Fro [redacted] **To:** [redacted] **Cc:**
Date: Thu, 02 Apr 2026 16:00:39 +0000
Subject: 25/1030 ~ Freedom of Information Request

[redacted]

Dear [redacted],

FREEDOM OF INFORMATION REQUEST

Thank you for your email dated 08/03/26 requesting information under the Freedom of Information Act 2000. I am now in a position to respond to your questions as follows:

I would like to request any records held by Torfaen County Borough Council relating to the property and business operating as:

Jayne's Baby Bank
5 Crane Street / 5b Crane Street
Pontypool
NP4 6LY

Both **5 Crane Street** and **5b Crane Street** are specified as separate addresses appear to be listed across different records. The CIC registration references one address while the Food Hygiene Rating listing references the other, therefore both are included in this request to ensure all relevant records are captured.

Please provide any information held for the past six months relating to this address or business, specifically in connection with:

• Trading Standards

• Environmental Health

• Health and Safety

• Public Protection or any similar regulatory department

This may include, but is not limited to:

• Complaints received
• Inspections or investigations carried out
• Enforcement actions, warnings, improvement notices, or prohibition notices
• Correspondence, reports, or internal records relating to the operation of the business at these addresses

Trading Standards has received 1 complaint in the last 6 months with no action taken. This complaint was referred by Citizens Advice Consumer Helpline and related to concerns as whether the organisation is a charity.

Officers in the **Housing Safety & Environmental Protection Team** have not had any interaction in the form of

complaints, inspections, investigations, enforcement actions, service of notices, correspondence or reports etc. associated with this premises during the time period specified.

During the last 6 months, the **Food & Health Protection Team** have received 4 complaints regarding these premises and are continuing to investigate issues at the premises.

In relation the complaints received by the Food & Health Protection Team, I can confirm that the authority does hold information in relation to your request, however this is being withheld under Section 30(1)(b) of the Freedom of Information Act (2000), which states :-

30 –(1) Information held by a public authority is exempt information if it has at any time been held by the authority for the purpose of –

(a) any investigation which the public authority has a duty to conduct with a view to it being ascertained - (i) whether a person should be charged with an offence, or (ii) whether a person charged with an offence is guilty of it,

(b) any investigation which is conducted by the authority and in the circumstances may lead to a decision by the authority to institute criminal proceedings which the authority has power to conduct, or

(c) any criminal proceedings which the authority has power to conduct.

The Authority considers that the exemption contained within section 30(1)(b) of the FOIA is engaged due to ongoing investigations by the authority.

This exemption is subject to the public interest test, which means that the Local Authority has to undertake a balancing exercise and consider the factors for and against disclosure. In a democratic society it is important that offences can be effectively investigated and prosecuted. However, the public needs to have confidence in the ability of the responsible public authorities to uphold the law and the public interest will be served by disclosures which serve that purpose.

The factors in favour of disclosure would be transparency and accountability, that public money is being used effectively and the authority is acting responsibly and undertaking the correct action regarding public safety. It is important that the public have confidence in those public authorities tasked with upholding the law. Confidence will be increased by allowing scrutiny of their performance and this may involve examining the decisions taken in particular cases.

Section 30 exemptions exist to ensure the effective investigation and prosecution of offences and the protection of confidential sources. It recognises the need to prevent disclosures that would prejudice either a particular investigation or set of proceedings, or the investigatory and prosecution processes generally, including any prejudice to future investigations and proceedings.

The factors against disclosure are that are that current investigations are ongoing. Therefore release of the report to into the public domain may undermine the Council's position in relation to any legal/enforcement action which may be required. It would therefore not be in the public interest to release this information into the public domain under the Freedom of Information Act at this moment in time.

Information supplied in response to any Freedom of Information Act request may be subject to copyright. A single copy of information supplied under the Freedom of Information Act may only be used for personal, non-commercial research or study, unless stated otherwise. It must not be passed to others, copied or re-published in whole or in part without permission from the copyright holder. Any copyright statement that forms part of or in any way refers to the information provided must not be altered or removed.

If you have any queries about this letter or are unhappy about the service you have received in relation to your request and wish to make a complaint or request a review, please do not hesitate to contact me in writing. A request for an internal review should be made within 40 working days of the date of the response.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner's Office (Wales) cannot make a decision unless you have exhausted the complaints procedure provided by this Council. The Information Commissioner can be contacted at: The Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone 0330 414 6421 or e-mail Wales@ico.org.uk.

Yours sincerely,

Jacquelyn Tranter

Complaints/FOI Assistant Team Leader / Arweinydd Tîm Cynorthwyol - Cwynion/Rhyddid Gwybodaeth

Resources Directorate/Cyfarwyddiaeth Adnoddau

Torfaen County Borough Council / Cyngor Bwrdeistref Sirol Torfaen

Phone/Ffôn: 01495 742774

Email/E-Bost: jacquelyn.tranter@torfaen.gov.uk

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From: [redacted]
Sent: 2026 17:13
To: TCBC - FOI
Subject: Freedom of Information Request – Jayne's Baby Bank, 5b Crane Street, Pontypool NP4 6LYFreedom of Information Request – Jayne's Baby Bank, 5b Crane Street, Pontypool NP4 6LY

External: This email originated from outside Torfaen County Borough Council. Please take care when clicking links.
Allanol: Mae'r e-bost yma wedi dod o'r tu allan i Gyngor Bwrdeistref Sirol Torfaen, cymerwch ofal wrth glicio ar ddolenni.

To whom it may concern,

This is a request for information under the Freedom of Information Act 2000.

I would like to request any records held by Torfaen County Borough Council relating to the property and

business operating as:

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• Inspections or investigations carried out
• Enforcement actions, warnings, improvement notices, or prohibition notices
• Correspondence, reports, or internal records relating to the operation of the business at these addresses

If any of the requested information is exempt from disclosure, please provide the remaining information and cite the relevant exemption under the Freedom of Information Act.

If the request exceeds the cost limit, please advise how the request may be refined to fall within the appropriate limit.

I would prefer the information to be provided electronically via email.

Kind regards,

[redacted]

'********** DISCLAIMER: The information contained in this e-mail is a) the property of Torfaen County Borough Council; and b) confidential. It is intended only for the addressee. If you are not the addressee you must not disclose, copy or distribute this or take any action in reliance upon it. If you receive this e-mail in error, please notify us immediately by telephone on ++44 (0) 1495 766366, and re-direct the e-mail and any attachments to us. WARNING: Please ensure that you have adequate virus protection in place before you open or detach any documents attached to this e-mail. The Council welcomes correspondence in Welsh and English. Correspondence received in Welsh will be answered in Welsh and will not lead to any delay. Personal data processed by the council is done so in accordance with our requirements under Data Protection Law (UK GDPR and Data Protection Act 2018). For more information on how we do this please see our Privacy Notice ********** YMWADIAD: Mae'r wybodaeth sy'n gynwysedig yn yr e-bost yma a) yn eiddo i Gyngor Bwrdeistref Sirol Torfaen; a b) yn gyfrinachol. Fe'i bwriedir ar gyfer y derbynnydd yn unig. Os nad chi yw’r sawl y cyfeiriwyd hi ato, ni ddylech ddadlennu, copïo na dosbarthu'r wybodaeth neu ei defnyddio i weithredu. Os derbyniwch yr e-bost yma fel camgymeriad, gadewch i ni wybod ar unwaith drwy ffonio ++44 (0) 1495 766366, a danfonwch yr e-bost yn ol gydag unrhyw atodiadau. RHYBUDD: Gwnewch yn siwr bod gennych ddiogelwch feirws digonol cyn agor neu ddatgysylltu unrhyw ddogfen sydd yn atodiad i'r e-bost hwn. Mae’r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg. Cewch ateb Cymraeg i bob gohebiaeth yn Gymraeg ac ni fydd yn arwain i unrhyw oedi. Mae data personol sy'n cael ei brosesu gan y cyngor yn cael ei wneud yn unol â'r gofynion sydd arnom ni o dan y Gyfraith Diogelu Data (RhDDC y DU a Deddf Diogelu Data 2018). Am fwy o wybodaeth ar sut yr ydym yn gwneud hyn gwelwch ein Hysbysiad Preifatrwydd

[redacted]