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## CORRESPONDENCE FOLLOWING THE COMMITTEE MEETING

**Committee** ENVIRONMENTAL SCRUTINY COMMITTEE

**Date and Time of Meeting** TUESDAY, 7 MAY 2019, 4.30 PM

Please find below correspondence send by the Committee Chair following the meeting, together with any responses received.

For any further details, please contact [scrutinyviewpoints@cardiff.gov.uk](mailto:scrutinyviewpoints@cardiff.gov.uk)

12 **Correspondence Following the Committee Meeting** (Pages 3 - 24)

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Ref: RDB/RP/MM/07.05.2019

14 May 2019

Councillor Michael Michael,  
Cabinet Member for Clean Streets, Recycling & Environment,  
County Hall,  
Atlantic Wharf,  
Cardiff CF10 4UW.



Dear Councillor Michael,

**Environmental Scrutiny Committee – 7<sup>th</sup> May 2019**

On behalf of the Environmental Scrutiny Committee I would like to thank you and the officers for attending the Committee meeting on Tuesday 7<sup>th</sup> May 2019 to discuss the items on the 'Planning, Transport & Environment – Directorate Delivery Plan – 2019/20' and the 'Draft Shared Regulatory Services – Business Plan 2019/20'. The comments and observations made by Members on the areas relevant to your portfolio of responsibility are set out in this letter.

**Planning, Transport & Environment – Directorate Delivery Plan – 2019/20**

The Committee asked for a progress update on the delivery of ward based action plans. They were told that these would be delivered within six months, however, they would be area based rather than ward based. An officer went on to explain that the roll out had been delayed to ensure that the area based action plans were developed using accurate information. I would be grateful if you could confirm a start date for the area based action plans, along with details on the services involved and geographical boundaries allocated for each action plan. In addition to this the Committee asks that you make the roll out of the scheme available for scrutiny before the end of 2019.

Members asked during this item what could be done to improve the accuracy and speed of waste data collected for both commercial and domestic waste streams. An officer explained that it was possible to tell immediately how much overall waste was collected, however, waste data flow needed actual quantities for specific materials – to make this more complicated, for the

material to count towards recycling figures it had to be supported by a processing receipt. Members then asked if it was possible to provide recycling statistics by ward and were told that it was not. This created some confusion during the way forward as several Members seemed to think that they had been shown ward based recycling rates in the past. To resolve this confusion I would be grateful if you could confirm if it is still possible to provide ward based recycling rates, and if it isn't to provide an explanation as to what has changed since ward based recycling rates were published in the past.

A Member commented on the importance of producing local food and then asked what the Council was doing to encourage local food production. An officer explained that a Food Strategy was being developed and that it would be presented to Cabinet in the summer. With this in mind it would be appreciated if you could ask officers to liaise with Scrutiny Services to arrange pre decision scrutiny on Cardiff's new Food Strategy.

One of the Members asked a question about the large number of missed collections that recently took place on a Saturday after the bank holiday in North Cardiff. In particular, he referred to the fact that after raising a query on the matter it took 12 days for an officer response. He was told that there had been issues with vehicle breakdowns, staff availability and sickness, with the officer then explaining that an action plan was being developed to prevent such an event happening in future. To help provide the Committee with assurance that this will not be repeated I would be grateful if you could provide them with a copy of the action plan once it is completed.

### **Draft Shared Regulatory Services – Business Plan 2019/20**

Members were concerned to hear that the service had experienced some recent issues around recruitment and retention, particularly for the Food Hygiene Service that is in the process of recruiting five new officers to replace staff who had left to pursue other employment opportunities. They hope that the current recruitment process is successful and that the temporary reduction in staff does not have a negative impact on the Food Hygiene Service's ability to carry out all of the necessary visits. They ask that the Shared Regulatory

Service undertakes a short review to assess what can be done to prevent such a sudden loss of staff in future, and that they share any findings and future actions from this work with the Committee.

During the meeting officers explained that the Shared Regulatory Service had a supply of 'cold calling zone stickers' that they could make available to any councillors who wanted them to distribute in their wards. The Committee thought that this would be very popular with local councillors and have asked for a supply to be sent to Cardiff Council's Member Services. On arrival, Member Services could send out a short email explaining that they are available to all councillors for collection and distribution.

At the meeting a Member expressed his frustration at the outcome of a recent illegal tobacco investigation in his ward in which the Shared Regulatory Service had played a major role. He commented that they had caught the shop owner selling illegal tobacco, confiscated the contraband and then fined him £2,000. Despite this, it was obvious that the shop owner had quickly restocked and continued with the illegal trade. The fine and inconvenience were merely 'a part of the business plan'. The Member felt that the service needed to be able to apply more sanctions and pressure, but was told that this would not be possible as a dedicated resource would be required. This is something that is not affordable within the constraints of the current Shared Regulatory Service budget. An officer went on to explain that such an operation would only work if new powers were introduced in Wales, it was properly funded and supported by trading standards professionals. On this basis, the Committee ask that you work with the Shared Regulatory Service to lobby Welsh Government for more powers and money to tackle the illegal tobacco trade, because without such an investment the problem will persist.

The Committee is concerned that the future of the 'Out of Hours' service looks uncertain due to financial and other pressures. Members believe that this is an important service, which if lost would make it difficult to tackle a wide range of late night anti-social behaviour. Should a proposal be put forward to close the 'Out of Hours Service', then I would ask that you inform the Committee

directly before a decision is taken so that scrutiny can be undertaken on the matter.

I would be grateful if you would consider the above comments and provide a response to the content of this letter. Some of the information in this letter has been included in the letters to Councillors Wild, Mackie and Thorne, therefore, I am happy to receive a combined response to the relevant parts.

Regards,

Handwritten signature of Ramesh Patel in black ink.

Councillor Ramesh Patel

Chairperson Environmental Scrutiny Committee

Cc:

- Andrew Gregory - Director of Planning, Transport & Environment
- Matt Wakelam – Assistant Director, Street Scene
- Jane Cherrington - Operational Manager, Waste Strategy & Enforcement
- Dave Holland – Head of the Shared Regulatory Service
- Christina Hill – Operational Manager, Commercial Services
- Helen Picton – Operational Manager, Enterprise & Specialist Services
- Will Lane – Operational Manager, Neighbourhood Services
- Davina Fiore - Director of Governance & Legal Services
- Members of Cardiff's Environmental Scrutiny Committee

Ref: RDB/RP/CW/07.05.2019

14 May 2019

Councillor Caro Wild,  
Cabinet Member for Strategic Planning & Transport,  
County Hall,  
Atlantic Wharf,  
Cardiff CF10 4UW.



Dear Councillor Wild,

**Environmental Scrutiny Committee – 7<sup>th</sup> May 2019**

On behalf of the Environmental Scrutiny Committee I would like to thank the officers for attending the Committee meeting on Tuesday 7<sup>th</sup> May 2019 to discuss the items on 'Pre Decision Scrutiny: LED Street Lighting on Residential Highway Network' and 'Planning, Transport & Environment – Directorate Delivery Plan – 2019/20'. The comments and observations made by Members on the areas relevant to your portfolio of responsibility are set out in this letter.

**Pre Decision Scrutiny: LED Street Lighting on Residential Highway Network**

Members are supportive of the scheme to roll out LED street lighting across Cardiff's residential highway network. It generates savings, reduces carbon emissions and adds to the Council's credentials as an organisation that is supporting the declaration of a climate emergency. They urge you and the service area to deliver the scheme as quickly as possible.

The Committee felt that the savings proposals and modelling provided in **Appendix 2** were very conservative, for example, assuming a constant energy saving value of £424,000 for 15 years seemed exceptionally cautious based on the consistent rise of energy prices over the last 20 years. Given the ongoing need to achieve budget savings, the Committee would ask you to give thought to adding in a small assumed increase in the 'Financial Benefits – Cashable' across the 17 year period of the business model. These

assumed savings could then be built into the medium term financial plan for the Directorate when they are looking for future budget savings.

During the meeting Members were told that the LED Street Lighting Scheme would potentially generate a 45% maintenance saving due to the reliability of the LED lights and improved light monitoring abilities of the Central Management System (CMS). I would be grateful if you could confirm the value of the total maintenance budget that will support this 45% saving.

Members were told that all of the street lights on the residential highway network would be converted to LED as a result of the proposed procurement exercise, with the exception of the street lights under the control of Parks and Housing. It was explained that these had not been added to the procurement proposal because the service area does not have control over this lighting, or the required information to include them within the exercise. This is a positive scheme that generates income and helps to reduce the Council's carbon emissions, therefore, the Committee recommends that the Council acts as a single body and adds the Parks and Housing stock to the procurement exercise. Going back at a later date to run a smaller procurement exercise to replace a relatively small number of lights on Parks and Housing land would be an inefficient use of time and money.

At the meeting an officer explained that the initial roll out of LED street lighting on the strategic network had generated savings for the Council. It would be appreciated if you could confirm the savings created on the strategic network since the LED street lighting was introduced.

### **Planning, Transport & Environment – Directorate Delivery Plan – 2019/20**

The Committee asked for a progress update on the delivery of ward based action plans. They were told that these would be delivered within six months, however, they would be area based rather than ward based. An officer went on to explain that the roll out had been delayed to ensure that the area based action plans were developed using accurate information. I would be grateful if you could confirm a start date for the area based action plans, along with

details on the services involved and geographical boundaries allocated for each action plan. In addition to this, the Committee asks that you make the roll out of the scheme available for scrutiny before the end of 2019.

At the meeting Members asked for the current modal split figures, details of the surveys that had taken place to establish the current modal split and information on where the actual modal changes had happened, for example, people switching from car to bike or from bus to bike. I would be grateful if you provide the Committee with this information.

A Member argued that travelling across the city was still a challenge and that it was something that the Council needed to improve. He went on to ask if the Council had specific information on modal split for cross-city journeys. I would be grateful if you could look into this and provide the Committee with any information that you might have on cross-city travel modal split.

During the meeting I asked if the Council had actually started the new scheme for clamping and removal of nuisance vehicles that was scrutinised in November 2018. An officer explained that the scheme had started, however, was not able to confirm when it had started, how many vehicles had been clamped / towed away, etc.. It would be appreciated if you could arrange for the Committee to receive a short 'Member Briefing Note' on the matter at the next meeting on the 4<sup>th</sup> June.

I would be grateful if you would consider the above comments and provide a response to the content of this letter. Some of the information in this letter has been included in the letter to Councillor Michael, therefore, I am happy to receive a combined response to the relevant parts.

Regards,

Handwritten signature of Ramesh Patel in black ink.

Councillor Ramesh Patel  
Chairperson Environmental Scrutiny Committee

Cc:

- Andrew Gregory - Director of Planning, Transport & Environment
- Matt Wakelam – Assistant Director, Street Scene
- Jane Cherrington – Operational Manager, Waste Strategy & Enforcement
- Paul Carter – Head of Transport
- James Clemence – Head of Planning
- Gary Brown - Operational Manager Assets, Engineering & Operations
- Davina Fiore - Director of Governance & Legal Services
- Members of Cardiff's Environmental Scrutiny Committee

Ref: RDB/RP/LT/07.05.2019

14 May 2019

Councillor Linda Thorne,  
Cabinet Member for Communities & Housing,  
County Hall,  
Atlantic Wharf,  
Cardiff CF10 4UW.



Dear Councillor Thorne,

**Environmental Scrutiny Committee – 7<sup>th</sup> May 2019**

On behalf of the Environmental Scrutiny Committee, I would like to thank you and the officers for attending the meeting on Tuesday 7<sup>th</sup> May 2019 to discuss the item on the 'Draft Shared Regulatory Services – Business Plan 2019/20'. The comments and observations made by Members of the Committee on this item are set out in this letter.

**Draft Shared Regulatory Services – Business Plan 2019/20**

Members were concerned to hear that the service had experienced some recent issues around recruitment and retention, particularly for the Food Hygiene Service that is in the process of recruiting five new officers to replace staff who had left to pursue other employment opportunities. They hope that the current recruitment process is successful and that the temporary reduction in staff does not have a negative impact on the Food Hygiene Service's ability to carry out all of the necessary visits. They ask that the Shared Regulatory Service undertakes a short review to assess what can be done to prevent such a sudden loss of staff in future, and that they share any findings and future actions from this work with the Committee.

During the meeting officers explained that the Shared Regulatory Service had a supply of 'cold calling zone stickers' that they could make available to any councillors who wanted them to distribute in their wards. The Committee thought that this would be very popular with local councillors and have asked for a supply to be sent to Cardiff Council's Member Services. On arrival,

Member Services could send out a short email explaining that they are available to all councillors for collection and distribution.

At the meeting a Member expressed his frustration at the outcome of a recent illegal tobacco investigation in his ward in which the Shared Regulatory Service had played a major role. He commented that they had caught the shop owner selling illegal tobacco, confiscated the contraband and then fined him £2,000. Despite this, it was obvious that the shop owner had quickly restocked and continued with the illegal trade. The fine and inconvenience were merely 'a part of the business plan'. The Member felt that the service needed to be able to apply more sanctions and pressure, but was told that this would not be possible as a dedicated resource would be required. This is something that is not affordable within the constraints of the current Shared Regulatory Service budget. An officer went on to explain that such an operation would only work if new powers were introduced in Wales, it was properly funded and supported by trading standards professionals. On this basis, the Committee ask that you work with the Shared Regulatory Service to lobby Welsh Government for more powers and money to tackle the illegal tobacco trade, because without such an investment the problem will persist.

The Committee is concerned that the future of the 'Out of Hours' service looks uncertain due to financial and other pressures. Members believe that this is an important service, which if lost would make it difficult to tackle a wide range of late night anti-social behaviour. Should a proposal be put forward to close the 'Out of Hours Service', then I would ask that you inform the Committee directly before a decision is taken so that scrutiny can be undertaken on the matter.

I would be grateful if you would consider the comments above and provide a response to the content of this letter. This information has also been included in a letter to Councillors Michael and Mackie, therefore, I am happy to receive a combined response.

Regards,

Handwritten signature of Ramesh Patel in black ink.

Councillor Ramesh Patel

Chairperson Environmental Scrutiny Committee

Cc:

- Andrew Gregory - Director of Planning, Transport & Environment
- Christina Hill – Operational Manager, Commercial Services
- Helen Picton – Operational Manager, Enterprise & Specialist Services
- Will Lane – Operational Manager, Neighbourhood Services
- Davina Fiore - Director of Governance & Legal Services
- Members of Cardiff's Environmental Scrutiny Committee

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Ref: RDB/RP/NM/07.05.2019

14 May 2019

Councillor Norma Mackie,  
Chair of Licensing & Public Protection,  
County Hall,  
Atlantic Wharf,  
Cardiff CF10 4UW.



Dear Councillor Mackie,

**Environmental Scrutiny Committee – 7<sup>th</sup> May 2019**

On behalf of the Environmental Scrutiny Committee, I would like to thank you and the officers for attending the meeting on Tuesday 7<sup>th</sup> May 2019 to discuss the item on the 'Draft Shared Regulatory Services – Business Plan 2019/20'. The comments and observations made by Members of the Committee on this item are set out in this letter.

**Draft Shared Regulatory Services – Business Plan 2019/20**

Members were concerned to hear that the service had experienced some recent issues around recruitment and retention, particularly for the Food Hygiene Service that is in the process of recruiting five new officers to replace staff who had left to pursue other employment opportunities. They hope that the current recruitment process is successful and that the temporary reduction in staff does not have a negative impact on the Food Hygiene Service's ability to carry out all of the necessary visits. They ask that the Shared Regulatory Service undertake a short review to assess what can be done to prevent such a sudden loss of staff in future, and that they share any findings and future actions from this work with the Committee.

During the meeting officers explained that the Shared Regulatory Service had a supply of 'cold calling zone stickers' that they could make available to any councillors who wanted them to distribute in their wards. The Committee thought that this would be very popular with local councillors and have asked for a supply to be sent to Cardiff Council's Member Services. On arrival,

Member Services could send out a short email explaining that they are available to all councillors for collection and distribution.

At the meeting a Member expressed his frustration at the outcome of a recent illegal tobacco investigation in his ward in which the Shared Regulatory Service had played a major role. He commented that they had caught the shop owner selling illegal tobacco, confiscated the contraband and then fined him £2,000. Despite this, it was obvious that the shop owner had quickly restocked and continued with the illegal trade. The fine and inconvenience were merely 'a part of the business plan'. The Member felt that the service needed to be able to apply more sanctions and pressure, but was told that this would not be possible as a dedicated resource would be required. This is something that is not affordable within the constraints of the current Shared Regulatory Service budget. An officer went on to explain that such an operation would only work if new powers were introduced in Wales, it was properly funded and supported by trading standards professionals. On this basis, the Committee ask that you work with the Shared Regulatory Service to lobby Welsh Government for more powers and money to tackle the illegal tobacco trade, because without such an investment the problem will persist.

The Committee is concerned that the future of the 'Out of Hours' service looks uncertain due to financial and other pressures. Members believe that this is an important service, which if lost would make it difficult to tackle a wide range of late night anti-social behaviour. Should a proposal be put forward to close the 'Out of Hours Service', then I would ask that you inform the Committee directly before a decision is taken so that scrutiny can be undertaken on the matter.

I would be grateful if you would consider the comments above and provide a response to the content of this letter. This information has also been included in a letter to Councillors Michael and Thorne, therefore, I am happy to receive a combined response.

Regards,

Handwritten signature of Ramesh Patel in black ink.

Councillor Ramesh Patel

Chairperson Environmental Scrutiny Committee

Cc:

- Andrew Gregory - Director of Planning, Transport & Environment
- Dave Holland – Head of the Shared Regulatory Service
- Christina Hill – Operational Manager, Commercial Services
- Helen Picton – Operational Manager, Enterprise & Specialist Services
- Will Lane – Operational Manager, Neighbourhood Services
- Davina Fiore - Director of Governance & Legal Services
- Members of Cardiff's Environmental Scrutiny Committee

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**SWYDDFA CYMORTH Y CABINET  
CABINET SUPPORT OFFICE**



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Fy Nghyf / My Ref: CM41630

Dyddiad / Date: 15th August 2019

Councillor Ramesh Patel  
Chairperson  
Environmental Scrutiny Committee  
County Hall  
Atlantic Wharf  
Cardiff  
CF10 4UW

Annwyl/Dear Ramesh,

**Re: Environmental Scrutiny Committee, 7th May 2019 – Waste**

Further to my letter dated 5<sup>th</sup> June 2019, I am now in a position to comment on the waste element of your letter, dated 14<sup>th</sup> May 2019. Thank you for your enquiries and for your patience concerning this matter.

I have addressed the outstanding elements of your letter as follows;

*The Committee asked for a progress update on the delivery of ward based action plans. They were told that these would be delivered within six months, however, they would be area based rather than ward based. An officer went on to explain that the roll out had been delayed to ensure that the area based action plans were developed using accurate information. I would be grateful if you could confirm a start date for the area based action plans, along with details on the services involved and geographical boundaries allocated for each action plan. In addition to this the Committee asks that you make the roll out of the scheme available for scrutiny before the end of 2019.*

Following changes in senior management arrangements with Sarah McGill Corporate Director Housing and Communities now being responsible for waste and cleansing there has been a re-focus of work relating to Ward Action Plans.

**ATEBWCH I / PLEASE REPLY TO :**

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall  
Glanfa'r Iwerydd / Atlantic Wharf , Caerdydd/Cardiff, CF10 4UW  
Ffon / Tel: (029) 2087

**GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

**WORKING FOR CARDIFF, WORKING FOR YOU**

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



This work will now form part of the Locality Working Programme that will encompass services in housing and communities.

This new comprehensive approach will ascertain where concerns are by the use of data held by all services and support the development of tailored intervention plans tailored to manage concerns in specific areas. Work is progressing on the collation of different data and the correlation / interdependencies of what this shows. The service is also reviewing Local Authority powers to deal with different types of concerns to ascertain how services across the Council could work in an aligned manner to resolve concerns at the first point of contact.

I will be happy to present an update on this work to Scrutiny in November.

*Members asked during this item what could be done to improve the accuracy and speed of waste data collected for both commercial and domestic waste streams. An officer explained that it was possible to tell immediately how much overall waste was collected, however, waste data flow needed actual quantities for specific materials – to make this more complicated, for the material to count towards recycling figures it had to be supported by a processing receipt.*

The service has put new management arrangements in place to manage the governance and control of data relating to Waste Data Flow. This coupled with improvements in weighbridge data and associated checks on data has meant there have been significant improvements in the accuracy and speed of waste data. This has been evidenced by a significant reduction in validation queries from Natural Resources Wales who validate the information submitted by Local Authorities in Waste Data Flow.

*Members then asked if it was possible to provide recycling statistics by ward and were told that it was not. This created some confusion during the way forward as several Members seemed to think that they had been shown ward based recycling rates in the past. To resolve this confusion I would be grateful if you could confirm if it is still possible to provide ward based recycling rates, and if it isn't to provide an explanation as to what has changed since ward based recycling rates were published in the past.*

Historically, collection rounds did work on a ward-by-ward basis and therefore the service was able to provide good data on recycling. In 2012, the service moved towards delivering a more efficient collection service and this model meant collections rounds spanned a number of wards. Therefore, it is not feasible to provide accurate data for recycling levels on a ward-by-ward basis.

The service does undertake specific reviews at intervals to ascertain what is happening at a street level and I feel this work will be beneficial to share with Local Members for information as we proceed with the work focusing on recycling.

*A Member commented on the importance of producing local food and then asked what the Council was doing to encourage local food production. An officer explained that a Food Strategy was being developed and that it would be presented to Cabinet in the summer. With this in mind it would be appreciated if you could ask officers to liaise with Scrutiny Services to arrange pre decision scrutiny on Cardiff's new Food Strategy.*

I will ask Officers to liaise with Scrutiny Services to arrange pre-decision scrutiny on Cardiff's new Food Strategy.

*One of the Members asked a question about the large number of missed collections that recently took place on a Saturday after the bank holiday in North Cardiff. In particular, he referred to the fact that after raising a query on the matter it took 12 days for an officer response. He was told that there had been issues with vehicle breakdowns, staff availability and sickness, with the officer then explaining that an action plan was being developed to prevent such an event happening in future. To help provide the Committee with assurance that this will not be repeated I would be grateful if you could provide them with a copy of the action plan once it is completed.*

The current arrangement for catch-up working following a Bank Holiday is voluntary and this has been historically difficult to manage.

The Cabinet have agreed to support a move to contract Bank Holiday Working and catch-up days over Christmas in Waste Services. Although there is a slight increase in costs due to the higher payments to Officers it is evident the disruption to services following Bank Holidays needs to be addressed. A process will now take place, including working with Trade Unions, to make these changes within the service area.

Until the conclusion of this work, an action plan is in place to minimise disruption.

This action plan includes the following:

- Working with Management Teams for Agency workers to ensure a consistent support of Agency workers.
- Additional spot hire vehicles have been put in place to reinforce the fleet and protect services from vehicle breakdowns.
- Additional fleet support is now in place provided by Central Transport Services.

I trust the above is of assistance.

Yn gywir / Yours sincerely,



**Councillor / Y Cynghorydd Michael Michael**  
**Cabinet Member for Clean Streets, Recycling & Environment**  
**Aelod Cabinet dros Strydoedd Glân, Ailgylchu a'r Amgylchedd**

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Fy Nghyf / My Ref: CM41630

Dyddiad / Date: 5th June 2019

Councillor Ramesh Patel  
Chairperson  
Environmental Scrutiny Committee  
County Hall  
Atlantic Wharf  
Cardiff  
CF10 4UW

Annwyl/Dear Councillor Patel,

### **Environmental Scrutiny Committee - 7th May**

Thank you for your letter dated 14<sup>th</sup> May concerning the Shared Regulatory Services (SRS) Business Plan.

We are pleased that the Committee took the time to read and scrutinise the plan; it is an important part of our drive to maintain and improve public protection/public health in the City. The Committee obviously recognised the challenges facing the service and we feel that the plan represents a realistic acknowledgement of those challenges and resource limitations within which SRS is trying to deliver essential services. You will be pleased to hear that the wider consultation undertaken with other stakeholders attracted broad support for continued use of the existing strategic priorities namely:

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

The Business Plan will now be considered by Councillors of the Joint Committee on 11<sup>th</sup> June 2019, and if approved form the basis of work for the next 12 months.

#### **ATEBWCH I / PLEASE REPLY TO :**

Swyddfa Cymorth Y Cabinet / Cabinet Support Office, Ystafell / Room 518, Neuadd y Sir / County Hall  
Glanfa'r Iwerydd / Atlantic Wharf , Caerdydd/Cardiff, CF10 4UW  
Ffon / Tel: (029) 2087

#### **GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

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#### **WORKING FOR CARDIFF, WORKING FOR YOU**

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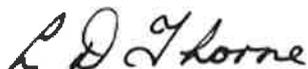
On the specific points raised, SRS senior managers have drafted a recruitment and retention strategy and will be seeking Joint Committee approval to use the Regulatory reserve to underpin the recruitment of apprentices and trainees. We will ask officers to keep you apprised of progress on this issue. The matter of rogue traders cold calling vulnerable individuals continues to be a challenge both for the SRS and colleagues in South Wales Police. The suggestion of proving ward members with the materials available for use by residents is a good one and the Head of Service will liaise with Democratic services to take that forward. We were pleased that the Committee considered the work of the SRS in tackling illicit tobacco. Such sales have reached almost epidemic levels in some wards. We were encouraged by your support and we will continue to lobby the Health Minister to fund an initiative aimed at tackling this problem at a pan Wales level; your endorsement of the need for such a response will help in that conversation. Finally, the delivery of the "out of hours" service is a resourcing challenge. The existing financial resource is sufficient; this is about having a sufficient number of competent officers available to deal with a range of matters ranging from ASB to environmental matters. To date, the service has operated on a voluntary basis, but those volunteers are becoming fewer in number. There are no plans to close the out of hours service, but there may be a need to consider the terms and conditions of officers to ensure the service continues in its current guise.

Once again, we are grateful that the Committee took time recognise the work undertaken by the SRS

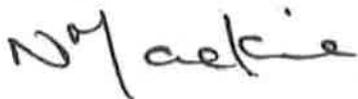
Yn gywir  
Yours sincerely



**Councillor / Y Cyngorydd Michael Michael**  
**Cabinet Member for Clean Streets, Recycling & Environment**  
**Aelod Cabinet dros Strydoedd Glân, Ailgylchu a'r Amgylchedd**



**Councillor / Y Cyngorydd Lynda Thorne**  
**Cabinet Member for Housing & Communities**  
**Aelod Cabinet dros Dai a Chymunedau**



**Councillor / Y Cyngorydd Norma Mackie**  
**Chair of Licensing and Public Protection**  
**Cadeirydd Trwyddedu a Diogelu'r Cyhoedd**