

VALE of GLAMORGAN

Service Area

Team Plan 2014/15



BRO MORGANNWG

Team Manager	Alun Billingham (Head of Public Protection)
Service Plan	Public Protection
Date signed off	
Signed off by	

Service Outcome 1:	Residents of the Vale live in safe, healthy, prosperous and sustainable communities.
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Objective 2:	To promote a safe, fair, attractive and secure environment for residents, businesses and visitors through a range of activities.
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Context for this objective:	<p>The Vale of Glamorgan consists of many different environments each of which face their own challenges when striving to become safe and secure for residents, visitors and businesses. The Vale hopes to become an environment where people can live, work and visit free from crime and disorder and the fear of crime. This aim is carried forward by teams who enforce the Council's statutory obligation to protect the health, safety and wellbeing of residents at home, work and leisure.</p> <p>The Safer Vale Partnership utilises targeted interventions in order to reduce crime which will lead to safe and secure environments. This work is supplemented by the effective licensing of premises, individuals and vehicles which also aims to protect and improve the wellbeing of the area. In terms of the physical environment the Vale of Glamorgan has a Civil Protection Unit which ensures that the Vale is prepared for any emergency or crisis such as adverse weather or industrial incidents.</p> <p>The preparedness of the Vale ensures that the environmental quality is protected through the use of carefully drafted plans and ensures that should an incident take place all efforts will be made to ensure that the environment remains safe and secure for residents, visitors and businesses. The Pollution Control team aims to protect the natural environment by monitoring air and noise pollution to ensure that the environment and the health and wellbeing of the community is maintained.</p> <p>The Housing team aims to ensure improvements to the quality and management of privately rented homes and caravan site and the reuse of empty home to protect residents health and wellbeing and meeting housing need. The pest control service aims to protect residents health from the health impact of rodents and other pests within the Home. The Disabled Faculties Grant team administers grant aid to help people adapt their homes to help them remain living at home as independently as possible. The Renewal Area aims to secure improvement to homes in all tenure across a defined area to support that area's regeneration.</p>
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FOOD/ HEALTH SAFETY/ID and TS

Ref.	During 2014-15 we plan to:	Success Criteria/ Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?	Progress
H5	Facilitate the renewal of private sector housing stock through a range of renewal and improvement initiatives.	See points below		Elen Probert				
H8	Monitor and reduce the number of empty homes by promoting their return to use and implementation of the Empty Homes Strategy.	450 empty properties are returned to use during 2014/15 through direct action by the Council Return 19 units of accommodation back into use	H	Elen Probert	1/4/14	31/3/17	WG funding of Houses to homes & empty property officer with EH support (0.8 FTE)	

		through this loan by 31/03/2015.						
H11	Assist people to live independently in their homes by reducing the time taken to deliver Disabled Facilities Grants and delivering the Accessible Homes Policy (2013/17)	Residents live in homes that meet their needs. The adaptations that residents need are delivered in a timely manner, with an average delivery time in 2014/15 of 250 days.	H	Nigel Ayres	1/4/14	31/3/17	Capital funding Disabled Adaptations. Completed by DFG team 7.5 FTE	
	Introduce a framework for DFG to facilitate adaptation to peoples homes	Successful appointment of 6 contractors to the framework Reduction in the average time to approve a grant compared to 2013/14.	H	Nigel Ayres	1/4/13	31/3/16	Completed by DFG team 7.5 FTE	
H	Continue to implement HMO additional	All licensible HMO's in the area inspected	M	Julian Love	1/4/14	30/6/18	1 FTE & fee income	

	licensing scheme in the Castleland Renewal Area	and licensed						
H	Implement requirement Mobile Home (Wales) Act	All five existing site licenced in accordance with new legislation	H	Julian love	1/9/14	1/10/15	0.5 FTE & licence fees	
H	Deliver the Housing Reactive Service in accordance with the CIEH best practice and bench marking standard	Achieve minimum best practice standard & 90 % customer satisfaction	H	Julian Love	1/4/14	31/3/15	2 FTE	
H	Deliver a Pest Control Service in accordance with the CIEH Best Practice standard	Achieve minimum best practice standard and income target	H	Julian Love	1/4/14	31/3/15	3.5 FTE	
H	Complete a Targeted Sewer baiting programme	Complete programme using all available funding from Welsh water	M	Julian Love	1.4.14	31/3/15	Funded by Welsh Water	

CPS1	Increase the awareness of the Councils emergency planning arrangements to ensure that staff are prepared and contingency arrangements are in place in the event of an emergency incident (2016/17)	<p>Emergency Plans to be reviewed during the year;</p> <ul style="list-style-type: none"> • COMAH Plans • <p>Emergency Planning training to be undertaken during the year</p> <ul style="list-style-type: none"> • Briefing sessions with CMT • Silver Training • COMAH Plan Exercise • Airport Exercise • Community Resilience with Community Councils • Elected Members Awareness 	M	Debbie Spargo	1.4.14	31.3.15	1 FTE	
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		session						
CPS10	Work with businesses to increase the percentage of businesses inspected achieving a food hygiene rating score of 3 or more (2016/17)	A high number of Vale food businesses achieve a food hygiene rating of 3 or more	H	Leah Harris	01/04/2014	31/03/17	0.1 FTE with Food Standards Agency funding	
CPS 11	Deliver the Food Law Enforcement Plan 2014-15, e.g. 630 planned food hygiene interventions; respond to 90% of service requests within 5 working days; deliver the Food Sampling Plan for 2014/2015	100% high risk food hygiene premises are inspected, ensuring public safety in food establishments	H	Leah Harris	01/04/2014	31/03/2015	5.2 FTE. Within existing staffing and budget	
CPS 12	Undertake Food Hygiene (Level 2) and Food Safety	Increase knowledge and awareness of food business	H	Leah Harris	01/04/2014	31/03/17	0.1 FTE with food standards agency	

	Management System training with key food businesses	operators and staff					funding	
CPS 13	Provide an effective response from Vessels for Ship Sanitation Certificates and water sampling of portable water	Minimise infectious disease entry to the UK. Protecting public health	M	Leah Harris	01/04/2014	31/03/15	0.1 FTE Within existing staffing and budget	
CPS 14	Deliver service priorities as outlined in our Health and Safety Enforcement Plan 2014-15, e.g. to inspect 100% of high risk premises due an inspection within the year; to concentrate resources on the areas identified within the	50% of customers are satisfied with overall health and safety services.	H	Leah Harris	01/04/2014	31/05/15	0.5 FTE. Within existing staffing and budget	

	National Code Annex A and All Wales Project Plan; to respond to 90% of service request within 5 working days.							
R12	Implement the Castleland Renewal Area to improve the standard housing and the local environment. (2016/17)	90% participation rate through the take up of residential facelifting assistance offered to eligible owners Take up of the grant aid by owners in Holton Road, target of 20 grants to be approved by the 31 st March 2015	H H	Gareth Warren Gareth Warren	01/4/10 01/4/14	31/03/17 31/03/17	Capital funding from Council and Welsh Government Work completed by Renewal Area Team - 3 FTE	
IO6	To reduce the time taken to deliver disabled facilities grants	Residents live in homes that meet their needs. The adaptations that	H	Nigel Ayres	1/4/14	31/3/17	Capital funding Disabled Adaptations.	

	to children and young people and to adults.	residents need are delivered in a timely manner, with total average delivery time in 2014/15 of 250 days.					Completed by DFG team 7.5 FTE	
	Develop Lalpac to time monitor all Licensing and Registration Process Functions.	To ensure that the correct fees are charged for all Licenses and Registrations to avoid any challenge by way of Judicial Review.		Mandy Ewington	1/4/14	31/5/15	Licensing Fees and Charges	
	Develop fees tool kit for all Licensing Functions.	To ensure that all Licensing and Registration Fees including non chargeable functions are accounted accurately.		Mandy Ewington	1/4/14	31/3/15	Licensing Fees and Charges	
	Publish an updated	To comply with the Licensing Act		Mandy Ewington	1/4/14	31/3/15	Licensing Fees and	

	Licensing Act 2003 Policy.	2003					Charges	
DS04/A061	Provide timely and accurate advice, information and education to consumers.			Christina Roberts-Kinsey				
DS04/A062	Secure compliance with legislation and codes of practice.			Christina Roberts-Kinsey				
DS01/A012	Proactively engage in the statutory land-use planning process on matters relating to noise pollution and prevention.	Reduction in noise pollution in residential areas improving the quality of life for residents achieved by responding to: 80% of planning requests received responded to within 10 working days	H	Elen Probert	1/4/14	31/3/15	Existing resources from Pollution Control Team (4 FTE)	

	Respond to alleged noise nuisance complaints in a timely manner.	Respond to 90% of requests for service from the public within 5 working days and resolve 94% of those requests within 120 days during 2013/14.	H	Elen Probert	1/4/14	31/3/15	Existing resources from Pollution Control Team (4 FTE)	
	Continue to address the air quality with the Windsor road	Monitor and review the data on air quality in the AQMA and develop an action plan to help address the pollution levels	H	Elen Probert	1/4/13	31/3/15	Existing resources from Pollution Control Team (4 FTE)	
DS04/A062	Secure compliance with legislation and codes of practice.			Christina Roberts-Kinsey				