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AGENDA

Committee ENVIRONMENTAL SCRUTINY COMMITTEE

Date and Time of Meeting TUESDAY, 5 JUNE 2018, 4.30 PM

Venue COMMITTEE ROOM 4 - COUNTY HALL

Membership Councillor Patel (Chair)
Councillors Henshaw, Philippa Hill-John, Owen Jones, Lancaster,
Jackie Parry, Owen, Wong and Wood

*Time
approx.*

1 Appointment of Chairperson and Committee Membership

To note that the Council at the Annual meeting held on 24 May 2018 appointed Councillor Ramesh Patel as Chair of the Committee and following Members to this Committee:

Councillors Henshaw, Philippa Hill-John, Owen Jones, Lancaster, Jackie Parry, Owen, Wong and Wood.

2 Terms of Reference

The role of this Committee is to scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of environmental sustainability including:

- Strategic Planning Policy
- Sustainability Policy
- Environmental Health Policy
- Public Protection Policy
- Licensing Policy
- Waste Management
- Strategic Waste Projects
- Street Cleansing
- Cycling and Walking
- Streetscape
- Strategic Transportation Partnership
- Transport Policy and Development

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- Intelligent Transport Solutions
- Public Transport
- Parking Management

To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government Sponsored Public Bodies and quasi-departmental nongovernmental bodies on the effectiveness of Council service delivery.

To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.

3 Apologies for Absence

To receive apologies for absence.

4 Declarations of Interest

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

5 Minutes (Pages 5 - 12)

To approve as a correct record the minutes of the meeting held on 15 May 2018.

6 Shared Regulatory Service - Business Plan 2018/19 and Annual Report 2017/18 (Pages 13 - 104) 4.40 pm

(a) Councillor Michael Michael, Cabinet Member for Clean Streets, Recycling & Environment and Councillor Norma Mackie, Chair of Licensing & Public Protection have been invited to attend the meeting and make a brief statement on the item titled 'Shared Regulatory Service – Business Plan 2018/19 and Annual Report 2017/18' (if they wish);

(b) Officers from the Shared Regulatory Service have been invited to attend to deliver a presentation on the item titled 'Shared Regulatory Service – Business Plan 2018/19 and Annual Report 2017/18' and answer Member questions;

(c) Questions by members of the Committee.

7 Cabinet Response to Restore Our Rivers (Pages 105 - 208) 5.25 pm

(a) Councillor Michael Michael, Cabinet Member for Clean Streets, Recycling & Environment has been invited to attend the meeting and make a brief statement on the item titled 'Cabinet Response to Restore Our Rivers' (if he wishes);

(b) Officers from the Planning, Transport & Environment Directorate have been invited to attend to deliver a presentation on the item titled 'Cabinet Response to Restore Our Rivers' and answer Member questions;

(c) Questions by members of the Committee.

8 Tree Management (Pages 209 - 236) 5.55 pm

(a) Councillor Peter Bradbury, Cabinet Member for Culture & Leisure has been invited to attend the meeting and make a brief statement on the item titled 'Tree Management' (if he wishes);

(b) Officers from the Economic Development Directorate have been invited to attend to deliver a presentation on the item titled 'Tree Management' and answer Member questions;

(c) Questions by members of the Committee.

9 Environmental Scrutiny Committee - Work Programme Planning 2018/19 (Pages 237 - 244) 6.35 pm

(a) Principal Scrutiny Officer to ask Members how they would like to approach the development of the Environmental Scrutiny Committee Work Programme for 2018/19;

(b) Members will need to consider, suggest and agree an approach to the development of the Environmental Scrutiny Committee Work Programme for 2018/19.

10 Way Forward 7.05 pm

11 Date of next meeting

3 July 2018 at 4.30pm.

Davina Fiore

Director Governance & Legal Services

Date: Wednesday, 30 May 2018

Contact: Graham Porter, 02920 873401, g.porter@cardiff.gov.uk

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ENVIRONMENTAL SCRUTINY COMMITTEE

15 MAY 2018

Present: Councillor Patel (Chairperson)
Councillors Philippa Hill-John, Owen Jones, Lancaster, Mackie,
Owen, Wong and Wood

65 : APOLOGIES FOR ABSENCE

Apologies were received from Councillor Lay.

66 : DECLARATIONS OF INTEREST

The following declaration was received in accordance with the Members Code of Conduct and the Local Government Act 1972:

Councillor Patel	Item 4	Cabinet Member with portfolio responsibility when decision was taken
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67 : MINUTES

The minutes of the meetings held on 14 February 2018 and 17 April 2018 were approved by the Committee as a correct record and were signed by the Chairperson.

68 : GREENER GRANGETOWN - MEMBER UPDATE

The following declarations of interest were received in accordance with the Members Code of Conduct and the Local Government Act 1972:

Councillor Patel - Cabinet Member with portfolio responsibility at the time of the decision

The Committee received a report providing Members with an information update on the Greener Grangetown Project and allowing Members to assess progress achieved; consider lessons learned and identify potential opportunities arising from the scheme.

The Greener Grangetown Project was a partnership project between Cardiff Council, Dwr Cymru Welsh Water and Natural Resource Wales. The project aimed to rethink surface water management strategy in part of Grangetown and trigger a range of benefits for the community. A formal partnership structure was agreed and the three partners created a signed memorandum of understanding agreement, a project board and funded design and consultation process.

The project was based on the idea of using Sustainable Drainage Systems (SUDs) as a catalyst for maximising the benefits from surface water, rather than disposing of surface water directly into the sewer system. The potential benefits resulting in the implementation of such a scheme include improved water quality, financial, health

benefits, increased recreational spaces, community engagement and education. The aims of the project were summarised in the report.

The Chairperson welcomed Councillor Michael Michael, Cabinet Member for Clean Streets, Recycling and the Environment; Andrew Gregory, Director; and Matt Wakelam, Operational Manager, Infrastructure and Operations to the meeting. The officers were invited to deliver a presentation on the project.

The Director made a brief statement about the project. Members were advised that the project was the first of its kind and was at the forefront in terms of sustainable management of surface water in an urban environment. The project was challenging and lessons were learnt in terms of the impact upon the community and in terms of public engagement. There would be an opportunity to address these issues during the debriefing phase. Officers were continuing to work closely with local members in relation to the project 'snagging list' and any outstanding planting, design and parking issues. The project provided a learning process and valuable insight which may prove to be useful in informing similar projects in the future.

The Chairperson then opened the debate on this topic. Members were invited to comment, seek clarification or raise questions on the information received. Those discussions are summarised as follows:

- Members asked an officer to explain the format of the debriefing phase and how residents' concerns would be incorporated. Members were advised that data from the construction period in terms of complaints and representation made to local members would be reviewed. Officers considered that residents did not perceive or understand that benefits from not pumping surface water 8 miles to a sewage treatment works, but losing a parking space would impact on their day to day lives.
- Members asked whether consideration has been given to the ongoing maintenance costs of the project. The partnership agreed to provide maintenance costs for 3 years for the planting element of the scheme. Officers will be working with local schools and in order to foster a sense shared ownership and shared responsibility.
- Members noted that the project was a pilot and asked whether any other areas were being considered. Officers stated that developments on brownfield sites that are in suitable, i.e. near a river or watercourse, such as Dumballs Road and the Brains Brewery site, will include sustainable urban drainage schemes. Officers indicated that there were no definitive plans to undertake similar schemes to the Greener Grangetown Project at present. Rivers and large water courses are suitable. The new developments in the north and north-west of the City will also include sustainable urban drainage schemes.
- A Member asked whether air quality would improve and whether air quality monitoring would be undertaken. Officers stated that the planting scheme would help improve air quality. There are proposals to introduce LED street lighting and these new LED street lighting columns are able to support air quality sensors.

- Officers advised that the local pumping station was previously running at its capacity and therefore taking surface water out of the sewage system would allow more development to take place in the area and it would also help to reduce the carbon footprint.
- Members asked whether the initial funding provided for the project was adequate. Officers indicated one of the lessons learnt is that it must be clearly understood by all parties what their allocation of funds can be used for. For example, Dwr Cymru Welsh Water funding could only be used for drainage improvements. However, having completed this pilot project the partners are potentially in a better position to apply for grant funding in the future.
- Members asked whether there were constraints in 'retro-fitting' sustainable urban drainage schemes in established residential areas and whether such schemes (SUDs) are more suited to new developments. The Director stated that it is far easier to incorporate SUDs in new developments – at no cost to the authority. The Plasdwr development includes SUDs. The cost of retro-fitting scheme in existing communities is far higher – officers estimated that providing SUDs on brownfield developments would be 40-50% lower.
- Members asked that, as there was a financial benefit to Dwr Cymru Welsh Water, would they be contributing to the maintenance and upkeep of the project. Officers advised that these issues have been discussed. The partners agreed that the Council is best placed to maintain the project and Dwr Cymru Welsh Wales will provide assistance.
- Members asked how much the local community was involved in the design and implementation of the project. Officers stated that the local community were consulted. The scheme was amended and the location of planters were moved as a result. Residents indicated that they did not want to lose parking provision outside their properties. Officers considered that the focus of the scheme was lost when parking issues were discussed. The partner organisations need to learn from this. Parking was a key concern for residents and therefore should be one of the key consideration when planning similar projects in the future as it impacts on day-to-day lives. The Cabinet Member considered that it was also important to reinforce the benefits of such schemes and to demonstrate what has been achieved.

RESOLVED – That the Chairperson write to the Cabinet Member on behalf of the Committee to convey their comments.

69 : PRE DECISION SCRUTINY OF CABINET PAPER TITLED 'RECYCLING & WASTE MANAGEMENT STRATEGY - 2018 TO 2021'

A report titled 'Recycling and Waste Management Strategy – Delivery Plan Requirements 2018 to 2021' was due to be considered by the Cabinet on 17 May 2018. The report is intended to progress components of the Recycling and Waste Management Strategy 2015-18 and update the strategy for the next three years. The report sought approval for the following:

- The expansion of the provision of wheeled bins in the city;

- Proposed changes to Household Waste Recycling Centres (HWRC) education stations;
- A pilot scheme for the collection of domestic glass waste for recycling;
- Consultation on a draft Recycling and Waste Management Strategy 2018-21, as well as future infrastructure, partners and service standards required to meet statutory Welsh Government targets for recycling.

Members were advised that Cardiff is Britain's best performing Core City for recycling and recycling rates, operational efficiencies and service costs continue to be priorities for the Council. The Recycling and Waste Management Strategy 2015-18 is intended to respond to these challenges. Furthermore, if the Council does not increase the recycling performance year on year then annual fines can quickly escalate. If recycling rates remain at 60% then fines could potentially grow to £10.45m by 2025.

Global recycling markets are also impacting on services. Since approving the Strategy in 2015, the recycling markets have decreased in value, whilst demands on the quality of recycled materials have increased. This has increased pressure on the Council to improve the quality of separation and clean materials from both the kerbside and material recycling facilities.

The updated strategy will outline the changes intended to drive forward the next phase of the Council's recycling delivery and meet the Council's statutory obligations. The Welsh Government and the Council's Capital Ambition document place great value on recycling education, cleaner streets and community partnerships. These are of key importance to the updated strategy also.

The report summarised the key legislation relating to recycling and waste management. In order to meet these legislative requirements, the Council increase recycling rates from 60% to 64% in the next two years; and to 70% by 2024-25. The strategy explains where performance needs to improve and how the Council intends to help residents, businesses and its services to deliver those changes by looking at recycling potential and focussing on improving yields across various waste streams to improve performance.

The Chairperson invited Councillor Michael Michael, Cabinet Member for Recycling, Clean Streets and Environment to address the Committee. Councillor Michael stated that the updated strategy sets out how the Council must improve on its recycling performance and how it can achieve a 70% recycling rate by 2024-25. Councillor Michael considered that the reason Cardiff is the best performing core city in terms of recycling is because the public support recycling; and people like their wheeled bins. The updated strategy has identified an additional 3000 homes which are able to join the wheeled bin scheme. The Cabinet Member gave a commitment to engage with Ward Members regarding this proposal.

Tara King, Assistant Director, Commercial and Collaboration, also addressed the Committee and provided a summary of the key themes of the strategy.

The Chairperson invited Members of the Committee to comment, seek clarification or raise questions on the information received. Those discussions are summarised as follows:

- In terms of the trial separation of glass recycling, Members asked for details of the areas participating in the pilot exercise. Members were advised that 7 areas within a number of wards have been identified. The pilot is seeking to establish how much glass can be collected and whether quality can be improved. The pilot will run for between 3 and 6 months and a report will be brought back to the Committee before the Cabinet decides how it wishes to move forward.
- A Member referred to Page 51 of the report and asked whether the statements made that the authority would not take aesthetics into consideration whilst conservation area status would be considered was contradictory when decisions regarding extending the wheeled bin scheme are taken. Officers stated that there are several levels of criteria for conservation areas and some conservation areas have higher levels which may be prohibitive, whereas other areas do not. The proposal is to consult with local members first in order to assess their local knowledge of such issues.
- A Member asked the Cabinet Member to comment on an article in the local press which claimed that the Council is refusing to identify the areas proposed to join the wheeled bin scheme. The Cabinet Member stated that the Council is not refusing to provide these details but local members are to be consulted before these details are made public.
- Members asked whether the authority is seeking to increase commercial tonnages from smaller independent traders or from larger operators. The Cabinet Member stated that there are approximately 3300 commercial customers – 30% of businesses in the City. Each business is different and some businesses have challenges regarding storage capacity. There was therefore a need to invest in more bespoke services. Waste collection services are offered to large and small businesses. Large businesses are able to manage separation but this is also more challenging for small businesses. The Council is competing with the private sector for contracts and it is hoped that the Welsh Government's Environment Act may help to level the playing field.
- Members considered that the targets set out in the strategy are aspirational and the delivery of a new HWRC in the North of the city is a key issue that needs to be addressed.
- Members requested that any information packs circulated to residents participating in the glass recycling pilot exercise include a calendar in order to aid those reliant on paper forms of communication. Officers confirmed that residents will receive a comprehensive information pack which will include a calendar. The information will be provided in a number of languages and the authority is also trialing the 'digital bot' which provides information via recorded telephone messages available in over 100 languages.
- Members welcomed the issue of single use plastic was being addressed. Members asked officers to outline proposals for increasing the recycling of plastics. Officers stated that the issue of plastic recycling is a complex one due to the range of different types of plastic in the waste stream. The MRF can separate

plastic vessels such as bottles and other containers and the authority has invested in an auto-sorter which can sort plastics into different colours and weights, providing better quality separation. However, film type plastics cause problems during the sorting process as they can jam sorting equipment. The market for film type plastics is volatile. Officers advised that they are working with the Welsh Government and City Deal Partners to investigate opportunities to establish plastic recycling facilities within the region. It was considered that the long term solution needed to provide reprocessing facilities locally. The Cabinet Member stated that Wales needed to find a recycling reprocessing solution so that recycling materials can be put to use, rather than authorities being reliant on recycling markets.

- A Member asked whether opportunities to increase recycling were being missed such as in blocks of flats, where there is not provision for storage of food waste caddies and food waste is being disposed of in general waste. Officers stated that blocks of flats need bespoke systems but the service area is happy to look at specific locations. Flats in shared ownership have often have communal bins where contamination is known to be high. The service area has a dedicated 'flats officer' who has responsibility for these issues.
- The Committee asked whether the Council is lobbying or applying pressure on retailers with a view to reducing the amount of packaging in the waste stream. Officers stated that discussions have been held with the Welsh Government Minister who is looking to address the issue of packaging in the Waste Strategy for Wales. Consultation on the Waste Strategy for Wales will be undertaken later in the year. The Waste Strategy for Wales is a long-term plan and officers suggested legislative boundaries governing packaging need to be tackled at a national level. The authority is able to lobby Welsh Government. Anecdotally, Members were advised that the trends indicate that the use of wrapping is falling and the use of card is increasing, which may be a signal that businesses are adapting.
- Members asked officers for a summary of their more forward thinking proposals for waste collection and recycling in the City. The Cabinet Member stated that basic method of waste collections in the city have not changed for some time. The service is giving consideration to how and when waste is collected. For example, some ward may be more suited to nighttime waste collections and waste collections could also potentially take place on weekends or bank holidays.

RESOLVED – That the Chairperson write to the Cabinet Member on behalf of the Committee to convey their comments.

70 : ENVIRONMENTAL SCRUTINY COMMITTEE - DRAFT ANNUAL REPORT

The Principal Scrutiny Officer presented the Committee's draft Annual report 2017/18 and comments on the structure of the report were invited from Members of the Committee.

The Principal Scrutiny Officer advised that a list of items for possible inclusion on the Committee's future work programme would be circulated via email for feedback from

the Committee. The list would be used to inform the work programme during 2018/19.

AGREED – That the report be noted.

71 : ENVIRONMENTAL SCRUTINY COMMITTEE - WORK PROGRAMME
2017/18

Members considered items to be included on the work programme for forthcoming meetings of the Committee. The Principal Scrutiny Officer was requested to circulate a draft agenda for the June and July meetings of the Committee via email.

72 : DATE OF NEXT MEETING

Members were advised that the next Environment Scrutiny Committee will take place on 5 June 2018.

The meeting terminated at 6.50 pm

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

ENVIRONMENTAL SCRUTINY COMMITTEE

5 JUNE 2018

**SHARED REGULATORY SERVICE – BUSINESS PLAN 2018/19 & ANNUAL
REPORT 2017/18**

Background

1. The Shared Regulatory Service is a collaborative service that was formed between the partner local authorities of Bridgend, Cardiff and the Vale of Glamorgan on 1st May 2015. The new approach aims to deliver 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.
2. The creation of the service was originally driven by the need to address the real terms reduction in council budgets while at the same time building resilience within the operation. The budget for the Shared Regulatory Service across the three partner local authorities has significantly reduced in recent years. In response to the challenging financial position all three authorities recognised an opportunity to work together to deliver services jointly and agreed the principle of a shared service.
3. In September 2014 Cabinet reports were submitted to each of the three partner local authorities to propose and further the development of a single Shared Regulatory Service comprising the functions of Environmental Health, Trading Standards and Licensing. The model recommended that the new Shared Regulatory Service would be delivered through a single management structure. This approach was approved by Cabinet and Council at each of the partner local authorities in autumn 2014 with a proposed implementation date of 1 April 2015.
4. On the 1st May 2015 all staff in scope transferred to the new Shared Regulatory Service and were employed by the host authority, the Vale of Glamorgan Council.

Since then staff have worked hard to continue providing the required service while implementing new working and management structures.

5. The Shared Regulatory Service operates under a Joint Working Agreement with the Head of Service reporting on service provision to a Joint Committee of Elected Members drawn from the three partner local authorities. 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, these include:

- 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 term of the proposed Shared Regulatory Service such as staffing, the services to be provided by the host and other partners, financing and other functional issues.
- The financial operating model.

Core Services Provided by the Shared Regulatory Service

6. The Shared Regulatory Service provides a diverse and comprehensive range of services that safeguard the health, safety and economic wellbeing of consumers, businesses and residents. The services are covered under the three main areas of Environmental Health, Trading Standards and Licensing.

7. 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. A brief description of specific services delivered by the Shared Regulatory Service is included in this section of the report.

8. **Trading Standards** – this service 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;
- Food standards;

- Animal feed;
 - Age restricted sales;
 - Counterfeiting;
 - Environmental safety;
 - Weights and measures;
 - False claims about goods and services;
 - Malpractice including rogue traders, scams and doorstep crime.
9. The Trading Standards Service investigates complaints, participates in criminal investigations and exercises, conducts inspections of businesses, undertakes a sampling programme, provides consumer advice to vulnerable residents and provides business advice to help businesses improve their trading practices. Furthermore the Trading Standards Service has the only UKAS accredited Metrology laboratory in Wales providing calibration of weights and measures of length and capacity.
10. **Food Safety** – this service protects 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 safety inspections of food business and guest caterers, operating the Food Hygiene Rating Scheme, providing education courses and practical advice, investigating food and hygiene related complaints, carrying out regular food and water sampling and undertaking checks on imported food.
11. **Housing Safety** – this service 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 (HMO's) 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 are undertaken.

12. **Pollution** – this service protects public health by controlling noise and air emissions into the environment. The Pollution 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 quality management and regulates emissions from industrial processes.
13. **Contaminated Land** – this service 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 responses are provided to Environmental Information Requests and Planning application consultations.
14. **Health and Safety** – this service protects public health and safety 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.
15. **Communicable Disease** – this service protects public health by controlling and preventing cases and outbreaks of infectious disease by investigating confirmed sporadic and outbreak cases of communicable disease, providing and reviewing advice and guidance on infection control, cleaning and disinfection, case and contact exclusions, providing training on food hygiene, nutritional and infection control, enforcing health protection legislation to minimise the spread of communicable disease and contamination from radiation and chemicals that threaten health and leading on local and national communicable disease surveillance programmes.
16. **Animal Health and Warden Services** – this service ensures the wellbeing of animals generally and during transport. It also administers animal movements to prevent the spread of diseases such as rabies, anthrax and foot & mouth. Wardens respond to complaints about straying animals such as dogs and horses.

17. **Licensing** – this service determines applications for the grant, renewal, variation and transfer of many different authorisations which are the responsibility of the three partner local authorities. 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.
18. **Pest Control** – this service offers services to the Vale of Glamorgan area for the treatment of pests and infestations. This could include, rats, wasps, mice, fleas, cockroaches etc..
19. **Port Health** - this service 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.
20. **The Wales Illegal Money Lending Unit** - this service is one of only three 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 unit 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.

Shared Regulatory Service Business Plan 2018/19 & Annual Report 2017/18

21. Every year the Shared Regulatory Service is asked to produce a Shared Regulatory Services Business Plan and a Shared Regulatory Services Annual Report. The two documents are designed to focus on future service delivery and reflect on the outcomes of the previous year. Summary explanations of the two recently produced documents are set out below:
 - **Shared Regulatory Service Business Plan 2018/19** – The Shared Regulatory Services Business Plan is a working document that is published at the start of the new financial year. It sets out the resources, targets, challenges and priorities for the coming year. A copy of the Draft Shared Regulatory Service Business Plan

2018/19 is attached to this report as **Appendix 1**. The draft report is broken into six main sections, these are:

- **Overview of Services** – This section provides a background to the service; a summary of the key services provided; the structure for management and governance of the service; an area wide profile; an explanation of how services can be accessed and a breakdown of staff resources.
- **Service Aims & Strategic Priorities** – This section addresses the vision, strategic priorities and aims of the service; the corporate priorities and key outcomes of each of the partner local authorities; and how the vision, aims and priorities will be delivered.
- **Challenges** – This section touches on the main challenges facing the service. For 2018/19 the Draft Shared Regulatory Services Business Plan these are delivering the Shared Regulatory Service in the future; managing complex financial processes; ICT; the review and standardisation of policies and procedures; embedding the organisational culture for the Shared Regulatory Service; learning and development; remaining relevant to the three Councils; new legislation.
- **Budget & Resources** – This section explains the financial allocation for the service; the resource implications (financial and employment) for the service and the importance of maximising resources.
- **Workforce Development** – This section sets out what the Shared Regulatory Service is looking to do to develop organisational culture; leadership & management; core skills; recruitment, retention & progression; communication & employee engagement and employee performance management.
- **Turning Actions into Outcomes** – This part of the report explains what the Shared Regulatory Service is doing to improve health & wellbeing; safeguard the vulnerable; protect the environment; support the local economy and maximise the use of resources.

22. The Draft Shared Regulatory Services Business Plan 2018/19 is also supported by a risk assessment and action plan for the year to come.

23. **Shared Regulatory Service Annual Report 2017/18** – To meet the requirements set out in Clause 5.1 of the Joint Working Agreement the Shared Regulatory Service is required to produce a Shared Regulatory Service Annual Report each year. The main purpose of the document is to reflect on the performance and financial position of the Shared Regulatory Service for the previous financial year. A copy of the Draft Shared Regulatory Service Annual Report 2017/18 is attached to this report as **Appendix 2**.
24. Clause 5 of the Joint Working Agreement states that:
- *"the Joint Committee shall receive in each year at its annual meeting which shall be held no later than 30th June the report of the Head of Regulatory Services and the Lead Financial Officer in respect of the functions delegated to the Joint Committee relating to the twelve months ending 31st March of that year and a copy thereof shall be forwarded to the Chief Executive of each Participant. The report shall include:(i) a statement showing the performance of the Regulatory Service Functions and progress in achieving the Objectives and delivering the Business Plan (ii) a summary revenue account and statement of capital spending including the distribution or use of any revenue surpluses and the financing of any capital expenditure".*
25. This is the third report produced under this requirement and covers the period 1st April 2017 to 31st March 2018. If the content of this report is agreed, a copy of the report must be sent to the Head of Paid Service of each of the three Councils along with the Shared Regulatory Service Business Plan for 2018/19. The third annual report outlines many of the actions undertaken to embed the Shared Regulatory Service arrangements into the day to day functioning of each partner Council and the continued delivery of the wide range of statutory functions assigned to the Service. The report provides a review of operations across the service, a summary of the financial position, and outlines performance against the 2017/18 service objectives.
26. The Draft Shared Regulatory Services Annual Report 2017/18 (**Appendix 2**) is a relatively concise document that addresses a number of issues including:
- **Background** – an explanation explaining why the report is produced each year;

- **Relevant Issues & Options** – the document provides a short summary on topics such as operating the Shared Regulatory Service; the annual review process; human resources; embedding the regional service; operational performance; significant service achievements; safeguarding vulnerable people; protecting the environment; supporting the local economy; maximising the use of resources and financial performance.
- **Future Challenges** – the document considers a number of anticipated challenges facing the service.

Way Forward

27. The Cabinet Member for Clean Streets, Recycling & Environment, the Chair of Licensing & Public Protection and officers from the Shared Regulatory Service have been invited to attend the meeting. An officer will provide a short presentation on the Draft Shared Regulatory Services Business Plan 2018/19 and the Draft Shared Regulatory Services Annual Report 2017/18. Following the presentation the Cabinet Member for Clean Streets, Recycling & Environment, the Chair of Licensing & Public Protection and officers from the Shared Regulatory Service will be available to answer Member questions.

Legal Implications

28. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not making policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to the Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the

Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

29. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not making policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- i. Note the contents of the attached report;
- ii. Consider whether they wish to pass on any comments to the Cabinet following scrutiny of the item.

Davina Fiore

Director of Governance and Legal Services

30 May 2018

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Draft 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



Product Safety



Housing Safety



Underage Sales



Noise Pollution



Licensing



Port Health



Communicable Disease



Air Pollution



Shared
Regulatory
Services

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a Rennir



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.

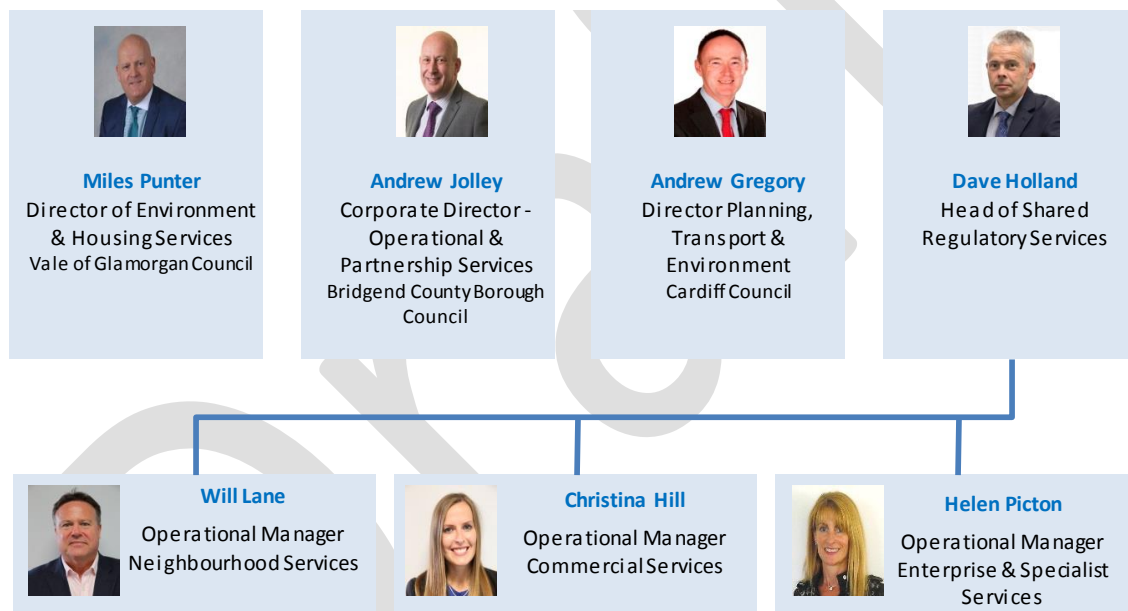
Our new model of delivery sees all these services delivered across three service delivery sectors known as Neighbourhood Services which deals with activities relating to residential premises or having an impact on the local community, Commercial Services which deals with activities relating to business 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.



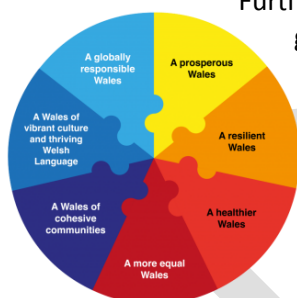
Supporting these strategic priorities, are a number of outcomes that the Service aims to deliver and which are evidenced throughout this Business Plan. Our vision and outcomes will be achieved through the following primary aims:

- 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.



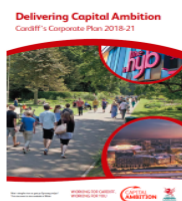
Wellbeing goals	Shared Regulatory Services Strategic Priorities
A prosperous Wales	<ul style="list-style-type: none"> • Supporting the local economy • Maximising the use of resources
A resilient Wales	<ul style="list-style-type: none"> • Improving health and wellbeing • Protecting the environment
A healthier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

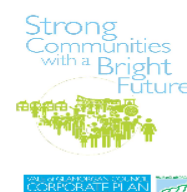
Bridgend County Borough Council



City of Cardiff Council



Vale of Glamorgan Council



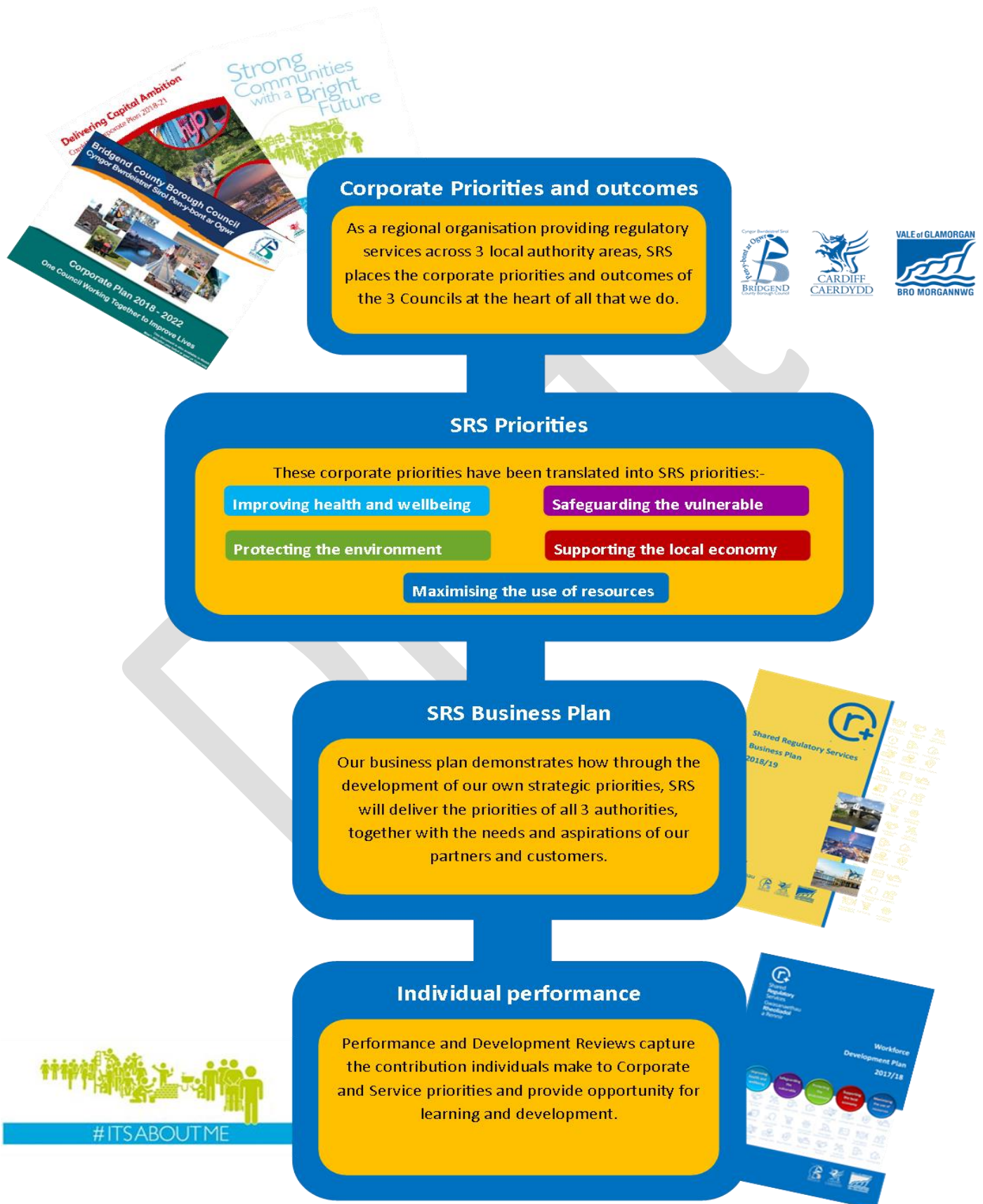
Corporate Priorities

- | | | |
|---|--|---|
| <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 a 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)

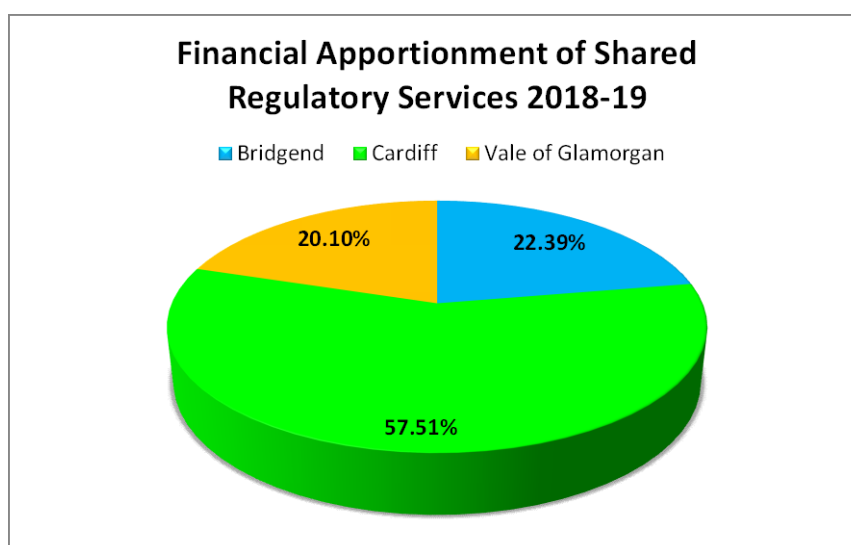
Remaining relevant to the three Councils – The creation of SRS delivering services across three local authority areas resulted in the transfer of the administration of services and staff to the Vale of Glamorgan Council who act as the host authority for the Service. The Service, although jointly funded 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

In addition, an analysis of anticipated income is also provided in order to ensure that increased Authority-Specific budgets can be offset by income. The following table summarises the 2018/19 net position (excluding implementation costs) once estimated income for each Authority has been included.

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.

Proposed Gross Expenditure Budget 2018/19	
Authority	Proposed £000
Bridgend	1,774
Cardiff	4,978
Vale of Glamorgan	1,752
Total Gross Expenditure 2017/18	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 WIMLU 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.

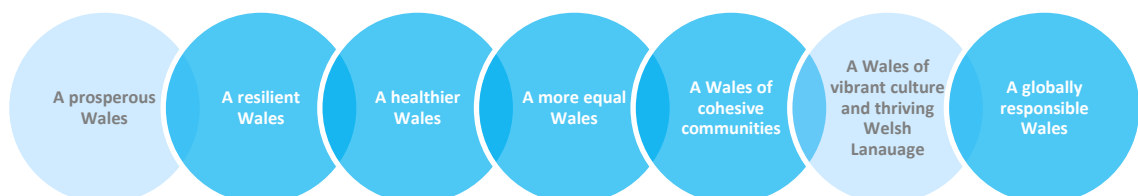
The following section of this Business Plan brings all these different elements together in order to highlight our achievements and performance during the last year. The actions we aim to undertake in 2018/19 to deliver our priorities and this framework will be continually reviewed to ensure it remains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

Draft

Improving health and wellbeing



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



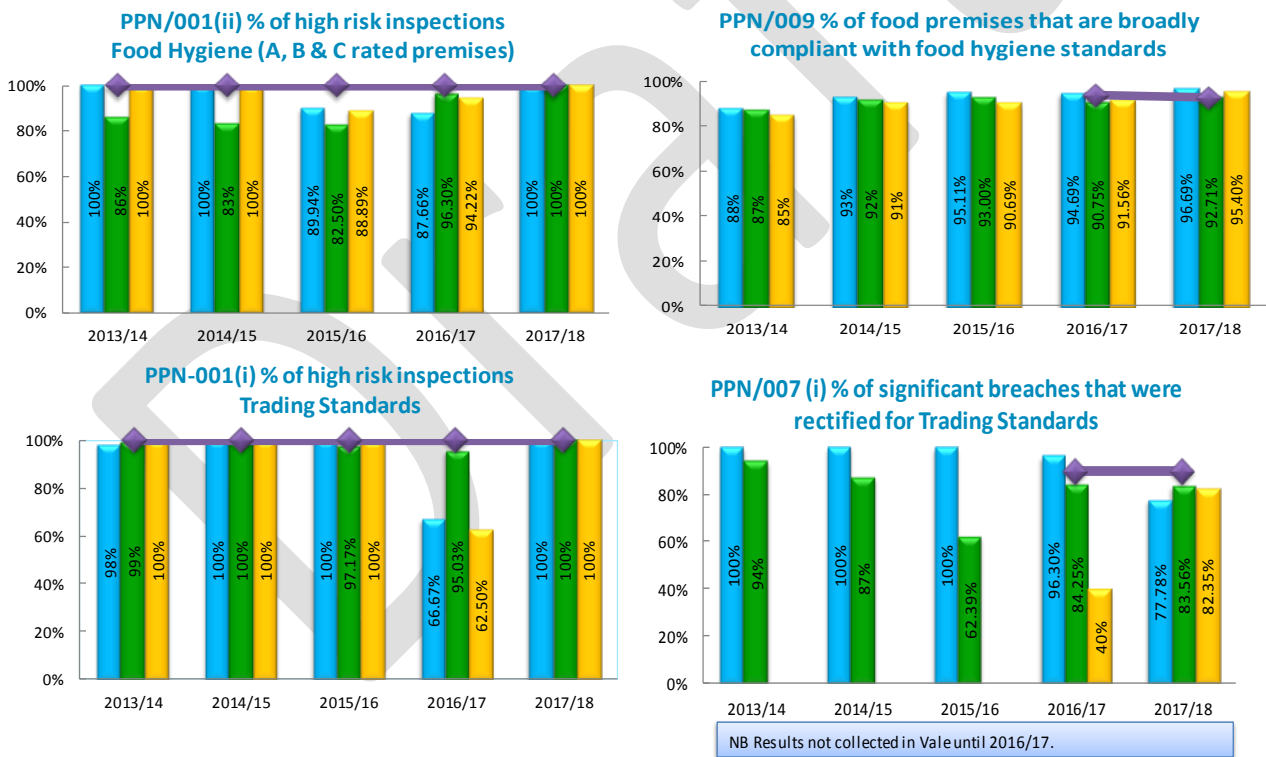
6.1 Improving health & wellbeing

Introduction

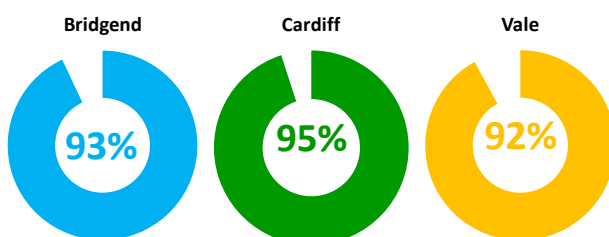
Improving health and wellbeing is a key priority for Shared Regulatory Services. The Service delivers a diverse range of services to businesses, consumers and residents many of which are “taken for granted”. Their contribution toward our stated outcomes, and their impact upon communities, should not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

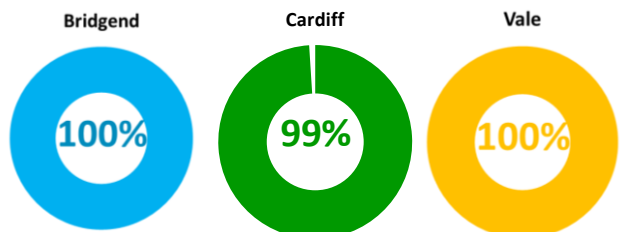
■ Bridgend
 ■ Cardiff
 ■ Vale of Glamorgan



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

To be confirmed.

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

C Hill

relation to the safety of wood burners, second hand goods including white goods, second hand furniture and fire labelling and EPC in private lets.	
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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
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Licensed premises operate responsibly

To be confirmed.	W Lane
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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
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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
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Undertake a proactive exercise within the Plasnewydd area to identify unlicensed HMOs and ensure licence applications are made in accordance with the Additional Licensing Scheme.	W Lane
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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
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Implement a training programme for SRS employees on the implications of the Renting Homes Act.	W Lane
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Infectious disease is controlled and prevented

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

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

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

1. **If unsure** - don't open the door.
2. **Don't be rushed** - don't make snap decisions. It's unlikely to be the bargain it appears.
3. **If in doubt - talk it out!** Check with a friend or neighbour.
4. **Be suspicious - don't reply.** In it, delete it or hang up.

1. **Os ydych yn ansicr** - peidiwch ag agor y drws.
2. **Peidiwch â chael eich rhustio** - peidiwch â gweud penderfyniadau brysog. Mae'n anhwybodol y bydd yn fargen gwerth chwell er gwaethaf yr holl adawdion.
3. **Os ydych yn amheus - trafodwch y mater.** Holwch ffôn neu gymysgog.
4. **Bydwch yn amheus - peidiwch ag ateb.** Rhochw ef yn y bin, ei ddileu neu rhochw y ffôn i lawr.

Think twice - ask advice. Call the Citizens Advice Consumer Helpline 0300 123 66 96
If you ever feel threatened or intimidated call the Police

Meddyliwch, dderbyswch - peffymwrch iro gwynn. Ffoniwch Llofft Ddielmyddwyr Cynogor ar Sioeth. 0300 123 66 96
Os ydych yn temlo eich bod yn cael eich bygwth neu eich delysai ffonwch y rhesddu.

Safeguarding Team | Tim Diogelu
Shared Regulatory Services - Sîngened, Cardiff and the Vale of Glamorgan
Gwasanaeth Rheoliadau a Renni - Pen-y-bont ar Oger, 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.

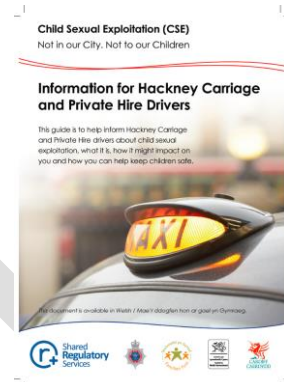
Barry rogue trader received jail sentence – A rogue builder was successfully prosecuted following an investigation by SRS Officers for a string of trading standards offences. The defendant from Barry was sentenced to 22 months in prison after pleading guilty to 15 counts under the Consumer Protection 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 a person 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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Support South Wales Police to deliver their Crime Prevention and Reduction plan.	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 '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
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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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Embed an Intelligence Analyst capacity into the Unit to enhance the investigation of this often silent crime.	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

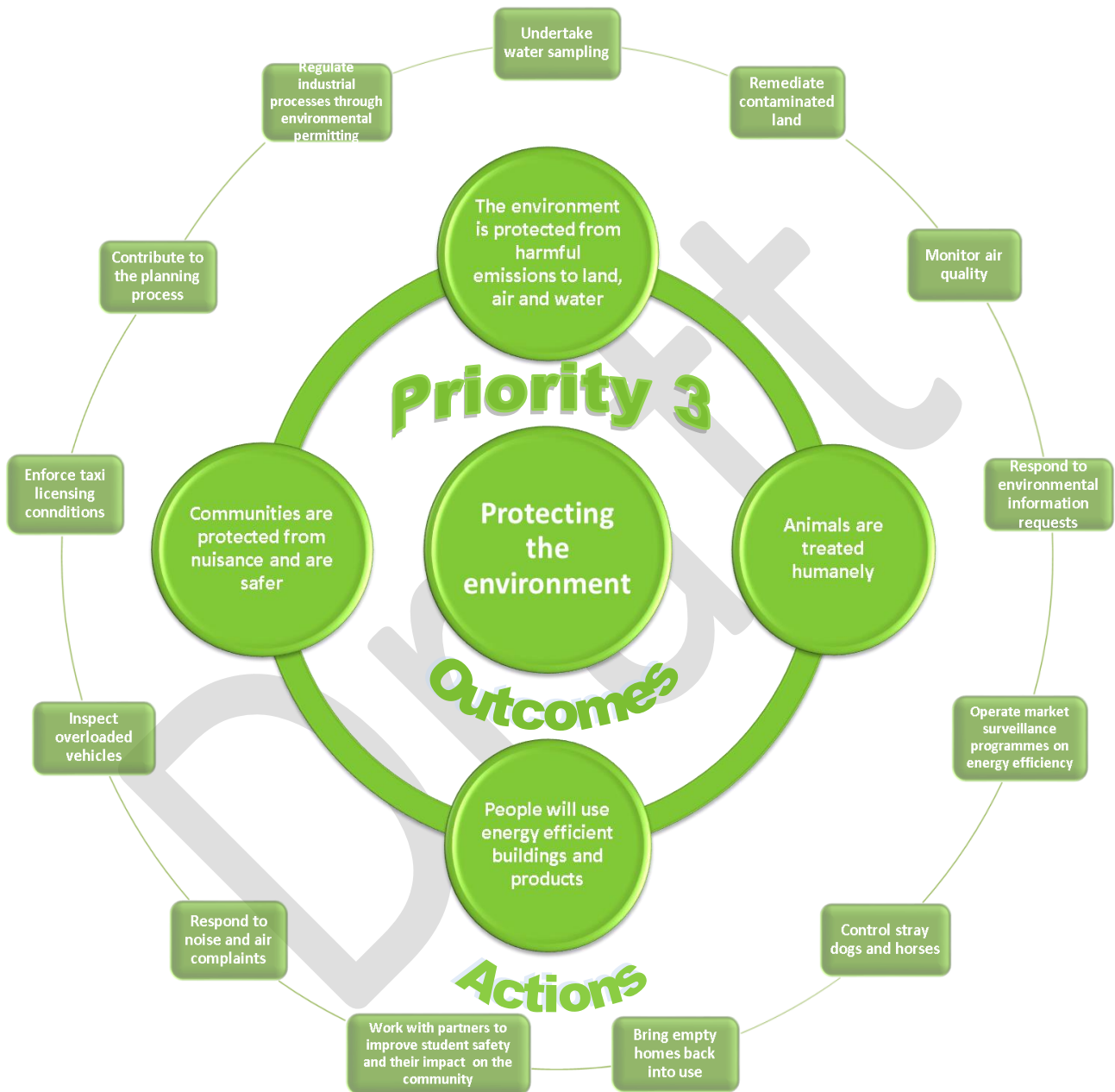
Review the current written Hackney Carriage/Private Hire Drivers knowledge test to incorporate questions relating to child sexual exploitation in line with the CSE booklet produced in 2017.	W Lane
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Engage with Welsh Government on proposed new taxi legislation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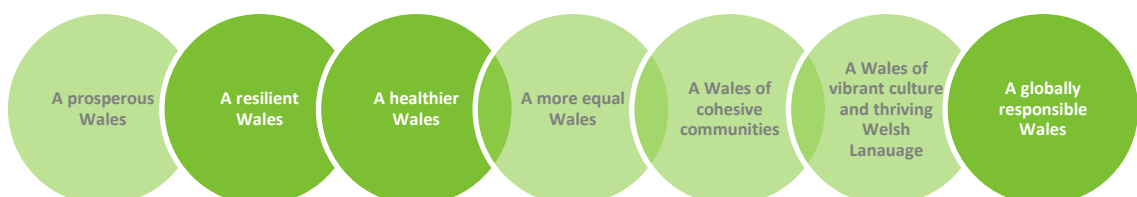
What we will measure during 2018/19

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:-

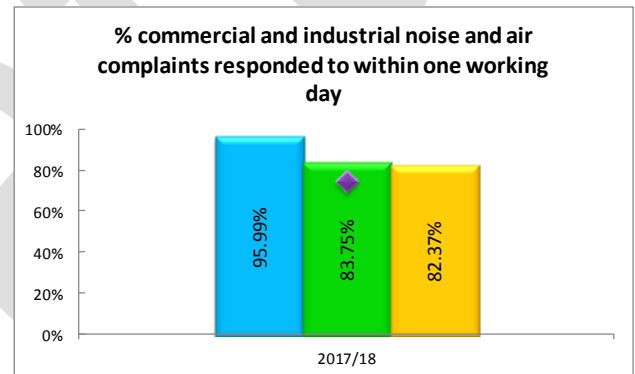
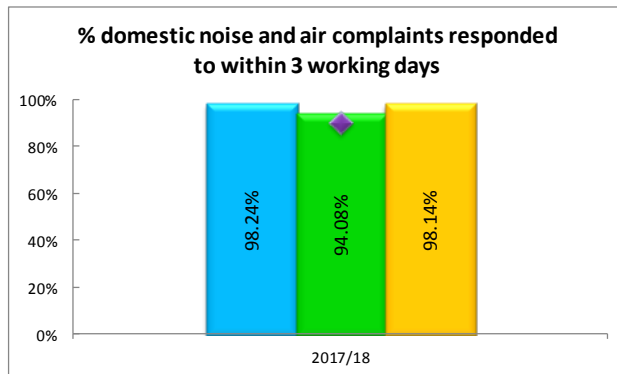


6.3 Protecting the environment

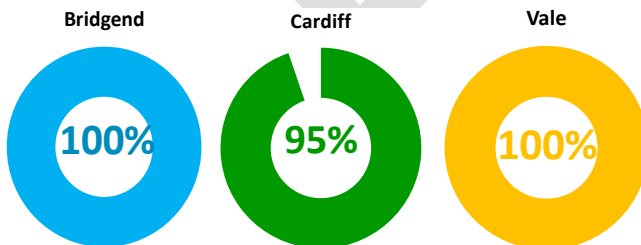
Introduction

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.

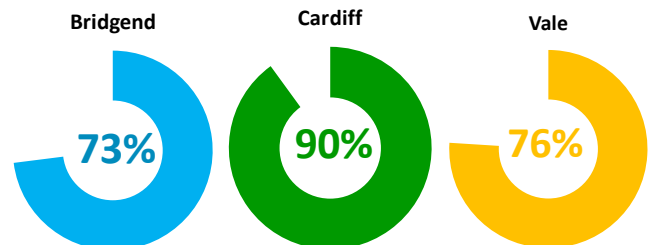
How we performed

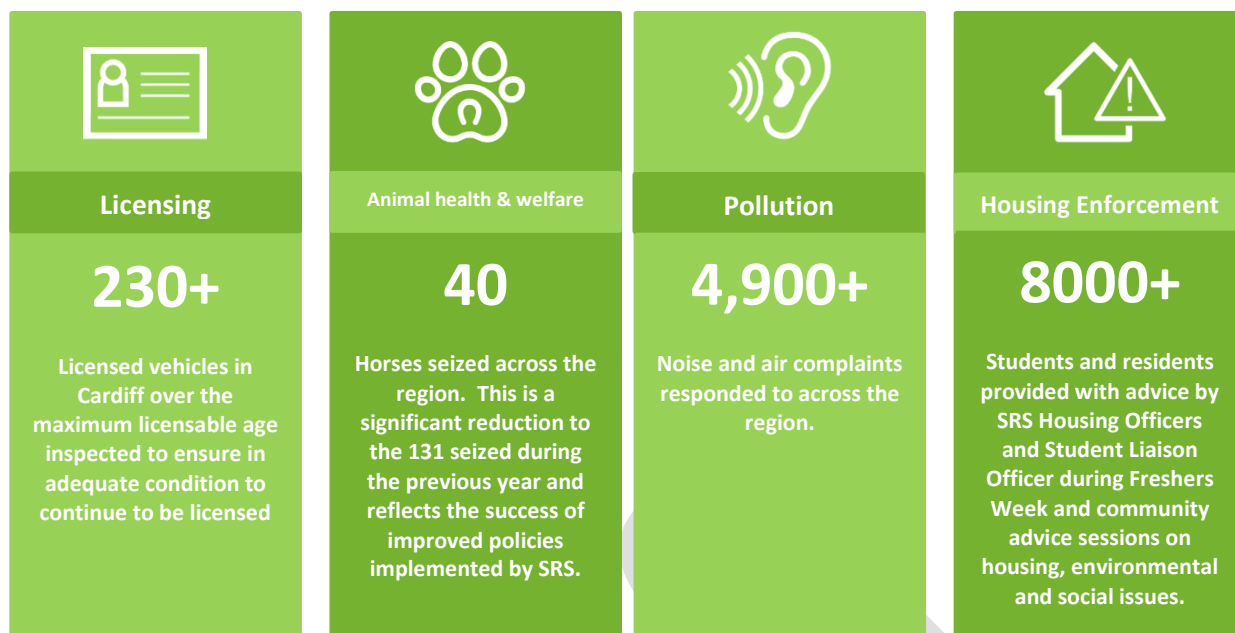


% of alarm complaints responded to within one day



% 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 tenancy to new or existing tenants. The law takes effect fully from 1st April 2018 and officers undertook a survey to determine levels of preparedness in Cardiff which is home to the main concentration of private rented properties in Wales.

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 she 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.

H Picton

Provide technical lead to Cardiff Council in undertaking Feasibility Study to achieve compliance with legal limit for Nitrogen Dioxide, to develop Final Plan

H Picton

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

H Picton

Consultation and declaration of potential AQMA in Bridgend, and revocation of Windsor Rd AQMA.

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 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

H Picton

and policies for the control of outbreaks of Foot and Mouth Disease.

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

What we will measure during 2018/19

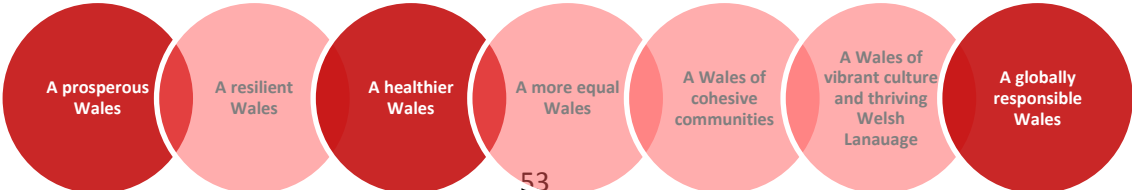
Performance Measures 2018/19	Target
<ul style="list-style-type: none"> For noise complaints requiring attendance on site, the average time between receipt and the officer attending on site. 	Under consideration
<ul style="list-style-type: none"> % of domestic noise and air complaints responded to within 3 working days 	90%
<ul style="list-style-type: none"> % of commercial and industrial noise and air complaints responded to within one working day 	75%
<ul style="list-style-type: none"> % of alarm complaints responded to within one day. 	90%
<ul style="list-style-type: none"> % of stray dogs returned to owner or rehomed. 	90%
<ul style="list-style-type: none"> % of empty private sector properties brought back into use during the year through direct action by the local authority (Cardiff only) 	TBC
<ul style="list-style-type: none"> 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:-

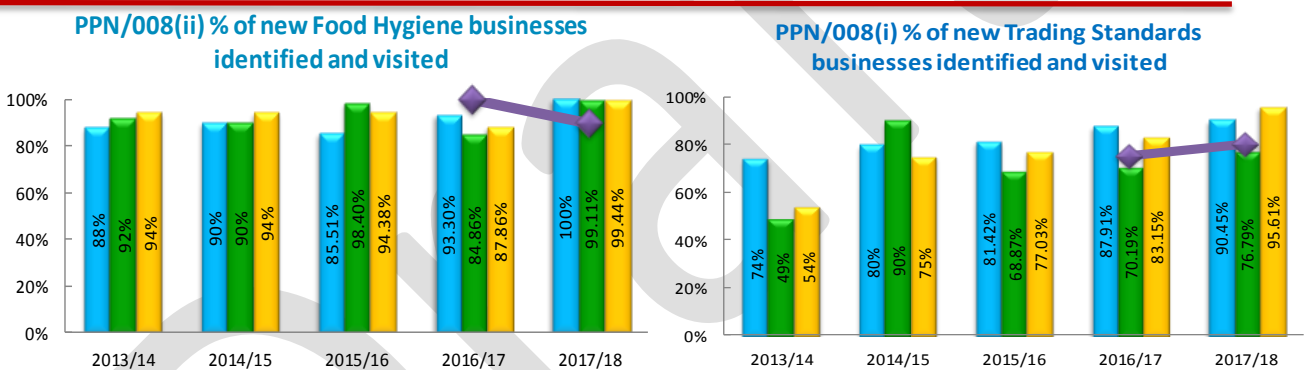


6.4 Supporting the local economy

Introduction

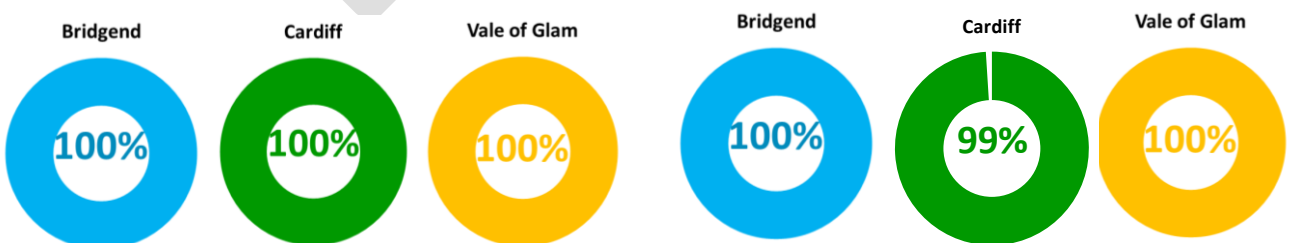
A strong local economy is a key component in the quality of life experienced by local people. The work of SRS has a significant, but often unseen, impact upon the local economy. The provision of timely advice and guidance on regulation can benefit the economic viability of businesses resulting in improved 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 Welsh Government literature on the new Minimum Unit Pricing requirement and provide 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
Raise awareness among consumers of the new Minimum Unit Pricing requirement for alcohol sales to ensure a good understanding of the detrimental effect of high alcohol contents, allowing informed purchasing decisions to be made.	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
Produce and distribute the biannual Food and Safety Newsletter.	H Picton
Following the success of the 2017 Food Safety and Primary Authority training at the Principality Stadium, stage a similar event, targeting those businesses who were unsuccessful in gaining places on the last occasion where the maximum capacity was 180 delegates.	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

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

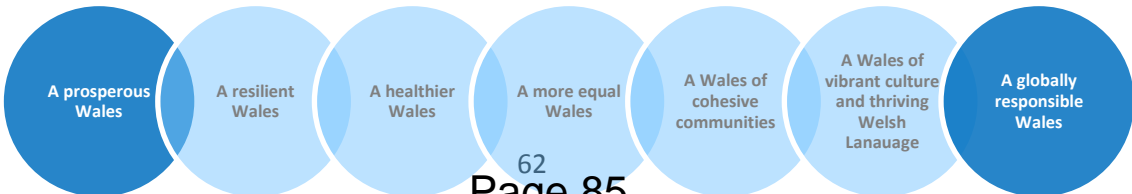
What we will measure during 2018/19

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

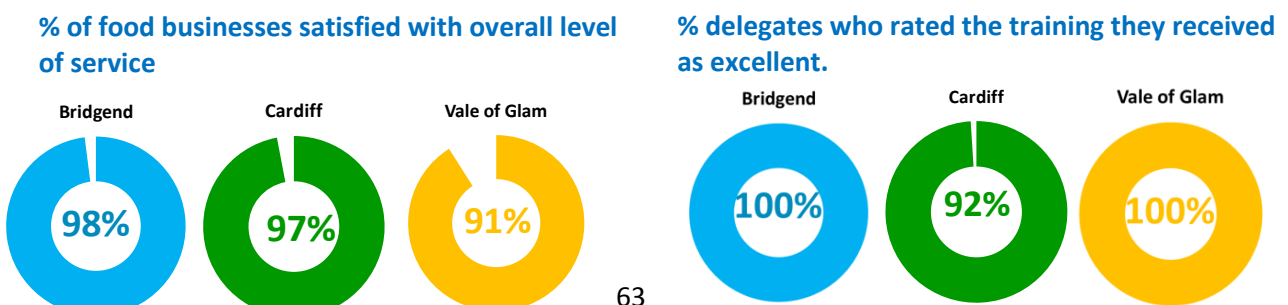
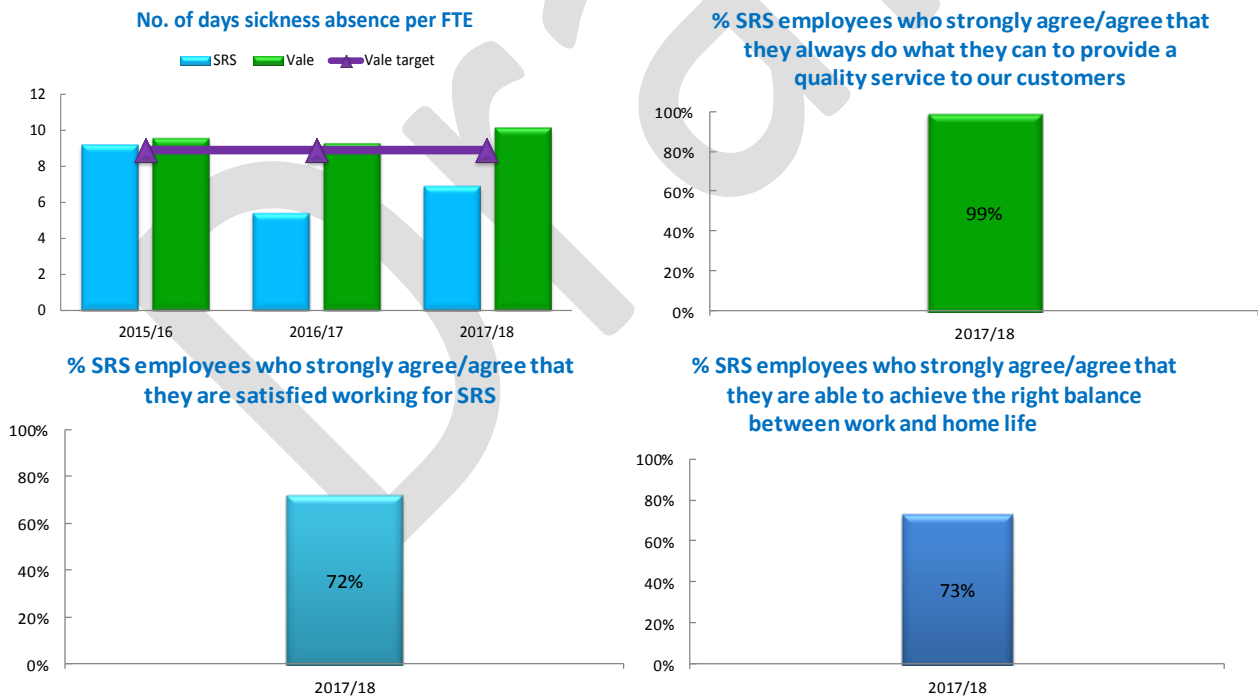
Introduction

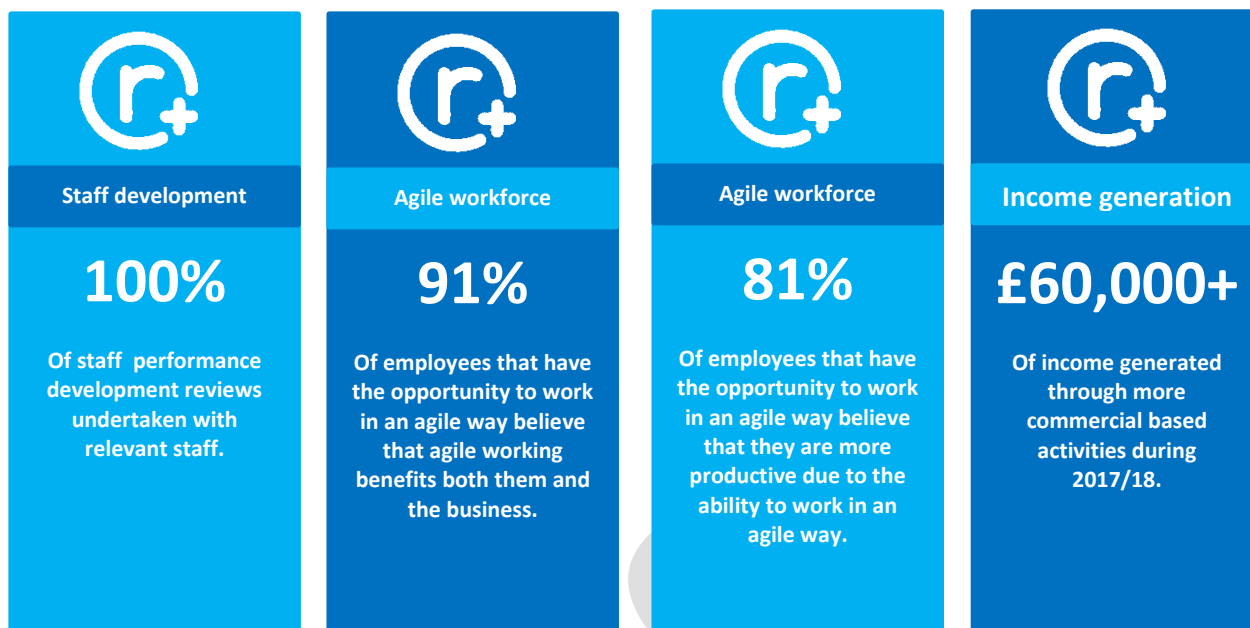
Maximising the use of resources was the original catalyst for creating SRS, and our work in this area continues. Reducing “triplication” of effort, introducing better processes, making our systems work without constant intervention, improving access into the service will all benefit our business and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

Review customer feedback received during 2017/18 and explore opportunities for improvement.

H Picton

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

H Picton/C Hill

Standards, Major Investigations and Safeguarding disciplines, with a view to this approach being extended to other areas of the Service in time.	
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 through the agreed and published FSA Audit Report.	C Hill
Review the role of SRS at major events in the region.	H Picton

Public and stakeholders are able to access our services

Undertake a comprehensive review of Licensing fees using best practice mechanisms used across England.	W Lane
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

Determine the true cost to the Service in providing support to Major Events as part of the wider review of involvement at events across the three local authority areas.	H Picton
Act on feedback from business partners to develop and market test further training courses and paid for services.	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 and 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%

Draft

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

To be confirmed.

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 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 a person 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

Support South Wales Police to deliver their Crime Prevention and Reduction plan.

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

Embed an Intelligence Analyst capacity into the Unit to enhance the investigation of this often silent crime.

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.

H Picton

Provide technical lead to Cardiff Council in undertaking Feasibility Study to achieve compliance with legal limit for Nitrogen Dioxide, to develop Final Plan

H Picton

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

H Picton

Consultation and declaration of potential AQMA in Bridgend, and revocation of Windsor Rd AQMA.

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 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 Welsh Government literature on the new Minimum Unit Pricing requirement and provide 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

Raise awareness among consumers of the new Minimum Unit Pricing requirement for alcohol sales to ensure a good understanding of the detrimental effect of high alcohol contents, allowing informed purchasing decisions to be made.

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

Produce and distribute the biannual Food and Safety Newsletter.

H Picton

Following the success of the 2017 Food Safety and Primary Authority training at the Principality Stadium, stage a similar event, targeting those businesses who were unsuccessful in gaining places on the last occasion where the maximum capacity was 180 delegates.

H Picton

Following the success of providing food safety training in the Urdu language, deliver training to other identified businesses having staff for

H Picton

whom English isn't the first language.

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

Maximising the use of resources

Lead
Responsibility

SRS operates effectively and efficiently across all 3 areas

Review customer feedback received during 2017/18 and explore opportunities for improvement.

H Picton

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 through the agreed and published FSA Audit Report.

C Hill

Review the role of SRS at major events in the region.

H Picton

Public and stakeholders are able to access our services

Undertake a comprehensive review of Licensing fees using best practice mechanisms used across England.

W Lane

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

Determine the true cost to the Service in providing support to Major Events as part of the wider review of involvement at events across the three local authority areas.	H Picton
Act on feedback from business partners to develop and market test further training courses and paid for services.	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 and 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

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The Vale of Glamorgan Council

Shared Regulatory Services Joint Committee: 19th June 2018

Report of the Director of Environment and Housing Services

Shared Regulatory Services Annual Report

Purpose of the Report

To provide a report on the performance and financial position of the Shared Regulatory Service for 2017/18

Recommendation

That the Joint Committee approves the report and authorises the Managing Director, Vale of Glamorgan Council, to forward a copy of the report to the Heads of Paid Service for the other partner Councils.

Reasons for the Recommendation

To meet the requirements set out in Clause 5.1 of the Joint Working Agreement.

Background

1. Under the Joint Working Agreement, the Shared Regulatory Service (SRS) is required to produce an annual report that covers the operational and financial performance of the service for the preceding year. Clause 5 of the Joint Working Agreement states:

"The Joint Committee shall receive in each year at its annual meeting which shall be held no later than 30th June the report of the Head of Regulatory Services and the Lead Financial Officer in respect of the functions delegated to the Joint Committee relating to the twelve months ending 31st March of that year and a copy thereof shall be forwarded to the Chief Executive of each Participant.

The report shall include:-

(i) a statement showing the performance of the Regulatory Service

Functions and progress in achieving the Objectives and delivering the Business Plan

(ii) a summary revenue account and statement of capital spending including

the distribution or use of any revenue surpluses and the financing of any capital expenditure"

2. This is the third report produced under this requirement and covers the period 1st April 2017 to 31st March 2018. If the content of this report is agreed, a copy of the report must be sent to the Head of Paid Service of each of the three Councils along with the SRS Business Plan for 2018/19.
3. This third Annual report outlines many of the actions undertaken to embed the SRS arrangements into the day to day functioning of each partner Council and the continued delivery of the wide range of statutory functions assigned to the Service. The report provides a review of operations across the service, a summary of the financial position, and outlines performance against the 2017/18 service objectives.

Relevant Issues and Options

Operating the Shared Regulatory Service

4. The Shared Regulatory Service (SRS) operates across Bridgend, Cardiff and the Vale of Glamorgan. The SRS delivers a range of statutory services, critical to maintaining the health, safety and economic wellbeing of local communities, through a collaborative model. The operating model delivers an integrated service for the Trading Standards, Environmental Health and Licensing functions, which has three service delivery sectors focusing upon the customer rather than the traditional professional delivery model.
 - *Neighbourhood Services: activities relating to residential premises or having an impact on the local community*
 - *Commercial Services: activities relating to business premises (generally where national standards apply)*
 - *Enterprise and Specialist Services: specialist areas of work and income generating services*
5. As a regional organisation, providing regulatory services across three local authority areas, the SRS seeks to ensure that the corporate priorities and stated outcomes of the three councils at the heart of all its activities. Using them as a focus, the strategic priorities for the Shared Regulatory Service:
 - *Safeguarding the Vulnerable*
 - *Improving Health and wellbeing*
 - *Protecting the Environment*
 - *Supporting the local economy*
 - *Maximising the use of resources*provide a robust base for achieving the outcomes identified in the 2018/19 business plan and the partner Council's corporate aspirations.

6. The Joint Working Agreement, executed in April 2015, and updated in July 2017, underpins the entire service provision. The JWA contains a number of "milestones and requirements". In accordance with those requirements:
- The Wales Audit Office completed an independent financial audit of the service in September 2017 there were no recommendations for improvement
 - The service set its budget in December 2017 for the 2018/19 period, along with a financial projection for the following two years setting out a budget reduction of 5% p.a. for the next three years.
 - The Business Plan for 2018/19 is presented for political approval in other papers to the June 2018 Committee, following consultation with stakeholders
 - The Annual report is presented here for consideration by the Joint Committee
 - The Joint Committee will receive an audited statement of accounts in September 2018.

Annual review

7. The 2016/17 Annual report highlighted the following items as the principal challenges for the service.
- Delivery of the SRS Business Plan 2017-2018
 - Implementation of the SRS Workforce Plan
 - A review of the partnership, governance and scrutiny arrangements for the SRS
 - A review of the Joint Working Agreement
 - Delivery of the identified budget contribution reductions for partners
 - Refinement of the fee-generating activities approach to better understand the SRS cost base
 - Exploration of new ways of generating income for the service and future savings
 - Continue the process of channel shift by increasing the customer's ability to use self-help and undertake transactions on-line.
 - Continue to harmonise working practices across the region, ensuring an effective, improved delivery and achievement of key performance indicators.

As will be seen below, these challenges have been met; the targets identified for the period 2017/18 have, for the most part, been achieved and the financial savings delivered, along with an in year underspend on the core activities. 2017/18 has seen other issues emerge resulting in further change and progress for the SRS. These issues are set out below in the synopsis for the year:

Human Resources

8. Throughout 2017/18, filling vacancies has continued to be challenging and the SRS has struggled to recruit suitable individuals into the service. However, the Service's programme of "growing our own" officers particularly in the food and trading standards disciplines has seen a number of individuals achieve higher accreditation levels to allow them to undertake a wider range of inspections. Additionally, the service has continued to run the core competency programme in regulatory professional practice. This training has been fundamental in ensuring that our officers are equipped to deal with regulatory breaches competently and effectively. The programme involves "classroom" sessions and a series of assignments that leads to NVQ level 5 qualifications in investigative practice.
9. With officers assuming new roles and the taking on of new responsibilities to deliver the service, the retention of those officers needs a clear commitment to the resourcing of training and development within the organisation; competency within remains, of paramount importance. All officers underwent a Personal Development Review (PDR) process last year and this will be fed into a personal training plan for each officer and form part of the new workforce development plan for the service. The plan, the major element of which is a framework aligned to our vision and primary aims, seeks to blend Organisational Culture, Leadership and Management, Core Skills, Recruitment, Retention and Progression and Employee engagement. The framework provides the foundation for identifying the required behaviours of our officers when dealing with service stakeholders, together with learning and development themes that support business needs. The ultimate goal is to have a business planning framework supported by a workforce plan that drives all SRS development activities and this will continue to be a target for SRS management in 2018.
10. Sickness absence levels for 2017/18 were 6.89 days per FTE person. This is an increase on the previous year where absence rates were recorded as 5.39 FTE per person. There are mitigating factors with a number of staff undergoing planned medical interventions. This increase, while disappointing when viewed in a wider context through comparison against the average sickness rates across the partner Councils still compares favourably. In December 2017, officers were made aware of the need for further budget savings and that may have had an impact upon attendance in Quarter 4, even where managers are providing all of the relevant support to staff. There are no discernible trends in either the short or long term absence figures.
11. The Shared Regulatory Services Employee Survey undertaken in January 2018 sought to establish employee perceptions of various aspects of working for Shared Regulatory Services after three years of operation. The timing of the survey followed communications on proposed budget cuts to the service. The survey was distributed electronically to all staff and achieved an approximate response rate of 77%. Officers were asked to rate their satisfaction with aspects of the service and their employment conditions. The survey contained 44 questions and officers were asked to indicate how much they agreed or disagreed with the statement. 30 out of the 44 statements (68.18%) achieved very good to excellent results. 13 out of the 44 statements (29.54%) achieved good results with only one statement (2.27%) achieved a very poor result. This related to opportunities to progress within the service. A plan is now in place to address outstanding concerns. It is evident that the agile working

approach across the region is embedded and valued by officers; they feel more productive and the performance indicators set out in paragraph 16 below and the increased range of activities support that belief.

Embedding the regional service

12. The joining together of three local authorities 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. Standardisation provides an opportunity to apply best practice and reduce costs. In 2017/18, the SRS has continued to harmonise a range of processes and policies and managed to secure efficiency savings as part of that exercise. Examples include the adoption of common licensing policies for animal welfare,
13. The single telephone contact number: 0300 123 6696 which operates through the Vale of Glamorgan's call centre C1V is now managing the majority of calls to the SRS. Using the call centre means that calls are handled in English and/or Welsh, calls are more effectively monitored and a better understanding of volumes is available.
14. Agile working, which underpins the new operating model, has been developing with laptops and other mobile devices. The baseline activity data being developed by the SRS suggests that this mode of working is increasing productivity. Officers are beginning to view work as a "thing" rather than a place and take advantage of flexible working schedules; this in turn means that the SRS is able to operate over longer hours and weekends without the need to begin and end the day in a fixed office location.
15. Officers continue to use office facilities across the region and the "footprint" occupied by SRS officers reduced in 2017 and is likely to reduce further in 2018 as each partner council implement their corporate accommodation policies.

Operational Performance

16. Operational performance throughout 2017/18 has been reported both to the Joint Committee and to each partner Council through the legacy systems and performance gauged against the 2017/18 Business Plan. The targets and actions identified in the plan were achieved with all statutory documents being published on time, enforcement initiatives were completed and the change programmes identified for the period concluded on time.
17. The SRS has a role in two of the Council Public Accountability Measures; PAM PPN/009 and PAM 13 and 14 for Cardiff only
PPN/009 – Food establishments - broadly compliant (%). This measure provides an indication of how well a food business complies with food hygiene legislation. The food industry is responsible for producing and distributing safe food. The Shared Regulatory Service, as the enforcement agency, conducts inspections, ensuring that standards are met through a robust enforcement programme to deal with those who

do not comply with standards. Additionally, the business support regimes introduced into the SRS structure play a part in promoting an increase in hygiene standards.

Premises are deemed to be broadly compliant if specified risk scores are achieved for cleanliness, structural issues, and confidence in the management of the business.

The number of premises that are broadly compliant with food hygiene requirements, i.e. scoring 3* or above, are gradually increasing and in line with the UK average of 93%. It is important to note that Cardiff has a significant turnover of food business operators and many of these new entrants to the market do not attract immediately a broadly compliant rating and that affects the overall broadly compliant score for Cardiff. Areas with a more settled food business community often score well on this indicator because the food business operators have had time to become accustomed to the requirements of the food hygiene legislation.

PAM 13, Percentage of empty private properties brought back into use and PAM 14, the number of new homes created as a result of bringing empty properties back into use. This is a new indicator, but the core subject matter of reducing the number of empty properties remains the same. The performance measure guidance suggests that are categories of direct action that local authorities can take to bring a property back into use, including:

- Grants, loans or other financial assistance either provided or facilitated by the local authority; (*managed by Cardiff Council*)
- Enforcement action including statutory notices;
- Dialogue with the owner where the owner has engaged with and responded to the local authority

The recruitment of an additional SRS Officer dedicated to empty homes work in June 2017, has seen a significant effort from the SRS team in relation to this target. Progress has been made on over 100 active empty homes cases giving an indication of the level of activity and the potential for future performance. Although the annual target has not been achieved, the results for Qtr. 4 have been positive and bode well going forward. The nature of empty homes means that there can be a significant lag time between attempted contact with empty property owners and re-occupation which means it can take time to see results. This coupled with the previous lack of resource earlier on in the year has had a residual impact on performance. The significant efforts to turn this indicator around however now appear to be having a positive effect.

In addition to SRS work on this indicator, a key contributor to this PI in the past has been the Welsh Government Houses into Homes Scheme operated by the Council to assist in bringing properties back into beneficial use. In recent years, however, take up of this grant has declined which has impacted negatively on the PI.

The detail of performance against all the agreed indicators is set out in Appendix 1.

18. The SRS may, through the relevant participative Council, prosecute breaches of legislation, particularly in respect of those who flout the law or who act irresponsibly, or where there is an immediate risk to health and safety. In the period, the service has been successful in challenging a range of unfair practices, many of which

attracted significant media attention. The details of all the prosecutions concluded in the period 1st April 2017 to 31st March 2018 are set out in Appendix 2.

19. The SRS has also continued to support relevant corporate challenges at each Council. For example, officers participated in training and a process review in Bridgend to ensure the audit undertaken by the Office of Surveillance Commissioners was successful. The SRS is assisting all three partner Councils to meet the recommendations from those audits. At Cardiff, officers have played a key role in assisting the Council deal with the requirements to improve air quality placed upon it by Welsh Government. In the vale of Glamorgan SRS officers have played a key role on the reshaping programme, particularly in relation to the management development programme.
20. The work to review governance arrangements for the service to ensure full visibility of SRS activities and decision within the partner Councils included a review of the Joint Working Agreement. That review made amendments to the services delivered under the JWA, amendments to aspects of the financial operating regimes and a requirement to make the business of the Joint Committee an item on Cabinet agendas. The Councils agreed these changes in July 2017.

SRS officers have supported all three Councils statutory Licensing and Public Protection Committees through the year. The Committees have agreed a number of new policies; those policies are improving the way taxis operate across the region. For example, the exceptional condition policy to improve the condition of the taxi fleet has seen over a hundred vehicles rejected requiring the drovers/operators to introduce newer vehicles into the taxi fleet.

21. The SRS has held discussions with the partner Councils on the potential for a joint Scrutiny regime for the service. It is evident that the different scrutiny processes at work in the Councils are likely to lead to a duplication of resource. An examination of specific items through the process operated at Cardiff, for example, would be likely repeated at any joint session. Notwithstanding, the SRS has appeared before a number of Scrutiny Committees and task and finish groups in the last year. Officers provided advice in Cardiff on the subject of Air Quality; taxi provisions and the safety of the food chain. Officers also appeared before the Vale of Glamorgan Council's Environmental and Regeneration Scrutiny Committee to discuss SRS involvement in the construction of the biomass plant in Barry. Officers have also provided advice at Bridgend on bringing empty homes back into use.

Significant service achievements

22. Paragraph 5 above, sets out the priorities for the SRS; there have been a number of achievements worthy of note in 2017/18 to demonstrate progress toward delivering the outcomes associated with those priorities.

Improving Health and Wellbeing

23. Improving health and wellbeing is a key priority for Shared Regulatory Services. 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.

24. 2017/18 has seen a significant performance increase in relation to the food service. Through new ways of working and the implementation of a target regime there has been an increase in inspections and a closing of the "gap" of unrated food premises. At the beginning of the year there were over 300 premises in the region that were unrated; that deficit has been addressed and almost 100% of the registered food businesses liable for an inspection were visited in the year.
25. The food service has also received some striking media coverage in relation to prosecutions for breaches of food law receiving noteworthy press attention, a number of media articles on the food hygiene rating regime and the exposure of unprincipled trading practices in the food sector.

Perhaps most worthy of note has been the innovative work on food allergens. SRS officers undertook a survey seeking to purchase takeaway food free of egg products. People who suffer an allergic reaction when consuming an egg product might experience skin reactions, such as swelling, a rash, hives or eczema. They may have difficulty breathing and in the worst instances stomach pain, nausea, vomiting or diarrhoea.

SRS officers visited premises and gave full and comprehensive advice regarding the danger of serving meals to customers who declare an allergen at the point of ordering. Subsequently, officers carried out a formal sampling programme re-visiting all of the premises that had previously failed to confirm compliance to the legislation. Two premises stated that they were not able to guarantee that the dishes could be egg free; no samples were taken. Of the remaining eight premises that did sell a product declared as egg free; all of them failed the formal sampling. Two of those investigations have resulted in fines exceeding £1,000 for each retailer. The other cases are still awaiting trial.

26. Zero powered contact lenses (sometimes referred to as cosmetic lenses) are required by the Opticians Act to be sold under the supervision of a registered optometrist, registered dispensing optician or registered medical practitioner. The health problems associated with this product are well documented and include reports of people having serious eye injuries that require long term care.

In 2016, Shared Regulatory Services issued two simple cautions to retailers in Cardiff who had sold zero powered contact lenses to consumers of which one suffered a serious eye injury. A survey carried out across SRS in September/ October 2017 prior to Halloween to assess compliance with the General Product Safety Regulations 2005 involved the inspection of 22 premises. Advice was issued to the retailers selling this product in collaboration with the General Optical Council. Officers then carried out a series of test purchases at the premises that had received advice. Three of the premises continue to sell and warning notices were issued by the department.

27. 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 incidences being 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.

28. Across the SRS region, we have utilised grant money from Welsh Government to ensure landlords and agents have been engaged with the Rent Smart Wales project. We have achieved this through targeted campaigns and use of media, resulting in an excellent take up in registration throughout the region. We have formed good working relationships with Rent Smart Wales staff and are working collaboratively to ensure the regime operates effectively.

Whilst we continue to engage with landlords and agents to improve conditions in the private rented sector we also will not hesitate use our enforcement powers where required. This year saw an unprecedented number of improvement notices (700) and prohibition notices (95) served across the region in an attempt to improve standards in the private rented sector, particularly with those landlords who are more reluctant to engage with the Council or Rent Smart Wales.

Safeguarding the Vulnerable

29. 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 and with concerns voiced about slavery and exploitation, this work will remain vitally important for the partner Councils.
30. In 2017/18 the SRS delivered a number of road shows across the region using the Vibe youth organisation bus, which proved to be an excellent way of gaining the attention of the public. The team spoke with over 400 people during the events and gave advice on crime prevention and focused in particular, on how to avoid scams. Visitors to the event 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 the most extreme cases, the

SRS has provided call blockers to the most vulnerable residents to afford them better protection.

31. Rogue Traders continue to prey upon vulnerable people in the region. While prosecution is no substitute for effective prevention, the Courts have been supportive of SRS's efforts to bring the rogues to book. One trader was sentenced to 22 months in prison after pleading guilty to 15 counts under the Consumer Protection from Unfair Trading Regulations 2008, while in a separate incident another was imprisoned for 4 months. 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.
32. In order to strengthen improvements in safeguarding, particularly in relation to children, the Licensing Teams in conjunction with Children's Services, South Wales Police, Families First and Welsh Government produced a literature and training events aimed at Hackney Carriage/Private Hire Drivers to inform them about child sexual exploitation and what they can do to help keep children safe. This will become a core element in the assessment of all new driver applications.

Protecting the Environment

33. Protecting the environment is a core strategic priority of SRS. Many of the activities such as water sampling, monitoring air quality, and remediating contaminated land contribute toward promoting a better environment. This in turn means better long term prospects for the health and wellbeing of our communities. 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. In the more immediate term, we ensure communities are protected from nuisance and are safer by investigating noise complaints, dealing with stray dogs and horses.
34. The annual Local Air Quality Management Progress Reports for Bridgend, Cardiff and the Vale of Glamorgan were reported through the respective pathways in each Council and submitted to the Welsh Government by the 31st December deadline. In Cardiff, the SRS also took the officer lead in transferring the political reporting line from the Public Protection Committee to the Cabinet.

Air Quality has become a high profile issue, featuring in the headlines on an almost daily basis. SRS continues to review monitoring locations in Bridgend and the Vale of Glamorgan, but the most significant challenge for the SRS is to assist with the development of Cardiff Council's Air Quality Strategy. This follows the issue of a direction by Welsh Government to identify the option that will deliver compliance with legal limits for nitrogen dioxide in the city in the shortest possible time.

Additionally, the requirement to consult local communities on air quality matters, placed upon the three Councils by new Welsh Government guidance, places additional demands on the Service and meeting those demands will be considered as part of the budget reduction process for 2019/20.

35. The service has been involved in number of investigations locally into illegal dog breeding. SRS successfully prosecuted one breeder who made around £50,000 from 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. 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.

Supporting the local economy

36. 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.
37. In June 2017, the SRS was involved in regulating largest event ever to be staged in Cardiff, the UEFA Champions League finals. The four days of activity saw officers ensure 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, that taxis were operating within their licence conditions and any ambush marketing was removed. Those four days belie the massive amount of preparatory work with the event organisers, and stakeholders. The low level of non compliances and the positive feedback from the organisers illustrated the value of that preparatory work.
38. During all the major events in the City the SRS has operated an intensive campaign to ensure taxi drivers operate fairly and honestly. There has been significant media coverage about the standards of taxi provision and the behaviour of drivers and while the majority of drivers do operate and behave as expected a small minority undermine the reputation of the industry. SRS officers have reported on a number of incidents asserting inappropriate behaviour by drivers resulting in over 100 drivers appearing before the three Committees and over 20 drivers have been charged with “flimping” (accepting fares when not authorised to do so).
39. The Bridgend Employers Engagement Project (BEEP) was a partnership intervention led by Shared Regulatory Services, facilitated by the Health and Safety Executive and Public Health Wales and supported by experts from local businesses and organisations. The aim of the project was to support businesses effectively manage a safe, healthy and more prosperous workplace in line with HSE’s strategy ‘Helping Great Britain Work Well’. Businesses from the 24 industrial estates operating in Bridgend County Borough Council were selected as this trade sector is known to have higher than average accident and ill-health rates.

Micro businesses were identified as requiring the most health and safety support particularly in relation to management of asbestos, risk assessment, accidents and ill-health, muscular disorders and working at height. Visits also confirmed a lack of business awareness in relation to substance misuse and tobacco use, it was evident that businesses did not fully appreciate the impact of poor health and health behaviours on business productivity and standards of health and safety. Feedback from participants indicated that 100% of businesses reported learning something and 91% reported that they would make changes to their workplace because of attending the Forum.

40. Uncertainty in financial markets has prompted a surge of interest in investments in precious metals as an alternative to other, more volatile sectors. Experience has shown that rogue traders are never far behind the latest trend, and the possibility of jewellery scams being felt locally was identified by the SRS as a potential threat to local residents and reputable traders alike. In order to provide reassurance as to the quality and authenticity of jewellery available locally, survey work is being undertaken across the trade sector. Officers from the SRS have been working closely with the Assay Office to conduct joint inspections of locally based jewellery outlets, including those selling on-line as well as those in the high street.

Officer visited jewellers across the region inspecting hundreds of items for compliance with the Hallmarking Act 1973 ensuring items of jewellery bore the appropriate markings as well as the display of customer information notices at the point of sale. Overall the survey results were pleasing. Problems were found in only three outlets and overall, less than 7% of the items examined and tested were non-compliant. These were removed from sale immediately. Of interest was a small quantity of jewellery which while properly hallmarked was found to be in breach of a number of registered trademarks; the offending items are estimated to be worth in the region of £25,000. In May 2018, the SRS was advised that it had received a highly commended award from the Hallmarking Council for the enforcement initiative described above.

Maximising the use of resources

41. Maximising the use of resources was the original catalyst for creating SRS, and our work in this area continues. By reducing “triplication” of effort, introducing better processes, making our systems work without constant intervention, improving access into the service, our business improves and we 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.
42. One of our key outcomes under this heading is to ensure *officers are effective in their roles*. We seek to do this through training and development and the outputs of that investment are often measured quantitatively. What has been pleasing this year is the number of times the service has been recognised by different organisations for our efforts in regulating particular aspects of the marketplace. In 2017/18 the SRS

was recognised by the RSPCA winning the Innovator award for our work with stray horses, by the hallmarking Council for our investigations into sales of gold and silver, by the South and West Wales safety group for our health and safety work on industrial estates. This suggests that our efforts are moving beyond outputs and our work is having an impact in the community.

Financial performance

Provisional Outturn

43. The Gross Revenue Budget and projected outturn for 2017/18 are shown in the tables below for each of the elements within the budget. The service has achieved an overall underspend of £346k against the gross revenue budget of £8.830m, as shown in the table below.

Authority	Gross Budget £'000's	Draft Outturn £'000's	Outturn Variance £'000's
Bridgend	1,769	1,628	141
Cardiff	5,315	5,209	106
Vale	1,746	1,647	99
Total Gross Expenditure	8,830	8,484	346

However, it should be noted that had the additional Illegal Money Lending Unit grant income of £243k not been received, the outturn position would have resulted in a surplus of £103k, which equates to 1.16% of the overall budget.

The total value of IMLU grant claimed from the National Trading Standards Board in year to cover the expenditure incurred was £625k. The IMLU budget included in the agreed 2017/18 budget was £382k.

Implementation

44. The 2016/17 closing report which was presented to the June 2017 Committee, detailed a number of items with a combined value of £102k where provision was being made within the 2016/17 accounts to carry forward the funding to allow the items to be undertaken in 2017/18. Due to unforeseen circumstances the following items will now be settled within the 2018/19 accounts, and the residual £56k will be carried forward to fund the following items;

- £46k to cover the anticipated cost of setting up the SRS as a separate employer within the Cardiff & Vale Pension Fund as agreed by the Joint Committee on 20th December 2016.

- £10k in respect of partially completed additional IT consultancy work.

Core Services

45. The approved gross Core Services budget for 2017/18 is £6.252m, which is showing a provisional underspend of £426k. The Core Services budget is allocated in line

with the population split across the participating authorities, and is shown in the table below.

Authority	%	Gross Budget £'000's	Draft Outturn £'000's	Outturn Variance £'000's
Bridgend	22.46%	1,404	1,307	97
Cardiff	57.34%	3,585	3,345	240
Vale	20.20%	1,263	1,174	89
Total Core		6,252	5,826	426

Employee costs achieved a £158k underspend which is the result of a number of part year vacancies where there have been issues in attracting suitable cover in respect of maternity across many units. The vacant post within the Food team has not been filled due to a national shortage of qualified officers. Additionally, the Financial Investigators post within Trading Standards has also remained vacant during the period.

The £21k overspend within Transport is predominantly the result of the purchase of two replacement vehicles to be used within Animal Welfare, and also by the Sampling Officer. The Supplies and Services position is an overall £74k underspend. This position is made up of a £20k underspend on special projects, a £20k underspend on sampling, an underspend of £14k on mobile phones, plus an underspend of £8k on subscriptions. There were no major issues in respect of stray/abandoned horses during 2017/18 which has resulted in an underspend of £12k against this heading.

£215k of unbudgeted income has been received in 2017/18. This is made up of £139k of additional recharges in respect of a secondment to City Deal, a part year secondment to Welsh Government to assist on the Special Procedures project which will be incorporated into the Public Health (Wales) 2017 Act. Additional project work in relation to setting up Public Space Protection Orders for both Cardiff and the Vale of Glamorgan which have been recharged separately to the respective Authorities.

Food Standards Agency (FSA) grants totaling £34k have been received to fund animal feed analysis, the provision of Hazard Analysis and Critical Control Points (HACCP) training seminars which provided businesses with food safety knowledge. Trading Standards undertook an initiative in the sampling of burgers which are not thoroughly cooked, and also participated in a joint FSA operation in respect of the sale of food supplements, both of which attracted grant funding. Fees and Charges achieved £28k of unbudgeted income across a number of disciplines across Core.

£14k of unbudgeted Primary Authority income has been achieved by the Education and Training team in respect of bespoke training and advice provided to businesses.

Authority Specific Services

46. The approved gross budget of £2.578m in respect of Authority Specific Services is projecting a provisional overspend of £80k as detailed in the table below.

Authority	Gross Budget £'000's	Draft Outturn £'000's	Outturn Variance £'000's
Bridgend	365	321	44
Cardiff	1,730	1,864	(134)
Vale	483	473	10
Total AS	<u>2,578</u>	<u>2,658</u>	<u>(80)</u>

The £44k underspend in Bridgend is the result of an £17k underspend within the Licensing section, which is due to smaller underspends across Employees, where there was a £12k reduced spend in respect of budgeted superannuation, plus a £5k spend below budget on Supplies and Services. There is an underspend of £27k within the Kenneling and Vets section where activity is below budget, and is consistent with previous years and the national trend of the reduction of dogs being presented as being homeless.

The £134k overspend within Cardiff predominantly relates to an anticipated £143k overspend in the Licensing section, which is then marginally offset by variances across the other headings.

Within the Licensing section, there are £85k of unbudgeted Employee costs which are then partially offset through additional funding of £8k from Cardiff in respect of a specific initiative within enforcement activities. This initiative is by special arrangement, and is unique to 2017/18. There is an overspend of £66k within Supplies and Services which includes £26k of unbudgeted Taxi Plate Costs, £17k of unbudgeted Survey and Software costs, £13k of unbudgeted Disclosure & Barring Service costs plus £10k of unbudgeted software maintenance.

The £4k overspend within Night Time Noise relates directly to activity levels in excess of budget. There is a nil variance on the Illegal Money Lending Unit.

Since the 2017-18 budget was approved, the SRS has now become the recipient of the Illegal Money Lending Grant, and as such, receives 100% of the grant directly from the funding body which has a maximum value of £634k. In 2017/18 total expenditure incurred on this heading was £625k. Previously, Cardiff had retained a proportion of the grant, therefore any resulting overspend on this heading was recovered from Cardiff.

Appendix 2 - Draft Shared Regulatory Services Annual Report 2017/18

HMO Plasnewydd and Cathays have a combined underspend of £6k, which relates entirely to a number of smaller under-spends across the headings within Plasnewydd.

The £7k underspend in Cardiff Port Health Authority is the result of part year staffing vacancies.

The £10k underspend in the Vale of Glamorgan is primarily the result of a £6k overspend on burials undertaken in accordance with the Public Health (Control of Diseases) Act 1984. However, income has been recovered from the estates of the deceased to partially offset the cost. Licensing has a £1k overspend which is made up of smaller variances across the headings. The reduced uptake on the Vale's Kenneling and Vets Service has resulted in an underspend of £8k, which is consistent with the reduction in pressures felt at Bridgend, plus a change in the kenneling contract. The £9k underspend within Pest Control was made up of a £4k underspend within transport where no vehicle lease payments were made as the vehicles were purchased in the previous year. Plus, a £5k underspend within Supplies and Services, which is spread across a number of headings.

Net Position

47. In accordance with the Joint Working Agreement (JWA), income budgets remain the responsibility of each Participant Authority and are shown in this report for completeness.

The table below illustrates a provisional underspend of £267k at year end against a net budget of £6.132m, having taken into consideration the projected income received by the Participant Authorities. It has been prepared using income figures provided by the Authorities.

	Gross Budget	Draft Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,374	1,259	115
Cardiff	3,365	3,299	66
Vale	1,393	1,307	86
Total Net Expenditure	6,132	5,865	267

A full summary of the projected net outturn position is illustrated in Appendix 3.

Adjustments have been administered by the legacy Authorities at 2017/18 year end, with income in respect of both Taxi and HMO Licenses relating to future periods being transferred to an earmarked reserve, to be re-introduced into the accounts in the period(s) to which they relate.

The net position for Bridgend is an overall underspend of £115k against a net budget of £1.374m, which is the result of anticipated income recovery being £26k below target overall. Licensing income is £1k below budget, with Core income under recovering by £25k which relates to historically overstated budgets.

The net position for Cardiff is an overall underspend of £66k, against a net budget of £3.365m. Income projections overall have achieved a £40k shortfall.

The shortfall in income within Core is £48k. This may in part be due to the historic pattern of income receipts falling off from year 2 of the 5 year HMO License cycle. HMO Plasnewydd will finish its current cycle in October 2019, with HMO Cathays finishing in December 2021. 2016/17 was the first year that adjustment for income in advance had been administered to the account, with no consideration within the accounts made for periods prior to 2016-17. There is a combined £43k over recovery of income on this element of the budget. This is due to the level of enforcement work undertaken in the HMO teams in 2017-18.

Within the Licensing section there is a shortfall in income of £81k against budget of £959k, which may be due to a number of suspended premises licenses where payment was not made in year, and also due to multi-year licenses not being adjusted for within the accounts prior to 2016-17.

Only sufficient IMLU grant income to offset the expenditure incurred is shown in this report. It is anticipated that any variance on the Cardiff Port Health account will be transferred to its ring fenced funds at year end.

There is a £46k over recovery of income against a nil budget on Student Liaison which is the result of an agreed recharge to the 3 University's within the City.

The Vale of Glamorgan is reporting an underspend of £86k against a net budget of £1.393m. Income has fallen below target by £13k which is predominantly the result of a £13k under recovery of Pest Control income.

Challenges moving forward

48. Over the last three years, the SRS has consolidated service delivery in accord with the agreed standards, the requisite financial savings have been delivered in Year 3, but more demands are being placed upon the service at a time of reducing resources. In the next three years, the service's principal challenge is to continue to deliver high quality services and to help our partners manage their respective financial pressures. The Key Milestones for 2018/19 include:
- Delivery of the SRS Business Plan 2018-2019
 - A review of the organisational structure for the SRS to meet the budget savings set out for 2019/20 and 2020/21

- Consequently, to implement the financial savings agreed for the delivery of the SRS for the period 2018 - 2020.
- As with any law enforcement agency, new legislation and new policy developments continues to place greater responsibilities upon the service; and with those responsibilities greater expectations. The likely consequences arising from the Grenfell disaster, changes to the Public Health regime, the increased exploitation of vulnerable people, the challenges of improving air quality, the increase in the number of major commercial events cannot be underestimated. The need to have a competent core of officers ready to meet this challenge at a time of reducing budgets cannot be understated. Delivering more with less means that the SRS must undertake a degree of future proofing to meet the partner council's statutory responsibilities. Anything less represents a real risk for the health and well being of those living, working and visiting the region.

Resource Implications (Financial and Employment)

49. The implications are contained in the body of the report

Sustainability and Climate Change Implications

50. Sustainability and climate change implications have been taken into consideration when drafting the SRS Business plans referenced in this report.

Legal Implications (to Include Human Rights Implications)

51. The Council has a duty to improve under the Local Government (Wales) Measure 2009. The report outlines achievements in 2017/18.

Crime and Disorder Implications

52. Crime and disorder implications have been taken into consideration when drafting the Business plans referenced in this report.

Equal Opportunities Implications (to include Welsh Language issues)

53. Equalities issues have been taken into consideration when drafting the Business plans referenced in this report.

Corporate/Service Objectives

54. The Annual report demonstrates the partner Councils commitment to improving social, economic, environmental and cultural well-being and promoting sustainable development in line with the Well-being of Future Generations (Wales) Act 2015. Improving how the Council evidences and reports achievement of its Well-being Outcomes contributes towards promoting well-being.

Policy Framework and Budget

55. This report is a matter for the Joint Committee

Consultation (including Ward Member Consultation)

56. There are no implications for Ward Members resulting from this report.

Relevant Scrutiny Committee

57. Scrutiny is undertaken at each partner council

Appendices:

Appendix 1 - SRS performance measures 2017/18

Appendix 2 - SRS prosecution statistics

Appendix 3 - Projected net outturn financial position for 2017/18

Background Papers

The Shared Regulatory Services Business Plans 2017/18 and 2018/19

The Joint Working Agreement executed on 10th April 2015 and amended July 2017

Contact Officer

Head of Shared Regulatory Services
Head of Financial Services

Officers Consulted

Corporate Director Operational and Partnership Services, Bridgend County Borough Council

Director of Environment, City of Cardiff Council

Director of Environment and Housing Services, Vale of Glamorgan Council

Legal Services, Vale of Glamorgan Council

Accountant, Vale of Glamorgan Council

Responsible Officer

Miles Punter - Director of Environment and Housing Services

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

ENVIRONMENTAL SCRUTINY COMMITTEE

5 JUNE 2018

CABINET RESPONSE - RESTORE OUR RIVERS

Background

1. The Environmental Scrutiny Committee agreed as part of their work programme to undertake an inquiry titled Restore Our Rivers. As a result, the Committee agreed to set up a task & finish group inquiry. The terms of reference were agreed as follows:

The collaborative task & finish working group will consider, evaluate and address the current problems facing Cardiff's rivers and watercourses. In doing so the exercise will develop a series of work packages which will review the following areas:

- *Measurement and benchmarking of the current condition of Cardiff's rivers and watercourses;*
- *Prevention opportunities which can be applied to Cardiff's rivers and watercourses;*
- *Educational opportunities which can be applied to Cardiff's rivers and watercourses;*
- *Improvement opportunities which can be applied to Cardiff's rivers and watercourses;*
- *Regional opportunities which can be applied to the rivers and courses of the wider South East Wales River Basin.*

In doing this the task & finish working group will explore best practice, receive witness contributions and access research resources from a wide range of sources. The task & finish exercise will address each of the five work package themes individually and a bespoke terms of reference will be created for each of the work packages.

The task & finish exercise will aim to identify a series of key findings and recommendations for each of the five work packages; these will be recorded in this report which will upon conclusion be submitted to the to the Welsh Government Cabinet Secretary for Environment and Rural Affairs; Cardiff Council's Cabinet Member for the Environment and the decision making body of each of the partner organisations who have provided representatives to support the collaborative task & finish working group. A copy of the report will be made available to other interested parties.

The collaborative task & finish working group will include Elected Members from Cardiff's Environmental Scrutiny Committee and co-opt appointed representatives from the Cardiff Rivers Group; Dwr Cymru; Glamorgan Anglers; Keep Wales Tidy; Natural Resources Wales and the South East Wales Rivers Trust.

2. The task group Inquiry was informed by evidence and advice from the following:
- Emma Harris, Pollution Strategy Manager, Dwr Cymru;
 - Dai Walters, Team Leader (Ely & Vale), Natural Resources Wales;
 - Hywel Abbott, Healthy Rivers Project Officer, Groundwork Wales;
 - Charlotte Sturgess-Osborne, Placement Project Officer, Groundwork Wales;
 - Edward Bennett, Network Manager Cardiff, Dwr Cymru;
 - Luke Bentley, Sewer Network Abuse Protection Technician, Dwr Cymru;
 - Hamish Osborn, Team Leader Natural Resource Management Swansea, Natural Resources Wales;
 - Richard Davies, Sewerage Manager, Dwr Cymru;
 - Pam Bacon, South East Wales Regional Manager – Central West, Keep Wales Tidy;
 - Dave King, Cardiff Rivers Group;
 - Gail Davies, Special Projects (Water), Dwr Cymru;
 - Ian Titherington, Lead Officer Drainage, City of Cardiff Council;
 - Martyn Gough, Communications Manager, Natural Resources Wales;
 - Claire Roberts, Education Manager, Dwr Cymru;
 - Jess Magness, Marketing & Communications Manager, Keep Wales Tidy;

- Ian Lloyd Davies, Media Advisor, City of Cardiff Council;
 - Andrew King, Project Officer, Keep Wales Tidy;
 - Nicola Hutchinson, Parks Conservation Officer, City of Cardiff Council;
 - Dr Stephen Marsh-Smith, Executive Director, Afonydd Cymru;
 - Luke Catterson, Scrutiny Research Officer, City of Cardiff Council.
3. The report was presented to Cabinet on the 21st September 2017; a copy of the report has been attached to this report as **Appendix 1**. A full response was agreed by Cabinet on the 16th November 2017; a copy of the full response has been attached to this report as **Appendix 2**.

Cabinet Response to Recommendations

4. The scrutiny report made 140 key findings and 20 recommendations that required a Cabinet response; 18 of the recommendations were accepted in principle, one recommendation was partially accepted in principle and one recommendation was rejected. The key findings and recommendations were based around five themed areas that are listed below:
- Measurement & Benchmarking;
 - Prevention Opportunities;
 - Educational Opportunities;
 - Improvement Opportunities;
 - Regional Opportunities.
5. Full details of the response and future actions are contained in **Appendix 2** of this report.

Way Forward

6. Officers from the Planning, Transport & Environment Directorate have been invited to attend the meeting. They will provide a summary of the Cabinet response and answer any questions that Members may have.

7. Members may consider the response contained in the attached **Appendix 2** and provide any comments, advice or recommendations relevant to the contents of this report.

Legal Implications

8. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not making policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to the Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

9. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not making policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

10. The Committee is recommended to consider the Cabinet response, the information presented at the meeting and then provide the Cabinet Member with any comments, concerns or recommendations.

Davina Fiore

Director of Governance and Legal Services

30 May 2018

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s c r u t i n y



**Scrutiny Report of Cardiff's Environmental
Scrutiny Committee**

Restore Our Rivers

January 2017



City and County of Cardiff Council

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Appendices

- **Appendix 1** – Cardiff Scrutiny Research Team Report – ‘River Pollution in Cardiff: Background on the Ely, Rhymney and Taff’.
- **Appendix 2** – Cardiff Scrutiny Research Team Report – ‘Restore Our Rivers: Best Practice in Managing Ecological Issues’.

CHAIR'S FOREWORD

About a year ago I was contacted by a number of local anglers who were concerned about the state of the River Ely. They told me that parts of the river were effectively dead and that fish stocks were steadily declining. They were not sure why this was happening, but indicated that general pollution was probably a contributing factor. A little surprised and worried at the thought that my local river was dying I decided to look into the matter.

The work started with an item titled 'River Pollution in Cardiff' that was hosted by Cardiff's Environmental Scrutiny Committee. This took place on the 15th March 2016 and considered the problems facing local rivers and how these could be addressed. To shape the discussion we invited our partners at Dwr Cymru, Natural Resources Wales, South East Wales Rivers Trust, Cardiff Rivers Group and Glamorgan Anglers. During the meeting it quickly became apparent that the pressures of modern life were having a negative impact on our local rivers; in particular the River Ely was struggling having recently been categorised as 'poor' and 'Bad' in parts in a recent Natural Resources Wales assessment. It also became clear that there were lots of individuals and organisations working hard to improve the quality of our rivers and that the best way forward was to establish some kind of working partnership. The Restore Our Rivers inquiry was born.

Fast forward to August 2016 and a task & finish group was established to consider a range of options and initiatives for improving the quality of rivers and water courses in Cardiff and the wider South East Wales River Basin. To deliver this piece of work we co-opted partners from Dwr Cymru, Natural Resources Wales, Keep Wales Tidy, South East Wales Rivers Trust, Cardiff Rivers Group, Glamorgan Anglers and Groundwork Wales. The group met on a regular basis between August and December to discuss a wide range of river issues including pollution prevention, sustainable drainage, environmental improvements, delivering a united communications message, working with volunteer groups and building a regional or catchment based approach. At the end of the inquiry we summarised our work and created the Restore Our Rivers report. The report makes 20 recommendations and

is supported by 140 key findings. All of the recommendations are designed to drive river quality improvements across the South East Wales River Basin.

To my mind the single most important theme coming out of the report and recommendations is partnership working. By working together as a partnership we will achieve more; this inquiry clearly illustrates the point. On this note, I would like to thank all of the partners for their hard work during the last six months – you have added knowledge, experience and enthusiasm to the task. You have all been a pleasure to work with. I would also like to thank the witnesses who have provided evidence to the inquiry; your valuable contributions have added a wider perspective to the task and have shaped our key findings and recommendations.

As this inquiry draws to an end my hope is that the recommendations are collectively delivered through the partnership. In particular the creation of a regional working group is essential for implementing the other recommendations and dealing with any future problems in our rivers. By working together we can restore our rivers.



Councillor Paul Mitchell

Chairperson – Environmental Scrutiny Committee

INQUIRY METHODOLOGY

Cardiff's Environmental Scrutiny Committee along with its co-opted partners (Dwr Cymru; Natural Resources Wales; Keep Wales Tidy; South East Wales Rivers Trust; Cardiff Rivers Group; Glamorgan Anglers and Groundwork Wales) considered a range of river quality issues and options relating to improving the water quality in river and other watercourses in the South East Wales River Basin. In reviewing the various options the group drew upon a number of witness contributions and information sources including:

- Witness contributions from Dwr Cymru;
- Witness contributions from Natural Resources Wales;
- Witness contributions from Keep Wales Tidy;
- Witness contributions from the City of Cardiff Council;
- Witness contributions from Groundwork Wales;
- Witness contributions from the Cardiff Rivers Group;
- Witness contributions from Afonydd Cymru;
- Evidence gathered by Cardiff's Scrutiny Research Team and presented in the reports titled 'River Pollution in Cardiff: Background on the Ely, Rhymney and Taff' (**Appendix 1**) and 'Restore Our Rivers: Best Practice in Managing Ecological Issues' (**Appendix 2**).

From this body of evidence the Members drew key findings and the 20 recommendations made in this report. The Environmental Scrutiny Committee Task & Finish Exercise will report to the Environmental Scrutiny Committee on the 10th January 2017, and subject to approval of the draft report it will be commended to Cardiff Council's Cabinet and governing bodies of each of the co-opted partners for consideration and response.

INQUIRY TERMS OF REFERENCE

The collaborative task & finish working group will consider, evaluate and address the current problems facing Cardiff's rivers and watercourses. In doing so the exercise will develop a series of work packages which will review the following areas:

- Measurement and benchmarking of the current condition of Cardiff's rivers and watercourses;
- Prevention opportunities which can be applied to Cardiff's rivers and watercourses;
- Educational opportunities which can be applied to Cardiff's rivers and watercourses;
- Improvement opportunities which can be applied to Cardiff's rivers and watercourses;
- Regional opportunities which can be applied to the rivers and courses of the wider South East Wales River Basin.

In doing this the task & finish working group will explore best practice, receive witness contributions and access research resources from a wide range of sources. The task & finish exercise will address each of the five work package themes individually and a bespoke terms of reference will be created for each of the work packages.

The task & finish exercise will aim to identify a series of key findings and recommendations for each of the five work packages; these will be recorded in this report which will upon conclusion be submitted to the to the Welsh Government Cabinet Secretary for Environment and Rural Affairs; Cardiff Council's Cabinet Member for the Environment and the decision making body of each of the partner organisations who have provided representatives to support the collaborative task & finish working group. A copy of the report will be made available to other interested parties.

The collaborative task & finish working group will include Elected Members from Cardiff's Environmental Scrutiny Committee and co-opt appointed representatives from the Cardiff Rivers Group; Dwr Cymru; Glamorgan Anglers; Keep Wales Tidy; Natural Resources Wales and the South East Wales Rivers Trust.

MEASUREMENT & BENCHMARKING

At the start of the task & finish exercise the group identified measuring the condition of the three rivers and tributaries as a priority. Understanding the current conditions of the watercourses was seen as a vital starting point because it would help set the context of the overall exercise and act as a reference point against which future progress could be measured.

To deliver this work the group commissioned Cardiff Council's Scrutiny Research Team to write a paper titled 'River Pollution in Cardiff: Background on the Ely, Rhymney and Taff'; this document is attached to this report as **Appendix 1**. The report specifically comments on:

- General background profile information on the three rivers (the Ely, Rhymney and Taff);
- Background information on water quality assessment methodologies;
- Information on key water quality indicators and assessment results.

General information on the river's geographical profiles and characteristics which are presented in the report were collected from internet-based research and from existing Committee papers. The more detailed information on water quality indicators, assessment methods and ratings were provided by officers from Natural Resources Wales.

Background - Cardiff and the South East Wales River Basin

Most of Cardiff is located on a large flood plain which hosts the rivers Taff, Ely and Rhymney. The three rivers flow into the Bristol Channel and along with a series of supporting tributaries they provide drainage for a large section of South East Wales.

The rivers are recognised to have played a significant role in the economic, geographical and social development of Cardiff. They continue to provide an important role by supporting a healthy environment, enhancing habitat, providing leisure opportunities, generating energy, supporting the local economy, facilitating drainage and generally supporting well being.

River Quality Standards

River quality is measured by the standards set out in the Water Framework Directive; this is a European instruction which has been applied to United Kingdom law.

Appendix 1 describes the four main measures or tests contained within the Water Framework Directive and which are used to identify the condition of United Kingdom rivers and watercourses, these are:

- **Ecological Status** – The ecological status of a river is determined by examining three key aspects. These are biological quality elements (the communities of fish, invertebrates, diatoms and macrophytes); general physico-chemical conditions (the levels of dissolved oxygen, ammonia, phosphate, pH, temperature); and the 19 national pollutants (tests for the presence of 19 polluting substances agreed by advisory group UKTAG).
- **Chemical Status** – Water quality is monitored for its Chemical status, this involves testing for compliance to European Standards for 41 substances.
- **Additional Tests – Alien Species & Hydromorphological Conditions** – Tests for Alien species and assessments of hydromorphological conditions are undertaken to inform the overall assessment of river water quality conditions.
- **Overall Status Classifications** - The Ecological status, Chemical status and additional tests are combined to give an overall status described as one of five status classes which are High, Good, Moderate, Poor or Bad.

To help support the report officers from Natural Resources Wales provided basic descriptions for each of the five overall status classifications, these were:

- **High:** Near natural conditions. No restriction on the beneficial uses of the water body. No impacts on amenity, wildlife or fisheries.
- **Good:** Slight change from natural conditions as a result of human activity. No restriction on the beneficial uses of the water body. No impact on amenity or fisheries. Protects all but the most sensitive wildlife.
- **Moderate:** Moderate change from natural conditions as a result of human activity. Some restriction on the beneficial uses of the water body. No impact on amenity. Some impact on wildlife and fisheries.

- **Poor:** Major change from natural conditions as a result of human activity. Some restrictions on the beneficial uses of the water body. Some impact on amenity. Moderate impact on wildlife and fisheries.
- **Bad:** Severe change from natural conditions as a result of human activity. Significant restriction on the beneficial uses of the water body. Major impact on amenity. Major impact on wildlife and fisheries with many species not present.

Common Reasons for Failing Elements

Appendix 1 identifies five main reasons for sections of failing elements of river systems according to the Water Framework Directive, these are:

- Sewage/Combined sewage overflow/Misconnections known collectively as 'urban diffuse' where the ecology can be affected by raw (but often diluted) sewage / waste water making its way into the river. This can lead to degraded habitats for the flora and fauna.
- Point Source Sewage Treatment Works is the final treated discharge from Sewage Treatment Works. It all enters the river via one pipe at one location.
- Siltation is a form of pollution from deposits of silt or clay. It can be suspended sediments or the accumulation of sediment on the river bed.
- Mitigation measures where water bodies are modified for uses such as flood protection, public water supply, urbanisation to such an extent that Good Status is not achievable These need to attain Good Ecological 'Potential' (as opposed to status) which means we will need to put in place measures that maximise the ecology given the modified nature of the water body
- Barriers to fish migration in the form of weirs, culverts or sewer pipes. Man-made weirs, culverts or pipes as a result of urbanisation can present barriers to fish migration that prevent fish from migrating upstream to their spawning grounds.

The Three Rivers – A Summary

This section of the report provides a summary of each of the three rivers and their tributaries.

- **The River Ely**

The River Ely starts from Tonyrefail and runs for a distance of 24 miles to the Bristol Channel at Cardiff. The river flows past the settlements of Tonyrefail, Llantrisant, Pontyclun, Peterston Super-Ely, Ely, Cardiff and Penarth, and has three major tributaries which flow into the river, these are Nant Mychydd; Afon Clun and Nant Dowlais.

The river Ely and its tributaries is broken up into five sections these are shown in **Table 1** and **Diagram 1**. Recent analysis of the five sections of the river Ely identified that one section was categorised as 'Good'; two sections were categorised as 'Moderate 1'; one section was categorised as 'Poor' and one section was categorised as 'Bad'.

The information from **Table 1** explains that the River Ely has altered due to industrialisation and urbanisation with the introduction of man-made structures such as weirs; these structures create barriers to fish migration to their spawning grounds leading to depleted fish stocks. Natural Resources Wales is implementing a five-year project to address this issue.

Appendix 1 also explains that the water quality in the river has been put under pressure by sewage and other contaminations that affect the ecology and fish populations. It cites acute pollution incidents in 2010 and 2013 that have impacted the Clun water body and downstream on the Ely. Furthermore, it states that the Nant Dowlais (source to confluence with Ely River) water body also suffers from diffuse rural pollution, notably around siltation.

The report identifies several areas of the river that are borderline failures for phosphates. Too much phosphate can lead to accelerated algae and plant growth that can affect oxygen levels and disrupt the balance of the ecosystem. Dwr Cymru is looking at the potential impact from their assets on levels of phosphate, under an AMP6 funded catchment wide investigation.

The results in **Table 1** show that the main body of the River Ely from its confluence with the Clun to its mouth has an overall status that is classified as “Bad”. This condition (status) is reflected in the population numbers for salmon, trout, chub, eel and invertebrates affected. Other failing elements are raised levels of Benzo(a)pyrene, Fluoranthene and Tributyltin (TBT). The reasons for the failing status on this part of the river are due to previous pollution incidents from unknown sources and other unknown sources.

Most of the tributaries upstream of the river have significantly better “overall status” ranging from “Poor” to mostly “Moderate” and “Good”. The overall status of the “Nant Clun section up to its confluence with the River Ely”, has been classified as “Poor”. The failing elements of assessments are fish and invertebrate populations. The failure in conditions on this part of the river is mainly attributed to previous pollution incidents from unknown sources, misconnections and sewage pollution.

The overall status of the “Nant Dowlais source to its confluence with Ely River” and the “Ely River source to its confluence with Nant Clun” sections have both been classified as ‘Moderate’. The reduction of salmon and trout populations in these areas of the river are key factors that has led to this classification. For the “Nant Dowlais source to its confluence with Ely River”, the main reason is due to “Diffuse Agri (siltation)”, The “Ely River source to its confluence with Nant Clun” has barriers to fish migration, and increased levels of nutrients from STWs, sewage and misconnections.

Only the section starting from “Nant Mychydd source to its confluence with the River Ely” has a ‘Good’ overall status.

Diagram 1 – The River Ely



High	—
Good	—
Moderate	—
Poor	—
Bad	—

- 5 sections: 1 'Good' 2 'Moderate' 1 'Poor' 1 'Bad'.
- Urbanisation and Industrialisation has led to man-made barriers that block fish migration.
- The 'Poor' and 'Bad' sections fail on fish and invertebrate populations.
- Misconnections and pollution contributing factors.

Table 1 - River Ely Framework Directive Status 2015 Cycle 2.

Waterbody Name	Overall Status	Failing elements	Fish supplies driving failure	Reason For Failure
Nant Dowlais - source to conf Ely R	Moderate	Fish	Salmon, Trout	Diffuse Agri (siltation),
Nant Clun - source to conf Ely R	Poor	Fish, Invertebrates	Salmon, Trout	Misconnections, Sewage pollution, previous polln unknown source
Nant Mychydd - source to conf Ely R	Good	None	N/A	N/A
Ely R - source to conf Nant Clun	Moderate	Fish, Diatoms	Salmon, Trout	Barriers, STW/sewage/misconnections
Ely R - conf Nant Clun to Allot Gardens, Ely	Bad	Benzo(a)pyrene, Fish, Fluoranthene, Invertebrates, TBT	Salmon, Trout, Chub, Eel.	Previous pollution unknown source, others unknown.

- **The River Rhymney**

The River Rhymney rises at Odyn Fach within the Brecon Beacons National Park and runs for a distance of 35 miles to the Bristol Channel at Cardiff. The Rhymney has several small tributaries which flow into the river, and are each measured as sections and given a classification as part of the Water Framework Directive. The river Rhymney flows past the settlements of New Tredegar, Bargoed, Ystrad Mynach, Llanbradach, Caerphilly, Bedwas, Trethomas, Machen, Draethen and finally Llanrumney and Rumney in Cardiff.

The River Rhymney and its tributaries is broken up into ten sections these are shown in **Table 2** and **Diagram 2**. Recent analysis of the ten sections of the River Rhymney identified that three sections were categorised as 'Good'; six sections were categorised as 'Moderate' and one section was categorised as 'Poor'.

The sections of the river that have been given 'Moderate' as its "overall status" have varied reasons for its failing elements. In four of these waterbodies (as shown in **Table 2**) specifically the, "Nant Glandulas from its source to confluence with the River Rhymney" section, the "Roath Brook", "Broadway Reen from its source to the River Severn Estuary", the "Rhosog Fach Reen from its source to Seven Estuary" the existing conditions at the time of reporting required mitigation measures because they are Heavily Modified Water Bodies for flood protection, urbanisation and land drainage uses. It is also recognised that they are Sites of Special Scientific Interest (SSSI) so any mitigation measures implemented for WFD must not impact negatively upon the SSSI features.

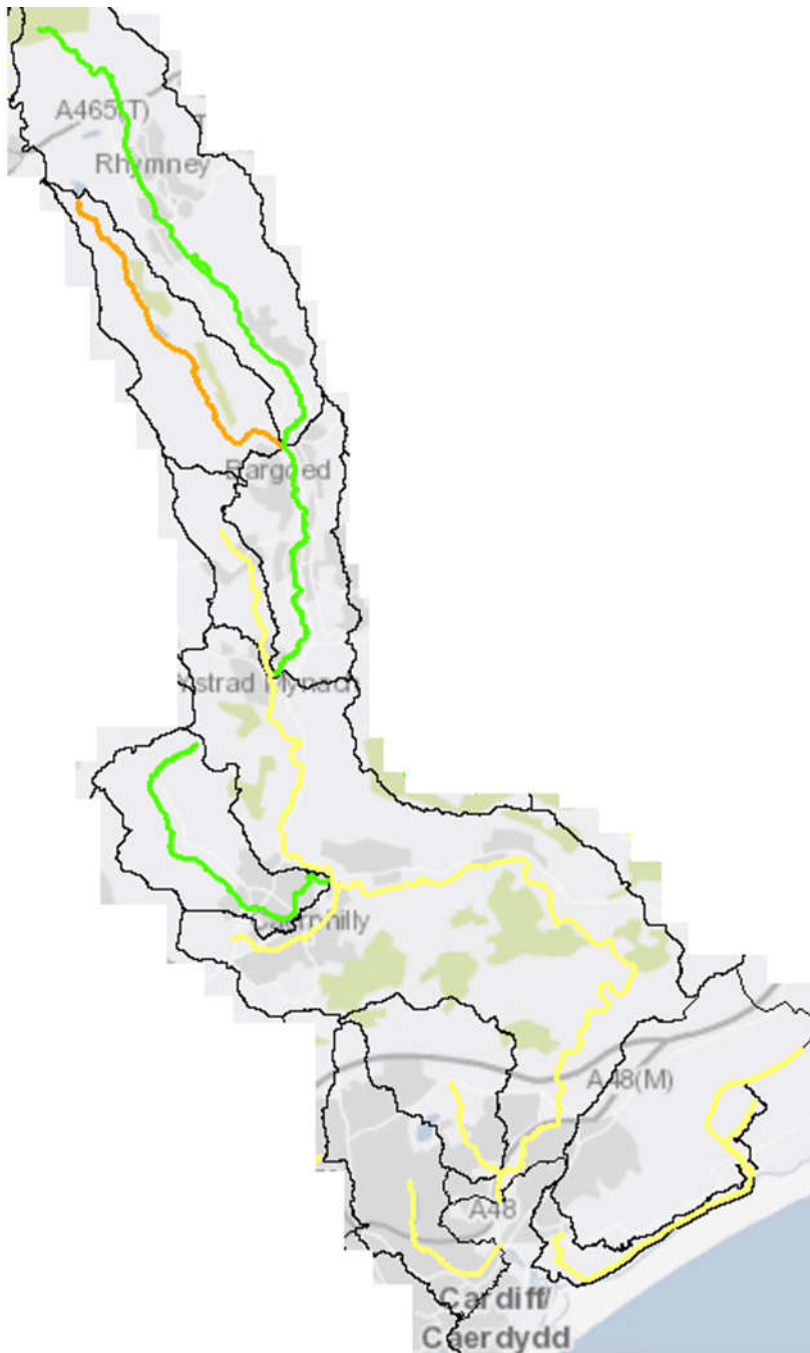
In three sections of the river there are issues around depleted fish stocks: specifically for trout and eel at the "Nant Glandulas source to its confluence Rymney River" section; and for salmon and bullhead populations at the "Nant Cylla source to confluence with Rhymney River" section. These sections both have a status of "Moderate" as a result. The section from "Nant Bargoed Rhymni's source to its confluence with the River Rhymney" has an overall status of "Poor" with fish populations (specifically salmon, trout and bullheads) as its failing element and mainly due to barriers in the watercourse.

The report specifically cites that there are weirs in some sections of the River Rhymney that create barriers between fish and their spawning grounds and that

these fish populations are further susceptible to and can be affected by sewage, combined sewage overflows, misconnections and industrial estates.

It is recognised that further urban development may compound these issues; however, Natural Resource Wales reports that they are working with partners to address these concerns.

Diagram 2 – The River Rhymney



High	—
Good	—
Moderate	—
Poor	—
Bad	—

- 10 sections: 3 'Good' 6 'Moderate' 1 'Poor'.
- Several water bodies on the river modified for flood protection, urbanisation and drainage
- The 'Poor' section fail on fish populations.
- Barriers in the watercourse the

Table 2 - River Rhymney Framework Directive Status 2015 Cycle 2

Waterbody Name	Overall Status	Failing elements	Fish supply driving failure	Reasons for Failure
Rhosog Fach Reen - source to Seven Estuary	Moderate	Macrophyte, Mitigation measures		Suspected Diffuse Agri, Mitigation Measures for Land Drainage & Wider Environment (SSSI)
Broadway Reen - source to R Severn Estuary	Moderate	Ammonia, DO, Mitigation measures, Phosphate		Mitigation Measures for Land Drainage & Wider Environment (SSSI), Trunk Sewer issues, suspected diffuse agri
Roath Brook	Moderate	Inverts, Macrophyte, Mitigation measures, Phosphate, Diatoms		Mitigation Measures (Water Resources, Urban, Wider Environment – SSSI reservoir), Misconnections / sewage pressure
Nant Glandulas - source to conf Rhymney R	Moderate	Fish, Hydrology, Diatoms	Trout, Eel	Barriers (and should also be failing for Mitigation Measures)
Nant y Aber - source to conf Rhymney R	Good	None	N/A	N/A
Nant Cylla - source to conf Rhymney R	Moderate	Fish, Phosphate	Salmon, Bullhead	barriers and sewage / misconnections.
Rhymney R - Nant Bargod Rhymni to conf Nant Cylla	Good	None	N/A	Despite good classification has Minewaters pressure
Rhymney R - conf Nant Cylla to Chapel Wood	Moderate	Benzo(a)pyrene, Benzo (a) and (k) fluoranthene, Benzo (ghi) perelyene and indeno (123-cd) pyrene, Fluoranthene	N/A	Unknown sources of combustion
Nant Bargod Rhymni - source to conf Rhymney R	Poor	Fish	Salmon, Trout, Bullhead	barriers
Rhymney R - source to conf Nant Bargod Rhymni	Good	None	N/A	N/A

- **The River Taff**

The River Taff rises as two rivers in the Brecon Beacons National Park and runs for a distance of 40 miles to the Bristol Channel at Cardiff. The River Taff is formed from the Taf Fechan (Little Taff) and the Taf Fawr (Big Taff); the two rivers merge just north of Merthyr Tydfil. The Taff has seven major tributaries which flow into the river, including Nant Ffrwd; Nant Morlais; Nant Rhydycar; Taff Bargoed; Cynon; Nant Clydach and Rhondda. The river Taff flows past the settlements of Merthyr Tydfil, Treharris, Pontypridd and Cardiff.

The River Taff and its tributaries is broken up into fifteen sections these are shown in **Table 3** and **Diagram 3**. Recent analysis of the fifteen sections of the River Taff identified that three sections were categorised as 'Good'; seven sections were categorised as 'Moderate' and five section was categorised as 'Poor'.

There are seven sections (water bodies) that have been given a 'Moderate' overall status. There are a variety of factors that have been identified as the "failing elements" for these water bodies with most of these around fish populations and mitigation measures.

The Natural Resources Wales report further explains that some of the issues or challenges in many of these water bodies, are associated with or are a result of the Taff having been modified for flood protection, public water supply, urbanisation. Natural Resources Wales recommends that modifications need to be made to offset these changes and achieve a good ecology and it will be working on this as part of its 2015-2020 programme.

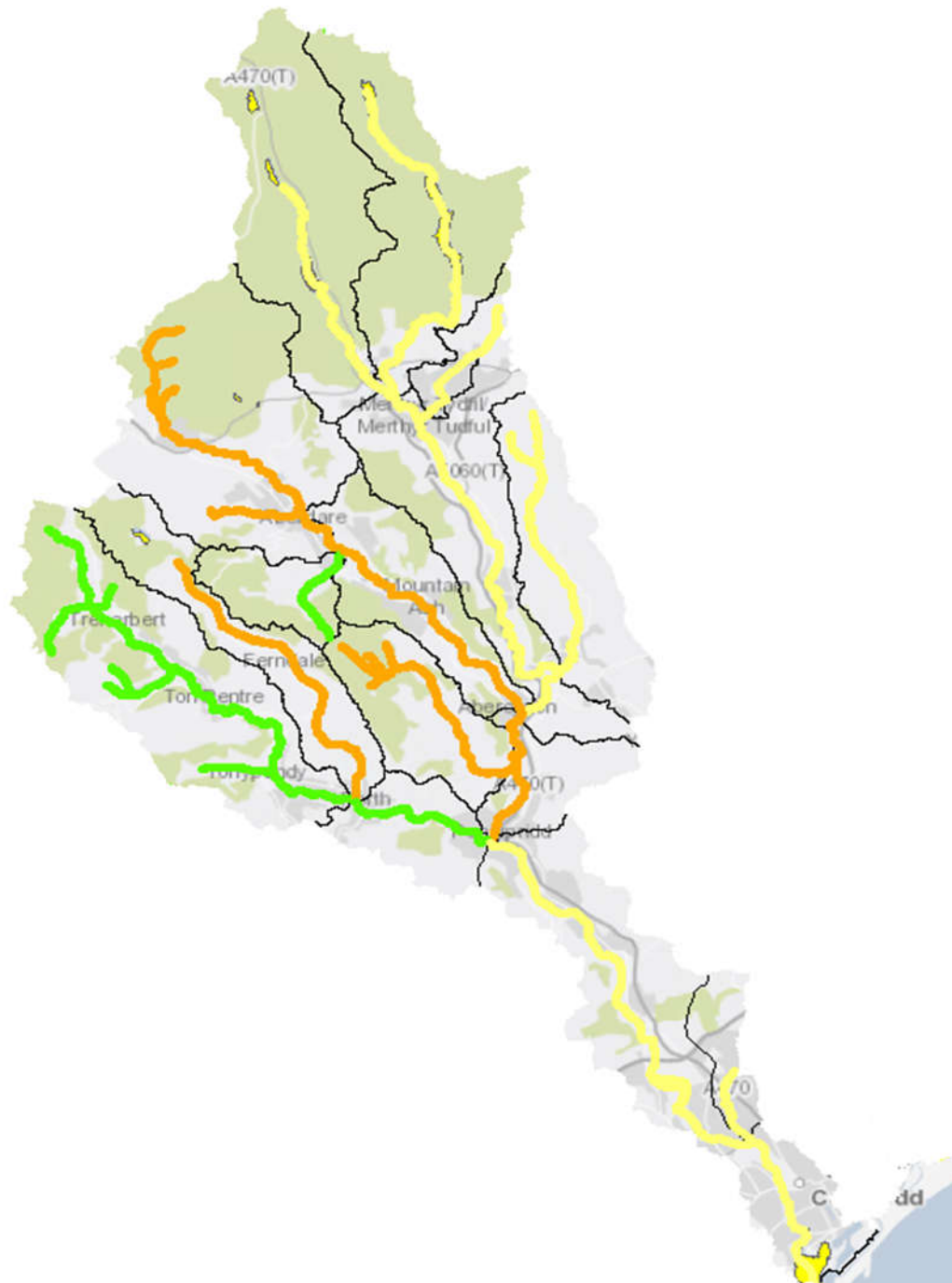
Table 3 shows that there are five sections (water bodies) that have been given a classification of (overall status) 'Poor' and have fish levels identified as the "failing elements" with issues around the populations of salmon and trout. A variety of reasons for these "failing elements" are cited in the Table below, including "barriers" in 5 of the sections/ water bodies. Additionally, sewage and misconnections were also cited as a reason for the sections at the "Cynon confluence to Aman River to confluence with River Taff"; the "Afon Rhondda Fach source to confluence with Rhondda River"; and "Afon Cynon source to confluence with Aman River" water bodies.

Table 3 further identifies a range of other failing elements at various points of the river to include: macrophyte levels, high presence of chemicals such as phosphates in some sections/waterbodies of the river as can be shown seen in the Table above.

The Natural Resources Wales report also cites various "reasons for failure" or issues such as barriers, sewage, misconnections and unknown sources of pollution that have a detrimental effect to the overall status of the river. The report further explains that these sources of pollution are plentiful and therefore difficult to target but lead to increased levels of chemicals such as Fluoranthene or Benzopyrene. It is suggested in the Water Framework Directive that reducing emissions or intercepting diffuse sources could help with this by using sustainable draining systems.

The Natural Resources Wales report also states that water quality in the river is affected by sewage, combined sewer overflows, misconnections and industrial estates. These can affect the ecology of the river and have a negative effect on fish populations. In the case of the Taff, these factors have affected bullhead and especially salmon and trout populations. Natural Resources Wales also recognises that increased urban development along the river escalates these issues and they are working with partners (Dwr Cymru, South East Wales Rivers Trust and Cardiff Council) to try and address them.

Diagram 3 - River Taff Framework Directive Status 2015 Cycle 2



High	—
Good	—
Moderate	—
Poor	—
Bad	—

- 15 sections: 3 'Good' 7 'Moderate' 5 'Poor'.
- Has been modified for flood protection, public water supply, urbanisation and alterations to Cardiff Bay
- The 'Poor' sections fail on fish populations.
- Barriers, pollution and misconnections the contributing factors.

Table 3 – River Taff Framework Directive Status 2015 Cycle 2

Waterbody Name	OverallStatus	Failing elements	Fish supply driving failure	Reason for Failure
Aman R - source to conf Afon Cynon	Good	None	N/A	N/A
Cynon - conf Aman R to conf R Taff	Poor	Fish	Salmon, Trout	Barriers, sewage/misconnections, Industrial estates.
Rhondda Fawr	Good	None	N/A	Although passing has barriers, sewage /misconnections pressures
Afon Rhondda Fach - source to conf Rhondda R	Poor	Fish, Hydrology, Mitigation measures	Salmon, Trout, Bullhead	Barriers, Water Resources, sewage/misconnections pressure, Mitigation Measures for Water Resources & urban
Whitchurch Bk - source to conf R Taff	Moderate	Fish, Mitigation measures, Phosphate	Salmon, Trout	Barriers, Mitigation Measures for urban & sewage/misconnections.
Rhondda R - conf Afon Rhondda Fach to conf R Taff	Good	Hydrology	N/A	Although passing, hydrology pressures.
Taff - conf R Cynon to conf Rhondda R	Poor	Fish	Salmon, Trout	Barrier on minor trib.
Nant Clydach - source to conf R Taff	Poor	Fish	Trout	Barriers
Taff - conf Rhondda R to Castle Street	Moderate	Benzo(a)pyrene, Benzo (a) and (k) fluoranthene, Fluoranthene, Mitigation measures.	N/A	Unknown sources of combustion and Mitigation Measures flood protection / urban.
Taff - conf Taf Fechan to conf R Cynon	Moderate	Mitigation measures	N/A	Barriers, Mitigation Measures urban
Afon Cynon - source to conf Aman R	Poor	Fish	Salmon, Trout	Barriers, sewage/misconnections, water resources.
Taff Bargoed	Moderate	Fish, Mitigation measures	Salmon, Bullhead	Barriers, Mitigation Measures Flood

Nant Morlais - source to conf R Taff	Moderate	Inverts, Macrophyte, Mitigation measures	N/A	sewage/misconnections / Culverts, Mitigation Measures urban,
Taf Fechan - source to conf Afon Taf Fawr	Moderate	Mitigation measures	N/A	Mitigation Measures Water Resources, barriers pressure
Afon Taf Fawr - source to conf Taf Fechan	Moderate	Fish, Inverts, Mitigation measures	Salmon, Trout	Mitigation Measures Water Resources, barriers

KEY FINDINGS & RECCOMENDATIONS

MEASUREMENT & BENCHMARKING

As previously stated the Scrutiny Research Team was commissioned to write a report titled 'River Pollution in Cardiff: Background on the Ely, Rhymney and Taff' (attached as **Appendix 1**). The three main aims of the report were to provide:

- General background profile information on the three rivers;
- Background information on water quality assesement methodologies;
- Information on key water quality indicators and assessment results.

A summary of this report was provided at a meeting on the 7th December 2016.

Recommendation 1

Cardiff Council's Scrutiny Research Team has created a report to support this task & finish exercise titled 'River Pollution in Cardiff: Background on the Ely, Rhymney and Taff'. This report documents the current condition of the three rivers (particularly the Ely) and highlights the issues that they currently face. The task group recommends that this report is used as a starting point against which the achievements of the Restore Our Rivers task & finish exercise can be measured. A copy of 'River Pollution in Cardiff: Background on the Ely, Rhymney and Taff' has been attached to this report as **Appendix 1**.

KEY FINDINGS & RECOMMENDATIONS

PREVENTION OPPORTUNITIES

Two meetings were held to consider issues relating to pollution prevention; these were held on Monday 12th September and Thursday 15th September 2016. Evidence was provided by witnesses from Dwr Cymru, Natural Resources Wales, Keep Wales Tidy and Cardiff Council. The following topics were addressed in this section:

- Pollution Prevention;
- Misconnections & Sewer Abuse;
- River Survey & Clean;
- Pollution Identification, Investigation & Enforcement;
- Farm Pollution;
- Diffuse Pollution Prevention.

During these items the group identified a number of key findings and recommendations which can be seen below.

Key Findings & Recommendations

- **Key Finding 1** – Dwr Cymru has made progress in recent years in identifying and dealing with misconnections, sewer abuse and other pollution sources. To continue to drive improvements in this area Dwr Cymru is looking to raise the profile of self-reporting on misconnections, sewer abuse and other pollution incidents through a campaign called ‘See it – Report it – Stop it’. They believe that improved communication through a partnership network approach is the best way to raise the profile of self-

reporting and other important issues which impact on the rivers and watercourses in the South East Wales River Basin.

- **Key Finding 2** – Dwr Cymru identified a number of campaigns which they felt could be promoted through a partnership network approach. Suitable issues / campaigns which could be promoted included:
 - ‘See it – Report it – Stop it’;
 - Stop the Block;
 - Natural Resources Wales;
 - Restore Our Rivers – Ely River Clean.

- **Key Finding 3** - During the meeting Dwr Cymru made the point that they have a vast water and sewage network across Wales and that keeping on top of its maintenance is a major challenge. Getting the public to help spot problems (i.e. self reporting) will be a significant step forward in terms of improving the network.

- **Key Finding 4** - Natural Resources Wales is the public face of the National Misconnections Strategy Group. It’s a partnership of organisations who are working to reduce water pollution from drains and sewers. Dwr Cymru and Natural Resources Wales are involved with the National Misconnections Strategy Group. The group undertakes a number of functions including:
 - Sharing best practice and raising awareness and understanding of misconnections, sewers and drains and the environmental problems that they cause;
 - Helping property owners and professionals to check drainage connections and take action;
 - Ensuring new drainage is connected right;
 - Helping to develop and support effective practice, policy and regulation;
 - Sharing information and evidence about the problem and supporting research and development of long-term solutions.

- **Key Finding 5** – The importance of engaging with angling groups to raise the profile of campaigns like ‘See it – Report it – Stop it’ was stressed.

Angling and other groups who frequently access local rivers and watercourses were viewed as an essential source in terms of identifying river pollution issues.

- **Key Finding 6** – Dwr Cymru has recently run campaigns which are aimed at national white goods companies to raise the profile of misconnecting items like dish washers and tumble dryers. Commonly used white goods such as dish washers and tumble dryers are often incorrectly connected to the drainage system (sometimes by mistake and sometimes by design) and, therefore, become a pollution issue. Dwr Cymru has also run a misconnections campaign with the support of Jewson the builders merchant. The impact of these campaigns has yet to be assessed.
- **Key Finding 7** – It was suggested that circulating information about misconnections to angling clubs around Wales would be a really positive step forward. They would be one of the best stakeholders for identifying misconnections.

Recommendation 2

The partners involved with the task & finish exercise and other public bodies need to work closely with Dwr Cymru to raise the profile of pollution issues by supporting the following campaigns:

- ‘See it – Report it – Stop it’ – a campaign aimed at raising the profile of self-reporting on misconnections, sewer abuse and other pollution incidents;
- ‘Let’s Stop the Block’ – a campaign which raises the profile of what can and can’t be flushed down the toilet;
- ‘ConnectRight’ – a campaign which raises the profile of ensuring that properties are properly connected to the drainage system;
- ‘Restore Our Rivers – River Ely Survey & Clean’ – a survey and clean of the River Ely which is to be led by Keep Wales Tidy and supported by the partners involved with the task & finish exercise.

It was felt that a partnership approach which integrated the voice of all the task & finish exercise partners and other public bodies would be the best way to project these messages to the largest possible audience. In particular, integrating the messages through the communications functions of all of the bodies was seen as essential; they would all be able to use existing systems to share the messages through formats like social media, email networks, internal publications, press briefings and websites.

This recommendation is supported by key findings 1 to 7.

- **Key Finding 8** – It was felt that establishing an effective communications network and gaining support for other tasks linked to the Restore Our Rivers task & finish exercise would require support political support from across the South East Wales River Basin. The group felt that Cardiff Council was best placed to develop these connections to support the group.
- **Key Finding 9** – A Dwr Cymru ‘Pollution Champion’ explained that addressing water pollution issues was best achieved through partnership working and closer collaboration with all of the relevant parties. He explained that the level of engagement with local authorities in the South East Wales River Basin was mixed and that improvements in this area would improve the necessary multi agency approach. Ultimately it was felt that all partners from within the South East Wales river basin should function as a single partnership.

Recommendation 3

Improving the water quality of the rivers in Cardiff involves taking a whole river catchment approach and not just addressing specific problems in Cardiff. As a consequence, the partners involved with the task & finish exercise need to work together to gain the support of all of the local authorities within the South

East Wales River Basin, i.e. Cardiff, the Vale of Glamorgan, Rhondda Cynon Taff, Merthyr Tydfil and Caerphilly. Only by working across the whole South East Wales River Basin can real long term improvements be achieved. Working in this type of collaborative way would help build connections and enhance the multi-agency working approach.

This recommendation is supported by key findings 8 & 9.

- **Key Finding 10** – Dwr Cymru, Natural Resources Wales and the other parties involved with the task & finish exercise felt that developing a water pollution contact data base for the South East Wales River Basin was essential to improve partnership working and drive improvements in water quality in local rivers and watercourses. Key contact points to be added to such a data base should include representatives from Dwr Cymru, Natural Resources Wales and all local authorities from within the South East Wales River Basin.

Recommendation 4

The partners involved with the task & finish exercise should work establish a common water pollution contact data base for the whole South East Wales River Basin. This it was felt should improve partnership working and ultimately drive water quality improvements in our rivers. The data base should include details of all key contacts from each of the partners involved with the task & finish exercise and all local authorities within the South East Wales River Basin. Each of the partners and other local authorities should provide a list of relevant staff along with a contact number and address.

This recommendation is supported by key finding 10.

- **Key Finding 11** – Natural Resources Wales, Dwr Cymru and Swansea City Council have recently delivered a misconnections and sewer abuse project called ‘Loose Connections’. This aimed to identify and address misconnections which directed various pollutants into watercourses feeding into Swansea Bay which was identified as having the worst water quality in Wales. Due to the popularity of beach tourism in the area having poor water quality in Swansea Bay was viewed as an unacceptable position which Swansea Council decided to address as a priority. The problem was highlighted from three key areas of failure, these were:
 - Water Framework Directive;
 - Bathing water quality;
 - Shellfish water quality.

The problem contributed directly and indirectly to local health and well-being.

- **Key Finding 12** – Natural Resources Wales views water to be at the centre of the new Wellbeing of Future Generations (Wales) Act and that people were now starting to realise that there are significant economic costs associated with poor water quality, for example, health risks and loss of tourism.
- **Key Finding 13** - Misconnections are viewed as a continuous problem which requires ongoing funding to address. In broad terms Natural Resources Wales resources are reducing.
- **Key Finding 14** – Dwr Cymru now employs ten Pollution Technicians in Wales; a key part of their role is to work with Natural Resources Wales and local authorities to reduce pollution incidents. The Swansea based Dwr Cymru Pollution Technician played a very active role in supporting the Swansea Loose Connections Project.
- **Key Finding 15** – Swansea City Council allocated two full time members of staff to the ‘Swansea Loose Connections Project’ who worked closely with the Dwr Cymru Pollution Technicians and officers from Natural Resources

Wales. Swansea City Council staff were involved with visiting local properties to establish if they were properly connected to the correct drainage / sewer system. Results from the exercise estimated that 10% to 15% of properties were incorrectly plumbed into the wrong drain or sewer, for example, toilets were commonly plumbed into a surface water sewer instead of a foul water sewer. Once a misconnection was identified appropriate advice was provided regarding how to rectify the problem.

- **Key Finding 16** – The funding for the Swansea City Council dedicated team lasted for the period of the project, i.e. approximately six months. Funding for the project has now been removed.
- **Key Finding 17** – Natural Resources Wales stressed that managing misconnections on the Ely was carried out on a reactive basis when compared to the proactive approach taken in the Swansea Loose Connections Project.
- **Key Finding 18** – There was no particular trend in terms of property age or type for the misconnections identified during the Swansea Loose Connections Project, i.e. misconnections can arise from any type or age of property.
- **Key Finding 19** – Cardiff has an old Victorian combined sewer in the inner city so misconnections are less of a problem in this area, i.e. all water is (foul & surface) assumed dirty and processed accordingly. Misconnections are more of a problem in the outer areas with new housing stock as they operate dual sewer systems which, therefore, create the opportunity for misconnections.
- **Key Finding 20** – The ‘Swansea Loose Connections Project’ was deemed a great success as it increased water quality in the Swansea Bay area from ‘Poor’ to ‘Good’; an improvement of two categories.
- **Key Finding 21** - Quite often properties are misconnected to cut corners; sometimes properties are bought with existing misconnections; sometimes

the people creating the misconnection just do not know what they are doing.

- **Key Finding 22** – It was asked if any misconnection fines from the Swansea Loose Connections Project had been or could be used to cover the cost of delivering the misconnection work. The consensus was that funds from penalty charge notices were ring-fenced for particular tasks and, therefore, could not be used. In addition to this any revenue generated by penalty charge notices resulting from this project would be very small; the aim of the project was to work with people to reduce misconnections and not raise funding via penalty charge notices.
- **Key Finding 23** - Running the Swansea Loose Connections Project did have a specific resource implication for Swansea City Council; however, they saw it as a political priority and, therefore, were willing to fund the work. It is important to remember that at the start of the exercise Swansea Bay had the worst water quality in Wales, since the project it has jumped from 'poor' to 'good' (moving up two categories of improvement).

Recommendation 5

The Swansea Loose Connections Project is an excellent example of how partnership work can improve water quality. Surveying a river system to identify misconnections and then addressing the problems at source is a very effective way to achieve quick improvements in water quality. The partners involved with the task & finish exercise should in part look to copy this approach and conduct a river survey to identify any misconnection issues. Should any misconnections be identified then appropriate action should be taken to address the problem.

This recommendation is supported by key findings 11 to 23.

- **Key Finding 24** – Dwr Cymru and Natural Resources Wales have historically held quarterly meetings with local authorities to discuss misconnections; although recently such meetings have become less successful and frequent. It was felt that increasing the frequency of such meetings in future would help improve the management of water quality issues.

Recommendation 6

Dwr Cymru, Natural Resources Wales and the five local authority areas should reinstate the historic quarterly meetings to discuss the issue of misconnections. It was felt that this approach would improve partnership working and help identify problem misconnections.

This recommendation is supported by key finding 24.

- **Key Finding 25** – The group felt that raising Councillor awareness on the issues of misconnections, sewer abuse and water quality in rivers and other watercourses was very important. They felt that some type of presentation or training exercise to support this cause would be very worthwhile.
- **Key Finding 26** – The group felt that raising the profile of misconnections and sewer abuse with community councils and planning committees was very important as they are stakeholders who have a direct input into the planning process which has a large effect on sewer and drainage systems. In addition to this it was felt that the profile of misconnections should also be raised within the Building Control teams of local authorities to ensure that drainage plans are properly completed by developers.

Recommendation 7

Councillor awareness around the issue of misconnections, sewer abuse and

river water quality should be improved. The partners involved with the task & finish exercise should work together to create a short presentation or training package which could be made available to Councillors in the five local authorities of the South East Wales River Basin. Such a presentation or training package should be made available as part of the 'Member Induction' process which will be rolled out after the local government elections in May 2017. The presentation or training package should also be made available to community councils and planning committees. The profile of misconnections should also be raised within the Building Control teams of local authorities to ensure that drainage plans are properly completed by developers.

This recommendation is supported by key findings 25 & 26.

- **Key Finding 27** – Dwr Cymru and Natural Resources Wales felt that working closely with Environmental Health in all local authority areas was an effective way to target misconnections and sewer abuse. For example, they are able to establish if takeaways are connected to the correct drainage and sewer systems. They are then able to provide advice and potentially take action against those who breach any rules or requirements.
- **Key Finding 28** – If local authorities cannot afford to allocate designated officers for an identification of misconnections exercise then, as an alternative, they could look at the options of building tasks applied in a misconnections exercise into the everyday work of Environmental Health. For example, a sewer or drain connection check could be included in a food safety visit.
- **Key Finding 29** – An officer from Dwr Cymru advocated that all catering premises should have a 'fat trap box' fitted at a point prior to accessing the drainage / sewer system. At the moment advice only mandates the use of enzyme strips for catering premises (these are designed to only remove bacteria). It was felt that making the implementation of 'fat trap boxes' mandatory would reduce the likelihood of blockages in the sewer network as less fat would access drainage systems and, therefore, this would

reduce the number of pollution incidents which would help improve water quality in the natural water course.

- **Key Finding 30** – During the meeting a Dwr Cymru officer explained that recycling fat from catering establishments is much easier if they have a fat funnel. The group felt that providing catering establishments free fat funnels would help increase the recycling of fats and oils, while at the same time contribute to water quality improvements.

Recommendation 8

Dwr Cymru and Natural Resources Wales felt that working closely with local authority environmental health services was a highly effective way of target and deal with misconnections and sewer abuse. The partners involved with the task & finish exercise agreed with this approach. As a consequence, they would like Dwr Cymru, Natural Resources Wales and the environmental health teams of the five local authority areas to discuss the feasibility of:

- Carrying out a check to ensure that all food establishments have grease / fat traps and enzyme dosing systems in place and to carry out a check for general misconnections – they currently only check to see if used oil is collected and taken away;
- Establishing closer working links between Environmental Health Officers and Dwr Cymru Sewer Network Abuse Protection Technicians – in particular around fat oil and grease issues where the Dwr Cymru officers are able to provide valuable support;
- Where the need arises, Environmental Health Officers and Dwr Cymru Sewer Network Abuse Protection Technicians carry out joint inspections;
- Environmental Health Officers carrying Dwr Cymru ‘Let’s Stop the Block’ literature so that they can provide copies to food establishments where they deem appropriate;
- When there is a change of premises use to a class A3 food establishment, the occupants are made aware of their responsibilities in terms of fat, oil and grease management;

- Issuing all food establishments with free fat funnels to help increase the recycling of fat, oil and grease.

This recommendation is supported by key findings 27 to 30.

- **Key Finding 31** – It was noted that obtaining third party funding to carry out statutory work was almost impossible; getting monies to raise the profile of something was much easier.
- **Key Finding 32** – All members of the group supported running a river survey and clean exercise. They agreed to prioritise a survey and clean of the river Ely and its tributaries as it currently has the worst water quality and it because it is the shortest of the three rivers.
- **Key Finding 33** – A river survey and clean exercise would provide an opportunity for different organisations/agencies and the public to join forces to survey and clean up the entire river Ely catchment. It would be an example of partnership working which is currently being encouraged in Wales. Benefits of such a partnership approach would include:
 - Engaging relevant Local Authorities;
 - Making use of the different skills of partners, for example, Dwr Cymru information, Natural Resources Wales equipment;
 - Forging new partnerships and engaging with other organisations / interest groups, for example, boat clubs/canoists for water-based assistance (crucial in the Cardiff area);
 - Encouraging public participation and gaining new volunteers and formation of new voluntary groups;
 - Gathering together litter champions;
 - Creating a positive news story and raising the profile of the importance of rivers.
- **Key Finding 34** – Keep Wales Tidy can deliver and has experience of delivering river survey and clean exercises. Key tasks for delivering such a project would include:

- Creating a task list and allocating activities;
 - Coordinating activities;
 - Coordinating a survey – this would focus on identifying outfalls, hotspots and undertaking risk assessments;
 - Contacting groups/user groups to ascertain interest;
 - Collation of volunteers;
 - Mapping activities (who where, areas of need);
 - Purchasing equipment, for example, PPE and tools;
 - Undertaking health and safety/risk assessment;
 - Offering insurance – KWT insurance covers activity if officers are present via a group insurance scheme;
 - Organising a high profile event launch;
 - Coordinating publicity and promotion – e-mail, local press, posters, media, social media.
- **Key Finding 35** – The main roles and responsibilities of local authorities in a river survey and clean could include:
 - Providing details of land ownership information;
 - Granting permissions for land access;
 - Provide staff to support such exercises (to cover a wide range of tasks);
 - Arranging the removal and disposal of waste;
 - Helping to promote the exercise;
 - Encouraging partners to take part in the exercise;
 - Identifying areas of need;
 - Support mapping and collation of other information;
 - Providing or facilitating specialist practical assistance (staff and equipment).
 - **Key Finding 36** - The main costs associated with running a river survey and clean are:
 - Staff time – this includes undertaking surveys and risk assessments; coordination and mapping, running events, feedback and reporting;

- providing Project Officers to support the task; the general provision of central administration and support.
- Provision of specific specialist tools, PPE and Safety equipment – for example, waders, throwlines, buoyancy aids, grappling hooks, litter pickers, nets etc... The cost of equipment for the Great Taff Tidy was £4,188.
- **Key Finding 37** – The main risks / threats associated with delivering a river survey and clean of this scale were identified as:
 - Weather - this would need to be monitored prior to and on the day as high or fast water levels could potentially create unacceptable safety risks for the exercise;
 - Access – access to private land, lack of engagement by landowners and inaccessible stretches of river could all compromise such an exercise;
 - Health & Safety – ensuring the safety of everyone involved with the exercise would be a priority.
 - Lack of Participation – a river clean on this scale would only work with public support – ensuring strong volunteer support would be essential. Identifying when volunteer support is available would be very important, for example, sometimes volunteer support is difficult to obtain during the working week, while it is often better on the weekends;
 - Too Much Participation – Organising how and where volunteer resources are allocated – important not to allocate too many volunteers on the same stretch of river;
 - Insufficient level of commitment by local authorities - particularly around the removal of rubbish;
 - Major Obstacles - agreeing what to do with challenging obstacles in the river, for example, the removal of cars dumped in the river.
 - **Key Finding 38** - Funding would need to be secured before any firm timescales could be identified. From experience project planning would take approximately three months and that the best months for running such

a river clean are January, February and March. The river survey needs to take place at least one month before the start of the actual river clean.

- **Key Finding 39** – KWT identified the main ‘next steps’ of delivering the river survey and clean as:
 - Gaining commitment from all parties to take the river survey and clean forward;
 - Identifying a funding source(s) to support such and exercise;
 - Identifying the timings for delivering the work;
 - Identifying and appointing a specified project manager;
 - Establishing target dates for delivering the work;
 - Agreeing an approach for overseeing (steering) the project, i.e. identifying a group to which the project manager would report.

- **Key Finding 40** – Dwr Cymru offered to provide details of all the combined sewer outflows (CSO’s) on the river Ely and its tributaries for the mapping exercise that will take place during the river survey. Dwr Cymru also confirmed the importance of cutting back trees which can cause or support river blockages (although it was acknowledged by the group that some tree overhangs were important for supporting biodiversity). It was felt that this information could be well used if it was placed into an app / map that the public was able to access.

- **Key Finding 41** – It is vitally important to understand the costs involved with running a river survey and clean prior to submitting a bid for funding. It is also essential that a project plan for running the exercise is created.

- **Key Finding 42** – Natural Resources Wales is providing support to continue with the ‘Clean the Clun’ project which had stalled a few years ago due to a lack of funding. Elements of this exercise will tie in directly to the river Ely survey and clean which is being discussed by the ‘Restore Our Rivers’ task & finish exercise. Natural Resources Wales with support from SEWRT had identified a Welsh Government funding source (the Sustainable Management Fund) that they were looking to access, however, they were yet to write or submit a bid. This would probably start in the

coming months; however, accessing funding from this source could take a long time.

- **Key Finding 43** – A number of funding options for the river Ely survey and clean were mentioned during the meeting, they included:
 - Accessing funds from the Tesco carrier bag charge fund – Groundwork is responsible for managing bids for this funding. Tesco, for example, will pay out between £1,000 and £5,000 a month to support projects that meet their criteria.
 - Accessing a part of the £30m dividend which Dwr Cymru / Welsh Water has identified to reinvest back into Wales. They are currently running a consultation exercise which will identify how this funding will be allocated – there are six priority areas which have been consulted on, these are ‘Money off customer water and sewerage bills’; ‘Extra help for people who struggle to pay their bills’; ‘Investing more in our pipes, pumps and water treatment works to continue providing high-quality services’; ‘Investing now to help save money in the future through renewable energy and innovation’; ‘Supporting educational, recreational and environmental projects in our communities’ and ‘Speeding up improvements for people who experience repeat problems with their services’.
 - Dwr Cymru’s Water Framework Directive (WFD) funding scheme can be used to provide financial contributions to not-for-profit organisations for projects that will deliver improvements to Welsh rivers, lakes and waterways. The aim is to create a more vibrant and healthy environment for people and wildlife.

- **Key Finding 44** – Dwr Cymru explained that submitting a bid into the Dwr Cymru £30 million fund could be looked into; however, the consultation exercise would ultimately shape the areas where the monies were allocated and the projects which were funded. The river Ely survey and clean would need to be considered alongside a long list of other projects applying for the funding. It was suggested that writing an article for the Dwr Cymru magazine would be a good starting point as it would raise the profile

of the exercise within the organisation. A recent beach clean project had submitted such an article and Dwr Cymru sent them a £250 cheque to support the work.

- **Key Finding 45** – The Chair of the task & finish exercise volunteered to write to each of the local authorities within the South East River Basin to gain support and raise the profile of the river Ely survey and clean along with the wider work of the ‘Restore Our Rivers’ task & finish exercise. Examples of local authority support should include litter removal and helping with communications.
- **Key Finding 46** – Groundwork suggested that the group should contact local housing associations to promote the river Ely survey and clean. They were very positive about supporting community projects; good at involving tenants and were often able to provide resources to support such work.
- **Key Finding 47** – Dwr Cymru is willing to support river clean exercises by allocating staff to walk along sections of rivers to identify any sewer and drainage misconnections. Once any sewer and drainage misconnections are identified then they will support investigations into these and work with partners to resolve issues based on environmental need. This approach helps to improve the water quality in our rivers.

Recommendation 9

The partners involved with the task & finish exercise agreed with the need to undertake a survey and clean of the River Ely. This exercise should be project managed by Keep Wales Tidy with support being provided by the partner groups associated with the task & finish exercise. Keep Wales Tidy should explore a range of funding options to support this work and engage with volunteer groups to deliver a survey and series of prioritised tasks. The exercise should involve a survey, litter picks, river blockage removals, habitat management work, invasive species management and educational initiatives. The river survey should take place in January / February 2017 and the results

from this work should then be used to prioritise tasks for river clean events which should take place in spring 2017.

This recommendation is supported by key findings 31 to 47.

- **Key Finding 48** - OFWAT claims that the principle that sewerage systems should accommodate future flows is unsustainable in the long term context of climate change. This statement suggests that alternative approaches to managing surface water need to be identified.
- **Key Finding 49** - Greener Grangetown is a partnership initiative between the City of Cardiff Council, Dwr Cymru and Natural Resources Wales to help make Grangetown a greener, cleaner place to live. It is an example of how surface water can be better managed through retrofitting and using a biological planting approach to process water and allow it to filter naturally into the nearby water course (the river Taff). The project covers an area of approximately 500 homes in the ward of Grangetown in Cardiff. CCC funded £50,000 for design and £750,000 for the development. Dwr Cymru funded £1 million for the development and £50,000 for the design. Natural Resources Wales provided £50,000 for the design phase.
- **Key Finding 50** - The aims of the Greener Grangetown project are to:
 - Achieve a more sustainable approach to water management;
 - Remove surface water from the sewer;
 - Demonstrate wider benefits;
 - Develop a toolkit for future projects;
 - Demonstrate the success of partnership working.
- **Key Findings 51** - The project is designed to deliver multiple benefits, these include:
 - The removal of 42,000m² of impermeable area (current phase);
 - Realising annual monetised benefits;
 - An increase in green space and additional tree planting;

- Improved air quality;
 - Habitat creation and increase in biodiversity;
 - Improved urban environment;
 - The scheme is working in conjunction with the EU funded WISDOM project;
 - The venture is a CEEQUAL assessed project.
- **Key Finding 52** - Grangetown had used an old Victorian brick system which dealt with both surface and foul water. The system would be cleaned out twice a day at high tide when the sewer would empty its contents into Cardiff Bay. In 1999 the Cardiff Bay Barrage was built and so the old Victorian brick system had to be connected to a sewer – foul and surface water then had to be pumped out of Cardiff to a Dwr Cymru wastewater treatment works outside Dinas Powys. Flows are pumped to the treatment works and this poses a significant cost for Dwr Cymru as energy is single largest cost for the company.
 - **Key Finding 53** - The Greener Grangetown project aims to remove a significant amount the surface water falling on Grangetown and then by using biology (plants & trees) the water will be naturally cleaned and transferred directly into the river Taff. This will reduce the volume of water being pumped to Dinas Powys and, therefore, reduce the energy bill of Dwr Cymru. The plants and trees will in effect remove and break down the pollutants. The scheme will include seven very large Italian rain gardens / filter beds. The schemes will be highly visible and a feature. The whole scheme is designed to highway standards and will break down / remove any hydro carbons. The scheme meets Natural Resources Wales standards.
 - **Key Finding 54** - The scheme is the first of its kind in Europe, i.e. it is specifically designed for Grangetown and isn't an off the shelf option. It could work well in other parts of the city where there are problems with pollution and rain run off – for example, the Roath Park area has a series of gulleys which are not great at removing pollution – such a scheme would

work well there. Long term it could be possible to 'retro fit' large parts of Cardiff in the same way – this would lead to water quality improvements.

- **Key Finding 55** – The City of Cardiff Council is looking to put information around biological / sustainable drainage systems into two Supplementary Planning Guidance documents that it is currently developing – this will be presented to developers in the future with a view to such techniques being implemented around new developments.
- **Key Finding 56** - Using vegetation in a well designed manner is far more effective than concrete drainage filter systems – they clean themselves instead of having to be cleaned by the local authority. This is particularly relevant at a time when local authority budgets are shrinking. Developers are being encouraged to look into this approach. Some are very receptive to implementing such sustainable drainage systems as they are aware of the long term benefits that they can bring to their developments (and of course push house prices up); others are reluctant to embrace this sustainable drainage approach as they are concerned that it will take up valuable space. Some developers have described the approach as 'hippy technology'.
- **Key Finding 57** - Highways routes put more water into the sewer than any other source – it is important to work with Dwr Cymru to reduce the volume of water getting into our sewers. Using the natural / biological approach to managing diffuse water pollution is much cheaper than the concrete approach. Also once installed it doesn't need ongoing maintenance as it works naturally – very useful approach at a time of shrinking budgets.
- **Key Finding 58** - The methods being used in the Greener Grangetown project are a tried and tested scientific / engineered approach which has been in existence for hundreds of years. The science and technology are supported by the Welsh Local Government Association and the Wales SuDS (Sustainable Drainage Systems) board.
- **Key Finding 59** - A Master SuDS scheme using this technology to support green and blue corridors could work well. Using areas like Pontcanna fields

as a natural flood defence is an excellent approach – this is already being used as a part of a natural flood management scheme.

- **Key Finding 60** - It is very important to push / sell the sustainable drainage approach at the pre development phase. Developers need to think about quality of the developments and not just the density / profit from a development.
- **Key Finding 61** - Ideally it is best to have open drains (for surface water) near developments so that problems can be easily spotted. Also it is cheaper to manage and fix as there isn't a cost to open it up. Water around developments should be viewed as an opportunity and not a threat. It has been proved that good water features add value to developments.
- **Key Finding 62** - The water held on the surface during a flood is only the tip of the iceberg, the saturated land / soil beneath will hold vast quantities of water. Managing the unseen water is the key.
- **Key Finding 63** - In the greater part most residents have bought into the Greener Grangetown scheme. There have been some parking issues. There was a 25% consultation response rate and real people had made a real input into the design of the scheme.
- **Key Finding 64** – It was explained that the rainscape scheme in Llanelli (a similar type of scheme to Green Grangetown) had received some complaints after implementation; however, overall feedback had been positive.
- **Key Finding 65** - Greener Grangetown removes surface water in Cardiff – Dwr Cymru has a wider aim to remove surface water for a town the size of Merthyr Tydfil from the sewer system. Dwr Cymru considered the scheme as a flood management scheme that would help reduce energy costs.
- **Key Finding 66** - Council is producing two new Supplementary Planning Guidance documents which could be used to support this type of green

infrastructure. They are the Planning Obligations Supplementary Planning Guidance (currently being consulted upon) and the Green Infrastructure Supplementary Planning Guidance (due to be written in 2017). Such documents could be used to formalise / mandate the use of sustainable drainage systems and approaches similar to those used by Greener Grangetown.

Recommendation 10

All the partners in the task & finish group agreed that promoting best practice in the uses of SUDS (sustainable urban drainage systems) as highlighted in the Welsh Government non-statutory guidance (December 2015), was the best way forward. Projects like Greener Grangetown provided clear evidence of the multi-benefits of using natural vegetation and the environment to better manage surface water. Consistent design standards and achievable maintenance schedules would give greater confidence for local authorities to promote more vegetation based SUDS systems within SPG documents. The group would recommend that all five authorities adopt a consistent approach to SUDS design and management.

This recommendation is supported by key findings 48 to 66.

- **Key Finding 67** - Natural Resources Wales has the responsibility to investigate any pollution incidents – the main reporting source for these is the public, although in recent years the number of publically reported incidents has reduced; it was suggested that the reason for this was that more people are now reporting pollution incidents directly to Dwr Cymru has recently started to raise the profile of self-reporting. Natural Resources Wales is also responsible for the routine monitoring of river water quality in Wales. The benefit of reporting incidents directly to Dwr Cymru is that they can respond to the incident faster, Natural Resources Wales are notified of all incidents reported to Dwr Cymru.

- **Key Finding 68** - It was suggested that frequent river users (particularly anglers) were not always aware of who to contact to report a pollution incident. It was suggested that a one point of contact approach would help improve reporting. This could include a single freephone number that could record and redirect calls appropriately.
- **Key Finding 69** - It was explained that the routine monitoring undertaken by Natural Resources Wales is used for river quality classification. Natural Resources Wales is also responsible for ensuring ongoing compliance after an incident is identified, i.e. they monitor assets post discharge. A programme management approach for driving river quality improvements is separate to this and would need additional funding.
- **Key Finding 70** - New technology has improved the accuracy and detail of reporting pollution issues, for example, smart phones can now be used to take photos of pollution incidents.
- **Key Finding 71** - It was felt that creating a wide list of river stakeholders (for example, canoeists, anglers and volunteers) would be very useful and that this list could be used to drive a communications strategy and build awareness of river pollution issues. Dwr Cymru Pollution Technicians could be available to support such a list and build further links across Wales.
- **Key Finding 72** - Enforcement has been tried to address pollution problems. This has mainly consisted in issuing advice, guidance and warning letters. When such incidents are reported it is very important to properly categorise the type of pollution. In terms of enforcement notices Natural Resources Wales tends to use 'anti pollution works notices' – these can only be issued where there is a real risk of serious pollution. Compliance notices can be issued when problems are identified – when these are issued the party has to comply with the process.

- **Key Finding 73** – A company based in Treforest was identified as a constant source of pollution for the Taff. Action was taken and they immediately offered an enforcement of undertaking – i.e. they offered money and to address the issue. Natural Resources Wales saw this as a good result. The money resulting from this ‘enforcement of undertaking’ was used to fund other environmental improvement projects.

Recommendation 11

The partners involved with the task & finish exercise agreed with the view that it was important to target frequent river users as a valuable source for reporting river pollution incidents. Anglers, canoeists, walkers and volunteer groups were all suggested as a good source for reporting river pollution incidents. The task & finish partners, therefore, recommend that Dwr Cymru and Natural Resources Wales work with the other partners to build up a key stakeholder contact list with a view to using it to distributing regular updates and other information relating to the self-reporting of river pollution incidents. The group also felt that Dwr Cymru should review the potential role of using new technology (for example, smart phones and apps) to make self-reporting quick and easy.

This recommendation is supported by key findings 67 to 73.

- **Key Finding 74** - The Taff is fairly clear of farm pollution as it has very little in the way of farming taking place on its banks. The Ely does experience some farm pollution; however, this isn't the only source of pollution on the river.
- **Key Finding 75** - The main sources of pollution from farming are silting, slurry run off, leaching / run off of silage liquid and other forms of diffuse pollution produced as a result of chemicals used on farmland.

- **Key Finding 76** - In the last year (2015/16) there have been 24 reports of farm pollution on the Clun.
- **Key Finding 77** – It is very important that farmers use silage clamps when producing silage – when they aren't used then it is very easy for the liquid produced as a part of the process to seep out and work its way into the river course. When this type of pollution is identified it is important to undertake farm visits to identify the pollution source and then address the problem. Further to this follow up visits should take place to the same farms to ensure that they don't fall back into the same bad habits.
- **Key Finding 78** - A river survey and clean could be used as a vehicle for identifying and logging farm pollution. This information could then be used to target farmers who are suspected of creating the pollution. Such a survey and clean needs to cover an entire river catchment.
- **Key Finding 79** - Selling the economic benefits of better pollution management to farmers is very important.
- **Key Finding 80** - The report produced by the group should reference farming pollution incidents and then refer to best practice case studies to illustrate the benefits of farming compliance.
- **Key Finding 81** – Natural Resources Wales is told which farms that they have to visit – they are only able to visit 5% of Welsh farms every year. Improved coverage could reduce pollution, for example, reduce silt run off and ensure that buffer strips are put in place for silage production.
- **Key Finding 82** - Estimated that it would cost £14,000 to provide buffer strips for 500m of river bank. It was suggested that if volunteers received training on how to build buffer strips then a considerable saving could be achieved. Potentially grant funding could be made available for such training.

Recommendation 12

The River Ely Survey and Clean should be used as a tool to identify and record if there are any farm pollution problems on the river system. If any farm pollution issues are identified, then the task & finish partner organisations should review what can be done to address the problem(s). Any significant farming pollution problems should be reported to Natural Resources Wales who are the best placed organisation for dealing with such problems.

This recommendation is supported by key findings 74 to 82.

KEY FINDINGS & RECOMMENDATIONS

EDUCATIONAL OPPORTUNITIES

A meeting was held on the 17th October 2016 to consider topics relating to the work package theme of Educational Opportunities. Evidence was provided by witnesses from Dwr Cymru, Natural Resources Wales, Keep Wales Tidy and Cardiff Council. During the meeting the following topics were addressed:

- Educational Messages;
- Message Communication.

During these items the group identified a number of key findings and recommendations which can be seen below.

- **Key Finding 83** - During the meeting the group identified 14 campaigns and educational promotions which they felt could provide additional benefits / support to rivers and watercourses in the South East Wales river basin (and indeed right across Wales). These were:
 - The Yellow Fish Campaign;
 - The Hydro Power & Schools Campaign;
 - The Salmon Homecoming Project;
 - The Eel Programme;
 - The Natural Resources Wales 'Healthy Rivers Campaign';
 - The Capital Investment Campaign;
 - The 'Stop the Block' Campaign;
 - The 'Clean Water Campaign';
 - The Keep Wales Tidy 'Great Taff Tidy within Cardiff';
 - The Ely top to toe survey and river clean;
 - The Natural Resources Wales 'Slurry Pollution Campaign';
 - The 'See it – Report it – Stop it' campaign;
 - The 'Natural Resources Wales' programme.

It was felt that working as a group and sharing resources would be a far more effective method of communicating the key messages of these important projects.

- **Key Finding 84** - The group acknowledge the benefits of promoting the Yellow Fish Campaign and recognised how it could be used to prevent pollution entering the rivers and watercourses of the South East Wales River Basin. The campaign was straightforward and simple to follow and it was particularly felt that targeting young people and developers of new housing developments would deliver significant benefits.
- **Key Finding 85** - The group believes that improving the quality of rivers and watercourses is actually about delivering against a much wider range of benefits which include sustainable management; health & wellbeing; economic development and biodiversity.
- **Key Finding 86** - Promoting important messages about water quality has in recent years helped to deliver excellent results in Wales, for example, the Swansea Loose Connections project improved the standard of water quality in Swansea Bay from 'poor' to 'good' – an increase of two categories.
- **Key Finding 87** - While businesses could be targeted through one co-ordinated approach it would seem sensible to identify methods of specifically targeting businesses with messages about the importance of maintaining clean and healthy rivers and waterways; this is particularly important for businesses that have the potential to pollute.

Recommendation 13

During the task & finish exercise 14 awareness raising campaigns and educational promotions were identified which the group felt could provide additional benefits / support to rivers and watercourses in the South East Wales River Basin. These were:

- The Yellow Fish Campaign;
- The Hydro Power & Schools Campaign;
- The Salmon Homecoming Project;
- The Eel Programme;
- The Natural Resources Wales 'Healthy Rivers Campaign';
- The Capital Investment Campaign;
- The 'Let's Stop the Block' Campaign;
- The 'Clean Water Campaign';
- The Keep Wales Tidy 'Great Taff Tidy within Cardiff';
- The Ely top to toe survey and river clean;
- The Natural Resources Wales 'Slurry Pollution Campaign';
- The 'See it – Report it – Stop it' campaign;
- The 'Natural Resources Wales' programme.

All of the task & finish partner organisations and the five local authorities from within the South East Wales River Basin should work together to amplify the key messages of these and other new campaigns across the whole area using a combined and well-structured communications approach, for example, if Dwr Cymru is looking to spread the message of the 'Let's Stop the Block' campaign then they should not do it in isolation. Instead they should pass the message onto all of the other partner groups for communication across a wide range of distribution channels, for example, social media, internal briefings & messages, websites, press releases, etc..

This recommendation is supported by key findings 83 to 87.

- **Key Finding 88** - Members of the group felt that elements of the Yellow Fish Campaign and parts of the Eco Schools message should be added to the Welsh Baccalaureate curriculum. This they believe would raise the important issue of maintaining healthy rivers and watercourses, particularly to the younger generation.

- **Key Finding 89** - The group felt that educational campaigns were most effective when they included good interaction elements to help stimulate interest in the message being put forward. This is particularly true when promoting the message to younger people.

Recommendation 14

The task group felt that elements of the Yellow Fish Campaign and messages from the Echo Schools educational programme should be added to the Welsh Baccalaureate curriculum. This they believe would help raise the profile of the importance of maintaining healthy rivers within the younger generation. The task group, therefore, recommends that the partner organisations involved with the task & finish exercise contact the WJEC with a suggested educational proposal based upon healthy rivers and discuss the possibility of having this included as an element within the Welsh Baccalaureate curriculum.

This recommendation is supported by key findings 88 & 89.

- **Key Finding 90** – It was stressed that there appeared to be lots of campaigns worthy of promotion and that they somehow need to be focused on one central website, i.e. a single point of contact to store or signpost to the relevant information sources.
- **Key Finding 91** - All partner groups involved with the exercise agreed that a well co-ordinated partnership approach was the best way to effectively communicate the key messages of the various campaigns and educational promotions. In addition to this they felt that it was important to have:
 - A single point of contact to store or signpost visitors to the relevant information or messages provided by each of the partner organisations, for example, a single website or blog page;

- That one partner should probably have responsibility for hosting the site, however, all partners should have the ability to upload or post any new information onto the site;
 - That an information sharing protocol should be established between the partners - any new organisations joining the partnership should also be bound to this information sharing protocol;
 - That all legalities of establishing such a partnership website should be explored and understood at the outset;
 - That there are opportunities to learn from similar exercises that have been delivered in Wales, for example, Cardiff Council's 'Love Where You Live';
 - For practical purposes such a system would need to be cost effective, simple and quick to use.
- **Key Finding 92** - 'Love Where You Live' is a city-wide campaign to clean up the streets and neighbourhoods of Cardiff. The campaign has five key elements, these are:
 - Harnessing people power;
 - Neighbourhood cleaning;
 - Zero tolerance approach to littering;
 - Raising recycling awareness;
 - Student education.

The group was informed that the organisational structure and promotional approach adopted by 'Love Where You Live' was something that could be applied to coordinating water quality messages in future.

- **Key Finding 93** - Suggested that a simple strategy (supported by a terms of reference) would need to be established for information sharing and storing. This could involve a single site that all supporting partners could independently access to upload information onto for all partners to view. For practical purposes such a system would need to be cost effective, simple and quick to use. A blog type site was suggested.

- **Key Finding 94** - The idea of having one site to communicate and store all South East Wales River Basin related messages was discussed and generally well received – although there was a question around how such a site could be funded. It was felt that for ease of use a combined moderators approach could be applied to any site which was developed – this would allow representatives from each of the groups to update any messages that they might have onto the site and, therefore, allow the messages to be circulated around the rest of the group. Upon viewing any new messages each of the group representatives could circulate details to their email contacts, share on social media and distribute via their internal communications system. A site supported by a range of partner stakeholders would need to have a proper protocol in place and the legalities would need to be explored.

Recommendation 15

During the task & finish exercise it became clear that a number of different groups and organisations were promoting a diverse range of campaigns and educational initiatives aimed at improving the health of our rivers and watercourses. While all of this work was viewed as positive there was no single point to gather, distribute and effectively amplify the messages across the whole South East Wales River Basin. As a result, the task & finish exercise recommends that a central website is created to act as a single point of contact for people and groups interested in improving the health of our rivers and watercourses. To ensure that the site website works effectively key features of the site should include:

- The site should act as a single point of contact to store or signpost visitors to the relevant information or messages provided by each of the partner organisations;
- When a partner organisation posts a new message or piece of information it should trigger an automatic notification to the partner organisations informing them of the new posting. This would then allow the partner

organisations to circulate the message via their communications function;

- That one partner should probably have responsibility for hosting the site, however, all partners should have the ability to upload or post any new information onto the site;
- That an information sharing protocol should be established between the partners - any new organisations joining the partnership should also be bound to this information sharing protocol;
- That all legalities of establishing such a partnership website should be explored and understood at the outset;
- For practical purposes such a system would need to be cost effective, simple and easy to use.

This recommendation is supported by key findings 90 to 94.

- **Key Finding 95** - The group agreed that establishing a contact list of angling groups was a good idea and that it could be a highly effective way of delivering important messages to this key group of stakeholders. South East Wales Rivers Trust and Glamorgan Anglers have offered to obtain and provide these contact details to support the communications campaign.
- **Key Finding 96** - Several cost effective communications tools were identified which the group felt could be used to promote key messages and other promotional material relating to the water quality in rivers and other watercourses, these were:
 - **Social Media** – in particular linking the coverage of all of the partner organisations would significantly amplify the message being circulated across the South East Wales River Basin area. For example, if Natural Resources Wales issued a message on its own they would currently reach 10,600 Twitter followers and 3,542 Facebook users. Alternatively if they worked with Cardiff Council and Dwr Cymu they would automatically reach 88,754 Twitter followers and 18,520 Facebook users.

- **Internal Publications** – newsletters, intranet pages, internal emails and other internal documents could be used to promote any relevant messages. For example, if Natural Resources Wales circulate a message only to their own staff then they could potentially reach 1,900 people. If on the other hand they worked with Cardiff Council and Dwr Cymru then they could potentially reach 16,741 people.
 - **Media Stories** – where appropriate media and communications officers could notify the local press of any potential stories or messages which might create a positive news story.
 - **Stakeholder Communication** – the partner organisations could distribute appropriate messages via their established stakeholder communication networks.
- **Key Finding 97** - The group was told that the promotion of the ‘Healthy Hill-sides’ campaign had been very successful. It was felt that the ‘Restore Our Rivers’ work would benefit from adopting a promotional approach similar to that used for the ‘Healthy Hill-sides’ campaign.

Recommendation 16

Due to ongoing budget pressures the task group recommends that the communications functions of each of the partner organisations should use cost effective communications tools to promote information and messages around improving the health of our rivers and watercourses. In particular each of the groups could use social media, internal publications / communications, organisation websites, media briefings and other stakeholder communication tools.

This recommendation is supported by key findings 95 to 97.

KEY FINDINGS & RECOMMENDATIONS

IMPROVEMENT OPPORTUNITIES

A meeting was held on the 15th November 2016 to consider topics relating to the work package theme of Improvement Opportunities. Evidence was provided by witnesses from Keep Wales Tidy, the City of Cardiff Council, Cardiff Rivers Group and Groundwork Wales. In addition to this, an officer from Cardiff's Scrutiny Research Team delivered a summary of findings from the report titled 'Restore Our Rivers: Best Practice in Managing Ecological Issues' (attached to this report as **Appendix 2**) at the meeting on the 7th December 2016. As a result of these meetings the group identified a number of key findings and recommendations which can be seen below.

- **Key Finding 98** – Keep Wales Tidy delivers a wide range of projects across Wales; this has included a large number of river improvement projects. This work is primarily delivered by project officers in association with the Tidy Towns Initiative. The organisation regularly delivers work in partnership with other organisations, for example, the project officer in Caerphilly has recently a rivers project in association with Groundwork Wales, National Rivers Wales and Caerphilly County Borough Council. Local authorities are able to provide valuable support to such projects by organising the collection and disposal of rubbish / recycling from the sites.
- **Key Finding 99** - KWT has recently delivered six significant volunteer projects in the Caerphilly County Borough Council area. The projects relied heavily on volunteer support and removed large volumes of rubbish from each of the sites, for example, projects in Bedwas and Cwm Calon used 49 volunteers and removed 3.5 tonnes of rubbish in five and a half hours of work.
- **Key Finding 100** - The project sites for the Caerphilly based Keep Wales Tidy projects were identified by members of the public, community

groups, local authority contacts and from walkovers undertaken by Natural Resources Wales and Groundwork Wales. Such organisations have a good understanding and knowledge of local rivers. These organisations along with groups like Cardiff Rivers Group and Glamorgan Anglers also have a good knowledge of the rivers within the Cardiff area.

- **Key Finding 101** - KWT has been very successful in pulling in volunteers to support a wide range of projects. They have achieved this by building relationships with community groups; by distributing targeted information to community groups; through awareness raising exercises and by using social media (for example, Facebook adverts). KWT view local communities as an essential element of delivering their project work and understand the benefits of achieving local ownership of local areas (for example, local people adopting sections of local rivers). They have also developed productive links with organisations like the Probation Service, Mc Donald's and United Welsh Housing.

- **Key Finding 102** - All parties involved with the meeting agreed that there is a significant amount of work to deliver across the whole South East Wales River Basin to improve the quality of river systems. Much of the work done in upstream areas would impact on the sections of the rivers flowing through Cardiff.

- **Key Finding 103** – Dwr Cymru agreed to circulate a contact list of key Dwr Cymru staff working in the South East Wales River Basin; this it was hoped would improve communication and access to key sites.

- **Key Finding 104** - Cardiff's Green Infrastructure Group was formed in 2014 and is made up of Council Officers from different service areas including Parks, Highways (PRoW), Planning (TPO and Ecology) and Drainage. It aims to:
 - Better integrate different areas of the council across green infrastructure;

- Co-ordinate responses to planning across Green Infrastructure;
 - Produce GI Action Plan and SPG (the Action plan is used to inform funding bids);
 - Meet the objectives and legislation of Cardiff Council, Natural Resources Wales and Welsh Government.
- **Key Finding 105** - Until recently Cardiff Council produced and regularly updated a series of 'River Valley Action Plans'. The work around the delivery of these included:
 - Three separate action plans for each of the three rivers (Ely, Rhymney & Taff) - covering areas such as Biodiversity, Access, Recreation, invasive species;
 - Annual workshops with quarterly meetings for each river valley;
 - Partnership projects with other organisations, community groups, and land owners;
 - Three trails- creation of Ely, Rhymney trails and improvements to the Taff Trail.

The co-ordination of the groups disbanded following the reduction in Cardiff Council's Countryside Team.

- **Key Finding 106** - In the near future Cardiff Council has plans carry out a number of environmental initiatives, these include:
 - The mapping, monitoring and maintenance of Japanese knotweed and Himalayan Balsam;
 - Roach breeding at Forest Farm;
 - Mink mapping;
 - Development of the volunteer hub at Forest Farm; The Cardiff Pollinator Project; and,
 - The Bumble Bee Training Day in 2017.

To deliver these and other projects Cardiff Council will continue to develop partnerships and work with more than 23 local organisations.

- **Key Finding 107** - The Cardiff Rivers Group is a volunteer group which was established in 2009. It currently has 350 volunteers who support the work of the group. They organise large scale clean-ups; work with Cardiff Parks; undertake habitat management; deliver stream clearing/cutting back; remove blockages; address neglected areas; provide informal coaching – this helps get people into work and helps to promote mental well-being.

- **Key Finding 108** - The Cardiff Rivers Group has achieved a number of successes since 2009, these include:
 - They were the 2015 winners of Keep Wales Tidy Award;
 - They have successfully launched the “Masked Avenger” scheme which allows the public to nominate a river or stream problem which needs removal;
 - They have delivered work stream successes in Llanishen and on the Bute Park Feeder;
 - St Mellons, Hamadryad Park – this scheme has included a total of 136 events and 5,600 volunteer hours.

- **Key Finding 109** - The Cardiff Rivers Group works in partnership with several groups, for example, Cardiff Council Parks and the Association of British Ports. The group is self-funding and relies on Council grants, Welsh Government grants, scrap sales and regular donations from volunteers. The funding provides opportunities to increase the presence of the group and allows them to run additional events, for example, mid week clearances, opportunities outside of Cardiff and increased walking/surveying opportunities (particularly streams). In future the group plans to do more including increased levels of testing/surveying/walking.

- **Key Finding 110** - The Cardiff Rivers Group has identified sewer misconnections as a significant issue in the Cardiff area (particularly around dual drainage systems). They have asked if Dwr Cymru could produce a map of the Cardiff's drainage and sewer system for the group so that they are able to use it as a point of reference.

- **Key Finding 111** - The Cardiff Rivers Group is always looking for additional pieces of work to tackle. They believe that the production of a series of 'Action Plans' based around the river system would help them identify opportunities for new work and plan new projects.

- **Key Finding 112** - The Cardiff Rivers Group wants to extend the amount of partnership work that it undertakes. This could include greater involvement in Community Groups; support with awareness raising opportunities; financial support/ support in kind and linking up with partners for lectures, meetings, etc..

- **Key Finding 113** - Groundwork Wales is an environmental regeneration charity established in 1990. The Healthy River Project was set up initially in relation to the River Sirhowy in 2012, however, it now covers all of the South Wales area – this rivers Ebbw, Llwyd, Rhymney and Rhondda.

- **Key Finding 114** - Groundwork Wales has delivered a number of significant projects in recent years these include:
 - Tredegar Culvert – building a fish pass on the River Sirhowy;
 - Graig Fawr Blockage on the River Ebbw;
 - Mill Road Weir on the River Llwyd;
 - Nant Twyn Harris – reducing flood risk; improved spawning opportunities, resting and sources of food - at Ystrad Mynach;
 - The Marine Colliery Weir – this was a Dwr Cymru funded project;
 - The Diamond Close River Care project at Caerphilly – this was a joint Keep Wales Tidy / Natural Resources Wales / Groundwork Wales and

United Welsh initiative to promote message and encourage local participation;

- Work on Nant Cylla;
- Schools Initiatives, including Nant Bargoed;
- Delivering the 'River Restoration Qualification';
- Groundwork Wales provides a mentoring element as a part of its work, this was highlighted when they played a film to the task group titled 'Jordan'.

Recommendation 17

Local authorities and the partner organisations associated with the task & finish exercise have in recent years worked well with volunteer groups to deliver a large number of projects aimed at improving local rivers and enhancing the wider natural environment. The task group endorses this work and recommends that even more is done to increase the good work that they deliver. Examples of additional support include:

- The development of a list of river improvement and environmental habitat improvement projects which as volunteer and supporting resources become available could be allocated to a suitable group, i.e. creating a situation where volunteer groups can be signposted to appropriate projects. Potential projects could be identified from the results of the River Ely survey which is scheduled for January / February 2017. The identified projects could be collated into a river improvement based action plan.
- Publicising the good work of the volunteer groups through the communications functions of the partner organisations of the task & finish exercise. This would help raise the profile of the excellent work that they deliver and potentially encourage other people to follow their example and become volunteers.
- Helping the volunteer groups form links with businesses and other organisations able to provide additional support for the work that they undertake. This it is felt would help improve partnership working in this

area.

- Helping to signpost the volunteer groups towards potential funding sources to help fund the important work that they undertake.
- Creating a group or body to provide the facilitation role for river based improvement work in the South East Wales River Basin. They could develop project ideas and oversee the resources available before arranging for the work to be delegated to the volunteer and other groups.

This recommendation is supported by key findings 98 to 114.

- **Key Finding 115** - The National Misconnections Strategy Group is a partnership of organisations including The Environment Agency, DEFRA and regional water bodies (including Dŵr Cymru). The group collectively operates through a public facing scheme known as 'Natural Resources Wales'. 'Natural Resources Wales' aims to help educate property owners and builders about the negative effects of misconnections and how to avoid them.
- **Key Finding 116** - The National Misconnections Strategy Group defines two main types of misconnections that cause pollution, these are:
 - Where wastewater and sewage is wrongly connected to clean surface water drains;
 - Where clean rainwater is connected to foul drains.
- **Key Finding 117** - Best practice identified partnership working as the best approach for tackling misconnections as collective resources and expertise can be allocated towards dealing with misconnection issues in specific areas.
- **Key Finding 118** – Agencies like the Environment Agency, Natural Resources Wales and the Scottish Environmental Protection Agency have undertaken surveys to identify misconnections leading into rivers and watercourses. Once these surveys have been completed specialist survey

contractors have been used to trace upstream from outfalls to identify sources of pollution – this then results in further surveying of individual properties with owner/occupier permission. Where misconnections are identified a formal written request will be made to ensure that the issue is resolved. Only the local authority's Environmental Health Officers or the Environment Agency have the power to enforce action.

- **Key Finding 119** – The main problems associated with misconnections surveys are:
 - That they are manually intensive and expensive; many properties require repeat visits because of uncooperative residents meaning a significant number cannot be surveyed.
 - It is often difficult to gain cooperation from residents, i.e. the realisation of residents that they might need to pay to rectify the problem.
 - A lack of staff to carry out the work; many local authorities have had to cut back on the number of EHOs.
 - New misconnections reappear; if residents and/or contractors remain unaware of consequences or of the cost of rectifying then the problem can resurface.

- **Key Finding 120** - A misconnections amnesty was considered a good way to improve resident cooperation and, therefore, tackle misconnection issues. Information could be distributed to a specific area telling them how to identify misconnections and offering free modifications if they are reported. It was suggested that the cost of repairs as a result of the misconnections amnesty could be offset by the costs of a misconnections survey.

- **Key Finding 121** – A number of best practice examples for tackling misconnections were identified in the Scrutiny Research report titled 'Restore Our Rivers: Best Practice in Managing Ecological Issues', these were:
 - The Midlands Urban Rivers Community Initiative;

- The Telford Clean Stream Team;
 - The North East Living Waterways Partnership;
 - Hastings Clean Seas Please;
 - Thames Fixing Broken Rivers;
 - Swansea Misconnections Project;
 - Wessex Stream Clean team;
 - Yorkshire Bathing Water Partnership.
- **Key Finding 122** - Littering can have an extremely negative effect on the ecology of a river. When dumped, litter and rubbish can endanger wildlife, block rivers and cause flooding, and make parts of the river inaccessible.
- **Key Finding 123** - Pollution has harmful effects for rivers and watercourses. The Department for Environment Food and Rural Affairs (DEFRA) published a consultation in 2012 that identified four main sources of pollution, these were:
 - Point Source Pollution – Permitted discharges from factories and wastewater treatment;
 - Pollution Incidents – One-off incidents such as a tanker accident that have acute short term impacts;
 - Unknown Sources – Where the cause cannot be identified;
 - Diffuse Pollution – Unplanned and unlicensed pollution from farming, mine water, homes and roads. The may be agricultural or non-agricultural.
- **Key Finding 124** - When tackling urban water pollution the Department for Environment Food and Rural Affairs advocates taking the following approach:
 - Adopting a whole of catchment-based approach;
 - Starting upstream and working down the river system;
 - Empowering Communities, i.e. working with community groups and coordinating other volunteer resources to undertake river cleans;
 - Following the principles of the 'Love Your River' campaign;

- Working alongside local flood risk management;
 - Engaging with local authorities to help improve urban rivers;
 - Greater clarity on local data and then identifying priorities;
 - Spatial Planning, i.e. working with the national planning policy framework.
- **Key Finding 125** – The ‘Keep Britain Tidy Rivercare’ scheme was identified as an example of best practice examples for dealing with litter and river pollution. This contained a large number of projects across the United Kingdom including ‘Rivercare Lincoln’ and ‘Rivercare Peterborough’.
- **Key Finding 126** – Planting trees on river banks was considered as a good way to help with the biodiversity and ecology of rivers. Benefits of this approach included:
 - Shading and cooling the air and the stream water;
 - Intercepting pollution pathways by absorbing pollutants such as phosphates as nutrients;
 - Slowing storm water runoff and reducing the threat of flooding;
 - Breaking the force of wind to help keep topsoil in place;
 - Roots binding the soil contributing to bank stabilization;
 - Creating oxygen and intercepting airborne particles, reducing heat and absorbing pollutants like carbon monoxide, sulphur dioxide and nitrogen dioxide;
 - Native trees will provide habitat for animals.
- **Key Finding 127** – An alien or invasive species was defined in the Scrutiny Research report titled ‘Restore Our Rivers: Best Practice in Managing Ecological Issues as ‘a species, subspecies, or lower taxon introduced outside its normal past or present distribution; includes any part, gametes, seeds, eggs, or propagules of such species that might survive and subsequently reproduce’.

- **Key Finding 128** - The main invasive species found in Cardiff are Japanese Knotweed, Himalayan Balsam, Killer Shrimp and Zebra Mussel.
- **Key Finding 129** - Best practice in terms of managing Himalayan Balsam included:
 - Implementing control measures to prevent flowering – this is best achieved before June;
 - Chemical control techniques can be used near water and are most effective when the plant is small in the spring;
 - Cutting, strimming or pulling should take place at impacted sites on a regular basis – the site should be revisited for at least three years;
 - Pulling can be effective for plants with shallow roots which can be disposed by burning or composting if seeds aren't present;
 - Allowing cattle and sheep to graze at the sites from April until the end of the growing season.
- **Key Finding 130** - The Clun Himalayan Balsam Project was a strategy aimed at removing Himalayan Balsam and took the following approach:
 - It nominated a coordinating body and then gave it the responsibility to take the strategy forward;
 - It was designed to raise awareness and understanding of the Himalayan Balsam in the catchment;
 - It aimed to improve collection, management and sharing of information;
 - It raised awareness to ensure that landowners cross-compliance responsibilities were understood;
 - It developed a shared responsibility among stakeholders and commitment by land managers;
 - It provided support for those landowners working to manage Himalayan Balsam;
 - It introduced a three-stage approach: prevention, early detection and then control as the final option;

- It created a systematic approach to control by phased targeting sites affected by Himalayan Balsam;
 - It advocated on-going monitoring.
- **Key Finding 131** - Best practice in terms of managing Japanese Knotweed included:
 - The flowers bloom in late summer and the root system can extend for seven metres;
 - The plant should be subjected to a single clean cut near the base of the stem;
 - A waste license is required to remove Japanese knotweed from its site;
 - It is important to avoid flailing or other cutting methods that produce fragments because stems can regenerate from nodal fragments;
 - The use of an approved chemical is the most effective treatment near water;
 - Chemical treatment is most effective in August and September and especially when applied to mature uncut growth;
 - Chemicals can be injected into the stem to avoid damaging surrounding areas.
- **Key Finding 132** - Pembrokeshire County Council's Japanese Knotweed experience and guidelines emphasises the importance of:
 - Raising the awareness of the problem;
 - Ensuring that Japanese Knotweed growing on the highway does not affect sight-lines and signage;
 - To treat all patches within Pembrokeshire County Council's limits within available resources;
 - The Council works with landowners and provides advice on appropriate treatments;
 - The Council aims to ensure that other organisations that are working within Pembrokeshire County Council controlled land will adopt good working practices to control and prevent the spread of Japanese Knotweed;

- Herbicides will be the most frequent and effective method of control, but other methods will be researched and implemented and to minimise the use of chemicals.
- **Key Finding 133** - The best practice approach for dealing with Killer Shrimp was described as:
 - Ensuring the containment of known populations;
 - Promoting bio-security measures (such as jet washing);
 - Surveillance and monitoring;
 - Managing the risks at high value nature conservation sites;
 - Commissioning and supporting key research to improve understanding of the shrimp and how best to manage its impact.
- **Key Finding 134** - The best practice approach for dealing with Zebra Mussel was described as:
 - Raising awareness of the issue among the public and target groups in order to encourage them to take action on the spread of the zebra mussel;
 - To amend and co-ordinate appropriate policy and legislation;
 - To identify sectors involved controlling zebra mussels and define their roles to ensure their activities are not responsible for the further spread;
 - To continue research on the spread, impacts and the level of awareness of the zebra mussel and ensure research is made widely available;
 - To develop contingency protocols for immediate response if new lake invasions are reported;
 - To develop a mechanism to co-ordinate action, policy and information sharing on an all island basis.

Recommendation 18

The Cardiff Scrutiny Research Team produced a report titled 'Restore Our

Rivers: Best Practice in Managing Ecological Issues'. This focused on best practice in the management of misconnections; littering & pollution; and enhancing biodiversity & managing alien species. Having reviewed the findings of the report the task group recommends that the following best practice is followed in the South East Wales River Basin and built into the work of the Restore Our Rivers task & finish exercise:

- **Misconnections** - That the guidance and resources from the National Misconnections Strategy Group and their public face 'Natural Resources Wales' are followed to help educate property owners and builders about the negative effects of misconnections and how to avoid them.
- **Misconnections** – That the partner organisations associated with the task group work together to raise funds to undertake a survey of the river from its source to identify misconnections and seek rectifications; and consider a 'misconnections amnesty' to achieve widespread corrections.
- **Litter & Pollution** – To make use of community groups and coordinate different volunteer resources to undertake river cleans, starting upstream for most efficient practice.
- **Enhancing Biodiversity & Managing Alien Species** - Investigate the merits and feasibility of planting trees as a cost effective means of stabilising river banks and increasing biodiversity.
- **Enhancing Biodiversity & Managing Alien Species** - Note the guidance given by DEFRA and the Non Native Species Secretariat on preventing the spread of invasive species and use these to educate and inform property owners; and to produce risk assessments and develop codes of conduct to reduce risks.
- **Enhancing Biodiversity & Managing Alien Species** - Engage with landowners or make use of volunteer groups or to carefully treat Himalayan Balsam and Japanese Knotweed by the methods outlined in the Scrutiny Research Best Practice Report.

This recommendation is supported by key findings 115 to 134.

KEY FINDINGS & RECOMMENDATIONS

REGIONAL OPPORTUNITIES

A meeting was held on the 7th December 2016 to consider topics relating to the work package theme of Regional Opportunities. Evidence was gathered through a group discussion on the benefits of regional working for the management of rivers. The discussion covered a number of areas including the benefits of partnership working; how such an approach could be structured; the key partners that would need to be involved; how such a group could be supported; the scope of such a group; the aims and objectives of such a group and the frequency of meetings for such a group. As a result of this discussion the group identified a number of key findings and recommendations which can be seen below.

- **Key Finding 135** - The Welsh Government is looking to introduce a Regional Development Plan. This could mean the introduction of common Supplementary Planning Guidance documents to support development across the whole area. The task group felt that this would be a good opportunity to implement a consistent and sustainable approach to development across the region which would support rivers and other watercourses. For example, they felt that significant improvements to rivers could be achieved if Supplementary Planning Guidance stipulated the implementation sustainable drainage solutions and that the implementation of these was properly monitored.

Recommendation 19

A new Regional Development Plan should include consistent supplementary planning guidance to support development across the whole area. The task group believes that this represents a good opportunity to implement a consistent and sustainable approach to development across the region which

would support rivers and other watercourses. For example, they felt that significant improvements to rivers could be achieved if supplementary planning guidance stipulated the implementation of sustainable drainage solutions and that the implementation of these was properly monitored.

This recommendation is supported by key finding 135.

- **Key Finding 136** - River systems do not neatly fit into local authority areas, for example, the three rivers which flow into Cardiff (the Ely, the Rhymney and the Taff) are a part of a wider South East Wales River Basin which includes five local authority areas (Cardiff, the Vale of Glamorgan, Rhondda Cynon Taff, Caerphilly & Merthyr Tydfil). It quite often follows that river issues at the top or bottom of a river system have an impact on other sections of the river system, therefore a complete river catchment approach is necessary. This means that a whole of catchment or regional approach is necessary to improve the overall quality of the rivers watercourses in the South East Wales River Basin. This means that all of the local authorities and significant stakeholders need to work together in partnership.

- **Key Finding 137** – During the discussion on regional working all parties involved with the task & finish exercise supported the idea of regional working. They felt that the local authorities and significant stakeholder groups should form some type of working group to oversee and help facilitate river and watercourse improvements across the whole South East Wales River Basin. Such group should meet on an ongoing basis (quarterly meetings were suggested) and could deliver a series of benefits including:
 - Coordinate shared resources, skills and knowledge from across the whole South East Wales River Basin;
 - Hold a documented summary on the condition of the rivers and watercourses across the whole South East Wales River Basin;

- Monitor and document changes across the rivers and watercourses of the South East Wales River Basin;
 - Coordinate the development of an action plan which would set out work priorities required to drive improvement across the South East Wales River Basin;
 - Provide a facilitation and allocation role for South East Wales River Basin action plan;
 - Identify funding sources that can be accessed by group members (or associated stakeholders) to undertake work.
- **Key Finding 138** – The development of an action plan which contains a list of key river improvement projects was seen as vital. A South East Wales River Basin group should be responsible for holding such a list and allocating work to a wide range of groups best placed to carry out the projects. Holding a list of projects would also make the identification of funding easier over the longer term as projects could be matched to funding instead of having to create a new project to match funding opportunities.
- **Key Finding 139** – The parties involved with the task & finish exercise suggested that the South East Wales River Basin working group should include representation from the following groups / organisations:
 - The five local authorities (Cardiff, the Vale of Glamorgan, Rhondda Cynon Taff, Caerphilly & Merthyr Tydfil);
 - Natural Resources Wales;
 - Dwr Cymru;
 - Keep Wales Tidy;
 - South East Wales Rivers Trust;
 - Groundwork Wales;
 - Key volunteer groups, for example, Cardiff Rivers Group;
 - Key river user groups, for example, Glamorgan Anglers;
 - The Wildlife Trust;
 - Key community groups.

- **Key Finding 140** – The running of a South East Wales River Basin working group would need support from all of the partners. The task & finish exercise partners felt local authorities would be best placed to provide the accommodation for meetings and that the group would need to discuss funding arrangements for the secretariat and coordination roles. Costs would need to be kept at a minimum and running of the working group would have to rely on contributions in kind, for example, accommodation and staff time.

Recommendation 20

A South East Wales River Basin working group should be created to oversee the delivery of river and watercourse improvements. The task & finish exercise partners recommend that the group should:

- Coordinate shared resources, skills and knowledge from across the whole South East Wales River Basin;
- Hold a documented summary on the condition of the rivers and watercourses across the whole South East Wales River Basin;
- Monitor and document changes across the rivers and watercourses of the South East Wales River Basin;
- Coordinate the development of an action plan which would set out work priorities required to drive improvement across the South East Wales River Basin;
- Provide a facilitation and allocation role for South East Wales River Basin action plan;
- Identify funding sources that can be accessed by group members (or associated stakeholders) to undertake work;
- Include representation from the five local authorities (Cardiff, the Vale of Glamorgan, Rhondda Cynon Taff, Caerphilly & Merthyr Tydfil) and significant stakeholders (Natural Resources Wales; Dwr Cymru / Welsh Water; Keep Wales Tidy; South East Wales Rivers Trust; Groundwork Wales; key volunteer groups; key river user groups; The Wildlife Trust &

key community groups).

- Meet on a quarterly basis, keep operational costs to a minimum and rely on contributions in kind (for example, accommodation and staff costs).

This recommendation is supported by key findings 136 to 140.

WITNESSES TO THE INQUIRY

During the inquiry the task group was grateful to the following witnesses who provided verbal evidence or written contributions:

- Emma Harris, Pollution Strategy Manager, Dwr Cymru;
- Dai Walters, Team Leader (Ely & Vale), Natural Resources Wales;
- Hywel Abbott, Healthy Rivers Project Officer, Groundwork Wales;
- Charlotte Sturgess-Osborne, Placement Project Officer, Groundwork Wales;
- Edward Bennett, Network Manager Cardiff, Dwr Cymru;
- Luke Bentley, Sewer Network Abuse Protection Technician, Dwr Cymru;
- Hamish Osborn, Team Leader Natural Resource Management Swansea, Natural Resources Wales;
- Richard Davies, Sewerage Manager, Dwr Cymru;
- Pam Bacon, South East Wales Regional Manager – Central West, Keep Wales Tidy;
- Dave King, Cardiff Rivers Group;
- Gail Davies, Special Projects (Water), Dwr Cymru;
- Ian Titherington, Lead Officer Drainage, City of Cardiff Council;
- Martyn Gough, Communications Manager, Natural Resources Wales;
- Claire Roberts, Education Manager, Dwr Cymru;
- Jess Magness, Marketing & Communications Manager, Keep Wales Tidy;
- Ian Lloyd Davies, Media Advisor, City of Cardiff Council;
- Andrew King, Project Officer, Keep Wales Tidy;
- Nicola Hutchinson, Parks Conservation Officer, City of Cardiff Council;
- Dr Stephen Marsh-Smith, Executive Director, Afonydd Cymru;
- Luke Catterson, Scrutiny Research Officer, City of Cardiff Council.

LEGAL IMPLICATIONS

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without modification. Any report with recommendations for decision that goes to Cabinet / Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal power of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. standing orders and financial regulations; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

FINANCIAL IMPLICATIONS

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

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**CABINET RESPONSE TO THE ENVIRONMENTAL SCRUTINY
COMMITTEE REPORT ENTITLED 'RESTORE OUR RIVERS'**

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

AGENDA ITEM: 2

DIRECTOR OF CITY OPERATIONS

Reason for this Report

1. To respond to a report published by Environmental Scrutiny Committee in January 2017 entitled "Restore Our rivers"

Background

2. August 2016 a Task and Finish Group was established to consider a range of options and initiatives for improving the quality of rivers and water courses in Cardiff and the wider South East Wales River Basin.
3. To deliver this report partners were co-opted from Dwr Cymru, Natural Resources Wales, Keep Wales Tidy, South East Wales Rivers Trust, Cardiff Rivers Group, Glamorgan Anglers and Groundwork Wales. The group met on a regular basis between August and December to discuss a wide range of river issues, including pollution prevention, sustainable drainage, environmental improvement, delivering a united communications message, working with volunteer groups and building a regional or catchment based approach. At the end of the enquiry, the work was summarised to create the Restore Our Rivers report. The report makes 20 recommendations

Issues

4. The report has been compiled to detail how we can improve water quality in the Severn Estuary, notably the River Taff, River Ely and the River Rumney that discharge into the estuary in Cardiff. The quality of rivers are measured by standards set out within the Water Framework Directive.
5. Overall, many of the recommendations can be supported in principle. However, it is important to highlight the limited regulatory or operation controls that Cardiff Council possess on these matters. The primary role

for the coordination and communication of the approach in Wales rests with Natural Resources Wales, as the designated responsible body, through the development of the River Basin Management Plans. These three Main Rivers are the jurisdiction of Natural Resources Wales.

6. Nonetheless, there is already a significant amount of ongoing good work by the City of Cardiff Council through such schemes as Greener Grangetown and the production of the Sustainable Storm Water Management Guidance for developers, for example, and many of the recommendations are coincidentally implementing variations of the recommendations, within the report. Also, some are moving forward.
7. It should be noted that many of the recommendations however deal with the practical enforcement of landowners where pollution incidents arise. In such circumstances, Natural Resources Wales have the regulatory powers for discharge consents and enforcement capabilities.
8. The report made 20 recommendations under the following headings:
 - Measurement and benchmarking
 - Prevention opportunities
 - Educational opportunities
 - Improvement opportunities
 - Regional opportunities.
9. These 20 recommendations have been fully or partially accepted. Full details of the recommendation and response are contained in Appendix A.
10. It is agreed that the City of Cardiff Council will write Natural Resources Wales as the competent body to request their views on the Restore our Rivers report and identify any actions they intend to make.

Reason for Recommendations

11. To enable the Cabinet to respond to the report published by the Environmental Scrutiny Committee in January 2017 entitled "Restore Our rivers"

Financial Implications

12. There are no direct financial implications arising from this report

Legal Implications

13. There are no direct Legal implications arising from this report

HR Implications

14. There are no direct HR implications arising from this report

RECOMMENDATIONS

Cabinet is recommended to agree the response to report of the Environmental Scrutiny Committee entitled Restore our Rivers (Appendix)

ANDREW GREGORY

Director

10 November 2017

The following appendix is attached:

Appendix A: Cabinet Response to the Report published by Environmental Scrutiny Committee in January 2017 entitled "Restore Our Rivers"

CABINET RESPONSE TO THE REPORT OF THE ENVIRONMENTAL SCRUTINY COMMITTEE ENTITLED “RESTORE OUR RIVERS”

MEASUREMENT & BENCHMARKING

Recommendation 1

Cardiff Council’s Scrutiny Research Team has created a report to support this task & finish exercise titled ‘River Pollution in Cardiff: Background on the Ely, Rhymney and Taff’. This report documents the current condition of the three rivers (particularly the Ely) and highlights the issues that they currently face. The task group recommends that this report is used as a starting point against which the achievements of the Restore Our Rivers task & finish exercise can be measured.

RESPONSE: The principle of the recommendation is accepted

Whilst the principle of this recommendation is supported, it is not clear who will lead with taking the findings of the report forward but the production of a report reviewing the specifics of the River Basin Management Plan for the Severn Estuary in Cardiff is welcomed.

It is not considered that the City of Cardiff Council have a requirement to input into this recommendation. However, prioritised support will be offered where finances and resources permit.

PREVENTION OPPORTUNITIES

Recommendation 2

The partners involved with the task & finish exercise and other public bodies need to work closely with Dwr Cymru to raise the profile of pollution issues by supporting the following campaigns:

- *‘See it – Report it – Stop it’ – a campaign aimed at raising the profile of self-reporting on misconnections, sewer abuse and other pollution incidents;*
- *‘Let’s Stop the Block’ – a campaign which raises the profile of what can and can’t be flushed down the toilet;*
- *‘ConnectRight’ – a campaign which raises the profile of ensuring that properties are properly connected to the drainage system;*

- *‘Restore Our Rivers – River Ely Survey & Clean’ – a survey and clean of the River Ely which is to be led by Keep Wales Tidy and supported by the partners involved with the task & finish exercise*

It was felt that a partnership approach which integrated the voice of all the task & finish exercise partners and other public bodies would be the best way to project these messages to the largest possible audience. In particular, integrating the messages through the communications functions of all of the bodies was seen as essential; they would all be able to use existing systems to share the messages through formats like social media, email networks, internal publications, press briefings and websites.

RESPONSE: The principle of the recommendation is accepted

Partnership working is welcomed as it has proven to be an effective tool and this is supported by the Council. This would need sign up from all the relevant organisations. A good relationship already exists between the City of Cardiff Council and Dwr Cymru Welsh Water, particularly in regard to misconnections. It is hoped that the findings of this report and this recommendation will further enhance this relationship.

The integration of communications across the relevant bodies is welcomed to increase the audience.

Recommendation 3

Improving the water quality of the rivers in Cardiff involves taking a whole river catchment approach and not just addressing specific problems in Cardiff. As a consequence, the partners involved with the task & finish exercise need to work together to gain the support of all of the local authorities within the South East Wales River Basin, i.e. Cardiff, the Vale of Glamorgan, Rhondda Cynon Taff, Merthyr Tydfil and Caerphilly. Only by working across the whole South East Wales River Basin can real long term improvements be achieved. Working in this type of collaborative way would help build connections and enhance the multi-agency working approach.

RESPONSE: The principle of the recommendation is accepted

A collaboration approach is supported and welcomed by the City of Cardiff Council. The status of the Main Rivers in Cardiff are inherently affected by processes in the upper catchment areas within the South East Wales Valleys Catchment. Therefore, the City of Cardiff Council and their partners need the support and action from bodies situated in the upper catchment to facilitate improvement in water quality through the South East Wales catchment.

Key finding 8 proposes that the City of Cardiff Council are best placed to develop these relationships; however, this is not supported. As the delegated competent body, it is recommended that Natural Resources Wales initiate these communications and are approached to facilitate this role as they have oversight of the catchment.

Recommendation 4

The partners involved with the task & finish exercise should work to establish a common water pollution contact data base for the whole South East Wales River Basin. This it was felt should improve partnership working and ultimately drive water quality improvements in our rivers. The data base should include details of all key contacts from each of the partners involved with the task & finish exercise and all local authorities within the South East Wales River Basin. Each of the partners and other local authorities should provide a list of relevant staff along with a contact number and address.

RESPONSE: The principle of the recommendation is accepted

A common water pollution contact database is supported to allow rapid dissemination of information and enhance collaboration through the catchment. As the designated responsible body, it is recommended that this is Natural Resources Wales are the custodians of this database. The City of Cardiff Council should provide the relevant contacts to the body tasked with compiling the database.

Recommendation 5

The Swansea Loose Connections Project is an excellent example of how partnership work can improve water quality. Surveying a river system to identify misconnections and then addressing the problems at source is a very effective way to achieve quick improvements in water quality. The partners involved with the task & finish exercise should in part look to copy this approach and conduct a river survey to identify any misconnection issues. Should any misconnections be identified then appropriate action should be taken to address the problem.

RESPONSE: The recommendation is supported but not fully accepted

Currently, dealings with misconnections are dealt with as and when they are identified. The City of Cardiff Council closed the post that investigated misconnections on a proactive basis and the The City of Cardiff Council no longer have the resources to undertake misconnection surveys on a proactive basis.

The responsibility to identify misconnections rests with Dwr Cymru Welsh Water as the statutory sewerage undertaker. Currently, partnership working between Dwr Cymru Welsh Water and the City of Cardiff Council is already ongoing and adheres to the principles of the *Investigation and rectification of Drainage Misconnections* good

practise document. This process is implemented when a pollution incident is reported and involves DCWW leading the investigation with the Council and NRW providing help where resources permit.

The City of Cardiff Council support the principle of this recommendation should another body be able to undertake these proactive surveys.

Recommendation 6

Dwr Cymru, Natural Resources Wales and the five local authority areas should reinstate the historic quarterly meetings to discuss the issue of misconnections. It was felt that this approach would improve partnership working and help identify problem misconnections.

RESPONSE: The principle of the recommendation is accepted

The partnership working is best advised to be between Dwr Cymru Welsh Water, Natural Resources Wales and individual Local Authority, if resources permit. It should be noted that this would require the attendance of a Council FTE and resourcing would need to be considered.

In accordance with the *Investigation and rectification of Drainage Misconnections* good practise document, it would be recommended that Dwr Cymru Welsh Water initiate such quarterly meetings.

There is already a good relationship between Dwr Cymru Welsh Water and the City of Cardiff Council where specific misconnections have been identified.

Recommendation 7

Councillor awareness around the issue of misconnections, sewer abuse and river water quality should be improved. The partners involved with the task & finish exercise should work together to create a short presentation or training package which could be made available to Councillors in the five local authorities of the South East Wales River Basin. Such a presentation or training package should be made available as part of the 'Member Induction' process which will be rolled out after the local government elections in May 2017. The presentation or training package should also be made available to community councils and planning committees. The profile of misconnections should also be raised within the Building Control teams of local authorities to ensure that drainage plans are properly completed by developers.

RESPONSE: The principle of the recommendation is accepted

This recommendation does not have Cardiff Council involvement and is a commitment for the partnership. Whilst this is not considered a pressing action, the awareness of misconnections for local members would be beneficial.

It is not considered that the City of Cardiff Council have a requirement to input into this recommendation but where required, will aid where finances and resources permit.

Recommendation 8

Dwr Cymru and Natural Resources Wales felt that working closely with local authority environmental health services was a highly effective way of target and deal with misconnections and sewer abuse. The partners involved with the task & finish exercise agreed with this approach. As a consequence, they would like Dwr Cymru, Natural Resources Wales and the environmental health teams of the five local authority areas to discuss the feasibility of:

- *Carrying out a check to ensure that all food establishments have grease / fat traps and enzyme dosing systems in place and to carry out a check for general misconnections – they currently only check to see if used oil is collected and taken away;*
- *Establishing closer working links between Environmental Health Officers and Dwr Cymru Sewer Network Abuse Protection Technicians – in particular around fat oil and grease issues where the Dwr Cymru officers are able to provide valuable support;*
- *Where the need arises, Environmental Health Officers and Dwr Cymru Sewer Network Abuse Protection Technicians carry out joint inspections;*
- *Environmental Health Officers carrying Dwr Cymru 'Let's Stop the Block' literature so that they can provide copies to food establishments where they deem appropriate;*
- *When there is a change of premises use to a class A3 food establishment, the occupants are made aware of their responsibilities in terms of fat, oil and grease management;*
- *Issuing all food establishments with free fat funnels to help increase the recycling of fat, oil and grease.*

RESPONSE: The principles of the recommendation is accepted

The collaborative approach to deal with misconnections is accepted as good practise. Commitment from Cardiff Council's Environmental Health team would be needed. Whilst this collaborative approach is supported, this partnership working is already a requirement of *Investigation and rectification of Drainage Misconnections* good practise document. The City of Cardiff Council already work closely with Dwr Cymru Welsh Water and Natural Resources Wales with regard to misconnections.

The issuing of food establishments with fat free funnels to help increase recycling of fat, oil and grease is not the responsibility of the City Of Cardiff Council.

Recommendation 9

The partners involved with the task & finish exercise agreed with the need to undertake a survey and clean of the River Ely. This exercise should be project managed by Keep Wales Tidy with support being provided by the partner groups associated with the task & finish exercise. Keep Wales Tidy should explore a range of funding options to support this work and engage with volunteer groups to deliver a survey and series of prioritised tasks. The exercise should involve a survey, litter picks, river blockage removals, habitat management work, invasive species management and educational initiatives. The river survey should take place in January / February 2017 and the results from this work should then be used to prioritise tasks for river clean events which should take place in spring 2017.

RESPONSE: The principles of the recommendation are accepted

This recommendation is principally directed at Keep Wales Tidy but a survey and clean of the rivers is welcomed by this authority. The actions listed in the recommendation impact on the Main River and it is advised that Natural Resources Wales are made aware of the actions as they are the statutory body responsible for Main Rivers.

It is not considered that the City of Cardiff Council have a formal requirement to input into this recommendation but where required it will aid where finances and resources permit.

Recommendation 10

All the partners in the task & finish group agreed that promoting best practice in the uses of SUDS (sustainable urban drainage systems) as highlighted in the Welsh Government non-statutory guidance (December 2015), was the best way forward. Projects like Greener Grangetown provided clear evidence of the multi-benefits of using natural vegetation and the environment to better manage surface water. Consistent design standards and achievable maintenance schedules would give greater confidence for local authorities to promote more vegetation based SUDS systems within SPG documents. The group would recommend that all five authorities adopt a consistent approach to SUDS design and management.

RESPONSE: The principles of the recommendation is accepted

This principle of the recommendation are accepted but the development of a consistent SuDS design and management document between the relevant local authorities is not supported. A number of the relevant authorities have already

commenced the production of a guidance at a cost to the authority and there would be no willingness to disregard what has been undertaken to date.

Welsh Government are currently looking to implement Schedule 3 of the Flood and Water Management Act 2010. This will create a SuDS Approval Body that considers SuDS application and will provide a technical approval. This will be subject to a national guidance and mandatory adoption of the SuDS.

Recommendation 11

The partners involved with the task & finish exercise agreed with the view that it was important to target frequent river users as a valuable source for reporting river pollution incidents. Anglers, canoeists, walkers and volunteer groups were all suggested as a good source for reporting river pollution incidents. The task & finish partners, therefore, recommend that Dwr Cymru and Natural Resources Wales work with the other partners to build up a key stakeholder contact list with a view to using it to distributing regular updates and other information relating to the self-reporting of river pollution incidents. The group also felt that Dwr Cymru should review the potential role of using new technology (for example, smart phones and apps) to make self-reporting quick and easy.

RESPONSE: The principles of the recommendation is accepted

This is considered similar to the principles of Recommendation 4. It is recommended that Natural Resources Wales are approached by the partners to become the custodians of the contact list.

It is not considered that the City of Cardiff Council have a requirement to input into this recommendation but where requested, will aid where finances and resources permit.

Recommendation 12

The River Ely Survey and Clean should be used as a tool to identify and record if there are any farm pollution problems on the river system. If any farm pollution issues are identified, then the task & finish partner organisations should review what can be done to address the problem(s). Any significant farming pollution problems should be reported to Natural Resources Wales who are the best placed organisation for dealing with such problems.

RESPONSE: The principles of the recommendation are not accepted

Natural Resources Wales are the responsible body for enforcing pollution incidents. The use of volunteer partners to investigate farm pollution problems is welcomed given the diminishing resources of Natural Resources Wales.

It is not considered that the City of Cardiff Council have a requirement to input into this recommendation but where required, will aid where finances and resources permit.

EDUCATIONAL OPPORTUNITIES

Recommendation 13

During the task & finish exercise 14 awareness raising campaigns and educational promotions were identified which the group felt could provide additional benefits / support to rivers and watercourses in the South East Wales River Basin. These were:

- *The Yellow Fish Campaign;*
- *The Hydro Power & Schools Campaign;*
- *The Salmon Homecoming Project;*
- *The Eel Programme;*
- *The Natural Resources Wales 'Healthy Rivers Campaign';*
- *The Capital Investment Campaign;*
- *The 'Let's Stop the Block' Campaign;*
- *The 'Clean Water Campaign';*
- *The Keep Wales Tidy 'Great Taff Tidy within Cardiff';*
- *The Ely top to toe survey and river clean;*
- *The Natural Resources Wales 'Slurry Pollution Campaign';*
- *The 'See it – Report it – Stop it' campaign;*
- *The 'Natural Resources Wales' programme.*

All of the task & finish partner organisations and the five local authorities from within the South East Wales River Basin should work together to amplify the key messages of these and other new campaigns across the whole area using a combined and well-structured communications approach, for example, if Dwr Cymru is looking to spread the message of the 'Let's Stop the Block' campaign then they should not do it in isolation. Instead, they should pass the message onto all of the other partner groups for communication across a wide range of distribution channels, for example, social media, internal briefings & messages, websites, press releases, etc..

RESPONSE: The principles of the recommendation are accepted

The recommendation identifies a number of Dwr Cymru Welsh Water campaigns and supports a partnership approach. This recommendation is supported in principle.

It is recommended that the Council's Media department are contacted to agree this recommendation.

Recommendation 14

The task group felt that elements of the Yellow Fish Campaign and messages from the Echo Schools educational programme should be added to the Welsh Baccalaureate curriculum. This they believe would help raise the profile of the importance of maintaining healthy rivers within the younger generation. The task group, therefore, recommends that the partner organisations involved with the task & finish exercise contact the WJEC with a suggested educational proposal based upon healthy rivers and discuss the possibility of having this included as an element within the Welsh Baccalaureate curriculum.

RESPONSE: The principles of the recommendation are accepted

Education is considered to be a critical element in promoting sustainable process with regard to our Main Rivers. The principles of the recommendation are supported and whilst there are no actions on the council, help will be provided where requested and where finances and resources commit.

Recommendation 15

During the task & finish exercise it became clear that a number of different groups and organisations were promoting a diverse range of campaigns and educational initiatives aimed at improving the health of our rivers and watercourses. While all of this work was viewed as positive, there was no single point to gather, distribute and effectively amplify the messages across the whole South East Wales River Basin. As a result, the task & finish exercise recommends that a central website is created to act as a single point of contact for people and groups interested in improving the health of our rivers and watercourses. To ensure that the site website works effectively key features of the site should include:

- *The site should act as a single point of contact to store or signpost visitors to the relevant information or messages provided by each of the partner organisations;*
- *When a partner organisation posts a new message or piece of information it should trigger an automatic notification to the partner organisations informing them of the new posting. This would then allow the partner organisations to circulate the message via their communications function;*

- *That one partner should probably have responsibility for hosting the site, however, all partners should have the ability to upload or post any new information onto the site;*
- *That an information sharing protocol should be established between the partners - any new organisations joining the partnership should also be bound to this information sharing protocol;*
- *That all legalities of establishing such a partnership website should be explored and understood at the outset;*
- *For practical purposes, such a system would need to be cost effective, simple and easy to use*

RESPONSE: The principles of the recommendation are accepted

Whilst the principles of a central website are supported, the reality of maintaining a website means that this is considered an aspiration. All regulatory bodies (NRW, CCC and DCWW) have their own websites and sign post to the relevant body, where relevant. Finance, resourcing and lack of principle website custodian would need to be agreed prior to commitment.

It is not considered that the City of Cardiff Council have a requirement to input into this recommendation but where required, will aid where finances and resources permit.

Recommendation 16

Due to ongoing budget pressures, the task group recommends that the communications functions of each of the partner organisations should use cost effective communications tools to promote information and messages around improving the health of our rivers and watercourses. In particular, each of the groups could use social media, internal publications / communications, organisation websites, media briefings and other stakeholder communication tools.

RESPONSE: The principles of the recommendation are accepted

The promotion of information and initiatives by Dwr Cymru Welsh Water, Natural Resources Wales and the City of Cardiff Council is already undertaken. In conjunction with Recommendation 3, the use of social media would be supported.

This would need agreement from the media team to agree the provision of information from other regulatory bodies.

IMPROVEMENT OPPORTUNITIES

Recommendation 17

Local authorities and the partner organisations associated with the task & finish exercise have in recent years worked well with volunteer groups to deliver a large number of projects aimed at improving local rivers and enhancing the wider natural environment. The task group endorses this work and recommends that even more is done to increase the good work that they deliver. Examples of additional support include:

- *The development of a list of river improvement and environmental habitat improvement projects which as volunteer and supporting resources become available could be allocated to a suitable group, i.e. creating a situation where volunteer groups can be signposted to appropriate projects. Potential projects could be identified from the results of the River Ely survey, which is scheduled for January / February 2017. The identified projects could be collated into a river improvement based action plan.*
- *Publicising the good work of the volunteer groups through the communications functions of the partner organisations of the task & finish exercise. This would help raise the profile of the excellent work that they deliver and potentially encourage other people to follow their example and become volunteers.*
- *Helping the volunteer groups form links with businesses and other organisations able to provide additional support for the work that they undertake. This it is felt would help improve partnership working in this area.*
- *Helping to signpost the volunteer groups towards potential funding sources to help fund the important work that they undertake.*

Creating a group or body to provide the facilitation role for river based improvement work in the South East Wales River Basin. They could develop project ideas and oversee the resources available before arranging for the work to be delegated to the volunteer and other groups

RESPONSE: The principles of the recommendation are agreed

It is considered that volunteer groups contribute a significant amount to improving the river quality. The recommendation does not determine who is the best organisation to lead on this but given that Natural Resources Wales are the regulatory body responsible for Main Rivers, it is considered that they would be best placed to facilitate these groups.

It is recommended that the partnership contact Natural Resources Wales and request that they facilitate the organisation of volunteer groups

Recommendation 18

The Cardiff Scrutiny Research Team produced a report titled 'Restore Our Rivers: Best Practice in Managing Ecological Issues'. This focused on best practice in the management of misconnections; littering & pollution; and enhancing biodiversity & managing alien species. Having reviewed the findings of the report the task group recommends that the following best practice is followed in the South East Wales River Basin and built into the work of the Restore Our Rivers task & finish exercise:

- **Misconnections** - *That the guidance and resources from the National Misconnections Strategy Group and their public face 'Natural Resources Wales' are followed to help educate property owners and builders about the negative effects of misconnections and how to avoid them.*
- **Misconnections** – *That the partner organisations associated with the task group work together to raise funds to undertake a survey of the river from its source to identify misconnections and seek rectifications; and consider a 'misconnections amnesty' to achieve widespread corrections.*
- **Litter & Pollution** – *To make use of community groups and coordinate different volunteer resources to undertake river cleans, starting upstream for most efficient practice.*
- **Enhancing Biodiversity & Managing Alien Species** - *Investigate the merits and feasibility of planting trees as a cost effective means of stabilising river banks and increasing biodiversity.*
- **Enhancing Biodiversity & Managing Alien Species** - *Note the guidance given by DEFRA and the Non Native Species Secretariat on preventing the spread of invasive species and use these to educate and inform property owners; and to produce risk assessments and develop codes of conduct to reduce risks.*
- **Enhancing Biodiversity & Managing Alien Species** - *Engage with landowners or make use of volunteer groups or to carefully treat Himalayan Balsam and Japanese Knotweed by the methods outlined in the Scrutiny Research Best Practice Report.*

RESPONSE: The principle of the recommendation is agreed

Best practise documents have been produced to reflect the current legislative guidance and requirements and look to build on experiences. The partnership working between the City of Cardiff Council, Natural Resources Wales and Dwr Cymru Welsh Water use best practise documents in their management of ecological issues.

The City of Cardiff Council will look to continue partnership working using this best practise document. This recommendation places no formal requirement on the City of Cardiff Council.

REGIONAL OPPORTUNITIES

Recommendation 19

A new Regional Development Plan should include consistent supplementary planning guidance to support development across the whole area. The task group believes that this represents a good opportunity to implement a consistent and sustainable approach to development across the region which would support rivers and other watercourses. For example, they felt that significant improvements to rivers could be achieved if supplementary planning guidance stipulated the implementation of sustainable drainage solutions and that the implementation of these was properly monitored.

RESPONSE: The principle of the recommendation is agreed

This principle of the recommendation is accepted. The City of Cardiff Council is already in the process of finalising a Sustainable Storm Water Management SPG to promote sustainable drainage within new developments. The requirement for development to have consideration of the goals of the Wellbeing and Future Generations Act will deliver sustainable development and enhance the environment.

In addition, Welsh Government are currently looking to implement Schedule 3 of the Flood and Water Management Act 2010. This will create a SuDS Approval Body that considers SuDS applications and will provide a technical approval. This will be subject to a national guidance that introduce a number of requirements for sustainable drainage.

Recommendation 20

A South East Wales River Basin working group should be created to oversee the delivery of river and watercourse improvements. The task & finish exercise partners recommend that the group should:

- *Coordinate shared resources, skills and knowledge from across the whole South East Wales River Basin;*
- *Hold a documented summary on the condition of the rivers and watercourses across the whole South East Wales River Basin;*
- *Monitor and document changes across the rivers and watercourses of the South East Wales River Basin;*
- *Coordinate the development of an action plan which would set out work priorities required to drive improvement across the South East Wales River Basin;*

- *Provide a facilitation and allocation role for South East Wales River Basin action plan;*
- *Identify funding sources that can be accessed by group members (or associated stakeholders) to undertake work;*
- *Include representation from the five local authorities (Cardiff, the Vale of Glamorgan, Rhondda Cynon Taff, Caerphilly & Merthyr Tydfil) and significant stakeholders (Natural Resources Wales; Dwr Cymru / Welsh Water; Keep Wales Tidy; South East Wales Rivers Trust; Groundwork Wales; key volunteer groups; key river user groups; The Wildlife Trust & key community groups).*
- *Meet on a quarterly basis, keep operational costs to a minimum and rely on contributions in kind (for example, accommodation and staff costs).*

RESPONSE: The principle of the recommendation is agreed

The implementation of a working group would be supported in principle but consideration to the commitment from the City of Cardiff Council is needed. Given that the South East Valleys Catchment is within the Severn River Basin District, it is recommended that Natural Resources Wales are approached by the partnership to facilitate this as part of a regional consideration.

CONCLUSION

It is agreed that the City of Cardiff Council will write Natural Resources Wales as the competent body to request their views on the Restore our Rivers report and identify any actions they intend to make.

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

ENVIRONMENTAL SCRUTINY COMMITTEE

5 JUNE 2018

TREE MANAGEMENT

Reason for the Report

1. To provide Members with the opportunity to review how Tree Management is delivered by the Council and to consider existing and potential future arrangements.

Background

2. Trees are an important part of the environment and bring many health, social, environmental and economic benefits. The management of trees on Council land represents a significant challenge in terms of inspection and work, particularly as tree management is a visible issue that attracts a great deal of resident interest. In addition to this, there are numerous conflicts that arise due to Council owned trees being located adjacent to private land.
3. The Parks Services Tree Management Unit is responsible for all trees located on Council owned land and across all service areas. The maintenance of street trees is delivered through a framework contract – the budget for this framework contract is £96,000. The Tree management Unit is an integrated service and deals with a range of technical and operational functions. The service currently employs ten full time employees and operates a 24 hours a day, 365 days a year call out service to deal with emergencies.
4. The net revenue budget for Tree Management in Cardiff for 2017/18 was £428,000 plus an additional one off sum of £100,000 – this was allocated to reduce the backlog of outstanding works. The net revenue budget for Tree Management in Cardiff for 2018/19 is £431,530 – the additional one off sum of £100,000 that was allocated for 2017/18 has now been removed.

5. In 2017/18 the Tree Management Unit had an income target of £129,160; this income was required to achieve a net budget position of £429,020. During 2017/18 the service generated £113,734 in income which was £15,426 short of the target.
6. The income target for the financial year 2018/19 is £134,160 – an increase of £5,000 that was put forward as a saving in the 2018/19 budget setting process. Based on the achieved income figure for 2017/18 the service will need to increase income by £20,426 in 2018/19.
7. The main income sources for the Tree Management Unit are for surveys and works undertaken on behalf of the schools service, works for housing, strategic estates and development control.

Issues

8. The Council's Tree Management policy is based on risk management and legislative requirements. Liability claims can be made against the Council if it is alleged that the Council's negligence is deemed to have caused injury, loss or damage to a third party or their property, for example if a tree branch falls and damages a car, claims of this nature will be determined on the facts of each claim. The Council can mitigate the risk of successful claims and indeed intervention from the Health and Safety Executive by demonstrating that it has a reasonable risk based approach to the inspection and maintenance of its trees and by maintaining accurate records.
9. The Council does not undertake tree works on land in private ownership and concerns regarding trees on private land / between private parties is, principally a matter for respective landowners to resolve. Notwithstanding this, the Council does possess powers to require a landowner to make safe a tree that poses an imminent danger through the Local Government (Miscellaneous Provisions) Act 1976. It is the expectation that landowners will manage their own responsibilities and the Council should not be considered as the first point of contact in resolving concerns about the danger posed by trees in private ownership. The Council may intervene and undertake works, according to the powers given in the Act if a landowner fails to act within a reasonable timescale, based on the degree of risk presented, and may recover from the landowner costs reasonably incurred in so doing.
10. In addition to the above and in certain circumstances the Council does have

legislative powers to intervene under the Highways Act 1980 in where it is deemed that there is a critical issue, for example, a tree in close proximity to the public highway that is likely to collapse posing a risk to public safety.

11. The Health & Safety Executive (HSE) guidance on managing trees recommends that a reasonable and balanced approach is taken when dealing with problem trees. This needs to be based on a tree safety strategy for sensible tree safety management and a plan that guides management decisions and practice, in a reasonable and cost-effective way. The key elements recommended by the HSE are set out below and are central to the Council's approach:
 - **Zoning**: appreciating tree stock in relation to people or property;
 - **Tree inspection**: assessing obvious tree defects;
 - **Managing risk at an acceptable level**: identifying, prioritising and undertaking works according to level of risk.
12. Under current policy / arrangements the programme of work is risk based and priorities are dictated based on the level of risk posed. It is also the case that the programme of work changes constantly, the reasons for this being numerous. It is not uncommon for work to be delayed or for completion to take longer (or shorter) than expected.
13. Tree works undertaken by the Council are mainly delivered in the five following areas:
 - Highways / Streets;
 - Housing;
 - Schools;
 - Parks / Public Open Space, including Woodlands;
 - Cemeteries.
14. Prioritisation of work is consistent with the HSE guidance and is allocated on a risk basis. A report titled 'Apse Solutions – Tree Management Policy & Operational Management Review – Report for Cardiff City Council' is attached to this document as **Appendix 1**. Page 16 of **Appendix 1** contains a diagram referenced as '**Appendix 2 – Cardiff Council Tree Management Process Schematic**'. This

diagram sets out the risk-based process that is followed by Cardiff Council when undertaking tree management. In doing this the diagram lists the following risk categories:

- **Perceived Nuisance** – Unnecessary work rarely considered for action.
- **Low** – Necessary work completed within five years.
- **Medium** – Necessary work completed within three years.
- **High** – Essential works completed within one year.
- **Urgent** – Work completed within seven days.
- **Emergency** – Site made safe within two hours.

15. At the time of publication of **Appendix 1** (November 2017) approximately 358 jobs were outstanding. None of these fell under the emergency category; 75 fell under the high category; 227 fell under the medium category and 56 fell under the low category.

16. Work programme content falls under seven main categories, these are set out below:

- Felling / removal of dead, dying or diseased trees;
- Removal / cutting back of branches that have the potential to damage property;
- Removal / cutting back of branches that are obstructing the safe passage of vehicles and pedestrians;
- Removal /cutting back of branches / vegetation from lamp columns, traffic signals and street signs;
- The removal of basal growth that blocks sight lines of pedestrians / vehicles;
- Removal / cutting back of vegetation on strategic routes;
- Grinding / removal of stumps left in the pavement.

17. Under current policy / arrangements the Council does not undertake the works set out below for the reasons outlined:

- To fell and / or prune trees that are overhanging property - unless there is a risk to persons and / or property;

- To fell and / or prune trees considered too big or too tall - unless there is a risk to property / persons;
 - To fell and / or prune trees to alleviate light issues and views – there is no legal right to light, however, if natural light is blocked by growth from hedging then action may be taken under the Anti-Social Behaviour Act 2003, Part 8 – 2005;
 - To fell and / or prune trees to alleviate issues with leaf fall - this is a natural / seasonal occurrence;
 - To fell and / or prune trees to alleviate issues with fruit/berries/blossom/nuts - this is a natural / seasonal occurrence;
 - To fell and / or prune trees to alleviate issues with bird droppings - this is a natural occurrence, nesting birds are also protected under the Wildlife & Countryside Act 1981;
 - To fell and / or prune trees to alleviate issues with sap exudation - this is a seasonal and natural occurrence, the identification of suitable species, particularly in streets is an important factor;
 - To fell and / or prune trees to alleviate issues with wildlife and insects such as bees, wasps, or caterpillars - this is a natural occurrence and some insects are protected species;
 - To fell and / or prune trees to facilitate vision for security cameras / sensor equipment – systems should be installed to avoid interference with trees, the Council may act upon an instruction from a statutory body;
 - To fell and / or prune trees to alleviate issues with the loss of TV / Satellite signals - such issues are referred to the service provider to identify an alternative solution;
 - To fell and / or prune trees to alleviate issues with telephone lines - BT possess a wayleave to undertake line cutting;
 - To fell and / or prune trees to improve the performance of solar panels – the presence of trees should be assessed prior to installation / when site surveys are undertaken.
18. Under Common Law Rights, a landowner has a right to remove (abate) the nuisance associated with trees encroaching / overhanging their property. A landowner can only consider removing those parts of the tree from the point where they cross the boundary of their property and not beyond the property boundary. There is no legal right to cut or remove any part of a tree that does not overhang a property and any works undertaken by a landowner must be done so at their own expense, with consent from the Council to access their land if necessary. Consent to undertake

work is required from the Council if a tree(s) have Tree Preservation Orders or are located in a Conservation Area.

19. An annual Tree Planting Programme for replacements and new exists and the Tree Management Unit works with Friends Groups, volunteers and grant funders in developing and implementing.

Tree Management Policy & Operational Management Review

20. During 2017/18 the Council commissioned APSE to deliver a 'Tree Management Policy & Operational Management Review'. To reflect the findings of this review APSE published a report titled 'Apse Solutions – Tree Management Policy & Operational Management Review – Report for Cardiff City Council' that is attached to this report as **Appendix 1**.
21. The content of **Appendix 1** focuses on the following areas:
 - Brief
 - Response
 - Background
 - Pro-active, defensible tree management
 - Findings
 - Cardiff City Council's Legal Position in Relation to Trees in its Ownership
 - Work Priorities
 - Perceived Nuisance
 - Private Trees
 - Options/ Opportunities for Income Generation
 - Recommendations
22. The purpose of the APSE report is described as:

To undertake an independent assessment of the Council's policy and operational arrangements for dealing with / responding to the management of trees, relating to nuisance factors / neighbourhood issues. The review will be undertaken within the context of legislative requirements and budget available and with particular focus on the following areas:

- *Management of perceived nuisance factors;*
- *Arrangements for inspection and interface / communications with customers;*
- *What works the Council does / does not currently undertake;*

- *How works are categorised;*
- *How works are prioritised;*
- *Comparison of policy with other Local Authorities / good practice;*
- *Current arrangements / approach in respect of trees located on land in private ownership;*
- *Assessment of opportunities for income generation.*

23. In concluding the report makes six recommendations, these are:

- *That the Council continues its work to include all Council owned trees in its tree stock inventory, with each tree having an appropriate survey, recording of data, risk, assessment and being mapped on its Arbortrack software. A clear and reasonable timetable (for example, a five year programme) for completion will limit any liability for claims against unrecorded trees, if such a programme is evidenced. However this will require a commitment to additional resource.*
- *That all identified and prioritised emergency, urgent, high, medium and low tree work in the programme is completed within a reasonable timescale. Again, this will need to be adequately resourced.*
- *That income generation opportunities should be fully considered.*
- *That opportunities for income generation be considered in the light of available spare capacity after recommendations 1 and 2 are resolved.*
- *That consideration is given to developing an integrated customer contact system for trees-based enquiries including an on-line work request form and enhanced C2C staff guidance.*
- *That consideration is given to strengthening tree policy by developing a customer-friendly set of protocols and guidelines for dealing with public concerns about the impact of trees on urban life, with advice on complex areas of perceived nuisance.*

Way Forward

24. Councillor Peter Bradbury, Cabinet Member for Culture & Leisure has been invited to attend for this item. He will be supported by officers from the Economic Development Directorate.

Legal Implications

25. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

26. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATION

The Committee is recommended to:

- i. Note the contents of the attached report;
- ii. Consider whether they wish to pass on any comments to the Cabinet following scrutiny of the item titled 'Tree Management'.

DAVINA FIORE

Director of Governance & Legal Services

30 May 2018

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Tree Management Policy and Operational Management Review

Report for Cardiff City Council

This report has been prepared by Bernard Sheridan in November 2017

Version 1.0





APSE (Association for Public Service Excellence) is a not for profit local government body working with over 300 councils throughout the UK. Promoting excellence in public services, APSE is the foremost specialist in local authority front line services, hosting a network for front line service providers in areas such as waste and refuse collection, parks and environmental services, leisure, school meals, cleaning, housing and building maintenance.

APSE provides services specifically designed for local authorities, such as benchmarking, consultancy, seminars, research, briefings and training. Through its consultancy arm APSE delivers expert assistance to councils with the overt aim of driving service improvement and value for money through service review and redesign. APSE delivers in excess of 100 projects a year and clients benefit from the consultancy's not-for-profit ethical approach to consultancy services.

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Tree Management Policy and Operational Management Review

Report for Cardiff City Council

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1.0 Brief

The brief as required from APSE is as follows

1.1 Purpose

To undertake an independent assessment of the Council's policy and operational arrangements for dealing with / responding to the management of trees, relating to nuisance factors / neighbourhood issues. The review will be undertaken within the context of legislative requirements and budget available and with a particular focus on the following areas:

1.2 Scope

- *Management of perceived nuisance factors*
- *Arrangements for inspection and interface / communications with customers*
- *What works the Council does / does not currently undertake*
- *How works are categorised*
- *How works are prioritised*
- *Comparison of policy with other Local Authorities / good practice*
- *Current arrangements / approach in respect of trees located on land in private ownership*
- *Assessment of opportunities for income generation*

2.0 Response

On behalf of APSE, Bernard Sheridan, an APSE Associate, visited Cardiff Council and a comprehensive range of information and data was made available. Benchmarking with other authorities was made, sufficient for a credible response to fulfil the requirements of the brief. Comparator authorities include, amongst others, Manchester CC, Bristol CC, Nottingham CC, Cambridge CC, Ipswich BC and Charnwood BC. This report considers findings and gives recommendations based on available data in autumn 2017. It should be noted that in 2015/16 Cardiff Council were the core cities lead authority for developing a specific Tree Management Benchmarking exercise.

2.1 Executive Summary of Findings

2.1.1. The importance of trees

Cardiff Council (CC) makes it clear that the trees in its ownership are valued for their multi-functional contribution to the quality of life of the city, including public health, biodiversity, aesthetic value etc. and has put in place systems and resources to manage them well.

2.1.2. Robust tree management procedures

2.1.2.1. CC has a robust, pro-active and defensible process for managing trees based on-

- A stock inventory of trees and their related data

- Trees are recorded and identified on GIS-based mapping software
- Trees are categorised for risk/hazard
- Regular inspections of trees carried out according to identified risk
- A fair system of dealing with tree work requests
- A clear set of protocols for what tree work the council will, and will not, do regarding tree requests
- A tree work programme to deliver action to mitigate risk and deal with valid tree problems.

2.1.2.2. This system clearly identifies the priorities for spending the limited available budgets and resources.

2.1.2.3. This approach compares well with other prudent local authorities and landowners such as the National Trust, Royal Parks etc. The unambiguous evidence of regular and thorough tree inspection will continue to serve in defending the council against negligence claims.

2.1.2.4. There has been a significant decrease in upheld tree-related insurance claims against the council due to the robustness of this approach (See insurance claims data Appendix 1).

2.1.2.5. A well-thought out Tree Management Improvement Plan has been developed, and is being delivered, by the Arboricultural Team.

2.2 **Development areas**

2.2.1. There are insufficient resources to deliver the entire medium and low priority tree work programme within the available timeframe; the provision of the sum of £100 k for this financial year (2017/18) has enabled the service to complete all emergency and urgent tasks, and nearly all high priority works, within the timeframe. This one-off provision needs to be consolidated into the budget to prevent future backlogs of uncompleted work.

2.2.2. Only a part of the tree stock is included on the tree inventory, and there are limited resources to audit/survey further.

2.2.3. These shortfalls may put CC's defensible practice at some risk for those non-surveyed trees.

2.2.4. Tree policy could be strengthened by developing a customer-friendly set of protocols and guidelines for dealing with public concerns about the impact of trees on urban life and how the Council responds.

2.2.5. The customer contact management process could be re-engineered to make it more effective, including consideration of a direct on-line reporting system.

2.3 Issues

- 2.3.1. As with all other council's there is a seemingly insatiable demand from the public for work to alleviate minor tree issues, carry out cosmetic work and deal with perceived tree nuisance.
- 2.3.2. Almost all of this work is not the responsibility of the council and, like all local authorities, CC has put in place robust procedures to protect its budgets and resources from requests for unnecessary or inappropriate work and spurious insurance claims.
- 2.3.3. Often these work requests come from citizens and/or elected members who are genuinely representing their constituents' legitimate concerns, but can be unaware of the restraints underpinning tree policy and practice, and the resource implications to the council of agreeing to such work and/or of setting precedents.
- 2.3.4. When refusal to carry out such work is challenged, courts and the ombudsman's office, will not interfere with a decision to carry out/not carry out tree work unless it is completely irrational, but they will find against the Council if it did not follow its own proper policy and process in coming to a decision. That is why the stated policy is crucial and must be followed. CC's approach is clearly reasonable and is in line with all other comparator councils.
- 2.3.5. Work undertaken on trees where there is no requirement to do so would be at risk of being deemed to be 'imprudent use the authority's resources' and/or ultra vires expenditure, particularly when there are shortfalls in the same service which are of much greater priority for funding.
- 2.3.6. The Council must therefore ensure that tree work at risk of being deemed to be ultra vires/ not the council's responsibility and/or of very low priority is not carried out at the expense of higher priority needs. It should always adhere to council policy and process.
- 2.3.7. The Council has a duty to explain its position/ policy relating to tree issues clearly to customers and stakeholders.

3.0 Background

- 3.1 In common with all other local authorities Cardiff Council owns, and therefore is required to properly manage, a large number of trees of various types and sizes. These trees are managed in a similar way to those of other councils and responsible landowners across the UK, using guidance from a number of organisations, including the Health and Safety Executive and National Tree Safety Group. There is no nationally recognised or proscribed methodology for managing trees and much of this guidance derives from case law, which identifies the need for landowners to put in place pro-active defensible systems for managing tree risk.

3.2 General information/data relating to CC trees

3.3 Information and statistics of relevance are :

- Street trees 12223 Recorded
 - Strategic Routes 50 km
 - Housing trees 4557 Recorded
 - Parks and other CC open spaces trees 23481 Recorded
 - Education trees 3421 Recorded
 - Cemeteries & Crematorium 4119 Recorded
 - Others e.g. PFI, Harbour Authority 1167 Recorded
-
- Highway Strategic Routes - tree encroachment, estimated to represent 20% of undertaken tree work
-
- Estimate of CC trees unrecorded In excess of 350,000
 - Number of tree-related enquiries from public 2016/17 In excess of 4000
 - Number of Member's Enquiries relating to trees 2016/17 307
 - The Tree Management Unit operates a 24 hour, 7 days a week, 365 days per year, Call out Service to respond to emergencies.
 - This unit comprises
 - 1 Tree and Vegetation Management Officer
 - 3 Tree Inspectors
 - 5 Arborists
 - 2 Arboricultural Apprentices
 - The net revenue budget for Tree Management for 2017/18 £428k
(an additional one off sum of 100k for the current financial year has been allocated to reduce the backlog of outstanding works)

4.0 Pro-active, defensible tree management

4.1 All tree-owning Councils should operate a pro-active defensible (for court/tribunals/ ombudsman/ insurance purposes) system for managing trees and tree risk. This system usually requires the following elements.

- A stock inventory of all owned trees (preferably on an e-database)
- All owned trees to be mapped (preferably using a GIS-based system)
- All trees to be risk-assessed using a recognized assessment system
- All trees to be inspected according to the priorities of risk assessment system
- A system for collating tree concerns from members of the public etc. with appropriate follow-up inspections
- Tree work delivery programmes based on inspections, priorities and identified risks/hazards

- 4.2 Cardiff Council carries out its responsibilities, as above, with due diligence and its system is outlined in the schematic (Appendix 2), showing in particular the prioritization protocols for creating the tree work programme, however there is an unquantified risk relating to trees which are not yet included on the tree stock inventory, and to some medium and low priority work which has not been completed.
- 4.3 This schematic is followed by graphs depicting the amount of priority work which has not been completed due to resource constraints (Appendix 3). This does not include work requested for perceived nuisance.

5.0 Findings

- 5.1 Cardiff Council has put in place a robust, proactive and defensible set of practices and procedures for managing its trees. Its methods and approach compare well with other similar-sized major cities and towns throughout the UK. The methodology relies on a stock inventory of trees and their related data such as species, location, size, girth etc. being recorded and identified on a GIS-based mapping software system (Arbortrack). Trees are categorised for risk according to their location and proximity to human activity such as busy streets, play areas, civic spaces etc. Trees on the inventory are inspected regularly for hazards based on their identified risk status on a minimum 5-yearly basis.
- 5.2 In addition there is a suitable system for processing complaints and work requests from members of the public, councillors, businesses etc. relating to tree issues, which are, where appropriate, added to the work programme.
- 5.3 Identified essential work, generated from reported issues and regular inspections, is assembled into an annual work programme to deliver action to mitigate risk and deal with serious complaints.
- 5.4 The work is ranked in six categories - emergency, urgent, high priority, medium priority, low priority and perceived nuisance. This system clearly identifies the priorities for action, and those for spending limited budgets and use of resources.
- 5.5 Dealing with tree-related issues and delivering the work programme is carried out by a Tree and Vegetation Management Officer, three tree inspectors and five arborists.
- 5.6 However there is currently insufficient resource to deliver all the required identified medium and low priority work within timeframe. In addition a substantial part of the tree stock has not yet been recorded on the tree inventory and maps. This shortfall may put the CC's defensible practices at some risk of being deemed negligent regarding any incidents related to those trees with remaining work due or those which are not registered on the tree inventory.
- 5.7 The council has clearly laid out statements of tree policy in its Frequently Asked Questions. These are similar in content to all other councils throughout the UK.

Under current policy / arrangements the Council does not undertake any work as set out below:-

- Fell or prune trees that overhanging property - unless there is a risk to persons / property,
- Fell or prune trees considered too big or too tall - unless there is a risk to property / persons.
- Fell or prune trees to alleviate light issues and views.
- Fell or prune trees to alleviate issues with leaf fall.
- Fell or prune trees to alleviate issues with fruit/berries/blossom/nuts and other tree litter.
- Fell or prune trees to alleviate issues with bird droppings.
- Fell or prune trees to alleviate issues with sap exudation.
- Fell or prune trees to alleviate issues with wildlife and insects such as bees, wasps, or caterpillars.
- Fell or prune trees to facilitate vision for security cameras / sensor equipment – systems should be installed to avoid interference with trees, the Council may act upon an instruction from a statutory body.
- Fell or prune trees to alleviate issues with the loss of TV / satellite signals - such issues are referred to the utility service provider to identify an alternative solution.
- Fell or prune trees to alleviate issues with telephone lines - BT possess a wayleave to undertake cutting.
- Fell or prune trees to improve the performance of solar panels.

- 5.8 In many councils, work requests to alleviate perceived nuisance are submitted by citizens / and or elected members who are representing their constituents' genuine concerns, but are sometimes unaware of tree policy and practice, and the resource, legal and insurance implications to the council of agreeing to such work and/or creating precedents.
- 5.9 Considerable effort has been made to embed these defensible procedures into service routines, resulting in a comprehensive decrease in upheld tree-related insurance claims against the council due to the robustness of the systems, with no upheld claims last year (See insurance claims data Appendix 1).
- 5.10 The Arboricultural Team and managers have undertaken a wide-ranging review of its procedures, processes and activities with a view to increasing the efficiency, effectiveness and financial robustness of the service. They have produced a well-thought out Tree Management Improvement Plan which is currently being delivered, by the Arboricultural Team.

6.0 Cardiff City Council's Legal Position in Relation to Trees in its Ownership

Duty owed by landowners

- 6.1 Owners of trees have a legal duty of care and are obliged to take reasonable care to identify risks and ensure that any foreseeable hazards can be identified and made safe. Although it is not possible to completely eliminate the risk of a tree failing, there are often indications that a tree may be in decline, have structural faults, be damaging property or be suffering from decay or pests and diseases. Many of these signs can be recognized by first-line trained inspectors who can then instigate further investigations by a qualified arboriculturist.
- 6.2 Under UK law, in England and Wales, the Occupiers' Liability Act 1957 and 1984 governs liability. The earlier Act deals with landowners' liability relating to visitors, i.e. persons who enter the land or premises either by invitation or by permission. The later Act deals with liability to other persons, including trespassers. Occupiers can be held negligent in their duty of care even if injury or damage occurs on land where people do not have access by right or invitation. Under General Liability, a tree owner has a 'Duty of Care' to its 'neighbours' with regards to the regular inspection and hazard abatement of its tree stock. This duty is laid down in the Occupiers Liability Acts of 1957 & 1984, the Highways Act 1980 (especially section 130), The Miscellaneous Provisions Act 1976 'Dangerous Trees and Excavation' and Health & Safety at Work etc Act 1974 (for bystanders sec 3(1)). Criminal Liability can be pursued under Section 3 of The Health and Safety at Work Act 1974, where there is a general duty of care at Common Law to take reasonable care to avoid injury to your neighbour.
- 6.3 In the event of a claim arising from personal injury or other damage involving a tree, the occupier of land will, in most cases, be liable if found negligent in meeting their duty of care. For proof of negligence, it will usually have to be shown that it was reasonably foreseeable that the tree might do damage and that mitigation measures were insufficient.
- 6.4 Liability claims can be made against the Council if it is alleged that the Council's negligence is deemed to have caused injury, loss or damage to a third party or their property, for example if a tree branch falls and damages a car. Claims of this nature will be decided on the facts of each claim.
- 6.5 The Council puts itself in the best possible position possible to defend any claims if it can demonstrate that it has a reasonable and proportionate risk-based approach to inspection and maintenance of its trees and keeps accurate records to demonstrate that this has been adhered to. Where negligence is not proven, the failure of a tree would be deemed an "Act of God".
- 6.6 Trees in Towns II (a study carried out for the Department of Communities and Local Government by ADAS and Myerscough College in 2008) states that at least 40% of the local authorities' tree maintenance work should be done on a systematic,

regularly scheduled cycle. CC is well within this band. This is in contrast to work that is done 'on demand' in response to requests, complaints or hazardous situations. The 40% level is now generally recognised as a benchmark indicating a relatively systematic and planned approach to tree maintenance work.

- 6.7 Generally, legal precedents from the courts appear to indicate that the standard of inspection is proportional to the size of and resources available (in terms of expertise) to the landowner. The courts have not defined the standard of inspection more precisely than the standard of "the reasonable and prudent landowner". The HSE states in the HSE sector information minute Management of the risk from falling trees (HSE 2007), that: "for trees in a frequently visited zone, a system for periodic, proactive checks is appropriate. This should involve a quick visual check for obvious signs that a tree is likely to be unstable and be carried out by a person with a working knowledge of trees and their defects, but who need not be an arboricultural specialist. Informing staff who work in parks or highways as to what to look for would normally suffice".

7.0 Work Priorities

- 7.1 CC has limited finances and staff resources, so it must budget across competing demands. All demands cannot be met simultaneously. Because of this, the council's arboricultural team prioritises the work systematically to criteria endorsed by risk managers.
- Programmed work on trees that always require annual pruning to prevent damage/ minimise risk
 - Programmed work on trees that have been considered to be essential and ranked of emergency, urgent or of high, medium or low priority following inspection
 - Programmed work on trees added to the priority list due to other priorities e.g. development, security, health/wellbeing
 - Ad hoc tree work resulting from weather events, sudden tree failure, justified complaints etc.
- 7.2 Work which the council is able to carry out includes work on
- Dangerous, dead, dying, or diseased trees or branches.
 - Trees/ branches liable to cause damage to property or persons
 - Trees/ branches causing obstruction of traffic sightlines, access or signage
 - Requests from a statutory body, trees/ branches evidenced to be problematic, where there is no other solution
 - Trees/ branches which require removal for permitted development

8.0 Perceived Nuisance

- 8.1 There are a number of tree issues which are of genuine concern to members of the public for which landowners such as councils are not responsible for in common law. These include-

- Overhanging branches
- Shade, including solar panels
- Tree litter such as leaves, blossom, fruit, etc.
- Honeydew/ sap exudation
- Bird droppings
- Wildlife such as squirrels, wasps, bees, caterpillars etc
- Interference with signals such as satellite or terrestrial TV, mobile phone, CCTV cameras, sensors etc (The Council may act upon an instruction/ request from a statutory body in some cases).

8.2 Under current policy / arrangements the Council does not undertake any work as set out above. Some councils have a protocol to allow sponsorship of tree-work by the residents, and/or arrange for tree work paid for by the resident. This is only in cases where a local authority agrees that the work on the tree would be beneficial but would not be of sufficient priority to make the annual work programme. This allows the council to control the quality and timing of the work on its trees overhanging property etc. at no expense to itself.

9.0 Private Trees

- 9.1 If there is a danger posed by tree(s) between private parties, principally the matter is for such parties to resolve. Local government has powers to require a private individual to make 'safe' a tree via Local Government Miscellaneous Provisions Act 1976.
- 9.2 It is expected that private parties will take care of their own responsibilities and hence we should not be considered as the first point of contact in attempting to resolve concerns about the danger posed by trees in private ownership. However, we will intervene according to the powers given in the Act if an owner of such trees fails to act in a reasonable timescale.
- 9.3 CC will only intervene to make a private tree safe where the danger of it causing damage to persons or property is imminent and in accordance with the provisions set out in the Local Government Miscellaneous Provisions Act 1976 Section 23.
- 9.4 If CC attends to an emergency involving a tree growing on land not owned by us, we will carry out the work as a chargeable service.

10.0 Options/ Opportunities for Income Generation

- 10.1 CC should consider proactively promoting/ selling the arboricultural service, for all elements of tree-related work. This may include-
- Seeking opportunities to provide a range of external arboricultural services.
 - Undertaking, by agreement, inspection, risk assessment, mapping and work programming for other local authorities and landowners.
 - Bidding/ re-bidding for commercial arboricultural contracts within the operating distance of the depot base.

- Developing further sales of timber/wood-based products arising from arboricultural work, eg. wood chippings, logs, timber, fuel etc. and divert from waste streams.
- A scheme to assist private householders in arranging, at their expense, any legitimate agreed tree work which the council is not able or liable to pay for itself. This would allow tree officers to control the quality and timing, and monitor any such work, either through its own team or local contractors. The council's charges would include administration/ management fees plus a reasonable rate of return. There may be customer resistance to such a scheme.
- Build on, and increase, the existing work of providing BS5837 surveys for internal and external customers.

11.0 Recommendations

- 11.1 That CC continues its work to include all council-owned trees in its tree stock inventory, with each tree having an appropriate survey, recording of data, risk assessment and being mapped on its Arbortrack software. A clear and reasonable timetable (e.g. a 5-year programme) for completion will limit any liability for claims against unrecorded trees, if such a programme is evidenced. However this will require a commitment to additional resource.
- 11.2 That all identified and prioritised emergency, urgent, high, medium and low tree work in the programme is completed within a reasonable identified timescale. Again, this will need to be adequately resourced.
- 11.3 That income generation opportunities should be fully considered.
- 11.4 That opportunities for income generation be considered in the light of available spare capacity after recommendations 1 and 2 are resolved.
- 11.5 That consideration is given to developing an integrated customer contact system for trees-based enquiries including an on-line work request form and enhanced C2C staff guidance.
- 11.6 That consideration is given to strengthening tree policy by developing a customer-friendly set of protocols and guidelines for dealing with public concerns about the impact of trees on urban life, with advice on complex areas of perceived nuisance.

Appendix 1. Pattern of Diminishing Claims against CC 2012 to Present Date (Autumn 2017)

Below is data relating to tree insurance claims received for the last 5 full financial years. The payment figures will be all payments and not just compensation. The majority of payments are made on settled claims. Any payments made on repudiated claims will be defence costs. It is clear from these statistics that tree-related claims against the council have diminished as a result of the robust pro-active management regime.

12/13

	Data	
Status Description	Sum of Count	Sum of Payments
Re-Opened->Ins.	1	0
Repud/Settled	18	840
Repud/Settled In House	1	0
Settled	15	44493.96
Grand Total	35	45333.96

13/14

	Data	
Status Description	Sum of Count	Sum of Payments
Re-Opened->Ins.	1	6407.5
Repud/Settled	27	4136.6
Settled	15	22349.34
Grand Total	43	32893.44

14/15

	Data	
Status Description	Sum of Count	Sum of Payments
Re-Opened->Ins.	3	840
Repud/Settled	21	0
Repud/Settled In House	3	0
Settled	3	8399.28
Settled In House	1	385
Grand Total	31	9624.28

15/16

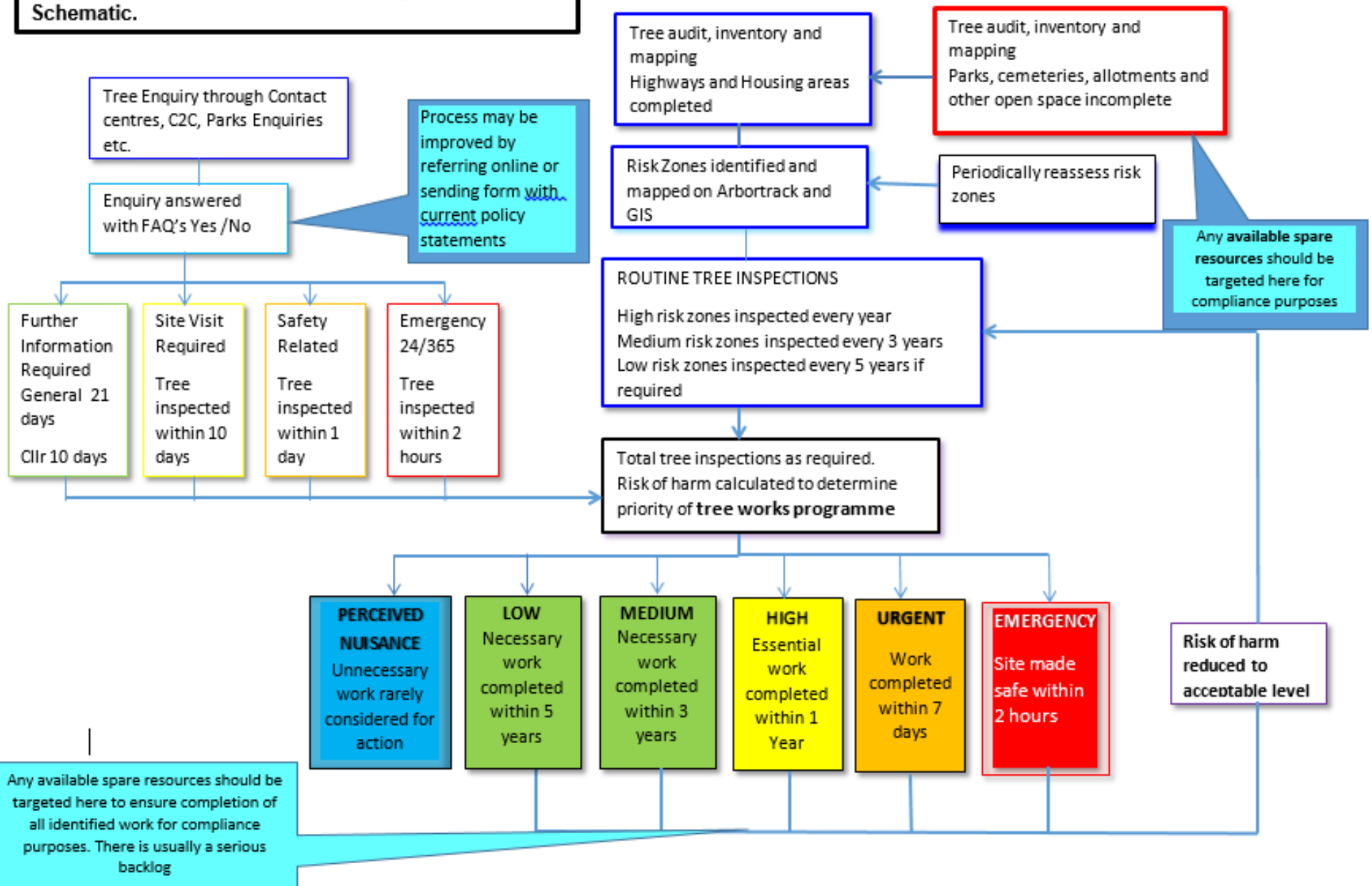
	Data	
Status Description	Sum of Count	Sum of Payments
Repud/Settled	18	0
Repud/Settled In House	4	0
Settled	4	3100
Settled In House	2	200
To Insurer	1	0
Grand Total	29	3300

16/17

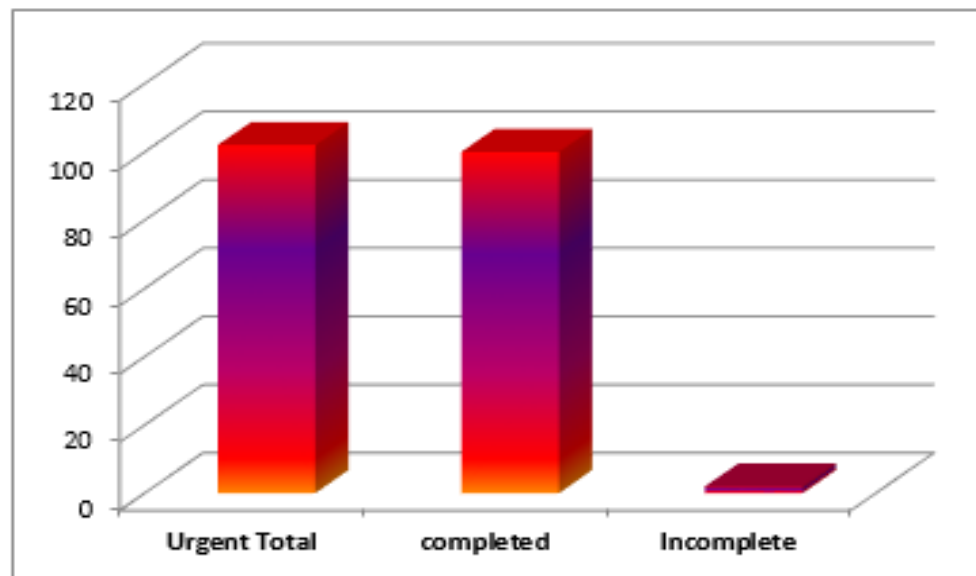
	Data	
Status Description	Sum of Count	Sum of Payments
Dealing In House	1	0
Repud/Settled	5	0
To Insurer	11	0
Grand Total	17	0

Appendix 2 Cardiff Council Tree Management Process Schematic.

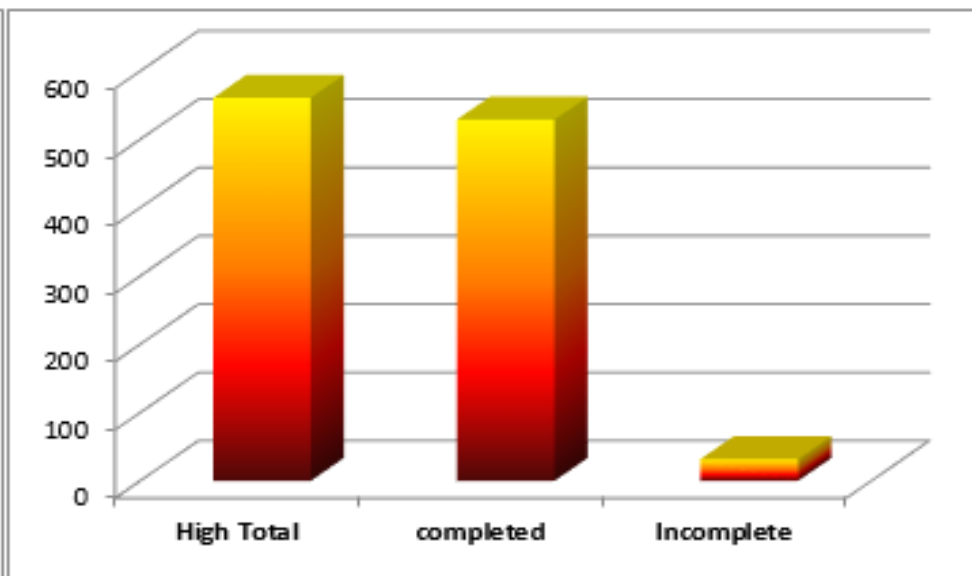
Page 254



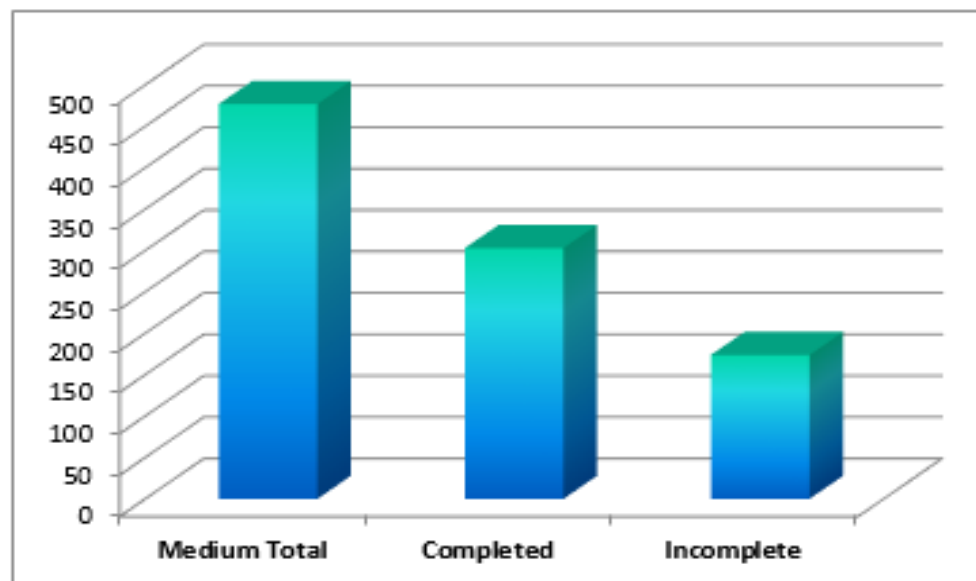
Appendix 3 Annual Work Programme Data- Completed and Uncompleted Current Work (October 2017)



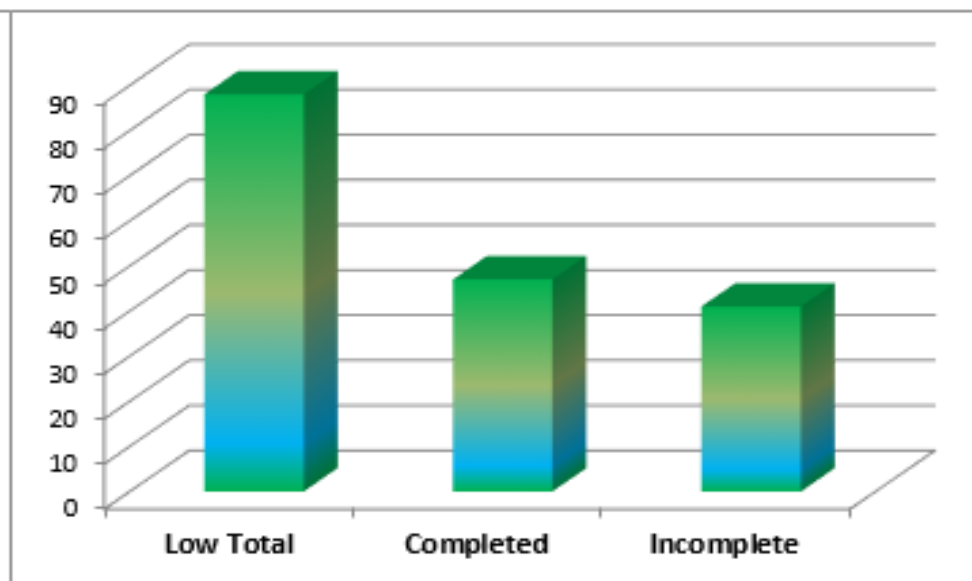
Urgent Work



High Risk Work



Medium Risk Work



Low Risk Work

LOCAL SERVICES
LOCAL SOLUTIONS

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

ENVIRONMENTAL SCRUTINY COMMITTEE

5 JUNE 2018

**ENVIRONMENTAL SCRUTINY COMMITTEE – WORK PROGRAMME
PLANNING 2018/19**

Background

1. The Constitution states that each Scrutiny Committee will set their own work programme. This is undertaken at the beginning of a municipal year and updated as the work progresses. The work programme needs to be carefully constructed so that the time available to the Committee is used most effectively.
2. The Environmental Scrutiny Committee's Terms of Reference provide the Committee with the responsibility for the scrutiny of a number of specific service areas. A copy of the terms of reference has been attached to this document as **Appendix 1**. This will remind Members of the scope of ideas that can be considered.
3. The Committee is responsible for the scrutiny of a number of policies and strategies that affect the sustainability and environment of Cardiff. It can also undertake investigations into any of these areas.
4. The construction of a work programme involves obtaining information from a range of sources, these include:
 - Information from the relevant Directorate;
 - Relevant extracts from the current Corporate Plan;
 - Suggestions and ideas put forward by the previous Environmental Scrutiny Committee;
 - Member suggestions and observations;
 - Citizen and third party comments and observations;

- Performance Information.
5. In previous years the topics gathered from the sources identified above were recorded in an 'Environmental Scrutiny Committee Work Programme Potential Work Programme Items' document. This document was then used as the basis of a work programming meeting and discussion.
 6. A work programme meeting normally involves discussion with relevant Cabinet Members, officers and stakeholders. At this meeting a list of items is considered and discussed before Members agree on their scrutiny priorities for the new municipal year. The priority items are then added to a draft work programme document which is then shared with the Committee and taken to the next meeting for approval.
 7. The Environmental Scrutiny Committee Work Programme 2017/18 document that was agreed after the May 2018 meeting is attached to this report as **Appendix 2** and sets out the items for the period February 2018 to July 2018. In an effort to create a more relevant and reactive work programme the Committee reviewed potential items on a monthly basis during 2017/18 using the 'Environmental Scrutiny Committee – Work Programme Review'.
 8. At this meeting Members will have an opportunity to discuss the items for the Environmental Scrutiny Committee meeting due to take place on the 3rd July. They will also need to discuss the approach that they would like to take to develop the Environmental Scrutiny Committee Work Programme for the municipal year 2018/19.

Way Forward

9. Members should consider the items due to be received at the meeting on the 3rd July and discuss approach to be taken in developing the Environmental Scrutiny Committee Work Programme for the municipal year 2018/19.

Legal Implications

10. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or

without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

11. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATION

The Committee is recommended to:

- i. Consider the contents of this report; and,
- ii. Agree a way forward for the work programme.

DAVINA FIORE

Director of Governance & Legal Services

30 May 2018

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Environmental Scrutiny Committee – Terms of Reference

The role of this Committee is to scrutinise, measure and actively promote improvement in the Council's performance in the provision of services and compliance with Council policies, aims and objectives in the area of environmental sustainability including:

- Strategic Planning Policy
- Sustainability Policy
- Environmental Health Policy
- Public Protection Policy
- Licensing Policy
- Waste Management
- Strategic Waste Projects
- Street Cleansing
- Cycling and Walking
- Streetscape
- Strategic Transportation Partnership
- Transport Policy and Development
- Intelligent Transport Solutions
- Public Transport
- Parking Management

To assess the impact of partnerships with and resources and services provided by external organisations including the Welsh Government, joint local government services, Welsh Government Sponsored Public Bodies and quasi-departmental nongovernmental bodies on the effectiveness of Council service delivery.

To report to an appropriate Cabinet or Council meeting on its findings and to make recommendations on measures which may enhance Council performance and service delivery in this area.

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	Wednesday 14th February 2018	Tuesday 6th March 2018	Tuesday 17th April 2018	Tuesday 15th May 2018	Tuesday 5th June 2018	Tuesday 3rd July 2018
Corporate items	Scrutiny of the Budget & Corporate Plan for 2018/18				Shared Regulatory Service Business Plan 2018/19 & Annual Report 2017/18	Planning, Transport & Environment Directorate Delivery Plan - 2018/19
Information reports		Coastal Risk Management Programme	Cardiff District Heat Network	Greener Grangetown - Member Update	Tree Management	Cycling Strategy
		New Burial Space - Member Briefing Note	Recycling & Waste Management Strategy - 2018 to 2021	Pre Decision Scrutiny of Cabinet Paper - 'Recycling & Waste Management Strategy - Delivery Plan Requirements 2018 to 2021'	Environmental Scrutiny Committee - Work Programme Planning 2018/19	Performance Management - Quarter 3 & 4 2017/18
		Improving Cardiff's Air Quality - Task & Finish Exercise - Member Update	Improving Cardiff's Air Quality - Task & Finish Exercise - Draft Report	Environmental Scrutiny Committee - Draft Annual Report 2017/18		Paving Report - Section 106 Local Infrastructure Proposal Lists
		Environmental Scrutiny Committee - Work Programme Review	Environmental Scrutiny Committee - Work Programme Review	Environmental Scrutiny Committee - Work Programme Review		Paving Report - Public Space Protection Orders - Policy Statement & Dog Control
Cabinet responses					Cabinet Response to Restore Our Rivers	

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