

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 24 June 2026
Relevant Scrutiny Committee:	Live Well Scrutiny Committee
Report Title:	Shared Regulatory Services Health and Safety Enforcement Service Plan 2026/27
Purpose of Report:	To seek approval for the Health and Safety Enforcement Service Plan for the Shared Regulatory Service for 2026/27
Report Owner:	Trevor Baker - Director of Environment and Housing Services
Responsible Officer:	Christina Hill - Head of Shared Regulatory Services
Elected Member and Officer Consultation:	No Elected Members have been consulted. The following officers have been consulted ; Assistant Director, Cardiff Council, Head of Legal and Regulatory services, Bridgend County Borough Council
Policy Framework:	This is a matter delegated to the Joint Committee
Executive Summary: The report appraises the Committee of the work of the Health and Safety team and requests approval for the Health and Safety Enforcement Service Plan for the Shared Regulatory Services for 2026/27.	

Recommendations

1. Approve the 2026/27 Health and Safety Enforcement Service Plan.
2. Authorise the Head of the Shared Regulatory Services to make administrative amendments to the 2026/27 Health and Safety Enforcement Service Plan should the need arise.

Reasons for Recommendations

1 & 2

To ensure the Shared Regulatory Service has robust arrangements in place to deliver its obligations as an enforcing authority under the Health and Safety at Work Act 1974 and comply with statutory guidance.

1. Background

- 1.1 The Shared Regulatory Service, together with the Health and Safety Executive is responsible for the enforcement of Health and Safety at Work Act 1974.
- 1.2 The Councils have a duty, which is delegated to Joint Committee to enforce the Health and Safety at Work Act 1974.
- 1.3 Section 18 of the Health and Safety at Work Act requires Local Authorities to produce a Health and Safety Service Plan setting out the arrangements in place to discharge these duties. This Health and Safety Enforcement Service Plan is produced in response to that requirement and is designed to inform residents, the business community of Bridgend, Cardiff and the Vale of the arrangements the Councils have in place to regulate health and safety.
- 1.4 A Copy of the draft Health and Safety Enforcement Plan for 2026/27 has been attached to this report as Appendix 1.
- 1.5 The Service Plan details the aims and objectives of the service in respect of Health and Safety enforcement, which are determined annually. The plan details:
 - the demands on the service,
 - the risk based work programme and
 - the resources available to deliver the required work
- 1.6 The plan explains the Health and Safety Executives expectations of Local Authorities along with some achievements from 2025/26 and the challenges envisaged in the year ahead.

2. Key Issues for Consideration

- 2.1** Local authorities have a duty to produce a Health and Safety Enforcement Service Plan that is endorsed by elected members and makes clear their arrangements for contributing to current Health and Safety Commission priorities.
- 2.2** The plan seeks to take account of local needs while addressing the national priorities as set out by the Health and Safety Commission in its strategic plan. The service plan must identify both reactive and proactive work and include details of planned promotional and educational events.
- 2.3** The Health and Safety Executive require each Local Authority to complete an annual return detailing the work activities undertaken in the previous year, details of which can be found within the Health and Safety Enforcement Service Plan contained in Appendix 1.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1** The Well-being of Future Generations Act requires the SRS to underpin decision making by contributing to the seven well-being goals of the Act, following the five ways of working, and consequently undertaking actions that will have a positive impact on people living in the future as well as those living today. Consequently SRS seeks to work in the following ways:
 - Looking to the long term
 - Taking an integrated approach;
 - Involving a diversity of the population in the decisions affecting them;
 - Working with others in a collaborative way to find shared sustainable solutions
 - Acting to prevent problems from occurring or getting worse.

4. Climate Change and Nature Implications

- 4.1** As set out in 1.1 above, one of the key strategic themes for the Shared Regulatory Service is *Protecting the Local Environment*.
- 4.2** The SRS Business Plan articulates the work carried out under this theme to deliver on the corporate priorities for the participant Councils, including their ambitions to minimise climate change and impacts on the natural environment.

- 4.3** In this context, the Joint Committee is regularly updated on the contribution of SRS to this agenda, for example through its work in the areas of animal health and welfare, air quality, contaminated land, energy efficiency in the private rented sector and investigating greenwashing claims or environmental fraud.

5. Resources and Legal Considerations

Financial

- 5.1** The Participants' contribution towards the Shared Regulatory Service is recharged on a quarterly basis, based upon the approved budgets for 2023/24. Accounting for the full year is reported to the Committee at the Annual General Meeting.

Employment

- 5.2** There are no immediate employment implications associated with this report.

Legal (Including Equalities)

- 5.3** The Council has a statutory duty to provide a Health and Safety Enforcement Service Plan. Under the Health and Safety at Work Act 1974 section 18(4) all local authorities have a legal duty to make adequate arrangements for the enforcement of statutory provisions and any other duties imposed upon them under the guidance of the Health and Safety Commission (HSC). The guidance issued, commonly known as "Section 18 guidance" is mandatory.

6. Background Papers

- Appendix 1 - Draft Health and Safety Enforcement Service Plan 2026/27.
- The Shared Regulatory Services Business Plan 2026/27

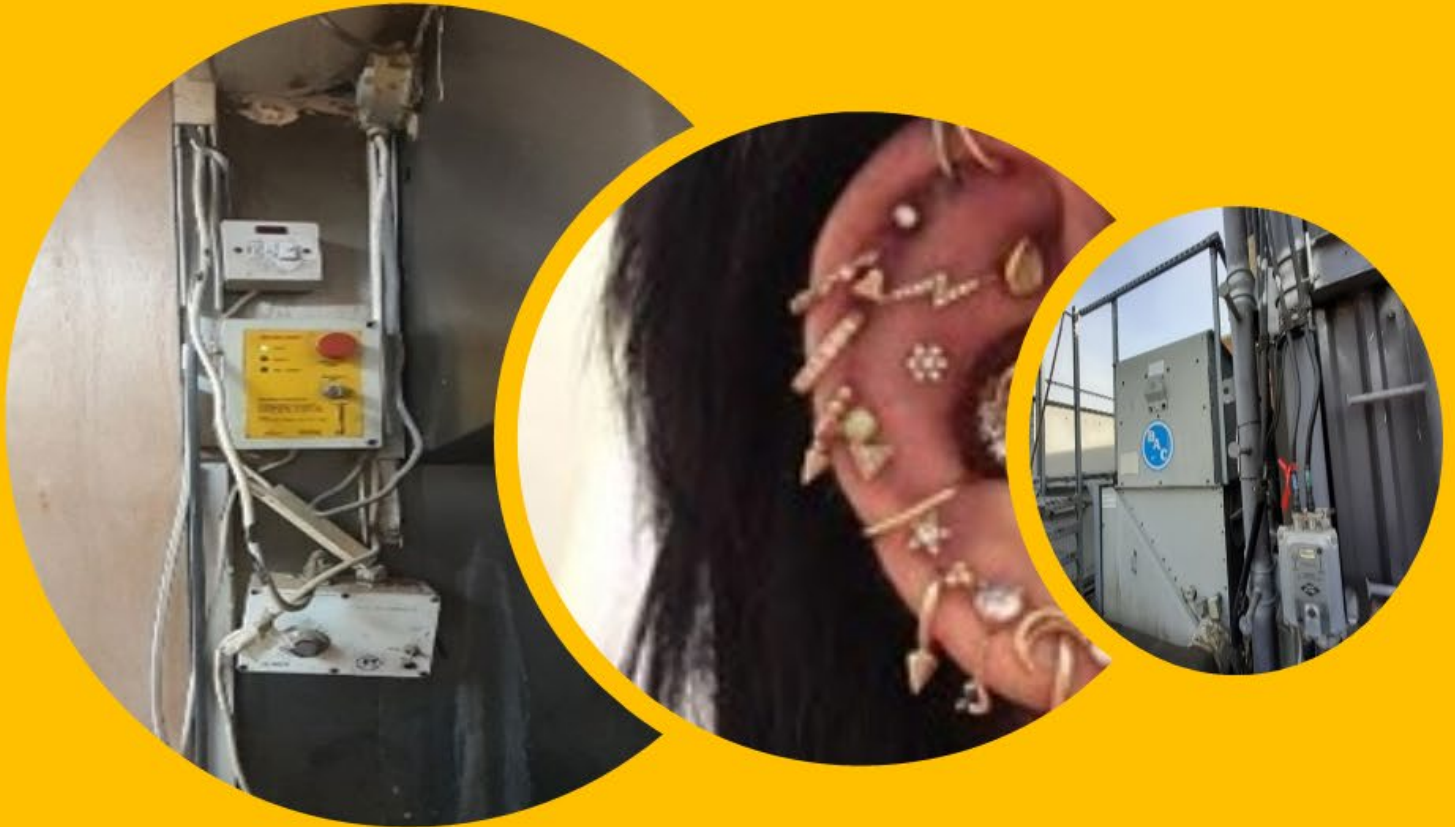
Shared Regulatory Services

Health & Safety Enforcement

Service Plan 2026/27



Health and
Safety at Work



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Introduction

Shared Regulatory Services (SRS) is a collaborative service that was formed between Bridgend, Cardiff and the Vale of Glamorgan Councils on 1st May 2015. It delivers a fully integrated service under a single management structure, with shared governance arrangements to achieve full elected member engagement, for Trading Standards, Environmental Health and Licensing functions.

The Health and Safety at Work etc. Act 1974 places a duty on Local Authorities to enforce this legislation and are required by Section 18 of the Act to set out the arrangements they have in place to discharge that duty. This Service Plan is produced in response to that requirement and is designed to inform the business community and wider audience of the arrangements in place across Bridgend, Cardiff and the Vale of Glamorgan to regulate health and safety in the workplace. It also illustrates how these activities contribute to, and support others, in delivering Corporate and statutory objectives to the community as a whole.

The Service Plan contains two elements:

- The arrangements, supporting structures and controls that enable these interventions to be delivered.
- An Intervention Plan which details the type, method and number of interventions to be used in order to fulfil the major purpose of working with others and to contribute to the reduction in the number of fatal and major injuries and ill health in people in work and those affected by work activities.

The Plan is therefore designed to meet the Health and Safety Executive's national planning priorities (*as detailed in LAC 67(2): 2026/27 to 2029/30*) and highlights how Shared Regulatory Services will target its available resources to optimise workplace health, safety and welfare standards across the 3 legacy Authority areas.

The plan will illustrate how the Service will meet the objectives of the Health and Safety at Work etc. Act 1974 to:

- Secure the health, safety and welfare of persons at work;
- Protect persons other than those at work against risk to health or safety arising from work activities.

Whilst the 2025/26 business year required the Service to focus its efforts on successfully implementing the Welsh Government licensing scheme for special procedures, the 2026/27 business year provides us with the opportunity to resume 'business as usual' with renewed vigour. A range of broad-based, health-oriented themes will provide the focus for the year ahead, providing us with the opportunity to engage with a range of key partners, existing and new, to maximise our impact and achieve best value for our citizens. As ever, the Service remains committed to protecting and improving the health and safety of people across the region.

Christina Hill

Head of Service – Shared Regulatory Services

1. Service Aims and Objectives

1.1 Service aims and objectives

Shared Regulatory Services is committed to improving health and safety outcomes by ensuring the highest health and safety standards are maintained throughout the region in order to protect employees, the self-employed and members of the public. To demonstrate this, the Service has adopted the following aims and objectives.

The overall aim of the Service is:

To work with others to protect people's health and safety by ensuring risks in the changing workplace are managed properly.

To achieve this, the service has adopted the following 5 key delivery priorities:-

- To target enforcement activity in accordance with national guidance, and local level intelligence, to focus resources on higher risk work activities and poor performers.
- Support delivery of the HSE's National 10 year Strategy, "Protecting People and Places"
<https://www.hse.gov.uk/aboutus/assets/docs/the-hse-strategy.pdf>
- Investigate notified work-related injuries, occupational disease and dangerous occurrences in accordance with the Accident Investigation Policy.
- Respond to all service requests received as complaints from employees, unions, safety representatives or members of the public in accordance with the Complaint Investigation Policy.
- To respond in a timely manner to service requests on matters such as asbestos removal notifications, statutory notifications for lifting equipment and pressure systems, licensing applications.

1.2 Links to Corporate Objectives, national and local plans

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 (Appendix 2). In developing our own strategic priorities for Shared Regulatory Services, we have considered the priorities of all three authorities, together with the needs and aspirations of our partners and customers, so they translate into priorities that meet local needs.



SRS priorities particularly relevant to the delivery of this plan are:

Improving
health and
wellbeing

Amongst other factors impacting on health, the service works with others to contribute to the reduction in the number of fatal and major injuries; incidence of ill health and support the well-being of people in work, and those affected by work activities.

Safeguarding
the vulnerable

The enforcement of health and safety legislation in some occupational settings has a positive impact in protecting vulnerable sectors of our society, for example: residential care homes; nurseries and early years' settings and service sector businesses such as tattooists; semi-permanent make-up practitioners; beauty therapists and cosmetic body piercers who target young people. Using a range of proactive interventions and engaging with these industry sectors supports protection of our vulnerable citizens.

Supporting the
local economy

The provision of timely advice, and education, on health and safety issues to businesses, stakeholders, and other local authorities and bodies can benefit the economic viability of businesses. The equitable enforcement of regulations helps to maintain a level playing field, allowing businesses to compete on equal terms. The implementation of non-inspection interventions outlined in the HSE LAC 67/2 document facilitates achievement of this objective.

These Service priorities reflect the four overarching outcome-focused priorities enshrined in the [National Enforcement Priorities for Wales](#) which set the strategic framework for local authority regulatory services (such as Trading Standards and Environmental Health) to deliver consumer and environmental protection services.

- 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.

As a co-regulator of workplace health and safety, SRS remains committed to delivering services which focus on:

- Encouraging and recognising improvements whilst promoting a joined-up approach to minimise unnecessary burdens on businesses;
- Continuing to promote a risk-based, goal-setting regulatory regime;
- Working with key stakeholders to promote safer and healthier workplaces, providing a level playing field for responsible employers with regulators and co-regulators, by advising, promoting, and where necessary, enforcing good standards of risk control;
- Taking a proportionate, risk-based approach to support better outcomes, innovation and the safe use of new technologies;
- Supporting the development and sharing of services, products and knowledge that contribute to improved management and control of risks;
- Continuing stakeholder engagement to ensure services and systems remain effective, efficient, appropriate and relevant.

As a public body, SRS is required to implement the key principles of the **Well-being of Future Generations (Wales) Act 2015** which seeks to ensure the needs of the present are met in a sustainable way by using the following ways of working:

- looking to the long term so not compromising the ability of future generations to meet their own needs;
- taking an integrated approach;
- involving a diversity of the population in the decisions affecting them;
- working with others in a collaborative way to find shared sustainable solutions; and
- acting to prevent problems from occurring or getting worse.

Welsh Government requires Local Authorities to embody these principles as part of the strategic planning process.

2. Overview of the Service

2.1 Area profile

Shared Regulatory Services covers the Council areas of Bridgend, Cardiff and the Vale of Glamorgan and serves over 650,000 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 with a high proportion of elderly residents, which is subject to a major influx of tourists during the summer period.



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 Welsh 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 Principality Stadium hosts international events.



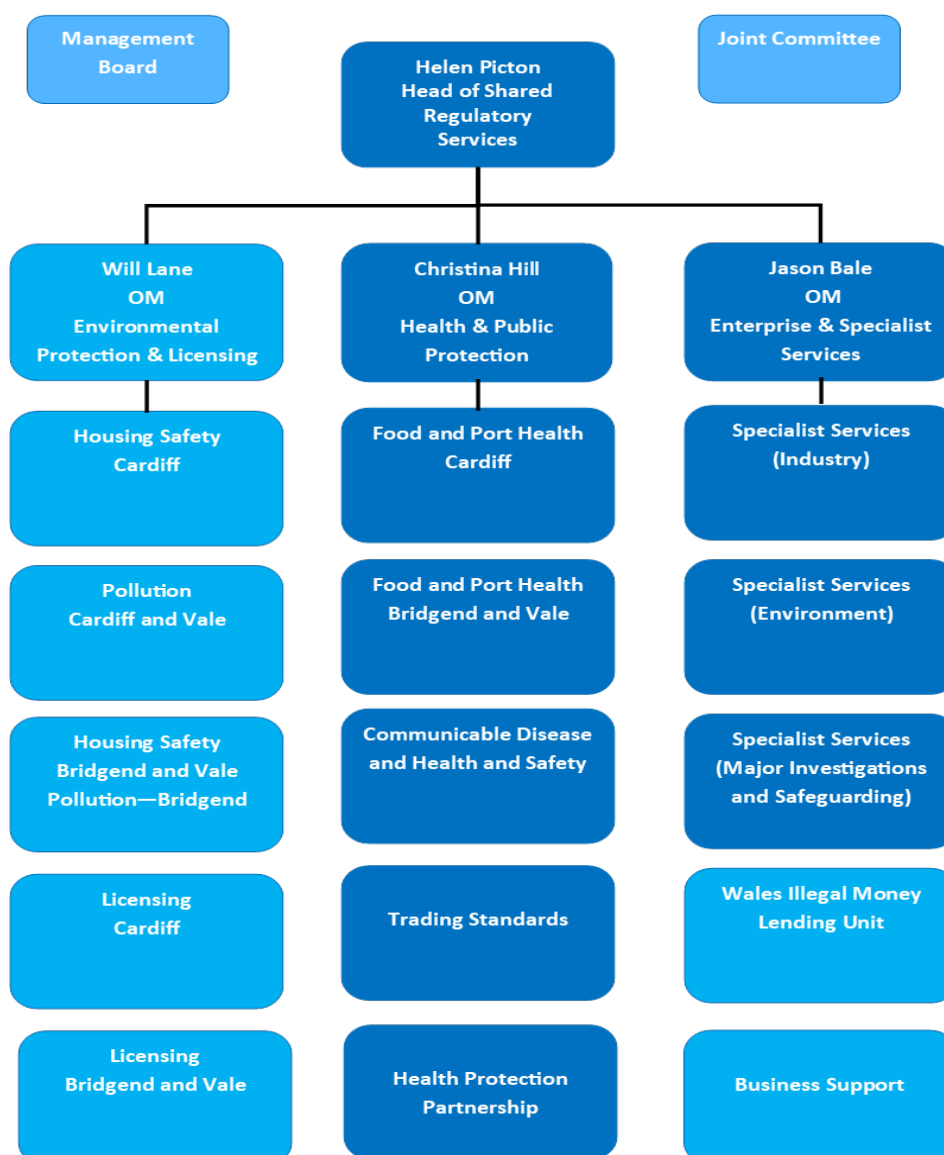
The Vale of Glamorgan is bounded to the north by the M4 motorway and to the south by the Severn Estuary. It covers 33,097 hectares with 53 kilometres of coastline, and a population of over 130,000 residents. The area is predominantly rural in character, but contains several urban areas of note such as 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.



2.2 Organisational structure

Health and safety enforcement services are mainly provided by the Health & Public Protection (*previously called Commercial Services*) arm of Shared Regulatory Services, with some distinct pieces of work being delivered by Enterprise and Specialist Services. The teams largely comprise of Environmental Health Officers providing services across the three local authority areas. The Vale of Glamorgan Council acts as host authority for the Service, with functions associated with this Plan being delegated to the Shared Service Joint Committee. Health & Public Protection deals with the majority of health, safety and well-being activities within Shared Regulatory Services, whilst Enterprise and Specialist Services support this function through the provision of advisory (paid for) visits; Primary Authority Partnership work; overseeing public safety at large outdoor events and assisting with major investigations as they arise. Operational functions within the Service are illustrated in the following table with those that have responsibility for health and safety issues highlighted in darker blue.

Shared Regulatory Services Organisational Chart



2.3 Scope of the Health and Safety Enforcement Service

Shared Regulatory Services is responsible for providing a comprehensive health and safety service combining education, advice and enforcement. The enforcement of Health and Safety at Work legislation is shared with the Health and Safety Executive (HSE) and division of responsibilities is laid down by regulation. The Service is responsible for enforcement in premises such as offices, retail premises, wholesale/retail warehouses, consumer services used by members of the public, places of entertainment and leisure, hotels and some residential accommodation and catering establishments. There are approximately **9,997** premises across the region that require a range of health and safety interventions such as inspection, survey, monitoring, advice and enforcement. Activities are categorised as either reactive or proactive. The full scope of the health and safety service includes:

Reactive

- Investigating reported accidents, occupational diseases and dangerous occurrences;
- Responding to complaints and requests for service;
- Permissioning activities including special procedures licensing, asbestos removal work and statutory examination reports;
- Responding to consultations from Licensing, Planning, and Building Control;
- Providing advice and information to new businesses;
- Securing safety standards at outdoor sporting, cultural and entertainment events through the Events Liaison Panel and ESAG structure;
- Prioritised and targeted health and safety promotional campaigns.

Proactive

- Planned health and safety interventions which focus on national priority topic areas;
- Undertaking targeted initiatives informed by local intelligence and consideration of risk and confidence in management;
- Evidence-based education of employers, employees and contractors through guidance and information;
- Promoting proportionate and sensible health and safety through business engagement and partnership working;
- Undertaking and participating in health and safety promotion campaigns;
- Liaising with other internal and external organisations including: Planning, Building Control, Licensing, Trading Standards, Wellbeing Team, Corporate Health and Safety Team, HSE, other Technical panels; Commissioning Teams; Local Health Boards; Public Health Wales; Care Inspectorate Wales.
- Devising material to help businesses comply with the law and promote good practice.

All reactive and proactive work is underpinned by local, regional and national liaison. This is an appropriate mechanism for promoting consistency between enforcers, for sharing good practice and information, and raising particular concerns and challenges with wider agencies. The main liaison arrangements are as follows:

- Working in partnership with HSE, including attendance at national HELA and Practitioner Forum meetings;
- Participation in the Directors of Public Protection Wales (DPPW) Regional Liaison Group via Environmental Health Wales;
- Participation in the South East Wales and South West Wales Health and Safety Task Groups;

- Participation in the All-Wales Health and Safety Expert Panel (*SRS currently fulfils the role of co-Secretary*);
- Working with organisations and stakeholders to promote health and safety;
- Working with other services within the respective authorities such as Licensing, Planning and Building Control, Parks and Leisure, Corporate Health and Safety, Social Services and Events Teams;
- Liaison with, and commitment to, Local Government Regulation (formerly LACORS);
- The Office for Product Safety & Standards (BEIS) for Primary Authority work;
- Welsh Government;
- Local Government Data Unit.

Service delivery points

Whilst all 3 Local Authority areas include regional hubs which operate office hours from Monday to Friday, the health and safety enforcement service is primarily delivered by Officers following a hybrid working model. Weekend and out-of-business hour duties are carried out as the need arises. The service also operates an out-of-hours duty officer scheme for emergency situations.

SRS.wales

Tel: 0300 1236696



@SRS_Wales



<http://www.srs.wales>

Bridgend

Civic Offices
Angel Street
Bridgend
CF31 4WB

Normal offices hours:

Monday to Thursday: 8.30am to 5.00pm
Friday: 8.30 am to 4.30pm

Cardiff

Level 1
County Hall
Cardiff
CF10 4UW

Normal office hours:

Monday to Thursday: 8.30am to 5.00 pm
Friday: 8.30 am to 4.30pm

Vale of Glamorgan

Civic Offices
Holton Road
Barry
CF63 4RU

Normal offices hours:

Monday to Thursday: 8.30am to 5.00pm
Friday: 8.30am to 4.30pm

Responsibility

Responsibility for health and safety activities in SRS is broken down as follows:-

Team	Responsibility
Health and Safety Enforcement (Health & Public Protection)	Health and Safety proactive inspections and project interventions
	Investigation of complaints and service requests
	Investigation of accidents; occupational diseases & dangerous occurrences
	Investigation of workplace fatalities
	Permissioning activities (<i>as detailed above</i>)
	Business engagement and partnership working

	Targeted promotion and education with businesses
Trading Standards	Firework and explosives safety Product safety
Enterprise and Specialist Services (Industry)	Health and Safety at large outdoor events
	Coaching and paid for advice visits at the request of business
	Training and targeted education
	Primary Authority partnership work
	Petroleum licensing
Major Investigations and Safeguarding	Assisting with major investigations as necessary

2.4 Enforcement Policy

Fair and effective enforcement is essential to protect the economic, environmental and social interests of the public and business. Decisions about enforcement action and in particular the decision to prosecute, has serious implications for all involved and for this reason, the Shared Regulatory Service has adopted a Compliance and Enforcement Policy, with Annex 3 specifically in relation to health and safety.

The Compliance and Enforcement Policy sets out the standards that will be applied by the Service when dealing with issues of non-compliance, and what residents, consumers and businesses can expect. Such a policy helps to promote efficient and effective approaches to regulatory inspection and enforcement, and balances the need for improvement in regulatory outcomes with minimising unnecessary burdens on business.

Traditionally based upon the principles of the Enforcement Concordat and the Regulators' Compliance Code, Local Authority Enforcement Policies must now reflect the Regulators' Code, which came into effect on 6th April 2014, and the regulatory principles required under the Legislative and Regulatory Reform Act 2006.

With the intention of improving the effectiveness and efficiency of enforcement activities, the Regulators' Code is based on six broad principles:

- Regulators should carry out their activities in a way that supports those they regulate to comply and grow;
- Regulators should provide straightforward ways to engage with those they regulate and hear their views;
- Regulators should base their regulatory activities on risk;
- Regulators should share information about compliance and risk;
- Regulators should ensure clear information, guidance and advice is available to help those they regulate meet their responsibilities to comply;
- Regulators should ensure that their approach to their regulatory activities is transparent.

2.5 Challenges for the year ahead

Resourcing and Service Delivery – We continue to deliver the SRS in a climate where demands for services outstrip local authority resources, requiring us to be increasingly creative and innovative in how to effectively meet the needs of customers across the 3 legacy Authority areas. The Health and Safety Service will continue to explore opportunities for collaborative working, with both internal and external partners, in the year ahead to optimise efficiencies and maximise the impact of deliverable outcomes. This commitment is at the heart of our on-going 3-year intervention focusing on violence, aggression and mental well-being across the retail sector.

Service delivery continues to be impacted by staff recruitment and retention challenges within the SRS, reflective of the national landscape across Environmental Health. SRS is committed to opening up opportunities for recruitment into the profession by actively supporting the Level 4 Regulatory Apprenticeship Scheme for Wales, in addition to supporting staff complete higher level, and technical, educational qualifications that will enhance their existing roles. During the 2025/26 business year, SRS employed 2 Regulatory Services Apprentices - 1 of which sits within the Environmental Health arm of the structure - who are currently completing the 18 month, Level 4 Regulatory Compliance Apprenticeship.

The new financial year will require SRS to review and dynamically adapt its service delivery model to ensure that the needs and priorities of service users can continue to be managed effectively and in a meaningful way.

Cost of Living Challenges – The UK economic climate continues to remain challenging for businesses across the board, but even more acutely at a micro level. Duty holder reluctance to prioritise spending on pre-planned maintenance, and invest in staff training and development, could have a profound and long-term negative impact on workplace health and safety standards. Ultimately this may require the Health and Safety Service to investigate a higher number of complaints and accidents, and take escalated enforcement action, over the forthcoming year.

New Sectors and Diversification of Activities – In response to cost of living challenges, businesses are increasingly diversifying their activities to maximise opportunities to generate revenue. It is not uncommon for such new activities to be inadequately planned and risk assessed, thus exposing customers to greater risks of harm. This trend has been particularly prevalent in the farming sector, where diversification into leisure activities has become popularised (*e.g. glamping, wedding venues, leisure activities, animal petting & feeding, pumpkin picking*), creating enforcement challenges where the 'main activity' is no longer clearly defined. Similar enforcement challenges have emerged when dealing with significant concerns associated with the aesthetics industry, a rapidly burgeoning sector with a lack of specific legislative controls available to enforcement officers.

Cardiff's City Status - Cardiff is the capital city of Wales and the Local Authority with the highest population density in the Principality (approximately 370,000 residents). Every day, Cardiff's population swells significantly as a result of 80,000 commuters travelling into the city for work, alongside over 50,000 visitors arriving to enjoy leisure and tourism activities. The large population numbers associated with city status increases the opportunity for more frequent health and safety risks to be realised, presenting a fluctuating and less predictable burden of work for the Health and Safety Enforcement Service.

3. Service Delivery

3.1 Intervention Plan

All local authorities are required to base their approach to health and safety enforcement, and thus their Intervention Plan, on the:

- National Local Authority Enforcement Code and
- The current iteration of the Local Authority Circular (LAC) 67/2 document, “Setting Local Authority Priorities and Targeting Interventions”

The National Local Authority Enforcement Code, developed by HSE, sets out Government expectations for a risk based approach to targeting health and safety regulatory interventions. It provides a principle based framework that recognises the respective roles of business and the regulator in the management of risk. Importantly the Code is designed to ensure that Local Authorities take a more consistent and proportionate approach to their regulatory intervention. Local Authority Circular 67/2 (for work years 2026/27 to 2029/30) provides guidance under Section 18 of the Health and Safety at Work etc. Act 1974 and gives LAs a steer and tools for priority planning and targeting their interventions to enable them to meet the requirements of the national Enforcement Code. In March 2011, the Minister of Employment published ‘Good Health and Safety, Good for Everyone’, the focus of which was for LAs to concentrate on higher risk industries and tackle serious breaches of the rules. In May 2011 the Local Government Group (LGG) and HSE produced further guidance ‘Reducing Proactive Inspections’ for LAs to determine their proactive interventions. In simple terms, inspections are now limited to the highest risk premises only. In addition, a range of other proactive interventions should be applied to other premises to improve awareness and management of health and safety. Selection of an intervention type will be either based on agreed national priority topic areas or local-level intelligence.

All interventions are evidence based and typically include:

- **Targeted, Planned Inspections (Proactive) where:**
 - a) The use of warranted powers under health and safety legislation would, if necessary, be used to gain entry or otherwise regulate part or all of a business activity, and
 - b) The reason for the inspection was to specifically target occupational health and safety issues at these premises.

Proactive inspection should only be used for the activities in the sectors contained in the list of priority topic areas which is embodied in the National Code and latest iteration of the LAC 67/2 document, or where there is local intelligence of failure to manage risk. Commonly, these premises are identified on an annual basis by local historical accident and complaint trends, local and national industry and accident data and the findings of local accident investigations. Recent workplace activities which have been subject to proactive inspections are detailed within this business plan.

- **Non-inspection interventions:**

Local authorities are required to make proper use of non-inspection interventions where they are considered capable of achieving better overall outcomes than inspections alone, although their delivery will require similar level of resources. These include business forums and targeted non-face- to-face interventions, specifically:

- **Any visit/face-to-face contact** to educate, advise or engage duty holders, employees or other bodies such as trade associations e.g. awareness days, business forums, targeted training and advisory support visits.
- **Any other targeted contact (non-face-to-face)** to educate, advise or engage duty holders, employees or other bodies such as trade associations e.g. raising health and safety awareness by providing information packs or mail shots.

Previous interventions have included:

- Delivery of Level 2 health and safety training courses
- Paid for advice visits to support local businesses
- Mail shot self-assessment questionnaires to organisations

Matters of evident concern - when visiting premises, officers are able to consider any observed 'matters of evident concern' that may be beyond the initial scope of the visit. Where additional health and safety issues are identified that could present a foreseeable risk of serious personal injury or illness, the scope of the visit can be widened to include whatever aspects of workplace health and safety are necessary.

Since the publication of LAC 67/2 (rev 6) there is no longer a requirement for Local Authorities to report the risk rating of premises visited (this requirement has been removed). However, HSE advises that risk rating premises based on a duty holder's health and safety performance is still useful information to assist in the determination of relative intervention priorities.

Accident and Incident Investigation

All reportable notifications received are assessed against specified criteria in the SRS Accident Notification and Investigation Procedure, which has regard to the HSE incident/accident selection criteria in LAC 22/13, to ensure an evidence-based approach is used to prioritise which reports are subject to further investigation. This ensures resources are targeted on those work activities presenting the highest level of risk, where the most vulnerable members of our community are being negatively impacted and where the Service can achieve the greatest regulatory impact. The core objectives of accident investigation are to:

- Identify the relevant duty holder(s) and witnesses
- Establish the key facts relating to the causes of the incident
- identify immediate and underlying causes
- identify any lessons learned
- ensure appropriate remedial action is taken to prevent a recurrence
- identify the relevant law and whether there are any breaches
- form a view about appropriate further action using the EMM framework (Enforcement Management Model)

An investigation may range from an enquiry by a single officer about a minor incident, to a notification of a fatality, or specified injury, involving a team of officers. As a result, the timeliness and thoroughness of the investigation, and the quality of the evidence collected, are critical to achieving a successful outcome.

Advice to businesses

SRS assists businesses wherever possible by providing health and safety advice and information in a variety of ways, including:

- Discussions with duty holders during site visits.
- Responding to permissioning activities.
- Responding to complaints and service requests.
- Preparation and dissemination of leaflets, posters and newsletters.
- Provision of training.
- Representing the Service at business seminars.
- Participation in national events.
- Maintaining the Shared Regulatory Services website.

3.2 Intervention Plan 2026/2027

An intervention plan confirming the programme of work for 2026/2027 has been developed to demonstrate how, through reactive and proactive work, the service will secure improvements to health and safety standards in workplaces throughout Bridgend, Cardiff and the Vale of Glamorgan. This plan has been developed after considering the priority topic areas listed in LAC 67/2 (for work years 2026/27 to 2029/30), local based intelligence and following discussions at the All-Wales Health and Safety Expert Panel and regional health and safety task groups. The intervention plan further considers staffing levels, existing competencies and resources available within the Communicable Disease, Health and Safety Enforcement Team for 2026/27.

Of note, the new LAC 67/2 document focuses on the implementation of longer-term health and safety interventions which work through graduated phases: Identify, Promote, and Assess. This approach chimes with the Service's on-going intervention looking at work-related stress, mental wellbeing, violence and aggression in the retail sector, and will enable SRS to explore wider partnership working opportunities across several work streams detailed below.

Intervention Plan 2026 -2027						
Reactive work activity		Activity detail				
1.	Accident investigation	Receive notifications of all reportable injuries, occupational disease and dangerous occurrences from the HSE website, or employees / members of the public/ Trades Unions, and investigate in accordance with Accident Investigation Policy.				
2.	Complaint investigation	Receive and investigate all complaints (including service requests and 'matter of evident concern' referrals) from employees, members of the public and others in line with Service Request and Complaints Policy.				
3.	Permissioning Activities	Respond to personal licence and premises approval applications for defined skin piercing activities, statutory examination reports, and asbestos removal notifications in a timely and effective manner.				
Proactive inspections – national priority projects		Activity detail	Target No. of premises			Total no. of interventions
			B	C	V	
1	Noise induced hearing loss in the	This is a national plan of work included in Annex A and B of the current iteration of LAC 67/2. Phase 1 –	5	5	5	15

	entertainment and hospitality sectors	'Identify' – will take place during 2026/27 and will identify premises where interactions will achieve greatest impact. This initial phase will focus on awareness raising and include the development of relevant SRS resources and comms for duty holders. A smaller number of pilot visits will be undertaken to understand issues and trial visit forms.				
2.	Work-related stress and mental health in retail sector workers.	Commence phase 2 of the longer-term intervention focused on violence and aggression, mental health and wellbeing in the retail sector. Key objectives include: Build understanding on local problems and how risks have been identified, assessed and managed by a range of retailers in Cardiff City Centre. Improve duty holder understanding of their legal obligations. Develop best practice standards that can be adopted by businesses in Cardiff. Continue engagement with key stakeholders to develop training, communication and partnership working opportunities.	-	20	-	20
Proactive inspections – local intelligence led projects		Activity detail	Target No. of premises			Total no. of interventions
			B	C	V	
1.	Cryptosporidium control associated with leisure-based activities.	SRS continues to receive a significant number of reports of confirmed cases of Cryptosporidium across its region, indicating a need to reinforce understanding about how risks of transmission can be effectively mitigated. Taking a broad focus, this intervention will include site visits to pool operators to ensure effective measures are in place to maintain safe water quality, alongside interventions with operators of wellbeing facilities offering ice baths and cold plunge pods.	10	15	10	35
2.	Managing the risk of exposure to biological hazards in the aesthetics industry.	SRS has committed to support, and participate in, an aesthetics sector pilot being overseen by the SE Wales Health and Safety Task Group. A sample of visits will take place across SRS to identify the range of treatments being offered, competency of the practitioners, infection control standards in place, and determine if the risk of harm is being effectively mitigated. Explore opportunities to engage with older students in schools to highlight risks and red flags to look for.	5	5	5	15
3.	Managing the risks of exposure to biological hazards in barber shops across the SRS region.	A continuation of engagement with barbers across SRS will take place during 2026/27 to assess practices and cascade in-house educational material about infection prevention and control arrangements, particularly ringworm infection. A visit form has been prepared to support visits for this year.	10	10	10	30

4.	Carbon monoxide exposure to employees and non-employees in shisha cafes	Management of the risk of exposure to products of combustion associated with the preparation and use of charcoal in shisha cafes continues to be a local priority based on observations made during visits in 2025/26. This business year will focus on unannounced inspections on Cardiff shisha business not visited in the last 12 months.	-	3	-	3
Non inspection led interventions - National Priorities		Activity detail	Target No. of premises			Total no. of interventions
			B	C	V	
1.	Managing the risk of exposure to biological hazards (<i>Zoonosis</i>) in open farm and animal visitor attractions.	This area of work continues to be included in Annex B of the current iteration of LAC 67/2. The focus for 2026/27 will be the continued distribution of educational material via targeted mail shots to signpost duty holders to a range of resource materials to drive improvements and mitigate health risks to our more vulnerable citizens.	N/A	N/A	N/A	N/A
2.	Preventing injury to members of the public from large commercial and recycling bins	This area of work continues to be included in Annex A of the current iteration of LAC 67/2. Officers will disseminate the SRS guidance sheet to relevant businesses as a 'bolt on' to other interventions in order to optimise best value in our engagement with duty holders.	N/A	N/A	N/A	N/A
3.	Planned preventative maintenance	This area of work continues to be included in Annex A of the current iteration of LAC 67/2. SRS is supporting the 'No Falls' week from 18 th – 22 nd May 2026 by linking in with key partners to disseminate resource materials and communicate key messages about working at a height and equipment safety.	N/A	N/A	N/A	N/A
Non inspection led interventions – Local intelligence led		Activity detail	Target No. of premises.			Total no. of interventions
			B	C	V	
	N/A	N/A	N/A	N/A	N/A	N/A

The content of the Intervention Plan is reflected in the Service's Action Plan 2026/27 in Appendix 1.

4. Resources

4.1 Financial and staffing allocation

Financial allocation

The expenditure directly involved in providing the Health and Safety Service for 2026/27 is included in the Service budget and is considered adequate to ensure the effective delivery of the service.

Staffing allocation

The table below indicates the actual number of staff working on Health and Safety enforcement and related matters (in terms of full time equivalents FTE).

Position	Function	FTE
Operational Manager, Health & Public Protection x 1	Public Protection including the management of health and safety.	0.2
Team Manager x 1 (Equal split between health and safety and communicable disease functions)	Communicable Disease, health & safety, plus health protection partnership work.	0.5
Team Manager x 1 (Industry)	Management of the health and safety aspects delivered by the Enterprise & Specialist Services (Industry) Team	0.1
Team Supervisor	Communicable Disease, health & safety, plus health protection partnership work	0.5
Environmental Health Officer posts x 7 6 EHO posts are full time - equal split H&S:CD 1 EHO post is full time (100% H&S)	All aspects of health and safety enforcement (plus communicable disease work)	4.0
Environmental Health Officers x 2 (Industry) Both officers are part time and make up 1 FTE post	Health and safety enforcement (large events), advice and training.	1.0
Environmental Health Technical Officer post x 1	Primarily health and safety enforcement work (plus communicable disease work as necessary).	1.0
Business Support Officer	Administrative support.	0.2
Regulatory Compliance Apprentice	Provide support with delivery of the health and safety service.	0.1

4.2 Staff Development and Competency

Operating a Shared Regulatory Service across three distinct areas presents many challenges for the Service and its workforce. We aim to use our Workforce Development Plan to ensure our officers have the right mix of experience, knowledge and skills required to fulfil our goals. Our Plan illustrates how we want to encourage and support Officers to develop new skills and work in different ways. Investing in people is a fundamental element of our maximising resources priority. The Workforce Development Plan provides a framework to blend:-

- Organisational culture
- Leadership and management
- Core skills
- Recruitment, retention and progression
- Communication and employee engagement
- Employee performance management

Workforce development is supported through regular performance reviews where line managers and employees identify and agree performance and learning objectives to support training and development needs. Officers are also expected to satisfy the annual Continual Professional Development requirements of their accredited professional organisation and are supported to achieve this.

The Service also recognises the need for full technical support to be available to health and safety enforcement officers and this is achieved in a variety of ways, namely:

- Subscription to relevant databases and documents (*e.g. BSI, UKLPG Codes of Practice*)
- HSE engagement via the Enforcement Liaison Officer function
- Access to both internal and external specialist services.

Shared Regulatory Services operates systems to appoint, authorise, train, monitor and maintain a competent inspectorate. The Service ensures that competency is secured by appointing appropriately qualified personnel to health and safety enforcement duties, and supporting the development of officers in that role. There are specific job descriptions and person specifications for all employees of Shared Regulatory Services and all appointments are made in accordance with the procedures for recruitment and selection. The on-going development of officer knowledge, confidence and skills is supported through the provision of project-specific training, completion of relevant educational qualifications (*e.g. NEBOSH, Master Degree qualifications*), legal training, management training and team working.

5. Review

5.1 Quality Assessment

Shared Regulatory Services recognises the need to measure the effectiveness of its health and safety enforcement duties and strongly supports the ethos of continuous improvement. The Service therefore participates in, and undertakes, a number of activities to ensure that work is of a high standard and opportunities to identify and implement improvements are taken.

Documented procedures

To promote quality and consistency in the work delivered by Shared Regulatory Services, relevant processes, procedures and work instructions for health and safety enforcement activities are produced and held electronically. Periodic internal audits enable documented procedures to remain relevant and appropriate, and to ensure work instructions are being implemented correctly.

Assessment and audits

Monitoring of the implementation of our policies and procedures is undertaken in a number of ways:

- All proactive health and safety projects include officer training followed by a shadow visit with a more experienced colleague and a validation visit to assess consistency of approach and technical knowledge.
- Review of completed visit forms and letters for proactive and reactive work on the Tascomi database.
- Review of officer work via monthly reporting of performance information for the team.
- Customer consultation and feedback.
- Corporate complaints and compliments about the service.
- Peer review audits (informal and formal) by other local authorities, in accordance with the Section 18 standard may be undertaken.

Shared Regulatory Services is committed to continuous improvement using various management tools for identifying opportunities for improvement. The Service has used 'lean management' techniques to review processes and procedures which require the mapping out and examination of processes to identify more efficient and effective working practices

5.2 Review against the Service Plan

To ensure the work of the Health and Safety Service successfully meets the key strategic goals of the organisation, it is essential that performance is regularly monitored. Shared Regulatory Services has performance management arrangements in place throughout its hierarchy as illustrated below.

- The Joint Committee for the Shared Regulatory Service approves this Service Plan which sets out the work programme for the Health and Safety Service, and reviews performance against the programme on an annual basis.

- The Joint Committee for the Shared Regulatory Service additionally monitors how the work of the Service is aligned with, and meets, key organisational strategic priorities on a quarterly basis.
- Performance of the Health and Safety Service is reviewed monthly at team meetings, communicated to Senior Management via monthly performance reports, and discussed at Health & Public Protection, and service-wide, Team Manager meetings.
- Team meetings facilitate the effective management of project interventions and provide an opportunity to maximise staff engagement and collaboration in their development and delivery.
- Performance of all staff is further strengthened and supported through the Personal Development Review Scheme, #Itsaboutme.

Performance and activity measures

The Health and Safety Service uses the Tascomi database to record details of premises, inspections (visits), complaints and other activities, which can be used to inform the targeting of priority work and development of the annual work plan.

Each April/May a new service plan is prepared which confirms the work of the Health and Safety Service for the forthcoming business year to reflect the national planning priorities detailed in the latest iteration of LAC 67/2, and initiatives based on local level intelligence. Each project and intervention will be assigned a target number of visits for Officers to complete, enabling performance to be monitored. The service plan also reflects on the business year just ended to report on its successes, challenges and achievements against agreed performance targets.

The following sections confirm what work streams were successfully completed by the Health and Safety Service throughout the 2025/26 business year.

Programmed Inspection led interventions

In terms of performance targets, the benchmark for success is the completion of at least 90% of all planned national, and local intelligence, inspection-led interventions for the business year. In 2025/26 the Health and Safety Service only committed to delivering 32 programmed inspection-led interventions due to the continuation of the 9 month transitional period for special procedures licensing, and unknown burden of work associated with non-compliant businesses post 29th August 2025. The Health and Safety Service was subsequently able to exceed this modest target and completed 59 inspection-led interventions during 2025/26 (184%).

Programmed Non-inspection led interventions

In terms of performance targets, the benchmark for success is completion of at least 85% of all planned national, and local intelligence, non-inspection led interventions for the business year. Due to the continuation of the 9 month transitional period for special procedures licensing, the Health and Safety Service did not assign any targets for the programmed non-inspection led interventions during 2025/26. However, the Service was able to complete over-the-threshold education-led visits to 11 barbers across the region, and sent a targeted mailshot to 29 businesses involved with animal feeding and handling activities.

LAE1 – Local Authority Health and Safety Annual Return – Under the Code, all Local Authorities are required to ensure that they have a means of monitoring, capturing and sharing health and safety intervention, enforcement and prosecution activity. This information must be made available to HSE via the annual LAE1 return which allows the preparation of national data. The LAE1 is limited to the capture of occupational health and safety regulatory activity required by HSE and is recorded in a standardised format. Comparative information on enforcement and health and safety activity over recent financial years can be found on the next page.

Business feedback

Feedback via Microsoft Forms is sought from all customers of Shared Regulatory Services so we can understand what we did well, what we could do better, and what difference we have made. Whilst feedback is not received on a regular basis, it was hugely gratifying to know that we made such a positive impact on the customers below.

“We just want to express our heartfelt thanks for everything you’ve done throughout this process. Your kindness, patience, and support made such a difference, and your thoughtful approach truly helped make the entire experience so much easier and far less stressful for us.”

“Anyway, I’ll finish off now with a compliment of you: your emails have been prompt, clear and warm, which is a lovely combination, and I’d really like it if you showed our communications to your boss because an important public service such as yours needs to be accessible and professional. And it’s this mix that I think you’ve achieved.”

Intervention Plan - Activities 2025/2026

The 2025/2026 work plan was developed to continue to meet the needs of each of the local authority areas and to ensure a consistent approach to implementation.

In 2025/2026, **9,997** businesses within SRS were logged on the Tascomi database as falling under the Local Authority remit for health and safety enforcement.

- Bridgend **2,326** (23%)
- Cardiff **5,721** (57%)
- Vale of Glamorgan **1,950** (20%)

The following table provides a summary of enforcement activity during the last 4 years across Bridgend, Cardiff and the Vale of Glamorgan.

Type	2022/23			2023/24			2024/25			2025/26		
	B	C	V	B	C	V	B	C	V	B	C	V
No. of workplaces.	2544	5693	1935	2525	5591	1918	2341	5641	1926	2326	5721	1950
Total No. of proactive interventions	254	450	317	146	170	108	131	178	133	122	255	144
No. of proactive intervention visits	35	73	32	46	42	34	42	42	31	16	39	15
No. of non-face-to-face interventions*	208	362	275	76	92	53	77	119	84	96	182	113

No. of other face-to-face contacts**	11	15	10	24	36	21	13	18	17	10	34	16
Total No. of reactive visits	103	316	86	121	354	104	121	422	98	103	399	100
No. of accident and complaint/service request visits	48	182	35	56	213	54	39	151	34	43	163	43
No. of Permissioning requests	48	116	45	51	122	43	73	214	54	53	206	50
No. of revisits	7	18	6	14	19	7	9	57	10	7	30	7
No. of formal cautions	0	0	0	0	0	0	0	0	0	0	0	0
No of H&S improvement notices	1	4	1	3	22	4	3	27	3	0	14	0
No. prohibition notices	0	2	0	1	5	0	2	7	0	0	8	0
No. of prosecutions	0	2	0	0	0	0	0	2	0	0	2	0

* Includes desk top assessments; provision of advice by phone or email; responding to FOI requests; mailshots.

** Includes provision of training/education; attendance at ESAG/ELP meetings and outdoor events; Primary Authority work; paid for advice visits; business forums; stakeholder engagement meetings; and other visits not falling within scope of a proactive intervention visit.

Total number of reactive visits = accidents/complaints/service requests/permissioning requests/revisits

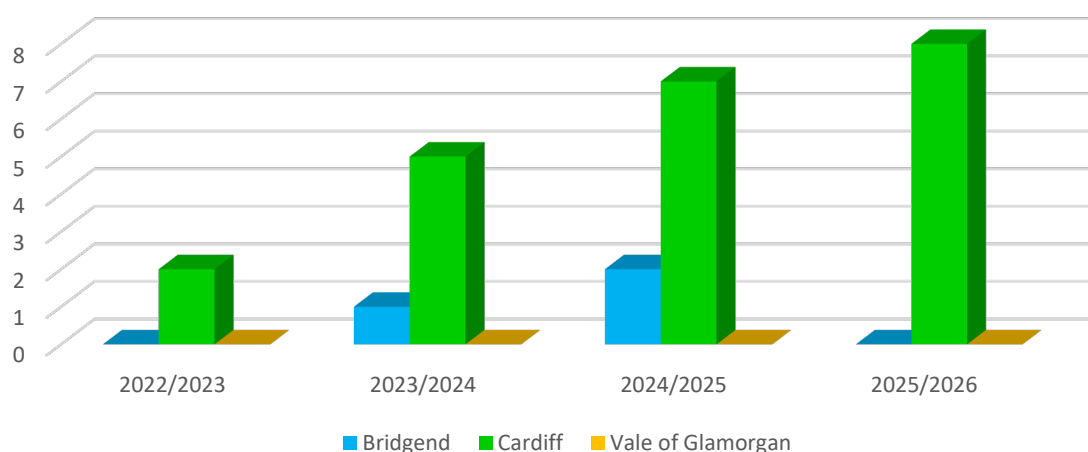
Eight (8) Section 22 Prohibition Notices were served during 2025/26 to mitigate the risk of serious personal injury associated with the following activities:

- Continued use of a fork lift truck with defects requiring immediate repair.
- Use of defective racking for the storage of goods.
- Access to poorly constructed and maintained electrical systems posing a risk of danger to persons.
- Excess storage of LPG cylinders in a retail shop.
- Continued use of an unsafe goods lift not conforming to required safety standards.
- Tandoori oven gas leak in a food takeaway.
- Unsafe work at a height – risk of goods and people falling from a height.

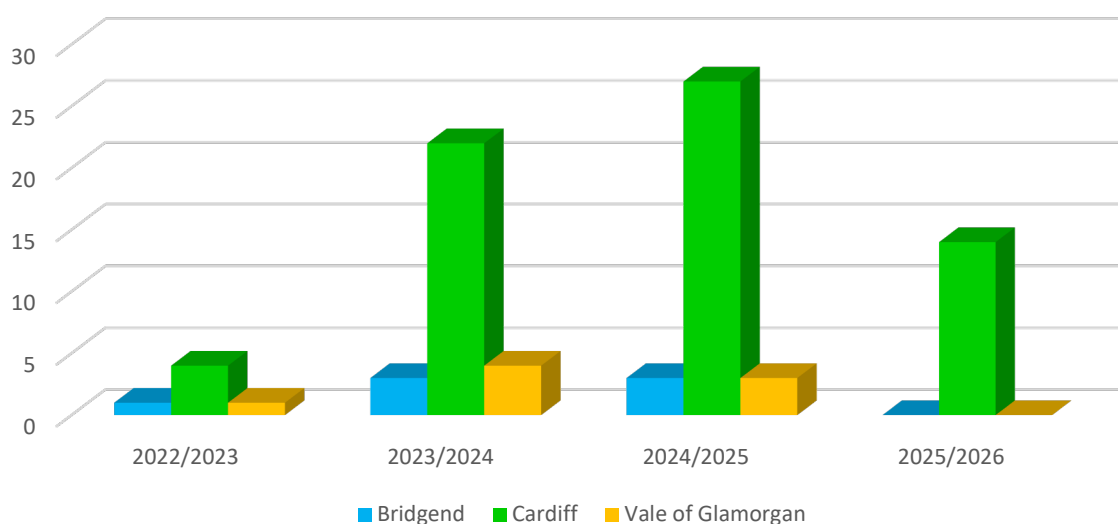
Fourteen (14) Section 21 Improvement Notices were served during 2025/26 requiring duty holders to make improvements to:

- The maintenance of commercial gas appliances,
- Ventilation in rooms being used for the preparation of charcoal for shisha pipes,
- The construction and maintenance of electrical systems,
- The maintenance of storage racking in warehouse facilities,
- The management of asbestos containing materials,
- Risk assessments for specific work activities - including LPG storage, exposure to products of combustion associated with the use of solid fuel.

Prohibition Notices Served



Improvement Notices Served



The Intervention Plan table illustrated below provides specific details on how the team performed against targeted planned work in Bridgend, Cardiff and Vale of Glamorgan throughout 2025/2026.

Intervention Plan 2025-2026		
Reactive work activity		Activity detail
1.	Accident investigation	Receive notifications of all reportable injuries, occupational disease and dangerous occurrences from the HSE HELEX website; employees; other enforcement agencies or members of the public and investigate in accordance with the SRS Accident Investigation Policy. A total of 58 notifications were investigated during 2025/2026 in accordance with the accident investigation procedure: Bridgend (8); Cardiff (43); Vale (7). A total of 196 RIDDOR notifications were received between 01/04/25 and 31/03/26 – Bridgend (41); Cardiff (136) and Vale (19).

2.	Complaint / Service Request investigation	Receive and investigate all complaints and service requests from employees, members of the public, referrals from other enforcement bodies and others. A total of 299 complaints/service requests/referrals were followed up during 2025/2026: Bridgend (66); Cardiff (173); Vale (60) Numbers detailed above include smoke-free complaints, the investigation of matters of evident concern referrals, and responding to requests for advice.																																						
3.	Permissioning Activities	Respond to licence applications for skin piercing licensing activities, statutory equipment/plant reports, and asbestos notifications in a timely and effective manner. A total of 309 permissioning requests were dealt with by Officers during 2025/2026: Bridgend (53); Cardiff (206); Vale (50). 248 (80%) of these applications were skin piercing licensing applications, which require at least 1 Officer visit: Bridgend (37); Cardiff (171); Vale (40) Petroleum and firework/explosive visits are also included in this category.																																						
4.	Outdoor events	The Enterprise & Specialist Services Team are lead officers for specified outdoor events and lead the Council’s response to public safety matters at outdoor events via the Events Liaison Panel (ELP) and ESAG mechanisms. During 2025/2026, a total of 33 ESAG/ELP meetings were attended by Officers (Bridgend 10; Cardiff 11; Vale 12). No actual events were visited and monitored for health and safety compliance. 139 desk top exercises for other events were conducted (Bridgend 31; Cardiff 47; Vale 61). The latter involved scrutiny of event management plans and risk assessments, and the provision of feedback and advice to event organisers.																																						
Proactive work activity		<table><tr><td colspan="2" rowspan="3">Activity Detail</td><td colspan="6">No. of premises T = Target A = Actual</td></tr><tr><td colspan="2">Bridgend</td><td colspan="2">Cardiff</td><td colspan="2">Vale</td></tr><tr><td>T</td><td>A</td><td>T</td><td>A</td><td>T</td><td>A</td></tr><tr><td>1.</td><td>All applicable explosive storage premises.</td><td>Inspect all applicable premises that store explosives including fireworks.</td><td>-</td><td>11</td><td>-</td><td>21</td><td>-</td><td>6</td></tr><tr><td>2.</td><td>Petroleum storage premises.</td><td>Inspect all premises that store petroleum or have stored petroleum.</td><td>-</td><td>4</td><td>-</td><td>6</td><td>-</td><td>2</td></tr></table>	Activity Detail		No. of premises T = Target A = Actual						Bridgend		Cardiff		Vale		T	A	T	A	T	A	1.	All applicable explosive storage premises.	Inspect all applicable premises that store explosives including fireworks.	-	11	-	21	-	6	2.	Petroleum storage premises.	Inspect all premises that store petroleum or have stored petroleum.	-	4	-	6	-	2
Activity Detail		No. of premises T = Target A = Actual																																						
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Project based activity – National projects		<table><tr><td colspan="2" rowspan="3">Activity Detail</td><td colspan="6">No. of premises</td></tr><tr><td colspan="2">Bridgend</td><td colspan="2">Cardiff</td><td colspan="2">Vale</td></tr><tr><td>T</td><td>A</td><td>T</td><td>A</td><td>T</td><td>A</td></tr><tr><td>1.</td><td>Carbon Monoxide poisoning in commercial catering establishments.</td><td>The risk of Carbon Monoxide poisoning associated with the use of faulty or poorly installed solid fuel, natural gas and LPG fuelled cooking appliances in commercial catering establishments is listed as an area of work suitable for proactive inspection in Annex B of LAC 67/2 for 2025/2026. The Service had to prohibit the use of several appliances categorised as immediately dangerous during 2024/25, and continues to receive referrals from Food Safety colleagues about poorly maintained gas appliances. The Service will continue to undertake proactive inspections of commercial catering establishments during 2025/26 to ensure risks to both employees and non-employees are being effectively mitigated.</td><td>10</td><td>11</td><td>10</td><td>26</td><td>10</td><td>15</td></tr></table>	Activity Detail		No. of premises						Bridgend		Cardiff		Vale		T	A	T	A	T	A	1.	Carbon Monoxide poisoning in commercial catering establishments.	The risk of Carbon Monoxide poisoning associated with the use of faulty or poorly installed solid fuel, natural gas and LPG fuelled cooking appliances in commercial catering establishments is listed as an area of work suitable for proactive inspection in Annex B of LAC 67/2 for 2025/2026. The Service had to prohibit the use of several appliances categorised as immediately dangerous during 2024/25, and continues to receive referrals from Food Safety colleagues about poorly maintained gas appliances. The Service will continue to undertake proactive inspections of commercial catering establishments during 2025/26 to ensure risks to both employees and non-employees are being effectively mitigated.	10	11	10	26	10	15									
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2.	Legionella management – cooling towers & evaporative condensers	SRS has seen an increase in reported Legionella cases in 2024/25, and the management of Legionella in cooling towers located in built-up areas has been included in Annex A of LAC 67/2 for 2025/2026. Focus for 2025/26 will be the completion of site visits to ensure the risk of exposure is being effectively controlled.	-	-	2	2	-	-
3.	Electrical safety in hospitality settings (additional intervention)	Electrical safety in hospitality venues has been included in Annex B of LAC 67/2 for 2025/2026.	-	-	-	1	-	-
Project based activity – Local projects		Activity detail	No. of premises.					
			Bridgend		Cardiff		Vale	
			T	A	T	A	T	A
1.	Carbon monoxide exposure in shisha cafes (additional intervention)	Management of the risk of exposure to products of combustion associated with the preparation and use of charcoal in shisha cafes continues to be a local level priority based on local intelligence.	-	-	-	4	-	-
Non Inspection led interventions – National Priorities		Activity detail	No. of premises.					
			Bridgend		Cardiff		Vale	
			T	A	T	A	T	A
1.	Managing the risk of exposure to biological hazards in open farm and animal visitor attractions.	Continues to be included in both Annex A and B of LAC 67/2 for 2025/2026. SRS has seen an increase in reported Cryptosporidium and E. coli cases during 2024/25, and is aware of a significant outbreak of Cryptosporidium at an open farm in a neighbouring LA area. Focus for 2025/26 will be the distribution of educational material via a targeted mail shot to signpost duty holders to a range of resource materials to support improvements at the start of the animal handling season.	N/A	8	N/A	5	N/A	16
2.	Managing health risks to employees working in the retail sector.	In 2025/26 the Service will commence scoping out a 3 year intervention focused on key themes in the retail sector: violence and aggression at work; mental health & wellbeing; musculoskeletal disorders (MSDs).	N/A	N/A	N/A	20	N/A	N/A
3.	Work-related stress and MSDs in the domiciliary care sector.	Targeted communications about infection prevention and control to domiciliary care providers across the region provided an opportunity to add value and include messaging about the HSE 'Working Minds' campaign and links to HSE resources on managing and reducing MSD risks. Resources were disseminated to duty holders by email in February 2026.	N/A	26	N/A	77	N/A	12

Non Inspection led interventions – Local Intelligence Led		Activity detail	No. of premises.					
			Bridgend		Cardiff		Vale	
			T	A	T	A	T	A
1.	Managing the risk of exposure to biological hazards in barber shops across the SRS region.	2025/26 will see a continuation of engagement with barbers across the SRS region to cascade in-house educational material about infection prevention and control arrangements, particularly with regard to ringworm infection.	N/A	5	N/A	6	N/A	-

Reactive Interventions

Reactive interventions include responses to, and investigations of: reportable accidents; dangerous occurrences; occupational diseases; complaints; service requests; matter of evident concern referrals; permissioning activities and requests for advice from businesses.

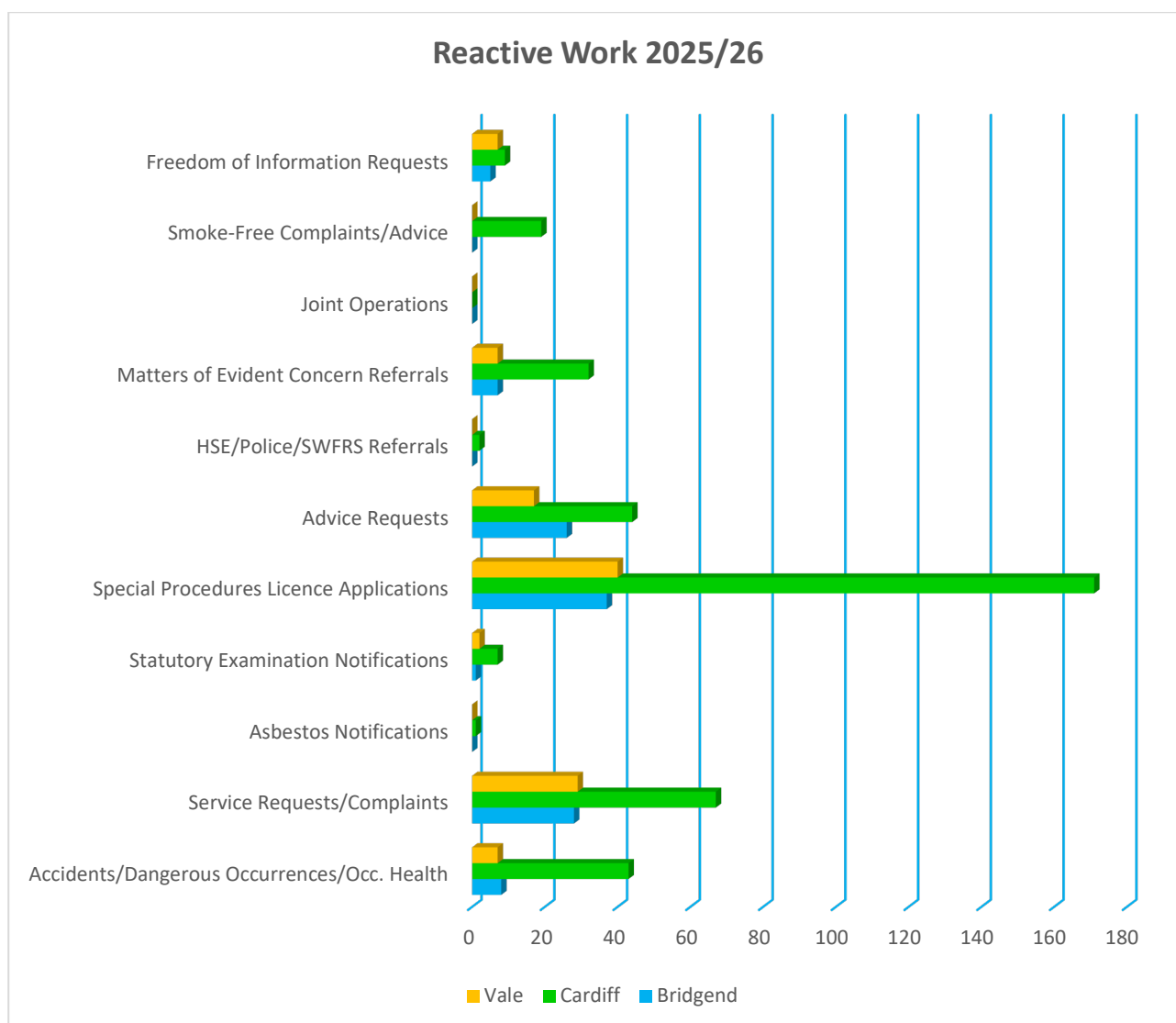
Accidents, Complaints and Service requests

Officers investigated a wide range of complaints/service requests and accidents during 2025/26, which included:

- Electrical systems – lack of maintenance and inspection, and use of electrical systems not adequately protected from adverse conditions.
- Gas safety in catering – poor maintenance of equipment, continued use of equipment classified as immediately dangerous, use of gas equipment with inadequate ventilation.
- Use of catering equipment without appropriate guarding in place.
- Slips, trips and falls to both employees and non-employees.
- Scald and burn injuries sustained by catering staff.
- Significant injuries to members of the public at indoor trampoline parks, indoor soft play centres, indoor parkour facilities and indoor climbing centres.
- Workplace traffic management concerns, including fork people being struck by moving vehicles.
- Member of the public infections from skin piercing treatments, visiting barber shops and wellbeing facilities with saunas and cold water plunge pools.
- Dust exposure in the workplace.
- Unsafe storage of LPG in retail and hospitality venues.

All of the above were fully investigated by Authorised Officers, with appropriate enforcement action being taken which ranged from formal written warnings to formal departmental warnings.

Permissioning requests relate to high-risk work activities that demand a form of approval from the Health and Safety Enforcement Service before the activity can proceed. These include licensing applications for defined skin piercing practitioners; notifications from contractors wishing to carry out specific work on asbestos (*ASB5 submissions; Notifiable Non-Licensed Work submissions*) and statutory examination reports (*lifting equipment, pressure systems*) which identify technical defects which could cause a danger to users. All permissioning requests require officer intervention, which includes both desk-top assessments and visits.



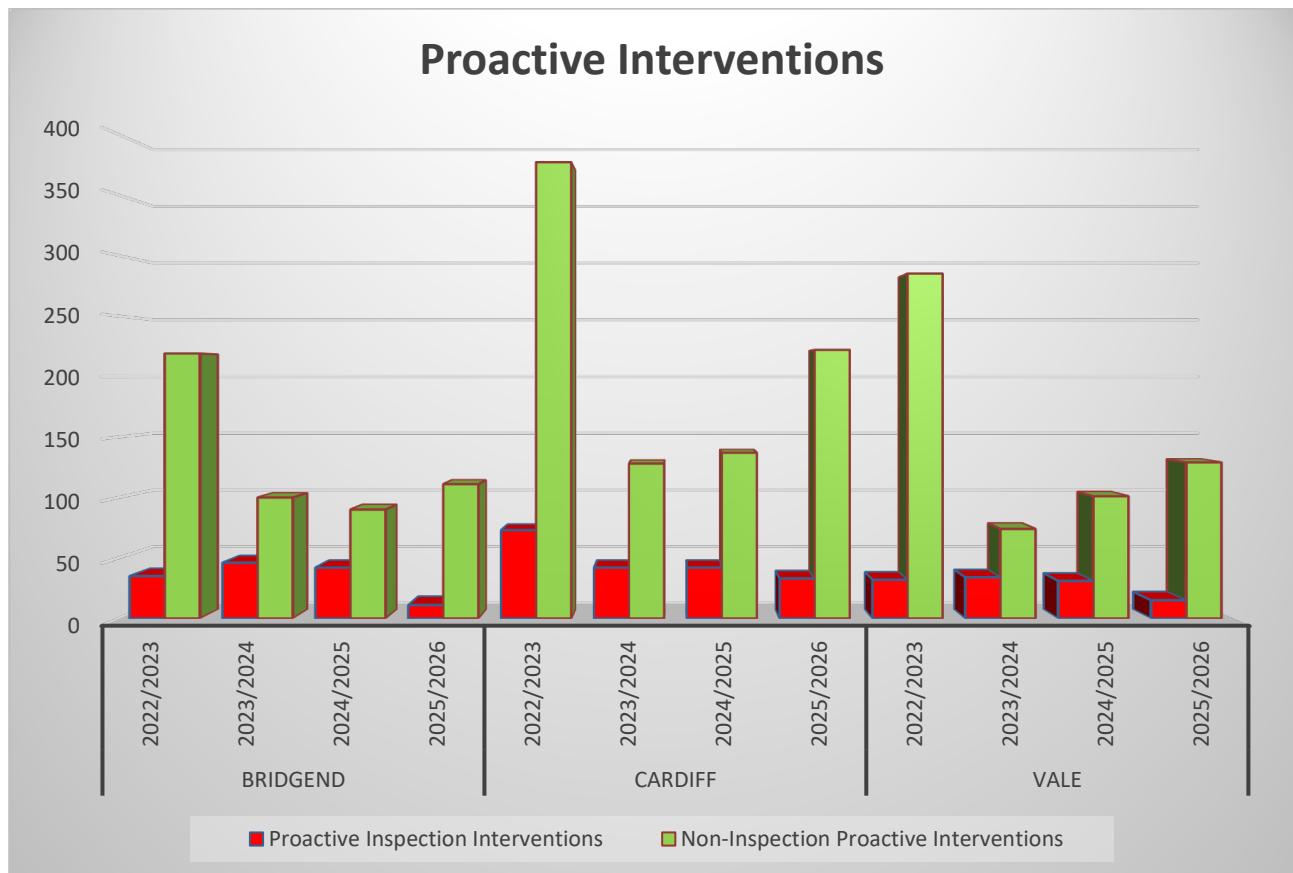
Proactive Interventions

Proactive Interventions include **proactive inspection-led interventions (projects)**, which are either local intelligence led or based on national priority topic areas, and **non-inspection led proactive interventions** which both face-to-face interventions (*including the provision of training/education, attendance at event safety liaison groups, primary authority engagement work, and chargeable advice visits*) and non-face-to-face interventions (*including desk top assessments, targeted mail shots based on national priority themes and local intelligence, production and dissemination of themed in-house guidance*).

The graph below compares the number of proactive interventions in Bridgend, Cardiff and Vale of Glamorgan for 2025/26 against the number of proactive interventions for the previous 3 financial years (*visits made in relation to petroleum and explosives are excluded since they are not in-scope of the annual LAE1 return and are classified as permissioning visits for the purpose of this Service plan*).

Numbers of proactive health and safety interventions were significantly impacted throughout 2025/26 due to the implementation of the new, all-Wales special procedures licensing regime in November 2024. The Health and Safety Service was responsible for completing over-the-threshold visits for all personal licence and approved premises certificate applications to ensure compliance

with relevant mandatory conditions prior to permissioning documents being issued. The Service was also instrumental in following up all unlicensed practitioners/unapproved premises beyond the 9 month transition period, and administering Stop Notices to prohibit the continuation of illegal trading.



Over-the-Threshold Proactive Interventions

70 businesses (Bridgend: 16; Cardiff: 39; Vale: 15) received proactive, face-to-face health and safety themed interventions in the following topic areas during 2025/26:

- Gas safety in commercial catering premises.
- Electrical safety in hospitality venues.
- Controlling exposure to carbon monoxide in shisha cafes.
- Controlling exposure to Legionella from the operation of cooling towers and evaporative condensers.
- Controlling exposure to biological hazards in barber shops.

These themed interventions were targeted initiatives aligned with national planning priorities detailed in LAC 67/2 (2025/2026) and local intelligence, details of which are detailed below and included in the next section.

Gas Safety in Commercial Catering Businesses – Improving health and wellbeing.

The Health and Safety Service continued to focus on this area of work throughout 2025/26 due to the number of referrals being received from Food Safety colleagues. Intelligence suggested that the potential risk of exposure to carbon monoxide to both employees and non-employees continued to be an area of concern, particularly in small-scale, independently operated food businesses.

Throughout 2025/26, a total of 52 visits were made – Bridgend (11); Cardiff (26), and Vale of Glamorgan (15)

Poor practices observed by Officers during unannounced visits included:

- Employees unable to isolate the gas supply in the event of an emergency due to location of primary meters being unknown.
- Lack of notices at emergency isolation valves and primary meters.
- Inadequate standards of cleaning contributing to a poor flame picture on gas appliances.
- Gas appliances not installed beneath an extract ventilation canopy, but observed in use.
- Inadequate ventilation in areas where gas appliances were available for use, but no evidence of carbon dioxide checks by a Gas Safe Registered engineer to evidence that safe levels would not be exceeded with existing ventilation provision.
- Extract ventilation systems in a poor state of cleanliness, compromising the removal of products of combustion from the cook line.
- Gas supply and extract ventilation system not interlocked, and no supporting safe system of work for employees to follow.
- Poor fresh air in-take to effectively dilute products of combustion where gas appliances in use.
- Unsafe methods to light gas appliances, thereby increasing the risk of burns.
- Domestic grade gas hoses fitted to commercial grade gas appliances.
- Restraining wires not re-connected after cleaning, or not installed.
- Lack of employee information and training on gas safety in the workplace.
- Lack of evidence of routine and regular maintenance of commercial gas appliances.
- Use of solid fuel cooking appliances (*e.g. charcoal grills*) without the installation of a carbon monoxide detector.

Officer findings from this planned intervention highlighted that standards and practices across the commercial catering sector continued to be poorly managed, despite this topic area being a long-standing intervention by Environmental Health teams across Wales. Reasons for sustained levels of poor compliance could be attributed to the current economic climate - encouraging the redirection of resources from routine pre-planned maintenance activities, staff training, and deep cleaning frequencies – and the high turnover of businesses still observed in this sector.

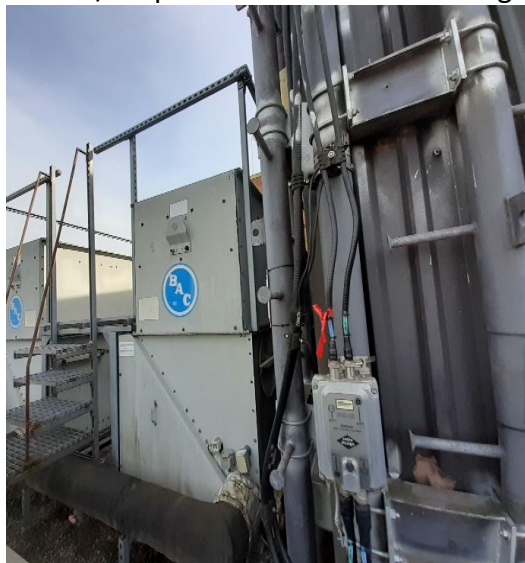
Mitigating the Risk of Exposure to Biological Hazards in Barber Shops – Improving health and wellbeing, supporting the local economy, safeguarding the vulnerable.

Throughout 2025/26, Shared Regulatory Services continued to engage with barbers across the region to discuss infection prevention and control (IPC) measures to mitigate the risk of exposure to biological hazards. Improvements in IPC practices were supported in 11 businesses throughout the period: Bridgend (5) and Cardiff (6).

Safe Operation of Cooling Towers and Evaporative Condensers – Improving health and wellbeing, safeguarding the vulnerable.

During Quarter 2, self-assessment forms were distributed to all known operators of cooling towers/evaporative condensers where the Local Authority was the relevant enforcing authority. This information was subsequently used by Officers to focus on-site inspections during Quarter 4 to ensure that the risk of exposure to Legionella was being effectively managed and controlled.

On-site visits were only required at 2 sites in the Cardiff Local Authority area due to other cooling towers/evaporative condensers having been decommissioned and/or removed.



Both cooling towers were found to be under control at the time of inspection, and duty holders were able to evidence completion of monitoring checks, sampling and testing required by the HSE Approved Code of Practice L8, and Technical Guidance HSG 274, Part 1.

Some recent contractor changes required the review of risk assessments and written schemes of control; however, arrangements had already been made to address these points.

Whilst some recent sampling had produced higher than expected TVC results, prompt corrective action had been taken to maintain the safety of the water systems.

Major Outdoor Events – Supporting the local economy

Officers from the Enterprise and Specialist Services Team attended a total of **33 Event Safety Group/Events Liaison Panel meetings** across Bridgend (10), Cardiff (11) and Vale of Glamorgan (12) during 2025/2026. Although **0 site visits** were made by Officers, **139** events received **desktop reviews** to assess event management plans, site plan layouts and risk assessments – Bridgend (31), Cardiff (47) and Vale of Glamorgan (61). Event Organisers were subsequently provided with constructive feedback to bolster the robustness of their event safety management arrangements.



Other Achievements for 2025/2026

The Achievements Section highlights a range of other work activity including:

- Notable prosecutions
- Work undertaken in addition to the programmed work plan
- Programmed work which has resulted in a significant, positive impact within that industrial sector.

Prosecution of a Cardiff-based Shisha Café Operator – Improving health and wellbeing



The 2025/26 business year saw the successful conclusion of a long-standing investigation into continued and significant health and safety breaches at a Cardiff shisha café throughout 2023. Officers from Shared Regulatory Services attended site on multiple occasions and witnessed poorly maintained electrical systems, which were inadequately protected against the effects of wet and dust, and inadequate control measures to mitigate the risk of exposure to products of combustion in the charcoal preparation room. Officers found extract ventilation filters clogged with thick dust, no evidence of thorough examination and testing of the extraction system, taped up carbon monoxide detectors and

smouldering ash being repeatedly stored in poorly ventilated indoor areas. Despite Improvement Notices being issued, compliance was not secured.

After repeated failures to attend Court, the duty holder was finally arrested and removed off a plane at Heathrow Airport, attended Uxbridge Magistrates Court the following day and spent 36 hours in custody.

The limited company was fined £1760 and ordered to pay a victim surcharge of £704.

The director was fined £3692, ordered to pay costs of £700 and a victim surcharge of £1477.

Prosecution of a Cardiff-based Retailer – Improving health and wellbeing



The 2025/26 business year saw the successful prosecution of a Cardiff-based retailer who failed to comply with a health and safety Improvement Notice to maintain the electrical systems in his shop in a safe condition to prevent danger to both employees and non-employees accessing all areas.

After entering a guilty plea, the duty holder was fined £4000 and ordered to pay costs of £570.

After consideration of the public interest test, departmental warnings were issued to 2 other Cardiff-based duty holders in the 2025/26 business year for delayed compliance with Section 21 Improvement Notices.

Violence and Aggression, Mental Health and Wellbeing in the Retail Sector – Improving health and wellbeing, supporting the local economy, safeguarding the vulnerable.



During the 2025/26 business year the Service was able to start Phase 1 of a longer-term, proactive intervention looking at the mental health and wellbeing of retail sector workers in Cardiff city centre, with a particular focus on violence and aggression in the workplace. Whilst local intelligence had indicated an escalation of shoplifting and anti-social behaviour in the city centre, limited information was available about the scale of the problem and how this was impacting the health and safety of retail workers.

Phase 1 enabled Officers to develop critical links with key partners, scope out what arrangements were already in place across Cardiff city centre, and improve understanding about the key challenges being experienced by local retailers. Through the completion of an initial shadow shift with city centre wardens, regular attendance at the weekly multi-agency breakfast meetings hosted by The Hilton hotel, and attendance at recent crime partnership meeting at Cardiff Utilita Arena, SRS is now able to move into 2026/27 with a clearer understanding of how to shape Phase 2.

Phase 2 of this piece of work will focus on direct engagement with retailers, with the ultimate aim being the creation of a 'blueprint for excellence' which will help traders understand what strategies have been successfully implemented across the sector to address local level challenges.

Key Partners include:

South Wales Police	Cardiff City Centre Management / City Centre Wardens	The Huggard Centre
South Wales Fire & Rescue Service	Community Neighbourhood Teams	The Wallich
FOR Cardiff	St David's Centre Management & Security	The Salvation Army

Mitigating the Risk of Exposure to Biological Hazards associated with Skin Piercing Procedures – Improving health and wellbeing, safeguarding the vulnerable.



Between 01/04/2025 and 31/03/2026, Officers engaged with **248 businesses and practitioners** across SRS to support the special procedures licensing process: Bridgend (37); Cardiff (171); Vale of Glamorgan (40).

Whilst compliance visits were primarily focused on infection prevention and control to mitigate the risk of client and practitioner exposure to biological hazards, the interventions also ensured that our more vulnerable citizens were not being put at an increased risk of harm (*e.g. no tattooing or intimate procedures on anyone under 18 years of age, ensuring clients had adequate capacity to consent to treatments and understand the risks involved, and that an adequate consultation was being provided prior to any treatments being performed*).

Targeted Mail Shots, Development of Guidance, and ‘Adding Value’ – Improving health and wellbeing; maximising the use of resources

With continued resource challenges, the Service has continued to adopt an ‘added value’ approach to its work throughout the 2025/26 business year and achieved the following:

- Based on intelligence gathered during phases 1 and 2 of the electrical safety in hospitality interventions, business guidance with a checklist tool was devised for duty holders. All materials were uploaded to the SRS website for easy access to business operators across the hospitality, catering and entertainment sectors.
- Information about the HSE ‘Working Minds’ campaign, and links to relevant resource materials, were included in a targeted communication to domiciliary care providers in February 2026 as part of wider messaging about infection prevention and control. This enabled the Service to engage with 115 duty holders: Bridgend (26); Cardiff (77); and Vale of Glamorgan (12).
- Duty to manage asbestos, smoke-free compliance and consideration of wider health and safety matters of evident concern were included in the gas safety in commercial catering project intervention to add value to each visit.
- Targeted mail shots were sent to operators of animal handling and feeding venues during Quarter 1 and Quarter 4 to signpost duty holders to the Industry Code of Practice, “*Preventing or Controlling Ill Health from Animal Contact or Visitor Centres*”, and allied resource materials, to improve control measures to mitigate the risk of vulnerable group exposure to biological hazards (*e.g. Cryptosporidium, E. coli*).

Controlling Exposure to Carbon Monoxide in Shisha Cafes – Improving health and wellbeing; safeguarding the vulnerable (*in addition to the programmed work plan*)

During Quarter 4 of the 2025/26 business year the Service was able to undertake unannounced visits to 4 operational shisha lounges in Cardiff to assess how businesses were mitigating the risk of employee and non-employee exposure to products of combustion, particularly carbon monoxide and carbon dioxide. Health and safety concerns were observed in 2 businesses, requiring Officers to serve Improvement Notices to effectively mitigate health risks associated with the use of solid fuel (*correct handling of smouldering charcoal ash, provision of CO detection, provision and*

maintenance of extract ventilation in charcoal preparation areas) and safety risks associated with the use of poorly maintained electrical systems.

Proactive Intervention - Firework Safety

The Trading Standards Team within Health & Public Protection is responsible for the enforcement of the law on storage of explosives in retail premises, sales of fireworks, the safety of fireworks and age-restrictions on sales. There are various regulations and guidance on the subject, all designed to minimise the risk of uncontrolled fire or explosion and thereby staff and customers and the general public as safe as possible. The Explosives Regulations 2014 came into effect on the 1st October 2014. There are three main aims to the regulations:

-  To prevent fire or explosion
-  To prevent communication of any fire or explosion, and
-  To protect people from the effects of fire or explosion

In 2025/2026, Trading Standards Officers carried out **38** inspections of premises across **Bridgend (11)**, **Cardiff (21)** and the **Vale of Glamorgan (6)** that applied for a licence to store and sell fireworks and explosives.

Primary Authority Partnership Work – Supporting the local economy; maximising the use of resources.

The 2025/26 business year has focused on supporting 2 Vale-based Primary Authority Partners, plus continuing to develop the partnership with the **National Hair & Beauty Federation (NHBF)**. The last year has enabled SRS to advise on guidance for members on barbering and hair dressing, and further development of the 'Beauty in a Box' pack for beauticians. SRS was able to contribute to an article for NHBF members to highlight the requirements of the special procedures licensing regime in Wales, particularly to support NHBF members operating in the Principality. Work to review the membership packs started in 2025/26, which will provide a focus on aesthetics treatments and products, which will continue into 2026/27.

5.3 Areas for Improvement

The following improvements are to be continued during 2026/2027:

- Cost effective implementation of proactive project interventions (*including bolt-on interventions where appropriate; utilising non-face-to-face strategies for communicating key messages and engaging with external stakeholders*).
- Developing Officer competency in key topic areas being considered for proactive work so that all SRS customers receive the best possible level of service.
- Developing Officer competency in allied teams to optimise the resilience of the Health and Safety Enforcement Service.
- Engaging with Primary Authority Partners so that improvements to health and safety policies, procedures and practices target a wider audience and maximise potential impact.
- Explore additional opportunities for partnership working with wider stakeholders to mitigate the risk of duplication of effort and maximise impact. Opportunities currently being explored include collaborative working with: Healthy Working Wales (within Public Health Wales), the South and South West Safety Group, South Wales Police and City Centre Management within Cardiff County Council.

Appendix 1 – Action Plan 2026/2027

There are four Strategic Priorities relevant to the delivery of the Health and Safety Enforcement Function:

1. Improving health and wellbeing
2. Safeguarding the vulnerable
3. Supporting the local economy
4. Maximising the use of resources

Relevant Strategic Priorities	Objective	
1, 2, 3, 4	Q1	Complete and secure approval from SRS Joint Committee for the 2026/27 Section 18 Health and Safety Service Plan.
1, 2, 3, 4		Engage with external partners and develop a range of communications for businesses across SRS to highlight 'No Falls' week from 18 th to 22 nd May 2026.
1, 2		Complete visits to all outstanding shisha cafes in Cardiff to ensure that the risk of exposure to products of combustion is being effectively controlled.
1, 2		Preparation and delivery of a pilot project of the aesthetics sector across the SRS region to identify the range of treatments being offered and gain an understanding of how risks to health and safety are being mitigated.
1, 2, 3, 4		Commence phase 2 of the longer-term intervention focused on violence and aggression, mental health and wellbeing in the retail sector. Emphasis will be on visiting businesses to understand how risks have been identified and managed, alongside wider engagement with external partners to develop training and communication opportunities.
1, 2, 3, 4		Preparation of a broad intervention focused on mitigating the risk of exposure to <i>Cryptosporidium</i> in leisure-based activities (<i>including swimming pools, cold water pods, ice baths, animal handling and feeding</i>). The intervention will include a mix of on-site proactive inspection, preparation of guidance resource materials, and non-face-to-face interventions.
1, 2, 3	Q2	Engage with barber shop operators across the region to assess how the risk of exposure to biological hazards is being mitigated.
1, 2		Complete visits to all outstanding shisha cafes in Cardiff to ensure that the risk of exposure to products of combustion is being effectively controlled
1, 2, 3, 4		Continue phase 2 of the longer-term intervention focused on violence and aggression, mental health and wellbeing in the retail sector. Emphasis will be on visiting businesses to understand how risks have been identified and managed, alongside wider engagement with external partners to develop training and communication opportunities.
1, 2, 3, 4		Delivery of the intervention focused on mitigating the risk of exposure to <i>Cryptosporidium</i> in leisure-based activities.
1, 2, 3	Q3	Engage with barber shop operators across the region to assess how the risk of exposure to biological hazards is being mitigated.
1, 2, 3, 4		Continue phase 2 of the longer-term intervention focused on violence and aggression, mental health and wellbeing in the retail sector. Emphasis will be on visiting businesses to understand how risks have been identified and managed, alongside wider engagement with external partners to develop training and communication opportunities.

1, 2, 3, 4		Delivery of the intervention focused on mitigating the risk of exposure to Cryptosporidium in leisure-based activities.
1, 2, 4		Commence Phase 1 of a longer-term intervention focused on noise exposure in the entertainment and hospitality sector.
1, 2, 3	Q4	Engage with barber shop operators across the region to assess how the risk of exposure to biological hazards is being mitigated.
1, 2, 3, 4		Continue phase 2 of the longer-term intervention focused on violence and aggression, mental health and wellbeing in the retail sector. Emphasis will be on visiting businesses to understand how risks have been identified and managed, alongside wider engagement with external partners to develop training and communication opportunities.
1, 2, 3, 4		Delivery of the intervention focused on mitigating the risk of exposure to Cryptosporidium in leisure-based activities.
1, 2, 4		Continue Phase 1 of a longer-term intervention focused on noise exposure in the entertainment and hospitality sector.
1, 2, 4		Complete a targeted mail shot to duty holders offering animal handling/feeding activities to drive IPC improvements and mitigate the risk of exposure to Zoonoses by vulnerable citizens in the SRS region.

Appendix 2

Corporate priorities and outcomes of partner Councils

Bridgend County Borough Council



Priorities

- A County Borough where we protect our most vulnerable
- A County Borough with fair work, skilled, high-quality jobs and thriving towns
- A County Borough with thriving valleys communities
- A County Borough where we help people meet their potential
- A County Borough where people feel valued, heard and part of their community
- A County Borough where people feel valued, heard and part of their community
- A County Borough where we support people to live healthy and happy lives.

Outcomes/Aims

- Protect our most vulnerable
- Fair work, skilled, jobs and thriving towns
- Creating thriving valleys communities
- Helping people meet their potential
- Responding to the climate and nature emergency
- Making people feel valued, heard and part of their community
- Supporting people to be healthy and happy.

City of Cardiff Council



Priorities

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, confident and empowered communities
- A Capital City that works for Wales
- One Planet Cardiff
- Modernising and integrating our public services

Outcomes/Aims

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, confident and empowered communities
- A Capital City that works for Wales
- One Planet Cardiff
- Modernising and integrating our public services

Vale of Glamorgan Council



Priorities

- Creating great places to live, work and visit
- Respecting and celebrating the environment
- Giving everyone a good start in life.
- Supporting and protecting those who need us.
- Being the best Council we can be.

Outcomes/Aims

- Creating great places to live, work and visit
- Respecting and celebrating the environment
- Giving everyone a good start in life.
- Supporting and protecting those who need us.
- Being the best Council we can be.