



Shared Regulatory Services Business Plan 2018/19



Food Hygiene and Standards



Working with Business



Health and Safety at Work



Safeguarding



Product Safety



Housing Safety



Contaminated Land



Underage Sales



Noise Pollution



Wales Illegal Money Lending Unit



Licensing



Port Health



Metrology



Communicable Disease



Air Pollution



Fair Trading



Animal Health and Welfare



Working with Business



Health and Safety at Work



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Licensing



Port Health



Communicable Disease



Air Pollution



Shared
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Services

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Food Hygiene and Standards



Fair Trading



Animal Health and Welfare

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Introduction



The 2018/19 SRS Business Plan represents our fourth programme of work. Our five priorities – safeguarding health and wellbeing, protecting the vulnerable, improving the local environment, supporting the local economy, maximising the use of our resources – all remain in place and we are seeing some real impact and significant outcomes for the people who live in the region.

The SRS aspires to be an organisation with a clear identity, employing a focused, motivated team, underpinned by a robust financial operating base. We want to be an organisation with a reputation for excellence with people using our services because they want to work with the best.

Our vision, to be the leading provider of regulatory services that safeguard the health, safety and economy of the region is predicated upon:

- Focusing resources on communities and individuals with the greatest need; we will always prioritise those with the greatest need.
- Making best use of information from service users and communities to inform our decisions and shape services that are relevant and make a difference.

Since the inception of the concept of the SRS, there has been talk of an imminent reorganisation of local government. It is pertinent to remember that had we waited for these talks to come to fruition before deciding when and how to collaborate we would never have done anything. While it is true that another Welsh Government consultation is underway, the SRS cannot dwell upon that. We will simply continue our successful collaboration of Regulatory Services, and provide a great service for the people of the region. That is a challenge for any organisation, but for one like ours which is involved in so many different ‘businesses’ across three different Councils, one cannot understate that undertaking.

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.

This SRS Business plan depicts an organisation that has embedded itself within the three Councils; an organisation that is performing well and continuing to improve; an organisation that is vibrant and ready to do things differently; an organisation that is challenging unlawful practices and safeguarding the interests of the region. SRS is doing “*what it says on the tin*”.

Dave Holland
Head of Shared Regulatory Services

Our vision

To be the leading provider of regulatory services that safeguard the health, safety and economic wellbeing of the region

Our priorities



Our outcomes



Our primary aims

We will achieve these outcomes by:-

- Understanding the needs of our customers and placing their needs at the heart of the services we deliver;
- Developing a flexible and agile workforce that is responsive to change and that have the right skills to deliver quality services that meet the needs of our customers and local communities;
- Maximising internal efficiencies to enhance service quality;
- Exploring opportunities to innovate and develop;
- Working together to future proof the service to meet financial challenges and future demands.

1. Overview of Services

1.1 Background

Shared Regulatory Services (SRS) is a collaborative service formed between Bridgend, Cardiff and the Vale of Glamorgan Councils on 1st May 2015. The Service delivers a fully integrated service under a single management structure for trading standards, environmental health and licensing functions with shared governance arrangements ensuring full elected member involvement.

SRS operates under a Joint Working Agreement (JWA) whereby the Head of SRS reports on service provision to a Joint Committee of elected members drawn from across the three parent Councils. An officer management board has been tasked with the oversight of the project implementation and future operation of the service. The detailed delegations of policy and functions from partners to the Joint Committee and Head of Service are set out in the Joint Working Agreement which includes:-

- The functions to be carried out by the joint service.
- The terms of reference and constitution of the Joint Committee, the management board etc.
- The terms of the proposed joint service such as staffing, the services to be provided by the host and other partners, financing and other functional issues.
- Financial Operating Model.

Consequently, the SRS works across the three Councils supporting a range of Committees and where needed, the three Cabinets, to deliver the Regulatory function. The workflow involves quarterly meetings with the officer Management Board followed by meetings of the SRS Joint Committee, details of which are then communicated to all three Cabinets. Officers meet members of the Joint Committee on a regular basis to ensure both regional and local issues are considered and managed appropriately.

All of the SRS Joint Committee meetings since April 2015 are held on the websites of each Council. The reports depict the genesis, development and future direction of the SRS.

1.2 Key services offered

Shared Regulatory Services provides a diverse and comprehensive range of services that safeguard the health, safety and economic wellbeing of consumers, businesses and residents covering the main areas of environmental health, trading standards and licensing. These broad areas encompass a wide range of services that deal with issues that can have a huge impact upon people when things go wrong or have not been enforced properly.



Food Hygiene and Standards

Food Hygiene and Standards protect public health by ensuring that the food we eat is without risk to the health and safety of consumers. This is achieved through regular food and feed safety and standards inspections of food business and guest caterers, operating the Food Hygiene Rating Scheme, providing practical advice, investigating food safety and food standards complaints, carrying out regular food and water sampling and undertaking checks on imported food.



Fair Trading

Fair Trading protects consumers and businesses by maintaining and promoting a fair and safe trading environment. This area of work ensures that businesses comply with a host of consumer protection statutes including those relating to:-

- Product safety;
- Age restricted sales;
- Counterfeiting;
- Environmental safety;
- Weights and measures
- False claims about goods and services;

The service investigates complaints, participates in criminal investigations and exercises, conducts inspections of businesses, undertakes a sampling programme, and helping businesses improve their trading practices.



Safeguarding

Our safeguarding work ensures we investigate cases of malpractice including rogue traders, scams and doorstep crime. We provide consumer advice to vulnerable residents and help them obtain redress.



Metrology

SRS has the only UKAS accredited Metrology laboratory in Wales providing calibration of weights and measures of length and capacity.



Housing Safety

Housing Safety protects public health by working with private landlords and owners to provide warm, safe and healthy homes for tenants. They ensure that Houses in Multiple Occupation are licensed through Mandatory and Additional Licensing Schemes, inspecting HMO's and improving physical and management standards of privately rented accommodation. Complaints from tenants about their rented accommodation are investigated. These can include complaints about damp, mould, heating disrepair, nuisance and student housing issues. Problems with empty homes that have fallen into disrepair are addressed and immigration inspections undertaken.



Noise Pollution

Pollution also protects public health by controlling noise and air emissions into the environment. The service investigates noise complaints about issues such as amplified music, DIY activities, house and car alarms, barking dogs, and construction sites. It investigates air pollution complaints such as smoke, dust and odour and illegal burning, undertakes environmental monitoring, local



Air Pollution

Air Quality Management and regulates emissions from industrial processes.



Port Health

Port Health prevents the import of infectious and animal disease into the UK, ensuring ships comply with international agreed public health sanitation standards and improving the safety and quality of the food chain.



Contaminated Land

Contaminated Land protects public health by reviewing and implementing the Contaminated Land Strategy which ensures the identification, inspection and remediation of historically contaminated sites. Private water supplies used for both domestic and commercial purposes (such as drinking, cooking, and washing) are regulated and Environmental Information Requests and Planning application consultations are responded to.



Health and Safety at Work

Health and Safety protects the health, safety and welfare of staff, contractors and any member of the public affected by workplace activities by working with others to ensure risks in the workplace are managed properly. This is achieved by undertaking planned inspections and targeted initiatives, investigating reported accidents, diseases, dangerous occurrences and complaints, providing advice and guidance to employers and employees and securing safety standards at outdoor events.



Communicable Disease

Communicable Disease protects public health by controlling and preventing cases and outbreaks of infectious disease by investigating confirmed sporadic and outbreak cases of communicable disease. The service provides and reviews advice and guidance on infection control, cleaning and disinfection, case and contact exclusions, provides training on food hygiene, nutritional and infection control, enforces health protection legislation to minimise the spread of communicable disease and contamination from radiation and chemicals that threaten health and leads on local and national communicable disease surveillance programmes.

Pest Control offers services to the Vale area for the treatment of pests and infestations. This could include, rats, wasps, mice, fleas, cockroaches etc.



Animal Health and Welfare

Animal Health and Warden Services ensures the wellbeing of animals generally and during transport, and administers animal movements to prevent the spread of diseases such as Rabies, Anthrax and Foot and Mouth. Our Wardens respond to complaints about straying animals such as dogs and horses.



Licensing

Licensing determines applications for the grant, renewal, variation and transfer of many different authorisations which are the responsibility of the Councils. Applications for licences, certificates, registrations and permits are processed and enforcement undertaken in respect of statutory requirements such as alcohol, public entertainment, gambling, street trading, taxi licences, charitable collections and animal related licensing.



Wales Illegal Money Lending Unit

The Wales Illegal Money Lending Unit is one of only 3 units operating across the UK. The Unit covers all 22 Local Authority areas in Wales with the key aim of tackling the problem of illegal money lending. The Unit is both proactive and reactive in its work providing education and promotion across Wales to various social groups and highlighting the dangers of illegal lending. The Team also carries out detailed investigations with a view to prosecuting offenders and has the capabilities to act swiftly where necessary to deal with victims of loan sharks.



Working with Business

Shared Regulatory Services has adopted a more commercial approach by developing paid for services and marketing them to businesses. These commercial activities enhance and complement existing statutory services and provide income generation for the service. They include:-

- Bespoke and accredited training solutions to businesses to assist in achieving legal compliance;
- Paid for business advice visits and health checks from our highly skilled and experienced officers to help and support businesses comply with legislation;
- Developing Primary Authority partnerships for businesses that trade across council boundaries where they can enter into a legally recognised partnership with the Service, receiving an agreed package of advice and support;
- Marketing the only UKAS Metrology Laboratory in Wales providing calibration of weights and measures of length and capacity;
- Extending training opportunities by assessing the potential for higher

accreditation levels to attract additional business;

- Identifying new funding sources;
- Exploring potential income generating services and developing paid for services.

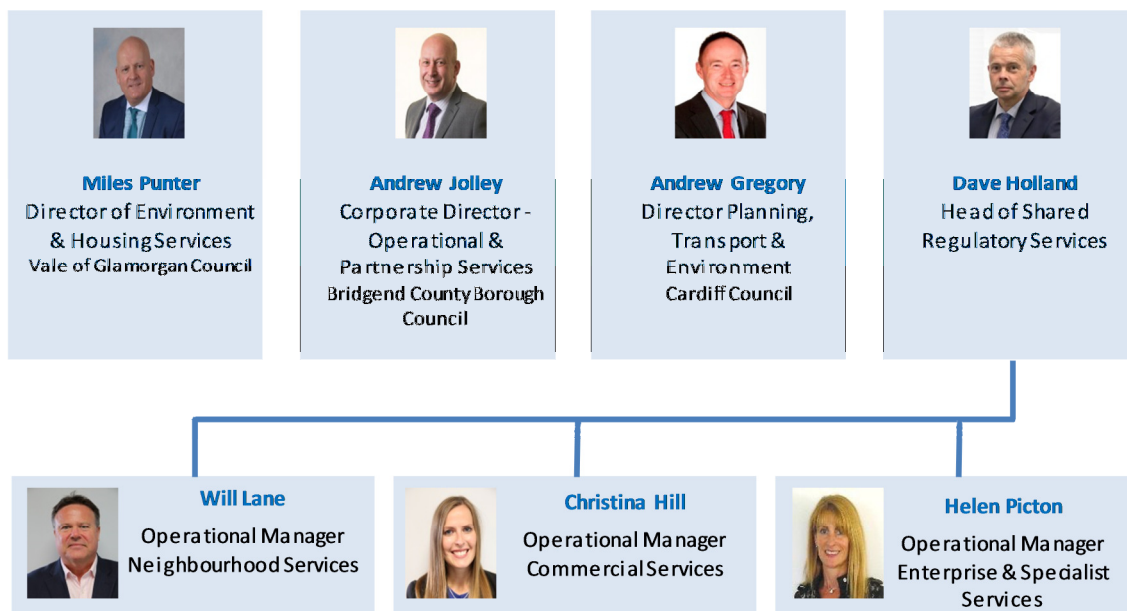
Our new model of delivery sees all these services delivered across three service delivery sectors known as Neighbourhood Services which deals with activities relating to residential premises or having an impact on the local community, Commercial Services which deals with activities relating to business premises (generally where national standards apply) and Enterprise and Specialist Services which comprises a number of specialist areas of work and income generating services. The management and governance chart at 1.3 provides an outline of the specific services that sit within each sector.

1.3 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 privated 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 discreet 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

1.4 Area profile

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

Extending from St Mellons in the east to Maesteg in the west, 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.



Bridgend is situated on the south coast straddling the M4 corridor. It comprises an area of 28,500 hectares and a population of just over 140,000 residents. To the north of the M4, the area consists of mainly ex-coal mining valley communities with Maesteg as the main centre of population. To the south of the M4, the ex-market town of Bridgend is the largest town, the hub of the economy and its employment base. To the south west on the coast lies Porthcawl, a traditional seaside resort, with a high proportion of elderly residents, which is subject to a major influx of tourists during the summer period.

Cardiff is the capital city of Wales and is continuing to grow faster than any other capital city in Europe. In

population terms, it is the largest city in Wales with a population of 360,000. Measures of population however, belies Cardiff's significance as a regional trading and business centre. The population swells by approximately 70,000 daily with commuters and visitors. Cardiff is the seat of government and the commercial, financial and administrative centre of Wales. Cardiff boasts one of the most vibrant city centres in the UK and on a typical weekend, Cardiff's night time economy can attract over 40,000 people and sometimes more than 100,000 when the City's Millennium Stadium hosts international events.



The Vale of Glamorgan is bounded to the north by the M4 motorway and to the south by the



Severn Estuary. It covers 33,097 hectares with 53 kilometres of coastline, and a population of over 130,000 residents. The area is predominantly rural in character, but contains several urban areas of note such as Barry, Penarth, Dinas Powys and the historic towns of Cowbridge and Llantwit Major. Barry is the largest town, a key employment area and popular seaside resort. The rural parts of the Vale provide a strong agricultural base together with a quality environment, which is a key part of the area's attraction. The area includes Barry Docks area and Cardiff International Airport.

1.5 Access to service

The Service is currently accessed and delivered through 5 main delivery points across the region. The new service functions are delivered from a mix of customer-facing “satellite” offices located in each Council area and from three main office hubs. These locations have been established in each of the three council areas to provide customer services on a local basis and also provide work spaces for employees of the service to work from. Where necessary the service provides an out of hours facility for certain functions. Work on developing and agreeing a detailed accommodation brief has been completed and significant progress has been made implementing the plan which ensures ease of access to the service to meet diverse needs within each local authority area and includes arrangements for telephone, on-line and face to face access whilst at the same time exploring opportunities for efficiency savings.

Current Service Delivery Points

SRS.wales
Tel: 0300 1236696



<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

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

1.6 Staff resources

Our organisational structure focuses upon generic working and the development of multi-disciplinary officers, while retaining the capacity to develop specialist professionals. The structure allows the deployment of people in different ways enabling the service to offer income-generating services that complement the more traditional services. The Service operates across 3 distinct sectors:-

Commercial Services ensure that businesses comply with a host of consumer and public protection requirements in areas such as food safety, health and safety at work, trading standards in retail premises and communicable disease. This function is populated in the main by professionally qualified Commercial Services Officers and Technical Officers. The new structure has seen a change in the balance of Commercial Services and Technical Officers so that more use is made of Technical Officers. This enables professionally qualified officers to focus on the more complex issues and Technical Officers, with appropriate levels of qualification and competence, to fulfil a monitoring and 'triage' role supporting the Service undertaking inspections, compliance checks and providing information and issuing alerts to more qualified officers if they identify major non-compliance issues.

Neighbourhood Services deals mainly with activities relating to residential premises or those that have an impact on the local community such as housing in the private rented sector, noise and air nuisance and licensing. This function consists of multi disciplined and professionally qualified Officers known as Neighbourhood Services Officers and Technical Officers who deal with both Pollution and Housing issues. This move towards more generic working provides greater resilience to service provision across the three areas. The Licensing function retains local distinctiveness and governance arrangements within the three authorities, however opportunities have been taken to reduce the number of team managers to two across the three areas with enforcement managed by one Senior Enforcement Officer across the region.

Enterprise and Specialist Services (ESS) is the most diverse of the services and incorporates discrete specialisms such as air quality monitoring and management, contaminated land, pest control, animal welfare, major investigations, safeguarding, the Wales Illegal Money Lending Unit, our Industry team and the Business Support function. There is an intentional overlap of service provision between other sectors of the Shared Regulatory Service; this creates flexibility and resilience across all teams so that resources can be shared should the need arise, for example, the Major Investigations Team supports the whole of SRS in investigating and enforcing significant breaches of legislative requirements. ESS has a role in generating income, managing the UKAS Metrology Laboratory, delivering training and assessing the potential for higher accreditation levels to attract additional business, actively seeking Primary Authority partnerships and developing paid for advice services. The Business Support function provides centralised administrative support to the whole service and has a presence in all three areas at local contact points providing the main customer interface for the Service.

2. Service aims & Strategic Priorities

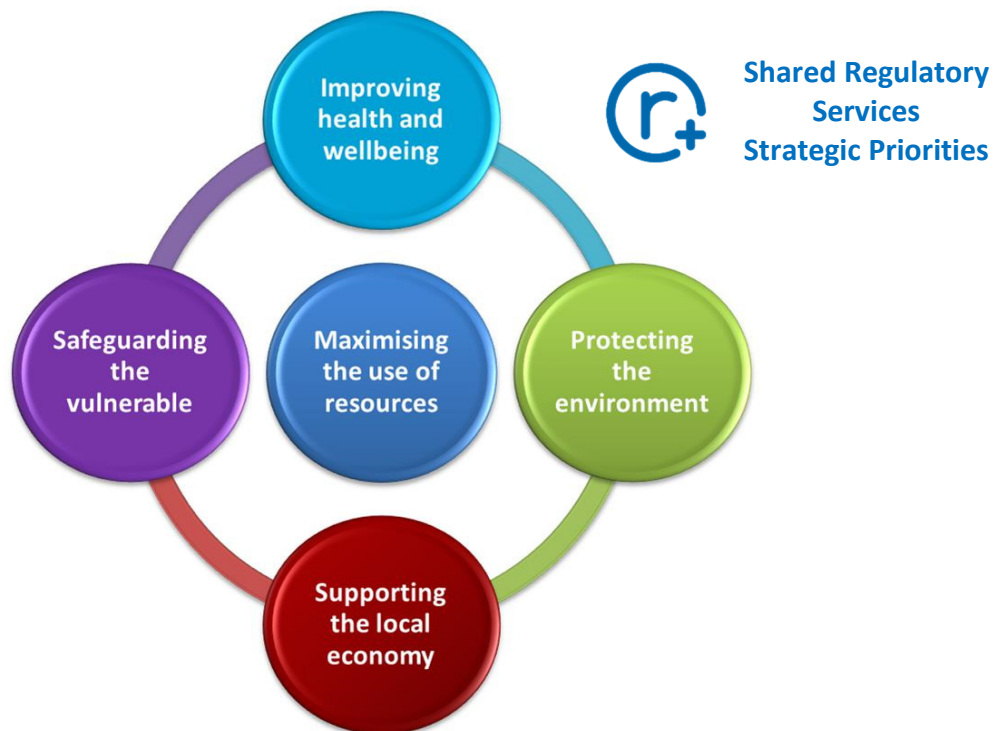
2.1 Vision, strategic priorities and aims

Shared Regulatory Services plays a key role in delivering the aspirations and priorities of Bridgend, Cardiff and the Vale of Glamorgan Councils through the delivery of a wide range of services. We have developed a vision supported by a set of strategic priorities that sets out our ambition of being a progressive and innovative organisation. This allows us to deliver high quality, customer focused services that safeguard the environmental, social and economic wellbeing of our citizens.

Our vision:-

To be the leading provider of regulatory services that safeguard the health, safety and economic wellbeing of the region

As a regional organisation providing regulatory services across three local authority areas, we place the **corporate priorities** and outcomes of the three councils at the heart of all that we do (see table 1). In developing our own strategic priorities for Shared Regulatory Services, we have considered the priorities and desired outcomes of all the three authorities, together with the needs and aspirations of our partners and customers so they translate into priorities that meet local needs.



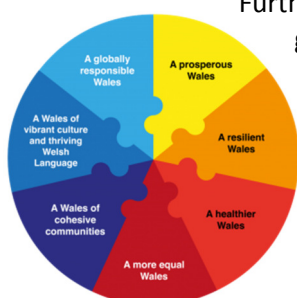
Supporting these strategic priorities, are a number of outcomes that the Service aims to deliver and which are evidenced throughout this Business Plan. Our vision and outcomes will be achieved through the following primary aims:

- Understanding the needs of our customers and placing their needs at the heart of the services we deliver;
- Developing a flexible and agile workforce that is responsive to change and that have the right skills to deliver quality services that meet the needs of our customers and local communities;
- Maximising internal efficiencies to enhance service quality;
- Exploring opportunities to innovate and develop, and
- Working together to future proof the service to meet financial challenges and future demands.

Nationally the service also contributes to the **Welsh National Enforcement Priorities for Wales** for local regulatory delivery which highlight the positive contribution that regulatory services, together with local and national partners, can make in delivering better outcomes, i.e.

- Protecting individuals from harm and promoting health improvement;
- Ensuring the safety and quality of the food chain to minimise risk to human and animal health;
- Promoting a fair and just environment for citizens and business;
- Improving the local environment to positively influence quality of life and promote sustainability.

Furthermore, the **Wellbeing of Future Generations Act 2015** sets out seven wellbeing goals to which public bodies, including local authorities, are expected to maximise their contributions. The goals provide a framework for focussing work on outcomes and delivery for the long term wellbeing of Wales. Shared Regulatory Services' core business activities, outcomes and strategic priorities are inter-related and make a significant contribution to these wellbeing goals. The following table highlights how Shared Regulatory Services contribute to these goals through its priorities.



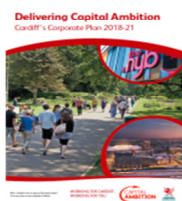
Wellbeing goals	Shared Regulatory Services Strategic Priorities
A prosperous Wales	<ul style="list-style-type: none"> • Supporting the local economy • Maximising the use of resources
A resilient Wales	<ul style="list-style-type: none"> • Improving health and wellbeing • Protecting the environment
A healthier Wales	<ul style="list-style-type: none"> • Improving health and wellbeing • Safeguarding the vulnerable • Protecting the environment • Supporting the local economy
A more equal Wales	<ul style="list-style-type: none"> • Improving health and wellbeing • Safeguarding the vulnerable
A Wales of cohesive communities	<ul style="list-style-type: none"> • Improving health and wellbeing • Safeguarding the vulnerable
A globally responsible Wales	<ul style="list-style-type: none"> • Improving health and wellbeing • Protecting the environment • Supporting the local economy • Maximising the use of resources

2.2 Corporate priorities and outcomes of partner local authorities

Bridgend County Borough Council



City of Cardiff Council



Vale of Glamorgan Council



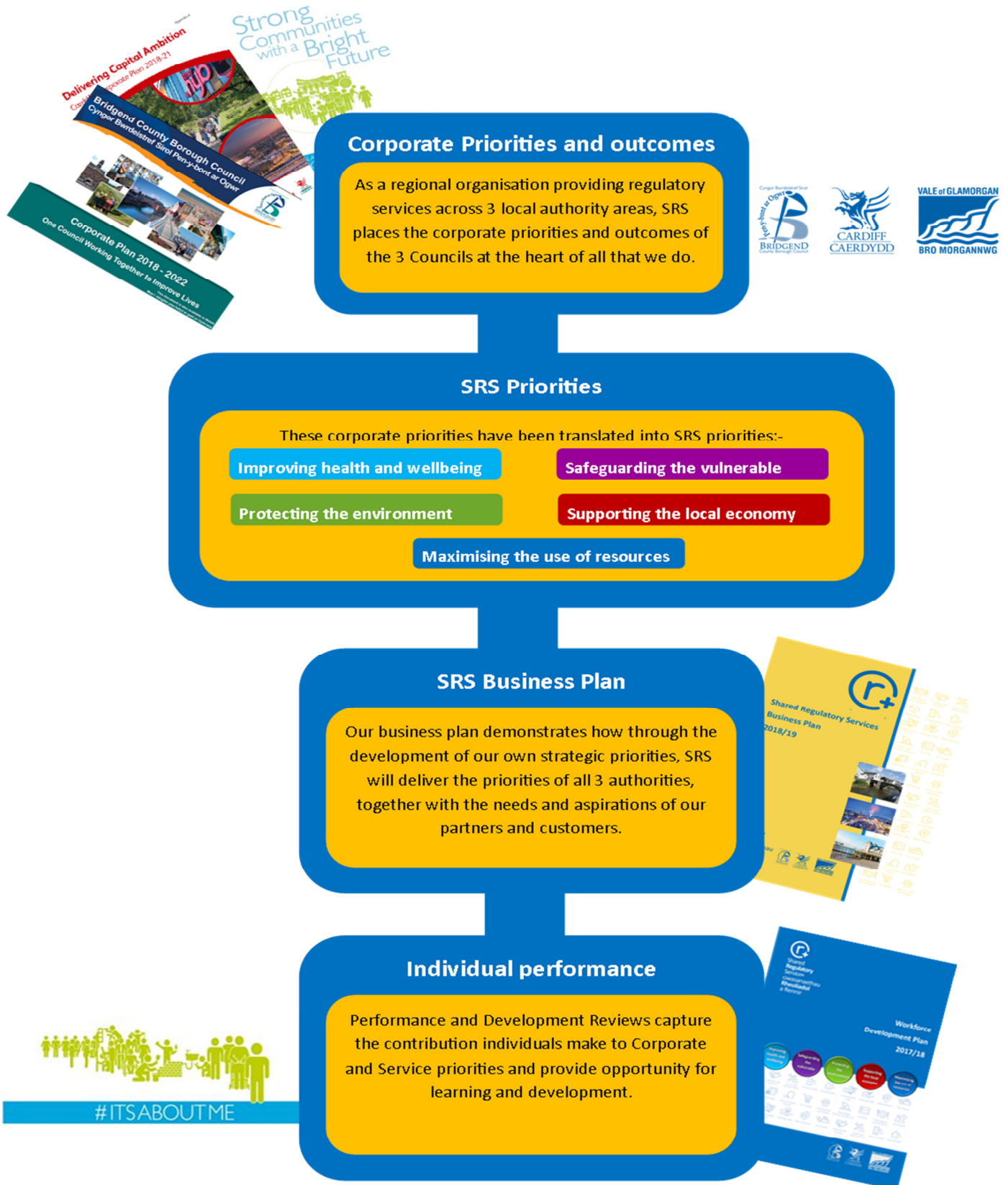
Corporate Priorities

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> • Supporting a successful economy; • Helping people to become more self reliant; • Smarter use of resources | <ul style="list-style-type: none"> • Working for Cardiff; • Working for Wales; • Working for the future; • Working for public services | <ul style="list-style-type: none"> • Reducing poverty and social inclusion; • Providing decent homes and safe communities; • Promoting regeneration, economic growth and employment; • Promoting sustainable development and protecting our environment; • Raising overall standards of achievement; • Valuing culture and diversity; • Encouraging and promoting active and healthy lifestyles; • Safeguarding those that are vulnerable and promoting independent living. |
|---|--|---|

Corporate Outcomes

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> • Supporting a successful economy; • Helping people to become more self reliant; • Smarter use of resources | <ul style="list-style-type: none"> • Cardiff is a great place to grow up; • Cardiff is a great place to grow older; • Supporting people out of poverty; • Safe, confident and empowered communities; • A Capital City that works for Wales; • Cardiff grows in an resilient way; • Modernising and integrating our public services. | <ul style="list-style-type: none"> • An inclusive and safe Vale; • An environmentally responsible and prosperous Vale; • An aspirational and culturally vibrant Vale; • An active and healthy Vale. |
|---|--|---|

2.3 Delivering our vision, aims and priorities



3. Challenges

Delivering a new service across three local authority areas is an exciting but challenging role. In this context, we define challenges as new or demanding events that will require additional effort and determination to manage successfully; something that goes beyond our existing norms. Understanding the challenges ahead is therefore crucial to delivering the vision set out in section 2.

The issues identified below require the SRS to be adaptable and flexible, whilst maintaining the integrity of the business as usual. We do not underestimate the issues we face, and seek to take a proactive approach to understanding the challenges, quantifying the associated risks and managing them effectively.

Even after three years, the Service continues to balance the development of a new and innovative operating model along with the expectation of delivering “business as usual”. There are many factors crucial to our success and the following information demonstrates the actions for the Service in 2018/19, and our risk management approach (Appendix 1).

Delivering the SRS in the future - We are delivering the SRS with a reducing resource. We have a three year programme in place which will further refine and change the way we work. That will mean delivering our services using a risk based approach to all activities and examining new ways of prioritising our services which may result in a reduction in service provision, or the charging for some services and difficult decisions about the level of service provision. These efforts will help reduce the impact of reduced funding, but maintaining performance in light of the latest budget cuts may affect the service ability to maintain performance at existing performance levels. We will however seek to measure activities and outcomes to ensure performance is managed effectively and in a meaningful way. (RR1)

Managing complex financial processes – Managing resource in the new Service is complex, but critical. Understanding the cost of providing a service funded through three local authorities is fundamental. Crucial to this is reflecting the provision of ‘core’ services that are consistently applied across all three areas and ‘authority specific’ services that are those that are specific to one or two authorities so that finances are understood. (RR2)

ICT – Central to the success of Shared Regulatory Services is its ability to embrace opportunities for innovative technical and mobile working solutions to enhance service delivery. Agile working has become the norm, the service has rationalised its database storage, technology is being harnessed to deliver services like never before, yet much remains to be done in aligning ICT into a single domain for the service. (RR3)

Review and standardisation of policies and procedures - The joining together of 3 local authority regulatory services operating different working practices, policies, procedures and using different systems and forms requires standardisation across the Service in order to provide consistency and efficiency across the organisation. The service has made significant progress in harmonising these activities. There are a number of support services provided by partners that are outside the Shared Regulatory Service that cover areas such as Freedom of Information, corporate complaints, etc. that need to be managed effectively. The Service will develop protocols for both the sharing of data and the provision of support services to ensure service provision remains unaffected. The advent of a new data protection regime is likely to produce a level of complexity that will need careful consideration. (RR4, and RR6).

Embedding the organisational culture for SRS –Changes in working methods, changes in the manner of service delivery, changes in management, all set against a backdrop of diminishing public sector funding and greater expectations requires us to develop and maintain a positive culture and values. We operate a culture that is both “can do” and “want to”. The Service review conducted in 2017 and the Staff Survey in 2018 will see us improve communications, give greater clarity to the roles undertaken by the teams and ensure we recognise and celebrate our achievements. (RR5)

Learning and development – We are committed to the resourcing of training to develop people within the organisation to ensure competency within their roles and address both the immediate needs and long term goals of the service. This is being addressed via the Workforce Development Plan that identifies the collective development needs and resources for the Service. We have not yet achieved a point where the Workforce Plan drives SRS development activities and this will continue to be a target for SRS management in 2018/19. (RR7)

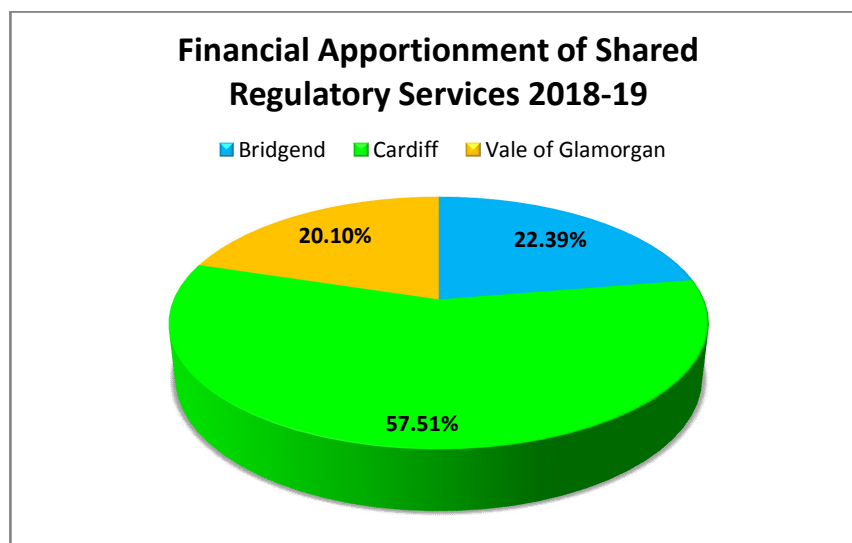
Remaining relevant to the three Councils – The creation of SRS delivering services across three local authority areas resulted in the transfer of the administration of services and staff to the Vale of Glamorgan Council who act as the host authority for the Service. The Service, although jointly funded by the participant authorities, also has a single consistent identity and branding which is not associated with any one Council. The Shared Regulatory Service and the important services we provide will therefore need to be promoted actively across the three Councils to ensure their continuing support for the venture. (RR8)

New legislation – The implementation of new legislation and any requirements imposed by such legislation can place additional burdens on the Service requiring new processes to be developed, awareness raising to be undertaken with stakeholders, staff training and additional inspections etc. Generally new requirements can be planned for and effectively resourced, however, it is not always easy to predict the impact that new legislation may have on resources. Developments in public health regulation, product safety law and environmental performance will all impact upon the service in 2018/19. In these circumstances, the Service will monitor workloads and adapt the Service accordingly in order to accommodate any additional requirements that make additional demands on the Service. (RR9)

4. Budget

4.1 Financial allocation

Bridgend, Cardiff and the Vale of Glamorgan Councils fund Shared Regulatory Services jointly through an agreed formula. The methods of apportionment for operating the core service and the cost contribution percentages are set out in the Joint working Agreement and based upon the population of each Council. There are also arrangements in place to deliver “authority specific” services to individual partner Councils.



4.2 Resource Implications (Financial and Employment)

The following table summarises the gross expenditure budget for the Service.

SRS Gross expenditure budget 2018/19			
Area	Core £'000	AS £'000	Total £'000
Bridgend	1,401	373	1,774
Cardiff	3,601	1,377	4,978
Vale of Glam	1,259	493	1,752
Total	6,261	2,243	8,504

The draft outturn position for 2017-18 for the service will be presented to the June Committee meeting, with the audited Statement of Accounts presented to the September Committee meeting.

Gross Expenditure Budget 2018/19	
Authority	Proposed £000
Bridgend	1,774
Cardiff	4,978
Vale of Glamorgan	1,752
Gross Expenditure Budget 2018/19	8,504

The budgets detailed above summarise the overall budget contribution agreed by each of the partner authorities. Each contribution consists of two elements – core and authority specific services.

Core services are those functions common to the partner authorities as they share statutory responsibility for the activity, such as trading standards. Core service costs are then pooled and recharged to the partner authorities based on the relative population split within the three authorities.

Authority specific budgets such as Licensing are unique to each partner authority and it is the sole responsibility of each authority to fund its own provision.

The approved authority specific services are as follows:-

Bridgend	Licensing Kennelling & Vets Costs
Cardiff	Licensing Additional HMO Licensing at Cathays & Plasnewydd Night time Noise Port Health Student Liaison
Vale	Licensing Additional HMO Licensing Kennelling & Vets Pest Control

Both core and authority specific services are recharged to partner authorities inclusive of a management charge, which incorporates management, admin and hosting costs. These include the provision of a multifunctional admin team, professional support in the form of finance, IT and HR, together with the senior management within the Shared Regulatory Service.

The budget is monitored quarterly via the Management Board and Joint Committee and the details of such monitoring form part of the quarterly update reports, available at the websites of each partner Council.

4.3 Maximising resources

Our goals of supporting the local economy and maximising resources now challenge us to operate in a more commercial and entrepreneurial way. For our business customers, we aim to deliver high quality technical services. We have created an environment that allows us to focus upon supporting local enterprises enabling them to operate successfully in an increasingly competitive business environment.

Our agile working practices allow our specialist officers to use technology to deliver improved productivity, efficiency savings and better customer service. Furthermore, these practices provide opportunities to reduce the accommodation footprint of the Service across the region, reducing operational costs. As we generate additional income, we will enhance service delivery and ensure resilience in the SRS moving forward.

The removal of the traditional professional silos means that officers are part of joined up multi skilled teams and have better understanding of our internal processes and the needs of our customers. The reshaped SRS will continue to eliminate unnecessary bureaucracy and simplify processes; we will harmonise practices wherever possible and achieve efficiencies by doing things once (and not three times as happened in the legacy organisations).

Understanding the costs involved in providing services is crucial. We review regularly SRS fees and charges across the three authorities to ensure we know what it costs to provide services and ensure that we recover those costs where possible.

We listen to our customers and stakeholders to identify their needs and expectations. We seek to develop our services so they are easier for customers to access and are more effective and cheaper. We believe that better engagement will help us make better decisions and consequently deliver better outcomes.

We recognise the need to understand, measure and manage our performance across the Service. We continue to work on developing our measures so that we will eventually have a suite of measures that ensures performance is managed effectively and in a meaningful way, and that we are having a positive impact on those customers that interact with us.

5. Workforce Development

Operating a Shared Regulatory Service across three distinct areas presents many challenges for the Service and its workforce. We aim to use our Workforce Development Plan to develop the workforce to ensure the right mix of experience, knowledge and skills required to fulfil our goals.

Our workforce is our most valuable asset and they must feel equipped to operate in the new environment of Shared Services. Our Plan will illustrate how officers are supported and encouraged to develop new skills and work in different ways. Producing workforce development programmes, and investing in training are therefore fundamental to establishing the trust and culture we are building within the organisation.

Our Workforce Development Plan developed early 2018 provides a framework to blend:-

- Organisational culture
- Leadership and management
- Core skills
- Recruitment, retention and progression
- Communication and employee engagement
- Employee performance management

We want SRS to be a rewarding and enjoyable place to work. We are still a relatively new service but an ambitious one and we recognise the crucial role everyone plays in helping the service achieve its goals. We have therefore during the last year, developed a behaviour framework, aligned to our Workforce Plan that was created to define how SRS employees are expected to approach their work. It contains a set of core behaviours that are applicable to everyone. It provides details of the behaviours and attitudes required of all employees and the trust placed in them to support the delivery of the SRS vision, priorities, outcomes and culture. This framework will enhance regular performance management reviews that require line managers with their staff to identify personal objectives and assess development needs.

Continued Professional Development (CPD) is actively encouraged and officers are offered opportunities to attend a wide range of training courses, seminars, meetings and briefings to help maintain competency and improve technical, legal and administrative knowledge. We have also introduced a requirement that all employees undertake at least 10 hours CPD during the year to enhance their development.

In addition, 'in house' technical training days will be held to support cross discipline training and increase awareness of related enforcement activities. During the last year, the service has continued to provide legal competence training for officers along with a number of professional development courses. While this is a cost effective way of increasing the skills base of our workforce, perhaps the greater consequence is the potential to forge a stronger team. We will also adopt a learning and development model to establish, maintain and develop officers to the required levels of competency using the 70:20:10 approach which centres around the theory that the majority, around 70% of learning, comes through experience; 20% comes from social learning with colleagues and just 10% through formal learning.

The SRS Staff Survey undertaken in early 2018 sought the views of employees on a number of work place themes including learning and development. Whilst results were generally good in this regard, personal development was identified as an opportunity for improvement. It will therefore be important during the forthcoming year, to ensure that personal development is actively encouraged through the performance review process and through the provision of suitable development opportunities linked to SRS business objectives.

6. Turning actions into outcomes

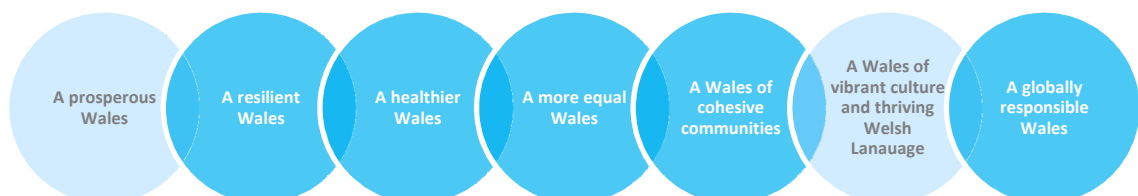
We continue to work to integrate our vision, priorities, outcomes and our primary aims and our performance to provide a comprehensive picture of the work the service undertakes and the positive impact it makes.

The following section of this Business Plan brings all these different elements together in order to highlight our achievements and performance during the last year together with the actions we aim to undertake in 2018/19 to deliver our priorities. This framework will be continually reviewed to ensure it remains relevant and meaningful to stakeholders.

Improving health and wellbeing



In addition, our outcomes also contribute to the following wellbeing goals:-

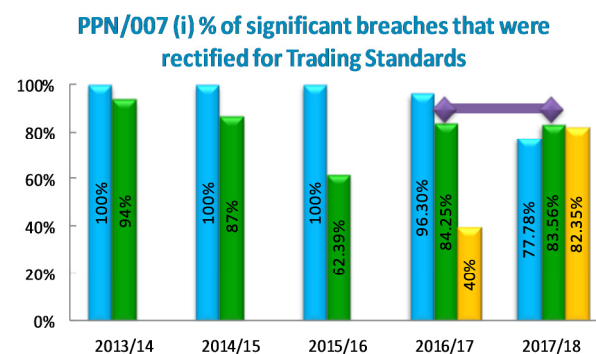
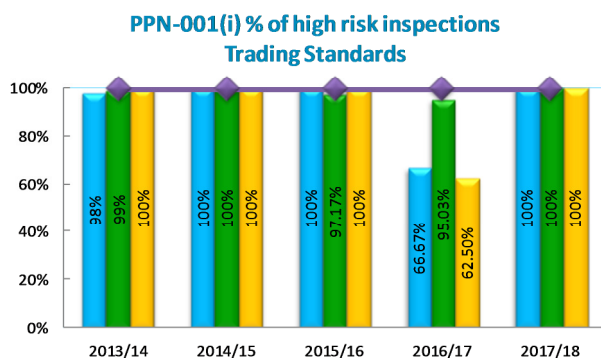
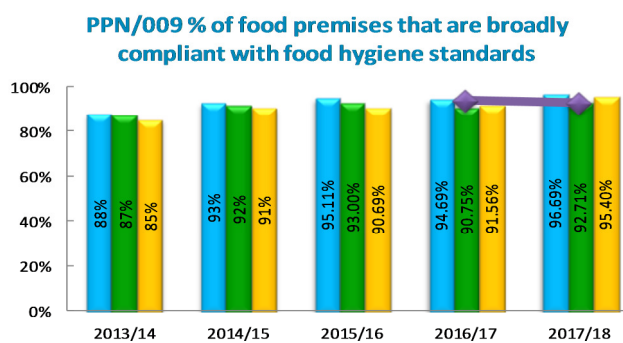
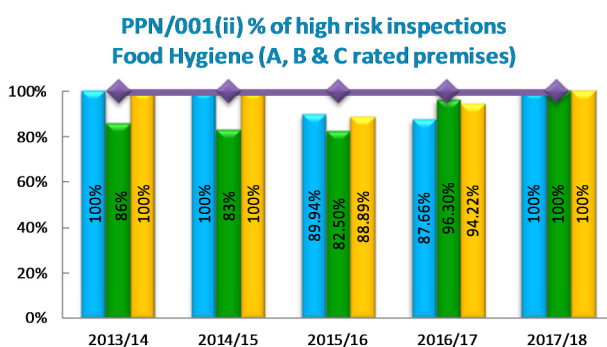


6.1 Improving health & wellbeing

Introduction

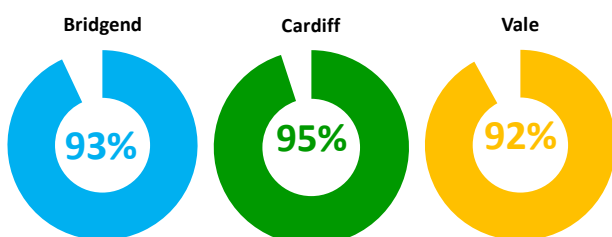
Improving health and wellbeing is a key priority for Shared Regulatory Services. The Service delivers a diverse range of services to businesses, consumers and residents many of which are “taken for granted”. Their contribution toward our stated outcomes, and their impact upon communities, should not be overlooked. 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.

How we performed

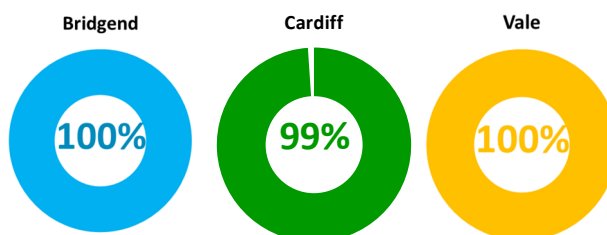


NB Results not collected in Vale until 2016/17.

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



Food Safety/Health and Safety delegates who felt the training they received will help them improve standards of compliance in their business.



Source – Respondents to customer satisfaction questionnaire

Comments received

"The officer introduced himself in a very professional manner, was very clear and concise about what was required from his visit. We all certainly learned a lot that will come a long way to improve our food business".

"The inspector I had was extremely helpful in all matters current and going forward, professionalism first class, also very patient with my long list of questions".

"Informative and professional visit. The officer was helpful and I'm confident in the support provided from both her and also the SRS as a service".



Communicable Disease

1415

Cases of communicable disease were received by the Service, of which 1098 were laboratory confirmed.



Food safety

4600+

Inspections and audits carried out of food businesses in relation to food safety and standards across the region.



Licensing

1800+

Temporary or community events authorised enabling local community and entertainment events to take place safely across the region.



Forfeitures

15000+

Items and products forfeited through the Court including, counterfeit clothing, cigarettes, electrical items, fireworks, fancy dress costumes and gaming machines

What we have achieved

The Food chain is safe and free from risks

Food Inspection Performance Targets – 2017/18 has seen the best results achieved by SRS in relation to the number of inspections carried out at high risk food premises. 100% of inspections were achieved across all three areas compared to 87.66% Bridgend, 96.30% Cardiff and 94.22% in the Vale of Glamorgan during 2016/17. Furthermore the inspection of low risk businesses (rated D-E) saw a dramatic increase with 100% of D rated premises receiving an inspection also.

Increase in businesses that are broadly compliant - the number of food businesses with a food hygiene rating of more than 3 increased in each authority area during 2017/18 from the previous year. (Bridgend from 94.69% to 96.69%, Cardiff 90.75% to 92.71 %, Vale of Glamorgan 91.56% to 95.40%). This can be attributed to the success of the intervention programme for food businesses

and ensuring that any food safety issues identified are followed up by appropriate enforcement and revisits to ensure compliance with food safety law.

Surveys - In addition to routine inspections of food businesses, SRS participated in food safety and food standards surveys which entail various sampling programmes across a range of businesses. Examples of such surveys include:-

- **Ice Used in Cold drinks in Coffee Shops Survey** - Following a BBC investigation into ice from coffee shops which were found to contain bacteria that posed significant food safety risks, 46 businesses were sampled for ice in accordance with the Welsh Microbiological Food Forum's protocol. 32.68% of the samples taken were found to require further action to secure satisfactory results. Issues identified as contributing to poor results were mainly related to inadequate cleaning and maintenance procedures of the ice machine, poor personal hygiene practices and inadequate storage of ice scoops.
- **School Meal Survey** – SRS participated in the Welsh Food Microbiological Forum Survey to establish the baseline levels of selected organisms in the foods provided by schools to children across Wales. This resulted in 173 samples of ready to eat foods being taken from 37 schools including private schools. 96.5% of the results were satisfactory with only 3.5% requiring further investigation.
- **Less than thoroughly cooked burger survey** – Burgers can be contaminated with food poisoning bacteria such as E.coli O157 and therefore in order to be served safely have to be thoroughly cooked unless strict food safety procedures are in place and they are sourced from approved suppliers. Currently only one burger chain in Cardiff is able to serve less than thoroughly cooked burgers. A survey was carried out to assess if burgers served in Cardiff were being thoroughly cooked. 9 businesses were visited and 18 burgers test purchased and analysed by the Public Analyst. Analysis of the samples revealed 9 out of the 18 were undercooked This resulted in appropriate enforcement action being taken to ensure that in future businesses thoroughly cooked their burgers, including the service of 4 Remedial Action Notices.
- **Food Standards Surveys** - SRS carried out a wide variety food standards surveys resulting in 157 informal and formal samples being taken in relation to meat content, allergens in foreign labels, previously frozen chicken, raw and exotic fruit and vegetables, allergens in Chinese takeaways, banned colours, allergens and meat speciation in takeaways and goat meat. Of these 51 were unsatisfactory all of which are or will be subject to enforcement action. In one particular survey, test purchases were undertaken on 10 Chinese takeaway premises chosen at random across the SRS region where officers requested special fried rice containing no egg due to allergies. Upon testing by the Public Analyst it was confirmed that every meal contained egg and/or egg protein, suggesting cross contamination. Following the exercise all premises were re-visited and given full and comprehensive advice regarding the dangers of serving meals to customers who declare an allergen. In May 2017, all these businesses were re-visited and again officers requested special fried rice containing no egg due to an allergy. Of those visited, 2 premises stated they were unable to guarantee that the dishes would be egg free, so no samples were taken, however the remaining 8 premises did sell a product declared as egg free, of which all of them failed the formal sampling. Following investigations four premises received Simple Cautions and two premises were prosecuted.
- **FHRS Sticker Survey** – The Food Hygiene Rating (Wales) Act 2013 establishes a mandatory food hygiene rating scheme for Wales. The scheme is designed to help customers make informed choices as to where to purchase or eat food by providing information about the hygiene standards. Food businesses (unless exempt) have a legal duty to display a valid FHRS sticker. A survey was completed across SRS to ensure compliance with this law. 947 businesses were checked to verify the valid rating sticker was being displayed in a

conspicuous place. 18 businesses were found not to comply with the law and were served a fixed penalty notice.

Cardiff Restaurant fined £3,200 for a string of food hygiene offences - A Cardiff Restaurant was fined £3,200, ordered to pay costs of £1,660 and a victim surcharge of £40 for a number of food hygiene offences following intervention by officers from Shared Regulatory Services. Visits were made to the business in November 2016 and in May 2017 to find that the restaurant didn't have a food safety management system in place and pest control measures were ineffective. Despite the advice given, the business continued to fail.

Risks in the workplace are managed properly

Residential Care Home Project – This project was identified as a priority health and safety intervention in 2016-17 following the occurrence of several significant incidents in care home settings. These included a resident fatality, life threatening injuries to an employee after falling down a lift shaft and a fall from height after a resident climbed out of an unrestricted window. At that time, visits were made to 43 privately run care homes to assess compliance with lifting equipment safety, managing the risk of legionella and scalding, prevention of falls from a height and the management of bed rails. This was followed up by a Care Home Business Forum where the key messages identified during the initial visits were reinforced to stakeholders. During 2017/18, the project was revisited with the aim of achieving a more sustained level of compliance. To this end, verification visits were made to all those homes from the original project that were still open and under local government responsibility to assess compliance following the service's initial interventions. These visit identified that the control of legionella in hot and cold water systems, and thorough examination of lifting equipment continue to be the two topic areas with the greatest level of non-compliance. Whilst there were several reasons for this, it would appear that regular interventions by SRS are still necessary in care home settings until organisations can establish greater level of business resilience.

Cellar Safety – Safety in cellars has been chosen as a national health and safety priority following a number of fatalities and serious injuries to both employees and members of the public in Wales and throughout the UK in recent years. Incidents have included falls through unguarded cellar hatches and unlocked cellar doors, and exposure to low level oxygen atmospheres in cellars as a direct result of beverage gas cylinder leaks. Between October and November 2017 the Health and Safety Team undertook 71 inspections of pubs, hotels, restaurants and nightclubs which focussed on: Falls from height, specifically cellar hatches, doors and steps; compressed gas safety in confined spaces and lifting equipment safety where cellar lifts or hoists are used. 40 premises in Cardiff, 21 in the Vale and 10 in Bridgend were visited. All 71 (100%) businesses were found to be non-compliant, the most common non-compliances were identified as:

- Beverage gas safety in confined spaces.
- Falls from height or down steps/stairs.

Commitment has now been made to include 'Safety in Cellars' in the work plan of all local authorities in Wales for 2018-2019. This project will now be extended for a further year with 80 inspections programmed to take place from June 2018 over the 3 authorities and focusing on night clubs, sports and social clubs and independent public houses.

Golf Course Safety Project Update - Workplace Health and Safety at Golf Courses was an agreed priority for proactive intervention for local authorities in Wales for 2016/17. This followed two work-related deaths of contractors at Golf Courses in South East Wales and a number of other accidents

and near misses at Golf Courses throughout Wales. Local intelligence and information gathered through accident investigation influenced the focus of the project, which consisted of general health and safety management, contractor safety, green keeper safety and vehicle safety and movement.

24 golf courses were visited at that time, during which a significant number of key areas of non-compliance were identified resulting in all golf courses receiving a formal written report outlining the contraventions noted at the time of the visit and actions required to improve compliance and overall health and safety standards. Officers also requested action plans to be submitted to demonstrate the golf courses commitment in raising standards.

During April to June 2017, re-visits were undertaken of all 24 golf courses which found that the majority of the duty holders had made considerable progress in addressing the non-compliances noted at the first visit. Notwithstanding this, the project visit findings reinforced the need for a proactive intervention in the golfing industry to improve standards and it is hoped that SRS intervention will achieve sustained improvements and stimulate behaviour change within the golf sector.

Managing asbestos project – Following an initial pilot in early 2017, SRS Officers continued the work into 2017/18 with the aim of identifying how well businesses complied with their duty to manage asbestos in accordance with Regulation 4 of the Control of Asbestos Regulations 2012. This phase of the project focussed on industrial estates, cellar safety projects, BEEP projects, and the Bute Street and Mill Lane areas of Cardiff. The project reinforced the findings of the pilot study which showed that the duty to manage asbestos is a weak area of compliance across business sectors, regardless of size and industry type justifying the need to expand and continue this work across the SRS region.

Company ordered to pay £24,000 after health and safety breach – A company was ordered to pay £24,000 following a successful prosecution instigated by Shared Regulatory Services for a health and safety offence. The incident which occurred in 2015 occurred at the National Museum of Wales when a penny press machine that had been modified tipped over and struck a five year old child causing injuries to head and arm. The company were fined £10,000 for the offence, £1,000 compensation to the child, expert costs of £10,000, local authority costs of £3,544.70 and a victim surcharge of £170.

Infectious Disease is controlled and prevented

Communicable Disease - SRS received reports of 1415 cases of communicable disease between 1 April 2017 – and 31 March 2018, of which 1098 were laboratory confirmed. All 1415 (100%) cases were actioned within the target response time. The most common causative pathogen, Campylobacter makes up 68% of confirmed lab reports notified and 52% of all communicable diseases (confirmed and suspected) investigated. Other notable pathogens include Cryptosporidiosis, Salmonella including typhoid and paratyphoid, Shigella, E. coli O157 Legionella and Hepatitis A and E.

Of the 188 (22%) who returned their customer feedback forms:

- 57% reported changing their behaviour as a result of the interview. Examples include thorough hand washing, no longer washing chicken, wearing gloves for gardening, not letting daughter lick the bowl when making cakes containing raw egg.
- 98% cases interviewed were very satisfied or satisfied with the service. Comments include very impressed with service, very efficient and helpful, couldn't ask for better, very happy with the service and advice.

67 communicable disease outbreaks were investigated. The 2 most common settings were schools and care homes. 27 (40%) associated with schools and 28 (42%) associated with care homes.

Noise and Air Emissions are controlled

Pollution Guides - In order to provide transparency and a consistent approach across the 3 local authority areas, SRS developed 2 Guides aimed at developers and planning applicants. The Developers Guide for Controlling Pollution from Construction Sites provides advice to contractors on how to manage their site without causing unreasonable disturbance/pollution to nearby residents and businesses. It has been designed to advise them in advance of works of what is required so work can be planned knowing what is expected therefore aiming to reduce the level of intervention from SRS in responding to complaints of this nature. A further guide, also aimed at developers, and currently out for consultation provides advice and guidance on making planning applications and when SRS would require an acoustic report, information on what would be expected to be contained within the report, types of developments and matters to consider etc.

A safe trading environment is maintained

Sunbed Testing – The risks of UV exposure associated with the use of sunbeds are widely reported. During 2017 officers carried out a survey across the SRS region testing sunbeds offered for hire to establish if sunbeds met the requirements of the General Product Safety Regulations in relation to the UV level exposure as detailed in BS EN 60335-2-27: 2010. 41 premises were visited across the region. The highest failure UV reading was 0.94kw/m², exceeding the permitted level by 213%. During the survey four 'requirement to mark' notices were issued to premises where the sunbeds failed the test with instructions that the sunbeds required servicing and the bulbs changed to meet the legal tolerance of 0.30kw/M². There is currently one premise in Bridgend that has an outstanding notice and officers will be carrying out a test purchase in the near future to ascertain if the sunbed is being used. All other premises have been re inspected and the notices have been lifted. Following the survey officers have been invited to meet with colleagues in the NHS to discuss further work in regulating sunbeds.

Cosmetic Contact Lenses – Cosmetic contact lenses (non-corrective contact lenses designed to change the colour or appearance of the eye) are regulated under UK legislation which requires that they can only be supplied by or under the supervision of a registered optometrist, suitably qualified dispensing optician or medical practitioner. There are also a number of serious risks of infection associated with these contact lenses.

In September 2017, prior to Halloween, all businesses identified across the SRS region as selling cosmetic contact lenses were sent advice regarding the legislative requirements relating to their sale, in that they must be sold under the relevant supervision. Officers then carried out a series of test purchases at 22 premises. Of these test purchases, 3 removed products from sale following advice, however 3 premises were found to be selling and were issued with a 'requirement to mark notice' under the requirements of the General Product Safety Regulations. Subsequent test purchases undertaken revealed that one premise was breaching the notice. This premise is now being formally investigated.

Beauty Therapist Project/Survey – This project, conducted jointly by SRS Health and Safety and Trading Standards Teams was aimed at the beauty industry at a retail level. A 3 pronged approach was adopted, which included a desk top exercise to identify a range of treatments being offered which enabled the service to follow up on unregistered skin piercing activities and to inform Welsh Government on how special procedures could be adapted in the future. It then involved the

inspection of premises in order to examine the cosmetics being used and sold, the safety of products together with any claims being made, including all areas normally covered in a routine inspection. These businesses are considered low risk on the inspection programme and are therefore not routinely inspected unless the subject of complaint. Furthermore it was recognised that businesses were unlikely to have received any advice or guidance previously. The project aimed to educate and advise with enforcement action only being considered if a significant breach was identified. Four main areas of activity were focussed upon, namely lash extensions and glues, semi -permanent make-up, micro blading, cosmetic tattooing, teeth whitening and skin lightening. The project culminated in several training sessions being provided for beauty therapists across the SRS region.

48 premises were visited in total, all of which were broadly compliant. Some advice was given on descriptions attached to services, including the use of brand names. One seizure and sign over of cosmetic products with no traceability was undertaken which included 101 items affected as well as a bag of used samples. The trader was completely unaware of the requirements of importing cosmetics and had made no appreciable checks. Advice and education was therefore provided on this occasion. Officers also came across what appears to be a rising trend in the 'vampire facial' or platelet rich plasma (PRP). This involves extracting a couple of desert spoons blood from a client's arm and spinning it in a centrifuge to separate the plasma. The concentrated plasma which is rich in platelets is then injected into the face. This practice was referred to Health and Safety for information.

Hairdresser fined £5,400 for possessing 1,534 illegal items of unsafe and counterfeit children's costumes and toys – Following receipt of information, trading standards officers raided a business in Cardiff where 1534 items were seized. It was later revealed that children's superhero costumes and Pokemon toys were counterfeit with the costumes failing safety requirements. £350 fines for each counterfeit offence and £500 for each of the safety offences were awarded together with an order to pay £1000 in costs and a victim surcharge of £50.

Licensed premises operate responsibly

New immigration safeguards - The Immigration Act 2016 made changes to the Licensing Act 2003 introducing immigration safeguards in respect of licensing applications made in England and Wales, in order to prevent illegal working in premises licensed to sell alcohol or late night refreshments. During 2017/18 the SRS have implemented these changes to ensure that the requirements of the legislation are in place and they are satisfied that applicants have the right to work. This initially involved officer training and the implementation of new working practices. Furthermore, officers have met with the Home Office to improve communication between the two authorities with a joint working exercise also planned for 2018.

The quality of private rented property is improved

HMO Licensing - HMOs often present the worst physical and management standards, as well as having a detrimental impact on the neighbourhoods in which they are situated particularly in relation to street scene. In Cardiff, the SRS processed 655 HMO licences during 2017-18. In each case where a licence has been awarded, a full inspection has been made and fire safety, amenity and overcrowding standards have been applied as well as an occupancy limit and licence conditions controlling ongoing management standards. In order to identify unlicensed properties, officers from SRS together with trained student volunteers undertook a proactive exercise in the Plasnewydd area of Cardiff, an area subject to an Additional Licensing Scheme. They carried out an early evening door knocking exercise in 12 streets



discovering 52 unlicensed HMOs, 19 unlicensed flats and 55 further properties that were either unregistered or unlicensed with Rent Smart Wales.

Illegal Evictions and pre-occupancy checks - In Bridgend and the Vale of Glamorgan we investigated and gave advice regarding 23 cases of illegal eviction which allowed us to prevent the households from becoming homeless in the majority of cases. We also provided a valuable service to the Housing Solutions Departments by conducting pre occupancy inspections of 83 properties to ensure that some of the most vulnerable persons accessing the private rented sector were able to live in properties free from Category 1 hazards which would have an impact on their health and safety.

Unlicensed landlord fined £11,000 – An unlicensed Cardiff landlord pleaded guilty to 22 offences in connection with a property in Grangetown. These included, failure to provide an appropriate fire alarm system, and structural fire protection, together with insufficient kitchen facilities, lack of gas and electrical testing, unsafe electrical installation and windows, unacceptable bedrooms and out of date fire extinguishers. Further offences included operating a licensable HMO without a Licence, failure to register as a landlord and apply for a licence with Rent Smart Wales and failure to supply notice requiring the submission of documents and information. Despite most of the work being undertaken prior to the court hearing, and the defendant having applied for the appropriate licences, he was fined a total of £11,250, ordered to pay costs of £250 and a victim surcharge of £120.

Emerging issues

Importation of food at Cardiff Airport - From May 1st 2018 Qatar Airlines will be starting to operate flights from Cardiff International Airport with 5 flights a week in the Winter Season and daily flights in the Summer season. Included with each flight is a cargo element which is to incorporate the importation of vegetables and the export of fish. This will necessitate an increase in the level of surveillance and inspection completed to ensure that the food entering the border is safe to eat and permitted to enter. The airport does not currently have the status of “Border Inspection Post” or “Designated Point of Entry” to permit any products of animal origin or higher risk foods not of animal origin entering via it.

Revision of Food Law Code of Practice - The Food Law Code of Practice is required to be implemented and followed by Food Authorities in performing their functions. The current edition is under review and is likely to be published soon. It is understood that its contents should reflect the provisions contained within the same document recently issued in England to ensure national consistency. Once implemented, it will require a complete review of all policies and procedures to ensure that they reflect its requirements. It is known that there will be additional training requirements identified, including the increase of continual professional development training from 10 to 20 hours.

Public Health (Wales) Act 2017 – This new legislation brings together a range of practical actions for improving and protecting health by way of a number of new requirements that effect several areas of the SRS. Although not yet fully enacted, the legislation has already introduced a prohibition of intimate piercing of under 18s and now enables food authorities to retain fixed penalty notice receipts resulting from offences under the Food Hygiene Rating (Wales) Act 2013. Over the coming years, different elements of the legislation will be introduced including a licensing scheme for special procedures such as acupuncture, body piercing, electrolysis and tattooing, and the restriction of smoking in areas such as school playgrounds and hospital grounds. In time, it will create a national register of retailers of tobacco and nicotine products, and create a prohibition of handing over tobacco and/or nicotine products to a person under the age of 18 years.

Grenfell Fire - Following the tragic fire and loss of life in Grenfell Tower in North Kensington there has been a nationwide review of the use of a particular type of cladding known as Aluminium Composite Material (ACM) which was used in the Tower. Tests commissioned by Government and undertaken by the Building Research Establishment (BRE) have demonstrated that certain types of commonly used cladding do not meet the current Building Regulations in respect of spread of fire and therefore present a significant fire hazard in buildings over 18m tall. Within Wales, Welsh Government and the Fire Service, together with input from local Authorities and Housing providers, have identified sites where ACM has been used. Currently within the SRS area there are a number of tall buildings in Cardiff which are affected. An Independent Expert Panel has recommended implementation of a series of interim mitigating measures in the buildings affected to ensure the safety of residents, pending replacement of the cladding. The Fire and Rescue Service are the lead body responsible for taking forward this work but local Authorities are working closely with both Welsh Government and the Fire Service and may be required to take a more active role with owners to ensure remediation of buildings going forward.

Public Health Issues Associated with Solid Fuel Appliances and Wood Burners - SRS investigate complaints concerning defective solid fuel appliances and wood burners, in relation to serious life threatening incidences of carbon monoxide poisoning and also nuisance from smoke and particulates. The number of complaints received by the service has begun to increase with a rise in the popularity of wood burners, with statistics showing there were over 290,000 new installations across the UK in the last 12 months. Training has been provided to SRS employees with representatives from the National Association of Chimney Engineers also sharing their expertise concerning the dangers associated with these appliances. This training will enable staff to identify any potential hazards when they are carrying out inspections and to deal with smoke nuisance complaints more efficiently. It is also intended that a project will take place focussing upon the competency of installers, and look to raise awareness amongst consumers of the potential dangers associated with these appliances.

Rent Smart Wales-Letting Agent Audits - From April 2018 SRS will be working with Rent Smart Wales to complete audits of letting agents. The legislation requires RSW as the licensing authority to regulate approved agents, ensuring they are complying with legal requirements, licence conditions and code of practice and as part of this work, guidance and advice will be offered to achieve best practice. Working with Rent Smart Wales in this way will allow SRS to build closer relationships with letting agents so they are aware of the work we do, and also what is expected of them. This will assist in achieving a quicker resolution to issues that tenants raise with us.

Rent Smart Wales-Publicity and Enforcement – During 2018, two core messages will be the focus of all RSW content, namely:-

- *Landlords who are not compliant are breaking the law and will be prosecuted. It is vitally important that landlords not complying act immediately or face criminal conviction.*
- *Tenants are urged to use our public register to check a landlord is compliant and to report illegal landlords to us.*

It will therefore be important to ensure that SRS continue to publicise these messages via our websites and social media accounts, and continue to work alongside RSW to provide information when requested, and refer cases of non compliance. This will enable us to target the remaining hard to reach landlords and to inform tenants how they can check whether their Landlord is complying with the law. This will lead to safer homes for our residents and greater protection in relation to the security of their tenancies.

Renting Homes Act - The Renting Homes Act will require all landlords, for the first time, to issue a written statement of the occupation contract to the tenant or licensee. The statement will clearly set out the rights and responsibilities of landlords and contract-holders. The new Act requires landlords

to ensure the property is fit for human habitation at the time of occupation and for the duration of the tenancy contract together with several protections for tenants and landlords. Whereas the legislation does not introduce any new powers for SRS directly, the issues that tenants can seek redress for in a court of law could overlap with the work undertaken by the service. Staff will need to be aware of this new legislation and appropriate training will be required to ensure they are able to advise landlords and tenants alike.

Houses in Multiple Occupation - The living conditions in HMOs are some of the worst in the private rented sector, this is combined with the fact that the residents are often some of the most vulnerable in society. In Bridgend there are only a relatively small number of HMOs which fall under the Mandatory Licensing however, information gathered would suggest that a further 400 properties are in multiple occupation. When officers have investigated complaints in these properties it has become apparent that standards of management are not always being maintained, including the requirement for routine inspection and testing of fire detection system and maintenance of fire doors, which puts tenants at risk. Following a desk top exercise into the information available on these properties it is proposed to verify and fill in the gaps by contacting landlords to gather the missing information in order to create full records that would assist in future investigations. Furthermore it would enable landlords to be contacted annually to request copies of certification and to improve standards management in these properties. Such visits will also provide further opportunity to check whether or not landlords are licensed or registered with Rent Smart Wales or are using a licensed agent.

What we plan to do next

Improving health and wellbeing	Lead Responsibility
The food chain is safe and free from risks	
Develop and adopt the Food and Feed Law Enforcement Plan 2018/19 setting out the arrangements in place to discharge food safety duties.	C Hill
Develop and adopt the Port Health Plan 2017/18.	C Hill
Risks in the workplace are managed properly	
Develop and adopt the Section 18 Health and Safety Service Plan 2017/18 setting out the arrangements in place to discharge health and safety duties.	C Hill
Undertake smoke-free enforcement exercises in shisha bars.	C Hill
Engage with Welsh Government on the implementation of the Public Health (Wales) Act 2017.	C Hill/H Picton
Noise and air emissions are controlled	
Feed into planning policy by providing comments and data to WG for publication of Environmental Noise (Wales) regulations 2006, Noise and soundscape action plan 2018-2023.	W Lane
Develop Supplementary Planning Guidance on noise and air quality in Cardiff as part of the Air Quality Strategy.	W Lane

A safe trading environment is maintained

Undertake a programme of market surveillance to remove counterfeit and unsafe products from the market with a particular focus on items in the home such as cosmetic products and electrical items and counterfeit and unsafe household products such as cleaning products.	C Hill
Undertake a joint project between Trading Standards and Private Sector Housing in relation to the safety of wood burners, second hand goods including white goods, second hand furniture and fire labelling and EPC in private lets.	C Hill
Undertake an advisory campaign to retailers who sell acid products across the SRS region to keep records of sales and implement a voluntary age restriction on the sale of products.	C Hill

Licensed premises operate responsibly

Undertake a review of the Statement of Licensing Act Policy (SLP) and Cumulative Impact Zone in line with the revised Section 182 Guidance in Cardiff and Bridgend and publish, following consultation with stakeholders and obtaining Council approval.	W Lane
Undertake a review of the Statement of Gambling Act Policy in Bridgend, Cardiff and the Vale of Glamorgan and publish, following consultation with stakeholders and obtaining Council approval.	W Lane

The quality of private rented property is improved

In conjunction with Rent Smart Wales conduct audits of letting agents to ensure they are complying with legal requirements, licence conditions and code of practice and by delivering key messages in relation to non-compliance.	W Lane
Undertake a proactive exercise within the Bridgend area to obtain information on HMOs outside the Mandatory Scheme to ensure appropriate checks are undertaken.	W Lane
Undertake a proactive exercise within the Plasnewydd area of Cardiff to identify unlicensed HMOs and ensure licence applications are made in accordance with the Additional Licensing Scheme.	W Lane
Work with the Fire and Rescue Service and Welsh Government in response to the Grenfell Fire by ensuring the remediation of any buildings under the remit of SRS.	W Lane
Implement a training programme for SRS employees on the implications of the Renting Homes Act.	W Lane

Infectious disease is controlled and prevented

Secure approval of the Communicable Disease Service Plan 2018/19.	C Hill
Deliver regional Infection control workshops to tattooists and skin piercers to ensure consistent compliance with infection control legislation and to prepare businesses for the special procedures requirements set out in the Public Health Bill.	C Hill

What we will measure during 2018/19

Performance Measures 2018/19	Target
% of food businesses meeting food safety standards (broadly compliant).	93%
% of high risk businesses (category A & B) that were liable to a programmed inspection that were inspected for food hygiene.	100%
% of high risk businesses (category C) that were liable to a programmed inspection that were inspected for food hygiene.	90%
% of high risk businesses that were liable to a programmed inspection that were inspected for trading standards.	100%
% of significant breaches rectified by intervention during the year for trading standards.	90%
% of private rented properties and HMOs improved through the removal of category 1 hazards.	Under consideration

Safeguarding the vulnerable



In addition, our outcomes also contribute to the following wellbeing goals:-



6.2 Safeguarding the vulnerable

Introduction

Our safeguarding work seeks to ensure that children are protected from harmful substances and products, that older and vulnerable people are protected from unscrupulous individual and traders, that illegal money lending activities across Wales, are challenged robustly and that the public feel safe when using taxis as public transport. We will do this in partnership with our Council colleagues and other agencies to help people who need our support. Safeguarding the vulnerable is a central theme to many of the activities undertaken by SRS.

How we performed



What we have achieved

Children are protected from harmful substances and products

Challenge 25 and underage sales – During the year, 4 under age sales operations were undertaken across the SRS region. A total of 19 premises were visited testing alcohol sales with officers from SRS visiting the larger supermarkets to test their own store policies with regard to challenging any young person attempting to purchase alcohol who looked to be under 25. Two 19 year old volunteers attempted to purchase alcohol and were challenged at every premise and asked to produce ID. When they stated that they did not have ID with them they were refused sales on every occasion. Furthermore 10 premises were visited in relation to knives, 3 in relation to sunbeds and again no sales were made. 21 visits were made to purchase E-cigarettes and seven premises sold to the volunteer. All of these premises received comprehensive advice following the exercise and all of those that failed were re visited where two premises failed for a second time. These premises are now under investigation with a view to taking formal action.

Older and vulnerable people are protected from unscrupulous traders and scams

Doorstep crime and Scams – SRS respond to instances of doorstep crime and scams every day, supporting the victims and family where possible. Often individuals are elderly and vulnerable and the impact the service makes supporting these individuals can be difficult to demonstrate, but the following do give some indication of the impact of our interventions.

“Thank you so very much for helping today. I have never seen her so anxious and vulnerable in all the years that I have known her and so I am hoping that she will now begin to relax a bit”. “ ...Thank you so much for all your help; it’s been such a support”. Received from a ward councillor in relation to resident who had been the victim of two scams who was provided with advice and support and had a call blocker installed by SRS officers.

Safeguarding/Scams - A series of Safeguarding Roadshow events were carried out across the SRS region. The first of these took place in September when officers took part in the Llantwit Major Emergency Services Day. Resident groups were able to meet the various partners in rotation meaning that there was time to focus in some detail on our awareness raising messages around doorstep crime and mass marketing scams. A different approach saw the team making use of the Vibe youth organisation bus based at Kings Square in Barry on in October. This proved a great way to draw the attention of passers-by with scams awareness messages played both inside and outside the vehicle. The team spoke to over 150 people during the day and provided them with no cold calling stickers, key message grab cards and contact details for future contact. As a direct result of meeting residents on the day, Officers made a vulnerable person referral to Social Services and identified nine residents that would benefit from having a call blocker installed. In addition, a further two residents

STOP! THINK! SAY NO!
To Scams and Doorstep Callers
Protect yourself and others from financial abuse

STOPIWCH! MEDDYLIWCH! DYWEDWCH NA!

www.srs.wales
www.gfr.cymru
Tel/Ffôn: 0300 123 66 96

I Sgamlau a Galwyr Stepen y Drws
Diogelwch eich hun ac eraill rhag cam-drin ariannol

- 1. If unsure - don't open the door.** / **1. Os ydych yn ansicr - peidiwch ag agor y drws.**
- 2. Don't be rushed - don't make snap decisions. It's unlikely to be the bargain it appears.** / **2. Peidiwch â chael eich rhoeddi - peidiwch â gwned penderfyniadau brysog. Mae'n anhwybogol y bydd yn fargen gwerth chwell er gwaethaf yr holl addeudion.**
- 3. If in doubt - talk it out. Check with a friend or neighbour.** / **3. Os ydych yn amheus - trafodwch y mater. Holwch ffrind neu gymydog.**
- 4. Be suspicious - don't reply. Don't, delete it or hang up.** / **4. Byddwch yn amheus - peidiwch ag ateb. Rhwch ef yn y bîn, et ddiâu neu rhwch y ffôn i lawr.**

Think twice - ask advice. Call the Citizens Advice Consumer helpline 03454 04 03 96
Yn eiddoedd eiddoedd neu amheus - gofynnwch am gyngor. Ffônwch Llinell Diddymddwyr Cytgor ar Siopech. 03454 04 03 96

Call the Police / **Yn eiddoedd eiddoedd neu amheus - gofynnwch am gyngor. Ffônwch Llinell Diddymddwyr Cytgor ar Siopech. 03454 04 03 96**

Os ydych yn teimlo eich bod yn cael eich bwythu neu eich gwythu rhwng y ffôn,...

Safeguarding Team | Tim Diegou
Shared Regulatory Services - Bridgend, Cardiff and the Vale of Glamorgan
Gwasanaeth Rheoliadau a Remor - Pen-y-bont ar Ogwr, Caerdydd a Bro Morgannwg

became registered with the Telephone Preference Service as a means of reducing the impact of nuisance calls. A further successful event took place in December in Porthcawl town centre utilising the Vibe organisation bus once again. The team spoke with 107 people during the course of the day giving advice on crime prevention and how to avoid scams. Visitors were provided with 'no cold calling' stickers, safeguarding 'grab' cards and contact details for future use. By far the most common issue discussed during the day was nuisance telephone calls, including those received on mobile phones. Residents were advised on the use of the Telephone Preference Service and a number of existing BT customers were given assistance in using the BT free call protect service which offers a call blocking facility. In addition to the residents visiting the event itself, the opportunity was taken to speak to the Trinity Church luncheon club on the day, where a further fifteen residents were advised about scams and doorstep crime.

Calls blockers can put an end to nuisance or malicious calls. They can be installed at the homes of residents being repeatedly targeted by scams and once fitted, prevent all calls coming through other than those from recognised friends and family numbers. In one case from 2017, a 91 year old resident was receiving calls from companies offering call blocker services. The first company sent communication relating to a subscription renewal for a device the gentleman had never had, and were charging him £85 for a yearly service and device update. A second company then sold the consumer a call blocker that did not work. SRS has recently installed a bona fide call blocker to prevent these scam phone calls getting through to the resident in future, thereby helping to restore his confidence in living independently. SRS installed 24 call blockers during the last year in residents' homes helping to reduce nuisance and scam calls.

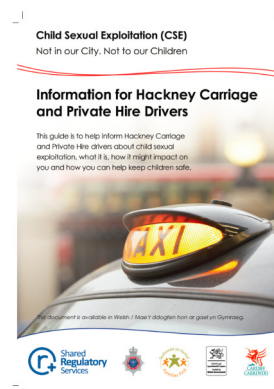
Barry rogue trader received jail sentence – A rogue builder was successfully prosecuted following an investigation by SRS Officers for a string of trading standards offences. The defendant from Barry was sentenced to 22 months in prison after pleading guilty to 15 counts under the Consumer Protection from Unfair Trading Regulations 2008. They related to offences committed against 8 parties in the Vale of Glamorgan including misleading people into giving him money for materials which he did not purchase, failing to give cancellation rights to customers and even starting some work without permission. Jobs were contracted out to others who performed substandard work and one property was even left in a dangerous condition due to shoddy workmanship. Aggressive texts were sent to customers, with the Judge describing some of them as threatening and close to blackmail. Furthermore the people he employed were so incompetent that one had to borrow a customer's paintbrush and hammer. The defendant was ordered to pay around £2000 in victim compensation and £2000 in prosecution costs. A victim surcharge of £140 was also imposed and he was banned from being a director of a company for 5 years.

Rogue Trader prosecuted - A rogue trader pleaded guilty to 3 offences and imprisoned for 4 months under the Consumer Protection from Unfair Trading Regulations 2008 in relation to a loft construction that he carried out at the Cardiff home of the complainant which was dangerously substandard and not carried out with professional diligence. A claim for compensation was made for the complainant in the case who had spent more than £27,000 to rectify the work and to ensure that everything complied with building control regulations. In sentencing the Judge stated that the defendant had failed to comply with building regulations from the start. When there were leaks inside and outside the property he had made no attempt to rectify the problem. He had simply 'played for time'. The work was unauthorised from the beginning and having been a builder for so many years he should have known that. Inspections of the property had shown the works were 'utterly substandard' and 'load bearing beams were woefully insufficient'. In April 2018 a proceeds of crime application was approved in the sum of £20,241.01 made up of money restrained in the trader's bank account and pension.

Vulnerable people are not subject to exploitation, slavery and trafficking

Raising awareness - In the last 12 months, SRS officers have been challenged to address the exploitation of vulnerable people in terms of slavery and trafficking. Meetings with elected members and the enforcement agencies who have a direct role in this respect show that the SRS's interactions with commercial businesses, private sector housing facilities have a vital part to play in identifying victims and directing them towards help and assistance. The SRS has established a single point of contact for these issues and is supporting Cardiff Council in its awareness-raising programme.

Child exploitation – In order to strengthen improvements in safeguarding, particularly in relation to children, the Cardiff Licensing Team in conjunction with the Children's Services Department, South Wales Police, Families First and Welsh Government produced a booklet aimed at Hackney Carriage/Private Hire Drivers to inform them about child sexual exploitation and what they can do to help keep children safe. The booklet is now being distributed to all new driver and renewal applicants, and it is intended to incorporate questions relating to the content of the booklet within the written knowledge test during the forthcoming year.



Illegal money lending activities are prevented

Wales Illegal Money Lending Unit - Dealing with the personal and 'social' fallout linked to the criminality of illegal money lending is difficult to quantify. In 2017/18, 148 victims across Wales were provided with intensive support – together they had £485,000k of debt 'written off' and they continue to be supported to allow them to re-establish themselves in terms of conventional budgeting and 'normal' financial capability. Time and again we see very significant benefits to physical and mental health when the pernicious burden of a loan shark is removed from their day to day life often providing the catalyst for wide ranging improvements in quality of life.

Illegal Money Lending Education and Training - The Wales Illegal Money Lending Team (WIMLU) is small and with responsibilities for the whole of Wales it is reliant on other public agencies, housing providers and third sector organisations to be its eyes and ears. These are the 'front line' people who will encounter the victims of loan sharks through their daily activities and provide the richest vein of intelligence available. To exploit this and encourage reporting WIMLU proactively seeks opportunities to present to these organisations on our work. In 2017/18 a total of 1,360 such individuals were educated and trained.

POCA Community Based initiatives -

In March of 2017, a total of £48,000 was awarded to ten community based initiatives under the first Stop Loan Sharks Awards for Wales. The funds were made available from monies confiscated from loan sharks under the Proceeds of Crime Act with the purpose of raising awareness of the problems caused in our communities by loan sharks, and how those affected and the wider public can report concerns. Over the course of the year, the successful initiatives



took shape and were staged, including fun days and other events to highlight the problem of illegal money lending; the publication of newsletters and other materials aimed at target groups, and the production of a Welsh language film. However there was one Proceeds of Crime funded initiative that has really captured the imagination and looks set to leave a lasting legacy. This was a PETRA (Parents Engaging to Raise Aspiration) project which was run in a South Wales community. Parents and children worked alongside a professional storyteller, an illustrator and a designer to develop a picture book for children on the theme of illegal money lending. With assistance from WIMLU staff, the theme and story line were developed and the story book was produced. The result is the amazing story of Dave and Doris Duck who get the better of evil lender Sid the Swan, narrated and beautifully illustrated in 'A Fistful of Feathers'.

Threatening loan shark jailed – A threatening loan shark from Caerphilly who received full state benefits was jailed for three and a half years following an investigation by Officers from the Wales Illegal Money Lending Unit. The defendant pleaded guilty to illegal money lending, possessing criminal property, selling counterfeit tobacco, money laundering and attempting to pervert the course of justice. 116 victims were identified in this case, after the WIMLU team raided the defendant's home where a substantial amount of paperwork, £20,000 in cash, two genuine Rolex watches, gold jewellery and two mobile phones were seized. The investigation revealed that over a three year period, £250,000 had been lent out earning the defendant £61,839 in interest. Given that he was operating as a loan shark for 20 years, the amount that he would have earned from his crimes was substantial. The court also heard that £109,000 of cash payments was money laundered through various accounts since 2011, but the total amount of money that he earned from his crimes remained unknown. The loan shark portrayed himself as a victim of physical and financial circumstances, hadn't been employed since 1990, received full council tax benefit, housing benefits, £58 per week from the mobility scheme for his car, the highest level of employment support allowance possible and was in fact making substantial amounts of money being a loan shark. Following sentencing, a Proceeds of Crime hearing took place which concluded that the benefit amount was agreed as £312,204.09 and the available amount as £38,492.03. Consequently, a Confiscation Order was made in the sum of £38,492.03. and the loan shark given 3 months to pay with a default period of imprisonment of 14 days. Compensation orders were made for fifteen victims, amounting to £12,310 in total.

Taxi provision is safe and fair

Taxi Campaigns - Aimed at reducing the number of taxi drivers refusing short fares in the City and informing the public of the differences between Hackney Carriage and Private Hire Vehicles, Licensing in Cardiff issued a number of press releases and undertook a number of awareness raising activities to inform the public. These included the distribution of leaflets and information cards to the public during major event days and to organisations such as the Licensee Forum, Street Pastors and Taxi Marshalls and through social media. The information cards contain advice on how to complain and the information required.

Dealing with inappropriate behaviour - In the last year the SRS received a number of complaints asserting inappropriate behaviour on the part of taxi drivers. While the majority of taxi drivers are respectable individuals and the journeys they provide take place without issue, there are occasions when the SRS has to act to protect the public, particularly the vulnerable. Last year saw eight immediate revocations of drivers licences for inappropriate behaviour toward a vulnerable person. Additionally, the Committees of the partner Councils imposed sanctions in a further ten cases for issues such relating to refusals to take fares from wheelchair users, incidents regarding lone females and in one instance abandoning passengers on the M4.

Emerging issues

Ageing population - On a national level, we are living in an ageing population with increasing levels of loneliness and cognitive impairments such as dementia. Nearly half of all people over 75 live alone. In addition, the Social Services and Well-Being Act 2015 places a duty of care to protect persons at risk from financial abuse; with partnership working and cooperation at the heart of it.

This is putting further strain on already stretched resources as the potential number of victims to scams and doorstep crime increases and expectations of successful interventions rise. Awareness raising activities are crucial to crime prevention, but it invariably increases the demand for the service.

Changing socio – economic landscape - As technology develops and enables vulnerable people greater capacity to interact socially, the potential for unscrupulous individuals to perpetrate frauds and consumer detriment is expanding. Only about 10% of crime is the traditional ‘street’ crime with a shift to more online, behind closed door crime such as internet based crime. It is therefore becoming ever more important to identify “invisible” victims (those subject to crimes in their own homes) and bringing justice to “invisible” traders such as those operating over the internet or abroad. Locally, there is a challenge to prevent the repeat targeting of elderly or vulnerable consumers, and this will require proactive partnership working with agencies such as South Wales Police. Their Crime Prevention and Reduction Plan recognises the importance of effective early intervention and prompt, positive action by working in partnership with other public sector bodies in order to protect the most vulnerable in our communities.

Illegal Money Lending - Loan sharks are illegal lenders of money who often target low income, desperate and vulnerable people. The current economic climate, together with problems associated with the roll out of the Universal Credit (UC) benefit and the six week wait for applicants to receive their first UC payment can only compound the problems facing families with bills to pay. Longer term, the Resolution Foundation think tank has suggested that 2.5 million low income households will be more than £1000 per year worse off when they move from individual benefits onto Universal Credit. As a result there are concerns that illegal money lending will be on the increase in the coming months and years. Grant funding for the Unit is now provided by HM Treasury, and is derived from a levy on the UK financial sector and collected by the Financial Conduct Authority. A recent business case to HM Treasury has resulted in some additional funding for the Wales Unit which will enable an Intelligence Analyst to be embedded into the team. This addition to the team will enhance the Unit’s intelligence led approach to investigations. Crucial to preventing this is the work of the Wales Illegal Money Lending Unit who seek to increase awareness of the problems of illegal money lending amongst partners and discourage their use taking action against illegal money lenders whilst supporting victims and understanding their needs creating a climate where victims can come forward without fear of reprisals.

Tackling modern slavery – Modern slavery is an umbrella term, encompassing human trafficking, slavery, servitude and forced labour. Anyone can become a victim of modern slavery and Councils can play a key role in tackling the issue. Modern slavery intersects with many different areas that Councils deal with including those provided by SRS, namely Trading Standards, Licensing and Environmental Health and Private Sector Housing all of whom may encounter perpetrators and victims whilst inspecting premises and regulating other businesses. One recent WIMLU case involved a loan shark who had taken possession of a family’s post office cards and cashed in their benefits. He would then take them shopping, decide what they were entitled to and kept the rest for himself. The control even extended to regular sexual abuse for one young female victim who suffered from mental health issues and learning difficulties. Under the Modern Slavery Act 2015,

local authorities are under a duty to notify the Home Office when they identify a potential victim of modern slavery so it is important that employees are aware of the signs to spot potential victims and how these may be referred. This will be the subject of an officer training programme in 2018.

Welsh Government Consultation on Taxi Legislation - Between June and September 2017 the Welsh Government held a consultation on the legislation governing taxi and private hire vehicles, which is to become a devolved matter following provisions contained in the Wales Act 2017. It is widely recognised that the existing legislation is archaic and that a new piece of primary legislation provides an ideal opportunity to implement a system that reflects an evolving transport regime. The public are often unaware of the distinction between hackney carriage and private hire vehicles and it rarely makes a difference to them whether they make a booking via a telephone, smartphone app or hail a vehicle from the roadside. The consultation proposals are based in part on a previous report by the Law Commission which made 84 recommendations. They include:

- the introduction of national standards for all taxis and private hire vehicles set by the Welsh Ministers.
- local licensing authorities able to set additional licence conditions where appropriate and remain responsible for issuing licences and enforcement.
- providers being able to work across local authority borders more easily with licensing officers provided with new enforcement powers to deal with vehicles and drivers licensed in different areas.
- local licensing authorities retaining the right to limit the number of taxis working in their licensing area.
- improved arrangements for regulating fares.

The Shared Regulatory Service (SRS) provided a comprehensive response to the consultation and continue to liaise with Welsh Government Officials, who aim to provide an update in Spring 2018. This will inform proposals for amending and harmonising Taxi policies in Bridgend Cardiff and the Vale.

What we plan to do next

Safeguarding the vulnerable		Lead Responsibility
Children are protected from harmful substances and products		
Undertake an underage sales exercise in relation to the newly introduced Public Health (Wales) Act 2017 and the arrangement of intimate piercings, taking appropriate action against those practitioners that commit offences.		C Hill
Conduct an underage sales exercise in relation to on line alcohol delivery sales to persons under the age of 18.		C Hill
Older and vulnerable people are protected from rogue traders and scams		
Improve access to safeguarding information on SRS website by reviewing and improving information on web pages.		H Picton
Raise awareness of scams, doorstep crime and other safeguarding issues by developing leaflets and guidance and participating in community events.		H Picton

Build relationships with trade federations such as the Federation of Master Builders to scope out current trading practices across the region and inform future priorities for intervention including intelligence, education and enforcement activities.	H Picton
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Illegal money lending activities are prevented

Repeat the Proceeds of Crime funded community projects exercise which invites applicants from across Wales to bid for funding to progress projects and initiatives linked to the prevention and raising awareness of illegal money lending activities.	H Picton
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Use POCA monies to roll out a bilingual version of the <i>'Fistful of Feathers'</i> children's story book, making a copy available for each and every primary and state nursery school in Wales. By using the story book to educate young children about illegal money lending, discussion in the home will result in a powerful message being delivered mirroring the success of 'stop smoking' messages targeted in the same way.	H Picton
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Raise the profile of the Wales Illegal Money Lending Unit through media engagement, including participation in a radio documentary about the work of the Unit, with a view to increasing the number of complaints received about loan sharks.	H Picton
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Vulnerable people are not subject to exploitation, slavery or trafficking

Undertake a programme of training and awareness of Child Sexual Exploitation with the taxi community and other stakeholders.	W Lane
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Undertake a training programme for SRS Officers to recognise exploitation, slavery or trafficking during the course of their duties.	W Lane
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Taxi provision is safe and fair

Review the current written Hackney Carriage/Private Hire Drivers knowledge test to incorporate questions relating to child sexual exploitation in line with the CSE booklet produced in 2017.	W Lane
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Engage with Welsh Government on proposed new taxi legislation to govern the licensing of hackney carriage and private hire vehicles.	W Lane
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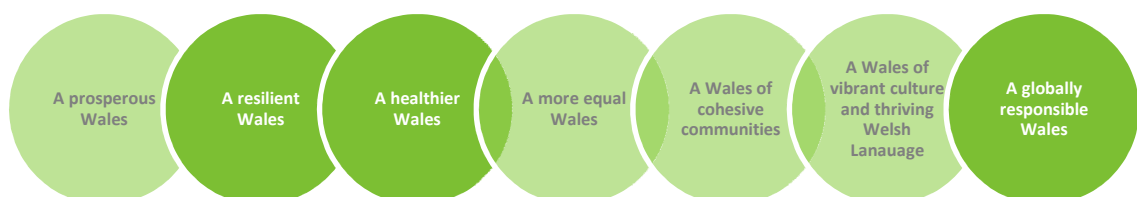
What we will measure during 2018/19

Performance Measures 2018/19	Target
<ul style="list-style-type: none"> % of reported scams/doorstep crime incidents prevented /resolved through intervention. 	Establish baseline
<ul style="list-style-type: none"> % of licence holders receiving disciplinary action following receipt of notifications of safeguarding concerns. 	Not applicable
<ul style="list-style-type: none"> No. of people reached through education or training on scams and doorstep crime. 	500

Protecting the environment



In addition, our outcomes also contribute to the following wellbeing goals:-

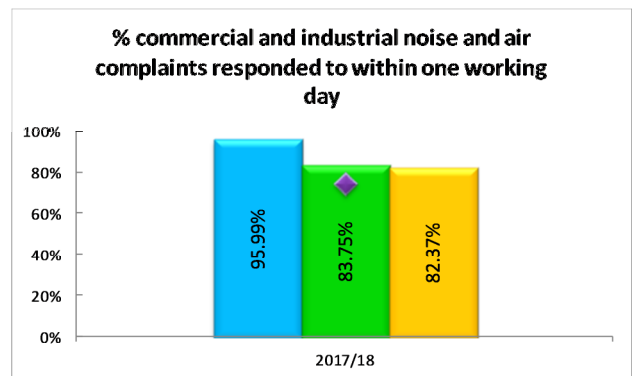
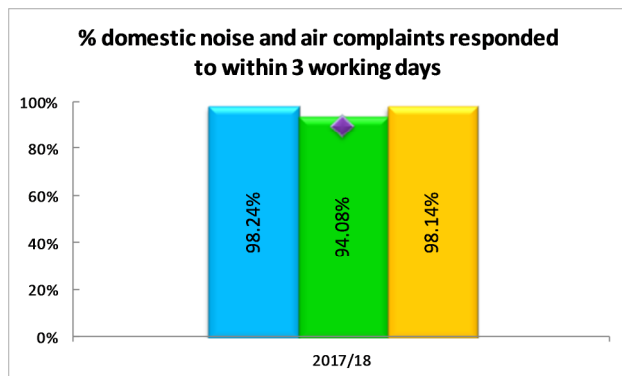


6.3 Protecting the environment

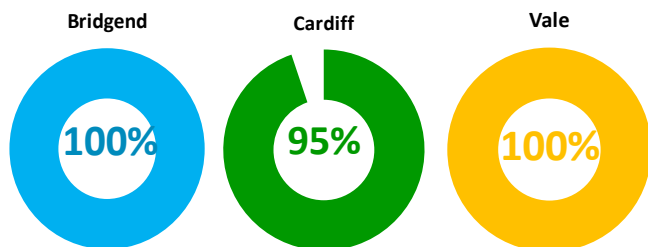
Introduction

Protecting the environment is a core strategic priority of SRS. Many of the activities listed here such as 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. However, the work in protecting the environment goes further, we ensure communities are protected from nuisance and are safer by investigating noise complaints, 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.

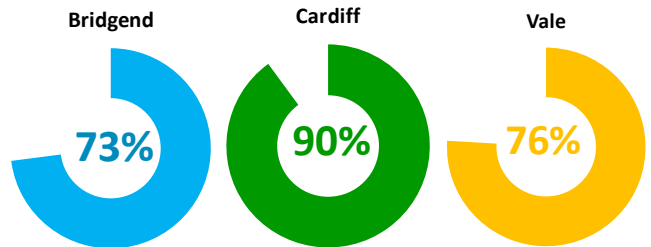
How we performed

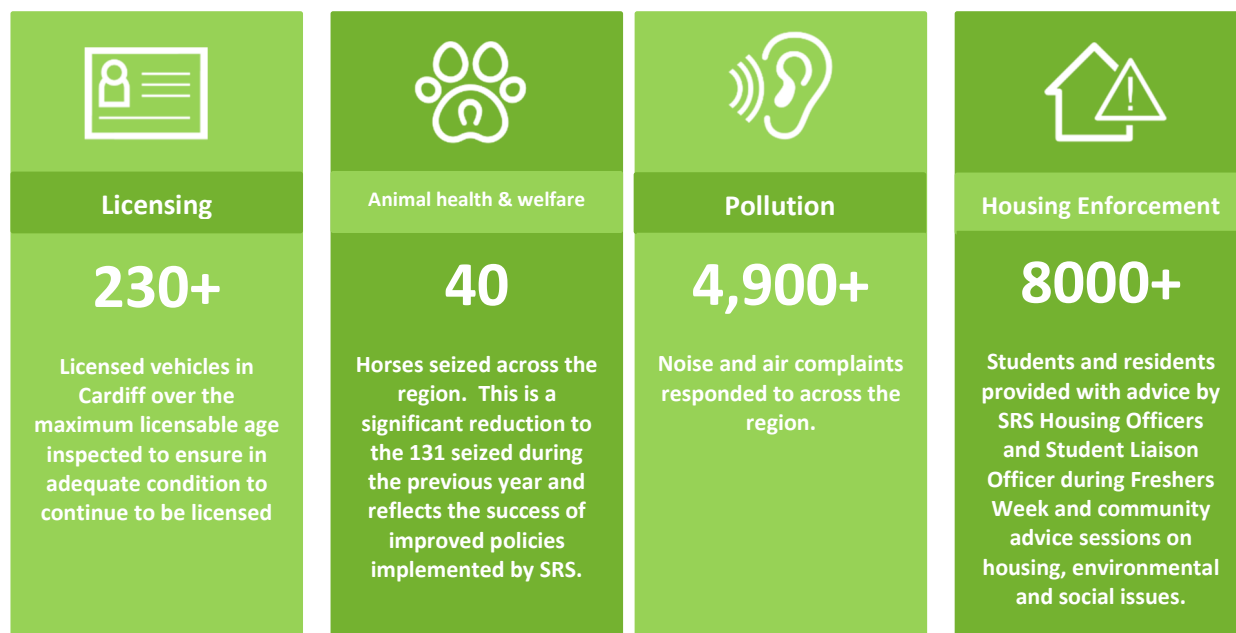


% of alarm complaints responded to within one day



% of stray dogs returned to owner or rehomed





What we have achieved

The environment is protected from harmful emissions to land, air and water

Air Quality – SRS ensured that the Bridgend, Cardiff and the Vale of Glamorgan Councils met their statutory obligations under the Environment Act by producing air quality reports for each area and reporting to the respective Committees/Cabinets. Failure to produce said reports could have led to the issue of a Welsh Government direction under Section 85(3) of the Environment Act 1995.

The Department of Environment Food and Rural Affairs (DEFRA) published the UK air quality plan to tackle roadside nitrogen dioxide (NO₂) concentrations in July 2017. The document identifies Cardiff as a problematic area in terms of air quality. Air quality monitoring undertaken by Cardiff Council and modelled projections from Welsh Government (WG) indicate that Cardiff will continue to exceed EU & UK Air Quality Directive Limit Values for NO₂ beyond 2020. SRS Officers were instrumental in drafting the Clean Air Strategy for Cardiff. This document is an important document which sets out a number of strategic measures which will look to improve air quality across Cardiff as whole, in order to protect and improve public health. This is currently awaiting approval by Cardiff's Cabinet.

Private Water Supplies – SRS completed the assessment and sampling of all statutory private water supplies across the region and ensured statutory returns were supplied to the Drinking Water Inspectorate as required.

Revised PWS Regulations came into force in November 2017, which introduced a new type of supply. Officers from SRS have been making enquires with our known supplies to ascertain if any of the supplies, fall into the new regulation.

Animals are treated humanely

RSPCA Awards – SRS was recognised in three separate categories at this year's RSPCA Cymru Awards. In the first of the categories, SRS received a bronze Community Action Welfare Footprints (CAWF) award for Animal Related Licensing services and in the second category; SRS received a silver CAWF award for our Stray Dog Provision. While both of these awards are achievements in themselves, SRS was honoured to be the outright winner of the 2017 RSPCA Innovator Award for its work to promote responsible dog and horse ownership within the Gypsy Traveller Community. In gaining the Innovator Award, SRS beat off stiff competition from a range of entries from across the country. Announcing the Innovator Award, the RSPCA said: *“Shared Regulatory Services deserve great credit for their imaginative and effective approach to improving animal welfare standards at Rover Way and Shirenewton. Through proactive engagement, they have led the way in providing key education on dog micro chipping, puppy breeding and other aspects of canine welfare. SRS’ work has also started to support vital improvements to equine welfare – reducing instances of tethering, over-breeding and identifying potential welfare risks. RSPCA is proud to recognise SRS with a special Innovator scheme. Award winners are chosen by an independent panel of judges – and they were hugely impressed by the combined efforts of Bridgend, Cardiff and the Vale of Glamorgan Councils.”* A number of Animal Health and Animal Warden staff were delighted to accompany the Chair of the SRS Joint Committee in accepting the awards at Cardiff Bay from Lesley Griffiths AM, Cabinet Secretary for the Environment and Rural Affairs.



Breeding of Dogs - The service has been involved in number of investigations locally into illegal dog breeding. This can often be a highly lucrative practice with little regard for the welfare of the animals or the satisfaction of customers who will invariably have handed over significant sums of money for puppies. SRS successfully prosecuted one breeder who pleaded guilty in respect of 4 counts under the Fraud Act 2006 and one count under the Consumer Protection from Unfair Trading Regulations 2008. In this particular case, the breeder made around £50,000 from the unlawful trade through her business in the Vale of Glamorgan selling sought after breeds for high prices suggesting they had full vaccination and medication histories. The investigation by SRS however revealed a very different story, where there was often no record of any veterinary procedures having been carried out. Some dogs had been acquired from unknown sources and locations, while others had been bred more often than was permitted under the terms of the licence. Furthermore some dogs sold were not the breeds that they were claimed to be. The offender was sentenced to 30 weeks imprisonment on each of the 5 offences to run concurrently, which was suspended for 2 years. The offender must carry out 200 hours of an unpaid work and will be subject to a 4 month curfew. Costs and compensation were awarded in excess of £50,000.

Harmonisation of Animal Licensing Conditions –SRS developed a single set of conditions relating to all animal licensing regimes across all 3 local authority areas. Previously each area operated different sets of conditions. The harmonisation of these conditions into a single set provides greater efficiency for officers conducting inspections and those who issue the physical licences whilst also providing greater certainty for businesses, particularly those with a presence in more than one of the SRS local authority areas.

People will use energy efficient buildings and products

The Energy Efficiency (Private Rented Property)(England and Wales) Regulations 2015 require private non-domestic (and domestic) landlords to ensure that properties they rent in England and Wales reach at least an Energy Performance Certificate (EPC) rating of E before granting a new tenancy to new or existing tenants. The law takes effect from 1st April 2018 and in early 2018 SRS officers conducted a pilot project to assess the level of compliance within the domestic rental sector. The project focused on obligations of letting agents to provide EPCs in a timely manner; ensuring that the information provided was accurate whilst also educating businesses about upcoming amendments to the energy efficiency of properties. Additional checks were also undertaken focusing on the display of fees associated with the rental process. A total of forty nine premises were inspected across the region and there was a high level of compliance across all three areas concerning EPCs. Two businesses are subject to on going advice regarding breaches of the Consumer Rights Act 2015 in that the information regarding their fees was not displayed clearly.

Communities are protected from nuisance and are safer

Stray Dog Services – SRS has been successful in securing the services of a new kennelling facility for stray dogs in Bridgend, and the western wards of the Vale of Glamorgan. Hope Rescue were successfully awarded a full contract following an interim period of service from Quarter 4 where Hope provided emergency cover when the previous kennelling provider suddenly withdrew their services. Cardiff Dogs Home also provided further support and SRS continues to use Cardiff Dogs Home for strays located in Cardiff and now also the eastern wards of the Vale.

Straying Horses - Our Animal Health and Welfare team have continued to proactively work across the area to reduce the instances of straying horses and other welfare issues. Working with the Travelling Community in Cardiff officers have seen the number of horses seized for straying reduced, This has improved public safety in the areas affected, and also seen an improvement in the welfare of the horses.

Officers have further worked with the Commoners Association in Bridgend, to ensure that any welfare concerns for horses on the commons have been investigated and collaborative operative action taken. SRS will continue to work with the Commoners to develop a robust and suitable Horse Management Plan for the Commons.

Cathays Regeneration Project – SRS were successful in securing external funding of £50,401.85 and internal funding of £64,240 in the form of Section 106 monies to deliver the Cathays Regeneration Project, a partnership initiative between Cardiff Council, South Wales Police and partners to develop a number of green spaces in Cathays and improve the local area to enhance facilities for residents. Managed by Cardiff Housing Enforcement's Student Liaison Officer, volunteers and officers have carried out public consultation work on design arrangements for three neglected green spaces in Cathays, with the first phase, Ruthin Gardens, completed in January 2018, and the second phase, Llanbleddian Gardens, due to be completed by the end of April 2018. Funding for the third and final phase, Cogan Street Park is now being sought from external sources.

Freshers Week - Cardiff Housing Enforcement officers and the Student Liaison Officer spoke with 2317 students face to face during Freshers week 2017 and approximately 6221 residents during community advice sessions on a broad range of housing, environmental and social issues during the 2017/18 academic year. The partnership work carried out during Freshers week has been

shortlisted for the Public Sector Campaign of the Year at the National Recycling Awards in London. The Cardiff Digs website run by the Cardiff Housing Enforcement team and which provides valuable advice on student health, safety and welfare issues attracts approximately 2,000 views per month.

Empty Homes – Following the recruitment of an Empty Homes Officer in Cardiff, there has been a significant effort from the SRS team to progress this area of work. A mailshot has been carried out to all owners on the empty homes register asking for details of the owners' plans to return their properties to beneficial re-use and the service is making progress on 116 active cases, many of which are now undergoing works of renovation, or are for sale or sold, promising that these properties will now become occupied. Officers have also had exploratory discussions with a variety of partners including Warm Wales and a major property investor to explore the potential for innovative projects to deal with empty homes.

Noisy neighbour fined £2200 - A female from Canton in Cardiff was found guilty in her absence of failing to comply with a noise abatement notice in respect of loud music on no less than 10 occasions contrary to the Environmental Protection Act 1990. SRS started receiving complaints about loud music and shouting at the address as far back as 2016 which resulted in noise abatement notices being served. Further complaints were received and officers witnessed the offences taking place, some of which related to the same track being played over and over again often with the windows fully open to the street when it was thought the occupier was absent from the property. The magistrates fined her £220 for each of the 10 offences giving a total fine of £2200. She was also ordered to pay costs of £200 and a victim surcharge of £30.

Emerging issues

Energy Performance Certificates - The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 came into force on 1 April 2018. These regulations are designed to tackle the least energy-efficient properties in England and Wales, those rated F or G on their Energy Performance Certificate (EPC). The Regulations establish a minimum standard for both domestic and non-domestic privately rented property, effecting new tenancies from 1 April 2018. F and G rated properties waste energy. They impose unnecessary cost on tenants and the wider economy, and they contribute to avoidable greenhouse gas emissions. The Regulations are intended to ensure that tenants who most need more efficient homes, particularly vulnerable people, are able to enjoy a much better living environment and lower energy bills. As the enforcing authority for these regulations, this has the potential to create several challenges for SRS. Consequently the service will be devising a strategy on how best to deal with the challenges posed by these requirements.

Air Quality - The issue of Air Quality is never far from the headlines and the impact of poor air quality health is well documented. Indeed air pollution continues to be the largest environmental risk linked to deaths in the population with long term exposure (over several years) contributing to a reduction in life-expectancy primarily due to an increased risk of mortality from cardiovascular and respiratory causes. While a number of sources contribute to the problem of poor air quality, the impact of private motor vehicles is of great concern given the levels of nitrous oxide and particulate matter emitted. The role of Shared Regulatory Services is to monitor air quality across the region. Those activities are reported to each Council through their Cabinets and, Cardiff, the Public Protection Committee, but are included here for information.

At a national level, the UK and devolved Governments have legal obligations to achieve nitrogen dioxide annual average limit value (40ug/m3) compliance in 'the shortest possible time'. This stems

from an EU directive and was meant to be achieved by 2010; the EU provided time extensions to this date and the Westminster Government recently published the *UK Plan for tackling roadside nitrogen dioxide concentrations* (July 2017). As a result of a legal challenge of this plan by Client Earth at the start of 2018, Welsh Government issued a legal direction for Cardiff Council to undertake a feasibility study, to identify an option(s) which will bring compliance with the NO₂ limit value in the shortest time possible. SRS is providing technical support to Cardiff in undertaking the study which will assess in detail a number of options which may bring compliance in the shortest time possible. The timescales for this work are very challenging, with an Initial Plan required by **30th September 2018**, and a Final Plan by **30th June 2019**. SRS Officers will be heavily involved in this project, which is likely to be one of the most strategically important projects being undertaken by Cardiff Council over the next two years.

In the Vale of Glamorgan Air Quality concerns are focussed on potential emissions from the Barry Biomass facility. SRS have procured two realtime monitors which have recently been installed in the vicinity of the facility. The purpose of these monitors is to provide realtime monitoring data to members of the public. This will be achieved through the development of a dedicated webpage on the SRS website.

In terms of Local Air Quality Management, work will be progressed to assess the appropriateness of revoking the Windsor Road, Air Quality Management Area (AQMA), as the monitoring undertaken in this area has shown continued, compliance with the air quality standard for NO₂

In Bridgend Air Quality remains relatively compliant. However as touched upon in the 2017 Progress Report, exceedances of the Air Quality Standard for NO₂, (40ug/m³) have been recorded in the town centre, off Park Street. It is likely that an Air Quality Management Area will be declared, and SRS will brief Bridgend Cabinet accordingly on this as part of the Annual Progress Report prior to any formal decision to declare the AQMA.

Flygrazing of horses – Flygrazing of horses is not something that can be readily controlled or predicted, and a large incident could occur without prior warning, which could have significant resource and cost implications for the service. Careful planning and managing of such incidents needs to be fully considered, especially given the cost risks that can be associated with undertaking such operations. Welsh Government are currently reviewing the Control of Horses (Wales) Act and there could be outcomes from this review which may impact upon the service. Due to the number of departments and cross authority issues SRS has not yet finalised a harmonised procedure. This will be completed in 18/19.

Illegal Dog Breeding –Recent investigations into illegal dog breeding have highlighted a hidden industry. SRS Officers will therefore continue to investigate unlicensed dog breeding. A particular area of concern relates to ‘backyard’ breeding as this is also linked to other criminal activity and possible organised crime. Officers will work with partner agencies, SWP, HMRC, RSCPA to investigate reports on any breeding activities which are in breach of Animal Welfare (Breeding of Dogs) (Wales) Regulations 2014 -.

Animal Disease – The Animal Health and Welfare Team will be participating in a National Exercise to test the Governments’ National contingency plans and policies for the control of an outbreak of Foot and Mouth disease. The primary purpose of Exercise Blackthorn is to test the current UK Contingency Plans and policy, including the Control Strategies, for the control of such an outbreak and will also test APHA’s operational response, the outbreak model and review communications, resilience and capability.

Contaminated Land Strategy – Individual Contaminated Land Strategies were harmonised to create a draft Contaminated Land Strategy for Bridgend, Cardiff and Vale. This will be finalised and reported to the Joint Committee in 2018.

Warm Homes Nest Scheme - The Welsh Government Warm Homes Nest scheme aims to tackle fuel poverty and improve the energy efficiency of homes in Wales. The scheme provides free home energy efficiency improvements for people in receipt of a means tested benefit that own or privately rent their home. These improvements can include a new boiler, central heating system or insulation. Investing in home energy efficiency improvements delivers multiple benefits. It reduces household energy bills and improves the health of the households supported. Research shows the Nest scheme is helping to prevent cold related health conditions with a knock on reduction in the use of healthcare services. From April 3rd 2018 SRS will be working with British Gas who are delivering the scheme, as the conditions have been amended so that in the case of tenants in the private rented sector, an inspection of the property will be required in accordance with the Housing Health and Safety Rating System and the landlords will also be required to be registered with Rent Smart Wales. The result of this will be that we will be able to bring about the removal Of Category 1 Hazards in homes where some of our most vulnerable members of society are living, due to age both young and old, and those suffering from illness. This will not only apply to excess cold but to all of the 29 hazards within the Housing Health and Safety Rating System. It also enables us to make referrals to the scheme where we discover during our investigation of complaints regarding private sector accommodation, which will greatly reduce the impact of excess cold on the health of residents.

What we plan to do next

Protecting the environment Lead Responsibility

The environment is protected from harmful emissions to land, air and water

Provide technical lead to Cardiff Council in undertaking Feasibility Study to achieve compliance with legal limit for Nitrogen Dioxide ensuring Initial Plan is completed by September 2018 and developing the final Plan.	H Picton
Submit annual progress reports for LAQM Duties for Bridgend, Cardiff and Vale.	H Picton
Review Air Quality data and consider the implementation and revocation, as appropriate, of Air Quality Management Areas within the region.	H Picton
Finalise the harmonised Contaminated Land Strategy for Bridgend, Cardiff and the Vale of Glamorgan.	H Picton

People will use energy efficient buildings and products

Undertake an assessment of the implications arising from the introduction of the Energy Performance Certificate Regulations and develop an options appraisal for consideration by partner councils on how councils would prefer task to be managed.	W Lane
Build on the proactive work undertaken in relation to empty homes in order to increase the number of empty homes brought back into reuse in Cardiff.	W Lane
Work in conjunction with Cardiff Council’s Housing Strategy Team to maximise opportunities to reduce the number of empty homes.	W Lane

Review and consult upon Cardiff Council's Empty Property Policy.	W Lane
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Work with British Gas to deliver the Warm Homes Nest Scheme by undertaking inspections of private rented properties in accordance with the Housing Health and Safety Rating System.	W Lane
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Animals are treated humanely

Finalise Fly Grazing and Stray Horse Procedure.	H Picton
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Work with partner agencies in investigating reports of any dog breeding activities that are in breach of the Animal Welfare (Breeding of Dogs) (Wales) Regulations 2014.	H Picton
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Participate in a national exercise to test the Government's National Contingency Plan and policies for the control of outbreaks of Foot and Mouth Disease.	H Picton
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Communities are protected from nuisance and are safer

Consult on proposed Public Space Protection Order to provide dog controls within Vale of Glamorgan.	W Lane
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Consult on proposed Public Space Protection Order to provide dog controls in Cardiff.	W Lane
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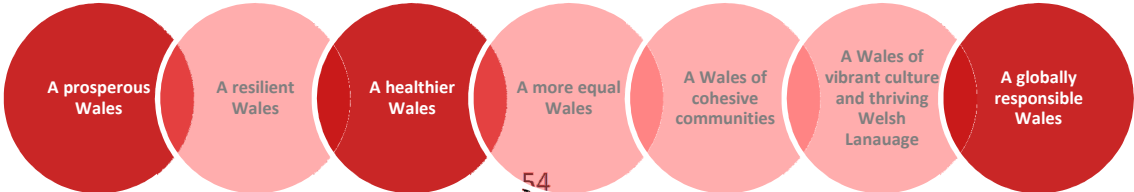
What we will measure during 2018/19

Performance Measures 2018/19	Target
• For noise complaints requiring attendance on site, the average time between receipt and the officer attending on site.	Under consideration
• % of domestic noise and air complaints responded to within 3 working days	90%
• % of commercial and industrial noise and air complaints responded to within one working day	75%
• % of alarm complaints responded to within one day.	90%
• % of stray dogs returned to owner or rehomed.	90%
• % of empty private sector properties brought back into use during the year through direct action by the local authority (Cardiff only)	TBC
• Number of additional dwellings created as a result of bringing empty properties back into use (Cardiff only)	TBC

Supporting the local economy



In addition, our outcomes also contribute to the following wellbeing goals:-

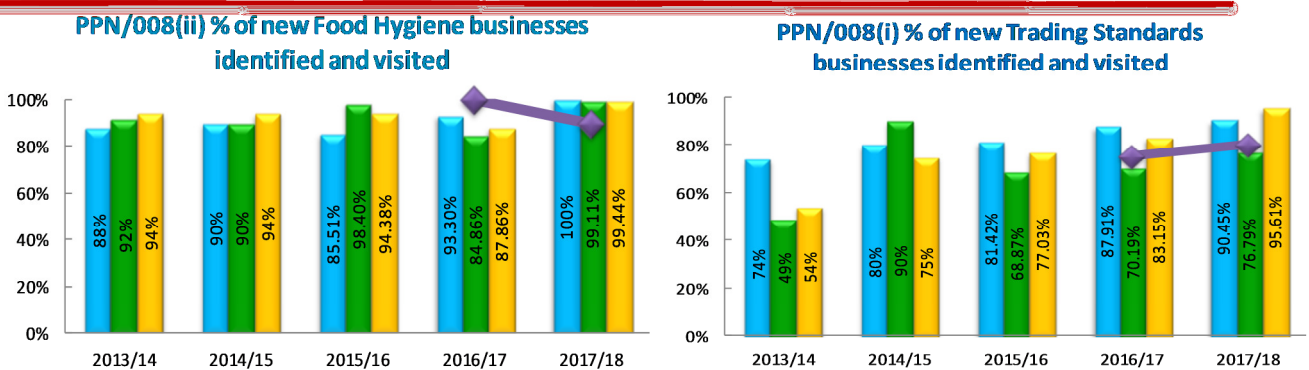


6.4 Supporting the local economy

Introduction

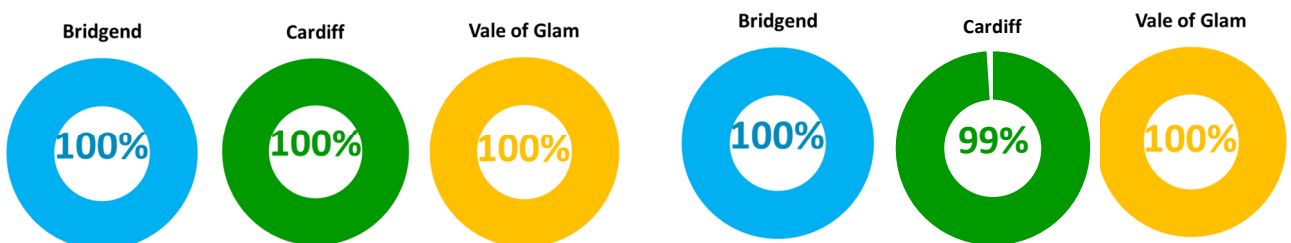
A strong local economy is a key component in the quality of life experienced by local people. The work of SRS has a significant, but often unseen, impact upon the local economy. The provision of timely advice and guidance on regulation can benefit the economic viability of businesses resulting in improved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

How we performed



Food safety /health and safety delegates who felt the training they received will benefit their business

Food safety/health and safety delegates who would recommend the training to an employee, colleague or friend.



Source – Respondents to training evaluation questionnaire



What we have achieved

A fair trading environment is maintained

Illicit tobacco – SRS have carried out a high number of seizures this year following routine inspections of premises and a Wagtail operation involving the tobacco dogs. As a result of these combined operations approximately 300,000 sticks and 1500kg of illicit tobacco were seized and 6 prosecutions have been carried out.

Hallmarking exercise- Officers from SRS worked closely with the Assay Office to conduct joint inspections of locally based jewellery outlets across the SRS region to assess compliance with the Hallmarking Act 1973 and the description of goods under the Consumer Protection from Unfair Trading Regulations 2008. The exercise focussed on those with a history of previous non-compliance, new businesses, those subject to previous complaint and market stalls. The Hallmarking Act 1973 requires items of jewellery to bear the appropriate markings as well as the display of customer information notices at the point of sale. More than 300 items of jewellery were checked for relevant hallmarks and also compliance with descriptions applied to precious metals and gemstones. Overall the survey results found issues in only four outlets and these items were removed from sale immediately. In addition, officers found a quantity of jewellery that although properly hallmarked was found to be in breach of a number of registered trade marks. The offending items are estimated to be worth in the region of £25,000, and have been seized pending further investigation. It was particularly pleasing to see this piece of work recognised by the British Hallmarking Council where SRS received a Highly Commended Award in the Touchstone Awards 2018.

UEFA Champions League - For over six months, SRS was involved in the planning of the largest event ever to be staged in Cardiff, the UEFA Champions League finals. Working closely with the event organisers, UEFA, the Football Association of Wales and Cardiff Council, advice and support was provided over this time on a range of regulatory issues. With the event taking place between 1st and 4th June and the eyes of the world firmly on South Wales, multi-disciplinary teams of staff monitored the various event locations over this time to protect the wellbeing of event visitors and reputable businesses alike. The teams carried out checks to ensure amongst other things that:-

- Brands were not being counterfeited
- Premises selling alcohol were doing so within their licence conditions
- Food on sale was safe and accurately presented
- Unsafe goods were not being sold
- Taxis were operating within their licence conditions
- Any ambush marketing was removed

Effective communication with all partners, targeted enforcement action where it is needed was delivered through the SRS integrating with the Cardiff Council City Operations suite that had access to CCTV across the city and played an integral part in the smooth and safe running of the whole event.

Seized counterfeit merchandise – It was during the UEFA Champions League Cup Final in Cardiff, Officers discovered a bookmaker offering to supply numerous items including footballs, scarves, t-shirts and keyrings bearing the various trademarks of Juventus FC, Real Madrid and UEFA. In total 932 items were seized and later confirmed to be counterfeit. A Forfeiture Order was granted under the Trade Marks Act 1994 for all the goods seized.

SRS has also supported Trade Mark and Brand Holders at large concerts such as Coldplay, Justin Bieber and the two Anthony Joshua Boxing matches held in the Principality Stadium and the Cardiff Motorpoint Arena advising traders before the events and seizing products that infringed the relevant trade marks during the events.



Informed and confident consumers

As part of its Safeguarding role, the Service provides assistance to residents identified as being vulnerable in resolving difficulties encountered as a result of marketing scams and also more straightforward 'shopping' problems. In providing this service, the aim is not only to resolve the immediate difficulty facing a resident but to equip them as well as their families and carers with the knowledge and awareness to avoid similar issues arising in the future. In one recent case, an elderly couple encountered problems with cavity wall insulation they had installed twelve years earlier. Considerable damage had been caused to their home as a result of damp permeating, and the cost of repair was identified as being in the order of £17,000. The installer had long since ceased trading and it looked as though there was nowhere for the couple to turn. With SRS involvement it was established that the couple had a 20 year guarantee on the installation which was backed by the Cavity Insulation Guarantee Agency (CIGA). After some negotiation with the Agency, removal of the

insulation was arranged as well as the remedial work to correct the damage to the property. Through this intervention the couple were saved from the £17,000 outlay for this remedial work.

In another case an elderly resident was in dispute with a disability aid company regarding the supply and installation of a stair lift. There were issues with the manner in which the lift was fitted and the materials used. An independent report was issued confirming the problem but the trader would do nothing to help resolve, however SRS was able to assist the resident to make a claim against his credit card issuer. The claim was successful and the full amount of £1972 was reimbursed.

These are just two examples from over the course of the year where SRS has been able to make a huge difference to the lives of residents needing assistance to resolve problems of this type. With the investment of officer time to provide tips on avoiding similar problems in the future, the legacy of these interventions is one where even our more vulnerable residents and their families are far better equipped to make informed decisions.

Improved business practices and operation

FSA Grant Bid – During 2017/18 SRS received a Food Standards Agency (FSA) grant bid of £8,000 to improve food safety knowledge and awareness within the SRS region. Food Safety guidance and advice documents were updated as part of the bid to help food businesses comply with the law. The FSA has fed back that some of these documents are used by some other Local Authorities within Wales which demonstrates the value of the guidance. As part of the bid SRS also provided Safer Food Better Business seminars and Food Safety Management (HACCP) training to 50 businesses within the SRS Region. Feedback from these courses has been very positive with 100% of HACCP trainees and 96% of Safer Food Better Business trainees feeding back that the training they received will improve standards of compliance in their business.

Open for Business - Across the region, the SRS licensed over 850 licensed premises in both the day and night time economy and issued over 500 personal licences allowing people to sell alcohol. These licences were issued in accordance with the statement of licensing policies and were subject to a robust assessment to ensure all the premises and individuals were fit and proper to undertake the roles required by the legislation. All the licences were issued well within the statutory time limit as we seek to ensure that legitimate business enterprises are able to open promptly and with all regulatory requirements in place and approved.

Partnership Event providing help and advice on raising health and safety standards – In line with the Health and Safety Executive (HSE) 'Helping Great Britain Work Well' Strategy, SRS in partnership with HSE, Public Health Wales and local businesses facilitated an event to provide simple, accessible and relevant advice to local businesses. BEEP (Bridgend Employers Engagement Project) is a local collaboration that involved working with over 500 businesses in Bridgend and the event held at the Heronston Hotel in Bridgend aimed to build on the work undertaken. The aim of which was to empower businesses to make informed decisions on a proportionate and cost effective approach to risk management, encouraging greater ownership of health and safety by employees and business owners. Managing the health and wellbeing of workers reduces the cost of ill health and absence, which last year cost the Welsh economy £500 million. The content of the business forum was informed by the outcome of the site visits and both the format and content was reported as successful, 100% of businesses reported learning something and 91% reported that they would make changes to their workplace because of attending the Forum. Furthermore this piece of work was recognised by the South & West Wales Safety Group who awarded SRS with a Certificate of Commendation.

Accessible services responsive to business needs

Primary Authority - The Primary Authority scheme enables a business to enter into a statutory partnership with a local authority through which it can receive assured advice. Provided this advice is followed, the Primary Authority (PA) is able to challenge intended enforcement action by other local authorities. SRS now has some twenty Primary Authority partnerships in place with both local and national businesses and is able to charge for the work done as part of these arrangements on the basis of full cost recovery. Since October 2017, amendments to the Regulatory enforcement and Sanctions Act brought some significant changes to the Primary Authority scheme which has broadened the scope for SRS to enter into PA partnerships. As a result of this, some existing Primary Authority Partnerships in England now require additional support for Welsh Devolved matters so that businesses trading in Wales in sectors such as food, public health, agriculture, environmental protection, pollution control, and housing need to have a Welsh Primary Authority partner if assured advice is to have effect in Wales. SRS is currently supporting 5 of our 20 partnerships in this new capacity to ensure continued Primary Authority coverage in Wales which includes some 'big names' in the retail sector with a number of other prospective Welsh partnerships in the discussion phase.

Food and Safety News – The Service's commitment to advising and supporting food businesses to achieve legal compliance and the highest possible standards continues with our twice yearly newsletter aimed at food businesses to inform, educate and advise on responsible food safety and health and safety across Bridgend, Cardiff and the Vale of Glamorgan.



Training Offerings – SRS has provided training to 124 individuals through its Level 2 and 3 Food Safety Courses and Health and Safety. Furthermore grant funding enabled a further 50 individuals to be trained in HACCP and Safer Food Better Business. Satisfaction with the training provided is very positive with 100% of attendees saying that the training they received will benefit their business.

Major events liaison - During 2017/18, SRS has attended numerous Event Liaison Panels (ELP) and Event Safety Advisory Groups (ESAG) across the region and assessed approximately 60 paper submissions in addition to any that required site visits. Events such as the UEFA Champions League Final, Urdd Eisteddfod, Bridgend Show, the Vale Show, the RHS Flower Show amongst many others have received advice, comments or visit support on food safety, health and safety, trading standards, pollution, licensing and specialist areas such as water usage.

Emerging issues

Increase in new food businesses in Cardiff - The prosperity and increasing popularity of the City of Cardiff means that the number of new food businesses attracted to the City is constantly increasing. In just 5 years, the total number of food premises has increased by over 460 premises. This places a significant impact on resources, particularly as the Food Law Code of Practice requires new food businesses to be inspected within 28 days of opening. This is further exacerbated if businesses have poor compliance on initial inspection, requiring the need for further intervention.

Minimum Unit Pricing of Alcohol - The Welsh Government's Substance Misuse Strategy for 2008-18, *Working Together to Reduce Harm*, sets out a number of action areas to address the harm caused by alcohol and other abused substances, including a commitment to tackling availability and protecting individuals and communities via enforcement activity. The Public Health (Minimum Price for Alcohol) (Wales) Act 2018 builds upon this commitment, and is currently awaiting Royal Assent. This

legislation is based on strong evidence that varying the affordability of alcohol is a legitimate means to address alcohol-related harm and will take effect 12 months after Royal Assent.

Under the new law, it will be an offence to supply alcohol below the applicable minimum price, and this is calculated by reference to the alcoholic strength of a product and the volume in which it is sold. It is anticipated that the minimum unit price will be set at 50p and the purpose of the legislation is to protect the health of harmful and hazardous drinkers who tend to consume greater amounts of low-cost/ high-alcohol content products. Research has shown that on implementation, high strength white ciders and similar will double in price. While supermarket sales of alcohol will be largely unaffected, the minimum Unit Price requirement will impact multi-buy and similar deals and situations where alcohol is supplied together with goods or services.

This is a novel piece of legislation for the trade and those failing to comply will face a £200 fixed penalty notice, or should the matter proceed to court, a maximum fine of £1000. In order that the trade is fully aware of the requirements of the law, Welsh Government will require all off-licensed premises to be visited and advised by the local authority ahead of and after implementation. Across the SRS region, there are some 635 off-licensed premises, and Welsh Government is funding visits to each of these at a rate of £61.32 per visit.

Major events - SRS plays a central role in the running of major events across the three local authority areas. Our primary areas of input are around food safety, ensuring that event caterers and other food outlets are at least broadly compliant; and health and safety, ensuring that arrangements for the running of the event fall within acceptable standards within the context of the Health and Safety at Work Act. Additional support can be tailored around specific events, as in the case of stadium pop concerts and boxing matches where there is a danger of counterfeit goods being sold outside venues. As Cardiff in particular increases in popularity as an event location, there are clear benefits for the wider local economy from the influx of visitors as well as for those local traders directly participating in events. In order to ensure proper co-ordination with all partner agencies in preparation for the smooth running of major events, the Service is part of the Events Liaison Panel at Cardiff Council and the Events Safety Advisory Groups at both Bridgend and the Vale of Glamorgan.

On-line retailing - The Internet is undeniably driving change, and large retailers have responded by embracing multi-channel sales strategies and while the high street has not, as yet, been put out of business, their traditional physical stores are beginning to become a secondary outlet. It would seem inevitable that, in the longer term, the size and composition of the high street will be significantly impacted, as on-line shopping becomes a far more mainstream activity. Information technology and the fast developing digital environment are also causing a change in the way people interact, including in the way they interact commercially. Modern consumers increasingly access goods and services across the world through the tap of a phone screen or the click of a mouse. The Internet presents an enormous opportunity for consumers. It expands the size of the market they operate in and therefore gives them access to more providers and more choice. It also makes it possible to compare products, suppliers and prices on an unprecedented scale. The Internet is the most empowering tool consumers have ever had. A consequence of this for the law enforcement agencies like the SRS is that the “visible” high street has moved to an activity undertaken behind closed doors. Monitoring the market place through traditional market surveillance methods thus needs to change else the SRS will only be able react to incidents and not prevent them.

Brexit and changes in legislation - Following the Brexit referendum vote in June 2016 there are countless questions on how the UK might untangle the shared laws, policies and interconnected frameworks from the rest of European Union. Brexit means change, but it cannot return consumers

to the local marketplaces that existed when the UK entered the EEC in 1973. There are now immense retail chains that wield economies of scale and span regions, nations and international borders. The SRS is supporting the professional institutes by providing advice and expertise on a range of issues including product safety; metrology; fair trading civil and criminal; feed and food, etc. The effects of the change are uncertain and will take time to unfold; whatever they may be, they will have major implications for the SRS.

What we plan to do next

Supporting the local economy	Lead Responsibility
A fair trading environment is maintained	
Undertake a weights and measures survey focusing on the night time economy with specific emphasis on cocktails, descriptions and pop up bars.	C Hill
Conduct visits to all off licence retailers of alcohol to provide literature on the new Minimum Unit Pricing requirement and raise awareness amongst consumers, providing guidance and compliance support as appropriate.	H Picton
Informed and confident consumers	
Launch a 'Buy with Confidence' (responsible trader) scheme across the region to provide residents with peace of mind when shopping or choosing a tradesperson whilst supporting reputable businesses with a 'Trading Standards approved' endorsement.	H Picton
Support National Scams Month by provide training to staff across the Vale of Glamorgan Council via the i-Dev online system and staging a Friends against Scams engagement event.	H Picton
Improved business practices and operation	
Extend training provision to business by developing and offering training in HACCP and Licensing.	H Picton
Develop and promote advisory guidance for food businesses including the development of 'talking heads' on the SRS website.	H Picton
Build on the success of the 2017 Food Safety and Primary Authority training at the Principality Stadium, by staging a similar event, targeting those businesses who were unsuccessful in gaining places at the last event.	H Picton
Accessible services responsive to business needs	
Promote the benefits of Primary Authority partnerships with a view to extending the number held with SRS.	H Picton
Following the success of providing food safety training in the Urdu language, deliver training to other identified businesses having staff for whom English isn't the first language.	H Picton
Review outputs of the quarterly Taxi Fora that facilitates engagement with drivers, operators and vehicle owners and consider any proposals for changes to the taxi licensing regime in Cardiff and the fora as a mechanism for effective engagement.	W Lane

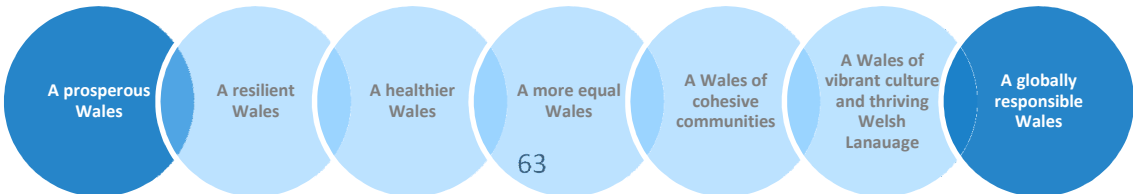
What we will measure during 2018/19

Performance Measures 2018/19	Target
<ul style="list-style-type: none">• % of new businesses identified which were subject to risk assessment visit or returned a self-assessment questionnaire during the year for food hygiene.	90%
<ul style="list-style-type: none">• % of new businesses identified which were subject to risk assessment visit or returned a self-assessment questionnaire during the year for Trading Standards	80%
<ul style="list-style-type: none">• % of businesses who felt that interaction with SRS has helped them improve standards of compliance in their business.	85%
<ul style="list-style-type: none">• % of businesses satisfied with our paid for business advice services.	Establish baseline
<ul style="list-style-type: none">• % of individuals who feel that the training they received through SRS will benefit their business.	95%

Maximising the use of resources



In addition, our outcomes also contribute to the following wellbeing goals:-



6.5 Maximising the use of resources

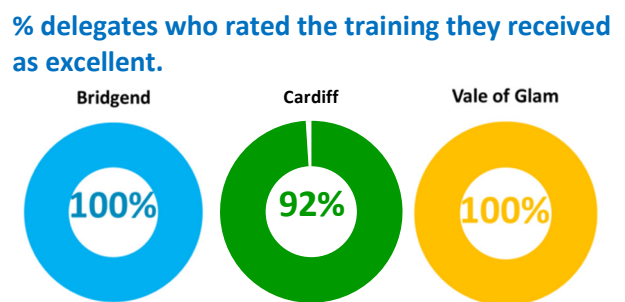
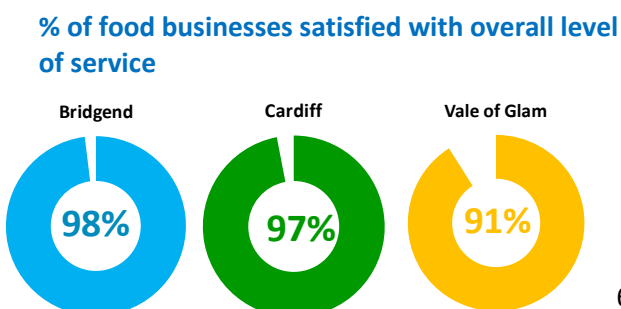
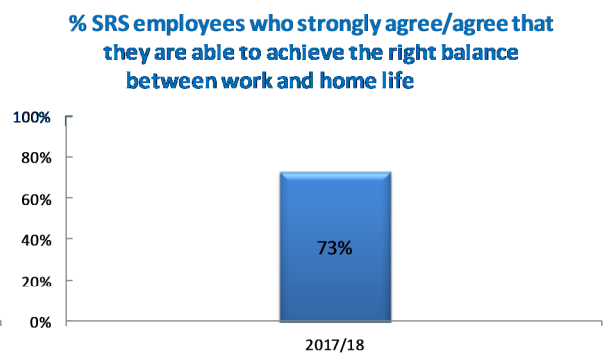
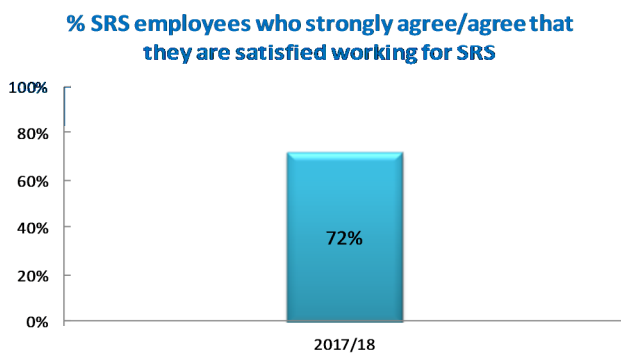
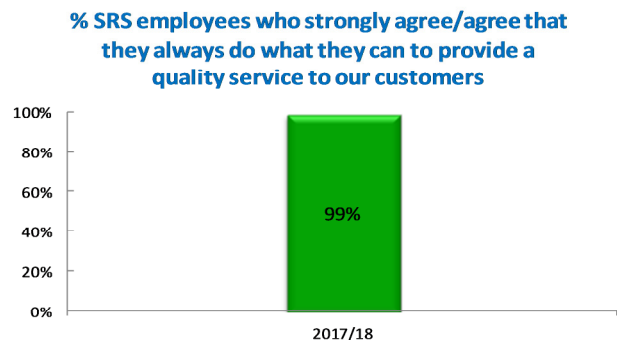
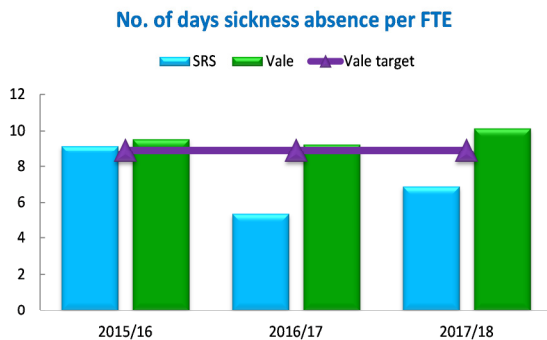
Introduction

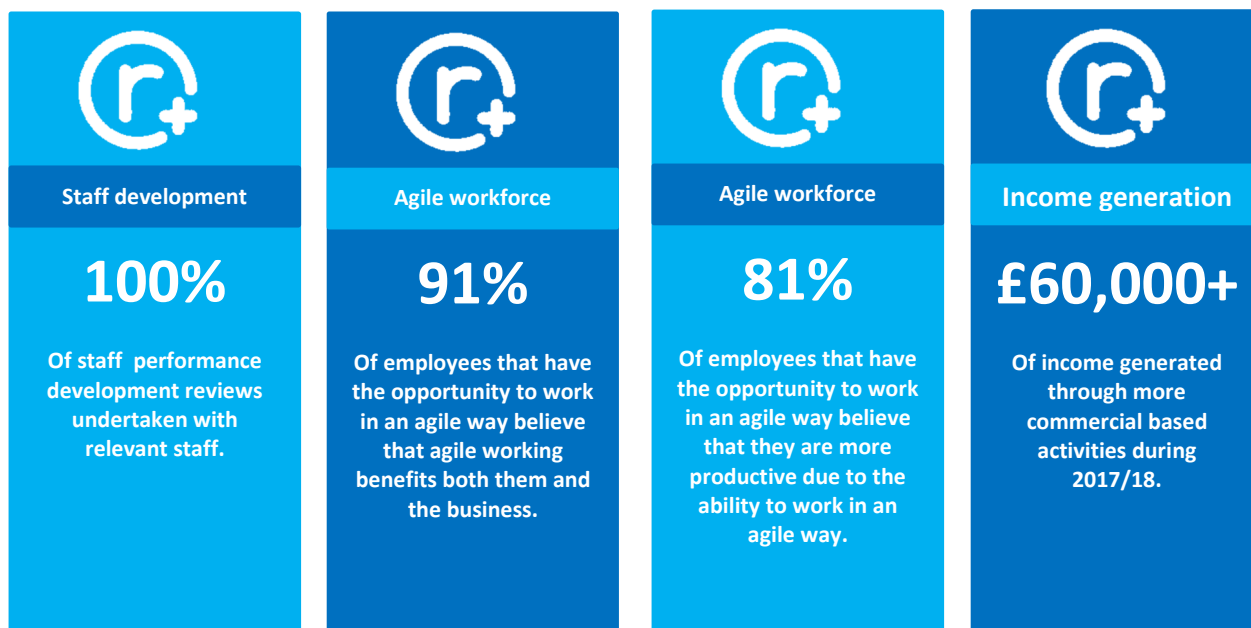
Maximising the use of resources was the original catalyst for creating SRS, and our work in this area continues. Reducing “triplication” of effort, introducing better processes, making our systems work without constant intervention, improving access into the service will all benefit our business and 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 will 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.

How we performed





What we have achieved

SRS operates effectively and efficiently across all 3 areas

Multi disciplined teams and sharing resources – The concept of more generic working and the development of multi-disciplined officers has provided several benefits to the service. Building on improvements made in one area of the service, our Pollution and Housing Teams have begun the process of cross training to support one another during peaks in demand. This has already resulted in Officers specialised in Pollution Control matters undertaking Housing Health and Safety Rating System training and assisting officers with housing enforcement work during the winter 2017/18. During the coming year, the service will also be introducing a training programme for Food Safety Officers to develop their confidence and competence in food standards with the aim of maximising resources, enabling food safety officers to complete the food standards intervention at the same time as a food safety inspection of low risk food standards businesses. Both these initiatives provides benefits to the service by building a more cohesive and resilient service with more flexibility whilst introducing some variety of work for team members together with career development opportunities.

Improved procedures and working practices – Harmonising and improving our procedures and working practices is a key activity across the whole of SRS. During the year officers across the Neighbourhood Services participated in working groups to discuss standardising approaches to investigation of service requests. This has resulted in the production of a comprehensive set of letters that can be accessed via the Tascomi database with regard to Housing Health and Safety Inspections, Investigation of Statutory Nuisance including Noise, smoke and Odour, Public Health Complaints and those relating to empty properties which are open to unauthorised access. This has resulted in increased efficiencies in investigations and has ensured that best practice has been incorporated in approach across the 3 councils providing a high quality service for clients and a consistent approach for landlords and letting agents. It has also allowed officers to make useful contacts within the service identifying specific areas of expertise which can be utilised in future work. Further work is now required to apply this approach to Licensing of Houses in Multiple Occupation and Caravan Sites.

APSE award - The Association for Public Sector Excellence (APSE) shortlisted the Shared Regulatory Services for one of its annual awards; the *Best Service Team of the Year: Environmental Health, Trading Standards and Regulatory Service* category. This is a huge achievement for a service that at that time had only been fully functional for less than two years.. It is testament to the huge amount of hard work and commitment shown by staff and the support of Elected Members over this short space of time.



Touchstone Award - The British Hallmarking Council recognised the enforcement work of SRS in tackling hallmarking issues across the region by granting a Highly Commended Award as part of the annual Touchstone Awards in 2018. The award related to a specific project carried out by SRS that saw officers conducting joint inspections with the Assay Office at locally based jewellery outlets to assess compliance with the Hallmarking Act 1973 and the description of goods under the Consumer Protection from Unfair Trading Regulations 2008.



South and West Wales Safety Group Awards –Officers from SRS were also recognised for their health and safety work in relation to the Bridgend Employers Engagement Project (BEEP) and business forum when they received a Certificate of Commendation from the South & West Wales Safety Group in 2018.

Public and stakeholders are able to access our services

Access to SRS services – The ability of the public and stakeholders to access SRS services is one of many desired outcomes for SRS. To aid the service in achieving this, we have during the last year:-

- **Launched our own Twitter account** - The SRS Twitter account @SRS_Wales was launched in September 2017 and is already proving successful in promoting the service as well as conveying key messages to residents and businesses alike.
- **Produced an SRS video** – The “We are Shared Regulatory Services” video was produced in house to promote the work of the service and our key priorities. All those who appear in the video are current employees of the service.
- **Produced an SRS guide** – The Short Guide to Shared Regulatory Services, was produced to promote the work of the service, key priorities and achievements. The guide was initially used to introduce newly elected members of the three Councils to SRS and is now available on the SRS website.
- **Improved the SRS website** – The SRS website has been improved to include an ‘About us’ page which includes the SRS video, the short guide to SRS and our Business Plan helping keep public and stakeholders informed about who we are and how we can help.

UKAS Accredited Metrology Laboratory - In July 2017, the metrology laboratory based at Cardiff County Hall was subject to a scheduled reassessment visit by auditors of the United Kingdom

Accreditation Service (UKAS). The purpose of the visit was to ensure continuation of the laboratory's compliance with ISO/IEC 17025 standard 'General requirements for the competence of testing and calibration laboratories'. When the laboratory went through its full audit in August 2016, the Auditors commented on their finding of *'a mature and very competent accredited laboratory for the scheduled calibrations, with no significant areas of weakness identified. The quality of calibration has been sustained for a considerable length of time and this is attributable to the professional diligent approach taken by the staff'*. At this recent reassessment, the Auditors were pleased to see that the high standard of work has been maintained and were particularly impressed with the recent investment in the metrology laboratory which has seen the purchase of some pieces of higher accuracy, state of the art equipment. This investment is already driving an increase in calibration work coming into the laboratory with an associated boost to SRS income generation. During the year SRS has calibrated and tested 753 weights and artefacts for a variety of businesses across different sectors. We have also undertaken Railweigher Verification's across the UK in support of external contractors.

Income generation underpins sustainable service delivery

Income generation – A key priority for SRS, is the adoption of a more commercial approach by developing 'paid for' services and marketing them to business. These commercial activities are aimed at complementing existing services whilst also providing income generation. During the last year the service has extended the number of Primary Authority partnerships to 20, and expanded the UKAS accredited Metrology Lab to provide additional services. Furthermore, the Service has provided food safety training in levels, 2, 3 and health and safety to 124 individuals and is planning to extend training further into areas such as HACCP and infection control.

Public Space Orders – The Pollution Control team have been taking the lead on bringing about new Public Space Protection Orders in the Vale. This involved coordinating the consultation process and working with the Police and internal departments to identify areas where there are high levels of alcohol-related anti-social behaviour. This is was an additional project for SRS outside the normal remit of Service with both Cardiff and the Vale commissioning the service to undertake this work. PSPOs are intended to deal with a nuisance or problems in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone so that the majority of law-abiding people can use and enjoy our public spaces and be safe from anti-social behaviours. Behaviours which can be controlled through restrictions or positive requirements within a PSPO can include controlling access over public land, the consumption of alcohol, dogs roaming freely and/or fouling, storage of household items or waste, storage of wheeie bins and aggressive behaviours linked to begging, street peddling or preaching. The next stage will be to look at other types of anti-social behaviour across the Vale, with particular attention being given to dog control.

Staff are effective in their roles

Investing in Staff Learning and Development – SRS is committed to developing staff to ensure they are effective in their roles. During the last year, the service has invested in a number of learning and development activities to support the business including:-

- A skills shortage required the service to recruit non-qualified officers to positions of Technical Officers in the Commercial Services team. This recruitment was on the proviso that they were required to successfully complete their professional examinations which would enable them to complete food hygiene inspections. Following on from the success of 3 of these officers attaining their professional qualifications in March 2017, a mentoring

programme was completed to ensure their confidence and competence in participating in the food business inspection programme during this year. This had a positive impact (along with other factors) on the performance targets, elevating the service area towards the original operating model design.

- We were also able to support two officers in achieving their food standards qualification and those officers also achieved their CSCATS and DCATS qualifications from CTSI. We are also in the process of supporting a further officer to achieve the Metrology qualification.
- During the last year, the service has provided legal competence training for officers together with a range of other professional development activities, which included a wide variety of training to support specific projects including sunbed training, product safety training, automotive training, e cigarette training, feed and food training, RIPA training and intellectual property training.

SRS Employee Survey – In January 2018, SRS undertook its first employee survey aimed specifically at SRS employees. The purpose of the survey was to establish employee perceptions of various aspects of working for Shared Regulatory Services after three years of operation. The survey was distributed electronically and achieved an approximate response rate of 77%. The results gathered provide a positive response from employees with 68.18% of results falling into the excellent to very good category. Some areas require further improvement and an action plan has been developed to address the key issues raised. The survey will take place annually.

Health and Safety Risk Review - Employers are responsible for the health, safety and welfare at work of all their workers, as are the employees themselves, who must take reasonable care of themselves and other people affected by work activities. During the last year, SRS reviewed its health and safety risk assessment in relation to its peripatetic workers, introducing a safer system of operation during office hours. This included the distribution of 21 Solo Protect ID devices to relevant officers which provides lone working monitoring through an alarm receiving centre. These discreet devices allow officers to alert the alarm receiving centre at the push of a button where the incident is verified and an appropriate response is then activated. GNSS (Global Navigation Satellite System) and A-GNSS (Assisted GNSS) technology enables the location of the officer to be identified and also incapacitation technology raises the alarm if a lone worker should suffer a trip, fall or unknown health issue.

Behaviour Framework and Workforce Plan – In early 2018, SRS developed its own Workforce Development Plan to illustrate how officers are supported and encouraged to develop new skills and work in different ways. Encompassing areas such as organisational culture, leadership and management, core skills, recruitment, retention and progression, communication and employee engagement and performance management, it provides a framework for learning and development. Supporting the Workforce Plan is a behaviour framework that was created to define how SRS employees are expected to approach their work. Containing a set of core behaviours, it provides details of behaviour and attitudes required of all employees and the trust placed in them to support the delivery of the SRS vision, priorities, outcomes and culture providing a framework for development opportunities identified through the performance review process.

Emerging issues

Delivering with less – the impact on Environmental Health service and citizens - The Auditor General for Wales has indicated that his 2018-19 work programme will include *"issues, themes and learning"* identified in earlier Local Government Study reports and a determination of how those recommendations have been addressed. The Auditor General is considering undertaking work looking at how the Councils have responded to the 2014 report "Delivering with Less – the impact on Environmental Health services and Citizens". There are also proposals to look at Corporate Safeguarding Arrangements. The SRS has a role to play in these assessments across all three partner Councils and discussions are underway with performance colleagues to prepare for any audit requirements. The previous audit made a number of conclusions and recommendations including the comment that *"with the exception of the proposed collaboration between Bridgend County Borough Council, City of Cardiff Council and the Vale of Glamorgan Council, no transformational programme of change has taken or is taking place. This means that work to future proof environmental health services to ensure that councils continue to meet their statutory responsibilities has been very limited in most Councils. This represents a risk for the health and well-being of all those living and visiting Wales."* Should the Auditor General decide to review progress against the report the SRS will be able to demonstrate a successful change programme and strong links to national and corporate priorities, despite challenging financial pressures.

Ensuring competency – The law continues to change and competency of our officers remains a high priority. For example, the Food Standards Agency published a revised Food Law Code of Practice which is currently out for consultation which makes a number of proposed changes, the most notable of which includes the clarification of qualification and competency requirements of local authority officers. This particular requirement introduces a new competency framework affecting retention of staff and places additional burdens on lead officers to assess competency of all food officers. Other changes in legislation are anticipated such as a increase of cotinual professional development training from 10 to 20 hours. It will be important to ensure SRS is equipped to manage these developments should they eventually be implemented.

FSA audit – The FSA Audit Report based on the audit conducted in March 2017 has yet to be agreed, however, preliminary indications suggest a number of opportunities for improvement that could be implemented by SRS during the forthcoming year.

Funding arrangements - The SRS has reviewed funding agreements with the partner Councils. The SRS was created in 2015 and a financial model agreed for three years. That model was delivered successfully, and the Joint committee agreed proposals for a financial plan covering the next three years of the shared service. Those reductions of 5% p.a. for the next three years need to be found from core services rather than authority specific services. This will necessitate some realigning of the service and proposals have been agreed for consultation with staff in Spring 2018. A final decision on implementing those budget savings will be made in September 2018.

Intelligence Operating Model – With the reduction in the budget available to SRS, there is a necessity to identify smarter, more efficient ways to deliver our essential services. Effective handling and analysis of intelligence has been a corner stone of Trading Standards delivery for a number of years, with the creation of the national Intelligence Operating Model (IOM). However, the Shared Service has yet to realise the full potential of the intelligence led approach at both the local and regional level. The aim of the IOM is to :-

- Be a flexible tool to assist in the frontline delivery of Trading Standards;
- Be used by all local authority Trading Standards Services regardless of size and resources

- Help to co-ordinate enforcement locally, regionally and nationally to avoid any potential enforcement gaps
- Enable informed decisions to be made in order to deal the highest risks and the greatest threats
- Help to identify current and emerging issues or problems
- Enable effective allocation of resources

In using the model and moving away from purely inspection driven regimes, services benefit from far more efficient tasking of officers on priority areas of work. Following an agreed set of criteria for the prioritisation of demands, intelligence packages can be prepared for actioning by professional staff, and this intelligence can be drawn from various sources including consumer complaint data, open source information from the internet, public records and media reports; and also closed source information from within the authority and that shared by partners.

Those Regulatory Services realising the full potential of the Intelligence led approach do so through embedding dedicated staff to perform intelligence handling and analysis, freeing professional officers to focus on their enforcement roles. While the IOM was developed with the Trading Standards discipline in mind, its success means that it is now finding a broader appeal including within the Environmental Health function of some authorities. This would be the aim of SRS in embedding the intelligence-led approach, initially within the Trading Standards, WIMLU, Major Investigations and Safeguarding disciplines, but then in time extending the principle to other areas of work

Major Events Liaison - For a number of years, the city of Cardiff has been gaining in popularity as an event location, and the Council is quite clear in its desire to attract in more and more high quality events. With the success of the 2017 Champions League event Cardiff's place on the map for national and international events now seems secure. The impact of this significant increase in the number and scale of major events being staged in the city is already being felt on SRS, particularly in the spring and summer 'events season'. As outlined in the 'Supporting the local economy section on page X, the primary areas of input are around food safety, ensuring that event caterers and other food outlets are at least broadly compliant; and health and safety, ensuring that arrangements for the running of the event fall within acceptable standards within the context of the Health and Safety at Work Act. Events are often staged on weekends and Bank Holidays as well as during evening times and this can add to the cost of attendance, and with the small SRS team working on events (in addition to other duties), having more than one event on a given day causes significant operational difficulties. Within the context of the reducing SRS budget, it is clear that our involvement in major events, crucial to public wellbeing and safety, is in need of review; as is our ability to recover cost for the services provided at events in order to enhance the officer resource that can be allocated.

What we plan to do next

Maximising the use of resources

Lead
Responsibility

SRS operates effectively and efficiently across all 3 areas

In the context of a reducing budget, implement the Intelligence Operating Model as the new way of working across the Wales Illegal Money Lending Unit, Trading Standards, Major Investigations and Safeguarding disciplines, with a view to this approach being extended to other areas of the Service in time.

H Picton/C Hill

Engage with any audits emanating from the Auditor General of Wales across the 3 LA areas in relation to environmental health and safeguarding.	D Holland
Prepare and implement budget savings for 2019/10.	D Holland
Implement the service wide customer engagement survey.	H Picton
Implement improvements identified in the FSA Audit Report once agreed and published.	C Hill

Public and stakeholders are able to access our services

Review the effectiveness of current mechanisms used by stakeholders to access SRS services particularly in relation to telephone and email contact.	H Picton
Improve the process of licensing decision making through the provision of elected member training.	W Lane
Develop website to facilitate the consultation of Environmental Permit Applications.	W Lane

Income generation underpins sustainable service delivery

Employ best practice mechanisms to undertake a comprehensive review of licensing fees.	W Lane
Review the role of SRS in providing support to major events including the determination of the true cost to the Service in providing support across the three local authority areas.	H Picton
Identify examples of good practice in income generation elsewhere, and evaluate the effectiveness of similar models being adopted by SRS.	H Picton

Staff are effective in their roles

Continue to build upon the cross training undertaken within the Pollution Team and review resource and development activities to ensure that employees are competent and capable to work across different disciplines within Neighbourhood Services.	W Lane
Implement a training programme for Food Safety Officers to develop confidence and competence in food standards interventions.	C Hill
Complete the PDR process with all SRS employees.	All OMs /TMs
Review Workforce Development Plan.	C Hill
Complete actions identified in the SRS Staff Survey Action Plan 2018	D Holland
Undertake a staff survey	H Picton
Implement any recommendations arising from the review of the Food Law Code of Practice in relation to ensuring competency and qualification of food officers.	C Hill

What we will measure during 2018/19

Performance Measures 2018/19	Target
Average days sickness per FTE.	5.00
% of Staff Performance Development Reviews completed.	100%
% of staff undertaking 10 hours CPD/personal development during the year.	100%
% of staff who feel they are able to achieve the right balance between work and home life.	100%
% of staff working in SRS who are satisfied with their job in SRS.	100%
% of customers and Council members satisfied with their ability to access the facilities and services they need from SRS.	90%

Appendix 1 – Risk Register

Risk Register Risks									
Risk Description and Consequence		L	C	Inherent Risk	Current controls	L	C	Residual Risk	Owner
RR1	Insufficient resources, and capacity to deliver planned services will result in loss of service provision and reduction in performance.	A	1	Red	The Service is examining new ways of prioritising services and using risk based approaches to activities in line with reduced resources.	B	2	Amber	Head of Service
RR2	The complexities of resource allocation may result in a lack of understanding and misalignment of resources.	A	1	Red	Dedicated accountant appointed for the Service. Governance arrangements in place to address lack of understanding. Review and standardisation of financial processes ongoing.	C	2	Amber	Head of Service
RR3	The lack of functioning ICT systems could hinder the ability to work as a single service unit and affect the Service's ability to work smarter and more efficiently.	A	1	Red	The web based Tascomi database implemented across all 3 authorities in 2017 facilitates remote access. Laptops and mobile devices rolled out to staff to allow for more agile working.	C	3	Amber/ Green	Head of Service
RR4	Failure to ensure consistency in delivery across the 3 areas would result in the service delivering different working practices, policies and procedures leading to inconsistencies across the 3 areas and inefficiency.	A	2	Red	Regular review of key policies and procedures will continue with a view to improvement and harmonisation during 2018/19.	C	3	Amber/ Green	Management Board
RR5	Inability of staff and managers to adapt to a new working environment and culture of agile working	B	2	Red	Developing the right culture is a key theme of the proposed Workforce	C	3	Amber/ Green	SRS Management

	could impact negatively on staff subsequently affecting the service's ability to provide high quality services in a flexible way.				Development Plan. Crucial to this will be the development of a framework that identifies the required behaviours of staff.				Team
RR6	Failure to implement proper controls and management of data protection may result in breaches of the legislation and difficulties in sharing/transferring data between the 3 authorities.	B	2	Red	Protocol for sharing data has been developed. This will require review against the GDPR 2018.	C	3	Amber/ Green	SRS Management Team
RR7	Failure to identify and resource staff learning and development needs to address changes in roles and immediate needs and long term goals of the service could result capability issues amongst staff which would affect the Service's ability to deliver services.	A	2	Red	Implement the workforce plan for the service.	D	3	Green	SRS Management Team
RR8	The positioning of Shared Regulatory Services under a host authority, together with unique branding may result in the Service becoming divorced from its constituent Councils or marginalised	B	2	Red	The Service will remain relevant to all 3 authorities through links into Corporate Plans of 3 authorities. Links maintained with members and senior officers. Successes of the new service promoted.	C	3	Green	Head of Service
RR9	Implementation of new legislation may create additional demands on service delivery.	B	3	Amber	Workloads reviewed and monitored and process in place for Head of Service to regularly report to partner authorities.	D	3	Green	Head of Service

Appendix 2 – Action Plan

Improving health and wellbeing

Lead
Responsibility

The food chain is safe and free from risks

Develop and adopt the Food and Feed Law Enforcement Plan 2018/19 setting out the arrangements in place to discharge food safety duties.

C Hill

Develop and adopt the Port Health Plan 2017/18.

C Hill

Risks in the workplace are managed properly

Develop and adopt the Section 18 Health and Safety Service Plan 2017/18 setting out the arrangements in place to discharge health and safety duties.

C Hill

Undertake smoke-free enforcement exercises in shisha bars.

C Hill

Engage with Welsh Government on the implementation of the Public Health (Wales) Act 2017.

C Hill/H Picton

Noise and air emissions are controlled

Feed into planning policy by providing comments and data to WG for publication of Environmental Noise (Wales) regulations 2006, Noise and soundscape action plan 2018-2023.

W Lane

Develop Supplementary Planning Guidance on noise and air quality in Cardiff as part of the Air Quality Strategy.

W Lane

A safe trading environment is maintained

Undertake a programme of market surveillance to remove counterfeit and unsafe products from the market with a particular focus on items in the home such as cosmetic products and electrical items and counterfeit and unsafe household products such as cleaning products.

C Hill

Undertake a joint project between Trading Standards and Private Sector Housing in relation to the safety of wood burners, second hand goods including white goods, second hand furniture and fire labelling and EPC in private lets.

C Hill

Undertake an advisory campaign to retailers who sell acid products across the SRS region to keep records of sales and implement a voluntary age restriction on the sale of products.

C Hill

Licensed premises operate responsibly

Undertake a review of the Statement of Licensing Act Policy (SLP) and Cumulative Impact Zone in line with the revised Section 182 Guidance in Cardiff and Bridgend and publish, following consultation with stakeholders and obtaining Council approval.

W Lane

Undertake a review of the Statement of Gambling Act Policy in Bridgend, Cardiff and the Vale of Glamorgan and publish, following consultation with stakeholders and obtaining Council approval.

W Lane

The quality of private rented property is improved

In conjunction with Rent Smart Wales conduct audits of letting agents to ensure they are complying with legal requirements, licence conditions and code of practice and by delivering key messages in relation to non-compliance.

W Lane

Undertake a proactive exercise within the Bridgend area to obtain information on HMOs outside the Mandatory Scheme to ensure appropriate checks are undertaken.

W Lane

Undertake a proactive exercise within the Plasnewydd area of Cardiff to identify unlicensed HMOs and ensure licence applications are made in accordance with the Additional Licensing Scheme.

W Lane

Work with the Fire and Rescue Service and Welsh Government in response to the Grenfell Fire by ensuring the remediation of any buildings under the remit of SRS.

W Lane

Implement a training programme for SRS employees on the implications of the Renting Homes Act.

W Lane

Infectious disease is controlled and prevented

Secure approval of the Communicable Disease Service Plan 2018/19.

C Hill

Deliver regional Infection control workshops to tattooists and skin piercers to ensure consistent compliance with infection control legislation and to prepare businesses for the special procedures requirements set out in the Public Health Bill.

C Hill

Safeguarding the vulnerable

Lead
Responsibility

Children are protected from harmful substances and products

Undertake an underage sales exercise in relation to the newly introduced Public Health (Wales) Act 2017 and the arrangement of intimate piercings, taking appropriate action against those practitioners that commit offences.

C Hill

Conduct an underage sales exercise in relation to on line alcohol delivery sales to persons under the age of 18.

C Hill

Older and vulnerable people are protected from rogue traders and scams

Improve access to safeguarding information on SRS website by reviewing and improving information on web pages.

H Picton

Raise awareness of scams, doorstep crime and other safeguarding issues by developing leaflets and guidance and participating in community events.

H Picton

Build relationships with trade federations such as the Federation of Master Builders to scope out current trading practices across the region and inform future priorities for intervention including intelligence, education and enforcement activities.

H Picton

Illegal money lending activities are prevented

Repeat the Proceeds of Crime funded community projects exercise which invites applicants from across Wales to bid for funding to progress projects and initiatives linked to the prevention and raising awareness of illegal money lending activities.

H Picton

Use POCA monies to roll out a bilingual version of the '*Fistful of Feathers*' children's story book, making a copy available for each and every primary and state nursery school in Wales. By using the story book to educate young children about illegal money lending, discussion in the home will result in a powerful message being delivered mirroring the success of 'stop smoking' messages targeted in the same way.

H Picton

Raise the profile of the Wales Illegal Money Lending Unit through media engagement, including participation in a radio documentary about the work of the Unit, with a view to increasing the number of complaints received about loan sharks.

H Picton

Vulnerable people are not subject to exploitation, slavery or trafficking

Undertake a programme of training and awareness of Child Sexual Exploitation with the taxi community and other stakeholders.

W Lane

Undertake a training programme for SRS Officers to recognise exploitation, slavery or trafficking during the course of their duties.

W Lane

Taxi provision is safe and fair

Review the current written Hackney Carriage/Private Hire Drivers knowledge test to incorporate questions relating to child sexual exploitation in line with the CSE booklet produced in 2017.

W Lane

Engage with Welsh Government on proposed new taxi legislation to govern the licensing of hackney carriage and private hire vehicles.

W Lane

Protecting the environment

Lead
Responsibility

The environment is protected from harmful emissions to land, air and water

Provide technical lead to Cardiff Council in undertaking Feasibility Study to achieve compliance with legal limit for Nitrogen Dioxide ensuring Initial Plan is completed by September 2018 and developing the final Plan.

H Picton

Submit annual progress reports for LAQM Duties for Bridgend, Cardiff and Vale.

H Picton

Review Air Quality data and consider the implementation and revocation, as appropriate, of Air Quality Management Areas within the region.

H Picton

Finalise the harmonised Contaminated Land Strategy for Bridgend, Cardiff and the Vale of Glamorgan.

H Picton

People will use energy efficient buildings and products

Undertake an assessment of the implications arising from the introduction of the Energy Performance Certificate Regulations and develop an options appraisal for consideration by partner councils on how councils would prefer task to be managed.

W Lane

Build on the proactive work undertaken in relation to empty homes in order to increase the number of empty homes brought back into reuse in Cardiff.

W Lane

Work in conjunction with Cardiff Council's Housing Strategy Team to maximise opportunities to reduce the number of empty homes.

W Lane

Review and consult upon Cardiff Council's Empty Property Policy.

W Lane

Work with British Gas to deliver the Warm Homes Nest Scheme by undertaking inspections of private rented properties in accordance with the Housing Health and Safety Rating System.

W Lane

Animals are treated humanely

Finalise Fly Grazing and Stray Horse Procedure.

H Picton

Work with partner agencies in investigating reports of any dog breeding activities that are in breach of the Animal Welfare (Breeding of Dogs) (Wales) Regulations 2014.

H Picton

Participate in a national exercise to test the Government's National Contingency Plan and policies for the control of outbreaks of Foot and Mouth Disease.

H Picton

Communities are protected from nuisance and are safer

Consult on proposed Public Space Protection Order to provide dog controls within Vale of Glamorgan.

W Lane

Consult on proposed Public Space Protection Order to provide dog controls in Cardiff.

W Lane

Supporting the local economy

Lead
Responsibility

A fair trading environment is maintained

Undertake a weights and measures survey focusing on the night time economy with specific emphasis on cocktails, descriptions and pop up bars.

C Hill

Conduct visits to all off licence retailers of alcohol to provide literature on the new Minimum Unit Pricing requirement and raise awareness amongst consumers, providing guidance and compliance support as appropriate.

H Picton

Informed and confident consumers

Launch a 'Buy with Confidence' (responsible trader) scheme across the region to provide residents with peace of mind when shopping or choosing a tradesperson whilst supporting reputable businesses with a 'Trading Standards approved' endorsement.

H Picton

Support National Scams Month by provide training to staff across the Vale of Glamorgan Council via the i-Dev online system and staging a Friends against Scams engagement event.

H Picton

Improved business practices and operation

Extend training provision to business by developing and offering training in HACCP and Licensing.

H Picton

Develop and promote advisory guidance for food businesses including the development of 'talking heads' on the SRS website.	H Picton
Build on the success of the 2017 Food Safety and Primary Authority training at the Principality Stadium, by staging a similar event, targeting those businesses who were unsuccessful in gaining places at the last event.	H Picton

Accessible services responsive to business needs

Promote the benefits of Primary Authority partnerships with a view to extending the number held with SRS.	H Picton
Following the success of providing food safety training in the Urdu language, deliver training to other identified businesses having staff for whom English isn't the first language.	H Picton
Review outputs of the quarterly Taxi Fora that facilitates engagement with drivers, operators and vehicle owners and consider any proposals for changes to the taxi licensing regime in Cardiff and the fora as a mechanism for effective engagement.	W Lane

Maximising the use of resources

Lead Responsibility

SRS operates effectively and efficiently across all 3 areas

In the context of a reducing budget, implement the Intelligence Operating Model as the new way of working across the Wales Illegal Money Lending Unit, Trading Standards, Major Investigations and Safeguarding disciplines, with a view to this approach being extended to other areas of the Service in time.	H Picton/C Hill
Engage with any audits emanating from the Auditor General of Wales across the 3 LA areas in relation to environmental health and safeguarding.	D Holland
Prepare and implement budget savings for 2019/10.	D Holland
Implement the service wide customer engagement survey.	H Picton
Implement improvements identified in the FSA Audit Report once agreed and published.	C Hill

Public and stakeholders are able to access our services

Review the effectiveness of current mechanisms used by stakeholders to access SRS services particularly in relation to telephone and email contact.	H Picton
Improve the process of licensing decision making through the provision of elected member training.	W Lane

Develop website to facilitate the consultation of Environmental Permit Applications.

W Lane

Income generation underpins sustainable service delivery

Employ best practice mechanisms to undertake a comprehensive review of licensing fees.

W Lane

Review the role of SRS in providing support to major events including the determination of the true cost to the Service in providing support across the three local authority areas.

H Picton

Identify examples of good practice in income generation elsewhere, and evaluate the effectiveness of similar models being adopted by SRS.

H Picton

Staff are effective in their roles

Continue to build upon the cross training undertaken within the Pollution Team and review resource and development activities to ensure that employees are competent and capable to work across different disciplines within Neighbourhood Services.

W Lane

Implement a training programme for Food Safety Officers to develop confidence and competence in food standards interventions.

C Hill

Complete the PDR process with all SRS employees.

All OMs /TMs

Review Workforce Development Plan.

C Hill

Complete actions identified in the SRS Staff Survey Action Plan 2018

D Holland

Undertake a staff survey

H Picton

Implement any recommendations arising from the review of the Food Law Code of Practice in relation to ensuring competency and qualification of food officers.

C Hill