

**CARDIFF COUNCIL  
CYNGOR CAERDYDD**



**CABINET MEETING: 2 NOVEMBER 2017**

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**SHARED REGULATORY SERVICES ANNUAL REPORT 2016-17**

**CLEAN STREETS, RECYCLING & ENVIRONMENT  
(COUNCILLOR MICHAEL MICHAEL)**

**AGENDA ITEM: 2**

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**DIRECTOR CITY OPERATIONS**

**Reason for this Report**

1. To enable the Cabinet to receive and note the Shared Regulatory Services Annual Report 2016-17.

**Background**

2. In April 2015, Cardiff Council, Bridgend County Borough Council and the Vale of Glamorgan County Borough Council signed a Joint Working Agreement (JWA) for the provision of regulatory services across the three Council areas. The document created the Shared Regulatory Service (SRS) and the SRS Joint Committee.
3. The Cabinet Member for Clean Streets, Recycling & Environment and the Chair of Licensing Committee are the two Cardiff Council representatives on the SRS Joint Committee following appointment by the Council on 25 May 2017.
4. In accordance with Clause 5.1 of the JWA, the SRS is required to produce an annual report that covers the operational and financial performance of the service for the preceding year. The SRS Annual Report 2016-17 covers the period from 1 April 2016 to 31 March 2017 and was approved by the SRS Joint Committee on 27 June 2017.

**Issues**

5. In July 2017, the Council ratified the insertion of a new Clause 5.6 into the JWA to enable each partner authority's Cabinet to receive the SRS Annual Report, for information purposes, apprising them of the decisions taken and functions carried out by the SRS Joint Committee over the preceding financial year, as well as the performance and financial position of the SRS.

6. A copy of the report considered by the SRS Joint Committee on 27 June 2017, which includes the SRS Annual Report 2016-17, is attached as **Appendix A** to this report.
7. The SRS Annual Report 2016/17 has been approved by the SRS Joint Committee and is for information only.
8. The SRS Annual Report 2016-17 reflects upon the second year of operation of the SRS. It outlines the performance of the SRS in 2016-17; the progress made in achieving the objectives set out in the SRS Business Plan 2016-17, and the summary revenue account and statement of capital spending.

### **Operational Performance and Implications**

9. The key aspects of operational performance from the annual report are as follows:
  - Sickness absence levels for 2016/17 were 5.39 days per FTE person. This is below the Council's average.
  - A new database employing "cloud" technology was introduced in February 2017 that allows improved digital and agile working.
  - Wales Illegal Money Lending Unit (WIMLU) has supported 134 victims of loan sharks with some £357k of debt 'written off' and they continue to have support to improve their financial capability going forward.
  - 134 fly grazing horses were seized during the 12 month period by the Animal Health and Welfare Officers
  - 847 Houses of Multiple Occupancy (HMO) licences were issued, representing a 30% increase in performance on any previous total since the introduction of the Housing Act 2004. This activity carries represents a range of significant public health interventions to ensure that standards of fire safety and amenity are being maintained in the private rented sector.
10. Key operational implications for Cardiff Council are as follows:
  - Authority Specific Services for Cardiff Council had an overspend of £289,000. This is linked to adjustments in respect of the purchase of multiple year licenses adjusted for at year end within both the Licensing and HMO sections.
  - The performance relating to 'new' Food Hygiene businesses identified and visited in Cardiff remains challenging due to turnover of businesses. As a result, the performance on this indicator for 2016/17 was 84.86% and did not meet the target of 100%. Monitoring will continue at quarterly reviews and performance is anticipated to improve. It should be noted that the number of high risk inspections of category C businesses did exceed the 80%

target with 95.23% businesses visited – this represents 698 visits of the 733 premises identified.

- The performance of Cardiff Council's own Food Hygiene and operational performance has now improved controls in place and Shared Regulatory Service are and will provide explicit resource as required to support improvements in this area.
- Performance Indicator PSR/004 – “empty properties brought back to use” is not explicitly mentioned in the Annual Report as Shared Regulatory Services do not perform this function in the Vale or Bridgend. This has been a source of some concern regarding the low KPI performance on this indicator. However, a new Officer position within the Shared Service is now in place to work proactively, together with colleagues in Housing & Neighbourhood Renewal, to contribute to the indicator surrounding bringing empty homes back into beneficial use. In 2016/17 the performance level achieved was 12 of the 20 properties target. In terms of 2017/18 the target is to bring back into use 40 properties and this target is on programme to be achieved and will be monitored moving forward.

11. The management of key operational performance and implication is through the Client lead for Shared Regulatory Services in City Operations. The Client lead works closely with Finance, Legal and other Service Areas to ensure that the delivery of services are to the required level and where required improvements are implemented.

### **Reason for Recommendations**

12. To comply with Clause 5.6 of the revised SRS Joint Working Agreement, which enables the Cabinet to receive the SRS Annual Report 2016-17 for information purposes.

### **Financial Implications**

13. The SRS Annual Report is a common report to all 3 authorities and the financial implications are embedded within the annual report.

### **Legal Implications**

10. The SRS Annual Report is a common report to all 3 authorities and the legal implications are within the annual report.

### **RECOMMENDATION**

Cabinet is recommended to note the Shared Regulatory Services Annual Report 2016-17.

**ANDREW GREGORY**

Director

27 October 2017

*The following appendix is attached:*

Appendix A: Shared Regulatory Services Joint Committee Report, 27 June 2017 – Shared Regulatory Services Annual Report 2016-17.

*The following background papers have been taken into account*

- Council Report, 20 July 2017: Shared Regulatory Services – Review of Joint Working Agreement
- Cabinet Report, 6 July 2017: Shared Regulatory Services – Review of Joint Working Agreement
- Joint Working Agreement approved by County Council of the City and County of Cardiff - 20<sup>th</sup> July 2017
- Shared Regulatory Services Business Plan 2017-18.