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Bridgend County Borough Council

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We welcome correspondence in Welsh. Please let us know if your language choice is Welsh.

Gwasanaethau Gweithredol a Phartneriaethol / Operational and Partnership Services
Deialu uniongyrchol / Direct line /: 01656 643147
Gofynnwch am / Ask for: Andrew Rees

Ein cyf / Our ref:
Eich cyf / Your ref:

Dyddiad/Date: 28 June 2016

Dear Councillor,

PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

A meeting of the Partnerships and Governance Overview and Scrutiny Committee will be held in Committee Rooms 2/3, Civic Offices Angel Street Bridgend CF31 4WB on **Monday, 4 July 2016** at **2.00 pm**.

AGENDA

1. Apologies for Absence
    To receive for apologies for absence from Members.

2. Declarations of Interest
    To receive declarations of personal and prejudicial interest (if any) from Members/Officers in accordance with the provisions of the Members Code of Conduct adopted by Council from 1 September 2008 (including Whipping Declarations)

3. Approval of Minutes   3 - 10
    To receive for approval, the minutes of the meeting of the Partnerships and Governance Overview and Scrutiny Committee of 5 April 2016.

4. Regulatory Services Collaborative Project and Business Plan 2016-17   11 - 66
    Invitees:

    Cllr Charles Smith, Cabinet Member – Regeneration and Economic Development
    Andrew Jolley, Corporate Director - Operational and Partnership Services
    Lee Jones, Head of Regulatory and Partnerships
    Dave Holland, Head of Shared Regulatory Services

5. Wales Extremism and Counter Terrorism Unit and Counter Terrorism and   67 - 78
    Security Act 2015

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Cyfnewid testun: Rhowch 18001 o flaen unrhyw un o'n rhifau ffon ar gyfer y gwasanaeth trosglwyddo testun
Text relay: Put 18001 before any of our phone numbers for the text relay service
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We welcome correspondence in Welsh. Please let us know if your language choice is Welsh

Invitees:

Cllr Charles Smith, Cabinet Member – Cabinet Member Regeneration and Economic Development
Andrew Jolley, Corporate Director – Operational and Partnership Services
Angie Bowen, Group Manager – Operational and Partnership Services
Martin Thomas, WECTU Representative

10.   Urgent Items
      To consider any items of business in respect of which notice has been given in accordance with Part 4 (paragraph 4) of the Council Procedure Rules and which the person presiding at the meeting is of the opinion should by reason of special circumstances be transacted at the meeting as a matter of urgency.

Yours faithfully
P A Jolley
Corporate Director Operational and Partnership Services
Distribution:

Councillors:	Councillors	Councillors
N Clarke	JR McCarthy	M Thomas
E Dodd	HE Morgan	RL Thomas
EM Hughes	AD Owen	KJ Watts
M Jones	D Patel	C Westwood

MINUTES OF A MEETING OF THE PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE HELD IN COMMITTEE ROOMS 2/3, CIVIC OFFICES ANGEL STREET BRIDGEND CF31 4WB ON TUESDAY, 5 APRIL 2016 AT 2.00 PM

Present

Councillor – Chairperson

| E Dodd | EM Hughes | M Jones | JR McCarthy |
| HE Morgan | D Patel | RL Thomas | KJ Watts |

Officers:

| Mark Galvin | Senior Democratic Services Officer - Committees |
| Rachel Keepins | Democratic Services Officer - Scrutiny |

Invitees:

Councillor CE Smith	Cabinet Member Regeneration and Economic Development
PA Jolley	Assistant Chief Executive Legal and Regulatory Services
Gary Jones	Head of Democratic Services

36.   APOLOGIES FOR ABSENCE

None

37.   DECLARATIONS OF INTEREST

None

38.   APPROVAL OF MINUTES

RESOLVED: That the Minutes of a meeting of the Partnerships and Governance Overview and Scrutiny Committee dated 14 January 2016, be approved as a true and accurate record.

39.   FORWARD WORK PROGRAMME UPDATE

The Assistant Chief Executive – Legal and Regulatory Services submitted a report, the purpose of which, was to present the items due to be considered at the Committee's next meeting, to be held following the Annual meeting of Council.

The potential items to be considered at this meeting were shown in paragraph 4.1 of the report, whilst paragraph 4.2 outlined a further potential item for consideration by the Committee at a subsequent meeting.

The Scrutiny Officer added that Members would have an opportunity to look at potential further items, through a series of workshops that would be undertaken in the coming week specifically designed to compiling a Committees Forward Work Programme (FWP).

Other potential items Members put forward for the FWP were to revisit Crime and Disorder (including Sexual Exploitation) and the impact of this on legislation, the City Deal, partnership working involving Community Safety/Community Policing, partnership

working within Emergency Planning and governance issues with regard to any dissatisfaction with or complaints made against the Authority.

RESOLVED: That Members noted the items contained in the report for possible consideration at the next two scheduled meetings, together with the other further suggestions as detailed above.

40.   PUBLIC ENGAGEMENT WITH SCRUTINY

The Chairperson welcomed to the meeting the Invitees.

The Assistant Chief Executive – Legal and Regulatory Services submitted a report, in order to advise Members of plans to develop public engagement with Scrutiny.

A Member noted that there were a considerable number of options in the report that could be pursued to improve public engagement regarding Scrutiny. However, he based on the fact that the Council had limited resources, what was the likely cost of the proposed options.

The Assistant Chief Executive – Legal and Regulatory Services confirmed that any likely costs to improve such engagement could not be estimated until such time that Members had decided what items they were going to pursue through the Forward Work Programme. He added that options such as voting pads were relatively inexpensive when compared with the costs associated with other options such as engagement events which would only be effective if you could guarantee that the public or organisational representatives would attend. .

A Member asked when voting pads had been used to which the Assistant Chief Executive – Legal and Regulatory Services replied that these had been used to increase engagement with the public in meetings regarding the MTFS proposals.

A Member considered that the public would only really be interested in engaging on matters that directly affected them, such as Waste Collection changes and Council Tax increases etc.

A Member noted that the number of hits from the public from Committees web cast to date was highest for the first meeting which was the Development Control Committee. She suggested that the reason for this was that the Committee sometimes dealt with the more contentious issues or those of public interest such as planning applications.

The Assistant Chief Executive – Legal and Regulatory Services confirmed that planning applications did have a direct effect on the public, particularly the applicant and objectors etc. However, he felt that the public should also have greater interest than they have had in the Budget, as this impacted upon key services that affected them. However, public response to the engagement exercise carried out in respect of the MTFS for the forthcoming year had been poor.

The Cabinet Member Regeneration and Economic Development advised that there were a number of initiatives outlined in the report that if continued and pursued more actively, would improve public engagement and were relatively cost-free. In particular, students and younger people should be encouraged to use voting pads as well as social media. He questioned however how many members of the public were actually aware that they could sit in and observe meetings of Council and Cabinet which were high profile meetings, yet historically not much interest was shown in them through attendance by the public.

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The Head of Democratic Services advised that in terms of encouraging the public to observe meetings of the Council, this could possibly be assisted by putting some appropriate wording to this effect on the Democratic Services Section part of the web site.

A Member advised that he still felt that the best method of engagement with the public regardless of what issue, was through the use of social media avenues, such as the internet and on-line facilities. He asked if there was any information available regarding data capture in terms of the public engaging with the Authority via different methods of social media, including if they gave their contact details. He suggested that that the Authority could use this to engage with them on future items of Council business that, and/or to advise them of up and coming public engagement events. He added that perhaps information advertising the opportunity for public engagement, including in respect of scrutiny and the area of Democratic Services, could be sent out in letters that occasionally go out to all residents, such as Council Tax bills.

The Assistant Chief Executive – Legal and Regulatory Services advised that the local authority were governed by legislative requirements to a degree in terms of what it could and couldn't do, however, this did not extend to requesting information from the public along the above lines.

A Member asked if the form of communication between the local authority and the Citizen's Panel was through written correspondence or electronically i.e. via email.

The Assistant Chief Executive – Legal and Regulatory Services replied that both these methods of communication were used. He added that there were in the region of 1,400 members on the Panel, and that one of the priorities for the Panel was to increase its size in terms of numbers, and as a result of that, look to expand methods of engagement.

A Member felt that a facility on the Modern.Gov database system to allow for members of the public to submit a request via the Internet for an E-Petition to be published on the web site, was not just an advantage for constituents, but would also be of benefit to local Members. A pivotal role of a Councillor included managing the expectations of local people with regard to key issues that affected the County Borough as well as the wider communities. He added that social media sites such as Facebook and Twitter were also a proven effective method of communicating with the public at large. The only drawback with sites such as these was that members of the public may ask the same or similar questions of the Council, as well as there being scope for emotive topical issues, particularly those which directly affected them personally. He asked if the local authority and the Citizen's Panel had any control over the misuse of these types of sites.

The Consultation and Engagement Manager confirmed that there was a Social Media Policy in existence and the provisions of this had to be complied with. A contravention of this Policy such as individuals using vulgar and/or abusive language when engaging with the Council through the use of social media would result in the Authority dis-engaging with that particular individual.

A Member noted that there had not been as much interest in the webcasted meeting of Council dated 10 March 2016 as there had been in certain other Overview and Scrutiny Committees and Cabinet dated 1 March 2016.

The Assistant Chief Executive – Legal and Regulatory Services confirmed that this was not necessarily surprising given the interaction between the overview and scrutiny process and Cabinet in their consideration of key service areas of the Authority.

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Cabinet rather than Council also made the day to day decisions of the Authority, so the public were therefore likely to be more interested in these meetings.

A Member felt that the agenda for Council should be made more interesting in terms of its items, for example inviting questions to the Executive/Corporate Directors from members of the public.

The Assistant Chief Executive – Legal and Regulatory Services confirmed that there was provision for this in the Constitution should agreement be made to introduce this question/answer type session sometime in the future.

The Cabinet Member – Regeneration and Economic Development added that Council agendas are made more interesting when Members ask questions of the Cabinet and when Notices of Motion are received, and he encouraged Members to continue this practice.

The Assistant Chief Executive – Legal and Regulatory Services, further added that there was also a facility within the Constitution for quarterly debates to be considered at meetings of Council.

A Member referred to page 20 of the report and paragraph 4.7.4, and confirmed that he was pleased to note that an updated version of the Town/Community Council Charter was being introduced, whereby one of its proposals was that the Scrutiny Forward Work Programmes be made available to Town and Community Councils and discussed at quarterly meetings with their Clerks. He felt that this process would assist in corporate working and the sharing of key information that was of interest to the two tiers of Authority.

Members asked if the webcasting of meetings had stifled debate at all, and if there had been any feedback received in relation to Members participation to date.

The Assistant Chief Executive – Legal and Regulatory Services advised that he had both attended and observed some of the meetings that had been webcast, and he felt that it was noticeable that both Members and Officers had seem restrained in the first few broadcasted meetings. He felt that with time attendees had started to become more relaxed for the camera.

One of the benefits of webcasting meetings was that they were now more aligned to the agenda, and similarly that debate also followed a similar pattern. It was a learning curve for all, and he was confident that as Members and Officers become increasingly used to meetings being webcast, then this would benefit agenda business.

A Member felt that it would be of some benefit if topical items that originated from the Council, for example on the MTFS, and engaging with the public on this in terms of a consultation exercise, were added on to the back end of business of another community based forum such as PACT, BAVO or a Town and Community Council meeting. Times of meetings where there was such a proposal to engage with the public needed to be varied also he added, for such meetings to be held both in the day and the evening, in order to maximise attendance figures.

The Assistant Chief Executive – Legal and Regulatory Services agreed that this was a good suggestion as was the proposal to utilise avenues such as Social Media and the Council's web site even further. In terms of Overview and Scrutiny agenda items derived from the Committee's Forward Work Programme, it was important that these were meaningful and if possible, connected in some way to the Council's three key Corporate Priorities.

4

The Chairperson asked if the new Modern.Gov system had improved methods of sharing information of the Council on key issues with members of the public.

The Head of Democratic Services replied that the system had required some minor modifications and refinements in order to achieve this. For example through breaking information down more, adding information, and putting a general information page on the web site, explaining how the democratic processes of the Authority work, as well as giving information on meetings of Committees held and the decisions made by these bodies. Information was also available bilingually in accordance with the Welsh Language Standards. These changes would hopefully make the website more user friendly, and in turn, the public would take time to look at this (in terms of hits) more frequently than had previously been the case. He added that webcasting meetings alone had generated increased interest from the public in the business and decision making processes of the Council.

A Member referred to page 19 of the report and paragraph 4.5.2, where it referred to developing the integration of Twitter feeds into the webcast for Scrutiny meetings enabling the public to provide their views on the meetings whilst watching the live webcast. She raised some concern over tweets being made at the same time the meeting was being held.

The Head of Democratic Services confirmed that tweets would not be allowed during the course of meetings that involve firm decision making. However, in the case of Overview and Scrutiny meetings this could be allowed as these meetings drew up conclusions and recommendations as opposed to resolutions.

A Member referred to the development of the Scrutiny Forward Work Programmes and asked if there would be an opportunity for the Committee to look at the Member Referrals System in order to establish if there were any themes coming across within the referrals.

The Assistant Chief Executive – Legal and Regulatory Services confirmed that Member Referrals had dropped in terms of their number and therefore a review of the process was planned. He felt that trends with regard to corporate complaints could be examined through the scrutiny process should Members so wish.

A Member felt that a lot of complaints made to the Council were related to a reduction in services the Authority provided due to budget cuts. He felt that by engaging with the public and listening to what they had to say, this could have an influence or bearing as to where savings should be made within Directorates.

The Cabinet Member Economic Development and Regeneration advised that the Communities Directorate received the majority of referrals, and ironically, that Directorate had received the biggest hit in terms of budget cuts as a number of services they provided were not governed by statute.

Conclusions:

1. The Committee strongly supported the need to improve methods of engagement between Scrutiny and the public and felt that the first priority was to increase the knowledge and understanding of Scrutiny and ensure that methods of engagement provide clarification of the process to prevent any misinterpretation. An example was in relation to Webcasting which can sometimes be difficult to follow. Members proposed that during the introduction by the Chair the whole agenda is summarised so that anyone watching knows what is coming up in the meeting.

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2. The Committee supported the proposal to use Webcasting to advertise future Scrutiny meetings and topics and proposed that this should be carried out during meetings that are usually of most interest to the public, such as Planning, where viewing figures are generally higher.

3. The Committee supported the development of online services such as webcasting, social media and updating the Scrutiny website to better engage and inform the public. The Committee agreed that priority and focus should be given to systems and methods the Council already have and progressing these first.

4. Following this, the Committee suggested that further developments in technology be explored to try to improve public engagement with Scrutiny such as:

    a. Creating and maintaining an email database containing stakeholder emails that could be utilised for engagement and consultation;
    b. Introducing a system that flags up Scrutiny related items when individuals are utilising or searching on the Council's website.

5. Whilst supporting the technological and digital initiatives being introduced, the Committee raised concern for those who do not have computer access or skills to access online information. Members recommended that further work be undertaken to consider how to reach these particular members of the public. Some suggestions were through notice boards, the Citizen Panel, postal questionnaires, maximising the potential of standard council literature that is regularly sent out and utilising activities and touchpoints already in place. Free newspapers and newsletters such as the Gem and the Seaside News were also put forward as examples of methods for promoting and advertising Scrutiny.   Members also suggested using the public information screens in the foyer of the Civic Offices to - advertise and show Scrutiny meetings and items as these were relatively easy, cost effective methods of engaging the public.

6. Members strongly supported the proposal to engage Town and Community Councils and that their Members become ambassadors for Scrutiny. The Committee also proposed that Members have a bigger role to play as they are the public representatives who often engage with members of the public in their everyday role. The Committee recommended that Members be encouraged to raise the subject of Scrutiny and promote it through various activities that they are involved in such as other Committees, Boards, Trusts, Community groups, through which they can create an opportunity for engagement and advertising of Scrutiny.

7. Similarly Members proposed to engage with the public by utilising opportunities to seek opinion and input regarding Scrutiny at 'other meetings; attending other groups and organisations' meetings as was done during the budget consultation.

8. The Committee requested that more be done to promote the quarterly debate of Council.

Further Comments

The Committee requested that an exercise be carried out to – identify themes arising from Member Referrals and Corporate and Directorate Complaints in order that these can be used to inform the Scrutiny Forward Work Programmes. The Committee proposed that this process should be formalised in order to monitor feedback from the public and ensure that the Authority is learning from it.

6

41.   <u>NOMINATION TO STANDING BREP</u>

The Assistant Chief Executive – Legal and Regulatory Services submitted a report, the purpose of which was to seek nominations for the Budget Research and Evaluation Panel.

<u>RESOLVED:</u>   That the following Members be nominated to sit on   the BREP:-

 Councillor N Clarke (Committee Chairperson)
 Councillor D Patel

 Reserve Member – KJ Watts

42.   <u>URGENT ITEMS</u>

None

The meeting closed at 4.20 pm

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

4 JULY 2016

REPORT OF THE CORPORATE DIRECTOR OF OPERATIONAL AND PARTNERSHIP SERVICES

REPORT ON THE REGULATORY SERVICES COLLABORATIVE PROJECT AND BUSINESS PLAN 2016-17

1. **Purpose of Report**

1.1 This report provides an update on the development of the Shared Regulatory Service (SRS) between Bridgend, Cardiff and the Vale of Glamorgan Councils and Business Plan 2016-17.

2. **Connection to Corporate Improvement Objectives / Other Corporate Priorities**

2.1 The Joint Regulatory Service contributes towards the aims of the Single Integrated Partnership Plan (SIPP), Bridgend County Together 2013-18, 'Bridgend County is a great place to live, work and visit'. Additionally, all Corporate Plan Priorities are supported, as illustrated in the business plan, namely:

- Priority 1. Supporting a successful economy

- Priority 2. Helping people to be more self-reliant

- Priority 3. Smarter use of resources

3. **Background**

3.1 On 22 September 2014, the Vale of Glamorgan's Cabinet approved the proposal to create a shared Regulatory service with approval also being gained from the Bridgend and Cardiff Cabinets on October 7 and 9 respectively. As some of the functions undertaken by the Regulatory Service are "non-executive" functions these proposals also needed to be considered and approved by the full Council at each Authority. The proposal was approved by Bridgend Council on 15 October, by Cardiff Council on 23 October and by the Vale of Glamorgan on 12 November 2014.

3.2 The scope of the regional service is captured in a Joint Working Agreement (JWA) between the local authorities plus a joint Business Plan and a Core Services document which sets out exactly what is in scope and what is not. Crucially, the model of delivery places the customer at the centre of all that the organisation does,

and the key role of administration and support is clearly recognised as the vital interface between service users and the delivery of the services they require.

3.3   The Joint Working Agreement provides the constitution for a Joint Committee to be formed and begin its role of overseeing the implementation, development and on-going operation of the Shared Regulatory Service, and the first meeting took place on 20 April 2015.

3.4   The Joint Working Agreement specifies (at clause 14) that each year the Head of Regulatory Services will develop a draft Business Plan under the direction of the Management Board.

3.5   The purpose of the draft Business Plan, specified by the JWA, is to update the information contained in the previous Business Plan; and to identify the proposals for service activities, business and financial objectives, efficiency targets, business continuity planning, risk management, indicative staffing levels and changes, performance targets, costs and income.

3.6   The 2016-17 Business Plan builds upon last year's, which was primarily focussed on the creation of the Shared Service with a mix of 'business as usual' and new service delivery planning for the 2015-16 financial year. The 2016-17 Plan reflects the new Operating Model and sets out the full   range of services provided by SRS with an indication of the activities planned for the 16/17 period; together with the various elements identified by the JWA.

4   Current Situation

4.1   The SRS Business Plan reflects the aspirations set out in each of the participant Council's corporate planning processes, along with the national priorities identified for Regulatory Services in Wales; and identifies activities that support these aspirations and priorities.

4.2   The SRS Business Plan forms part of the 'golden thread' or 'line of sight' ethos providing clear links between the corporate priorities of the respective Councils and the strategic themes of the Shared Service, right through to the areas of work to be delivered in support of these.

4.3   The Business Plan was brought before the Joint Committee on the 18 May 2016 following consultation across a range of stakeholders, and revised as appropriate in light of comments received, where it received approval by members.

4.4   Following conclusion of the consultation, the draft 2016-17 Plan was revised in line with a number of the comments and suggestions raised by stakeholders. The amended and approved Business Plan is attached as the Appendix to this report.

4.5   The key changes have been made to the draft Business Plan in the light of consultation feedback were:

a)   References to the Vale of Glamorgan Council as the host authority for the Service have been amended to better reflect the delivery of services across the three local authority areas.

b)   The original wording of the objectives contained in the Action Plan at **Appendix 1** of the Business Plan contained both actions and outcomes. This was reviewed in the light of a consultation response and has been clarified to set out the required outcomes together with a series of milestones to demonstrate the measurable actions the Service will take during the year.

c)   Risks contained within the Risk Register is within the appendix of the Plan have been amended to show the scale and potential consequences of identified risks in relevant order of significance. They have also been more clearly aligned to the challenges for the Service in Section 5 of the Plan.

d)   Challenges and risks have also been separated into two distinct strands, namely those relating to the *development of the Service* and those relating to *service delivery* to make clear the added challenges facing SRS in its ongoing development as a new Service.

5   Effect upon Policy Framework & Procedure Rules

5.1   None directly arising from this report and its recommendations, details on how the new arrangements will operate are within the Joint Working Agreement signed by each authority.

6.   Equality Impact Assessment

6.1   The Shared Regulatory Service aims to treat all users fairly and in line with specific needs. An Equalities Impact Assessment has been carried out prior to the Service coming into effect and as such there are no equalities concerns.

7.   Financial Implications

7.1   There are no significant resource implications associated with this report at this time and programmes of work will be delivered within budget.

7.2   The financial and human resource implications associated with the creation of the new service were contained in the relevant Cabinet and Council reports. These projections were refined further to take account of some minor changes to the scope of the services provided and a one month delay in implementation.

8.   Recommendation

8.1   It is recommended that Partnerships and Governance Overview and Scrutiny Committee note the contents of the report and business plan.

P. A. JOLLEY
DIRECTOR OFOPERATIONAL AND PARTNERSHIP SERVICES

Contact Officer

Lee Jones, Head of Regulatory and Partnerships

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Background Documents

Joint Working Agreement between Bridgend, Cardiff and the Vale of Glamorgan Councils on the provision of a Shared Regulatory Service.

Shared Regulatory Services

Business Plan

2016/17

Shared Regulatory Services

Leading the way in safeguarding the health, safety and economic wellbeing of the region

Contents

1.   Introduction

Shared Regulatory Services is a new and innovative Service formed between Bridgend, Cardiff and the Vale of Glamorgan Councils to deliver regulatory services across the region. Our vision "leading the way in safeguarding the health, safety and economic wellbeing of the region" demonstrates our clear ambition to be the best at what we do, delivering greater resilience and improved customer service to the important regulatory functions that Councils have a statutory duty to deliver.

Our Service plays a key part in delivering the priorities of the three authorities through the provision of a diverse range of services to individuals, businesses and communities covering areas such as Trading Standards, Licensing, Food Safety, Health and Safety, Communicable Disease Management, Housing Safety and Pollution Control.

We are a very young service in terms of operation, only becoming a reality in May 2015, however the Service has been several years in the planning and now provides hugely exciting opportunities for service delivery, income generation and staff development. There will be clear benefits for business, staff and stakeholders as we aim to reduce burdens on local businesses by reducing the number of visits to businesses, improving advice and support services and harmonising regulatory controls. There are also opportunities to enhance and extend the technical capabilities of staff, provide improved access for all partners to new and/or scarce skills and very importantly an opportunity to extend our income generating services and allow the participant authorities to achieve required budget savings.

Reflecting on our first year of operation, the Service and its staff have experienced a very challenging time as we have implemented a new operating model and assimilated staff to the new structure. Despite this backdrop of uncertainty, staff have risen to the challenge and continued to deliver quality services and some real successes for which they should be proud. This Business Plan highlights those achievements and sets out our plans for the future, identifying our priorities and the challenges ahead.

We know that the coming year will continue to be challenging for everyone. We have only just started our journey and there remains much work to be done to deliver improvements and achieve our goals.   Notwithstanding this, we are confident that everyone will respond positively to these challenges and ensure that we not only continue to deliver quality services but we improve them.

Dave Holland   **Councillor Dan De'Ath**
Head of Shared Regulatory Services   **Chair of Shared Regulatory Services Joint Committee**

2.   Overview of Services

2.1   Background

Shared Regulatory Services (SRS) is a new and innovative collaborative service formed between Bridgend, Cardiff and the Vale of Glamorgan Councils on 1ˢᵗ May 2015.   The new 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.

The creation of SRS working across the three Councils originally stemmed from the need to meet diminishing council budgets while building resilience into the Service. The budget for Regulatory Services across Bridgend, Cardiff and the Vale of Glamorgan Councils has been significantly reduced over the last 4 years and in response to these challenging financial positions, all three authorities recognised an opportunity to work together to deliver services jointly and agreed the principle of a shared service.

The Councils were successful in securing support for the initiative from the Welsh Government's Regional Collaboration Fund with a proposal aimed to deliver efficiency savings, high quality services and provide more resilience to the important services we provide.

With the support of the Collaboration Funding, consultants were appointed to work in partnership with the three authorities to produce a Target Operating Model, supporting business case and implementation plan for a regionalised Regulatory Service and in July 2013, the Cabinets of all three Councils received a report proposing that a single shared service be created comprising the Environmental Health, Trading Standards and Licensing functions of each Council under a single management structure . In Autumn 2014 the new detailed proposal was approved by Cabinet and Council in all three authorities with a proposed implementation date of 1 April 2015.

On 1 May 2015 all staff in scope transferred to the new SRS and became employed by the host authority, the Vale of Glamorgan Council.   The last year has seen the implementation of a revised management and staffing structure which has been populated in the main, by existing staff and managers from the three authorities.

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

There remains much work to be done to realise the full vision of a Shared Regulatory Service that delivers high quality services and efficiency savings. A number of work streams exist to develop the Service across a number of themes, and staff are involved in these to ensure its successful delivery.

2.2   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 Safety for instance, 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.

Trading Standards 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.

The 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 our Trading Standards Service has the only UKAS accredited Metrology laboratory in Wales providing calibration of weights and measures of length and capacity.

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.

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 Quality Management and regulates emissions from industrial processes.

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 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.

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, 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.

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 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.

Pest Control offers services to the Vale area for the treatment of pests and infestations. This could include, rats, wasps, mice, fleas, cockroaches etc.

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.

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.

Moving forward, Shared Regulatory Services will adopt a more commercial approach to the Service by developing paid for services and marketing them to businesses. These commercial activities will enhance and complement the existing statutory services and provide income generation for the service. They will include:-

- Developing bespoke and accredited training solutions to businesses to assist in achieving legal compliance;
- Developing paid for business advice visits and health checks from our highly skilled and experienced officers to help and support businesses comply with legislation;
- Actively seeking 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 structure chart at 2.3 provides an outline of the specific services that sit within each sector.
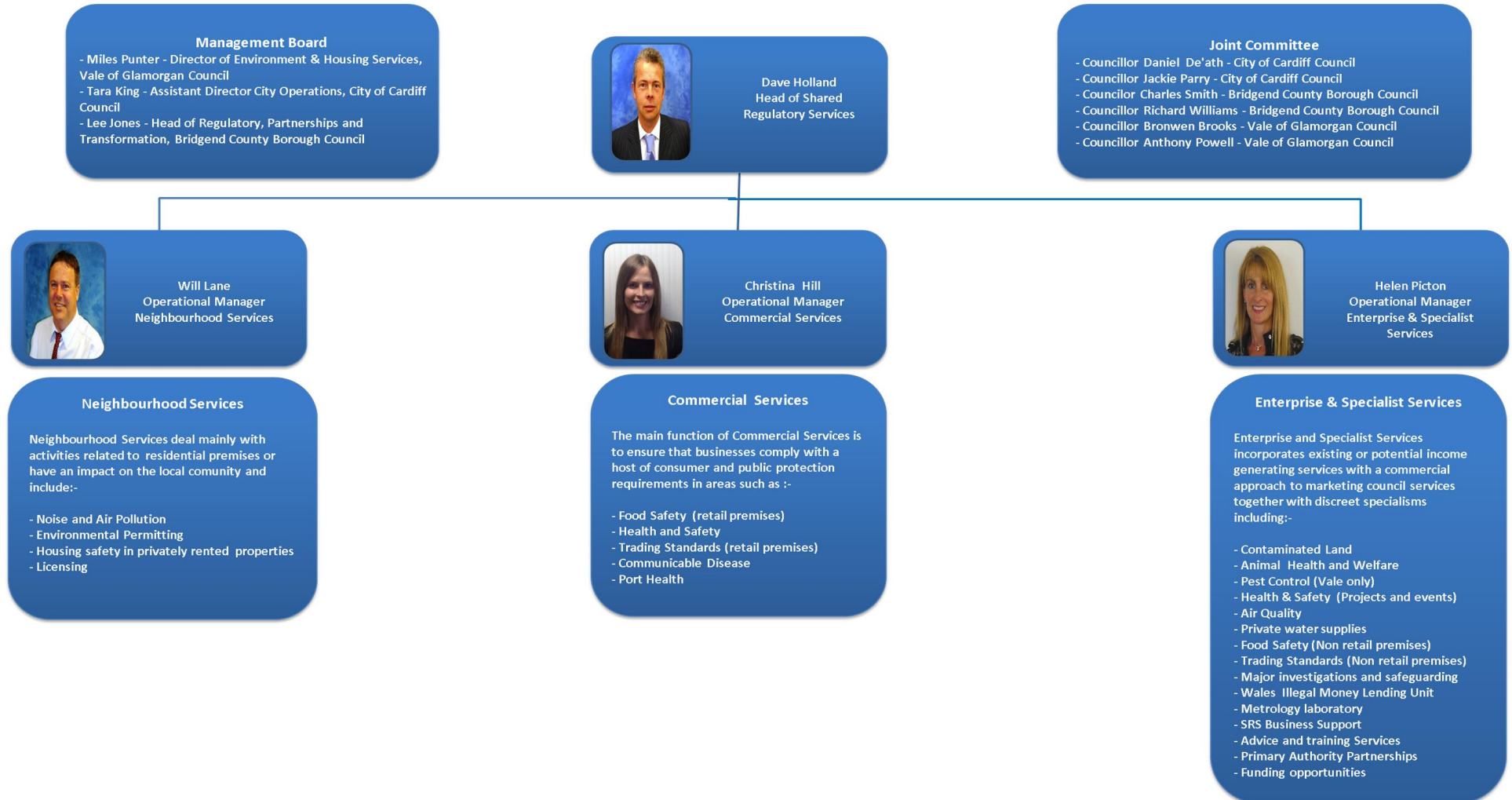
2.3   Structure

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

Structure and Governance Arrangements

Management Board
- Miles Punter - Director of Environment & Housing Services, Vale of Glamorgan Council
- Tara King - Assistant Director City Operations, City of Cardiff Council
- Lee Jones - Head of Regulatory, Partnerships and Transformation, Bridgend County Borough Council

Dave Holland
Head of Shared
Regulatory Services

Joint Committee
- Councillor Daniel De'ath - City of Cardiff Council
- Councillor Jackie Parry - City of Cardiff Council
- Councilor Charles Smith - Bridgend County Borough Council
- Councillor Richard Williams - Bridgend County Borough Council
- Councillor Bronwen Brooks - Vale of Glamorgan Council
- Councillor Anthony Powell - Vale of Glamorgan Council

Will Lane
Operational Manager
Neighbourhood Services

Christina Hill
Operational Manager
Commercial Services

Helen Picton
Operational Manager
Enterprise & Specialist Services

Neighbourhood Services

Neighbourhood Services deal mainly with activities related to residential premises or have an impact on the local comunity and include:-

- Noise and 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 and Specialist Services incorporates existing or potential income generating services with a commercial approach to marketing council services together with discreet specialisms including:-

- Contaminated Land
- Animal Health and Welfare
- Pest Control (Vale only)
- Health & Safety (Projects and events)
- Air Quality
- Private water supplies
- Food Safety (Non retail premises)
- Trading Standards (Non retail premises)
- Major investigations and safeguarding
- Wales Illegal Money Lending Unit
- Metrology laboratory
- SRS Business Support
- Advice and training Services
- Primary Authority Partnerships
- Funding opportunities

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2.4   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 of Cardiff 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.

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.

2.5   Access to service

The Service has approximately 170 FTE posts and 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. Work is currently underway in assessing accommodation needs and developing and agreeing a detailed accommodation brief that ensures ease of access to the service to meet diverse needs within each local authority area. The review 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		
Bridgend	**Cardiff**	**Vale of Glamorgan**
Civic Offices Angel Street Bridgend CF31 4WB Normal office hours: 8.30am to 5.00pm Mon to Thurs / 8.30am to 4.30pm Friday	Level 1, County Hall, Cardiff, CF10 4UW City Hall, Cardiff, CF10 3ND Normal office hours – 8.30 to 5.00pm Mon – Thurs/8.30am to 4.30pm Fri **Public Carriage Office** Sloper Road, Leckwith, Cardiff, CF11 8TB Normal office hours – 8.30 am – 12 pm and 1.30-4pm Mon – Thurs, 8.30am – 12pm and 1.30pm – 3.30pm Fri.	Civic Offices Holton Road Barry CF63 4RU Normal office hours – 8.30 am to 5.00pm Mon – Thurs / 8.30am to 4.30pm Fri.

2.6   Staff resources

During the last year, the new organisational structure has been implemented and populated in the main by existing staff from the three authorities. The new structure breaks with the tradition of regulatory services being arranged around distinct professional boundaries and moves towards more generic working and the development of multi-disciplinary officers. The larger regional team facilitates access to specialist professionals, assists in workforce planning and helps in the recruitment and retention of key staff.   Furthermore the new structure allows the deployment of people in different ways enabling the service to offer exciting new income generating services that complement the more traditional services. The Service operates across 3 distinct sectors:-

Commercial Services – ensures 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 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 professionally qualified Officers known as Neighbourhood Services Officers and Technical Officers who, through the development of multi-disciplinary officers dealing with both Pollution and Housing issues, will be moving towards more generic working providing 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 - is the most diverse of the services and incorporates income generating services together with discreet specialisms such as Contaminated Land, Pest Control, Animal Welfare, Air Quality Monitoring, Major Investigations, Wales Illegal Money Lending Unit and the Business Support function.   It identifies and applies for funding sources, manages the UKAS Metrology Laboratory, delivers training and assesses the potential for higher accreditation levels to attract additional business, actively seeking Primary Authority partnerships and developing paid for advice services. This function is largely staffed by professionally qualified Commercial Services Officers with expertise in Food Safety, Health and Safety , Trading Standards and the Environment who use their proficiency in these areas to develop income generating services, deliver environmental services, and support the service in major investigations. This overlap between other sectors of the Shared Regulatory Service creates flexibility and resilience across all teams so that resources can be shared should the need arise.   The Business Support function provides centralised administrative support to the whole service.   The function, managed by a Business Support Manager has a presence in all three areas at local contact points providing the main customer interface for the Service.

3.   Service aims and Strategic Priorities

3.1   Vision 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 primary aims that sets out our ambition of being a progressive and innovative organisation that delivers high quality, customer focussed services that protect the environmental, social and economic wellbeing of our citizens.

Our vision:-

Leading the way in safeguarding the health, safety and economic wellbeing of the region

We will achieve this vision by:-

- Placing the needs of the customer and communities at the heart of service delivery;
- Embracing opportunities to develop our workforce so they have the right skills to deliver quality services.
- Striving to improve efficiency and service quality.
- Providing a robust service, well placed to meet future service demands and financial challenges.

3.2   Strategic Priorities

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 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.

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 and strategic priorities support these goals by contributing largely to the goals of 'A prosperous Wales', 'A more equal Wales', 'A resilient Wales', 'A healthier Wales', and 'A globally responsible Wales'.

Shared Regulatory Services Strategic Priorities

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

Corporate Priorities and key outcomes of partner local authorities – Table 1

Bridgend County Borough Council
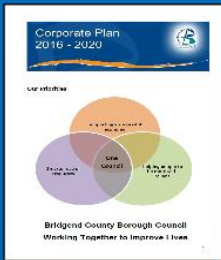
Corporate priorities

- Supporting a successful economy;
- Helping people to become more self reliant;
- Smarter use of resources.

Outcomes

- A successful , sustainable and inclusive economy that will be supported by a skilful, ambitious workforce.
- Individuals and families that will be more independent and less reliant on traditional Council services.
- A Council that has lean, robust processes and a skilful workforce. A Supported third/community sector with the opportunity to take on services that meet citizens' needs.

City of Cardiff Council

Corporate priorities

- Better education and skills for all;
- Supporting vulnerable people;
- Creating more and better paid jobs;
- Working together to transform services.

Outcomes

- People in Cardiff are safe and feel safe;
- People achieve their full potential;
- Cardiff has a prosperous economy;
- Cardiff is fair, just and inclusive;
- People in Cardiff are healthy;
- Cardiff is clean and sustainable;
- Cardiff is a great place to live, work and play.

Vale of Glamorgan Council
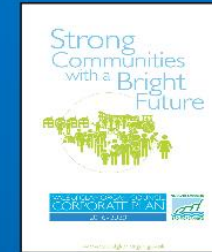
Corporate priorities

- 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;
- Promoting and encouraging active and healthy lifestyles;
- Safeguarding those that are vulnerable and promoting independent living.

Outcomes

- An inclusive and safe Vale;
- An environmentally responsible and prosperous Vale;
- An aspirational and culturally vibrant Vale;
- An active and healthy Vale.

3.3.   Delivering our vision, aims and priorities

Corporate Priorities

As a regional organisation providing regulatory services across 3 local authority areas, Shared Regulatory Services places the corporate priorities and outcomes of the three councils at the heart of all that we do.

Shared Regulatory Services Business Plan

Our Business Plan demonstrates how through the development of our own strategic priorities Shared Regulatory Services will deliver the priorities of all 3 authorities, together with the needs and aspirations of our partners and customers.

Personal Performance & Development Reviews

Performance and Development Reviews capture the contribution individuals make to Corporate and Service priorities and provide opportunity for learning and development.

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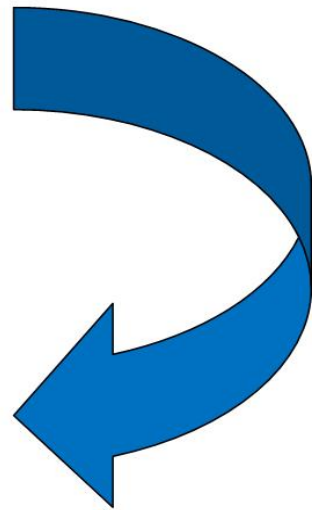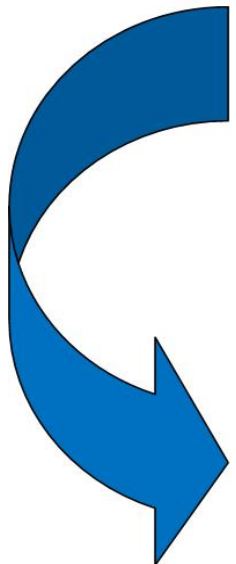
4.   Achievements

Shared Regulatory Services is still at a very early stage of development with much work be done to realise its full potential. The last year has seen many changes occur that are crucial to its future development and these changes will continue.   Alongside these activities, however, the Service has also continued to deliver the important services for which it was created, and has enjoyed a number of notable achievements, a flavour of which follows below. Further information on achievements will be provided within the Shared Regulatory Services Annual Report.

Improving health and wellbeing

Care Home Owners fined – The owners of a care home where an elderly pensioner suffered fatal injuries after plunging down a lift shaft were fined £75,000 and ordered to pay £25,000 costs for health and safety breaches following an investigation by Officers. The owners allowed staff to use an emergency access key to override the safety mechanism of a faulty lift after being told not to use it by a lift engineer who locked the door to prevent use. The emergency key enabled the door to be opened manually which subsequently caused a resident and her carer to fall 20 feet down the lift shaft.   The elderly resident died at the scene and the carer suffered life threatening injuries.

Illegal Tobacco "Operational Fetch" – Staff working across the region made use of specially trained sniffer dogs to seek out illegal tobacco across a range of retail and similar premises. Operation Fetch was funded by Welsh Government to assist local authorities in Wales undertake this area of work which is crucial in driving down the incidence of counterfeit and non-duty-paid tobacco locally. In the space of just four days, a total of **17,848 illegal cigarettes** were seized across the region, together with **28kg of illegal hand rolling tobacco** (sufficient to make 28,000 roll your own cigarettes).

Carbon Monoxide Poisoning - It is estimated that, in England and Wales, 40 people die, 200 are admitted to hospital and 4000 attend the emergency departments each year as a result of Carbon Monoxide (CO) poisoning. All cases of Carbon Monoxide (CO) poisoning are preventable. Officers took part in a Public Health Wales initiative where they were provided with CO monitors to monitor CO levels during routine visits over a 4 week period. 59 visits were completed during the length of the project and no significant problems were identified. Officers are continuing to distribute the remaining detectors allocated during private sector housing visits to raise awareness of the public health danger
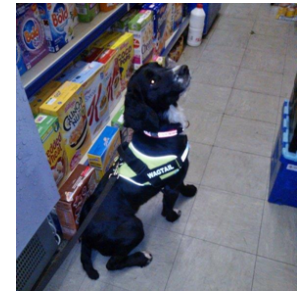
Legal highs - A shopkeeper was fined £3,960 for six offences under the General Product Safety Regulations and ordered to pay £4000 costs and £120 victim surcharge for supplying 'legal highs'. Following an undercover test purchase, the entire stock of new psychoactive substances was seized and submitted for analysis. While confusing labelling described products as being 'research chemicals', 'room deodorisers' and not for human consumption, the staff member gave clear guidance as to the manner in which they were intended to be taken.

Campylobacter outbreak – In May 2015, an outbreak of Campylobacter food poisoning was declared and linked to a local business. The investigation involved significant resource over several months until the outbreak was declared over in August. This outbreak had wider implications and will be subject to a public outbreak control report in due course.

Continued success with managing illegal tattooists - Illegal tattooists also known as 'Scratchers' present a significantly increased risk of their clients developing serious, and potentially life threatening infections such as Hepatitis and HIV, as well as serious skin infections which require medical intervention. They are also damaging the trade and reputation of legitimate tattooists. Two 'Scratchers' were prosecuted this year by Officers for a number of offences, resulting in fines of £1200 and £440 and costs of £580. A Part 2A Order was also successfully executed on a further illegal tattooist operating from his home. All equipment was seized for destruction. (see photos).

Additional HMO Licensing Schemes - The Cathays Additional Licensing Scheme concluded in June 2015, successfully licensing 1664 Houses in Multiple Occupation that otherwise would not have been licensed ensuring improved housing standards for those living in privately rented housing. A consultation exercise with landlords, tenants, residents and stakeholders in Cathays during 2015 has led to the re-declaration of the Scheme for a further 5 years. The scheme returns on 1 January 2016.

Management of House in Multiple Occupation – A landlord pleaded guilty to 15 charges relating to the management of a house in multiple occupation and was fined a total of £17,600 and ordered to pay £530 in costs and victim surcharge.   The house, which at the time had 4 un-related tenants, was visited by Officers who found a number of hazards present at the property. This included a defective fire alarm, no structural protection to prevent the spread of fire and smoke, no fire blanket in the kitchen and defective, un-serviced fire extinguishers. The electrical installation was faulty, the emergency shut off valve for the gas supply was in a locked room, flammable material was being stored in the escape route and the landlord was unable to provide gas and electrical certificates.   The kitchen was too small for the number of occupiers and the cooker was located immediately adjacent to the kitchen door. The bathroom had a leaking waste pipe to the WC and tiles were missing to the bath/shower area. Front and rear gardens were also left overgrown.

Safeguarding the vulnerable

Fraudulent Will Writer – Following a case brought by Officers, a will writer was imprisoned for six months after pleading guilty to three offences under the Fraud Act and one offence under the Proceeds of Crime Act and ordered to pay £17,000 to reimburse the estate. Despite clear instructions on the distribution of the estate, the will writer did not act in accordance with the wishes of the deceased and failed to pass on monies to many of the beneficiaries. Substantial amounts of money were paid into his own personal accounts as well as the accounts of two of the companies he was involved in.

Doorstep Crime – 200 service requests were received between 1st April 15 and the 30th December 2015 resulting in visits to 65 doorstep crime victims including 15 joint visits with Community Safety Police Team and 5 with Social Services to safeguard the victims. The amount that was saved through intervention was £25,340.67. 9 Rapid Responses were attended by officers and a prolific rogue trader was arrested. An investigation is ongoing.

Rogue Traders – A rogue trader who fraudulently informed a resident that his neighbours had complained about his garden hedge and then got himself employed by the resident to build a wall in its place, subsequently overcharging him for work by £9100 was found guilty of two counts of fraud. The trader was sentenced to 18 months imprisonment for each count to run concurrently. A Criminal Behaviour Order was also made.

Another rogue trader who targeted an elderly couple was convicted following a joint investigation with Police. In this case, the trader returned to the property several weeks after undertaking work to the guttering and told the couple there were problems to the roof tiles that needed urgent attention. The couple agreed to have the work done at a cost of £750 however subsequent examination by an expert found that no work had been done to the roof and that it was in good condition. The trader was sentenced to six months imprisonment suspended for two years, ordered to pay the victim £500 in compensation, costs of £3500 and a victim surcharge of £80.

Mass Marketing Scams - Work with the National Trading Standards Scams Team has continued and developed during the period 1st April 15 and the 30th December 2015. Within its Safeguarding role the Service has conducted nearly 200 visits to identify scam victims and provide advice, assistance and other signposting as required. A number of consumers were identified as having been victims to scams historically and were believed to be suffering continued financial detriment at the time of the visit and further safeguarding work is required to protect them in the future. It is estimated that the detriment resulting from scams to the victims was approximately £22,100 though the actual figure is likely to far higher as in some instances the detriment amount was not known or could only be calculated based on detriment over a 12 month period. Intelligence has been fed back to National Trading Standards Scams Team in respect of 55 different businesses accounting for many hundreds of pieces of scam or misleading mail being delivered to unsuspecting consumers.

Scams and Doorstep Crime Training - As part of the continual drive to raise awareness surrounding frauds and mass marketing scams Officers have delivered a total of 15 talks and trainings sessions reaching 350 individuals. Furthermore Officers provided training to banks, PCSO's and South Wales Police to raise awareness and educate staff and officers of scams and doorstep crime encouraging the reporting of these incidents.

Taxi Licensing Campaign – Officers in partnership with the Police and Crime Commissioner produced publicity material to promote the safe use of taxis in Cardiff in the lead up to Christmas. Posters were distributed showing the types of vehicles that could be safely used and those to avoid. Business cards were also distributed at taxi ranks to the public advising them of their rights when hiring a hackney carriage vehicle and the information required if they needed to make a complaint. The team identified a need for the campaign following receipt of an unprecedented number of complaints during the Rugby World Cup where it became evident that members of the public did not know the difference between Hackney Carriage and Private Hire Vehicles and the rules around hiring these different vehicles on the street and to areas outside the City.

Young Consumers of the Year competition – Trading Standards Officers supported and educated schools about consumer rights issues as part of the national school education initiative, Young Consumers of the Year competition. Porthcawl Comprehensive became champions of the UK and were then later featured on the TV show "Rip off Britain". A great success for young persons education in the region.

Loan Shark Jailed - A loan shark from Hengoed was jailed for three years and four months following an investigation by the Wales Illegal Money Lending Unit. The defendant had earlier pleaded guilty, on the second day of his trial, to two counts of illegal money lending, three charges of theft and four charges of fraud. The loan shark took money from eight 'disadvantaged' members of his extended family and their associates over a ten year period. He took control of his victims' post office and bank cards and helped himself to more than £22,000 of their money – giving them only small sums to live on. He would then lend their money back to his desperate victims – charging extortionate interest up to 400,000% APR. The family members preyed on by him were particularly vulnerable. On occasions they were left so hard up that they could not afford to pay for food or gas. In addition to the lengthy pattern of theft and unlicensed lending, he fraudulently took out a series of payday loans in the name of a former girlfriend of his nephew who suffered physical disabilities and learning difficulties. She was left scared and confused after being bombarded with letters from debt collectors after he had taken out the loans in her name. In addition to this court action, the unit has been working closely with the victims, giving them the help and support they deserve to ensure they can start to rebuild their lives.

WIMLU - Teaching materials for schools – The Wales Illegal Money lending Unit has used funds confiscated from loan sharks to develop teaching materials to educate children and young people about the dangers of loan sharks, and also to help them manage their money wisely, so that they can avoid financial problems in the future. The packs have been developed and piloted with a number of schools and have been awarded the pfeg quality mark. Available in both English and Welsh they encourage young people to think about their needs, to consider budgeting, and to develop an understanding of credit. Activities can be incorporated into Maths, numeracy, literacy, drama, or PSE. The issue of loan sharks is addressed in a sensitive and age-appropriate way; an engaging cartoon aimed at younger children tells the story of what happens when Mr Penguin borrows money from Mr Finn…

Supporting the local economy

Rugby World Cup – Multi disciplinary teams of officers worked together to protect fans and visitors to Cardiff during the Rugby World Cup. Inspections were carried out on a number of activities which resulted in the seizure of goods with trade mark issues, the voluntary surrender of food for disposal where there were concerns about food safety and the reporting of illegal street traders.

TestTown –Officers participated in the 'TestTown' initiative held locally through the provision of business stands giving advice and information. 'TestTown; offers innovative young people the chance to test out great business ideas for real in town centres of around the UK. In 2015, ten towns across the UK were supported to hold local activities that assisted start-ups in ways that were appropriate and effective for the regeneration of their towns.

Business Conferences – Officers together with the Bridgend Business Forum hosted a conference to bring local businesses up to speed on legal changes that affect their obligations to consumers under the new Consumer Rights Act 2015. The Act came into force on 1 October, introducing a number of changes for consumers and businesses. The conference also provided an opportunity to highlight the growth of Primary Authority relationships, which enable regulatory services and businesses to work closely together to ensure compliance, increase consumer confidence and encourage business growth.

Primary Authority Partnerships - The Service has successfully entered into three primary authority partnerships with businesses. These legally recognised partnerships enable the service to deliver an agreed package of advice and support to businesses for an agreed fee. During the coming year, the Service will be working to increase the number of partnerships in its Primary Authority portfolio.

Revised Gambling and Licensing policies – Gambling and Licensing Policies were reviewed across the region and published following consultation. Local Councils have a duty to administer and enforce the Licensing Act 2003 which gives local authorities responsibility for licensing the sale and supply of alcohol, regulated entertainment and the provisions of late night refreshment and the Gambling Act 2005 which gives authorities responsibility for licensing gambling activities. Both Acts require local authorities to publish policies for their area to guide them when considering applications and controlling licensed premises and to review them every 3 years.

Food Safety Week – The theme for Food Safety Week 2015 was Campyloacter, and Officers targeted cash and carry's and wholesale businesses that supplied butchers or other food businesses who handled raw chicken. Businesses were provided with leaflets in various languages that they could distribute to appropriate customers.

Protecting the environment

RSPCA Cymru Award – Both Cardiff and Bridgend staff received RSPCA Cymru Animal Welfare Footprint Awards (Gold and Bronze respectively) for their stray dog provision. The Footprint Award is the only award scheme in England and Wales that recognises the commitment and achievement of local authorities, contingency planners and housing providers in improving and delivering animal welfare.

Flatholm Water Supply – Flatholm Island now meets the requirements of the Private Water Supply Regulations following assistance provided by Officers who assisted the island in developing a comprehensive action plan to improve the water supply for the island. Microbiological contamination of the private water supply was discovered several years ago causing restrictions to be imposed on the use of the supply. Following implementation of all improvement actions, the water supply now meets the requirements and all restrictions have been lifted.

Noise Nuisance targeted in student areas – Noise nuisance can be a particular problem in areas with high levels of student accommodation. In partnership with South Wales Police and the Student Liaison Officer, Officers worked to proactively target student accommodation in close proximity to permanent residents who have previously suffered from alleged noise nuisance. This happens at the beginning of academic year in Plasnewydd, Cathays and Gabalfa wards in Cardiff. Advice is given on how to prevent causing noise nuisance and encouraging community respect and avoid conflict.

Officers also participated in Police Operation Saturn (run during Freshers two weeks) by prioritising calls of alleged noise nuisance from premises within Cathays, Gabalfa and Plasnewydd.

Furthermore the team worked with the Student Liaison Officer in sharing information with Universities on the occasions where their students have caused statutory noise nuisance. Universities have then taken appropriate action under their disciplinary procedures.

Night time noise - The Night Time Noise Service is a successful service with the ability to respond to residents disturbed by noise. Noise can have detrimental impact upon peoples' health and the ability for residents to contact the Noise Service at night when the noise is happening has assisted in addressing issues at the earliest opportunity. The Service operates during peak periods of demand which underpins and supports the work of the Service in protecting vulnerable people and ensuring a rapid response to complaints. 124 noise abatement notices were served between April and December 2015. Of these cases 9 were taken to court for non –compliance. One case also resulted in warrants of entry being obtained and noise making equipment being seized. Much of the evidence and convictions are used by other organisations, for example in eviction proceedings taken by landlords (including the Council) against persistent offenders and ensuring that licensed premises do not cause nuisances local residents.

Joint Working with South Wales Police and Fire Service to tackle Problematic Empty Properties – Intervention by Officers in relation to two problem empty derelict buildings that were causing a string of anti social behaviour problems resulted in owners securing the buildings against unauthorised entry. The properties, one a former Public House and the other a disused Nursing Home were attracting drug taking, drug dealing, arson, vandalism and sexual activity causing multiple callouts to the Police and Fire Services. Furthermore younger children were using the public house as a play area due to its close proximity to residential properties. The nature of these activities posed a serious threat to their safety, and the Fire crews attending, who were experiencing increasingly dangerous conditions when dealing with malicious fires at the property. The disused Nursing home was adjacent to a new Nursing Home and the anti social behaviour was impacting on the quality of life of the vulnerable residents.

Maximising the use of resources

Software and subscription audit – An audit and subsequent cancellation of software licences, subscriptions and memberships across the Service resulted in thousands of pounds of savings. These savings have been made possible through the creation of one service as opposed to three which has allowed the Service to rationalise the numbers required. For example membership to one professional body has realised a saving of £2785 by simply reducing the number required. Previously the service would have paid £4555 for three separate memberships. The Service continues to seek further opportunities to merge other products.

Agile working – Once assimilated in to the new structure, staff have been issued with the necessary equipment to enable them to work in a completely agile way. IT support for the project has enabled the transition to agile working to occur without delay and minimal disruption of service delivery.

Out of hours resilience – The proposed review and harmonisation of the Out of Hours Service across Shared Regulatory Services is set to achieve a saving of £30,000. The Service provides standby cover for the three authorities to respond to a range of emergencies. This could be via a telephone call or with a visit, and which due to the nature of the call cannot wait for a response until the next working day. Previously the service was estimated to cost approximately £75k.

Food safety management system grants to tackle poorly performing food businesses- Grants of over £9000 were secured to deliver food safety projects aimed at improving poorly performing food businesses across the region. Projects included, a workshop for poorly performing Chinese food businesses in their own dialect, the targeting of businesses with practical on site interventions using a toolkit developed by the Service, delivery of a Safer Food Better Business Seminar to food businesses and 4 drop in sessions for businesses that were new or had a food hygiene rating of 2 and under. All projects were undertaken to improve food hygiene practices and support food safety management systems.

Public Health Projects – Officers have led on a number of important public health projects this year in Wales. This has the added value of assuring that the most cost effective service is offered to the residents and visitors.

Publication of the 'Good Practice Statement for the Surveillance and Investigation of Campylobacter': Officers led on the development and implementation of the guidance which has now been utilised by all Welsh local authorities, Public Health Wales and the Food Standards Agency. Campylobacter is the most common cause of food poisoning in the UK and as a result is accompanied by substantial economic costs. In 2008 it was responsible for an estimated 321,000 cases in England and Wales, resulting in more than 15,000 hospitalizations and 76 deaths. It is estimated that the total impact on the UK economy is around £900m per year

Officers have presented at National and UK conferences on the management and control of significant public health pathogens including M. chelonae infections associated with tattooing and Cryptosporidium infections associated with swimming pools and the introduction of the forthcoming Public Health Bill which includes the proposal for stricter control on tattooists and skin piercers.

Paid for advice visits – Following the introduction of 'Paid for advice visits' 11 businesses have used the Consultancy Service to improve standards in their food business. The service is aimed at new businesses, those that struggle with a low food hygiene rating score or require a tailored service. For a set fee, businesses receive a two hour visit at a time to suit the business and receive a written report summarising the visit and recommendations.

5.   Challenges

Delivering a new service across three local authority areas presents a hugely exciting but challenging opportunity for Shared Regulatory Services. Understanding the challenges ahead is therefore crucial to our continued success.   We do not underestimate the issues we face, and therefore seek to take a proactive approach to understanding the challenges by identifying the risks we face and managing them effectively.   The Service has 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.   The following information therefore demonstrates the key challenges for the Service across both strands during the coming year. They represent the actions required to mitigate the risks within our Risk Register which can be found at Appendix 3 and contain the relevant Risk Register number for correlation purposes.

Developing the Service - Operating Model	Service Delivery
• **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. Significant progress has already been made across the Service with mobile devices such as laptops being rolled out to allow for more agile working and providing facilities to work at various office locations across the region and from home. There remains however, much work to be done in aligning ICT across the geographical bases and disciplines. The Service is currently considering options for the implementation of a 'primary IT system' that can be used across all authorities that will extend agile working so that officers can input data on site, however this will take some time to implement. In the interim period, the Service will continue to use existing systems. (DS1 and DS5)	• **Maintaining performance levels against targets -** Whilst the creation of Shared Regulatory Services across three authorities presents greater protection to the important services we provide, many changes are required to develop SRS and realise its full potential. These changes will be made alongside the delivery of "business as usual" services placing additional demands on resources. Furthermore, SRS is operating with less resources than before. Opportunities will be taken to streamline and improve our processes and re-prioritise our services, however the changes required will be challenging and may affect the Service's capability to deliver services and maintain performance levels against targets, particularly in the short term. It is proposed to develop a Performance Management Framework for the new Service that provides a suite of performance measures that effectively measure activity and outcomes of the Service to ensure performance is managed effectively and in a meaningful way. (SD1)

Developing the Service - Operating Model

- **Review and Standardisation of Policies and Procedures** - The joining together of 3 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.   Such standardisation provides an opportunity to apply best practice, the application of 'lean' techniques and the review of enforcement strategies to not only standardise, but share good practice and improve. The service currently operates a huge number of different activities and it will be necessary to prioritise those services at the highest demand or cost. (DS2)

- **Review and standardisation of financial processes** – The process of resource allocation for the new Service is complex. The Service is funded by three local authorities and we must therefore seek to merge three sets of accounts that reflect the provision of services.   Crucial to this is reflecting the provision of 'core' services, that are consistently applied across all three areas and 'authority specific' services which are those that are specific to one or two authorities so that finances are understood. (DS3)

Service Delivery

- **Delivering new approaches to service delivery** – Key to delivering the new Service with reduced resources is changing the way we work, delivering our services using a risk based approach to all activities and examining new ways of prioritising our services so that we ensure they are delivered to those that need them the most.   This may result in a reduction in service provision, or the charging for some services and difficult decisions will have to be made in developing new service standards. (SD2)

- **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 new Service, although jointly funded by the participant authorities, also has a single consistent identify and branding which is not associated with any one Council.   It will be increasingly important moving forward that the Service does not become divorced from its constituent Councils or become marginalised and that every effort is made to avoid this.   The Shared Regulatory Service and the important services we provide will therefore need to be actively promoted across the three Councils to remain relevant to all authorities to ensure their continuing support for the venture. (SD3)

Developing the Service - Operating Model

- **Income generation** - Income streams already exist within the Service however there will be a need to extend these opportunities to meet the target set for 2016/17. Income generation provides a means to offset some of the likely budget reductions that the service will face over the next three years and will be generated through a number of activities. These include the development of bespoke and accredited training solutions to businesses, the offering of paid for advice visits, actively seeking to increase our Primary Authority portfolio and identifying new funding sources. A team within the Service is focussed on identifying and maximising income and future funding streams and work is currently underway in developing these activities. (DS4)

- **Developing the organisational culture for SRS** – The creation of an innovative new Service has seen staff joining together from three organisations, each with different experience, culture and values. At the same time there has been considerable change in working methods and the way we deliver services with the additional challenge of delivering these services against a backdrop of diminishing public sector funding and greater demands. Developing the right culture and values within the organisation is therefore hugely important in unifying staff and ensuring we respond positively to change whilst delivering excellence in our service provision. (DS6).

Service Delivery

- **Marketing Shared Regulatory Services** – As an innovative new Service with our own branding and covering 3 local authority areas it is essential that customers and businesses understand who we are and what we can offer. This will require a robust communication and marketing campaign across all three authorities targeted at the right people and supported by engagement with stakeholders and partners to raise awareness of the Service. (SD4)

- **Welsh measures** – The Welsh Language (Wales) Measure 2011 places duties on local authorities to comply with a number of Welsh language standards, the main principles being that the Welsh Language should be treated no less favourably than the English language and persons in Wales should be able to live their lives through the medium of Welsh if they choose to do so. These measures place additional duties and responsibilities on the Service which will require an increase in translation and the availability of facilities that enable people to speak and read Welsh. Failure to do so could result in fines of up to £5,000 for breach of standards. (SD5)

Developing the Service - Operating Model

- **Review of Flexible Working Arrangements** – SRS will deliver Services in a manner that supports staff wellbeing. We will implement flexible working arrangements that support staff in working flexibly during times of increased demand in an efficient and cost effective way. (DS7)

- **Developing protocols with Services outside the Service** – There are a number of support services provided outside the Shared Regulatory Service that cover areas such as Freedom of Information, invoicing, complaints etc that need to be properly resourced to ensure they are effectively delivered. The Service will develop protocols for both the sharing of data and the provision of support services to ensure service provision is not affected. (DS8 and DS10).

- **Learning and Development** – The implementation of the new Structure has resulted in new roles that require the broadening of staff skills and the taking on of new and innovative responsibilities to deliver the service.   Furthermore, the transfer of staff to the host authority requires training on new Vale of Glamorgan management systems and processes. This will require a commitment to, and 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 development of a Workforce Development Plan that identifies the collective development needs and resources for the Service. (DS9)

Service Delivery

- **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. 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. (SD6).

6. Budget

6.1 Financial allocation

Shared Regulatory Services is jointly funded by Bridgend, Cardiff and Vale of Glamorgan Councils. The methods of apportionment for operating the core service and the cost contribution percentages are shown below. There are also arrangements in place to deliver "authority specific" services to individual partner Councils.

Financial Apportionment of Shared Regulatory Services

Bridgend Cardiff Vale of Glamorgan

20.40%
22.56%
57.04%
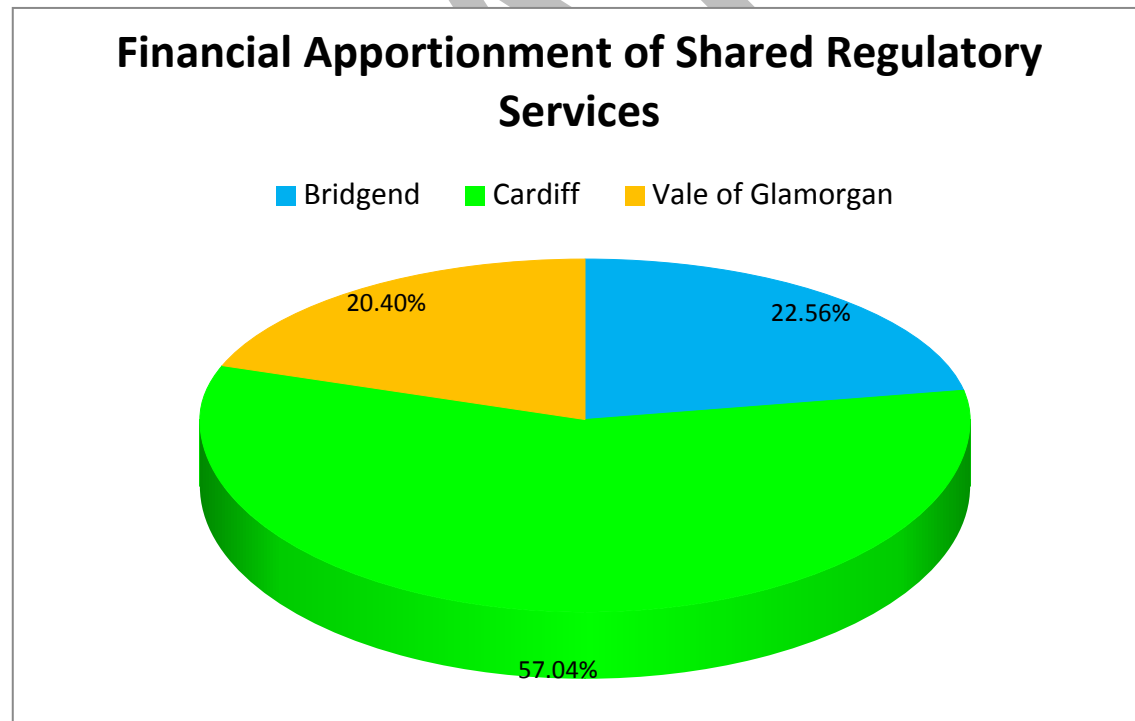
6.2   Resource Implications (Financial and Employment)

The following table summarises the 2016/17 gross expenditure budget as outlined above. Figures exclude implementation costs.

Proposed Gross expenditure	
Authority	Proposed £000
Bridgend	1,748
Cardiff	5,231
Vale of Glamorgan	1,805
Total Gross Expenditure 2016/17	**8,783**

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 2016/17 net position (excluding implementation costs) once estimated income for each Authority has been included.

Proposed Net Expenditure	
Authority	Proposed £000
Bridgend	1,374
Cardiff	3,023
Vale of Glamorgan	1,410
Total Net Expenditure 2016/17	**5,807**

The budgets detailed above summarise the overall gross/net budget contribution agreed by each of the partner authorities. Each contribution consists of two elements – core and authority specific services. Core services are undertaken holistically by the partner authorities as they share 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 3 authorities. In 2016-17, the splits are Bridgend 22.47%, Cardiff 57.23% and The Vale of Glamorgan which is 20.30%.

Authority specific budgets such as General Licensing are unique to each partner authority and it is the sole responsibility of each authority to fund its own provision. These are wholly recharged back at cost plus a management and admin fee to the relevant authority. The approved authority specific services are as follows:-

Bridgend	General Licensing
	Kennelling & Vets Costs
Cardiff	General Licensing
	Additional Licensing at Cathays & Plasnewydd
	Night time Noise
	WIMLU
	Port Health
Vale	General 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.

6.3   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 set sustainable growth targets for our commercial support service and created an environment that enables 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 accommodation 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 will also be crucial moving forward as we review SRS fees and charges across the three authorities to ensure we know what it costs to provide services and ensuring that we recover those costs through our fees and charges.

We will listen to our customers and stakeholders through the development of improved methods of engagement in order to identify their needs and expectations and develop our services so they are easier for customers to access and are move effective and cheaper. We believe that better engagement will help us make better decisions and consequently deliver better outcomes.

We recognise the need to measure and manage our performance across the Service and will be developing a Performance Management Dashboard Framework for the new Service. The dashboard will provide a suite of measures that effectively measure activity, performance and outcomes of the Service to ensure performance is managed effectively and in a meaningful way and that we are having a positive impact on those customers that interact with us.

7.   Workforce Development

The creation and development of the new Shared Regulatory Service across three distinct areas, together with the implementation of a new structure and new ways of working presents many challenges for the new Service and its workforce. We are at the beginning of an exciting and challenging new journey that requires considerable changes in culture, working methods and staff development, all of which will impact on our workforce who are crucial to the success of this new Service. Our approach to managing this is through a Workforce Development Plan that provides a framework for developing 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 we must ensure that staff feel fully equipped to operate in the new environment of Shared Regulatory Services. Delivering the new service demands an even more capable, responsive, skilled, well-trained and empowered workforce and our Plan will aim to show staff how are they will be supported and encouraged to develop new skills and work in different ways .

Changes inevitably cause anxiety and disruption, as people experience new or different work expectations and priorities and reassignment or loss of colleagues. Providing support throughout the change process, producing workforce development programmes, and investing in training are therefore fundamental to establishing the trust and culture we aim to build within the new organisation.

Our Workforce Development Plan will provide a framework that addresses wide ranging issues and brings together the following areas:-

- Developing organisational culture
- Leadership and management development
- Skills development
- Recruitment, retention and progression
- Communication and employee engagement
- Employee performance management

A major element of the Plan will be the undertaking of a skills audit across the Service to identify gaps in skills and competencies and development needs in order to prepare and resource a Learning and Development Plan for the whole service.

Workforce development will also be enhanced through regular performance reviews which require line managers with their staff to identify personal objectives and assess training needs.

Continued Professional Development (CPD) will be actively encouraged and officers will be 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.

It is intended that the Service will adopt measures including the use the BRDO toolkit (RDNA) to support our officers in identifying their training and development needs. The tool has an extensive suite of modules covering local authority regulatory work. Early discussions with BRDO suggest that they are willing to work with the service to develop the model to enhance its capacity. In addition, 'in house' technical training days will be held to support cross discipline training and increase awareness of related enforcement activities. This will be a cost effective way of increasing the skills base of our workforce. 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.

Programmes of mentoring and practical training to develop multi-skilled officers has already taken place during the last year where Housing Officers attended a course to achieve a Certificate of Competence in Environmental Noise Measurement and Pollution Officers attended a course to achieve a Certificate of Competence in the Assessment of Domestic Properties. This particular initiative addressed the need for multi skilled officers in those specialist areas increasing flexibility and resilience. Consideration will be given to extending this across the Service if training needs are identified and resources allow.

Appendix 1 – Action Plan

SRS Strategic Priority	Improving health and wellbeing	
	Objectives and milestones	
	Deliver food safety interventions in accordance with the Food Law Code of Practice	
	Qtr 1	- Adopt Food and Feed Law Enforcement Plan 2016/17
	Qtr 2	- In partnership with Communicable Disease, explore and trial more proactive approaches to the detection and management of food businesses associated with foodborne illness by setting up a database to collate and review the standards of food businesses identified as potentially causing of food poisoning. This database will store information on the business characteristics and on the standards before and at the time of the incident and record standards after the investigation. This information will then be used to inform future initiatives, requests for funding and support prioritisation of workload.
	Qtr 3	- Review of the food hygiene rating scheme in SRS from 2010-2015. The primary purpose of this study will be to assess if rating scores have improved since the mandatory scheme to display scores was introduced in 2013**.**
	Qtr 4	- Complete the food and feed inspection programmes.
	Protect the public from the import of infectious disease and ensure the health and wellbeing of crew and passengers aboard ships and planes entering the seaports and airport.	
	Qtr 1	- Adopt the Port Health Plan 2016/17.
	Qtr 2	- Improve performance by benchmarking services against recognised Best Practice Standards and implement appropriate improvements.

Qtr 3	-	Undertake a joint initiative with the UK Border Force to check containerised imported food.
Qtr 4	-	Improve stakeholder awareness of port health requirements.

Deliver health and safety interventions in accordance with the requirements of Section 18 of the Health and Safety at Work Etc. Act.

Qtr 1	- - - -	Secure approval from Public Protection Committee for the 2016/17 Section Health and Safety Service Plan Deliver the safe estates engagement project in designated industrial estates in Bridgend Develop and prepare the Managing Health and Safety in Residential Care Homes Project Commence the inspection programme for High Risk A rated business activities
Qtr 2	- -	Undertake Phase 1 project visits for the Managing Health and Safety in Residential Care Homes Project Complete operation 'Goal Post' a non face to face intervention to remind volunteer groups and sports clubs about the safety risks on playing fields in Bridgend and Vale.
Qtr 3	- -	Extend the Gas Safety Project to catering businesses to the Bridgend area and other identified high risk businesses in Cardiff and the Vale Explore the feasibility of novel approaches to secure the effective delivery of health and safety interventions throughout SRS
Qtr 4	- - - -	Continue to support businesses in attaining and renewing Healthy Options Award Complete the inspection programme for High Risk A rated business activities Complete the 2nd year of the 'Management of Asbestos Notifications and Duty of Care Extend the Sunbed Safety Project to Bridgend and the Vale.

Prevent the incidence of communicative disease and minimise onward transmission

Qtr 1	- - -	Secure approval of the Communicable Disease Business Plan from Public Protection Committee 2016/17 In partnership with Food Safety set up a database for the collation and review of standards within businesses associated with food poisoning illness with the view to informing future interventions and funding streams Undertake timely investigations of sporadic and outbreak cases of communicable disease and apply appropriate control and preventive measures.
Qtr 2	- -	Continue to develop and extend infection control training in Early Years Settings Deliver health promotion messages to at risk populations associated with handling and breeding of pet rats.

	Qtr 3	-	In partnership with the Industry Team organise and deliver a Safe Tattooing and Body Piercing Business Forum to ensure consistent compliance with infection control legislation and to prepare businesses for the special procedures requirements of the forthcoming Public Health Bill.
	Qtr 4	-	Introduce and apply best practices across SRS for the management, control and prevention measures
		**Protect the public from the detrimental health effects of noise and air pollution**
	Qtr 1	-	Review existing procedures across SRS for responding to the Development Control process and adopt lean and efficient processes.
	Qtr 2	-	Develop model Planning conditions for noise and air pollution responses to Development Control across SRS.
	Qtr 3	-	Consult with SRS Development Control teams and relevant stakeholder on changes to model conditions.
	Qtr 4	-	Implement changes to model Planning Conditions and evaluate effectiveness of changes to Development Control response process.
		**Improve the quality of private rented sector housing accommodation.**
	Qtr 1	- -	Review existing procedures across SRS for the inspection of properties in the private rented sector and identify areas of inconsistency and best practice in approach across the 3 authorities. Ensure effective implementation of HMO Licensing Schemes in Plasnewydd and Cathays through prioritised inspection schedules.
	Qtr 2	- -	Review scope of existing services provided within the SRS Neighbourhood teams, including response to waste/fly tipping and Pest Control enquiries and develop a standard response protocol within each local authority. Agree data sharing and enforcement protocols with Rent Smart Wales and carry out all necessary staff recruitment and training for the proper resourcing of those new enforcement duties.
	Qtr 3	-	Following implementation of Rent Smart Wales review and evaluate demand across SRS Neighbourhood teams in relation to regulation of the private rental sector to ensure staff resources are deployed in accordance with need.
	Qtr 4	-	Report of Joint Committee on regulation of private rental sector across SRS and the range of public health interventions undertaken by Neighbourhood teams.
		**Ensure the health and welfare of animals**
	Qtr 1	-	Attend and inspect a minimum of 50% at Critical Control points
	Qtr 2	- -	Review disease control procedures and make recommendations for implementation across the shared service. Promote the use of new electronic recording of sheep and goat movement by farmers in conjunction with Welsh Government.

Qtr 3	-	Engage with low risk animal health premises to assess compliance with animal health and welfare legislation.
Qtr 4	-	Complete inspection programme for high risk premises.
Work with partners to encourage the reporting of illegal tobacco		
Qtr 1	-	Seek funding to support specialist joint exercises for the identification of illegal tobacco supplies in retail and other premises.
Qtr 2	-	Seek funding for an awareness raising campaign in conjunction with partner agencies, around the harms of illegal tobacco enabling residents and businesses to report incidents of illegal tobacco supply
Qtr 3	-	Contingent on funding being secured undertake exercises identified above.
Qtr 4		

SRS Strategic Priority

Safeguarding the vulnerable

Objectives and milestones

Protect children from harm		
Qtr 1	-	Undertake age restricted test purchases on a range of products, including alcohol and tobacco.
Qtr 2	-	Undertake age restricted test purchases on a range of products, including alcohol and tobacco.
	-	Develop a responsible retailer training package for delivery to local businesses with a view to avoiding underage sales in the future.
Qtr 3	-	Undertake age restricted test purchases on a range of products, including alcohol and tobacco.
	-	Market responsible retailer training to local businesses.
Qtr 4	-	Undertake age restricted test purchases attempted for a range of products, including alcohol and tobacco.
	-	Market responsible retailer training to local businesses.
Improve taxi vehicle and driver standards		
Qtr 1	-	Appoint a Licensing Policy Officer to lead on the review of taxi licensing policies across SRS.
Qtr 2	-	Undertake research and review of existing Licensing Policies and Practice across the SRS including fee calculation and use of the Licensing toolkit.
Qtr 3	-	Develop proposals for harmonising processes and ensuring best practice and efficient use of resources.
Qtr 4	-	Provide a timeline including member and trade consultation to allow implementation of changes in Policies and

		Practices in 2017.
	Protect vulnerable people from the activities of rogue traders	
	Qtr 1	- Undertake Community engagement events in areas of identified vulnerability to promote awareness of the activities of rogue traders.
	Qtr 2	- Support the extension of the rapid response system across the region by creating a MOU between SRS and South Wales Police for dealing with incidents of doorstep crime.
	Qtr 3	- Provide training sessions on MOU delivered to council and SWP call handlers and frontline staff.
	Qtr 4	- As above.
	Improve the management standards of properties in the private rental sector	
	Qtr 1	- Support Rent Smart Wales by collating databases of landlords and agents from Cardiff, Vale of Glamorgan and Bridgend from existing databases of housing enforcement records across SRS to assist with implementation of scheme.
	Qtr 2	- Review and allocate resources in Neighbourhood Management teams to reflect additional enforcement demand as a result of Rent Smart Wales introduction.
	Qtr 3	- Continue to promote Rent Smart Wales through stakeholder liaison groups such as Cardiff Students Union, Landlord Forum, tenant groups and local authority partnerships.
	Qtr 4	- Together with Rent Smart Wales review take up of scheme within the SRS and prioritise enforcement work and resource allocation required for 2017/18.
	Equip older and vulnerable residents across the region to protect them from scams	
	Qtr 1	- Create a MOU between SRS, Wellbeing Directorates and South Wales Police for providing support in scams prevention. - Conduct a programme of prioritised support visits to older and vulnerable residents.
	Qtr 2	- Create a MOU between SRS, Wellbeing Directorates and South Wales Police for providing support in scams prevention. - Conduct a programme of prioritised support visits to older and vulnerable residents. - Seek funding to assist successful intervention in this area of work, e.g. in the provision of call blockers.
	Qtr 3	- Conduct a programme of prioritised support visits to older and vulnerable residents.
	Qtr 4	- Conduct a programme of prioritised support visits to older and vulnerable residents.

SRS Strategic Priority	**Protecting the environment**	
	Objectives and milestones	
	Protect the environment from harmful emissions to land, air and water	
	Qtr 1	- Continue to deliver a comprehensive programme of monitoring and reporting on air quality issues across the SRS region.
	Qtr 2	- Update the Contaminated Land Strategies for the three Council areas and bring together into a single document.
	Qtr 3	- Establish a programme of radon monitoring of local authority premises in affected areas and promote the monitoring service to commercial premises across the region.
	Qtr 4	- Put in place a 5 year programme of risk assessment and monitoring of private water supplies across the region, and promote our water quality monitoring services to internal departments of the three participant councils and into the private sector.
	Ensure the prompt investigation and remediation of statutory nuisances	
	Qtr 1	- Review existing procedures across SRS for service requests in connection with statutory nuisances and identify areas of inconsistency and best practice in approach across the 3 authorities. - Review the provision of reactive out of hours response in respect of noise nuisance across the SRS and harmonise service responses where appropriate.
	Qtr 2	- Adopt lean and efficient processes for investigation of statutory nuisances.
	Qtr 3	- Undertake structured customer survey to assess customer satisfaction rates across SRS for investigation and remediation of statutory nuisances and review results to inform evaluation of the service and assist targeting of resources.
	Qtr 4	
	Control the numbers of stray dogs and horses in the region through the provision of animal warden services	
	Qtr 1	- Promote the compulsory microchipping of dogs which comes into effect in April 2016 and ensure officers are equipped to enforce legislation to ensure dog owners are compliant.
	Qtr 2	- Streamline and harmonise policies and procedures for dealing with straying dogs and horses across the SRS area.
	Qtr 3	- Review the existing stray dog and horse service provision and identify efficiency savings.

			Work to achieve recognition service-wide under the RSPCA Community Animal Footprints Awards for stray dog provision.
	Qtr 4	-	Participate in a series of events, with partners, to promote responsible ownership.

SRS Strategic Priority	**Supporting the local economy**		
	Objectives and milestones		
	Support business through the delivery of advice and education services		
	Qtr 1	-	Launch a range of bilingual guidance resources on the SRS website.
	Qtr 2	-	Conduct an audit of business training needs and create a programme of face to face and web based training events.
	Qtr 3	-	Market the training opportunities available through Shared Regulatory Services utilising a range of channels.
	Qtr 4	-	Maximise the use of social media as an engagement tool with individual businesses and business groups.
	Help business to thrive and grow through promotion of the Primary Authority principles		
	Qtr 1	-	Conduct a needs assessment of businesses eligible to enter into Primary Authority arrangements.
	Qtr 2	-	Engage with eligible businesses with a view to entering into Primary Authority Partnerships where appropriate.
	Qtr 3	-	Prepare a strategy for SRS moving forward to cater for the changes to be introduced with the UK Government's extension of the Primary Authority principle.
	Qtr 4	-	Review existing Primary Authority arrangements and service capacity.
	Support the economic development of the region		
	Qtr 1	-	Develop close partnership working arrangements with the economic development departments of the three respective councils.
	Qtr 2	-	Provide support on a range of topics through local business forums.
	Qtr 3	-	Take firm action against rogue traders and as a result protect the livelihoods of reputable businesses.
	Qtr 4		

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Disrupt the informal market and recover illicit products

Qtr 1	- Develop strategic assessment and control strategy in line with the Intelligence Operating Model, initially for
Qtr 2	Trading Standards matters.
Qtr 3	- Operate a market surveillance regime to target high risk practices and premises in order to disrupt the activities on rogue traders and those who deliberately flout - Identify and engage with all relevant partner agencies across the SRS region to ensure the effective handling and flow of intelligence.
Qtr 4	- Evaluate the effectiveness of the intelligence operating model and make recommendations for wider implementation across the shared service.

SRS Strategic Priority	# Maximising the use of resources

Objectives and milestones

Review and standardise policies and procedures across SRS

Qtr 1	- Collate existing policies and procedures from across 3 authorities and prioritise those that require review and standardisation.
Qtr 2	- Undertake process redesign and apply lean thinking techniques and best practice to relevant policies and procedures.
Qtr 3	- Implement revised policies.
Qtr 4	

Produce a Workforce Development Plan for the Service that incorporates the identification and resourcing of staff learning and development needs

Qtr 1	- Complete Personal Development Reviews across SRS. - Collate training needs identified through PDRs and develop and resource a Learning and Development Plan for the whole service.
Qtr 2	- Incorporate training needs into draft Workforce Development Plan for SRS and finalise.
Qtr 3	- Implement the actions identified within the Workforce Plan.

Qtr 4		
Develop a performance management framework for the Service		
Qtr 1	-	In consultation with teams, develop a suite of performance measures and indicators that effectively measure activity and outcomes of the Service.
Qtr 2	-	Develop a performance 'dashboard' framework to present performance results.
Qtr 3	-	Source the procurement of performance monitoring software that will facilitate the effective recording and monitoring of performance.
Qtr 4	-	Embed new arrangements.
Identify customer needs and expectations		
Qtr 1	-	Collate information on current customer feedback mechanisms used across SRS.
Qtr 2	-	Examine current processes and develop improved methods of engaging with customers and stakeholders.
Qtr 3	-	Implement new improved processes for customer consultation.
Qtr 4	-	Report on feedback and implement improvements where necessary.
Effectively promote SRS to public and stakeholders		
Qtr 1	- -	Implement one telephone number for SRS. Develop a Communications and Marketing Strategy for SRS.
Qtr 2	- -	Produce Annual report as required by the Joint Working Agreement. Agree collective Scrutiny arrangements with each partner Council.
Qtr 3	-	Deliver report to Joint Committee on 2017/18 Budget proposals.
Qtr 4	-	Begin consultation on the SRS Business Plan for 2017/18.
Minimise office accommodation footprint		
Qtr 1	- -	Develop detailed accommodation brief NB. Any moves to satellite accommodation is contingent on partner authorities providing requisite space. Continue to roll out devices that support agile working.
Qtr 2	-	Bridgend move.
Qtr 3	-	Cardiff move.
Qtr 4	-	Vale of Glamorgan move.

Introduce income generation opportunities that complement existing services		
Qtr 1	- Develop and market a range of advice and education services to business.	
Qtr 2	- Promote Primary Authority Partnerships with business with a view to extending the numbers of partnerships in place across the region.	
Qtr 3		
Qtr 4		
Procure and implement a new single "primary IT" database		
Qtr 1	- Procure new single database - Carry out an evaluation of data and identify what needs to be archived/migrated.	
Qtr 2	- Develop Governance structure for the Archiving and Migration project. - Commence work on creating SQL mirror to ensure archived data is secure (Archiving and Migration). - Develop a strategy for data archiving. - Align data to a single, unified code dictionary.	
Qtr 3	- Implement SQL mirror to ensure archived data is secure (Archiving and Migration). - Finalise Governance structure for archiving and migration - Finalise strategy for data archiving - Commence migration of data into database and carry out testing. - Rollout appropriate hardware together with appropriate training for staff for agile working.	
Qtr 4	- Complete migration of data into database and continue testing. - Finalise rollout of appropriate hardware to staff for agile working. - Roll out training of new system to all staff - Decommission Civica. .	
Enhance ICT based mobile working practices		
Qtr 1	- Continue to align ICT across the geographical bases and disciplines. - Continue to roll out mobile devices to facilitate agile working. - Trial ICT Telecoms Systems that enables staff to pick up phone calls on laptops. - Trial Presence software to enable staff to communicate remotely.	
Qtr 2	- Deliver website phase 2 - Following trial, roll out ICT Telecoms System to enable staff to pick up phone calls from laptops.	
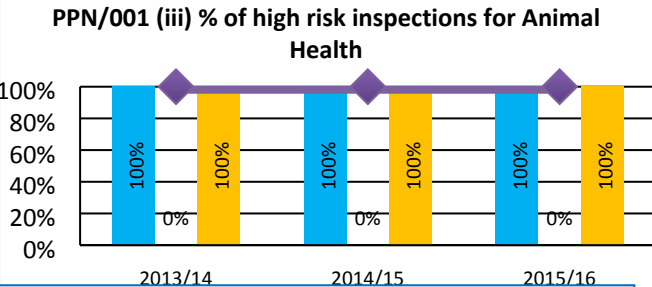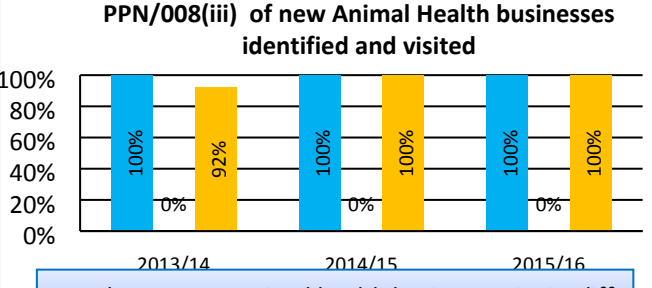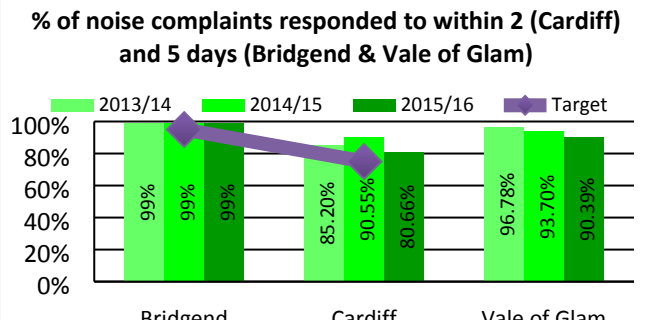
		-	Following trial roll out Presence software to enable staff to communicate remotely.
	Qtr 3	-	Develop a common ICT infrastructure across the Partner sites to allow staff to connect regardless of location. This will extend the capability of staff as the new database is implemented.
		-	Implement and update Lalpac database in Cardiff Licensing.
		-	Rollout appropriate hardware connected to new "Primary IT system" together with appropriate training for staff for agile working.
	Qtr 4	-	Implement and update Lalpac database in Vale and Bridgend.
		-	Finalise rollout of appropriate hardware to staff for agile working.
		-	Finalise roll out of staff training on new IT system.
	Review fees and charges across the Service		
	Qtr 1	-	Close financial accounts for 2015/16.
	Qtr 2	-	Review operating processes and costings particularly associated with the delivery of licensing systems.
	Qtr 3	-	Reconcile costs and income particularly associated with the licensing systems.
	Qtr 4	-	To set fees and report to appropriate Committees.

Appendix 2 – Performance Results

Key - Bridgend ■ Cardiff ■ Vale of Glam ■ Target ■

Food Hygiene	Description of measure	Comments on performance

PPN/001(ii) % of high risk inspections Food Hygiene

Bar chart values:
- 2013/14: 100%, 86%, 100%
- 2014/15: 100%, 83%, 100%
- 2015/16: 89.94%, 82.50%, 88.89%

The inspection of high-risk businesses for compliance with legislation is an important proactive enforcement tool, helping to protect the public's health and welfare. *High Risk Businesses are those businesses which are deemed to pose a greater risk to the public because of the products manufactured or handled and the hygiene practices a business has in place.* This indicator measures the rate at which these enforcement activities are performed by reference to the total number of businesses that were liable to inspection at the commencement of the year. In some instances, a simple percentage indicator can understate the actual quantum of the work required. It is important that local authorities also develop and use alternative enforcement strategies to audit businesses and business activities that cannot be adequately assessed by inspection.

In the period 2015/16, the service completed all Category A and B premises visits to schedule. Resources, limited during this period, were prioritised to ensure these premises were visited as required. The shortfall against target consists of premises in Category C.
The term high risk premises includes those businesses rated as:-
- *category A (those premises requiring a visit every six months)*
- *category B (those premises requiring an annual visit)*
- *category C (those premises requiring a visit every 18 months)*
Meeting this performance indicator has proved problematic, particularly for Cardiff Council in recent years. The figures illustrate that the new operating model, when fully resourced, is capable of delivering the required performance while delivering the savings sought by the Councils.

PPN/008(ii) % of new Food Hygiene businesses identified and visited

Bar chart values:
- 2013/14: 88%, 92%, 94%
- 2014/15: 90%, 90%, 94%
- 2015/16: 85.51%, 98.40%, 94.38%

As many as one in three UK businesses fail in the first three years. Establishing contact with new businesses in their first year of trading is an important part of the SRS strategy to promote and support the local economy. Early engagement with a business helps us to protect the public health and allows the SRS to work with food businesses and provide them with the opportunity to understand often complex legal requirements.

Performance against this indicator shows a general improvement on that recorded against this performance indicator for 2013/14 and 2014/15. It is important to note that the targets set by each Council, under the previous arrangements are inconsistent. For example, Bridgend set a 80% target, the Vale of Glamorgan a 95% target and Cardiff, a 100% target. In 2016/17, these targets will be harmonised to 100%.

PPN/009 % of food premises that are broadly compliant with food hygiene standards

Bar chart values:
- 2013/14: 88%, 87%, 85%
- 2014/15: 93%, 92%, 91%
- 2015/16: 95.11%, 93.00%, 90.69%

This measure provides an indication of how well a food business complies with food hygiene legislation. The score will reflect how well a business understands it legal responsibilities along with the structure and cleanliness of the premises. The SRS seeks to improve the score in each local authority through a programme of inspections and advice. However, ultimately, the score is a reflection of business performance and not that of the SRS.

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, in the SRS region are gradually increasing and is now in line with the UK average of 93%. It is anticipated that the business support regimes introduced into the SRS structure will play a part in maintain that increase in hygiene standards.

Trading Standards	Description of measure	Comments on performance

PPN-001(i) % of high risk inspections Trading Standards

Chart showing 2013/14: 98%, 99%, 100%; 2014/15: 100%, 100%, 100%; 2015/16: 100%, 97.17%, 100%

Inspecting high-risk businesses for compliance with legislation is an important proactive enforcement tool, helping to protect the public confidence. *High Risk Businesses are those businesses which are deemed to pose a high risk to consumers and/or other businesses.*

This indicator measures the rate at which these enforcement activities are performed by reference to the total number of businesses that were liable to inspection at the commencement of the year. In some instances, a simple percentage indicator can understate the actual quantum of the work required.

Performance against this indicator has been consistent, with the target of 100% being achieved in both Bridgend and the Vale of Glamorgan. Performance in Cardiff was recorded at 97.17%, where 6 premises were not visited in the timeframe. These are due to be visited before the end of Quarter 1 thus eliminating any backlog.

PPN/008(i) % of new Trading Standards businesses identified and visited

Chart showing 2013/14: 74%, 49%, 54%; 2014/15: 80%, 90%, 75%; 2015/16: 81.42%, 68.87%, 77.03%

As many as one in three UK businesses fail in the first three years. Establishing contact with new businesses in their first year of trading is an important part of the SRS strategy to promote and support the local economy. Early engagement with a business helps us to protect the public confidence in the market place and allows the SRS to work with business and provide them with the opportunity to understand often complex legal requirements.

Performance against this indicator shows a general improvement on that recorded against this performance indicator for 2013/14 and 2014/15. It is important to note that the targets set by each Council, under the previous arrangements are inconsistent. For example, Bridgend set a 80% target, the Vale of Glamorgan a 75% target and Cardiff, a 65% target. In 2016/17, these targets will be harmonised to 75%.

PPN/007 (i) % of significant breaches that were rectified for Trading Standards

Chart showing 2013/14: 100%, 94%, 100%; 2014/15: 100%, 87%, 100%; 2015/16: 100%, 62.39%, 100%

NB Results not collected in Vale

This indicator gives an indication of how successful the SRS has been in identifying major problems (Significant Breaches) which need to be resolved to ensure that the public and bona fide traders are not prejudiced by any given trading practices. The indicator is intended to act as a driver to ensure there is a positive outcome for every serious problem that is identified. The indicator should give a clear picture of whether services are delivering results.

124 in depth investigations have been initiated into a variety of issues during the year. These investigations, arising from complaints, matters discovered during routine interactions with business and/or intelligence received from numerous sources, have at their core the reasonable suspicion that a significant breach of the criminal or civil law, relating to a trading activity within Trading Standards remit has or is taking place. Of those investigations 80 have been resolved or have been the subject of legal action with 44 others still pending at the end of the reporting period. There is a difference in the reporting mechanisms across the three Councils and that will be harmonised in 2016/17.

Animal Health and Pollution	Description of measure	Comments on performance

PPN/001 (iii) % of high risk inspections for Animal Health

Values: 2013/14: 100%, 100%, 0%; 2014/15: 100%, 100%, 0%; 2015/16: 100%, 100%, 0%

NB There are no animal health businesses in Cardiff

Inspecting high-risk businesses for compliance with legislation is an important proactive enforcement tool, helping to protect the public health and the safety of the food chain. In this category, High Risk Businesses are those businesses which are deemed to pose a high risk to the food chain through disease or contamination.

This indicator measures the rate at which these enforcement activities are performed by reference to the total number of businesses that were liable to inspection at the commencement of the year. In some instances, a simple percentage indicator can understate the actual quantum of the work required.

Performance against this indicator remains consistent with that that recorded against this performance indicator for 2013/14 and 2014/15. It is important to note that Cardiff does not have high-risk animal health premises.

PPN/008(iii) of new Animal Health businesses identified and visited

Values: 2013/14: 100%, 92%, 0%; 2014/15: 100%, 100%, 0%; 2015/16: 100%, 100%, 0%

NB There are no animal health businesses in Cardiff

As many as one in three UK businesses fail in the first three years. Establishing contact with new businesses in their first year of trading is an important part of the SRS strategy to promote and support the local economy. Early engagement with a business helps us to protect the public's health and welfare but also allows the SRS to work with business and provide them with the opportunity to understand often complex legal requirements

Performance against this indicator shows a general improvement on that recorded against this performance indicator for 2013/14 and 2014/15. It is important to note that the targets set by each Council, under the previous arrangements are inconsistent. For example, Bridgend set a 80% target, the Vale of Glamorgan a 100% target and Cardiff, has no premises in this category. In 2016/17, given the low numbers, these targets will be harmonised to 100%.

% of noise complaints responded to within 2 (Cardiff) and 5 days (Bridgend & Vale of Glam)

Legend: 2013/14, 2014/15, 2015/16, Target

Values: Bridgend: 99%, 99%, 99%; Cardiff: 85.20%, 90.55%, 80.66%; Vale of Glam: 96.78%, 93.70%, 90.39%

The indicator provides a measure of the efficiency of the council in dealing with complaints. Movement in the indicator will be affected by changes in the efficiency of staff in dealing with complaints, the number of staff available for this work, and the number and complexity of complaints and requests for advice.

The indicator relates solely to the time taken to complete a complaint or enquiry irrespective of the outcome.

Performance against this indicator has fluctuated against that recorded for 2013/14 and 2014/15. The last year has seen an improvement across the region. It is important to note that the targets set by each Council, under the previous arrangements are inconsistent. For example, Bridgend set a 95% target to respond to a complaint within 5 days, the Vale of Glamorgan set no target and Cardiff a 75% target to respond to a complaint within 2 days. In 2016/17, these targets will be harmonised.

Appendix 3 – Risk Register

Risk Register Risks								
Risk Description and Consequence	**L**	**C**	**Inherent Risk**	**Current controls**	**L**	**C**	**Residual Risk**	**Owner**
Developing the Service/Operating Model								
DS1. The lack of availability and/or failure to implement ICT systems and hardware to support joint service delivery could hinder the ability to collaborate or work as a single service unit and affect the Service's ability to work smarter and more efficiently.	A	1	Red	ICT work stream established and review of the database is currently underway with a view to implementing systems that support collaborative and agile working.	B	3	Amber	Management Board
DS2. 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	Workstreams created to review policies and procedures with a view to improvement and harmonisation.	C	2	Amber	Head of Service
DS3. 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
DS4. Inability to realise target income could affect the Service's ability to offset some of the likely budget reductions resulting in loss of services.	A	2	Red	Within the structure the focus of one team is on identifying and maximising income and future funding streams and work is underway.	C	3	Amber/ Green	SRS Management Team
DS5. The inability to implement mobile working solutions that enhance the efficiency of staff may result in a lack of capacity to achieve targets.	B	1	Red	ICT work stream established and agile working is a key priority for the group. Laptops and mobile devices being rolled out to staff.	C	3	Amber/ Green	SRS Management Team
DS6. Inability of staff and managers to adapt to a new working environment and culture of agile working	B	2	Red	Work is underway in developing the organisational culture through an	C	3	Amber/ Green	SRS Management Team

	could impact negatively on staff subsequently affecting the service's ability to provide high quality services.			Red	employee charter setting out service expectations for staff and managers.	C			
DS7.	Failure to develop flexible working arrangements that enable staff to meet the increased demands of the new Service could affect staff's ability to perform their duties in a manner that supports their wellbeing and the efficiency of Service.	B	2	Red	Review of flexible working conditions is currently underway.	C	3	Amber/ Green	SRS Management Team
DS8.	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.	C	3	Amber/ Green	SRS Management Team
DS9.	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	Develop and implement a workforce development plan and learning and development plan for the service.	D	3	Green	SRS Management Team
DS10	Failure to properly resource support provided from outside SRS such as FOI, invoicing, complaints etc. will impact on resources within SRS and subsequent service provision.	A	2	Red	A set of protocols are currently being developed.	D	3	Green	SRS Management Team
Service Delivery									
SD1.	The challenges arising from the risks in the section above will affect the Service's capabilities to deliver "business as usual" and affect performance levels.	B	1	Red	Good communication in place and change management principles adopted. Workstreams in place to develop various areas of change.	B	1	Red	Head of Service
SD2.	Insufficient resource and capacity to deliver planned services will result in loss of service provision.	A	1	Red	The Service is examining new ways of prioritising services and using risk based approaches to activities in line with reduced resources..	C	3	Amber/ Green	Head of Service
SD3.	The positioning of Shared Regulatory Services under a host authority, together with unique branding may	B	2	Red	The Service will remain relevant to all 3 authorities through links into	C	3	Amber/ Green	Head of Service

		result in the Service becoming divorced from its constituent Councils or marginalised			Red	Corporate Plans of 3 authorities. Links maintained with members and senior officers. Successes of the new service promoted.			Amber/ Green	
SD4.		The uniqueness of the Service and its branding may cause confusion to the public and stakeholders resulting in loss of access to services for some.	B	2	Red	Communications and Marketing Workstream in place. Work underway in developing Communications and Marketing Strategy.	C	3	Amber/ Green	Head of Service
SD5.		Insufficient capacity within the Service could lead to an inability to meet the requirements of the Welsh Measures Standard.	B	2	Red	Workstream in place exploring requirements of the Welsh Measures across three authorities with a view to implementation.	C	3	Amber/ Green	Head of Service
SD6.		Implementation of new legislation such as Environmental Permitting Regulations may create additional demands on service delivery.	B	3	Amber	Workloads reviewed and monitored and resources applied accordingly.	D	3	Green	Head of Service

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO THE PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

4 JULY 2016

REPORT OF THE CORPORATE DIRECTOR- OPERATIONAL AND PARTNERSHIP SERVICES

WALES EXTREMISM AND COUNTER TERRORISM UNIT (WECTU) AND COUNTER-TERRORISM AND SECURITY ACT 2015

1.   Purpose of Report.

1.1   To inform Scrutiny of how the Authority is responding to the duties under the Counter Terrorism and Security Act 2015 and to provide an update of the current threat of extremism and terrorism in a local context.

2.   Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1   The Strategic Equality Plan (SEP) is a cross cutting, statutory plan that impacts on the whole of the council. Within the SEP are various strategic equality objectives that are linked to fostering good relations and community cohesion. Additionally, the following Corporate Plan Priorities are supported:

- Priority 1. Supporting a successful economy
- Priority 2. Helping people to be more self-reliant
- Priority 3. Smarter use of resources

3.   Background.

3.1   On 14 January 2016 Cabinet Committee – Equalities received a report from the Corporate Director – Resources on the South Wales Police Wales Extremism and Counter Terrorism Unit (WECTU), informing Committee of the current threat level existing across the United Kingdom which stands at 'Severe' whilst providing local context. .

3.2   As summarised in that report, WECTU was established in 2006 and created one Special Branch for the whole of Wales. Its remit covers international terrorism and domestic extremism and it is governed by the UK Government's Counter Terrorism Strategy known as CONTEST.

3.3   There is separate Western-Bay CONTEST Board that was established in 2013,the Terms of Reference are attached at Appendix A, which has WECTU officers represent on it and is currently chaired (for 1 year) by an officer from Neath Port Talbot Council. The agenda covers the following key elements of the UK Governments CONTEST Strategy namely, Prepare; Protect and Prevent; along with Counter Terrorism Local Profiles (CTLP's) and updates from each of the Channel panel chairs (see paragraphs 3.4-3.6 below for information regarding Channel). Below is the current list of agencies and BCBC staff represented on the Western-Bay CONTEST Board;

- Head of Corporate Strategy & Democratic Services, NPTCBC; **CHAIR**
- Community Safety Manager, NPTCBC
- Principal Community Safety Officer/Prevent – Channel Chair (BCBC)
- Corporate Director, Bridgend County Borough Council (BCBC)
- Community Cohesion Coordinator, Western Bay Region
- Prevent Coordinator, Director Student Services Swansea University
- Counter Terrorism Security Adviser – Protect/Prepare, WECTU
- Intelligence Analyst, WECTU
- DCI Prevent & Prepare WECTU
- Prevent Deputy, WECTU
- Community Safety Superintendent, South Wales Police
- Emergency Planning Officer, NPTCBC & C&C Swansea
- Emergency Planning ABMUHB
- Probation CT Lead, National Probation Service
- Head of Participation, NPT Education & Lifelong Learning
- Events and Prevent Officer, - Channel Chair, City & County of Swansea
- Corporate Director, City & County of Swansea
- HE/FE Prevent, Wales Coordinator;
- ABMU Health Board (Estates);
- Co-ordinator, National Offender Management Service
- Head of Poverty & Prevention City & County of Swansea

3.4   Channel is a multi-agency safeguarding programme run in every local authority area in Wales and England. It works to support vulnerable people from being drawn into terrorism and provides a range of support such as mentoring, counselling, assistance with employment, etc. Channel is about early interventions to protect vulnerable people from being drawn into committing terrorist-related activity and addresses all types of extremism.

3.5   A local Channel Panel was established in Bridgend in 2013, the Terms of Reference are attached at Appendix B. The Panel is chaired by Bridgend County Borough Council (BCBC) Principle Community Safety Officer and currently meets quarterly. The Channel Chair attends the Western-Bay CONTEST Board meetings to represent Channel. At a local level a prevent officer from WECTU has established working links with the Chair of the Channel panel. Below is the current list of agencies and BCBC staff represented on the local Bridgend Channel Panel:

- **BCBC** Principle Community Safety Officer (Chair);
- **BCBC** Children and Adult and Safeguarding Services;
- Youth Offender Service Officers;
- Community Safety Partnership;
- **BCBC** Community Mental Health Team;
- South Wales Police – Central BCU (West);
- South Wales Police Mental Health Liaison Officer;
- Health Bridgend Locality ABMU;
- National Probation Service;
- Community Rehabilitation Company (CRC);
- Bridgend College; and
- Wales Extremist Counter Terrorist Unit (WECTU).

3.6   There are further Channel Panels across the region covering Swansea and Neath Port Talbot.   Recently the UK Government has enacted the Counter-Terrorism and Security Act 2015 ("the Act") to make certain provisions related to terrorism. Although Chanel Panels were in existence prior to the Act, under section 36 of the Act as set out in para 4.6 below, Channel was placed on a statutory footing and the functions and membership of the Panel confirmed.

3.7   Through working collaboratively with Welsh Government officers; the Western-Bay CONTEST Board; and members of the Local Prevent and Emergency Planning, the WECTU aims to work more effectively in its response to the threat from national and international terrorism and extremism. It seeks to keep the people of Wales safer by building confidence and trust in our communities by working with the public and partners to identify, target and disrupt terrorists and extremists.

3.8   The Council has a legal duty under Section 17 of the Crime and Disorder Act 1998 to carry out all its various functions with due regard to the need to prevent Crime and Disorder in its area. The new duties under the Act complement the existing duty.

3.9   On the 10 May 2016 Cabinet Members received a second report from the Corporate Director- Operational and Partnership Services. The report related to the new duties and responsibilities applied to local authorities following the enactment of the Act and to ask Cabinet to note the steps being taken to comply with them.

3.10   The report was duly noted by members.

4.   Current situation / proposal.

4.1   Under Section 26 of the Act a new duty came into force on 1 July 2015 for Local Authorities to have due regard to the need to prevent people from being drawn into terrorism in the exercise of their functions ("the s.26 Duty"). This means that Local Authorities, including BCBC, must place an appropriate weight on the need to prevent people from being drawn into terrorism when they consider all the other factors relevant to how they carry out their usual functions. The s.26 Duty does not confer new functions on any specified authority.

4.2   In order to comply with the s.26 Duty a few separate steps are being taken:

- A Home Office one-off ring fenced grant of £10,000 has been allocated to BCBC specifically to deliver prevent training and awareness of the new duties across the Authority's workforce, including wider agencies contracted to the authority. In accordance with the conditions of the grant, the money is being used to:
  a) support a rolling interactive programme of prevent awareness training for frontline staff which will continue into 2016 providing an improved understanding of the process so that all staff can make a prevent referral.

  b) purchase new IT equipment to increase capacity for training as described above, which is being coordinated by the authorities' principle training officer.

  c) publish improved Restorative Justice and mediation information folders and leaflets for the Restorative Approaches by the Education Lead officer with the Youth Offender Service in schools and communities and by BCBC's

Community Safety and Welfare officer for mediation purposes working with agencies such as the police to increase awareness of the new law

4.3   Commencing in 2014 when it was agreed to form a regional CONTEST Board, officers of BCBC have been working with officers from Swansea and Neath Port Talbot County Borough Councils to develop a Gap Guidance to set out compliance with the s.26 Duty and the Statutory Guidance. This has been carried out through the Western Bay Regional CONTEST Board and Adult and Children Safeguarding Board. Members agreed to develop a gap analysis template for use across Swansea, Neath Port Talbot and Bridgend to monitor how each area is progressing.

4.4   If a Local Authority fails to discharge the s.26 Duty section 30 sets out the ability of the Secretary of State to give directions which can then be enforced by a mandatory order. Other legislation provides other enforcement powers available to the Secretary of State and Welsh Minister, such as the Local Government Act 1999 and the Local Government (Wales) Measure 2009.

4.5   The Act has a staggered implementation date from the 12 February 2015 onwards. Part 5 is made up of two Chapters: the first deals with Preventing People Being Drawn into Terrorism and the second with Supporting People Vulnerable to Being Drawn into Terrorism.   BCBC must have in place methods to comply with the new statutory duties. Since the implementation of the Act compliance by BCBC has been achieved by establishing its Channel Panel and representation on the Western-Bay CONTEST Board and is further outlined below.

4.6   Section 29 of the Act provides a power to the Home Secretary to issue statutory guidance to Local Authorities as to how the s.26 Duty should be carried out. Under current statutory guidance all specified authorities should demonstrate an awareness and understanding of the risk of radicalisation in their area. There are three themes through the Statutory Guidance: effective leadership; working in partnership and appropriate capabilities.

4.7   Section 36 of the Act makes provision to protect vulnerable people from being drawn into terrorism. There is specific statutory guidance for schools and child care providers to assess   the risk of children being drawn into terrorism   found in "Prevent Duty Guidance: for further education institutions in England and   Wales". It deals with:

- Partnership
- Risk Assessment
- Action plan
- Staff training
- Use of Local Authority resources
- Collaboration between areas
- Prevent priority areas
- Other agencies and organisations
- Out of school settings supporting children

4.8   The Act also:

- requires each local authority to establish and chair a local multi-agency Panel for this purpose;
- details out when the police may refer people considered vulnerable to the Panel;
- sets out the functions of the Panel to include the carrying out an assessment of risk and to establish appropriate plans to support people identified as being vulnerable to being drawn into terrorism and then to keep those plans under review;
- prescribes the core membership of the Panel to be the police and the Local Authority and confirms the chairing of the Panel to be the relevant Local Authority's responsibility; and
- requires that the partners of a Panel must, so far as is appropriate, and reasonably practical, act in co-operation with the Panel.

4.9   In order to comply with section 36 a few separate steps are being taken, including:

Establishing a Channel Panel in Bridgend which meets quarterly with the ability to meet at short notice on the authority of the Chair and ensuring that;

- All panel meetings are recorded;
- All members are required to sign a confidentiality statement before each meeting and;
- All panel members have undertaken Home office approved Wrap prevent training course.
- Setting up secure emails for relevant employees to allow for sharing confidential information

4.10   Section 37 of the Act provides a power to local authorities to determine procedures for conducting the business of the Channel Panel.

4.11   In order to comply generally with the spirit of the Act, BCBC's Corporate Director Communities and BCBC's Principle Community Safety Officer attend the Western Bay CONTEST Board meetings where officers from WECTU provide national and local threat and risk context through the Counter Terrorism and Local Profile (CTLP's). BCBC' Community Safety Officer has established working links with WECTU's prevent officer regarding local Channel referrals.

5.   Effect upon Policy Framework & Procedure Rules.

5.1   The report has no direct effect upon the policy framework or procedure rules but is required to effectively implement the Council's statutory duties in relation to equalities and human rights.

6.   Equality Impact Assessment

6.1   A full Equality Impact Assessment has not been undertaken as there are no implications in relation to age; disability; gender and transgender; race; religion or belief and non-belief; sexual orientation on this matter.

7.   Financial Implications.

7.1   The financial implications of the new duties & powers to BCBC (such as staff training and IT infrastructure) will be fully met from the Home Office grant award outlined in paragraph 4.2.

8.   Recommendation.

8.1   The Committee is asked to consider and provide comment on the work being undertaken.

Andrew Jolley
Corporate Director- Operational And Partnership Services
Date: 8th June 2016

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Community Safety Team Leader
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REGIONAL CONTEST BOARD

for the Authorities of Bridgend, Neath Port Talbot and Swansea

Terms of Reference 2014-15

Aim: The CONTEST Board's primary role is to progress the delivery of the Wales CONTEST Strategy by ensuring effective multi-agency partnership working

Objectives:

• Ensure that local PREVENT action plans are developed and delivered across the partnership area and, where possible, mainstreaming into everyday service delivery;

• Establish local partnership governance arrangements that identify officers within partner agencies leading on PREVENT and their roles and responsibilities;

• Establish a process for the formal evaluation of the outputs, outcomes and benefits of relevant local PREVENT projects;

• Ensure that local PROTECT and PREPARE action plans are developed and delivered across the partnership area and, where possible, mainstreaming into everyday service delivery;

• Establish local partnership governance arrangements that identify officers within partner agencies leading on PROTECT and PREPARE and their roles and responsibilities;

• Establish a process for the formal evaluation of the outputs, outcomes and benefits of relevant local PROTECT and PREPARE projects;

• Ensure information sharing protocols enable the sensitive and confidential sharing of intelligence and/or sensitive information between Police and other partners, particularly with regard to individuals/institutions vulnerable to radicalisation and the exchange of information on risk levels, threats and mitigating actions.

• To be responsible for providing an annual report to the Wales CONTEST Board on progress, developments and emerging best practice.

Administration:

- CONTEST Board meetings will take place quarterly and more frequently if required.

- The Chair and Vice Chair will be nominated on an annual basis, rotated between the 3 Local Authority representatives. The Vice Chair will become the Chair the following year.

- Board members will nominate a deputy with voting rights, to attend in their absence.

- The times, dates and venues of CONTEST Board meetings will be agreed between the chair and the wider membership.

- Board meetings to be held before the All Wales Contest Board meetings.

- Agendas will be agreed in advance of the meetings between the Chair and the wider membership.

- Members will be given a minimum of 10 working days notice of meeting times, dates and venues.

- Agendas, written reports and minutes of the previous meeting, will be circulated at least five working days prior to the meeting.

- In the spirit of partnership, decisions should be reached through the mutual consent of all members present. Where this is not possible, decisions can be reached through a simple majority vote. Where it is not possible to achieve a simple majority, the Chair retains the right to use a casting vote.

- Members must not disclose information of a confidential nature divulged at meetings to any third party without the consent of a person authorised to give such consent. Members should be mindful of the 'restricted'/'classified' nature of the board papers.

- Meetings are to be conducted in a spirit of mutual respect and the equality of all partners will be recognised and promoted at all times. Discrimination on grounds of race, sex, disability, creed, sexual orientation, age, ethnic or cultural background will not be tolerated.

Safer Bridgend
www.saferbridgend.org.uk

Bridgend Community Safety Partnership
Prevent Channel Panel
Terms of Reference
2016-17

1. Introduction

Safer Bridgend is the statutory Community Safety Partnership for Bridgend County Borough covering the South Wales Policing area of Central BCU (West).

Section 26 of the Counter-Terrorism and Security Act 2015 (CT&S Act 2015) places a duty on certain bodies in the exercise of their functions to have due regard to the need to prevent people from being drawn into terrorism .

Section 29 of the Act provides a power to the Home Secretary to issue statutory guidance to local authorities as to how their general duty to pay "due regard to the need to prevent people from being drawn into terrorism" should be carried out. Current statutory guidance is set out in "Prevent Duty Guidance".

Section 36 of the Act makes provision to protect vulnerable people from being drawn into terrorism.

2. Membership

Below is the current list of agencies represented on the panel;

Bridgend County Borough Council (BCBC) (Chair);
BCBC Children and Adult and Safeguarding Services;
Youth Offender Service;
Community Safety Partnership;
Community Mental Health Team;
South Wales Police – Central BCU (West);
South Wales Police Mental Health Liaison Officer;
Health Bridgend Locality ABMU;
National Probation Service;
Community Rehabilitation Company (CRC);
Bridgend College; and;
Wales Extremist Counter Terrorist Unit (WECTU).

1

3. Roles and Responsibilities

Like child protection, Channel is a multi-agency safeguarding programme run in every local authority area in Wales and England. It works to support vulnerable people from being drawn into terrorism and provides a range of support such as mentoring, counselling, assistance with employment etc. Channel is about early interventions to protect vulnerable people from being drawn into committing terrorist-related activity and addresses all types of extremism.

Participation in Channel is voluntary. It is up to an individual, or their parents for children aged 17 and under, to decide whether to take up the support it offers. Channel does not lead to a criminal record. (Home Office 2016)

The panel; will receive WECTU vulnerability assessed referrals, to consider and agree appropriate local interventions leading to the production of a bespoke action plan to meet the needs of the referred individual or group.

In producing the action plan the panel; will identify which organisation is responsible for taking forward each element of the recommended supportive interventions.

The panel; will review and evaluate the progress of the action plan and when appropriate request for a referral to exit the 'Channel' process.

Members will inform the Chair immediately of any issue that has the potential to detrimentally affect the referred individual / group, delivery of the action plan or otherwise impact on the risk assessment of the referral.

Intervention / support plans recommended by the panel; will be proportionate, justified, necessary, legal and where appropriate SMART.

The panel; will be responsible for highlighting **emerging tensions** as they relate to the 'Channel' process and any specific referrals.

The panel may also encourage attendance from other statutory, and 'Third Sector' organisations as and when required to influence issues associated with the work of the panel.

Membership of the panel will be subject to higher police vetting as appropriate.

The panel is currently chaired by the BCBC's Principle Community Safety Officer.

The Chair will represent the panel on the Western-Bay Regional Contest Board, as well as the Bridgend CSP Executive Group and LSB Chairs Board providing updates on important matters.

Delegation of attendance to Channel meetings is discouraged.

Delegation should only be considered as a last resort and members should be mindful of the 'restricted' nature of the matters under consideration. Details of any anticipated deputies must be forwarded to the 'Channel' Chair in advance for submission to WECTU. Continual or repeated delegation of attendance will lead to a review of that organisations membership status.

All panel members will be asked to confirm their support to the above priorities and objectives and to work within the terms of reference and achieving the aims of the panel through constructive working with other members; and that they are able to devote the necessary time to attend meetings, attend training and to network with a wide range of interests outside meetings.

Any member attending meetings or events relating to the business of this group in their 'Channel' capacity are required to inform the Chair to ensure records are maintained and the messages taken forward by 'Channel members are consistent.

4. Information Sharing

The Western-Bay Regional Contest Board has in place a bespoke information sharing protocol (Welsh Government Waspi compliant), which addresses the needs of the 3 panels across the region. The agreement enables the sharing of personal information with consent and data, for the purposes of the 'Channel' process.

5. Confidentiality

Members must not disclose information of a confidential nature divulged at meetings to any third party without the consent of a person authorised to give such consent.

Members must be mindful of the 'restricted / classified' nature of Channel papers and the protective marking which must be adhered to at all times.

All members will be required to sign a confidentiality statement at the commencement of each meeting.

6. Administration

The panel secretarial and administrative functions will be provided by the; Chair.

Meetings of the panel will take place quarterly as a minimum and more frequently when necessary.

The times, dates and venues of the meetings will be agreed by the Chair, in consultation with members.

Agendas; will be agreed in advance of the meetings by the chair; ideally in consultation with the wider membership.

Members will be given a minimum of 10 working days' notice of meeting times, dates and venues unless circumstances require the panel to assemble at short notice.

In the spirit of partnership, decisions should be reached through the mutual consent of all members present. Where this is not possible, decisions can be reached through a simple majority vote. Where it is not possible to achieve a simple majority then the Chair retains the right to use a casting vote.

7. Equalities

The above work is constructed taking into account the three key Public Sector Equality Duty principles; namely:
-   Develop good relations between those who have protected characteristics and those who do not;
-   Eliminate discrimination, victimisation and harassment and;
-   Advance equality of opportunity between groups.

3

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

4 JULY 2016

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

CORPORATE PARENTING CHAMPION NOMINATION REPORT

1.   Purpose of the Report.

1.1   The purpose of this report is to request the Committee to nominate one Member as its Corporate Parenting Champion to represent the Committee as an Invitee to meetings of the Corporate Parenting Cabinet Committee.

2.   Connection to Corporate Improvement Objectives.

2.1   The key improvement objectives identified in the Corporate Plan 2013-2017 have been embodied in the Overview & Scrutiny Forward Work Programmes. The Corporate Improvement Objectives were adopted by Council on 25 February 2015 and formally set out the improvement objectives that the Council will seek to implement between 2013 and 2017. The Overview and Scrutiny Committees engage in review and development of plans, policy or strategies that support the Corporate Themes.

3.   Background.

3.1   Corporate Parenting is the term used to describe the responsibility of a local authority towards looked after children and young people. This is a legal responsibility given to local authorities by the Children Act 1989 and the Children Act 2004. The role of the Corporate Parent is to seek for children in public care the outcomes every good parent would want for their own children. The Council as a whole is the 'corporate parent' therefore all Members have a level of responsibility for the children and young people looked after by Bridgend. [1]

3.2   In order to further develop and enhance the Council's corporate parenting role with its partners, a Corporate Parenting Cabinet Committee comprising all Members of Cabinet was established by Cabinet on 4 November 2008.

3.3   The inaugural meeting of the Cabinet Committee was held on 27 November 2008 where it was agreed that the Cabinet Committee will meet bi-monthly. The terms of reference for the Cabinet Committee are:

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[1] Welsh Assembly Government and Welsh Local Government Association *'If this were my child… A councillor's guide to being a good corporate parent to children in care and care leavers'*, June 2009

- to ensure that looked after children are seen as a priority by the whole of the Authority and by the Children and Young People's Partnership;
- to seek the views of children and young people in shaping and influencing the parenting they receive;
- to ensure that appropriate policies, opportunities and procedures are in place;
- to monitor and evaluate the effectiveness of the Authority in its role as corporate parent against Welsh Government guidance.

3.4 At its inaugural meeting, the Cabinet Committee requested that a Corporate Parenting "Champion" be nominated from each of the Overview and Scrutiny Committees to become permanent invitees to the Cabinet Committee.

3.5 At its meeting on 27 May 2014, Cabinet agreed that the Chairperson of the Children and Young People Overview and Scrutiny Committee be appointed as an invitee to the Corporate Parenting Cabinet Committee, in addition to the Corporate Parenting Champion.

4.   Current Situation / Proposal.

4.1   The Committee is requested to nominate one Member as its Corporate Parenting Champion to represent the Committee as an invitee at meetings of the Corporate Parenting Cabinet Committee.

4.2   The role of the Corporate Parenting Champion is to represent their Overview and Scrutiny Committee, partaking in discussions with Cabinet over items relating to children in care and care leavers.

4.3   In this role, it is suggested that Members consider how the services within the remit of their Committee affect children in care and care leavers, and in what way can the Committee can therefore assist in these areas.

4.4   Scrutiny Champions can greatly support the Committee in this by advising them of the ongoing work of the Cabinet-Committee and particularly any decisions or changes which they should be aware of as Corporate Parents.

5.   Effect upon Policy Framework and Procedure Rules.

5.1   The work of the Partnerships and Governance Overview and Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend.

6.   Equality Impact Assessment.

6.1   There are no equality impacts arising from this report.

7.   Financial Implications.

7.1   None.

8.   Recommendation.

> The Committee is asked to nominate one Member of the Committee as its Corporate Parenting Champion to represent the Committee at meetings of the Corporate Parenting Cabinet Committee

P A Jolley,
Corporate Director – Operational And Partnership Services

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Background Documents

Bridgend County Borough Council Constitution

Part II of the Local Government Act 2000: Executive Arrangements

Report of the Corporate Director – Children to Cabinet, 4 November 2008: Establishment of a Corporate Parenting Cabinet Committee

Report of the Corporate Director – Children to the Inaugural Meeting of the Corporate Parenting Cabinet Committee, 27 November 2008

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

4 JULY 2016

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

LOCAL SERVICE BOARD OVERVIEW AND SCRUTINY PANEL RECOMMENDATIONS TO PUBLIC SERVICE BOARD

1.   Purpose of Report.

1.1   The purpose of the report is:
   i.   to present the Partnerships and Governance Overview and Scrutiny Committee with the recommendations of the Local Service Board (LSB) Overview and Scrutiny Panel;
   ii.   to seek the Committee's approval to change the name of the Local Service Board Overview and Scrutiny Panel to the Public Service Board (PSB) Overview and Scrutiny Panel.

2.   Connection to Corporate Improvement Objectives/Other Corporate Priorities

The work of the LSB/PSB is set out in Bridgend County Together, the Single Integrated Partnership Plan for Bridgend which takes into account the Authority's Corporate priorities:

- Supporting a successful economy
- Helping People to be more self-reliant

3.   Background.

3.1   At its meeting in October 2015 the LSB Scrutiny Panel received detailed presentations from the four Programme Boards that sit under the LSB as well as the Community Safety Partnership in order to determine how the LSB projects fit with the four main outcomes and priorities of each Programme Board.

3.2   The Panel were also presented with an update on how the Authority was preparing to respond to the Well Being of Future Generations Wales 2015 Act which included the establishment of a Public Service Board by April 2016.

3.3   During discussions with Officers, it was reported that each project reports to its relevant Programme Board on a quarterly basis through a project pro forma, with the 446 project pro forma being provided as an example. The pro forma outlined the following:
- Project description
- Deliverables
- Milestones/Project Schedule
- Key Partners
- Budget

- Progress Reports

3.4 The Panel resolved at this meeting to receive information on the Llynfi 20 project that sits under the Healthy Board at its next meeting to consider the work being carried out in this area, its progress report and how it compares with those of other Boards, for example, the 446 project, in terms of consistency etc.

4.   Current situation / proposal.

4.1 At its meeting on the 18 April 2016, the LSB Scrutiny Panel were advised that the Public Service Board had now been established for Bridgend and an Assessment of Local Wellbeing would be published by April 2017 followed by the Well Being Plan in April 2018.

4.2 The Panel then considered the item on the Llynfi 20 project and received detail of the project's workstreams, actions and of the next steps to develop outcome reporting and outcome indicators.

4.3 In discussions over reporting mechanisms, it was reported that the project does not currently use the same pro forma as the example provided for the 446 project to report to their respective Programme Board.

4.4 As a result of their meeting the Panel determined to make a series of Recommendations including the following proposal for change and recommendations to the PSB:

- The Panel proposed that Local Service Board Overview and Scrutiny Committee change its name to the Public Service Board Overview and Scrutiny Panel in order to align themselves with the newly established PSB.

Recommendations

1. The Panel recommended that each project under each Programme Board use the same pro forma template for reporting on their performance to ensure consistency across each Board and effective performance monitoring.

2. Members further recommended that work be undertaken to incorporate key measurable targets within these pro forma in order to evidence outcomes and success. Without consistent performance monitoring approaches using measurable targets there is a risk of objectives and real results not being achieved, gaps in provision and no evidence available for public accountability.

4.5 Should the Committee agree the recommendations from the Panel, they will then be formally submitted to the Public Service Board at its next meeting and copied to the Welsh Minister, the Commissioner and the Auditor General for Wales as per the legislation.

5.   Effect upon Policy Framework& Procedure Rules.

5.1 The work of the Partnerships and Governance Overview and Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the

power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend.

6.   Equality Impact Assessment

6.1   There are no equality impacts arising from this report.

7.   Financial Implications.

7.1   There are no financial implications arising from this report.

8.   Recommendation.

8.1   The Committee is asked to:

a) Approve the change of name from the Local Service Board Overview and Scrutiny Panel to the Public Service Board Overview and Scrutiny Committee;

b) Accept the recommendations of the Panel so that they can be sent to the Public Service Board for consideration.

Andrew Jolley
Corporate Director – Operational and Partnership Services
28 June 2016

Contact Officer: Rachel Keepins
                        Democratic Services Officer - Scrutiny

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Background documents

Welsh Government SPSF 3: Collective role (public service boards) - Shared Purpose, Shared Future: Statutory guidance on the Well-being of Future Generations (Wales) Act 2015

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BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

4 JULY 2016

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

FORWARD WORK PROGRAMME 2016-17

1.   Purpose of Report.

1.1   To present the Committee with its draft Forward Work Programme for 2016-17 for consideration and approval.

2.   Connection to Corporate Improvement Objectives/Other Corporate Priorities

2.1   The improvement priorities identified in the Corporate Plan 2016-2020 have been embodied in the Overview & Scrutiny Forward Work Programmes. The amended Corporate Plan adopted by Council on 10 March 2016 formally set out the improvement priorities that the Council will seek to implement between 2016 and 2020. The Overview and Scrutiny Committees engage in review and development of plans, policy or strategies that support the Corporate Themes.

3.   Background.

3.1   Under the terms of Bridgend County Borough Council's Constitution, each Overview and Scrutiny Committee must publish a Forward Work Programme (FWP) as far as it is known. This FWP period runs from May 2016 – May 2017.

4.   Current situation / proposal.

4.1   An effective Forward Work Programme will identify the issues that the Committee wishes to focus on during the year and provide a clear rationale as to why particular issues have been selected, as well as the approach that will be adopted; i.e. will the Committee be undertaking a policy review/ development role ("Overview") or performance management approach ("Scrutiny")?

4.2   On 8 April 2015, a report was presented to Council where it was agreed that:

   i)   Each of the following topics be considered by only one Scrutiny Committee:

   - Performance Monitoring
   - Corporate Plan
   - Business Planning
   - Budget Monitoring

   ii)   There would only be 6 scheduled meetings during the year for each Scrutiny Committee, which will look at a maximum of 12 service area topics. Without

the capacity to support additional meetings there is a need for each of the Scrutiny Committees to:

- Identify 12 topics for consideration which will provide the most significant value for the Authority and to the residents of the Borough of Bridgend;
- Prioritise their workloads i.e. if a key topic arises one of the existing planned topics will have to be removed from the programme;
- Focus their investigations to make best use of available resources;
- Determine appropriate recommendations which will support the delivery of the appropriate outcomes.

iii)   Once the Forward Work Programmes for each Committee have been determined, the Scrutiny Chairs will monitor the programmes of each Committee at their monthly meeting to ensure that the corporate priorities are being met. Proposals to consider a corporate priority topic will be included in the Forward Work Programme report submitted to every Scrutiny Committee meeting.

iv)   There are 12 meetings allocated to Research and Evaluation Panels (REPs) as laid out below:

- 2 meetings for the Public Service Board Scrutiny REP
- 4 meetings for the School Engagement REP
- 6 meetings of the Budget REP

4.3   There is also the potential for Collaborative Committees to deal with cross-cutting issues such as Supporting People or Child and Adolescent Mental Health.   These will need to be piloted in the first instance with a single item to determine the future capacity for further Collaborative Committees.

4.3   During April, planning workshops were held to enable Overview and Scrutiny Committees to carry out a review and planning exercise.

The aim of these workshops was to:
- Review outcomes and impacts that their committee had made during the previous year.
- Assess information they have received over the previous year.
- Identify suggestions for future items.
- Identify potential invitees to attend for specific items/subject areas.

4.4   These workshops were informed by the following sources in order to select potential items for inclusion:

- *Committee Requests for Scrutiny from previous Forward Work Programmes;*
- *Committee conclusions and recommendations 2015-16;*
- *Wales Audit Office Corporate Assessment Report 2015: Bridgend County Borough Council;*
- *Wales Audit Office Annual Improvement report 2014-15: Bridgend County Borough Council;*
- *Corporate Plan;*
- *Directorate Business Plans;*

- *Performance Reports to Scrutiny Committees;*
- *Annual business planning and budget setting process.*

4.5   From these workshops, a draft list of items have been produced for each Scrutiny Committee using a set of criteria, (attached at Appendix A), and have subsequently been shared with Corporate Directors for proposed dates, additional information and suggestions.

4.6   The draft list for the Partnerships and Governance Overview and Scrutiny Committee is attached at Appendix B.

5.   Effect upon Policy Framework& Procedure Rules.

5.1   The work of the Partnerships and Governance Overview and Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental wellbeing in the County Borough of Bridgend.

6.   Equality Impact Assessment

6.1   There are no equality impacts arising directly from this report.

7.   Financial Implications.

7.1   The delivery of the Forward Work Programme will be met from within existing resources for Overview and Scrutiny support.

8.   Recommendation.

8.1   The Committee is recommended to:

1. Consider the suggested topics for inclusion on the Committee's Forward Work Programme 2016-17;

2. Identify the 12 Primary topics for inclusion on the Forward Work Programme and prioritise those topics for presentation to the Committee;

3. Propose items for consideration for a Collaborative Committee pilot.

Andrew Jolley
Corporate Director – Operational and Partnership Services

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Background documents

None

Potential items proposed for the Forward Work Programme - questions to consider	
Proposed Item	
Is the item within the remit of the Committee?	
Is it a Corporate Priority?	
Is it a public interest item?	
What are the questions that need answering?	
Then:	
What is the expected outcome from receiving the item?	
What can be achieved?	
What impact can Members have on this area?	
What information should be reported to the Committee? I.e. data, case studies, examples of outcomes, challenges etc.	
How should information be presented at the meeting? I.e. PowerPoint/Prezi presentation, audio/visual formats, photos, graphics, charts, maps etc.	
Who should be invited to contribute to achieve a representative picture? I.e. front line staff, users, carers, young people, representatives from partner organisations, business representatives etc.	
Is the item particularly suitable for webcasting?	

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PARTNERSHIPS & GOVERNANCE (P&G) OVSC – DRAFT ANNUAL FORWARD WORK PROGRAMME

	Date	Topic		Invitees
1	4 July 2016	Wales Extremism and Counter Terrorism Unit (WECTU) and Counter Terrorism and Security Act 2015	To provide an update on the work of the Community Safety Partnership and its new duties and responsibilities following the enactment of the Counter-Terrorism and Security 2015 act and to inform Scrutiny of the current threat of extremism and terrorism across the South Wales.	• Andrew Jolley, Corporate Director - Operational and Partnership Services; • Cllr Charles Smith, Cabinet Member Regeneration and Economic Development; • Martin Thomas, WECTU representative; • Darren Summerfield, WECTU representative.
2	4 July 2016	Regulatory Services Collaborative Project and Business Plan	To provide an update on the development of the SRS between Bridgend, Cardiff and the Vale of Glamorgan Council and deliver the joint Business Plan for 2016-17.	• Andrew Jolley, Corporate Director - Operational and Partnership Services; • Cllr Charles Smith, Cabinet Member Regeneration and Economic Development; • Lee Jones, Head of Regulatory and Partnerships.
3	10 Oct 2016	Social Housing – Partnership Working with Registered Social Landlords (RSL's)	To provide an overview of how Bridgend County Borough Council are working and communicating with RSL's to ensure the best outcomes for residents and the community.	• Andrew Jolley, Corporate Director - Operational and Partnership Services; • Cllr Ceri Reeves, Cabinet Member – Communities.
4	10 Oct 2016	TBC		

	Date	Topic		Invitees
5	21 Nov 2016	Western Bay – Substance Misuse	To provide an overview of how the Authority is working together with neighbouring authorities and the police to find out how drugs get into the region and what plans are in place to stop drug trafficking.	• Sue Cooper, Corporate Director – Social Services and Wellbeing; • Cllr Phil White, Cabinet Member - Adult Social Care and Health & Wellbeing; • Police Representative – TBC; • Western Bay Representative – TBC.
6	21 Nov 2016	Child Sexual Exploitation	To provide an update from a partnership perspective. How are partners working together to raise the profile and to prevent Child Sexual Exploitation.	• Sue Cooper, Corporate Director – Social Services and Wellbeing; • Cllr Hailey Townsend, Cabinet Member - Children's Social Services and Equalities; • Police Representative – TBC; • Elizabeth Walton-James, Group Manager Safeguarding and Quality Assurance.
7	6 Dec 2016	City Deal	To provide an update on City Deal and what impact this will have on Bridgend.	• Darren Mepham, Chief Executive; • Cllr Hywel Williams, Cabinet Member – Resources; • Mark Shephard, Corporate Director – Communities.
8	6 Dec 2016	Community Policing	To receive a review of the current community policing strategy within the County Borough with emphasis on local delivery, partnership intervention and community liaison.	• Andrew Jolley, Corporate Director - Operational and Partnership Services; • Cllr Charles Smith, Cabinet Member Regeneration and Economic

	Date	Topic		Invitees
				Development; • John Davies, Community Safety Team Leader Super Intendent Martin Jones.
9	06 Feb 2017	Community Safety Partnership	To provide Members with an overview of Community Safety Partnership priorities and projects.	• Andrew Jolley, Corporate Director - Operational and Partnership Services; • Cllr Charles Smith, Cabinet Member Regeneration and Economic Development; • John Davies, Community Safety Team Leader.
10	6 Feb 2017	Western Bay - Safeguarding	To provide an update on the Safeguarding Adults Board and Safeguarding Children's Board and evidence how partners are working together and how quickly are services acting to need.	• Sue Cooper, Corporate Director – Social Services and Wellbeing; • Cllr Huw David, Deputy Leader; • Cllr Hailey Townsend, Cabinet Member - Children's Social Services and Equalities.
11	10 Apr 2017	Critical Incident Management and Emergency Planning	To review the Authorities critical incident policy and procedure with emphasis on emergency planning and partnership collaboration	• Mark Shephard, Corporate Director – Communities; • Cllr Charles Smith, Cabinet Member Regeneration and Economic Development.
12	10 Apr 2017	TBC		

Non Service Area Reports

Date	Topic	
4 July 2016	Scrutiny Annual FWP	To present to the Committee with suggested topics for consideration in the development of its Forward Work Programme for 2015-16.
4 July 2016	Corporate Parenting Champion Nomination	To cover nominations for Corporate Parenting Champion
10 April 2017	Budget Research and Evaluation (BREP) Nomination	To cover nominations for BREP
TBC	Annual Recommendations Monitoring Report	

REPORT TO PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

4 JULY 2016

REPORT OF THE CORPORATE DIRECTOR – OPERATIONAL AND PARTNERSHIP SERVICES

FORWARD WORK PROGRAMME UPDATE

1.   Purpose of Report

1.1   The purpose of this report is to:

a) present the items due to be considered at the Committee's meeting to be held on 10 October 2016; and
b) present a list of further potential items for prioritisation by the Committee.

2.   Connection to Corporate Improvement Objectives / Other Corporate Priorities

2.1   The improvement priorities identified in the Corporate Plan 2016-2020 have been embodied in the Overview & Scrutiny Forward Work Programmes. The amended Corporate Plan adopted by Council on 10 March 2016 formally set out the improvement priorities that the Council will seek to implement between 2016 and 2020. The Overview and Scrutiny Committees engage in review and development of plans, policy or strategies that support the Corporate Themes.

3.   Background

3.1   At its meeting 4 July 2016, the Partnerships and Governance Overview and Scrutiny Committee will determine its Annual Forward Work Programme for 2016/17.

4.   Current Situation / Proposal

Meetings of the Partnership and Governance Overview and Scrutiny Committee

4.1   In relation to the Committee's next scheduled meeting to be held on 10 October 2016, the table below lists the items to be considered and the invitees due to attend should the Committee agree it's proposed annual forward work programme.

Topic	Invitees	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Social Housing – Partnership Working with Registered Social Landlords (RSL's)	• Andrew Jolley, Corporate Director - Operational and Partnership Services; • Cllr Ceri Reeves, Cabinet Member –	To provide an overview of how Bridgend County Borough Council are working and communicating with RSL's to ensure the best outcomes for residents and the community.	Detail research / To be confirmed

Topic	Invitees	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
	Communities; • Cllr John Spanswick, Chair of Community Environment and Leisure; • Representative from Housing Solutions.		
TBC			Detail research / To be confirmed

4.2   The table below lists all potential items that the Committee has considered during their planning workshop and, subject to any changes from the approval of the Annual Forward Work Programme, are put forward for reprioritisation as appropriate.

Topic	Proposed Date	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Western Bay – Substance Misuse	21-Nov-16	To provide an overview of how the Authority is working together with neighbouring authorities and the police to find out how drugs get into the region and what plans are in place to stop drug trafficking.	Detail research / To be confirmed
Child Sexual Exploitation	21-Nov-16	To provide an update from a partnership perspective. How are partners working together to raise the profile and to prevent Child Sexual Exploitation.	Detail research / To be confirmed
City Deal	06-Dec-16	To provide an update on City Deal and what impact this will have on Bridgend.	Detail research / To be confirmed
Community Policing	06-Dec-16	To receive a review of the current community policing strategy within the County Borough with emphasis on local delivery, partnership intervention and community liaison.	Detail research / To be confirmed
Community Safety Partnership	06-Feb-17	To provide Members with an overview of Community Safety Partnership priorities and projects.	Detail research / To be confirmed

Topic	Proposed Date	Specific Information Requested	Research to be Undertaken by the Overview & Scrutiny Unit
Western Bay - Safeguarding	06-Feb-17	To provide an update on the Safeguarding Adults Board and Safeguarding Children's Board and evidence how partners are working together and how quickly are services acting to need.	Detail research / To be confirmed
Critical Incident Management and Emergency Planning	10-Apr-17	To review the Authorities critical incident policy and procedure with emphasis on emergency planning and partnership collaboration	Detail research / To be confirmed
TBC	10-Apr-17	TBC	Detail research / To be confirmed

Corporate Parenting

4.3   Corporate Parenting is the term used to describe the responsibility of a local authority towards looked after children and young people. This is a legal responsibility given to local authorities by the Children Act 1989 and the Children Act 2004. The role of the Corporate Parent is to seek for children in public care the outcomes every good parent would want for their own children. The Council as a whole is the 'corporate parent' therefore all Members have a level of responsibility for the children and young people looked after by Bridgend. [1]

4.4   In this role, it is suggested that Members consider how the services within the remit of their Committee affects children in care and care leavers, and in what way can the Committee can therefore assist in these areas.

4.5   Scrutiny Champions can greatly support the Committee in this by advising them of the ongoing work of the Cabinet-Committee and particularly any decisions or changes which they should be aware of as Corporate Parents.

5.   Effect upon Policy Framework and Procedure Rules

5.1   The work of the Partnerships and Governance Overview and Scrutiny Committee relates to the review and development of plans, policy or strategy that form part of the Policy Framework and consideration of plans, policy or strategy relating to the power to promote or improve economic, social or environmental well being in the County Borough of Bridgend.

6.   Equality Impact Assessment

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[1] Welsh Assembly Government and Welsh Local Government Association *'If this were my child… A councillor's guide to being a good corporate parent to children in care and care leavers'*, June 2009

6.1   None

7.   Financial Implications

7.1   None.

8.   Recommendations

8.1   The Committee is recommended to:
(i)   Note the topics due to be considered at the meeting of the Committee for 10 October 2016 and confirm if it requires any additional specific information to be provided by the invitees listed or the Overview & Scrutiny Unit;

(ii)   Determine the topics, invitees to be invited to attend and any specific information it would like the invitees to provide as well as any research that it would like the Overview & Scrutiny Unit to undertake in relation to its meeting for 21 November 2016;

(iii)   Revisit and consider the list of future potential items for the Committees Forward Work Programme and reprioritise as the Committees feels appropriate.

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Background documents: None