



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 service 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 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 focussed, 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

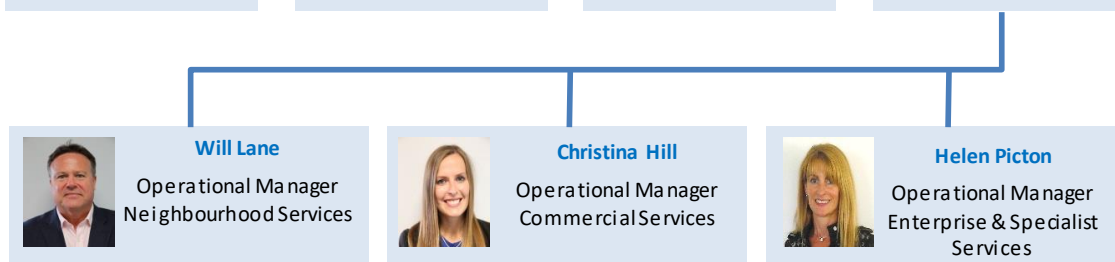
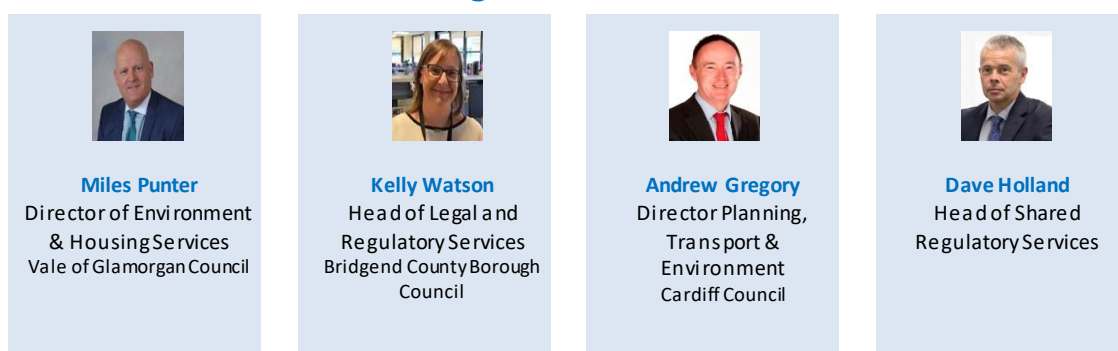
- Improving health and wellbeing
- Safeguarding the vulnerable
- Protecting the environment
- Supporting the local economy
- Maximising the use of resources

Management and Governance Arrangements

Joint Committee



Management Board



Neighbourhood Services

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

- Noise & 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 & Specialist Services

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

- Contaminated Land & Air Quality
- Animal Health & welfare
- Pest Control (Vale only)
- Health & Safety (Projects and events)
- Food Safety and 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

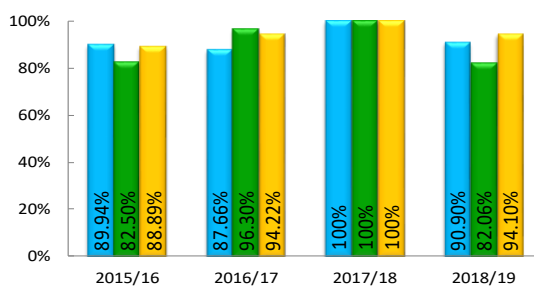
Improving health and wellbeing

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.

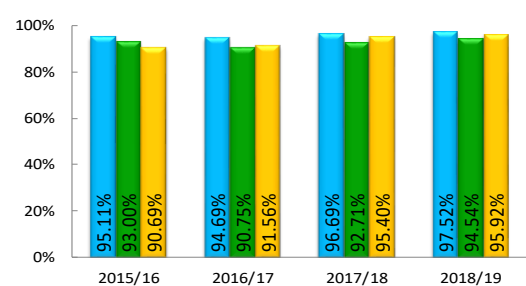
Add to this our activities to ensure the quality of private rented property, the promotion of a safe trading environment and our regulation of licensed premises to ensure they operate responsibly and it is evident that the work undertaken by the SRS is hugely important to the health and wellbeing of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



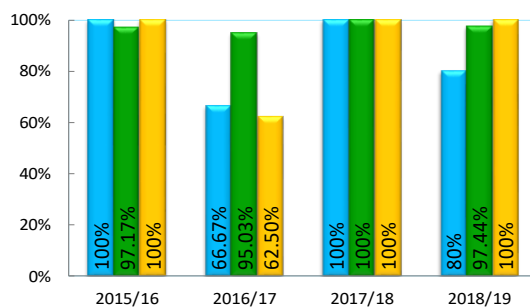
% of high risk inspections Food Hygiene (A, B & C rated premises)



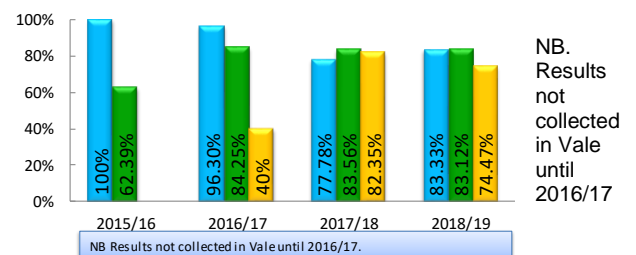
PAM 023 - % of food premises that are broadly compliant with food hygiene standards



% of high risk inspections Trading Standards



% of significant breaches that were rectified for Trading Standards



Businesses who felt food safety inspection helped them improve food hygiene standards in their business



Training delegates who felt the training they received will help them improve standards of compliance in their business.



Safeguarding the vulnerable

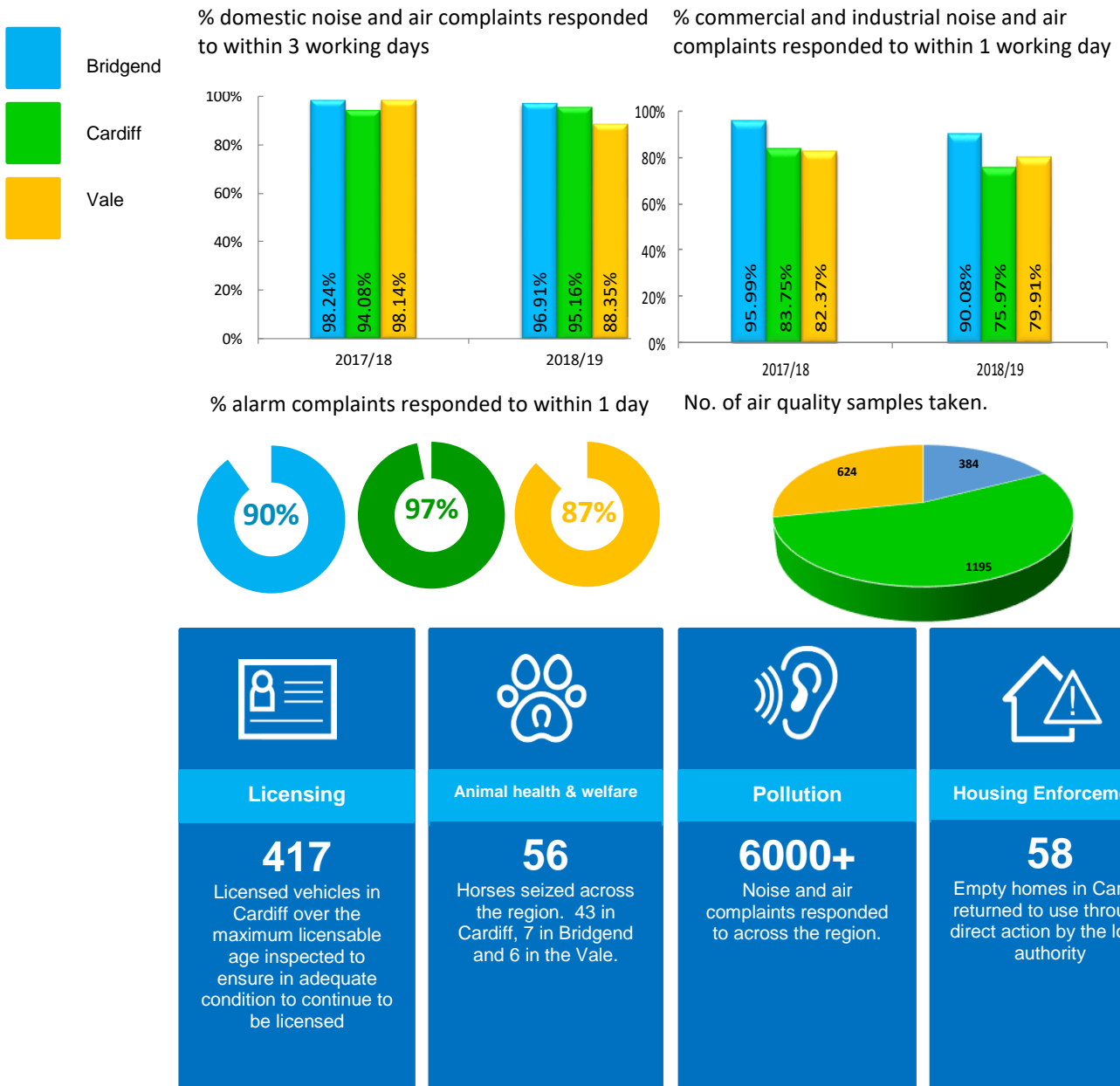
This is a central theme to many of the activities undertaken by SRS. We seek to ensure that children are protected from harmful substances and products. Older and vulnerable people are protected from unscrupulous individuals and traders, illegal money lending activities across Wales are challenged robustly, 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 2018 to 31st March 2019

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.



Figures from 1st April 2018 to 31st March 2019

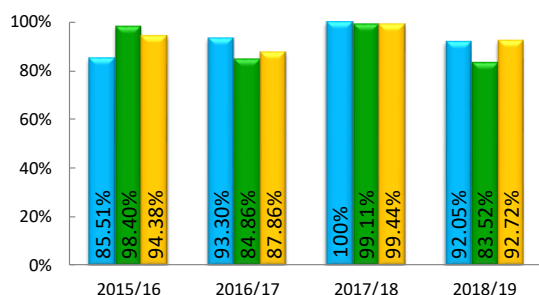
Supporting the local economy

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.

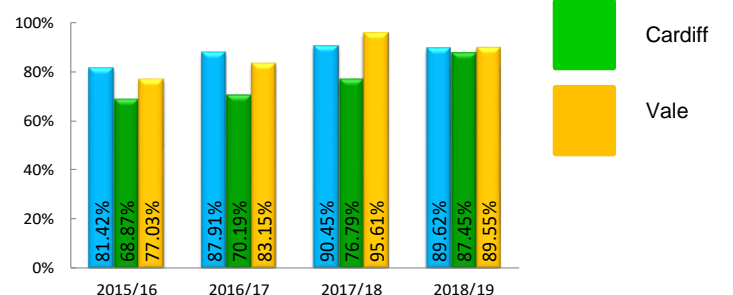
Our growing role in the field of Primary Authority – the offer of bespoke advice and regulatory support for businesses – is a testament to this assertion. Much of our market surveillance activity focuses upon maintaining balance in the “marketplace”; the equitable enforcement of regulations helps businesses 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 the home, the importance of the principle of “caveat emptor” has never been more relevant.

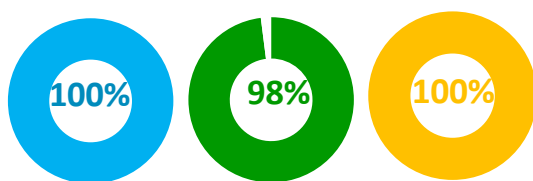
% of new food hygiene businesses identified and visited



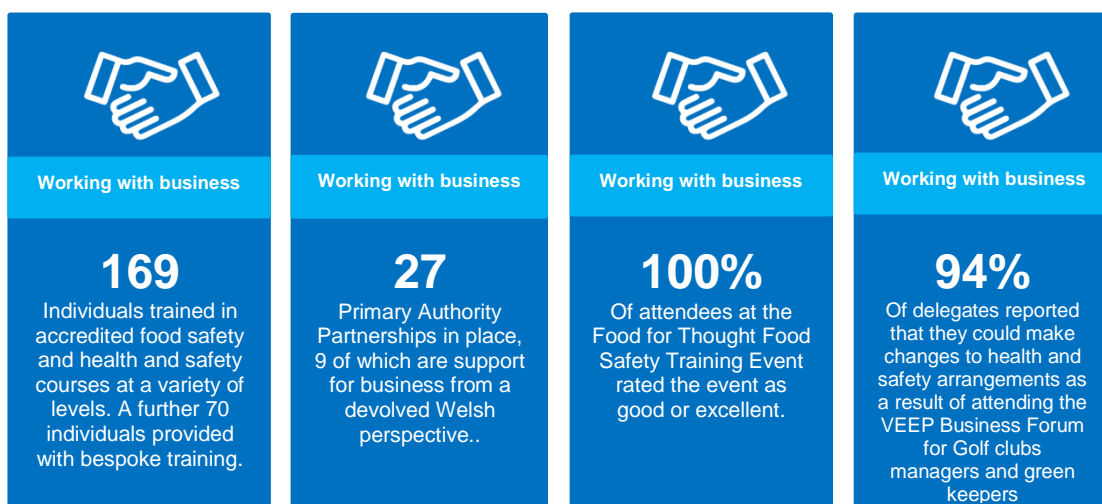
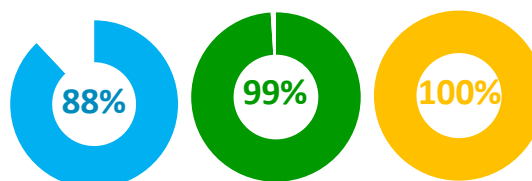
% of new trading standards businesses identified and visited



Training delegates who felt the training they received will benefit their business



Training delegates who would recommend the training to an employee, colleague or friend.



Maximising the use of resources

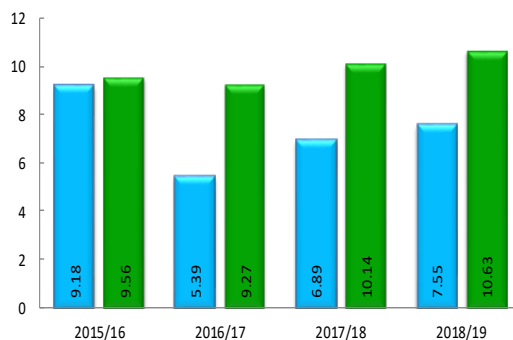
This was the original catalyst for creating SRS, and our work in this area continues. Reducing “triplication” of effort, introducing better processes, making our systems work without constant intervention and improving access into the service all benefits our businesses and increase customer satisfaction.

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.

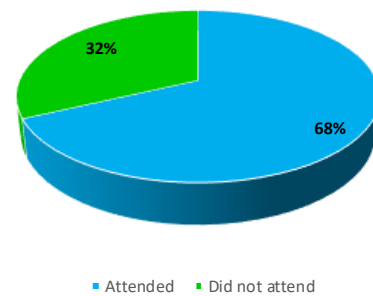
Above all, we recognise that crucial to the success of SRS are the people who work within the service. We ensure that our officers are effective in their roles by investing in learning and development opportunities, by engaging them fully in the development of the service, and by fostering an environment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



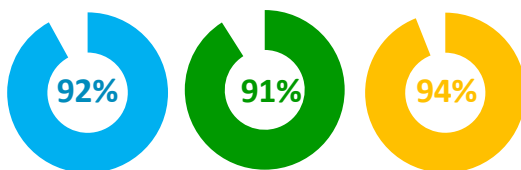
No of days sickness absence per FTE



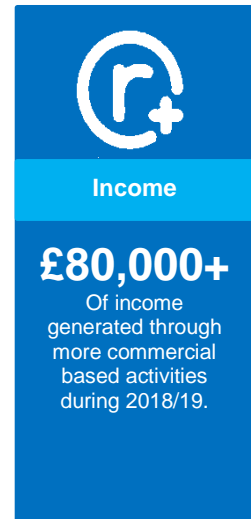
SRS employees who attended the Vale Big Conversation



% of food businesses satisfied with overall level of service



% trainees who rated the training they received as good to excellent



Contact us

SRS.wales
Tel: 0300 1236696



@SRS_Wales



<http://www.srs.wales>

Bridgend

Civic Offices
Angel Street
Bridgend
CF31 4WB

Normal offices hours:
Monday to Thursday: 8.30am to 5.0pm
Friday: 8.30 am to 4.30pm

Cardiff

Level 1
County Hall
Cardiff
CF10 4UW

Normal office hours:
Monday to Thursday: 8.30am to 5.00 pm
Friday: 8.30am to 4.30pm

City Hall
Cardiff
CF10 3ND

Public Carriage Office
City Hall
Cardiff
CF10 3ND

Normal office hours:
Monday to Thursday: 8.30am to 12.00pm and 1.30pm to 4.00pm
Friday: 8.30am to 12.00pm and 1.30pm to 3.30pm

Vale of Glamorgan

Civic Offices
Holton Road
Barry
CF63 4RU

Normal offices hours:
Monday to Thursday: 8.30am to 5.00pm
Friday: 8.30am to 4.30pm