

SRS Business Plan 2022-23

Environmental Scrutiny Committee 13th October 2022

Background

- A fully integrated service delivering the Environmental Health, Trading Standards and Licensing functions across the Bridgend, Cardiff and Vale of Glamorgan areas.
- Around 180 FTE staff working across the region
- Serving a population of approximately 640,000 residents and regulating over 10,000 businesses

Governance

- The Service launched in May 2015, bringing economies of scale as well as resilience and retention of expertise
- The first and only Shared Regulatory Service in Wales
- Governance is through a Joint Working Agreement, Joint Committee and Scrutiny arrangements of the respective councils

Governance

Joint Committee



**Councillor
Michael Michael**
Cardiff Council



**Councillor
Maxine Lewis**
Bridgend County
Borough Council



**Councillor
Ruba Sivagnanam**
Vale of Glamorgan
Council



**Councillor
Dan De'Ath**
Cardiff Council



**Councillor
Rhys Goode**
Bridgend County
Borough Council



**Councillor
Pamela Drake**
Vale of Glamorgan
Council

Governance

Management Board



Miles Punter

Director of Environment
& Housing Services
Vale of Glamorgan Council



Kelly Watson

Head of Legal and
Regulatory Services
Bridgend County Borough
Council



Neil Hanratty

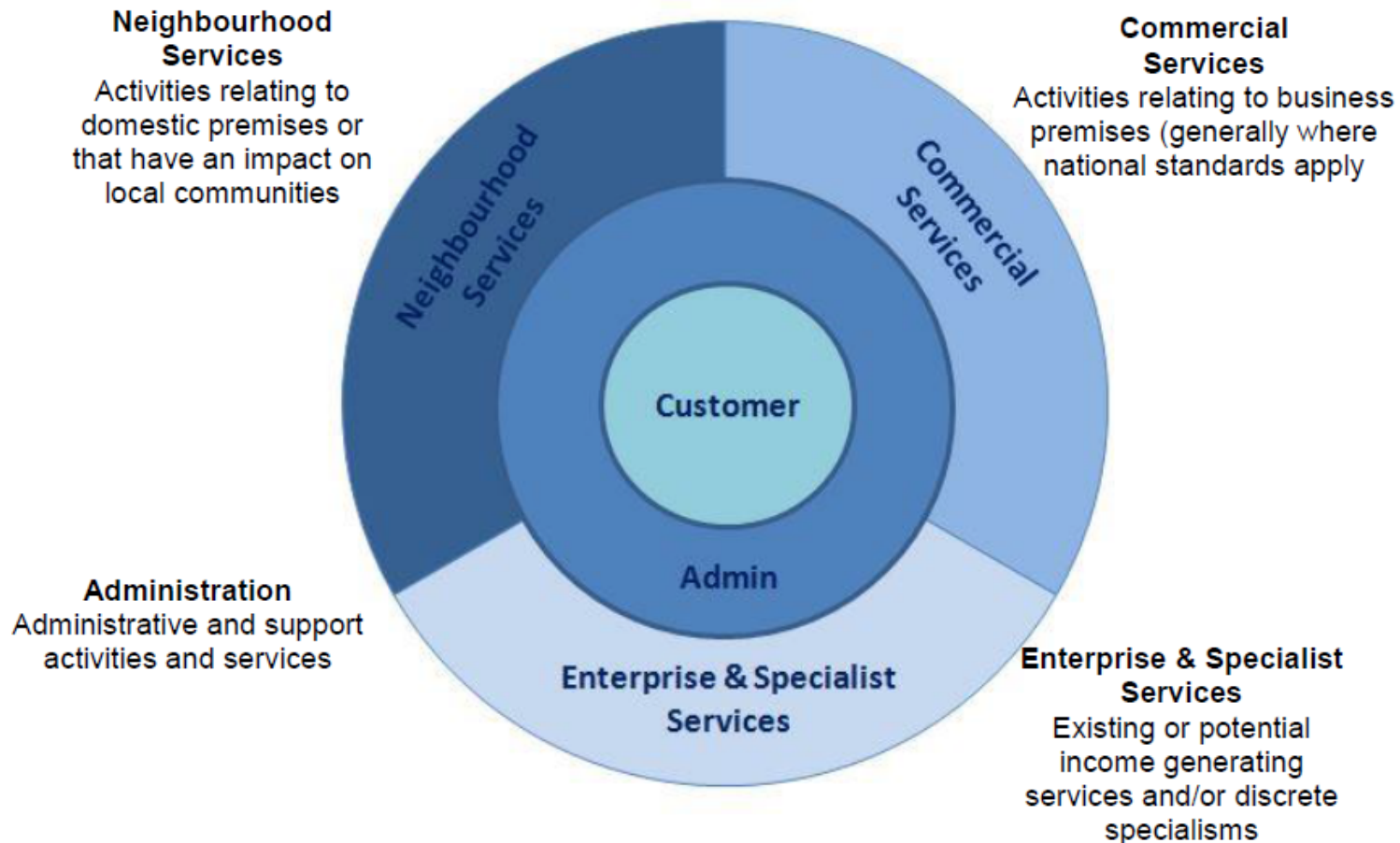
Director Economic
Development
Cardiff Council



Helen Picton

Head of Shared
Regulatory Services

SRS structure



Service Sectors



Will Lane
Operational Manager
Neighbourhood Services

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 private rented properties
- Licensing



Christina Hill
Operational Manager
Commercial Services

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
- Public Health & Health Protection



Jason Bale
Operational Manager
Enterprise & Specialist
Services

Enterprise & Specialist Services

Enterprise & Specialist Services incorporates existing or potential income generating services with a commercial approach to marketing council services together with discrete 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

The SRS business planning process

The SRS Business Plan

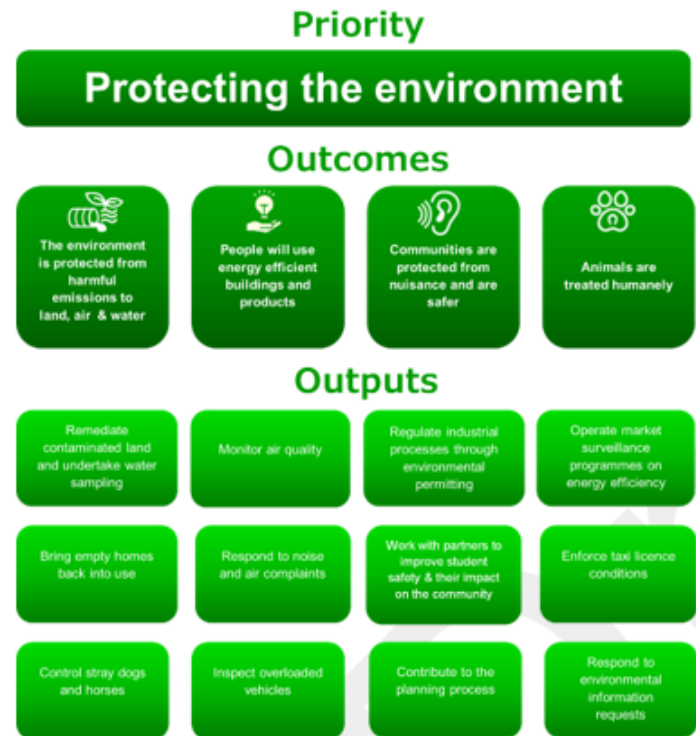
- Delivers the statutory requirements placed upon each Council
- Supports the corporate priorities of each Council through our five strategic themes



SRS strategic themes



Turning strategic themes into outcomes



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



SRS Business Plan 2022-23



The cover page features a yellow background with a vertical column of blue and orange circles on the left, each containing a different icon or photograph related to regulatory services, such as a handshake, a person thinking, a street scene, a person at a desk, and a shopping cart. In the top right corner is the 'r+' logo. The main title 'Draft Shared Regulatory Services Business Plan 2022/23' is centered in blue text. At the bottom, there are logos for 'Shared Regulatory Services', 'Gwasanaethau Rheoliadol a Rennir', and the three partner councils: Bridgend, Cardiff Caerdydd, and Vale of Glamorgan.

r+

**Draft Shared Regulatory Services
Business Plan
2022/23**

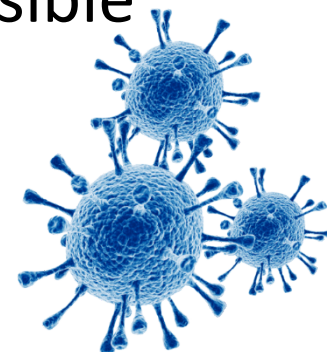
r+ Shared Regulatory Services | Gwasanaethau Rheoliadol a Rennir

BRIDGEND | CARDIFF CAERDYDD | VALE of GLAMORGAN BRO MORGANNWG

Reflecting on 2021-22

The Business Plan sets out service achievements in 2021-22 under each of the strategic themes. Just a few examples:

- Responding to the COVID-19 pandemic (escalation of cases from the TTP service, supporting high risk settings, ensuring business and returning traveller compliance)
- Maintaining business as usual work as far as possible (including the food programme, housing, pollution and trading standards interventions)



Reflecting on 2021-22

- 94% of reported scams and doorstep crime incidents prevented or resolved through intervention
- Prosecution of 7 rogue traders and doorstep criminals:-
 - A combined total of nearly 10 years in custodial sentences
 - A 12 month community order
 - Compensation of £3080 awarded to those affected
- Prosecution in two major cases of illegal dog breeding
- Further outreach by the Wales Illegal Money Lending Unit and piloting the '*Near Miss*' scheme
- 53,682 packets of illegal cigarettes and 152.5kg of hand rolling tobacco were seized with an estimated retail value of £697,942

Delivering for Cardiff

- Core Services
- Authority-specific services, including
 - Empty homes
 - Additional HMO Licensing schemes
 - Student liaison work
 - Night time noise service

Food Safety in Cardiff

Broadly compliant food businesses (FHRS score of 3 or above)

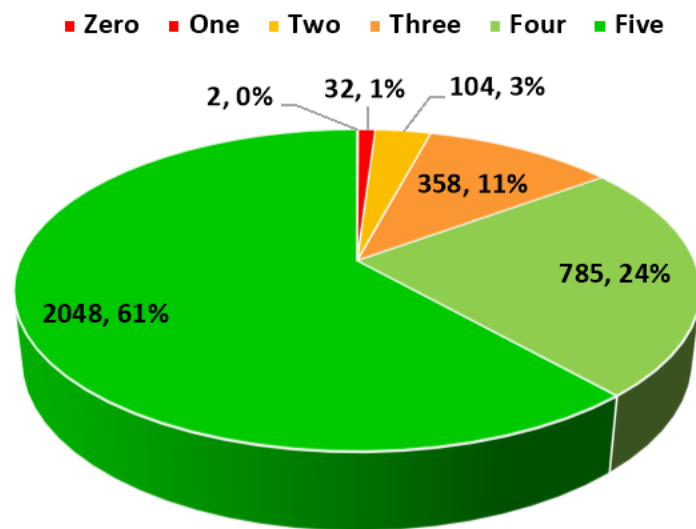
Year	Percentage
2021-22	95.74%
2020-21	95.41%
2019-20	94.84%

Actions 2021-22

Written warnings	788
Simple cautions	2
Prosecutions concluded	3
Voluntary closure	15

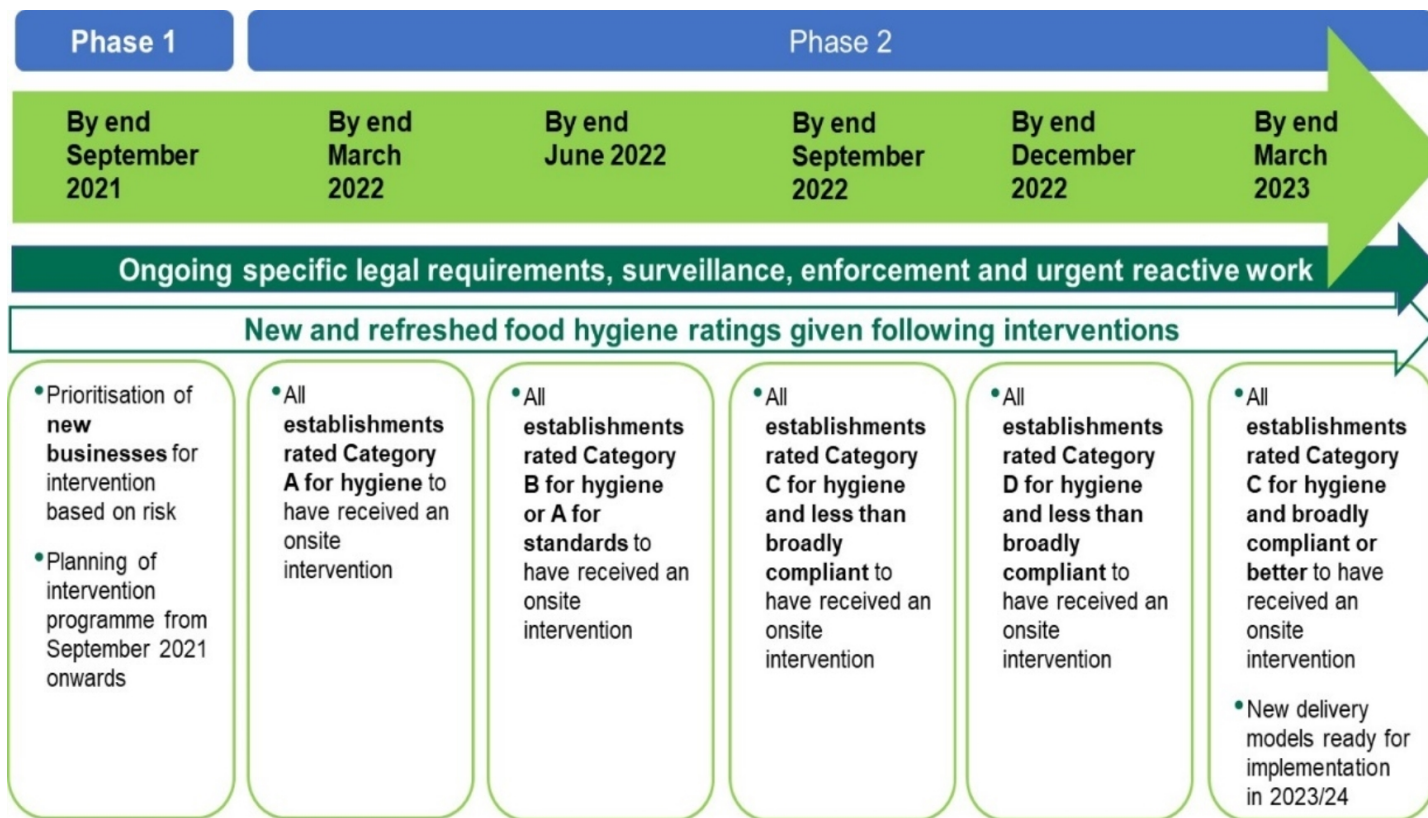
Food Hygiene Rating Scores

FHRS - Cardiff April 2022



Food Standards Agency Recovery Plan

FSA COVID-19 Local Authority Recovery Plan



Local Air Quality Monitoring in Cardiff

- Cardiff Council has statutory Duty under Part IV of the Env Act 1995 to regularly review and assess air quality and to determine whether air quality objectives are likely to be achieved. SRS undertakes these duties on behalf of the Council.
- Defra provides a framework to all local authorities undertaking local air quality management . The guidance lists UK pollutants and their associated air quality objectives, as well as where these air quality objectives should apply
- Air quality limit values apply at certain localities, for example the annual average limit values apply at residential facades, whereas the hourly limit values apply at locations where someone would be expected to be at for a one hour duration, such as a commercial property (shop).
- Traffic Volume is key consideration when establishing new monitoring site - road links susceptible to traffic volumes greater than 10,000 annual average daily traffic movements (AADT) or 5,000 AADT (narrow streets) are priority
- **Latest full annual data set for 2021 to be presented in the 2022 Annual Progress Report shows that all monitoring locations in Cardiff showed compliance for long term and short air quality objectives.**

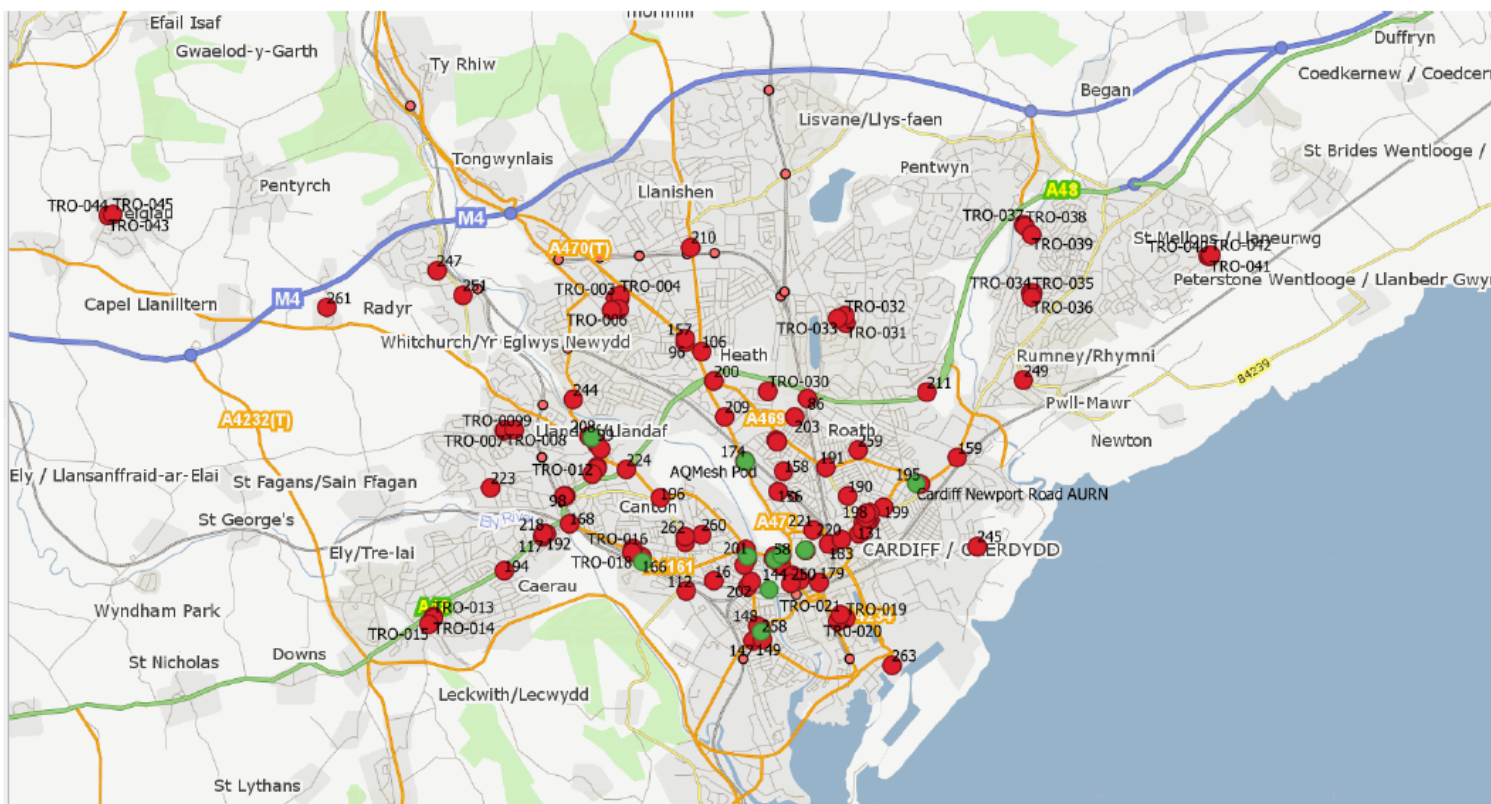
Cardiff's Clean Air Plan



- In 2018 following legal action by Client Earth against UK and Welsh Gov, Cardiff Council were legally directed by WG to undertake detailed modelling and assessment work to demonstrate compliance with EU Ambient Air Quality Directive and specifically the NO2 limit value of 40 ug/m³.
- Castle Street was predicted to exceed EU limit values for NO2 (with some other roads also of concern) beyond 2021 without further interventions.
- Cardiff Council's response was to develop and implement its Clean Air Plan – including changing flows around the city centre and focusing on the bus fleet
- Additional live air quality monitors have been installed as part of this work
- SRS has supported Cardiff Council to develop and implement the Council's Clean Air Plan.
- To ensure long term sustained compliance is maintained and enhanced the Council is further assessing options to fully understand the impacts on Castle Street and also, vitally, impacts on other nearby populated areas and the City as a whole.
- A decision on a permanent scheme for Castle Street will be taken by Cabinet early in the New Year in line with latest Welsh Gov Legal Direction.

Current Monitoring Locations in Cardiff

- Diffusion tube monitoring sites
- Automatic monitoring sites (Welsh automatic network, AURN, AQmesh indicative pods).



Problems associated with Empty Homes



- Open to access
 - Squatting and vandalism
 - Drug abuse, asb, arson
- Nuisance
 - Damage to neighbouring houses
 - Dangerous structures
 - Overgrown gardens
 - Rodents and fly tipping
- Financial Impact
 - House prices
 - Discourage investment

Empty Homes

- Empty Homes Policy 2021-24
- Commitment to proactive empty homes work
- Clearly defined path for dealing with cases
 - Maintain database and monitoring
 - Method for prioritising cases
 - Outlines incentives for landlords
 - Sets out enforcement tools
- Empty Homes Working Group – Chair Cllr Thorne
- Develop corporate approach & partnerships

Empty Homes

- Welsh Government action plan submitted
- Identifies 13 long term targets
- Funding allocated on case by case basis to underwrite financial risks
- Working with WG expert Andrew Lavender
- 2 CPOs completed
- 150% Council Tax premium – funding for officer recruitment

Student Liaison Work during Freshers

- SRS has a dedicated **Student Liaison Officer** and a student arrival plan
- **Cecilia Priday** works across the Council for the development of messaging, activities, interventions and supports the delivery of the plan with external partners.
- 70,000 students now choosing to study, work and live in the greater Cardiff region
- Excellent partnership working with stakeholders including the Universities, Student Unions and South Wales Police to ensure that students are supported during this important transition period.
- primary themes
 - housing, parking, noise awareness, waste management, community safety, travel and local area information



Cardiff Metropolitan University

Prifysgol Metropolitan Caerdydd

University of South Wales Prifysgol De Cymru

In partnership with Cardiff University, Cardiff Metropolitan University and University of South Wales.

Cardiff Digs Community Guide

Your one stop shop for student community



@cardiffdigs

CROESO FROM CARDIFF DIGS!

WE ARE VERY EXCITED TO WELCOME YOU TO YOUR NEW NEIGHBOURHOOD!

But we know, when you've just landed into a new term and a new home, there is a lot going on, so we've put together this handy guide to help you get settled.

What is Cardiff Digs?

Cardiff Digs is a partnership between Cardiff's three Universities and the Council. We work with the local police, fire service, health board and many community projects to support you whilst living off campus. We are here to help you have a rewarding experience as part of Cardiff's community, keeping you safe, healthy and happy. So unbox the kettle, make a cuppa and take a moment to look through this short guide. It should answer some initial questions, but for more information and to get in touch, visit our website cardiffdigs.co.uk



- 3 - Moving In Checklist
- 4 - Your Community
- 6 - Home Secure
- 7 - Fire Safety
- 8 - Recycling and Waste
- 10 - Traveling around Cardiff
- 11 - Health and Wellbeing
- 12 - City Safe
- 14 - Noise - be a good neighbour
- 16 - Moving Out Checklist

Student Liaison Work during Freshers

- Freshers Fayres
- Opportunity for attendees to speak to staff including the Student Liaison Officer and officers from the Waste, Noise Pollution and Housing Enforcement teams.
- The staff highlight:
 - - Cardiff Digs Community Guide
 - - Noise Awareness
 - - Waste & Recycling Guidance & Information
 - - Registering to Vote
 - - Illegal Money Lending
 - - Active/Sustainable Travel
 - - Community Safety Advice
 - - Parks
 - - Volunteering Opportunities

Looking ahead

Challenges for the Shared Service:

- The need to recover lost ground in our business as usual interventions, for example the food programme
- Addressing current difficulties in recruitment and retention of staff in certain roles and the need to develop a workforce strategy embracing new ideas, including regulatory apprenticeships
- The need to respond to the emergence of any coronavirus variants of concern as we approach winter

Looking ahead

Emerging issues:

- The cost of living crisis and its effects in the marketplace
- Climate change and minimum energy efficiency standards in the private rented sector
- New legislation – e.g. Renting Homes (Wales) Act, Public Health (Wales) Act provisions relating to Special Procedures, and smoke-free requirements
- Supply chain difficulties (many causes including EU Exit, the war in Ukraine and associated sanctions)

Looking ahead

