



SRS Business Plan 2023-24

Economy and Culture Scrutiny Committee: 13th December 2023

Background

- A fully integrated service delivering the Environmental Health, Trading Standards and Licensing functions across the Bridgend, Cardiff and Vale of Glamorgan areas.
- Around 175 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, so now in its 9th year
- 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

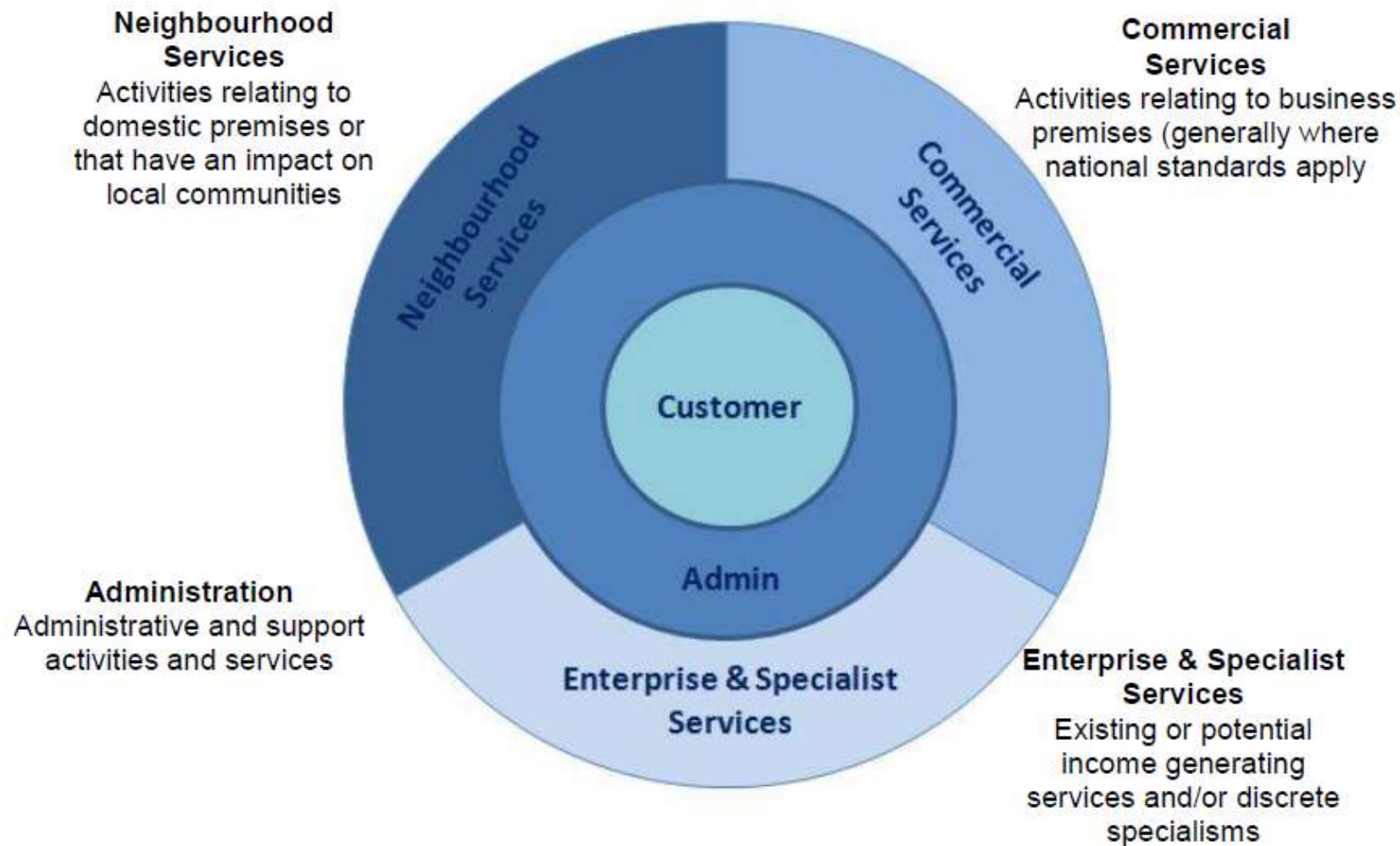


Shared
Regulatory
Services

Gwasanaethau
Rheoliadol
a Rennir



SRS structure



Shared
Regulatory
Services

Gwasanaethau
Rheoliadol
a Rennir



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

Priority

Supporting the local economy

Outcomes



A fair trading environment is maintained



Informed and confident consumers



Improved business practices and operation



Accessible services responsive to business needs

Outputs

Disrupt the supply of illegal and unlawful products and services

Undertake inspection programmes

Take enforcement action against those that flout the law

Offer training and advice to businesses and consumers

Work with businesses to improve standards

License business activities

Offer primary authority partnerships

Contribute to business events

Major events liaison

Provide advice & information on licensing & planning applications

SRS Business Plan 2022-23



‘Safeguarding the health, safety and economic wellbeing of the region’

Reflecting on 2022-23

The Business Plan sets out service achievements during 2022-23 under each of the strategic themes. Just a few examples:

- A transition year during which COVID functions were pared back, support still being given to high risk settings such as care homes
- Recovering lost ground on our inspection programmes, including those for Food, Housing, Pollution and Trading Standards interventions
- Assisting the partner authorities in dealing with global events, most notably the war in Ukraine (*Homes for Ukraine* scheme) and the cost of living crisis.

Reflecting on 2022-23

- Over 90% of reported scams and doorstep crime incidents prevented or resolved through intervention
- 28 prosecution cases concluded in court across the breadth of functions
- These included the conviction of 4 rogue traders / doorstep criminals:-
 - A combined total of nearly 3 years in custodial sentences
 - A 12 month community order
 - Compensation of £6000 awarded to some of those affected
- Rebranding of the Wales Illegal Money Lending Unit as *Stop Loan Sharks Wales*
- 13,834 packets of illegal cigarettes and 957 packets of hand rolling tobacco were seized with an estimated retail value of £184,501

Supporting the local economy

- Central to effective regulation is the maintenance of a fair, safe and equitable trading environment
- There are two key elements to achieving this 'level playing field' in the marketplace, i.e.
 - The provision of advice, guidance and support to legitimate businesses who strive to comply with the law
 - Firm and swift action against rogue traders and those that choose to flout the law and as a result undermine the legitimate trade.

Commercial Services – Food Safety



- Over 3,500 Registered Food Premises in Cardiff
- Planned programme of interventions
- Businesses categorised A-E



Food Safety in Cardiff

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

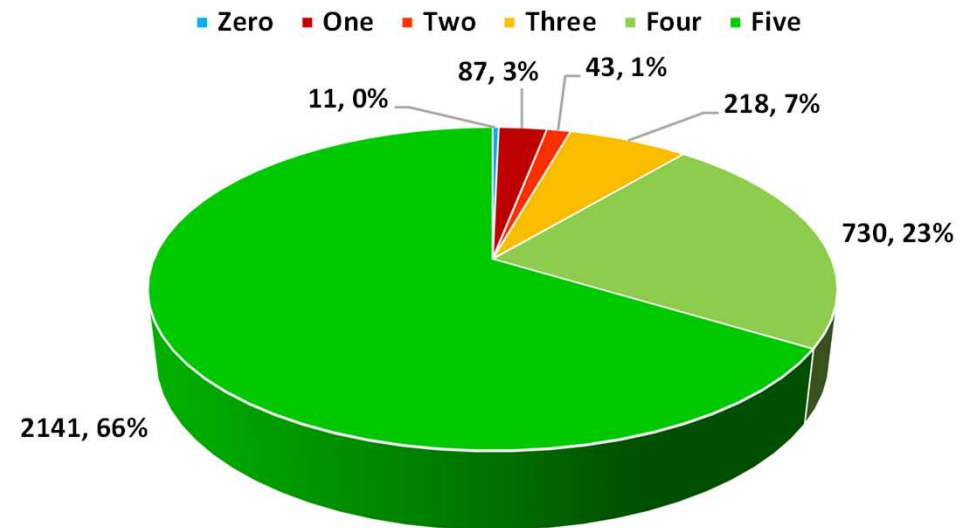
Year	Percentage
2022-23	95.67%
2021-22	95.74%
2020-21	95.41%

Actions 2022-23

Written warnings	1000
Simple cautions	1
Prosecutions concluded	3
Voluntary closure	19

Food Hygiene Rating Scores

FHRS - Cardiff April 2023

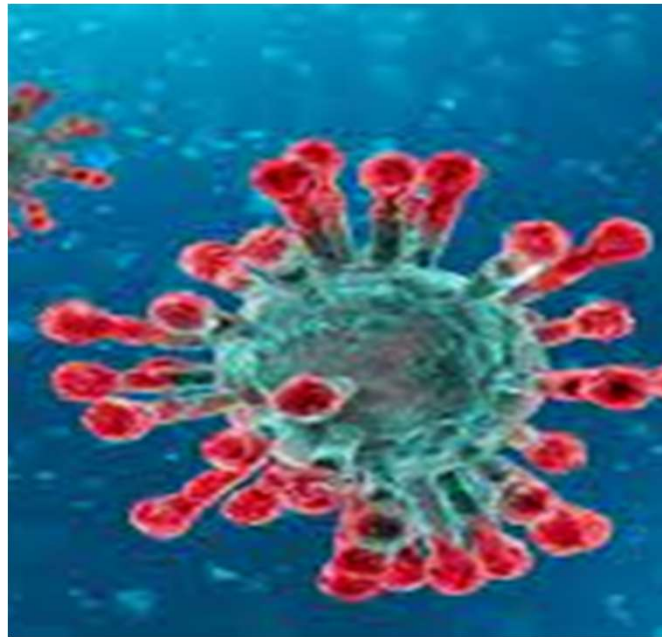


Health and Safety and Communicable Disease



- Risks in the workplace are effectively managed

- Ensuring infectious disease is controlled and prevented



- Targeted interventions based on national priorities

Trading Standards



- Ensuring children are protected from harmful substances



- Seizures of illicit tobacco



- E-cigarettes are a regulated product that should comply with the Tobacco and Related Products Regulations 2016.

Neighbourhood Services

South Wales Metro Project

SRS Role:

1. Liaise with TfW & Amey Acoustics to ensure: works are undertaken to BPM, there is effective communication with residents, and complaints are resolved.
2. Respond to Section 61 applications for out-of-hours noisy construction works:
 - 50 applications in last year, around 40% granted
 - 12 complaints
 - 70% of applications submitted outside the required 28 day time frame.
3. Investigate and respond to complaints

Enterprise and Specialist Services

Major Events

- Major events staged in Cardiff go through a detailed planning process through the Events Liaison Panel – advice is given throughout the planning stages with respect to food safety, health and safety and brand protection.
- Cardiff Council operates a Broadly Compliant Policy in terms of Food Safety at all events held on Cardiff Council land – this means all food traders attending events are required to have a FHR of 3 or above. SRS supports Cardiff Council by undertaking pre-event checks to assess compliance with the policy. The purpose of this policy is to provide confidence that food sold at events is safely prepared, stored, and that it is labelled correctly.
- Non-compliance with this policy during an event is the responsibility of Cardiff Council/ Events Team and traders should not be allowed to attend or be removed from site if their FHR is not 3 or above.
- Events can have a significant impact on the service in terms of meeting demand from event organisers and impacting other areas of responsibility.
This is particularly challenging at a time of diminishing staff resource.



Enterprise and Specialist Services

Improving Business Practices

The provision of timely advice and guidance on regulation can benefit the economic viability of businesses resulting in improved business practices;

To Support this SRS has a fully accredited Training Centre with courses covering a wide range of themes and courses provided in 22/23 included:

- Levels 1*- 4 Food Safety/Management in Catering;
- Level 3 Award in Management of Allergens in Catering;
- Level 3 Health and Safety in the Workplace;
- Level 2 Award in Infection Prevention and Control in Special Procedures; and
- Level 2 Prevention and Control of Infection in Health and Care Settings**

206 delegates
attended SRS
Run Training
Courses in 22/23

These courses support local businesses so that they improve their businesses practices and operations , and ensure they comply with any new regulations.

100% of attendees felt that the training was beneficial to their business

Enterprise and Specialist Services

Primary Authority (PA)

A scheme which enables a business to enter into a statutory partnership with an LA through which it can receive assured advice. Provided this advice is followed, the PA is able to challenge intended enforcement action by other local authorities

- In 22/23 SRS had 34 PA partnerships in place with both local and national businesses.
- Local Businesses include
 - Cadwaladers
 - Cardiff & Vale UHB
 - Heatforce
 - Wild Water Group



Looking ahead

Challenges for the Shared Service:

- Further recover lost ground due to the COVID pandemic (inspections, investigations, paid-for services)
- Addressing difficulties in recruitment and retention of staff in certain roles and the need to develop a workforce strategy embracing new ideas, including regulatory apprenticeships
- New areas of regulation

Looking ahead

Challenges for the Shared Service:

- New legal framework for 'Special Procedures'
- Single Use Plastics
- Separated waste collections for workplaces



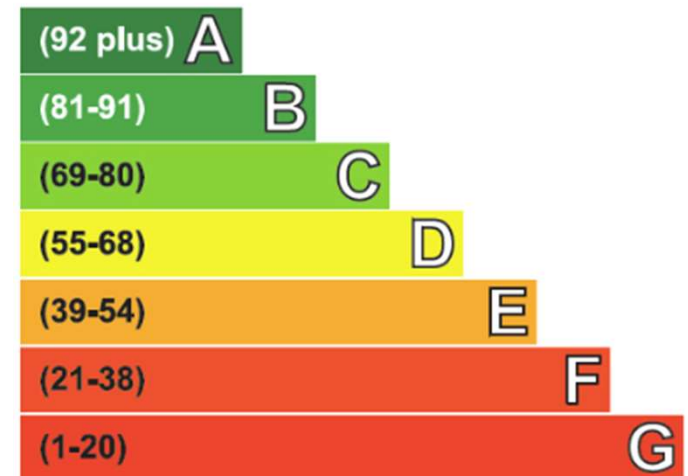
Looking ahead

Minimum Energy Efficiency Standards

- Engaging with landlords and letting agents of F and G rated properties
- Providing guidance to drive higher energy efficiency through property improvements
- Ensuring that the only F and G rated properties remaining in the private rented sector are those that have a bona fide exemption
- Feed key data into the three partner Councils as a result of interventions
 - *Reduction in carbon tonnage (72.4 tonnes Q2)*
 - *Reduction in energy use at improved properties in kWh (73,116 kWh Q2)*
 - *Reduction in energy use at improved properties in money saved on energy bills*



Very energy efficient - lower running costs



Not energy efficient - higher running costs

Our contact details

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