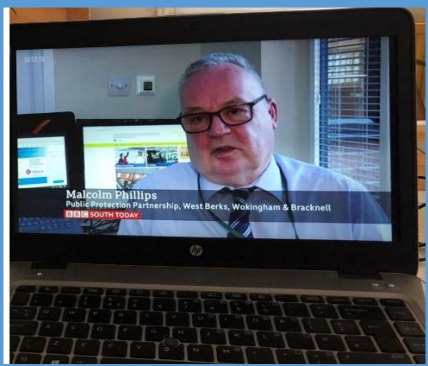
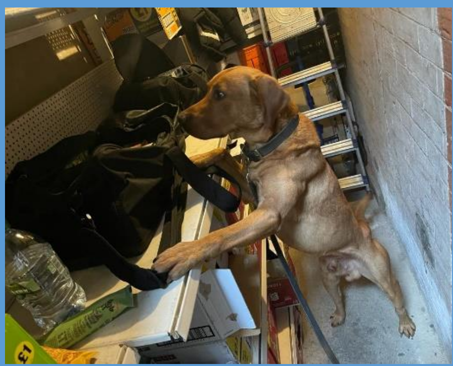
Public Protection Partnership | Bracknell Forest West Berkshire





Public Protection Partnership Training and Development Plan 2023/24 Revision

March 2023

Bracknell Forest Council

A shared service provided by Bracknell Forest Council and West Berkshire Council

West Berkshire Council

Contents

1. INTRODUCTION

The Public Protection Partnership (PPP) is committed to developing our employees in light of changing demands on the Service as well as new ways of working and learning and the Service therefore aims to:

- Help employees to develop their skills and potential;
- Increase personal growth and performance of the team;
- Provide good quality services and value for money for our residents and the authorities we serve;
- Inform, protect and support residents and legitimate business.

This plan outlines the direction for training and development (T&D) of staff within the PPP and reflects the PPP Workforce Strategy. The Plan recognises that the PPP has responsibility for a significant array of complex areas of law ranging from environmental protection to counterfeiting, fraud and money laundering; private sector housing; food chain protection; health and safety, weights and measures and licensing and many other areas. Many of these areas are strictly controlled in terms of officer competence requirements whilst others are a matter for the service to determine. The Plan also underpins a number of the Service's other key strategic documents including the Business Plan, Strategic Assessment and Work Delivery Plan.

The Vision of the Service is to protect our communities through the use of effective communication, intelligence and enforcement by:

- Providing information to people to enable them to make informed decisions and understand their rights and responsibilities.
- Creating an atmosphere where legitimate and compliant businesses can thrive and not have their interests undermined by those who choose not to comply.
- Protecting the health, wellbeing and safety of the communities we serve.
- Responding to emerging issues and needs.

In order to do this the Service strives to:

- Be objective in decision making.
- Act at all times with best of intentions.
- Ensure an approach to service delivery which is professional on every level.
- Invest in our people.

To achieve these aims and in order to ensure that we have a workforce that is able to deliver the Service's Priorities it is essential to undertake investment in apprentices and trainees and continue to upskill existing staff.

While the Business Plan sets out the priorities and visions for the service the Workforce Strategy is designed to ensure that the service has an adequate supply of people with the skills, knowledge and experience to deliver these priorities. The Training and Development Plan is designed to improve the professional skills, knowledge and expertise of individual employees to support the Workforce Strategy.

Training needs will be identified and discussed through the Employee Performance Management or Appraisal Process including at regular one to one meetings with line managers.

2. TRAINING REQUIREMENTS

Training requirements may result from:

- the service, e.g. responding to new Service Priorities,
- external sources, e.g. responding to Cost of Living issues,
- professional teams, e.g. dealing with changes in legislation or professional standards,
- officers e.g. identifying knowledge or skills gaps or organisational weakness.

- new starters, apprentices and ongoing professional development.

All of these are legitimate reasons for requiring training, however, overall the training should be to allow the Service to deliver against priorities and the needs of residents and businesses in the PPP area.

The Plan aims to ensure that the PPP maximises the organisational capacity, performance and resilience of the Service.

To do this the Service will strive to:

- Develop the right skills to deliver the Service Plan and Service Priorities;
- Deliver for the needs of the whole community;
- Understand and manage risk;
- Understand the importance of effective implementation of good laws whilst minimising burdens on business;
- Understand the role of other council services and partner agencies and where we share common interests and objectives;
- Support employees to do their job well;
- Help employees and managers to identify and meet job related development needs, areas for personal growth and areas for improvement;
- Minimise single points of failure within the service;
- Consider appropriate routes for succession planning;
- Recognise the economic climate the Service is operating in and identify cost effective training methods;
- Evaluate the quality and costs of any training attended;
- Continue to explore opportunities to use Apprenticeship Levy funding through the National Apprenticeship Scheme;
- Make fair and consistent decisions relating to learning and development and to provide equality of opportunity for all employees based on service needs.

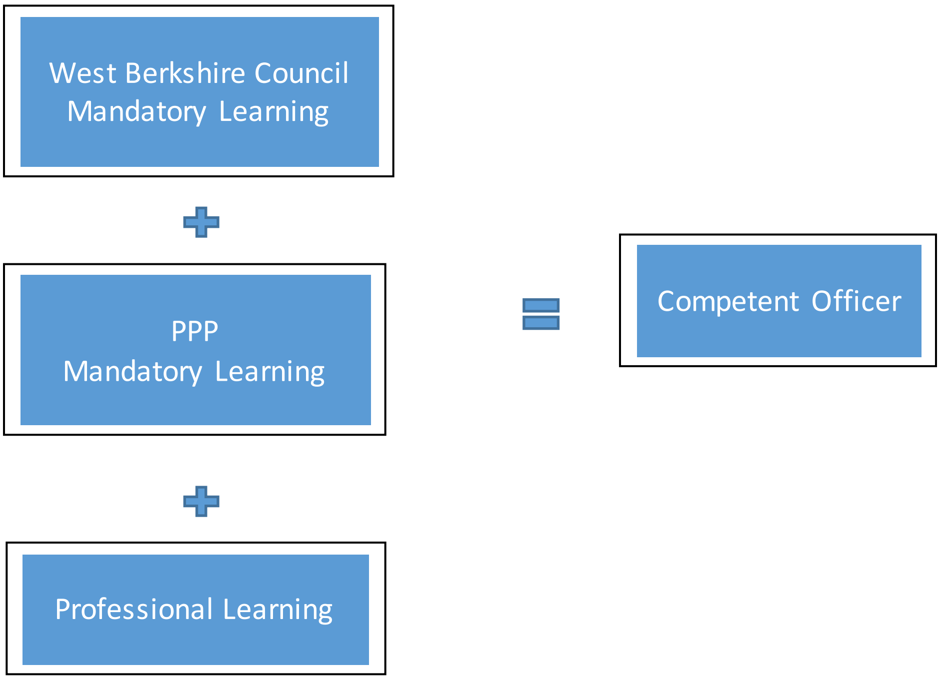
In addition to the above sources of training, West Berkshire Council and the PPP require all employees to undertake mandatory training courses and professional bodies may set their own requirments too.

3. PROFESSIONAL BODIES LINKED TO THE PPP

Professions	Organisations
Environmental Health	**The Chartered Institute of Environmental Health** (CIEH) https://www.cieh.org/
Case Management	**The Law Society** https://www.lawsociety.org.uk/
Licensing	**The Institute of Licensing** (IoL) https://www.instituteoflicensing.org/
Trading Standards	**The Chartered Trading Standards Institute** (CTSI) (and local Southern Branch) https://www.tradingstandards.uk/ **The National Trading Standards** (NTS) https://www.nationaltradingstandards.uk/ **Trading Standards South East** (TSSE) https://www.tsse.org.uk/

Food	**Food Standards Agency** https://www.food.gov.uk/
Health and Safety	**Health and Safety Executive** https://www.hse.gov.uk/

4. TRAINING AND PROFESSIONAL LEARNING



The PPP has two areas of mandatory training:

1. West Berkshire Council (WBC) mandatory training
2. PPP mandatory training

West Berkshire Council Mandatory Training

As the host authority, WBC stipulates the mandatory training which all staff must carry out including equalities, health and safety and data protection and information security. Training requirements are set out on the Learning Time application on the intranet.

WBC fully control this system and the only role for PPP is to ensure officers are compliant and to ensure this mandatory training meets the demands of other partner Councils.

Line managers will check officers are up to date with their mandatory training during the 6 month and 12 month appraisals. Any out of date learning should be addressed or elevated to senior management if there is an issue. Officers should be logging the mandatory training completed on their appraisal forms.

PPP Mandatory Training

The PPP also has a number of mandatory training areas identified. This training may be covered on whole service training days, via the local authorities within the partnership, by partner organisations, by other professional bodies or by competent staff within the Service. The level of training required may vary based on the role an individual fulfils within the team. This training should be undertaken at least every three years.

PPP Mandatory Courses
1. Safeguarding
2. Personal Safety
3. Conflict Resolution
4. Systems Training

Professional Learning Requirements

Officers who are members of professional bodies e.g. CIEH, CTSI and the SRA will be required to undertake training that will broaden their knowledge, skills and ability to do their job. They will be required to accrue a certain number of hours each year in order to maintain their membership and will need to log that training based on the requirements of the individual body.

The PPP will develop clear career development paths to ensure new staff into the service are certain of the opportunities to develop and learn from those more experienced staff. This work will also identify pathways for existing employees to allow them to progress from officer roles to senior and principal officer positions based on service need.

Learned Experience and Mentoring

In addition to training and development delivered in formal settings the service will build on the existing competencies in the team by providing opportunities for on the job learning and mentoring from competent colleagues.

5. TRAINING AND DEVELOPMENT PLANNING

Due to the nature of regulatory services and breadth of the work carried out by many officers, it would be counter-productive and unrealistic to set rigid annual plans for Training and Development. However, it is expected that training planning is documented and fit for purpose, depending on the skills being learned. For example, a regulatory compliance officer (apprentice) who has never worked in a local authority enforcement role would need to have overarching experiences in all aspects of PPP, whereas a qualified Environment Health Officer (EHO) who is tasked with specialism in say health and safety enforcement would require specific competencies to be demonstrated. This would be the same for financial investigations officers, graduate EHO's, apprentice EHO's, Trading Standards Officers, food specialisms, animal health specialists, licensing officers and so on.

The service has in place various competency frameworks to accommodate this varied learning within its Quality Management System (QMS) structure. See appendix B as an example of a Trainee Regulatory Compliance Officer Level 4 introduction & practical learning programme.

It is recognised that training and or development requirements may be identified at any time during the year and because of this reactive position, some elements may become uncoordinated.

We therefore aim for a proactive core for the majority of training and development, but with the acknowledgement that some may be reactive or unforeseen.

Training and Development Planning	
Proactive / Core	**Reactive/ Unforeseen**
Statutory requirement for legal competencies	Training to deal with emerging issues
Training of apprentices	Exposed areas of weakness
Career advancement (professional examinations etc.) and succession planning.	New areas of work being absorbed into the Service
Mandatory Training	Opportunities for updates
PPP Mandatory Training	New training courses being developed
CPD	

Proactive development of an individual's training plan should be developed during the employee performance management process i.e. via Appraisals (and half year reviews), during 121s, the development of Personal Development Plans and in accordance with any Continuing Professional Development Requirements of the individual officer.

All professional training undertaken and identified should be set out on appraisal forms and this information should be logged on the PPP Competencies Matrix (I:\Public Protection & Culture\PPP\PPP Training and Development)

The Matrix is intended to assist the Service to:

- identify which officers have particular expertise, and
- identify areas which may be exposed should officers leave the service.

The matrix should be updated after every appraisal and half year review by the line manager. The Principle Officer's Group (POG) should review the training matrix on a quarterly basis.

It is however recognised that training plans also include an unforeseen or reactive element.

When Training Opportunities Arise

Training providers are continuously designing and promoting training courses which may not have previously been formally identified or requested, but would be beneficial to undertake.

When such opportunities arise, consideration should be given to:

- is there already sufficient knowledge within the team or do we need more officers to deliver the subject (by checking the competency matrix),
- the quantity of work the officer undertakes within the area,
- availability of funding and if perhaps alternative training methods or providers are available (e.g. from internal sources)

All significant cost courses should be considered by the POG in order to select the most appropriate officers to receive the training. (See the Oversight of Training Section of this Document.)

All courses (no matter of cost) which may be appropriate for multiple officers should also be directed to the POG for consideration. Emails advertising training events should be forwarded to the *PPP Training* email account so that they can be considered by the POG.

Unforeseen Training Requirements

Sometimes extra training may be required following change of legislation or emerging issues becoming part of service provisions or because of a significant event e.g. infectious disease outbreak.

If training is identified from such issues, it is likely to involve a number of officers and would therefore require central coordination to ensure those applicable undertake it. It should therefore be considered by the POG.

Identified by External Sources

Some Training and Development may be identified by external sources such as customer satisfaction surveys or complaints to the service.

The results of Customer Feedback Surveys (positive or negative) should be fed back to Officers during their 121s. These can provide an external perspective of the service or officer capabilities and highlight possible additional or alternative Training and Development needs.

Where continuing issues are identified, line-managers should report it to the POG. The POG will consider if training or development may adequately address the issues.

Unique Training

Requests which are professionally unique or for a specialist function, e.g. an officer requires Animal Health or Animal Warden training, should be treated in the normal manner, i.e. for courses under £200, the request is made to the line manager, who checks against service need, the competency matrix, available finance and permits or refuses it accordingly. Courses over £200 are referred to POG.

Possible Multi-Officer Training

If a request for training is received by a line manager, which may affect multiple officers, e.g. writing statements, safeguarding etc., this should be forwarded to the POG for consideration.

If the POG believe the training will only be of benefit to the requesting officer, they will notify the line manager as such. However, if they decide it will be beneficial for multiple officers they will co-ordinate its provision with the Lead Officer for Training and Development.

Training for Senior Managers

Training requirements for senior managers will be overseen by the Public Protection Manager through the Appraisal and 1-1 process.

No Cost Training

On occasion free training can be provided by partner agencies and organisations such as the Chartered Institute of Environment Health (CIEH) or the Local Government Association (LGA) or other departments within the council.

Decisions around no-cost training also need to follow all the principles for costed training i.e. need etc.

TSSE Training

Trading Standards South East Training is not free but is already contributed to by PPP.

It is a great source for both Trading Standards as well as legal practice training and updates and should be considered by officers from all three professions.

TSSE training courses can be booked with line manager agreement.

The PPP account with TSSE will be reviewed every quarter to ensure it is within budget.

6. OVERSIGHT OF TRAINING

The Policy and Governance Officer is overseeing the Apprenticeship Program in the capacity of Lead Officer for Training and Devlopment. Co-ordinating requests for training will be undertaken at the bi-weekly Principal Officers Group (POG) meeting in consultation with the Strategic Management Group (SMG). The Strategic Management Group (SMG) will continue to direct the core direction of T&D and ensure delivery through performance management.

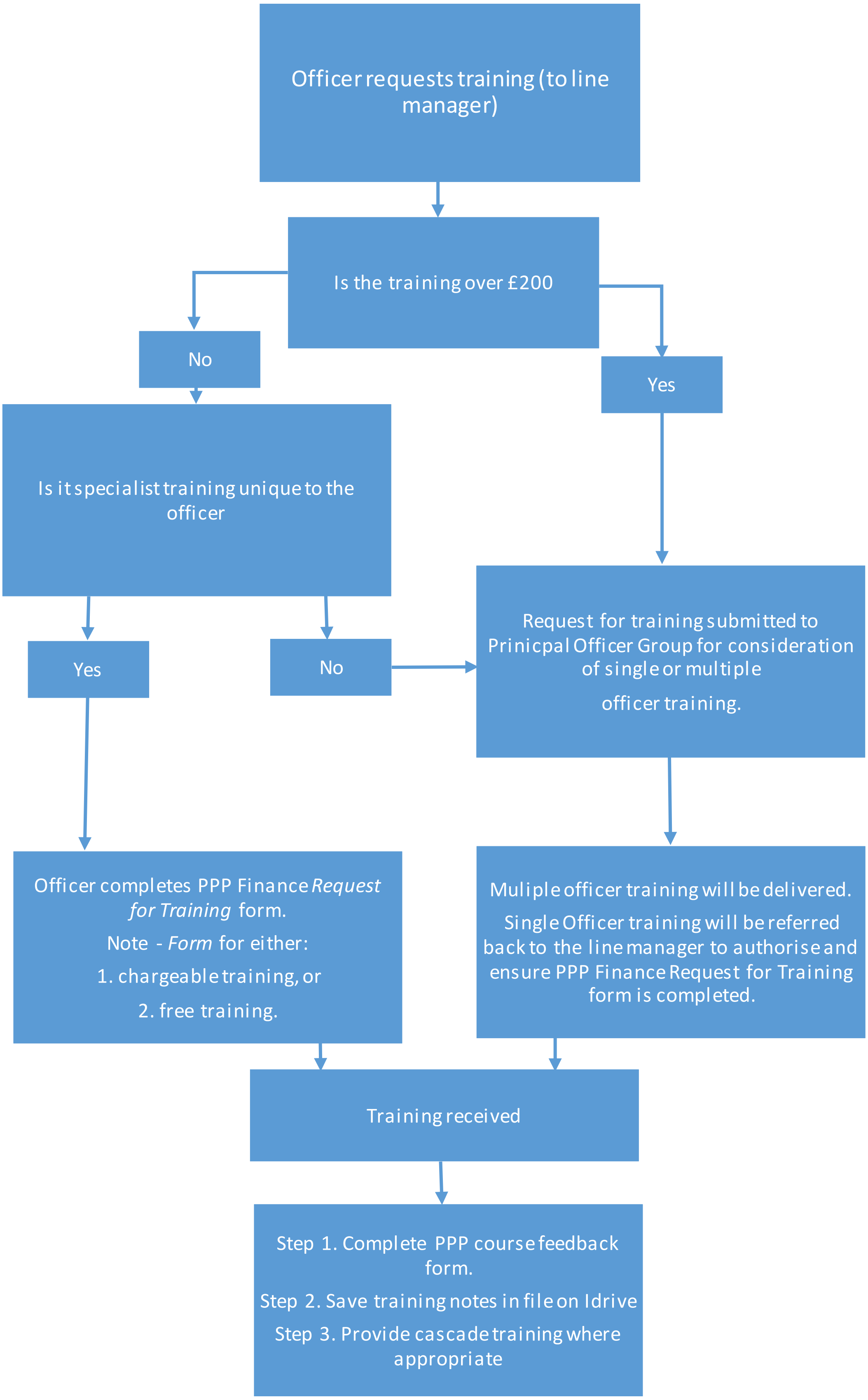
The professions within PPP all have their own professional bodies as set out in Section 3. The role of these bodies vary but generally they champion, lobby, assist, organise and promote the work of their professions. In order for the PPP to operate to its full potential, the support and training offered by these (and other) organisations should be maximised to ensure our workforce remains' competent and that the service remains relevant.

The success of training depends upon strong performance management. A core element of all appraisals and 121s will be to evaluate the performance of an individual and identify training needs and opportunities to support them in this process. Personal Development Plans should also be incorporated into these discussions.

The Principal Officer Group (POG) will play a key role in T&D as they assist in the delivery of the plan and it will be their role to keep it on track through performance management. They will have a coordinated overview, coupled with a strong understanding of their teams and the roles played by individual officers, which will therefore ensure the relevance of the T&D. They will consider all training requests for training costing more than £200. In addition they will be responsible for reviewing the competency matrix on a quarterly basis to assist with identifying any service gaps. The POG will also be responsible for co-ordinating training requests and opportunities involving multiple officers.

T&D will therefore be a standard agenda item in the regular POG meetings.

7. PROCEDURE FOR BOOKING TRAINING



8. TRAINING RECORDS

A transparent and consistent recording method is crucial for the Service to achieve appropriate, proportionate and good value training. In many circumstances there may also be legal requirements for the Service to demonstrate the competence of its officers, e.g. food, noise, health and safety enforcement.

The system for keeping this information must therefore be simple and practical.

It is the responsibility of officers to record all training in their training records on their appraisal forms.

Line Managers will review training records as part of the appraisal and one to one process to ensure they are being recorded and feedback will be provided on any concerns identified. The line managers will then ensure that any professional qualifications are logged on the competency matrix.

Training Records for Professional CPD Purposes

It is however recognised that T&D requirements may also come from sources exterior to PPP, e.g. The Chartered Institute of Environmental Health that requires Environmental Health Officers to upload their training to ensure they have completed the requisite training hours annually (usually circa 20-30 hours per annum)

The extent of these exterior requirements vary upon profession, role and qualifications of the officers involved.

Officers may therefore need to maintain an additional system for recording their CPD for their own professional purposes.

Training Records for Trainee Regulatory Compliance Officers

A separate competency framework which includes formal and on the job training in the various teams within the Service has been put together for the apprentices and their progress will be logged and monitored on a separate competency matrix.

9. TRAINING FEEDBACK

Attending a training session may not be a 'silver bullet' to creating or improving competence. Some courses may not deliver on the subject, be poorly delivered, or pitched at the wrong level for those attending.

A simple form should therefore be completed by officers following their training to record feedback and comments on the training provided. These can be used for reference when committing to future training courses or providers. The completed forms should be stored here I:\Public Protection & Culture\PPP\PPP Training and Development\3.Training Feedback forms and should be referred to by POG when requests for training are being considered.

10. SHARING KNOWLEDGE

Cascading of training within the Service will be beneficial to the Service as a whole. If the Service has paid for officers to receive training, it is expected that a form of cascade training will occur. This may occur as:

- a brief feedback in a team meeting or dissemination to the wider service,
- highlighting to the team that training notes have been saved in the shared drive (I:\Public Protection & Culture\PPP\PPP Training and Development\6. Training course notes), or

- standalone training session where applicable.

Line managers should promote the use of training notes on the shared drive as a way of officers updating themselves in relevant subject areas.

Legal Updates

Cascading of knowledge should also be provided from attendance at professional meetings and matters learnt from projects, cases etc.

It is anticipated that this will be covered in the ‘Legal updates’ section of Team Meetings.

11. APPRENTICESHIPS

As set out in the Workforce Strategy, PPP has a strong emphasis on 'growing its own' officers.

The Trainee Regulatory Compliance Officer Level 4 Apprentices must:

- Work within all three professions to ensure a range of knowledge;
- Receive assistance and co-operation from more experienced/qualified staff;
- Not be considered or used as a qualified officer but should be asked to undertake tasks in line with their experience gained;
- Be given adequate opportunity for their studies;
- Be supported by the Policy and Governance Officer to ensure their studies are made relevant to their roles.

The opportunity for current staff to undertake an apprenticeship will be based on service need. Officers who wish to undertake the apprenticeship should raise it during their appraisal and complete an expression of interest form which should be submitted to the Policy and Governance Officer after being signed off by their line manager.

The National Apprentice Scheme now includes professional qualifications in a number of specialised areas including Trading Standards and Environment Health but it is recognised that it does not deliver on all specialised training requirements for the professions within PPP. Specialist training courses must therefore continue to be accessed in addition to the apprenticeship route.

12. PROFESSIONAL QUALIFICATIONS

Not all professional development requirements can be met through the apprenticeship route. Where the need to undertake a professional qualifications is identified through the appraisal process West Berkshire Council's Qualification Training procedure should be followed. It is important that employees do not make arrangements (such as formally accepting a place on a course) that have a financial commitment attached to them until they receive formal confirmation of the level of financial assistance available from the Council.

As the costs of this training has to be met from the Service's budget any requests for training will need to be considered by the Public Protection Manager. The employee will be required to complete a Qualification Training Application Form which must be signed off by their line manager.

Each application will be considered on its own merits by the Public Protection Manager. Consideration will be given to the relevance of the course to the employee's duties, the needs of the service, the development needs of the employee, the training priorities in the service and the financial constraints of the training budget. It may be necessary to use waiting lists to match demand to budget.

Where training is approved the employee will need to complete a Qualification Training Agreement. The Service will pay the costs of the course. Employees who leave the Council within two years of completing the training course, or who cease the training out of their own choice or through dismissal on disciplinary or capability grounds (except where incapability is due to ill health or disability), will normally be expected to repay a percentage of the Council's contribution.

13. CAREER DEVELOPMENT

Career development opportunities will be provided where possible based upon budget constraints and service need. The majority of funding for career development will need to come from within existing service budgets. Occasionally alternative sources including external grant funding may arise.

Officers may develop vertically professionally by taking professional based exams organised by the professional institutes (Chartered Institute of Environment Health, Chartered Trading Standards Institutive, Institute of Licensing or Legal, Financial and Democratic Services for example).

Alternatively, officers may also wish to develop horizontally by learning new skills which may complement their current skill set or reflect the needs of the service to address emerging issues or addressing recruitment gaps. This training may take the form of a secondment or on the job training alongside other colleagues.

Requests for career development should be raised in appraisals or 121s, these will then be considered by the POG (for capacity issues etc.) and forwarded to the Strategic Management Group for authorisation.

14. REVIEW

As stated within the plan, the nature of regulatory services and the environment in which we operate is very broad and dynamic.

This plan should therefore be reviewed on a regular basis and renewed every three years.

Appendix A: Analysis of Training and Development within PPP

Analysis of Training and Development Within PPP	
Strengths	• Our professional background means we appreciate the need for continual training. • We already have a lot of skill and knowledge within the organisation (which can be shared). • We have many different avenues for obtaining/ building our skills and knowledge. • Competency and continuing professional development means we have developed qualified and competent workforce.
Challenges	• The challenge in coordinating the vast quantity of training which is undertaken. • Competing pressures, (council priorities, team priorities, etc.) • On occasion, the dynamic nature of the service requires officers to deliver areas of work at very short notice such as in the Covid Pandemic, Homes for Ukraine and Cost of Living Hub
Opportunities	• PPP has a good record of providing training for surrounding authorities which helped subsidise its own training. • We should aim to maintain a close working relationship with surrounding authorities to share and provide training opportunities. • Provide additional cross service training for Officers to ensure that, where appropriate, when undertaking a visit/inspection to a premise more than one type of inspection can be carried out. • Maintaining a broad skill base across the service will enable officers to work in any team with the appropriate management support.
Threats	• Withdrawal of funding • Experienced and or qualified officers leaving the service/ retiring • Single points of failure • Maintaining competencies • Reliance on outside agencies offering practical training • Reliance on outside agencies for covering general work

Appendix B: Regulatory Compliance Officer Apprenticeship

Duration: Typically 24 months

Qualification: Level 4. On successful completion of this apprenticeship the apprentice will be an occupationally competent Regulatory Compliance Officer

Introduction and Overview
Well designed and enforced regulation plays a vital role in improving the way markets work for the benefit of our businesses, employees and residents, supporting sustainable growth, trade and investment and improved social and environmental outcomes. It is well recognised that the regulatory climate is a key contributor to the creation of a positive and supportive business environment whilst also assuring public and environmental protection.

Assessment: Apprentices will be required to undertake an 'End-Point Assessment' (EPA). The purpose of the EPA is to test the skills, knowledge and behaviours of the apprentice as set out in the apprenticeship standard.

The EPA:

- Requires apprentices to provide oral and documentary evidence of their knowledge, skills and behaviours (competencies) developed throughout the apprenticeship on which they will be assessed.

- Enables the independent assessor to assess the skills and behaviours of the apprentice by observing the apprentice in the course of their normal work.

The EPA includes the following components:
1. A knowledge exam comprising multiple choice questions (MCQ) and short answer questions (SAQ)
2. An observation of professional practice.
3. A Viva (interview and professional discussion) supported by a work-based portfolio of evidence.

The Process:
Stage 1 – The apprentice registers for the apprenticeship programme with the PPP.

Stage 2 – The apprentice completes the agreed period of on-programme training including a work-based portfolio and project.

Stage 3 – The PPP in conjunction with the training provider, agrees that the apprentice has sufficient experience, knowledge and skills (including maths and English requirements) to enter the gateway to the EPA.

Stage 4 – The apprentice undertakes the EPA with an independent assessor who will oversee the knowledge exam, undertake an observation of professional practice, review the work-based portfolio of evidence and lead the final Viva (interview and professional discussion)

Stage 5 – The independent assessor judges whether the apprentice has passed or failed the end-point assessment at the end of the final Viva. If the apprentice is successful, the final grade is determined by the independent end-point assessor.

Delivery of Apprenticeship by Provider
The current provider is CSA (Credit Services Association).

Currently all delivery is remote. This includes full day workshops every other month, monthly 1-2-1 coaching sessions, and 10-12 week progress reviews. If a 1-2-1 coaching sessions was to be delivered face to face, this would be at a PPP office.

On-Programme Training

Weeks 1 and 2

- Allocation of Equipment and Familiarisation with it
- Theale Housekeeping
- Theale Health & Safety
- Undertake the WBC Council induction Programme including completion of the mandatory training requirements
- Sending and Receiving emails, letters, post, telephone protocol and other communication standards
- Background to the PPP
- Where to find information
- Timesheets, Leave sheets and other general administration

Week 3 and 4

- Manage Drop accounts
- Smartsaving Manage Drop accounts
- electronic records
- Mail merges
- Labels
- Identifying any other Word, Excel, PowerPoint Training and Book onto courses
- CSQ Business and Client
- Zoom and Team Meetings
- Introduction to the Various Services within the PPP

Weeks 5 to 10 (Environment Health and Licensing with the PST)

- Health Certificates
- Infectious Disease Notifications
- Accidents - RIDDOR Website
- Licensing Consultations
- Planning Applications
- Planning Appeals
- Demolition Applications
- Lift Reports
- Food Alerts (FSA Emails)
- Food Complaints
- Notices: Informal / Formal
- Registers (Food, Authorised Premises, Radioactive Substances, Cooling Towers)
- Food Registration OSR1 Forms
- Food Hygiene Inspection Reports
- Food Health & Safety Inspection Reports
- Total Land Charges (TLC, Swift search etc)
- Land Registrations
- Abandon Vehicles Admin
- Freedom of Information Requests
- Theale Storage Register
- LLO Reports input

Weeks 11 to 16 (Trading Standards with PST)

- Doorstep Crime - Immediate action
- Animal Health Inspection d.b.Entry
- Animal health related notifications (Process on handling need to be forwarded to an officer).
- E-mail notifications, Updates and notifications need to be sent to the trading standards team.

- Mondeo - Maintenance
- Maintain PACE / Counterfeit and doorstep grab packs
- Food / TS inspection data for returns
- Complaints and service requests
- Consumer Direct Referrals
- Consumer Direct Notifications
- Sample Collection
- Evidence Room/Cupboards

First Rotation – each Rotation will last 12 weeks

Trading Standards Team

(a) Pro-active work

- Food inspections, Weights & measures
- Pricing, and all elements of routine premises inspections as part of routine work.
- Food sampling.
- Animal Health visits
- Feeding stuff sampling
- Under age sales visits/TP exercises.
- Weighbridge testing when due (December and June).
- Car project—inspections. Any other non-food projects/sampling.
- Rogue trader patrols.
- Explosives visits
- Petroleum visits
- RTA/weight restrictions

(b) Re-active work

- Complaints and visits with officers in response to those.
- Test purchases (including online) /inspections in response to complaints.
- Seizure of items when required.
- Attendance on warrants when required.
- Witness statements.
- IUC
- Business advice meetings in response to complaints/enquiries.
- General TS—report writing, investigative processes (PACE, RIPA etc), interviews, evidence gathering and handling, data searches (e.g., NAFN)
- QMS re procedures

Licensing Team

- Understanding Licensing functions
- Licensing Act 2003 Alcohol and Regulated Entertainment, (Premises, Personals, TENS, Clubs, Reviews, Variations/Transfers. Hearings), Gambling Act 2005, Premises, TENS, Adult Gaming Machines, Lotteries, Casinos.
- Hackney Carriage, and Private Hire Vehicles, Drivers and Operators.
- Scrap Metal – Sites and Collectors.
- Dermal Treatments – Acupuncture, Electrolysis, Ear Piercing, Semi-Permanent Skin Colouring, and Body Piercing.
- Street Trading – Mobile and Sites.
- Hairdressing Registrations
- Street Collections, and House to House Collections.
- Animal Welfare (Licensing of Activities Involving Animals) Regulations 2018 Zoo and Dangerous Wild Animals

- Sexual Entertainment Venue.
- Application processes - Receive, Process, Monitor, Grant licence
- Complaints – Investigations SR's
- Licensing Inspections routine and reactive
- Licensing hearings and Appeals
- Licensing committees to gain knowledge of licensing decisions making process
- Conduct consultations
- Policy research
- Prosecutions (PACE, RIPA etc),

Housing Team

- Accompany officer on house condition inspection work, including HMO and caravan site work
- Accompany officers on Reactive work
- Service requests that don't require an enforcement visit
- Discussion on assessment of Fit and Proper Person for Caravan sites
- Discussion on Homes For Ukraine and visits where appropriate
- Project work for public health – e.g. assist with landlord forums, and Landlord Accreditation

Food Hygiene and Health and Safety

- Accompany officer on food hygiene inspection
- Process for E rated food premises
- Food Premises Register work
- Accompany officers on Reactive work
- Service requests that don't require an enforcement visit
- Food sampling – discussion on formal
- Food Sample undertake informal

Health and Safety

- Discussion on H&S topic inspections
- Discussion on accident investigation and accompany officers where appropriate
- SAG – discussion on SAG and those attending; attend meeting
- Accompany officers on Reactive work
- Service requests that don't require an enforcement visit

Democracy and Communication

- Understanding the Democratic Processes
- Safety Advisory Group
- Report Writing/ Plain English
- Performance Reporting
- Creating Social Media Content
- Updating the Website
- Writing Press Releases
- Community Engagement
- Policy Drafting

Environment Health

- (EQ team)
- Dealing with incoming enquiries and first response on complaints with the Duty Officer
- (CTS Team) assisting with service requests and accompanying officers on visits regarding;
- Statutory nuisance and ASB complaints – E.g. domestic, smoke and odour nuisance

- Pests (rats and mice),
- Accumulations / fly tips,
- Filthy and verminous properties,
- High hedges,
- Abandoned vehicles
- Stray dogs
- Public funerals.
- Private water supplies - sampling and understanding Risk Assessments
- Commercial nuisances (Noise, odour, fumes etc.)
- Air quality - monitoring, project work as per the DEFRA grant
- Local Authority Pollution Prevention and Control Inspections.
- Contaminated Land - Environmental Information Regn enquiries
- Planning applications
- General EH admin including report writing, file preparation, investigative processes (PACE, RIPA etc), interviews, evidence gathering and handling, data searches (e.g., NAFN) and QMS re procedures

CMU

- Paralegal work
- Court file bundle preparation
- Legal administration