



Shared  
**Regulatory**  
Services  
Gwasanaethau  
**Rheoliadol**  
a Rennir

## A short guide to **Shared Regulatory Services**



## Introduction

Shared Regulatory Services covers the Council areas of Bridgend, Cardiff and the Vale of Glamorgan and service over 600,000 residents and 10,000 businesses.

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 agricultural economies.



### A word from our Head of Service, Dave Holland

“I want to take this opportunity to highlight the key principles that define the sort of service we aspire to be; an organisation with a clear identity, a focussed, motivated team, and a robust financial operating base; an organisation with a reputation for excellence with people using our services because they want to work with the best.

Since the inception of SRS in 2015, there has been constant talk of imminent reorganisation across Wales. Had we waited for these talks to come to fruition before collaborating we would never have done anything. Uncertainty over the future of public services has not impaired our service delivery.

We won't get anywhere by just standing still or resisting change. 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”.

### Our vision

***“to be the leading provider of regulatory services that safeguard the health, safety and economic wellbeing of the region”.***

#### Our Five Priorities

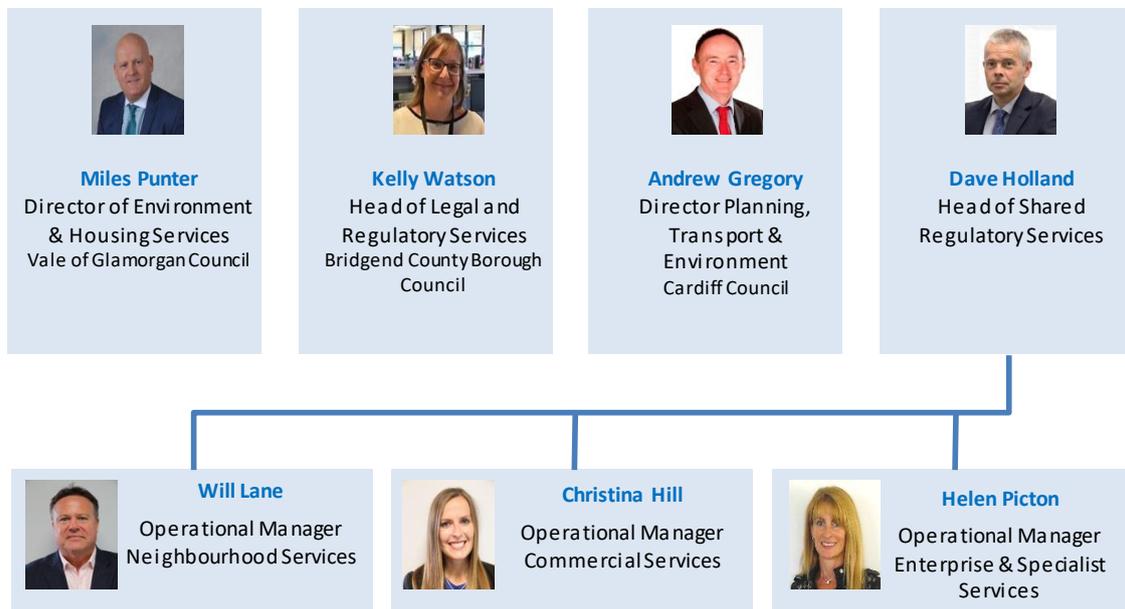
- Improving health and wellbeing
- Safeguarding the vulnerable
- Protecting the environment
- Supporting the local economy
- Maximising the use of resources

# Management and Governance Arrangements

## Joint Committee

 <b>Councillor</b> <b>Michael Michael</b> Cardiff Council	 <b>Councillor</b> <b>Dhanisha Patel</b> Bridgend County Borough Council	 <b>Councillor</b> <b>Eddie Williams</b> Vale of Glamorgan Council	 <b>Councillor</b> <b>Norma Mackie</b> Cardiff Council	 <b>Councillor</b> <b>David Lewis</b> Bridgend County Borough Council	 <b>Councillor</b> <b>John Thomas</b> Vale of Glamorgan Council
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## 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 privately 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 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

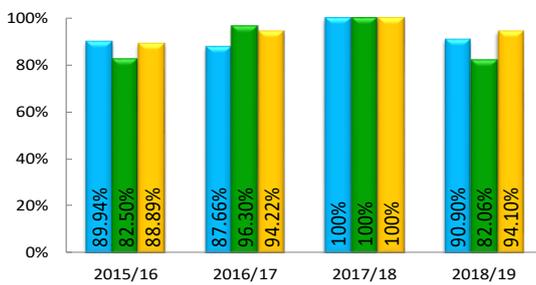
# Improving health and wellbeing

We deliver a diverse range of services to businesses, consumers and residents. 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.

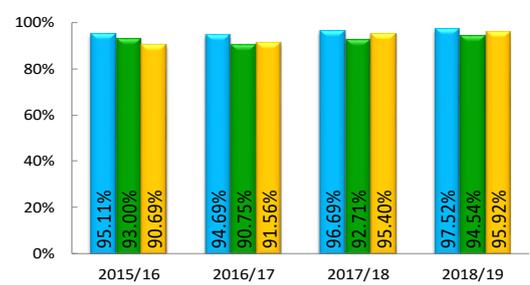
Add to this our activities to ensure the quality of private rented property, the promotion of a safe trading environment and our regulation of licensed premises to ensure they operate responsibly and it is evident that the work undertaken by the SRS is hugely important to the health and wellbeing of the region.



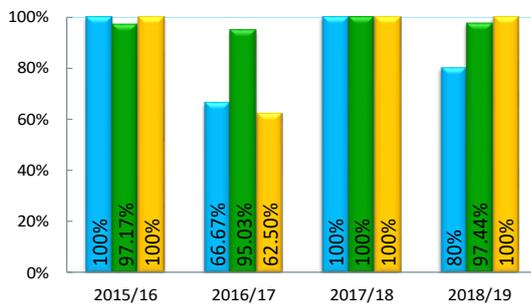
% of high risk inspections Food Hygiene (A, B & C rated premises)



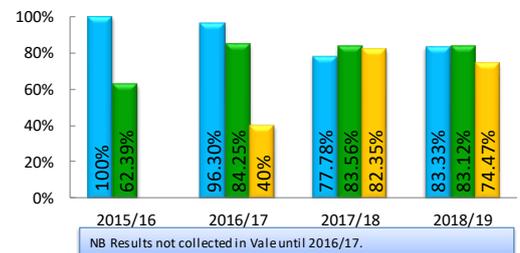
PAM 023 - % of food premises that are broadly compliant with food hygiene standards



% of high risk inspections Trading Standards



% of significant breaches that were rectified for Trading Standards



Businesses who felt food safety inspection helped them improve food hygiene standards in their business



Training delegates who felt the training they received will help them improve standards of compliance in their business.



**Communicable Disease**

**1926**

Cases of communicable disease were received by the Service, of which 1619 were laboratory confirmed.

**Food safety**

**4000+**

Inspections and audits carried out of food businesses in relation to food safety and standards across the region

**Licensing**

**1650+**

Temporary or community events authorised enabling local community and entertainment events to take place safely across the region

**Forfeitures**

**12,900+**

Items and products forfeited through the Court including, counterfeit cigarettes, tobacco, jewellery and designer labelled goods such as clothing, footwear and perfume

## Safeguarding the vulnerable

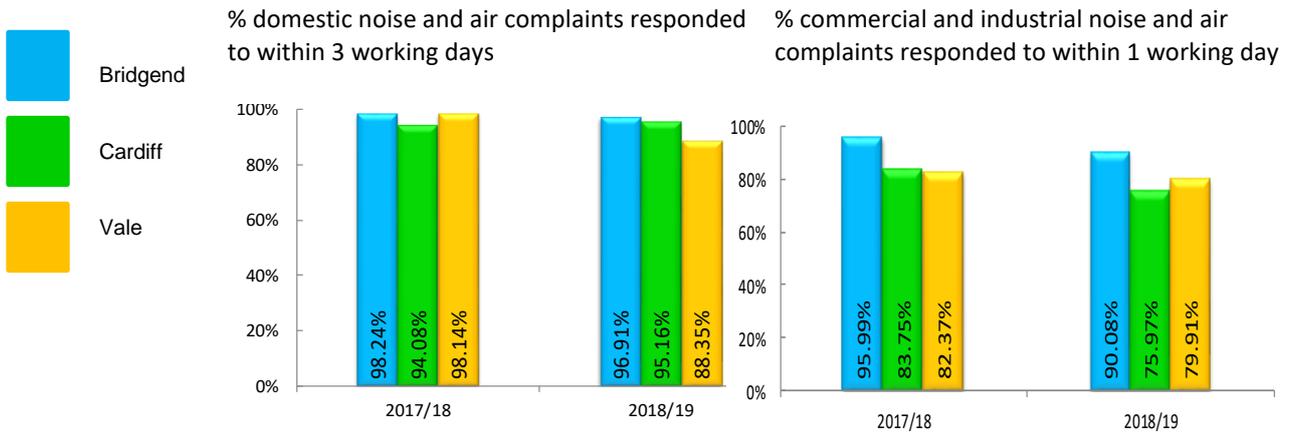
This is a central theme to many of the activities undertaken by SRS. We seek to ensure that children are protected from harmful substances and products. Older and vulnerable people are protected from unscrupulous individuals and traders, illegal money lending activities across Wales are challenged robustly, and we want the public to feel safe when using taxis as public transport. We do all of this by working with our Council colleagues and other key partners to help the people who need our support.



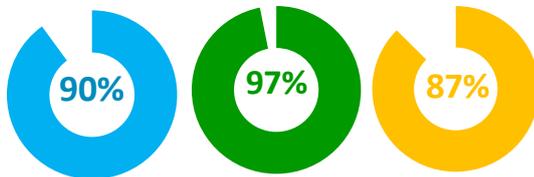
Figures from 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019

# Protecting the environment

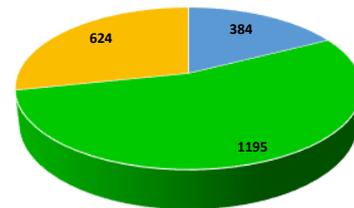
Water sampling, monitoring air quality and remediating contaminated land contribute toward promoting a better environment which in turn means better long term prospects for the health and wellbeing of our communities. We go further by ensuring residents are safe and are protected from nuisance by investigating noise complaints and 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.



% alarm complaints responded to within 1 day



No. of air quality samples taken.



 <p><b>Licensing</b></p>	 <p><b>Animal health &amp; welfare</b></p>	 <p><b>Pollution</b></p>	 <p><b>Housing Enforcement</b></p>
<p><b>417</b></p> <p>Licensed vehicles in Cardiff over the maximum licensable age inspected to ensure in adequate condition to continue to be licensed</p>	<p><b>56</b></p> <p>Horses seized across the region. 43 in Cardiff, 7 in Bridgend and 6 in the Vale.</p>	<p><b>6000+</b></p> <p>Noise and air complaints responded to across the region.</p>	<p><b>58</b></p> <p>Empty homes in Cardiff returned to use through direct action by the local authority</p>

Figures from 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019

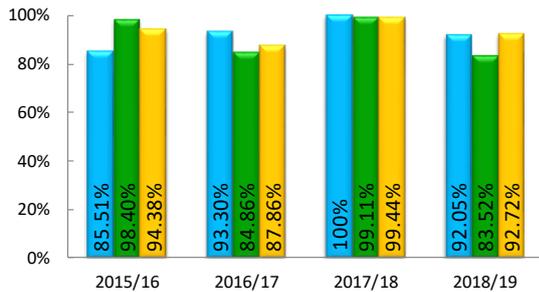
# Supporting the local economy

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.

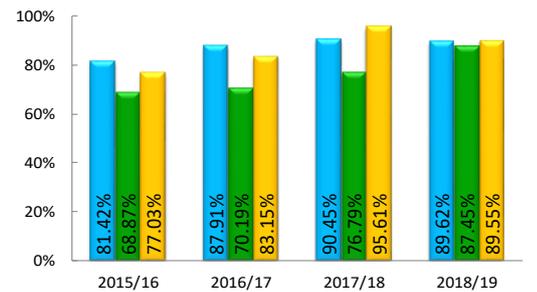
Our growing role in the field of Primary Authority – the offer of bespoke advice and regulatory support for businesses – is a testament to this assertion. Much of our market surveillance activity focuses upon maintaining balance in the “marketplace”; the equitable enforcement of regulations helps businesses 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 the home, the importance of the principle of “caveat emptor” has never been more relevant.

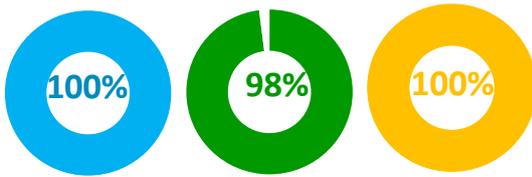
% of new food hygiene businesses identified and visited



% of new trading standards businesses identified and visited



Training delegates who felt the training they received will benefit their business



Training delegates who would recommend the training to an employee, colleague or friend.



**Working with business**

**169**

Individuals trained in accredited food safety and health and safety courses at a variety of levels. A further 70 individuals provided with bespoke training.

**Working with business**

**27**

Primary Authority Partnerships in place, 9 of which are support for business from a devolved Welsh perspective..

**Working with business**

**100%**

Of attendees at the Food for Thought Food Safety Training Event rated the event as good or excellent.

**Working with business**

**94%**

Of delegates reported that they could make changes to health and safety arrangements as a result of attending the VEEP Business Forum for Golf clubs managers and green keepers

# Maximising the use of resources

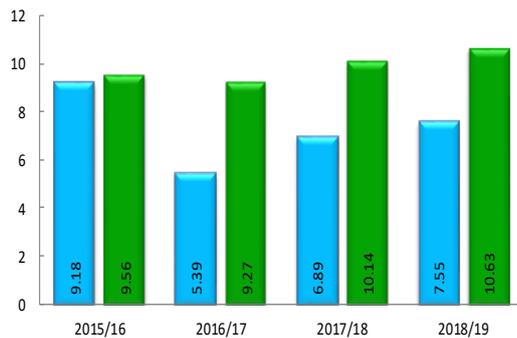
This was the original catalyst for creating SRS, and our work in this area continues. Reducing “triplication” of effort, introducing better processes, making our systems work without constant intervention and improving access into the service all benefits our businesses and increase customer satisfaction.

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.

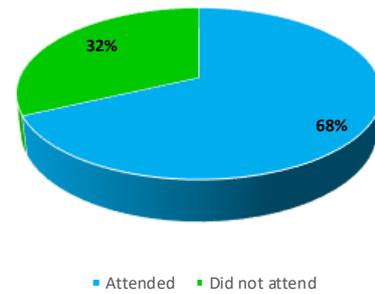
Above all, we recognise that crucial to the success of SRS are the people who work within the service. We ensure that our officers are effective in their roles by investing in learning and development opportunities, by engaging them fully in the development of the service, and by fostering an environment where people are encouraged to think, lead and innovate.



No of days sickness absence per FTE



SRS employees who attended the Vale Big Conversation



% of food businesses satisfied with overall level of service



% trainees who rated the training they received as good to excellent



**Staff development**

**85%**  
Of staff performance development reviews undertaken with relevant staff.

**Workforce**

**84%**  
Of employees who responded to staff survey agreed that their line manager cares about their wellbeing

**Workforce**

**72%**  
Of employees who responded to staff survey agreed that they are given the training and development they need to do their job well.

**Income**

**£80,000+**  
Of income generated through more commercial based activities during 2018/19.

## Contact us

SRS.wales  
Tel: 0300 1236696



<http://www.srs.wales>

### Bridgend

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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

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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

Public Carriage Office  
City Hall  
Cardiff  
CF10 3ND

**Normal office hours:**  
Monday to Thursday: 8.30am to 12.00pm and 1.30pm to 4.00pm  
Friday: 8.30am to 12.00pm and 1.30pm to 3.30pm

### Vale of Glamorgan

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Civic Offices  
Holton Road  
Barry  
CF63 4RU

**Normal offices hours:**  
Monday to Thursday: 8.30am to 5.00pm  
Friday: 8.30am to 4.30pm