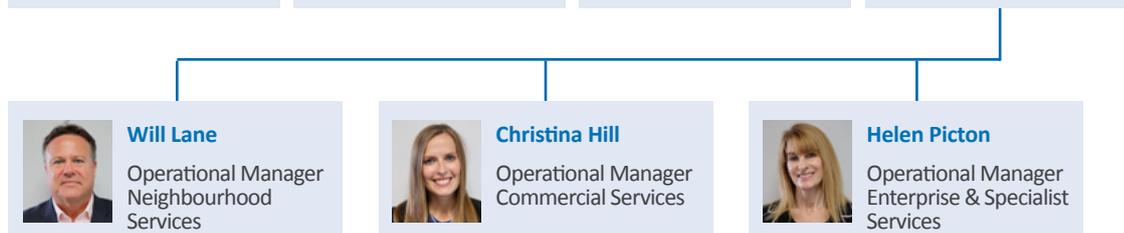
Management and Governance Arrangements

Joint Committee

 <p>Councillor Michael Michael Cardiff Council</p>	 <p>Councillor Dhanisha Patel Bridgend County Borough Council</p>	 <p>Councillor Hunter Jarvie Vale of Glamorgan Council</p>	 <p>Councillor Jackie Parry Cardiff Council</p>	 <p>Councillor David Lewis Bridgend County Borough Council</p>	 <p>Councillor Anthony Hampton Vale of Glamorgan Council</p>
--	---	--	---	---	--

Management Board

 <p>Miles Punter Director of Environment and Housing Services Vale of Glamorgan Council</p>	 <p>Andrew Jolley Corporate Director - Operational and Partnership Services Bridgend County Borough Council</p>	 <p>Andrew Gregory Director City Operations Cardiff Council</p>	 <p>Dave Holland Head of Shared Regulatory Services</p>
---	---	---	---



Neighbourhood Services

Neighbourhood Services deal mainly with activities related to residential premises or have an impact on the local community and include:-

- Noise and Air Pollution
- Environmental Permitting
- Housing safety in privately rented properties
- Licensing

Commercial Services

The main function of Commercial Services is to ensure that businesses comply with a host of consumer and public protection requirements in areas such as :-

- Food Safety (retail premises)
- Health and Safety
- Trading Standards (retail premises)
- Communicable Disease
- Port Health

Enterprise and Specialist Services

Enterprise and Specialist Services incorporates existing or potential income generating services with a commercial approach to marketing council services together with discreet specialisms including:-

- Contaminated Land and Air Quality
- Animal Health and Welfare
- Pest Control (Vale only)
- Health & Safety (Projects and events)
- Food Safety & Trading Standards (Non retail)
- Major investigations and safeguarding
- Wales Illegal Money Lending Unit
- Metrology laboratory
- SRS Business Support
- Advice and training Services
- Primary Authority Partnerships

Improving health and wellbeing

We deliver a diverse range of services to businesses, consumers and residents. Work undertaken to ensure that food is safe, that infectious disease, noise and air emissions are controlled, that risks in the workplace are managed properly, allows people to live in healthy environments.

Add to this our activities to ensure the quality of private rented property, the promotion of a safe trading environment and our regulation of licensed premises to ensure they operate responsibly and it is evident that the work undertaken by the SRS is hugely important to the health and wellbeing of the region.



Figures from 1st April 2016 to 31st March 2017

Safeguarding the vulnerable

This is a central theme to many of the activities undertaken by SRS. We seek to ensure that children are protected from harmful substances and products. Older and vulnerable people are protected from unscrupulous individuals and traders. Illegal money lending activities across Wales are challenged robustly, and we want the public to feel safe when using taxis as public transport. We do all of this by working with our Council colleagues and other key partners to help the people who need our support.



Figures from 1st April 2016 to 31st March 2017

Protecting the environment

Water sampling, monitoring air quality, and remediating contaminated land contribute toward promoting a better environment which in turn means better long term prospects for the health and wellbeing of our communities. We go further by ensuring residents are safe and are protected from nuisance by investigating noise complaints and dealing with stray dogs and horses. We have a key role to play in the wider climate change and future generations agendas through our enforcement role on energy efficiency controls on properties and products. The impact of these activities is less apparent in the short term for communities, but has an important role for future generations.



Licensing	Animal Health & Welfare	Pollution	Housing Enforcement
400+	73	5,700+	2000+
Licensed vehicles in Cardiff over the maximum licensable age inspected to ensure in adequate condition to continue to be licensed	Horses seized in Bridgend as part of a large multi-agency exercise	Noise and air complaints responded to across the region.	Students provided with advice by SRS Housing Enforcement Officers and Student Liaison Officer during Freshers Week and housing advice sessions on housing, environmental and social issues.

Figures from 1st April 2016 to 31st March 2017

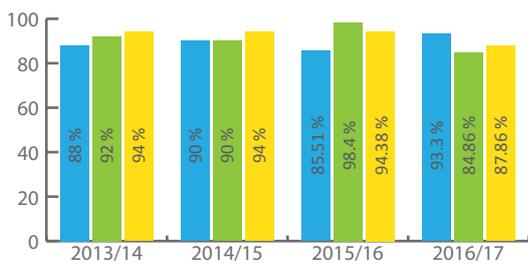
Supporting the local economy

A strong local economy is a key component in the quality of life experienced by local people. The work of SRS has a significant, but often unseen, impact upon the local economy. The provision of timely advice and guidance on regulation can benefit the economic viability of businesses resulting in improved business practices.

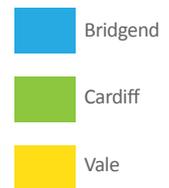
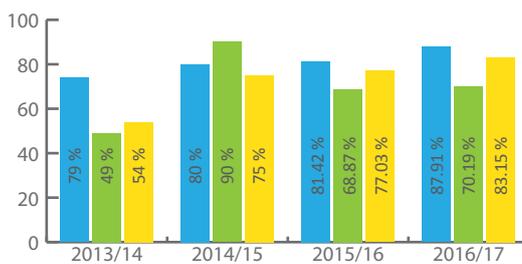
Our growing role in the field of Primary Authority – the offer of bespoke advice and regulatory support for businesses - is testament to this assertion. Much of our market surveillance activity focuses upon maintaining balance in the “marketplace”; the equitable enforcement of regulations helps businesses to compete on equal terms ensuring a fairer trading environment.

Our role as regulator also extends to information and education to support consumers to enable them to become better informed and confident. In an age where people can purchase goods and services without leaving home, the importance of the principle of “caveat emptor” has never been more relevant.

PPN/008 (i) % of new Trading Standards businesses identified and visited



PPN/008 (i) % of new Trading Standards businesses identified and visited



% trainees who felt the training they received will benefit their business



% of Food Safety Primary Authority Event attendees who felt the event will help them improve standards of compliance in their business



Working with Business

71
Individuals trained in food safety at a variety of levels.

Working with Business

15
Primary Authority Partnerships in place. This represents an additional 7 partnerships created during the year.

Working with Business

94%
Of attendees at the Food Safety Primary Authority Event hosted by SRS rated the event good to excellent.

Working with Business

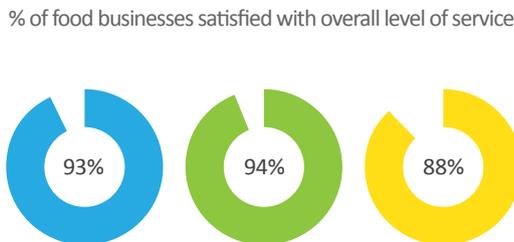
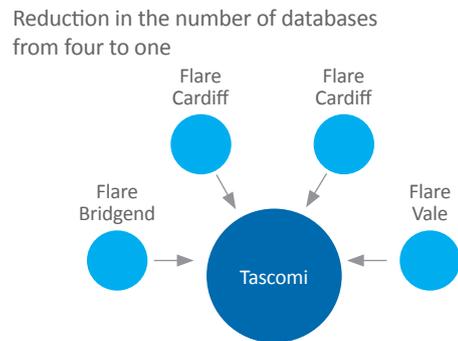
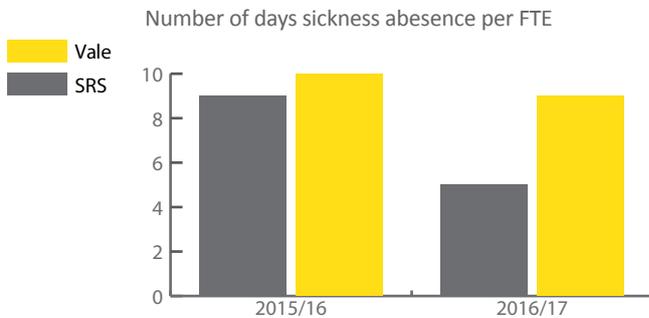
100%
Of attendees at the Residential Care Home Business Forum hosted by SRS said the Forum had been of value to their business.

Maximising the use of our resources

This was the original catalyst for creating SRS, and our work in this area continues. Reducing “triplication” of effort, introducing better processes, making our systems work without constant intervention and improving access into the service all benefit our businesses and increase customer satisfaction.

We are generating income, where possible, to underpin service delivery; activities like marketing our metrology laboratory, offering paid-for advice services, building Primary Authority partnerships and extending our training provision to business are examples of our move to a more “commercial” culture.

Above all, we recognise that crucial to the success of SRS are the people who work within the service. We ensure that our officers are effective in their roles by investing in learning and development opportunities, by engaging them fully in the development of the service, and by fostering an environment where people are encouraged to think, lead and innovate.



			
Staff development	Housing enforcement	Staff development	Income generation
100%	837	60+	£12,000
Of staff performance development reviews undertaken with relevant staff	HMO Licences issued in Cardiff through the mandatory and additional licensing schemes. This is the highest level of performance since the licensing schemes began	Officers trained to NVQ level 5 in Investigative and legal practice	Of new income generated through more commercial based activities

Figures from 1st April 2016 to 31st March 2017

Contact us

Srs.wales

Tel: 0300 1236696

Bridgend

Civic Offices
Angel Street
Bridgend
CF31 4WB

Normal office hours:

Monday to Thursday: 8.30am to 5.00pm
Friday: 8.30am to 4.30pm

Cardiff

Level 1
County Hall
Cardiff
CF10 4UW

City Hall
Cardiff
CF10 3ND

Normal office hours:

Monday to Thursday: 8.30am to 5.00pm
Friday: 8.30am to 4.30pm

Public Carriage Office
Sloper Road
Leckwith
Cardiff
CF11 8TB

Normal office hours:

Monday to Thursday: 8.30 am – 12pm and 1.30pm-4pm
Friday: 8.30am – 12pm and 1.30pm – 3.30pm

Vale of Glamorgan

Civic Offices
Holton Road
Barry
CF63 4RU

Normal office hours:

Monday to Thursday: 8.30 am to 5.00pm
Friday: 8.30am to 4.30pm

