

Shared Regulatory Services (SRS)

Environmental Scrutiny Committee

Cardiff 7th May 2019



Shared
Regulatory
Services

Gwasanaethau
Rheoliadol
a Rennir

Shared Regulatory Services (SRS)

- A fully integrated Regulatory Services function delivering Environmental Health, Trading Standards and Licensing across **Bridgend, Cardiff, and the Vale of Glamorgan**
- **One** management structure
- A robust, sustainable, collaborative service that is more resilient and better placed to meet future demands

The SRS Business Plan

- The SRS Business Plan delivers the statutory “Regulatory” requirements placed upon each Council
- The SRS Business Plan supports the corporate aspirations of each Council through our five priorities

Corporate Priorities




As a regional organisation providing regulatory services across 3 local authority areas, Shared Regulatory Services places the corporate priorities and outcomes of the three councils at the heart of all that we do.

Shared Regulatory Service Business Plan



Our Business Plan demonstrates how through the development of our own strategic priorities Shared Regulatory Services will deliver the priorities of all 3 authorities, together with the needs and aspirations of our partners and customers.

Personal Performance & Development Reviews



#IT'SABOUTME

Performance and Development Reviews capture the contribution individuals make to Corporate and Service priorities and provide opportunity for learning and development.

The SRS Business Plan – Delivering for Cardiff

- Capital Ambition
 - Help protect the public and ensure businesses act responsibly through the provision of the collaborative Regulatory Service.
 - Ensure taxi users and visitors to the city experience a consistently high-quality and safe service and that Cardiff taxi drivers are provided with a level playing field by using our regulatory powers to support customers and providers.
 - Reduce the number of problem and vacant houses through the Empty Homes Policy.
 - Drive up standards in the private rented housing sector by ensuring private landlords comply with their legal obligations under the Housing (Wales) Act 2014.

SRS Priorities



Improving health and wellbeing



Safeguarding the vulnerable



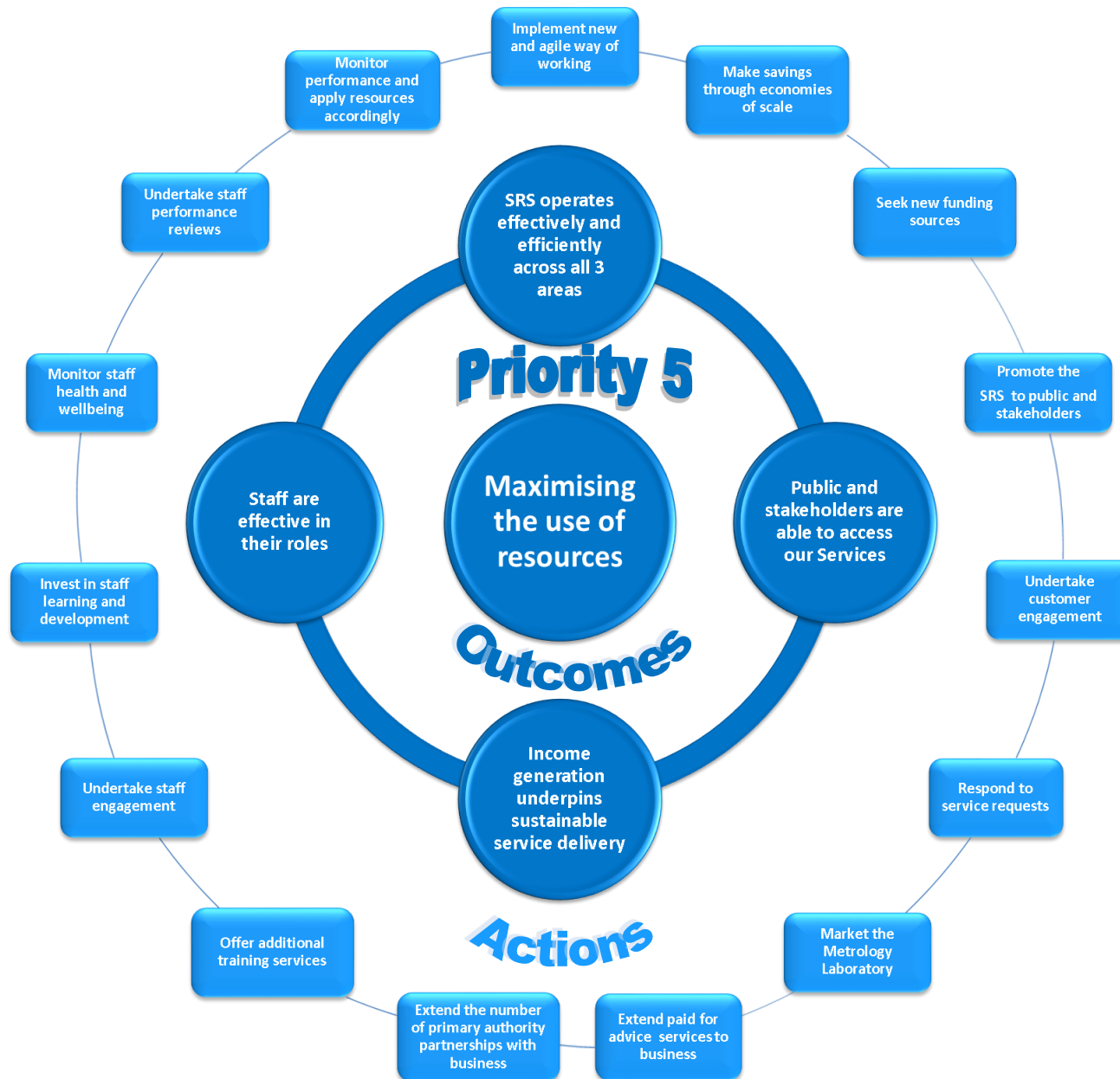
Protecting the environment



Supporting the local economy



Maximising the use of resources



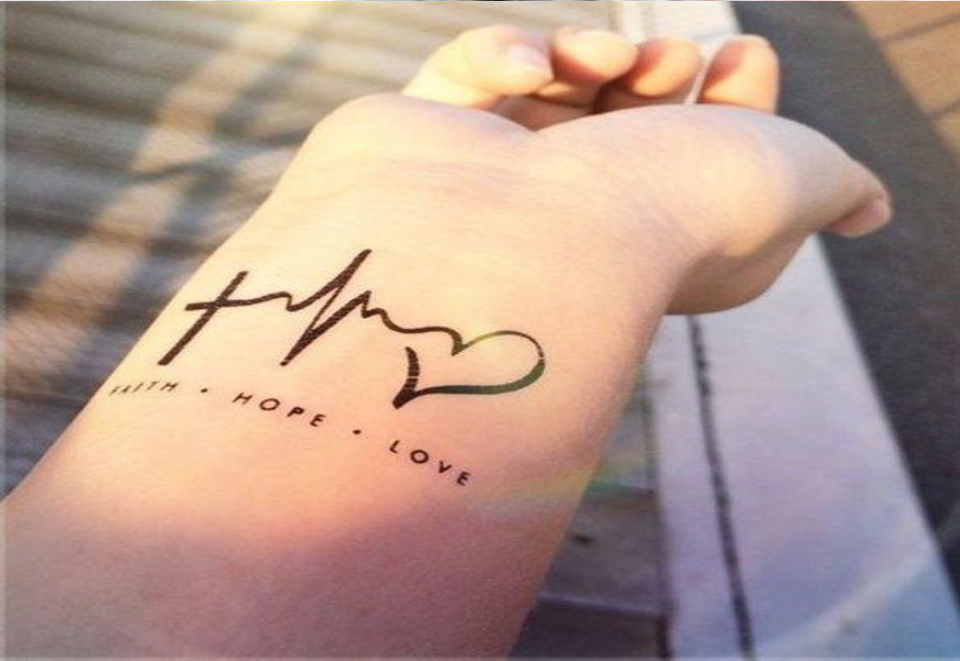
The SRS cycle

- Section 6 of the plan – our activities
 - What did we do?
 - What did we learn?
 - What is coming our way?
 - What will we do in the next year?

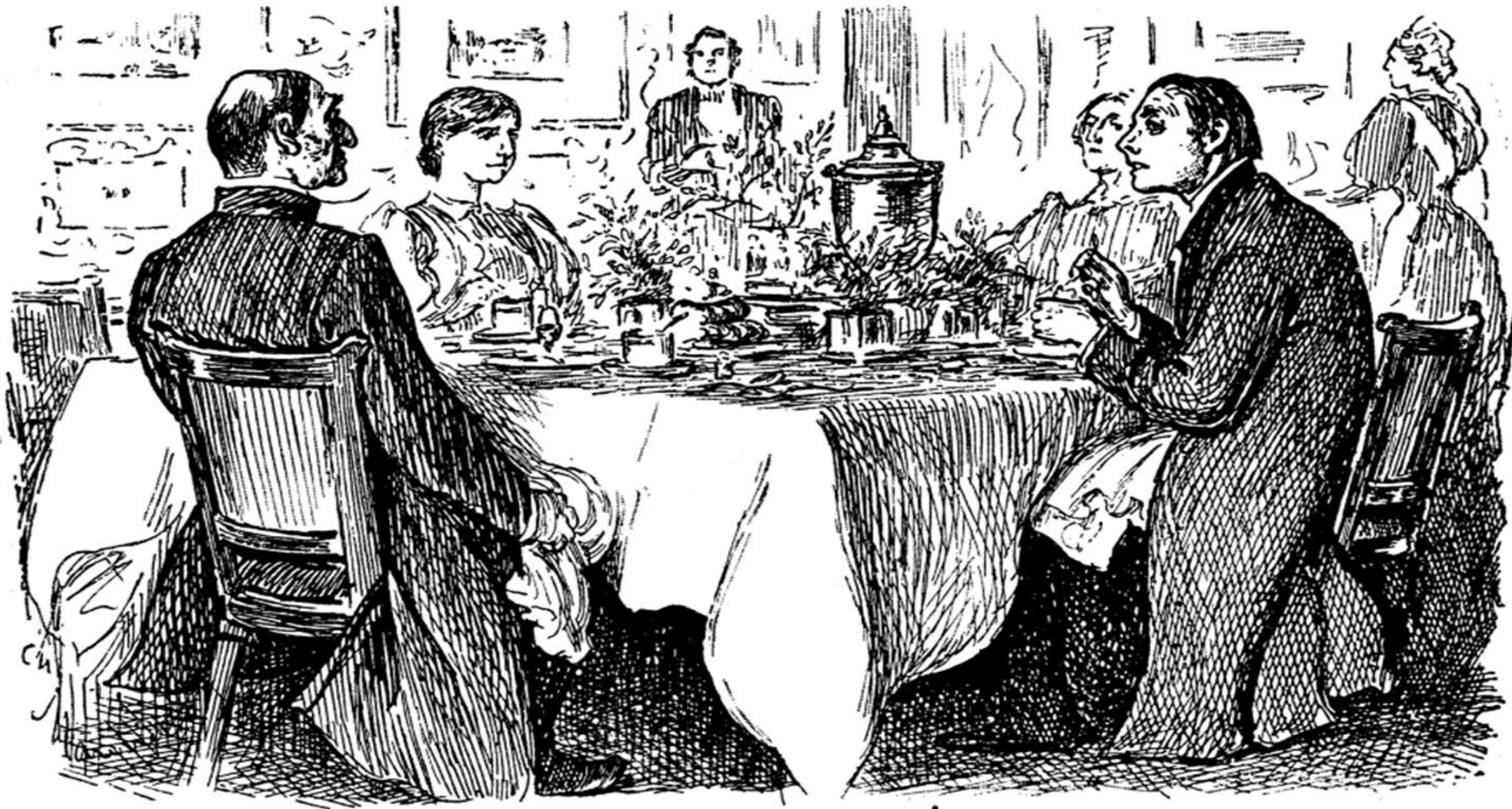
Performance – Critical success factors

- **People** – Competency and motivation to deliver the service
- **Performance** – Saying what we do; doing what we say
- **Processes** – systems harmonised
- **Pounds** – value for money, within budget
- **Perceptions** – what people think of us
- **Place** – locations, relationships with customers
- **Partners** – Joint working, supporting common goals
- **Positioning** – Relevance
- **Passion** - Can do, want to

Positioning for the future



How is it going?



TRUE HUMILITY

Right Reverend Host. “I’m afraid you’ve got a bad egg, Mr. Jones!”

The Curate. “On no, my lord, I assure you! Parts of it are excellent!”