

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Tuesday, 11 June 2019
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Shared Regulatory Services Annual Report
Purpose of Report:	To advise members on the performance and financial position of the Shared regulatory Service for the 2018/19 financial year.
Report Owner:	Dave Holland, Head of Shared Regulatory Services Carys Lord, Head of Finance, Vale of Glamorgan Council
Responsible Officer:	Miles Punter, Director Environment and Housing
Elected Member and Officer Consultation:	Advice has been sought from the partner Councils
Policy Framework:	This is a matter for the Shared Regulatory Services Joint Committee
<p>Executive Summary:</p> <ul style="list-style-type: none"> • The Shared Regulatory Service (SRS) is a collaboration between Bridgend County Borough Council, the County Council of the City and County of Cardiff and the Vale of Glamorgan Council that commenced on the 1st May 2015, and is charged with the provision of Regulatory Services across the Authorities. • The Joint Working Agreement requires the Head of the SRS and the Head of Finance to produce an Annual report which, once approved, by the Committee is forwarded to the partner Councils • The report indicates that the SRS has consolidated service delivery in accord with the agreed standards and delivered the requisite financial savings. However, the report indicates that more demands are being placed upon the service at a time of reducing resources • The SRS is reporting an overall underspend of £496k against the 2018/19 gross revenue budget of £8.504m. This is primarily due to the inability to recruit suitably qualified officers. The report indicates how the service intends to respond to that challenge in 2019/20. • This report advises on the draft financial outturn position of the Service, and the resulting impact this has to each of the Partner Authorities, appertaining to the provisional outturn position in respect of financial year 2018/19. 	

- The Draft Shared Regulatory Services Statement of Accounts 2018/19 is presented to Committee, to be signed by both the Chair of the Committee and the Section 151 Officer as Treasurer of the Committee, to formally invite Welsh Audit Office to commence their audit of the account.

Recommendations

1. That the Joint Committee approves the report and authorises the Managing Director, Vale of Glamorgan Council, to forward a copy of the report to the Heads of Paid Service for the other partner Councils.
2. That the Joint Committee agrees the change of use of a reserve held by this service to support the recruitment and training of apprenticeships.

Reasons for Recommendations

1. To meet the requirements set out in Clause 5.1 of the Joint Working Agreement.
2. To address the current staffing shortfalls within the service.

3. Background

- 3.1** Under the Joint Working Agreement, the Shared Regulatory Service (SRS) is required to produce an annual report that covers the operational and financial performance of the service for the preceding year. Clause 5 of the Joint Working Agreement states:

"The Joint Committee shall receive in each year at its annual meeting which shall be held no later than 30th June the report of the Head of Regulatory Services and the Lead Financial Officer in respect of the functions delegated to the Joint Committee relating to the twelve months ending 31st March of that year and a copy thereof shall be forwarded to the Chief Executive of each Participant.

- 3.2** The report shall include:-

(i) *A statement showing the performance of the Regulatory Service Functions and progress in achieving the Objectives and delivering the Business Plan.*

(ii) *a summary revenue account and statement of capital spending including the distribution or use of any revenue surpluses and the financing of any capital expenditure"*

3.3 This is the fourth report produced under this requirement and covers the period 1st April 2018 to 31st March 2019. If the content of this report is agreed, a copy of the report must be sent to the Head of Paid Service of each of the three Councils along with the SRS Business Plan for 2019/20. The report outlines many of the actions undertaken at each partner Council to deliver the wide range of statutory functions assigned to the Service. The report provides a review of operations across the service, a summary of the financial position, and outlines performance against the 2018/19 service objectives.

Operating the Shared Regulatory Service

3.4 The Shared Regulatory Service (SRS) operates across Bridgend, Cardiff and the Vale of Glamorgan. The SRS delivers a range of statutory services through a collaborative model that are critical to maintaining the health, safety and economic wellbeing of local communities. The operating model delivers an integrated service for the Trading Standards, Environmental Health and Licensing functions, which has three service delivery sectors focusing upon the customer rather than the traditional professional delivery model.

- Neighbourhood Services: activities relating to residential premises or having an impact on the local community.
- Commercial Services: activities relating to business premises (generally where national standards apply).
- Enterprise and Specialist Services: specialist areas of work and income generating services.

3.5 As a regional organisation, providing regulatory services across three local authority areas, the SRS seeks to ensure that the corporate priorities and stated outcomes of the three councils at the heart of all its activities. Using them as a focus, the strategic priorities for the Shared Regulatory Service:

- Safeguarding the Vulnerable
- Improving Health and wellbeing
- Protecting the Environment
- Supporting the local economy
- Maximising the use of resources

provide a robust base for achieving the outcomes identified in the 2019/20 business plan and the partner Council's corporate aspirations.

3.6 The Joint Working Agreement, executed in April 2015, and updated in July 2017, underpins the entire service provision. The JWA contains a number of "milestones and requirements". In accordance with those requirements:

- The Wales Audit Office completed an independent financial audit of the service in September 2018; there were no recommendations for improvement.
- The service set its budget in December 2018 for the 2019/20 period. This implements Year 2 of the 3 year budget reduction programme which set out a budget reduction of 5% p.a. for the period to March 2021.
- The Annual Report is presented here for consideration by the Joint Committee.
- The Business Plan for 2019/20 is presented for political approval in other papers to the June 2019 Committee, following consultation with stakeholders.
- The Joint Committee will receive an audited statement of accounts in September 2019.

4. Key Issues for Consideration

4.1 The 2017/18 Annual report illustrated that the SRS consolidated service delivery in accord with the agreed standards and delivered the requisite financial savings. However, the report indicated that more demands were being placed upon the service at a time of reducing resources. The Key Milestones for 2018/19 were:

- Delivery of the SRS Business Plan 2018-2019.
- A review of the organisational structure for the SRS to meet the budget savings set out for 2019/20 and 2020/21.
- Consequently, to implement the financial savings agreed for the delivery of the SRS for the period 2018 – 2020.
- To respond to new legislation and new policy developments that was anticipated to place greater responsibilities upon the service; and with those responsibilities, greater expectations. *The consequences arising from the Grenfell disaster, the changes to the Public Health regime, the increased exploitation of vulnerable people, the challenges of improving air quality, have placed the SRS under considerable pressure the at a time of reducing budgets.*

Human Resources

4.2 Throughout 2018/19, filling vacancies has continued to be challenging and the SRS has struggled to recruit suitable individuals into the service. This was exacerbated by the consultation undertaken on the budget reduction process where a number of officers formed a view that the SRS could not offer the job security they needed and left the service. However, the Service's programme of

"growing our own" officers particularly in the food and trading standards disciplines has seen a number of individuals achieve higher accreditation levels to allow them to undertake a wider range of duties. The retention of those officers needs a clear commitment to the resourcing of training and development within the organisation.

- 4.3** The functions delivered for the partner councils such as Air Quality, Food Hygiene, Housing enforcement are presenting new demands. The recruitment and retention of good officers remains a challenge to ensure that the SRS meets existing targets, but is also nimble enough to meet future agendas for public protection. The shortage of applicants with the right skills, abilities and experience in the different professions, Environmental Health, Trading Standards, has created a more competitive market. These shortages, attributable to an aging professional demographic, increasing turnover due to retirement and a reduced investment in sponsorship of students by the Councils have to be addressed if SRS is to continue delivering effective regulatory services. We know that the majority of our officers are content with their employment within the SRS, yet the SRS delivery model is at significant risk due to the inability to attract, recruit and retain a high calibre workforce.
- 4.4** Consequently, the SRS management team have developed a new recruitment and retention strategy which seeks to enable the SRS to recruit high calibre professionals to ensure the provision of quality regulatory services across the region. The first step toward doing that is to extend the criteria for use of the Regulatory reserve created in 2016 to include the funding of apprentices and trainee officers. Elected members will be aware of a financial underspend in 2018/19, much of which is attributable to staff vacancies. Continued vacancies will impact upon service delivery and it is proposed to use the Regulatory reserve over the next three years to address the recruitment and development challenges faced by the service. Elected members will receive a formal proposal on this matter at the September committee.
- 4.5** Sickness absence levels for 2018/19 were 7.55 days per FTE person. This is an increase on the previous year where absence rates were recorded as 6.89 per FTE person. There are mitigating factors with a number of staff undergoing planned medical interventions. This increase, while disappointing, compares favourably when viewed in a wider context through comparison against the average sickness rates across the partner Councils. In June 2018, the management team began the consultation process on the need for further budget savings and that may have had an impact upon attendance. There are no discernible trends in either the short or long term absence figures.
- 4.6** Over the summer of 2018, Conflict Management and Lone Worker training was arranged for SRS operational staff. Local provider, Safety Training Solutions Ltd delivered eight sessions of the day long course in house. The trainer engaged fully with SRS to create training that was tailored to the needs of the Service and its ways of working. This included working to SRS specific risk assessments, and

teams were invited to submit examples of scenarios encountered previously that would be suitable for use as case studies in the training.

4.7 The course was designed to provide the skills necessary to identify confrontational / threatening behaviour through the combination of observation, communication, threat and risk assessment; and to enable participants to take control of challenging situations.

4.8 Topics covered included teaching to provide:-

- Awareness of the health and safety legislation in the context of workplace violence and aggression.
- Understanding of how confrontation maybe expressed through use of body Language.
- Ability to identify situation where personal safety may be at risk.
- An ability to use effective communication skills and positive body language to diffuse and manage confrontational situations.
- Safe strategies particularly when engaging with individuals at their own property / at home.

4.9 In addition, some perhaps less obvious areas of teaching included:

- Awareness of one's online and social media profiles and steps to manage effectively.
- Use of the mobile phone in emergency situations.

By the end of the eight sessions, over 130 staff had received the training with excellent feedback being received.

Operational Performance

4.10 Operational performance throughout 2018/19 has been reported both to the Joint Committee and to each partner Council through the legacy systems. Performance is gauged against the 2018/19 Business Plan. The targets and actions identified in the plan were achieved for the most part. All statutory documents were published on time and the change programmes identified for the period concluded on time. The only failings were an inability to complete all of the proactive programmes due to resourcing.

4.11 The SRS has a role in two of the Council Public Accountability Measures; PAM 023 and PAM 013 and 014 for Cardiff only.

- PAM 023 – Food establishments - broadly compliant (%). This measure provides an indication of how well a food business complies with food hygiene legislation. The food industry is responsible for producing and distributing safe food. The Shared Regulatory Service, as the enforcement agency, conducts inspections, ensuring that standards are met through a robust enforcement programme to deal with those who do not comply with standards. Additionally, the business support regimes introduced into the SRS structure play a part in promoting an increase in hygiene standards, examples of that are set out under the priority heading supporting the local economy. Premises are deemed to be broadly compliant if specified risk scores are achieved for cleanliness, structural issues, and confidence in the management of the business.

The number of premises that are broadly compliant with food hygiene requirements, i.e. scoring 3* or above, are gradually increasing and in line with the UK average of 95%. The number of food businesses with a food hygiene rating of more than 3 increased in each authority area during 2018/19 from the previous year to a higher rating than ever before. (Bridgend from 96.69% to 97.52%, Cardiff 92.71 % to 94.54%, Vale of Glamorgan 95.40% to 95.92%). The results show an increasing number of businesses improving their standards. This translates to an additional 83 premises in Bridgend, 131 in Cardiff and 55 in the Vale over the last 2 years achieving a satisfactory rating, some of which can be attributed to the success of the intervention programme for food businesses. It is important to note that Cardiff has a significant turnover of food business operators and many of these new entrants to the market do not attract immediately a broadly compliant rating and that affects the overall broadly compliant score for Cardiff. Areas with a more settled food business community often score well on this indicator because the food business operators have had time to become accustomed to the requirements of the food hygiene legislation.

- PAM 13, Percentage of empty private properties brought back into use and PAM 14, the number of new homes created as a result of bringing empty properties back into use. This is a new indicator, but the core subject matter of reducing the number of empty properties remains the same. The performance measure guidance suggests that there are categories of direct action that local authorities can take to bring a property back into use, including:

Grants, loans or other financial assistance provided or facilitated by the local authority; (managed by Cardiff Council).

Enforcement action including statutory notices;

Dialogue with the owner where the owner has engaged with the responded to the local authority

Progress has been made on over 200 empty homes cases giving an indication of the level of activity and the potential for future performance. The annual target has been achieved and the actions undertaken in this area of work have been positive; the response from property owners has been encouraging and bodes

well going forward. It is important to understand that the nature of empty homes means that there can be a significant lag time between attempted contact with empty property owners and re-occupation which means it can take time to achieve results. In addition to SRS work on this indicator, a key contributor to this PI in the past has been the Welsh Government Houses into Homes Scheme operated by the Council to assist in bringing properties back into beneficial use.

- 4.12** The SRS has recently begun to support Bridgend County Borough Council in delivering this function and discussions are on-going on the scope of the SRS activity for 2019/20.
- 4.13** Finally the performance indicator PAM 14 is being replaced with PAM 45, which takes account of commercial properties being brought back into use as residential property. PAM 14 has previously not accounted for these increases in private residences.
- 4.14** The detail of performance against all the agreed indicators is set out in **Appendix 1**.
- 4.15** The SRS may, through the relevant participative Council, prosecute breaches of legislation, particularly in respect of those who flout the law or who act irresponsibly, or where there is an immediate risk to health and safety. In the period, the service has been successful in challenging a range of unfair practices, many of which attracted significant media attention. An example of a significant increase in prosecutions is clearly evident. Last year there were 11 food hygiene investigations initiated, in 2018/19 this figure increased to 39. The time and work required investigating these matters, and the consequences of officers' ability to carry out day to day work whilst these matters are on going, is significant.
- 4.16** The details of all the prosecutions concluded in the period 1st April 2018 to 31st March 2019 are set out in **Appendix 2**.
- 4.17** The SRS has continued to support relevant corporate challenges at each Council, most notable in recent months with the issues arising from "Brexit". The uncertainty surrounding the UK's departure from the EU has required increased interaction with civil servants in Westminster and Cardiff on a range of public protection matters. Other examples of providing corporate support include officers playing a key role in assisting the Councils to deal with the requirements to improve air quality, participating in a range of audits including the WAO audit on safeguarding and in the Vale of Glamorgan SRS officers have played a key role on the reshaping programme, particularly in relation to the management development programme.
- 4.18** SRS officers have supported all three Councils statutory Licensing and Public Protection Committees through the year. The Committees have agreed a number

of policy documents on Alcohol licensing and Gambling to protect the vulnerable in the community.

The SRS has held discussions with the partner Councils on the potential for a joint Scrutiny regime for the service. The general consensus of the senior officers in attendance at the Management Board meetings and the Heads of each Democratic Service is that there is little to gain in either business terms from a joint scrutiny process, whilst the other scrutiny arrangements at each Council are on-going. However, concerns remain in terms of governance as there is currently no process for 'stopping' or 'checking' a decision of the Joint Committee. Notwithstanding, the SRS has appeared before a number of Scrutiny Committees and task and finish groups in the last year.

Significant Service achievements

- 4.19** Paragraph 2.5 above, sets out the priorities for the SRS; there have been a number of achievements in 2018/19 that demonstrate progress toward delivering the outcomes associated with those priorities. These actions can be found in Section 6 of the SRS Business Plan for 2019/20. Set out below are some examples of the work undertaken in the previous 12 months.

Improving Health and Wellbeing

- 4.20** Improving health and wellbeing is a key priority for Shared Regulatory Services. Work undertaken to ensure that food is safe, that infectious disease, noise and air emissions are controlled, that risks in the workplace are managed properly, allows people to live in healthy environments. Add to this our activities to ensure the quality of private rented property, the promotion of a safe trading environment and our regulation of licensed premises to ensure they operate responsibly and it is evident that the work undertaken by the SRS is hugely important to the health and wellbeing of the region.
- 4.21** The Gambling Policy for all 3 authorities was reviewed and reissued. The review was undertaken to meet the requirements of the Gambling Act 2005. Previous reviews have focused upon young people ensuring they are not able to gamble at premises licensing by the Councils. More recently, gambling is being recognised as a public health problem. While only a minority of gamblers are identified as problem gamblers, research is emerging to suggest that the financial, health and social harms that arise from gambling can impact upon families, communities and wider society. The increase in on-line gambling and the increase in the advertising of gambling products all plays a significant role. Research suggests, such developments increase gambling behaviours and possibly shape a more permissive social attitude to gambling. The Councils role here is limited, but the SRS is working with a range of organisations in Wales to contribute where possible to mitigate the impact gambling has upon vulnerable individuals

- 4.22** Following the tragic fire and loss of life in Grenfell Tower in North Kensington there has been a nationwide review of the use of a particular type of cladding known as Aluminium Composite Material (ACM) which was used in the Tower. Within Cardiff in the last 12 months, the SRS has begun to take a more prominent role in respect of the affected high-rise buildings and remains in consultation with Welsh Government and the Fire Service as to the potential changes in policy and practice as a consequence of Grenfell. Recently, the Minister for Housing and Regeneration convened an Expert Group, to develop a 'road map' to respond to the issues raised by the Independent Review of Building Regulations and Fire Safety (the 'Hackitt' review). The Head of Service attends this group as a representative of the Regulatory services in Wales. A new addendum to the Housing Health and Safety Rating System guidance (HHSRS) to clarify how an HHSRS assessment of fire risk where aluminium composite material (ACM) cladding is present in high rise buildings should be conducted has been introduced in England. The SRS is encouraging the Welsh Government to introduce the addendum promptly in Wales and to make other policy changes to Housing law.
- 4.23** Three owners of takeaways in the Barry and Bridgend areas were prosecuted following test purchases carried out in relation to allergens. Orders were placed for rice dishes where the businesses were told specifically the meal was for someone who was allergic to egg. However, when tested the food was found to contain egg or egg protein. In one case, 77 times the amount of egg required to cause a reaction in an allergic person was found. Disappointingly, these purchases were conducted only a few months after informal test purchases had been carried out when all three businesses had failed and subsequently been provided with advice. The businesses were fined in total £1800, £1975 in costs and £265 victim surcharges. One owner was given a Community Order to undertake 300 hours of unpaid work. This project is now being undertaken in other parts of the Country.
- 4.24** A business was fined £140,000, ordered to pay costs of £11,835 and a victim surcharge of £170 following a successful prosecution instigated by Shared Regulatory Services for a health and safety offence. The incident which occurred in 2018 occurred at a pub in Barry when a customer was left with serious injuries after falling through a cellar door which had been left open for cleaning staff. The customer fell down a concrete flight of stairs and was found unconscious after suffering a fractured skull and a bleed on the brain.
- 4.25** The SRS began an investigation into the safety of trampoline parks in 2018. These indoor activity areas have become increasingly popular and attract significant numbers of children. SRS investigated the construction materials used at one site and determined that the products used were of concern. The application of the law to these relatively new play environments was unclear. Following a legal opinion, the SRS intervened and required the operator to undertake a number of corrective actions before reopening the facility to the public. The SRS will now extend this piece of work in 2019 to the other similar venues in the region.

- 4.26** The Port Health work has received significant attention this financial year. At Cardiff Airport due to the airport having divert status and being a designated point of entry for Communicable Disease, SRS port health are working closely with Public Health Wales, the Ambulance Trust and airport management to ensure suitability of facilities in case of an infectious disease emergency. Imported trade is continuing to be monitored from Qatar Airlines; to date no food has been identified as being imported.

Vessel movements at the sea ports of Cardiff and Barry continue to be monitored with ships boarded according to risk in order to carry out inspections. The importance of this in protecting crew welfare was highlighted when a ship arrived at Cardiff sea port with a ship sanitation control certificate that had been issued in Turkey but without any indication of what these controls should be. A port health officer from SRS boarded the ship and found that conditions on board were very poor with issues relating to cleanliness of the galley, welfare of the crew i.e. a lack of food provision for the crew with only a very small amount of dry food and frozen meat and no fresh food, and disrepair to the structure of the ship including in cabins. The officer through the agent and owner arranged for food to be delivered to the ship within 24 hours. The Maritime and Coastguard Agency detained the ship at Cardiff dock due to major contraventions until the non compliances were addressed.

Safeguarding the Vulnerable

- 4.27** SRS contributes toward the safeguarding agendas of the partner Councils by seeking to ensure that children are protected from harmful substances and products, that older and vulnerable people are protected from unscrupulous individuals and traders, that illegal money lending activities across Wales, are challenged robustly and that the public feel safe when using taxis as public transport.

Call blockers can put an end to nuisance or malicious calls. They can be installed at the homes of residents being repeatedly targeted by scams and once fitted, prevent all calls coming through other than those from recognised friends and family numbers. In one case a referral was received from a social worker concerned about a person who was being bombarded by sales and nuisance telephone calls. Following intervention by SRS officers and a review of the individual's financial commitments, "unnecessary" payments to different organisations were terminated and the vulnerable person also received some compensation. SRS now has some 40 call blockers installed in residents' homes as a highly effective way of reducing nuisance and scam calls. Figures for 2018 published by the device supplier indicate that 41% of all incoming calls at these properties are nuisance or scam related, and that the devices are blocking 100% of unwanted calls. Research has shown that the average amount lost through a scam is £1,862; however the true value of call blocker devices can be immeasurable when they provide the comfort and peace of mind older and

vulnerable residents need to help them continue living independently in their own homes. The SRS call blockers are now being supplemented by the use of "Memocams" which can be fitted to deter cold callers at the door.

- 4.28** In order to strengthen improvements in safeguarding, particularly in relation to children, a programme of training and awareness of Child Sexual Exploitation (CSE) with the taxi community and other stakeholders was undertaken in Bridgend where training sessions were held with the trade in conjunction with South Wales Police and Social Services. A recent initiative, Operation Brake, involved Licensing Officers in Bridgend working with South Wales Police to raise awareness of child Sexual exploitation within the night time economy in Bridgend. Officers visited licensed premises and taxi ranks in the town centre to engage with workers in the night time economy on how to spot the signs of child sexual exploitation and how to report anything suspicious. This operation involved partnership working to highlight this crucial issue which impacts on the most vulnerable young persons within our communities. In Cardiff, the hackney carriage/private hire driver's written knowledge test was also updated to include a section on CSE, based on the booklet produced in conjunction with Cardiff Children's Services. Drivers must pass this test to show that they can spot the signs of vulnerability and what to do if they see an issue to become a licensed driver.
- 4.29** Following a spate of tragic incidents involving the use of knives, Cardiff was identified as one of two areas of concern in Wales with regard to the prevalence of knife crime. In order to play a key role in tackling this disturbing trend, SRS successfully bid for nearly £20,000 of Home Office funding to undertake compliance checks to identify the extent of which young people were able to purchase knives and other bladed instruments across the city and identify problem sectors of the trade. 250 test purchases took place of knives, bladed articles and axes across SRS using trading standards volunteers under the age of 18. The failure rate was 11% with 28 out of 250 premises selling to a person under the age of 18. A variety of products were sold including kitchen knives, Stanley knives and an axe. Following the test purchasing exercise all of the premises that failed were sent a warning letter and invited to engage with SRS to discuss the sale and the training that is provided to staff. Most of the premises made contact and further visits were carried out by officers to offer advice and education. Fifteen premises that failed have recently been re tested with South Wales Police assisting and all of the premises passed. Some premises had removed all knives from the shop whilst others had taken extra steps to reduce accessibility and theft of the products by placing them behind the till areas. A further programme of visits is scheduled for 2019/20.

Protecting the Environment

- 4.30** Protecting the environment is a core strategic priority of SRS. Many of the activities such as water sampling, monitoring air quality, and remediating contaminated land contribute toward promoting a better environment. This in

turn means better long term prospects for the health and wellbeing of our communities. The SRS has a key role to play in ensuring society makes best use of existing resources and bringing back redundant/derelict properties into use is an important contributor to both the environment and local community development. SRS has a key role to play in the wider climate change and future generations agendas through its enforcement role on energy efficiency controls on properties and products. The impact of these activities is less apparent in the short term for communities, but has an important role for future generations. In the more immediate term, SRS ensures communities are protected from nuisance and are safer by investigating noise complaints, dealing with stray dogs and horses.

Empty Homes

- 4.31** Within Bridgend and Cardiff Council the SRS has provided dedicated officer resource to assist with the work bringing empty properties back into residential use. It is recognised that empty properties are a wasted resource. Whilst they may not always be left in a state of disrepair, there are always consequences, and these can be summarised into three factors:

Social, such as crime including arson, graffiti, squatting, as well as reduced public confidence in the area or the Council

Environmental, including rodent infestation, fly tipping, dangerous structures, and a poor impression of the area

Economic, such as repair costs, increased burdens on councils' resources, property devaluation, and deterred investment

- 4.32** Within Bridgend an SRS Officer has co-ordinated an Empty Homes Working Group which has led to consultation on a new Empty Homes Strategy, using a whole authority approach. The council and its partners seek to work cooperatively with owners of empty properties to bring their properties back into use. The council also provides owners with help and assistance, including empty homes grants and empty property loans and where appropriate, through the use of targeted enforcement action. The renewed focus on empty properties has led to increased performance, with a total of 104 properties brought back out of 1237 empty at the start of the year.
- 4.33** Similarly at Cardiff, the Welsh Government performance indicators were exceeded for last year as a result of a combination of both proactive and reactive work, with an on going caseload of approximately 200 empty properties. Casework involves both informal negotiation and formal enforcement work in order to assist owners in bringing their properties back into use or to require improvements to eradicate associated nuisances. The work follows a general process in line with the Council's Empty Property Policy in order to open a dialogue with owners and where that fails, formal enforcement in the

form of statutory notices, in addition to such measures as compulsory purchase and enforced sale. During 2018/2019 the compulsory purchase procedure has been commenced on 3 long term problematic empty properties, one of which is currently being renovated by the owner. The Empty Homes Policy within Cardiff is being reviewed this year and SRS will consult with internal and external stakeholders as part of that process.

Air Quality

- 4.34** During the last year, SRS ensured that the Bridgend, Cardiff and the Vale of Glamorgan Councils met their statutory obligations under the Environment Act by producing air quality reports for each area and reporting to the respective Cabinets. Failure to produce said reports could have led to the issue of a Welsh Government direction under Section 85(3) of the Environment Act 1995.
- In Cardiff, SRS continued to play a significant role in assisting the City of Cardiff Council as it identifies the most effective way to improve air quality in the city going forward. The SRS Team Manager Specialist Services Environment has been seconded to Cardiff Council for a period of at least nine months in the role of Project Manager for the Council's Air Quality Strategy.
 - In Bridgend, the monitoring at a new location during 2017 and 2018 identified average nitrogen dioxide levels (NO₂) that breach the annual objective set for NO₂. As a result of this finding, Bridgend County Borough Council approved a recommendation made by SRS to designate an Air Quality Management Area (AQMA) at this town centre location (Park Street), and the new AQMA was declared, effective from 1st January 2019. Public engagement is due to commence on possible solutions for the AQMA and a draft action plan is being produced to set out and consider a range of measures.
 - In the Vale of Glamorgan, Cabinet approved a recommendation made by SRS to revoke the Windsor Road, Penarth AQMA as a result of improvements in air quality over a number of years. Public engagement on the revocation is due to commence and residents are reminded that the monitoring will continue in the area to ensure that the greatly improved standard of air quality is maintained.
- 4.35** Officers within Cardiff have led a consultation on new emission standards for taxis and private hire vehicles which is part of the package of proposals aimed at improving air quality and ensuring legal compliance by 2021. Currently 87 % of the taxi fleet licenced in the city does not meet the latest Euro 6 standard and it is estimated that should the proposals be implemented 622 of the oldest and most polluting vehicles will be replaced within the first year. Officers will continue to liaise with the Trade and will draft a report on the result of the consultations for Members to take a final decision on the age, emission and testing proposals for taxis licenced in the city.

Supporting the Local economy

- 4.36** A strong local economy is a key component in the quality of life experienced by local people. The work of SRS has a significant, but often unseen, impact upon the local economy. The provision of timely advice and guidance on regulation can benefit the economic viability of businesses resulting in improved business practice. Much of the market surveillance activity focuses upon maintaining balance in the “marketplace”; the equitable enforcement of regulations helps businesses to compete on equal terms ensuring a fairer trading environment. The SRS role as regulator also extends to providing information to support consumers to enable them to become better informed and confident. In an age where people can purchase goods and services without leaving home, the importance of the principle of “caveat emptor” has never been more relevant.
- 4.37** SRS hosted a forum for food businesses at the Principality Stadium in March to give businesses advice on how best to meet standards. Over 170 delegates booked onto the event, representing a diverse range of organisations, including cafés, health boards, nurseries and hotel chains. Environmental Health and Trading Standards professionals from SRS advised delegates about health and safety in catering, how the food hygiene rating system works in practice and how to improve and maintain a food hygiene rating. Furthermore advice was given on preventing the spread of norovirus and the topic of food allergens which gave attendees the chance to understand their responsibilities in law whilst ensuring the safety of their customers. The event also highlighted the tailored advice services available via paid-for services, or through Primary Authority partnerships which can include staff training, auditing of terms, conditions, policies and procedures and mock food hygiene inspections to better prepare businesses for the real thing. The event was very well received by all attendees, in fact, following the event, a food inspection was undertaken at a delegate’s food business where he had implemented improvements as a result of the event and received an improved food hygiene rating score.
- 4.38** Helping businesses to improve their food hygiene rating score was the drive behind a successful bid to the Food Standards Agency for project funding during 2018. The FHRS intervention grant enabled SRS to target those businesses most in need of support in improving their score, and officers worked with food businesses across the region having poor scores of between 0 and 2. What followed was a programme of intensive 1 to 1 assistance provided to some 14 businesses. The impact of the interventions has been evaluated by reference to the FHRS scores of each of the businesses both before and after the training and support was provided. The results are quite remarkable. Most notably:

The average FHRS score across the fourteen businesses before the intervention was 1.5.

The average FHRs score across the fourteen businesses after the interventions was 4.

The greatest improvement was shown by a business achieving a FHRs rating of 4 having previously been zero rated.

Three premises achieved a 5 rating after the intervention, two having been on a rating of 2 previously and the other on a rating of 1.

As an added benefit of this work, officers were able to pilot the newly developed SRS HACCP training for businesses which is now available to book. It is hoped that given the huge success of the project in driving up low FHRs scores, similar interventions will be possible in the coming year, ideally with further FSA funding.

- 4.39** One of the major developments in the Licensing sphere is a consultation and report by Welsh Government in relation to the future of taxi licensing. Reports have been taken to all three Public Protection Committees to advise Members of the proposals which include the option of removing Licensing of taxis from local authority control and the setting up of a Joint Transport Agency (JTA) to undertake this work. Officers have participated in stakeholder meetings with Assembly Members and have fed back the view that whilst local authorities support the establishment of national standards and information sharing between Authorities, there is no evidence to support the view that the public and the taxi industry would benefit from the role being passed to a JTA.

Maximising the use of resources

- 4.40** Maximising the use of resources was the original catalyst for creating SRS, and work in this area continues. By reducing “triplication” of effort, introducing better processes, making systems work without constant intervention, improving access into the service, our business improves and customer satisfaction increases. Income generating activities like marketing our metrology laboratory, offering paid for advice services, building Primary Authority partnerships and extending our training provision to business are examples of our move to a more “commercial” culture. Our income levels in 2018/19 were the best to date and we are confident that this will continue in 2019/20.
- 4.41** Crucial to the success of SRS are the people who work within the service. SRS officers are engaged fully in the development of the service, by fostering an environment where people are encouraged to think, lead and innovate. The service has been recognised by different organisations for the efforts in regulating particular aspects of the marketplace. In 2018/19 the SRS was recognised by the RSPCA award for our work on animal welfare, by the Hallmarking Council for our investigations into sales of gold and silver, and by the Anti Counterfeiting Group for our challenges to the sale of fake products.

4.42 The Business Support team has achieved further efficiencies over the course of the year through streamlining and harmonising working practices across the three hubs. This work has been particularly successful in respect of the processing of Freedom of Information requests and in the transcription of defendant interviews as part of the prosecution process where demand can now be managed over the different offices. In addition, a further tranche of the remaining phone calls dealt with by the Cardiff hub have been transferred to C1V.

4.43 Further improvements have been made in accessibility to, and the content of, the SRS website with greater reliance being placed on web forms as a means of contacting the service for non-urgent matters. Going forward, this continues to be an important element of the wider SRS agenda for digital channel shift which over time will lead to a reduction in enquiries reaching the service by telephone.

The SRS Twitter account (@SRS_Cymru) continues to prove popular with a steady growth in the number of its followers. A more recent development has been the launch of the dedicated Twitter account for the Wales Illegal Money Lending Unit (@LoanSharksWales) As well as the obvious benefits this brings in terms of raising awareness of the dangers of dealing with loan sharks, the account provides an additional route for complaints, intelligence and requests for victim support to come through to the Unit direct.

4.44 While the SRS budget savings work resulted in the loss of three Support Officer posts last year, the progression of a number of staff into vacancies elsewhere in the structure meant that that the number of staff leaving the service was kept to a minimum.

Financial Performance

4.45 The Gross Revenue Budget and provisional outturn position for 2018/19 are shown in the tables below, with the position in respect of each of the partners detailed to include both Core and Authority Specific expenditure positions. The service has a provisional underspend of £496k against the gross revenue budget of £8.504m, as illustrated in the following table:

	Gross Budget	Provisional Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,774	1,602	172
Cardiff	4,978	4,789	189
Vale	1,752	1,617	135
Total Gross Expenditure	8,504	8,008	496

- 4.46** However, it should be noted that to enable the Service to successfully meet the agreed savings target of 2019/20, a mini restructuring of the service was undertaken during 2018, which has actively contributed towards the draft outturn position.
- 4.47** An unanticipated outcome of the savings consultation was the departure of officers who were not at risk, to take up employment elsewhere. Recruitment drives have been undertaken; however the Service has experienced some issues in attracting suitable candidates to certain disciplines.
- 4.48** As a direct consequence of staff vacancies, a number of planned (Core) operations scheduled to be undertaken during 2018/19 have been postponed until 2019/20. This has contributed to the increase in the provisional underspend position since the last report.
- 4.49** A full breakdown of the projected gross revenue outturn position is shown in **Appendix 3**.
- 4.50** When the 2015/2016 accounts were closed, a specific reserve was established to fund officer training, purchase of equipment, specific initiatives with part of the underspend. This totalled £202,000. This funding has not been required by the service as these initiatives have been funded via the revenue account. Taking into account the staffing issues outlined in this report, it has been agreed by the Sec 151 officers that this committee be requested to remove the restrictions on the reserve so that it may be used to fund the appointment of apprentices within the service.

Implementation

- 4.51** Provision was made in the 2016/17 accounts for items that were yet to be realised within the accounts. Funding for the remaining two items will be carried forward into 2019/20. These include:

£46k to cover the anticipated cost of setting up the SRS as a separate employer within the Cardiff & Vale Pension Fund as agreed by the Joint Committee on the 20th December 2016.

£10k in respect of partially completed additional IT consultancy work.

Core Services

- 4.52** The approved gross Core Services budget for 2018/19 is £6.261m, and has achieved a provisional underspent outturn position of £500k. The Core Service budget is allocated in line with the population split across the participating authorities, as detailed in the following table:

Authority	%	Gross	Provisional	Outturn
		Budget	Outturn	Variance
		£'000's	£'000's	£'000's
Bridgend	22.39%	1,401	1,286	115
Cardiff	57.51%	3,601	3,318	283
Vale	20.10%	1,259	1,157	102
Total Core		6,261	5,761	500

- 4.53** Employee costs achieved a £300k underspend, which may in part be the result of the reduced staffing levels and subsequent recruitment issues which were particularly felt within the Food and Health and Safety Teams. Sixteen members of staff have left the Service during the year. Thus, resulting in a number of vacant posts that are actively contributing towards the employee underspend. There continues to be on-going issues in attracting suitable cover within particular disciplines that did not form part of the savings initiative, plus a shortage of suitable agency cover.
- 4.54** The Service has also borne an above average percentage of maternity and paternity taken in 2018/19, which has exerted additional pressures on existing staffing levels. The Vale's Corporate average instances of maternity leave stands at 1.51%, whereas, the SRS is 2.67% higher at 4.18%.
- 4.55** Included within the Employee expenditure are the costs of two part-year unbudgeted members of staff, who supported the Public Space Protection Order initiatives at Cardiff Council and the Vale of Glamorgan. The costs of which were recharged directly back to the two instructing Authorities. Additionally, two team leaders from within Core are currently on secondments out of the service, with team members acting up into the management roles. Unfortunately, this has left vacancies further down the structure.
- 4.56** Transport costs have achieved a £4k overspend which is the result of an anticipated spend in excess of budget on vehicles repair costs. A number of vehicles inherited by the Service have been determined as approaching the end of their economic life due to disproportionate repair and running costs. As a result, the service has purchased a number of replacement vehicles which will have reduced running costs and make a positive contribution towards air quality standards resulting from lower emissions. These purchases have been met by a revenue contribution to capital, and are shown within the Supplies and Services element of this report.
- 4.57** Supplies and Services have achieved a total overspend of £110k. This includes an unbudgeted spend of £123k against vehicle acquisitions, which will be met by the overall revenue underspend. Additional overspends on this heading include £27k on legal costs, £18k on equipment plus an overspend of £17k on audit fee's, which include the WAO charge associated with the external audit of the 2018/19 Statement of Accounts. These have then been offset by £75k of various underspends across a number of headings. The legal fees are partially offset by

income received in accordance with a Monetary Order which was imposed as a result of a Trading Standards case heard at Crown Court.

- 4.58 Income has over recovered by £314k. This is made up of £111k of recharged staff costs associated to the Public Space Protection Orders projects at both Cardiff and the Vale Councils, a recharge to Cardiff in respect the secondment of a team leader to their Clean Air Feasibility Study. £73k of various Fees and Charges. Compensation of £47k has been received in respect of the Monetary Order, which offsets the legal and investigation costs of the case. £40k of recharges to Welsh Government in respect a staff secondment to support the Special Procedures Project which is to be incorporated in to the Public Health (Wales) 2017 Act, £33k of Primary Authority income, plus the receipt of an unbudgeted £10k Food Standards Agency grant.
- 4.59 The 2018/19 Welsh Government Rentsmart Grants of £66k have been built into the SRS budget. The Service has recouped 100% of the costs incurred from the grants from both Welsh Government, and also from the partner Authorities included in the pilot scheme where the grant now forms part of the Flexible Funding Grant received by the participating Authorities.

Authority Specific Services

- 4.60 The approved gross budget of £2.243m in respect of Authority Specific Services is projected to overspend by £4k as detailed in the following table:

	Gross Budget	Provisional Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	373	316	57
Cardiff	1,377	1,471	(94)
Vale	493	460	33
Total Authority Specific Services	2,243	2,247	(4)

- 4.61 The £57k underspend at Bridgend is partially the result of a £29k underspend within the Licensing Section. This is made up of an £25k underspend on employees, where the majority of this variance is due to a temporary vacancy that was carried for a number of months, plus a £4k underspend within Supplies and Services. There is also a £28k underspend within Kennelling and Vets where activity is below budget. This service was subject to a re-tendering exercise earlier in the year, which has also actively contributed toward lower Kennelling Costs being achieved. The decreasing level of service take up agrees with previous year's performance, and is consistent with the national trend in the reduction of dogs presented as being homeless.

4.62 The £94k overspend at Cardiff predominantly relates to overspends within Licencing and Night Time Noise, which have then been partially offset by underspends elsewhere on the budget.

There is an overspend of £150k within the Licensing Section, where there are £50k of unbudgeted Employee costs. This is partially due to agency being accessed to cover sickness absences, plus providing operational support as required, and will be offset through License Fee income received directly by Cardiff.

The £2k underspend on Premises is the result of the Licensing Unit vacating the privately rented offices at Hadfield Road, Cardiff. The Licensing Section is now no longer geographically split, with the unit occupying a suite of offices at City Hall.

There is an overspend of £102k within the Licensing Supplies & Services heading which includes unbudgeted Disclosure & Barring Service (DBS) costs of £45k, plus £25k Taxi Plate costs. There is also an overspend of £26k of General Offices Expenses, plus legal fees of £6k. It is understood that this position will be fully met by offsetting Licensing Income. The 3 years Hackney Carriage and Private Hire Driver Licences were renewed from late 2018 onwards, which has impacted on the level of DBS expenditure incurred in the year. However, there will also be an offsetting uplift in the DBS income received in the year at Cardiff as this cost is met directly by the customer.

HMO Plasnewydd and Cathays have a combined underspend of £24k.

As a direct result of the post of Student Liaison Officer being vacant for many months, there is an underspend of £38k. The post lay vacant whilst revised funding mechanisms were investigated by Cardiff Council. The position has now been resolved, and it is expected that the vacancy will be filled in the near future.

The £7k overspend within Night Time Noise relates directly to activity levels in excess of budget.

The £1k underspend at Cardiff Port Health is the result of smaller underspend across the headings.

4.63 The £33k underspend in the Vale of Glamorgan is partly the result of a £16k underspend within Kennelling and Vets. This is due to a lower than budgeted uptake in the service, and emulates the reduction in pressures experienced at Bridgend. There has also been a change in the supply of kennelling services which has actively contributed towards this position.

The £6k underspend within Licensing due to an underspend on Employees where there was a temporary vacancy. This post has now been filled.

The £8k underspend within Pest Control is the result of expenditure being below budget within both Transport and Supplies and Services.

The Additional Licensing Scheme which is located within the Castleland Ward in Barry has now expired, and will not be renewed, thus resulting in a £4k underspend.

There is a 1k overspend within Burials where the cost of Public Health Funerals exceeds the available budget. However, this may in part be met by income recovered from the estate of the deceased.

Net Position

- 4.64** In accordance with the Joint Working Arrangement (JWA), income budgets remain the responsibility of each Participant Authority and are shown in this report for completeness. The following table illustrates the provisional net underspend of £355k at year-end, against a net budget of £6.146m:

	Net Budget	Provisional Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,328	1,199	129
Cardiff	3,410	3,334	76
Vale	1,408	1,258	150
Total Net Expenditure	6,146	5,791	355

- 4.65** A full summary of the projected net outturn position is illustrated in **Appendix 3**.
- 4.66** Year-end income positions were provided by partner Councils. At year-end, the Service offered recommendations to the legacy accountants in respect of the treatment of income received during 2018/19 but relating to future periods.
- 4.67** The net position for Bridgend is an overall underspend of £129k against a net budget of £1.328m, and is the result of income received being £43k below target overall. Licensing income experienced a shortfall against target of £48k, which may in part be due to an in year income budget increase. It is hoped that this position will improve in 2019/20 upon the implementation of the revised fees and charges rates that was recently presented to the Licensing Committee. This is then partially offset by Core income which over recovered by £5k.
- 4.68** The net position for Cardiff is an underspend of £76k against a net budget of £3.410m. There is an overall shortfall in income of £113k, of which £29k relates directly to Core with the remaining £84k shortfall relating to Authority Specific Services.

The Authority Specific position may in part be due to the historic pattern of income receipts falling off from the second year onwards of the 5 year HMO licence period. HMO Plasnewydd will finish its current cycle in October 2019, with HMO Cathays finishing in December 2021. 2016/17 was the first year that an adjustment in respect of income received in advance had been administered to the account, with no consideration within the accounts made for periods prior to 2016/17.

HMO Cathays and Plasnewydd have achieved income of £211k against a combined budget of £232k, resulting in a shortfall in the achievement of income targets by £21k.

The Licensing Section has achieved a shortfall in income of £91k against a budget of £959k, which is marginally below the performance achieved in 2017/18.

The Student Liaison scheme has achieved income of £16k against a budget of nil. The costs of the scheme are shared between Cardiff Council and the local Universities.

Cardiff Port Health Authority is funded by precepts, and would therefore, be anticipated to meet target. Income received by this unit has exceeded target by £12k and negates expenditure.

- 4.69** The net position in respect of the Vale of Glamorgan is a net overall underspend of £150k, against a net budget of £1.408m. Which has been achieved by an over recovery of income valued at £15k.

Core has achieved income of £17k against a budget of £14k, equating to an over recovery of income valued at £3k.

The Licensing Section has achieved income of £304k against a budget of £290k, exceeding target by £14k.

Unbudgeted income of £2k has been received within the Burial section.

This is then partially been offset by an under recovery of income with the Pest Control unit of £4k.

Challenges moving forward

- 4.70** Over the last four years, the SRS has consolidated service delivery in accord with the agreed standards, the requisite financial savings have been delivered for Year 4 and reductions are already in place for Year 5. The Key Milestones for 2019/20 include:

Delivery of the SRS Business Plan 2019-2020

To review recruitment and retention processes to ensure that the SRS can attract and retain skilled officers

To review the agile working arrangements for the service to ensure that technology is being exploited fully to improve service delivery.

To monitor the implementation of new legislation and any requirements imposed by such legislation upon the Service. Generally new requirements can be planned for and effectively resourced, for example the Public Health (Wales) Act 2017 the Public Health (Minimum Price for Alcohol) (Wales) Act 2018, the Renting Homes Act 2019. However, it is not always easy to predict the impact that new legislation may have on resources. The uncertainty on membership of the EU has the potential to exacerbate such matters. The great uncertainty is the quantum of change and the unknown time scales within which that change must take place.

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

- 5.1** The Annual report demonstrates the partner Councils' commitment to improving social, economic, environmental and cultural well-being and promoting sustainable development in line with the Well-being of Future Generations (Wales) Act 2015. Equalities, Sustainability and safeguarding issues have all been taken into account when drafting this plan. Our work with stakeholders seeking to ensure that our early intervention and prevention activities maintain wellbeing in the SRS region is a crucial element of our approach to protect local people and the environment.
- 5.2** 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. The SRS Business Plan contains a number of initiatives that contribute to the well being objectives. Section 6 of the 2017/18 plan approved in June 2018 illustrates how the SRS priorities interface with the well being goals on matters such as safeguarding the vulnerable and protecting the environment and forms the basis for the Annual report.
- 5.3** Aligning the Well-being Goals of the Act enables us to evidence our contribution to the National Well-being Goals. Promoting the five ways of working is reflected in our approach to integrated business planning. Setting consistently challenging yet realistic steps and performance improvement targets, the SRS is able to clearly demonstrate progress towards achieving the national goals by the production of the Annual report.

6. Resources and Legal Considerations

Financial

- 6.1** The implications are set out in the body of the report.

Employment

- 6.2** The implications of the budget reductions undertaken in 2018/19 are set out in the body of the report.

Legal (Including Equalities)

- 6.3** The partner Councils have a duty to improve under the Local Government (Wales) Measure 2009. The report outlines achievements in 2018/19 for the matters assigned to the Shared Regulatory Service.
- 6.4** The Shared Regulatory Services Business Plan 2017 / 2018 and 2018 / 2019. The Joint Working Agreement executed on 10 April 2015 and amended July 2017.

7. Background Papers

Appendix 1 – SRS Performance Measures 2018 / 2019

Appendix 2 – SRS Prosecution Statistics 2018 / 2019

Appendix 3 – Projected Gross Revenue Outturn Position

Appendix 4 – A Summary of the Projected Net Outturn Position

	Target achieved or exceeded		Well below target but expected to improve
	Target not achieved but on target for end of year		Well below target - Urgent improvement required
	Target not achieved - Corrective action required		

Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Food - Combined total	Bridgend	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	76				76		<p>% of high risk businesses (category A & B) that were inspected for food hygiene</p>
Food - Combined total	Bridgend	SRS/FH/001 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category A and B) during the year.	76				76		
Food - Combined total	Bridgend	SRS/FH/001 (PPN/001ii)	The percentage of high risk businesses (Category A and B) that were liable to a programmed inspection that were inspected, for food hygiene.	100.00%	Green	Target achieved.	100%	100.00%	Green	
Food - Combined total	Cardiff	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	225				225		<p>% of high risk businesses (Category A&B) that were inspected for food hygiene</p>
Food - Combined total	Cardiff	SRS/FH/001 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category A and B) during the year.	225				225		
Food - Combined total	Cardiff	SRS/FH/001 (PPN/001ii)	The percentage of high risk businesses (Category A and B) that were liable to a programmed inspection that were inspected, for food hygiene.	100.00%	Green	Target achieved.	100%	100.00%	Green	
Food - Combined total	Vale of Glam	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	74				74		<p>% of high risk businesses (Category A & B) that were inspected for food hygiene</p>
Food - Combined total	Vale of Glam	SRS/FH/001 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category A and B) during the year.	74				74		
Food - Combined total	Vale of Glam	SRS/FH/001 (PPN/001ii)	The percentage of high risk businesses (Category A and B) that were liable to a programmed inspection that were inspected, for food hygiene.	100.00%	Green	Target achieved.	100%	100.00%	Green	
Food - Combined total	SRS	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	375				375		<p>% of high risk businesses (category A & B) that were inspected for food hygiene</p>
Food - Combined total	SRS	SRS/FH/001 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category A and B) during the year.	375				375		
Food - Combined total	SRS	SRS/FH/001 (PPN/001ii)	The percentage of high risk businesses (Category A and B) that were liable to a programmed inspection that were inspected, for food hygiene.	100.00%	Green	Target achieved.	100%	100.00%	Green	

Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance																	
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	324				324		<p>% of high risk businesses (Category C) that were inspected for food hygiene</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2016/17</td><td>85.38%</td></tr> <tr><td>2017/18</td><td>100%</td></tr> </table>	Year	Percentage	2016/17	85.38%	2017/18	100%											
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2016/17	85.38%																										
2017/18	100%																										
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	364				364																			
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	89.01%	Amber	The failure to meet the target relates to current vacancies within the food service resulting in the prioritisation of inspections of Category A and B premises. Two sets of recruitment attempts have been made without success, however we remain hopeful that the third attempt will be successful.	90%	89.01%	Amber																		
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	621				621		<p>% of high risk businesses (Category C) that were inspected for food hygiene</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2016/17</td><td>95.23%</td></tr> <tr><td>2017/18</td><td>100%</td></tr> </table>	Year	Percentage	2016/17	95.23%	2017/18	100%											
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Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	806				806																			
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	77.05%	Red	The failure to meet the target relates to current vacancies within the food service resulting in the prioritisation of inspections of Category A and B premises. Two sets of recruitment attempts have been made without success, however we remain hopeful that the third attempt will be successful.	90%	77.05%	Red																		
Food - Combined total	Vale of Glam	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	261				261		<p>% of high risk businesses (Category C) that were inspected for food hygiene</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2016/17</td><td>92.99%</td></tr> <tr><td>2017/18</td><td>100%</td></tr> </table>	Year	Percentage	2016/17	92.99%	2017/18	100%											
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Food - Combined total	Vale of Glam	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	282				282																			
Food - Combined total	Vale of Glam	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	92.55%	Green	Target exceeded.	90%	92.55%	Green																		
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	1206				1206		<p>% of high risk businesses (Category C) that were inspected for food hygiene</p> <table border="1"> <tr><th>Year</th><th>Authority</th><th>Percentage</th></tr> <tr><td rowspan="3">2016/17</td><td>Bridgend</td><td>85.38%</td></tr> <tr><td>Cardiff</td><td>95.23%</td></tr> <tr><td>Vale of Glam</td><td>92.99%</td></tr> <tr><td rowspan="3">2017/18</td><td>Bridgend</td><td>100%</td></tr> <tr><td>Cardiff</td><td>100%</td></tr> <tr><td>Vale of Glam</td><td>100%</td></tr> </table>	Year	Authority	Percentage	2016/17	Bridgend	85.38%	Cardiff	95.23%	Vale of Glam	92.99%	2017/18	Bridgend	100%	Cardiff	100%	Vale of Glam	100%
Year	Authority	Percentage																									
2016/17	Bridgend	85.38%																									
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	Vale of Glam	100%																									
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	1452				1452																			
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	83.06%	Amber	The failure to meet the target relates to current vacancies within the food service resulting in the prioritisation of inspections of Category A and B premises. Two sets of recruitment attempts have been made without success, however we remain hopeful that the third attempt will be successful.	90%	83.06%	Amber																		

Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	139				139		PPN/008(ii) % of new Food Hygiene businesses identified and visited
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	151				151		
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	92.05%	Green	Target exceeded	90%	92.05%	Green	
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	451				451		PPN/008(ii) % of new Food Hygiene businesses identified and visited
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	540				540		
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	83.52%	Amber	The failure to meet the target relates to current vacancies within the food service. Two sets of recruitment attempts have been made without success, however we remain hopeful that the third attempt will be successful.	90%	83.52%	Amber	
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	140				140		PPN/008(ii) % of new Food Hygiene businesses identified and visited
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	151				151		
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	92.72%	Green	Target exceeded	90%	92.72%	Green	
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	730				730		PPN/008(ii) % of new Food Hygiene businesses identified and visited
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	842				842		
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	86.70%	Amber	The failure to meet the target relates to current vacancies within the food service. Two sets of recruitment attempts have been made without success, however we remain hopeful that the third attempt will be successful.	90%	86.70%	Amber	

Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Food	Bridgend	PAM/023 (formerly PPN/009)	The number of food establishments within the local authority deemed to be 'Broadly Compliant' during the year as at 31 March.	1260				1260		PPN/009 % of food premises that are broadly compliant with food hygiene standards
Food	Bridgend	PAM/023 (formerly PPN/009)	The total number of food establishments as at 31 March.	1292				1292		
Food	Bridgend	PAM/023 (formerly PPN/009)	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.52%	Green	The results show a positive upward trend, year on year, exceeding targets and highlighting the growing number of businesses that are improving their standards. This translates to an additional 83 premises in Bridgend over the last 2 years achieving a satisfactory rating, some of which can be attributed to the success of the intervention programme for food businesses. That programme ensures that any food safety issues identified are followed up by either enforcement, advice or training and subsequently revisits to ensure compliance with food safety law.	93%	97.52%	Green	
Food	Cardiff	PAM/023 (formerly PPN/009)	The number of food establishments within the local authority deemed to be 'Broadly Compliant' during the year as at 31 March.	3119				3119		PPN/009 % of food premises that are broadly compliant with food hygiene standards
Food	Cardiff	PAM/023 (formerly PPN/009)	The total number of food establishments as at 31 March.	3299				3299		
Food	Cardiff	PAM/023 (formerly PPN/009)	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.54%	Green	The results show a positive upward trend, year on year, exceeding targets and highlighting the growing number of businesses that are improving their standards. This translates to an additional 131 premises in Cardiff over the last 2 years achieving a satisfactory rating, some of which can be attributed to the success of the intervention programme for food businesses. That programme ensures that any food safety issues identified are followed up by either enforcement, advice or training and subsequently revisits to ensure compliance with food safety law.	93%	94.54%	Green	
Food	Vale of Glam	PAM/023 (formerly PPN/009)	The number of food establishments within the local authority deemed to be 'Broadly Compliant' during the year as at 31 March.	1151				1151		PPN/009 % of food premises that are broadly compliant with food hygiene standards
Food	Vale of Glam	PAM/023 (formerly PPN/009)	The total number of food establishments as at 31 March.	1200				1200		
Food	Vale of Glam	PAM/023 (formerly PPN/009)	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	95.92%	Green	The results show a positive upward trend, year on year, exceeding targets and highlighting the growing number of businesses that are improving their standards. This translates to an additional 55 premises in the Vale over the last 2 years achieving a satisfactory rating, some of which can be attributed to the success of the intervention programme for food businesses. That programme ensures that any food safety issues identified are followed up by either enforcement, advice or training and subsequently revisits to ensure compliance with food safety law.	93%	95.92%	Green	
Food	SRS	PAM/023 (formerly PPN/009)	The number of food establishments within the local authority deemed to be 'Broadly Compliant' during the year as at 31 March.	5530				5530		PPN/009 % of food premises that are broadly compliant with food hygiene standards
Food	SRS	PAM/023 (formerly PPN/009)	The total number of food establishments as at 31 March.	5791				5791		
Food	SRS	PAM/023 (formerly PPN/009)	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	95.49%	Green	The results show a positive upward trend, year on year, exceeding targets and highlighting the growing number of businesses that are improving their standards. This translates to an additional 269 premises across the region over the last 2 years achieving a satisfactory rating, some of which can be attributed to the success of the intervention programme for food businesses. That programme ensures that any food safety issues identified are followed up by either enforcement, advice or training and subsequently revisits to ensure compliance with food safety law.	93%	95.49%	Green	

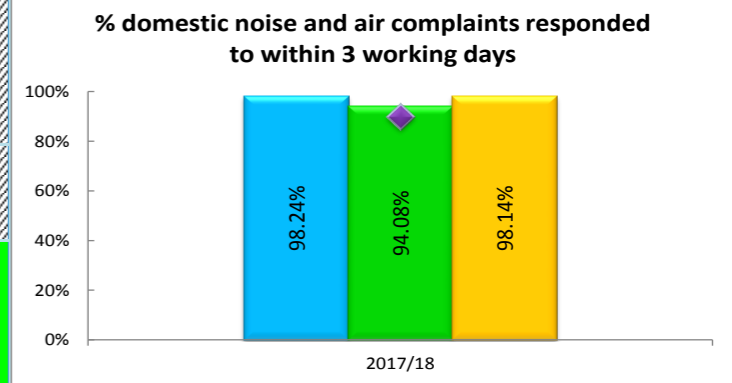
Team	Authority	Ref	Title	Q4 Actual	RAG Status ⁴	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	4				4		PPN-001(i) % of high risk inspections Trading Standards
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	5				5		
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	80.00%	Red	This figure relates to a failure to inspect one premise. Unfortunately this was due to incorrect allocation of inspections at the beginning of the financial year which resulted in confusion as to which team was due to inspect the business. It should be noted that the business has now received a full inspection.	100%	80.00%	Red	
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	38				38		PPN-001(i) % of high risk inspections Trading Standards
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	39				39		
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	97.44%	Amber	This figure relates to a failure to inspect one premise. Unfortunately this was due to incorrect allocation of inspections at the beginning of the financial year which resulted in confusion as to which team was due to inspect the business. It should be noted that the business has now received a full inspection.	100%	97.44%	Amber	
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	1				1		PPN-001(i) % of high risk inspections Trading Standards
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	1				1		
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	100.00%	Green	Target achieved.	100%	100.00%	Green	
Trading Standards Combined total	SRS	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	43				43		PPN-001(i) % of high risk inspections Trading Standards
Trading Standards Combined total	SRS	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	45				45		
Trading Standards Combined total	SRS	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	95.56%	Amber	This figure relates to a failure to inspect two premises. Unfortunately this was due to incorrect allocation of inspections at the beginning of the financial year which resulted in confusion as to which team was due to inspect the business. It should be noted that the business has now received a full inspection.	100%	95.56%	Amber	

Team	Authority	Ref	Title	Q4 Actual	RAG Status ⁴	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Trading Standards - Combined total	Bridgend	SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	40				40		% of significant breaches that were rectified for Trading Standards
Trading Standards - Combined total	Bridgend	SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	48				48		
Trading Standards - Combined total	Bridgend	SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	83.33%	Amber	The significant breach PI relates to premises that are subject to an ongoing investigation. Whilst the conclusion of such investigations may not be possible within the financial year it should be noted that all cases are within time for legal processing.	N/A	83.33%	Amber	
Trading Standards - Combined total	Cardiff	SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	330				330		% of significant breaches that were rectified for Trading Standards
Trading Standards - Combined total	Cardiff	SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	396				396		
Trading Standards - Combined total	Cardiff	SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	83.33%	Amber	The significant breach PI relates to premises that are subject to an ongoing investigation. Whilst the conclusion of such investigations may not be possible within the financial year it should be noted that all cases are within time for legal processing.	N/A	83.33%	Amber	
Trading Standards - Combined total	Vale of Glam	SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	35				35		% of significant breaches that were rectified for Trading Standards
Trading Standards - Combined total	Vale of Glam	SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	47				47		
Trading Standards - Combined total	Vale of Glam	SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	74.47%	Red	The significant breach PI relates to premises that are subject to an ongoing investigation. Whilst the conclusion of such investigations may not be possible within the financial year it should be noted that all cases are within time for legal processing.	N/A	74.47%	Red	
Trading Standards - SRS Combined total		SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	405				405		% of significant breaches that were rectified for Trading Standards
Trading Standards - SRS Combined total		SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	491				491		
Trading Standards - SRS Combined total		SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	82.48%	Amber	The significant breach PI relates to premises that are subject to an ongoing investigation. Whilst the conclusion of such investigations may not be possible within the financial year it should be noted that all cases are within time for legal processing.	N/A	82.48%	Amber	

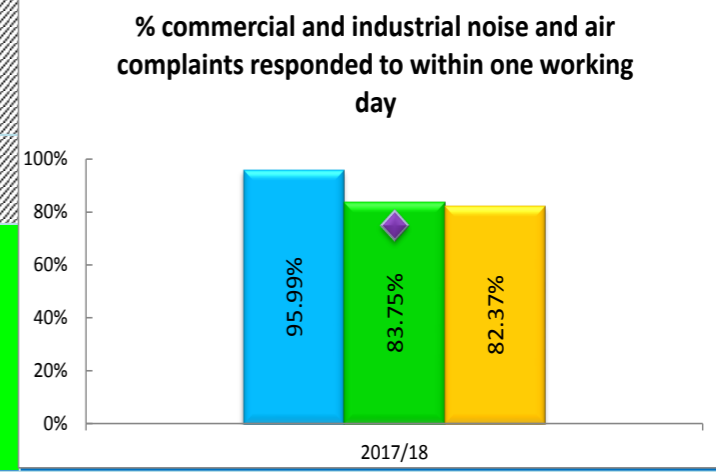
NB Results not collected in Vale until 2016/17.

Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance												
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	190				190		PPN/008(i) % of new Trading Standards businesses identified and visited <table border="1"> <caption>PPN/008(i) % of new Trading Standards businesses identified and visited - Bridgend</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>2013/14</td><td>74%</td></tr> <tr><td>2014/15</td><td>80%</td></tr> <tr><td>2015/16</td><td>81.42%</td></tr> <tr><td>2016/17</td><td>87.91%</td></tr> <tr><td>2017/18</td><td>90.45%</td></tr> </tbody> </table>	Year	Percentage	2013/14	74%	2014/15	80%	2015/16	81.42%	2016/17	87.91%	2017/18	90.45%
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2017/18	90.45%																					
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	212				212														
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	89.62%	Green	Target exceeded	80%	89.62%	Green													
Trading Standards Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	704				704		PPN/008(i) % of new Trading Standards businesses identified and visited <table border="1"> <caption>PPN/008(i) % of new Trading Standards businesses identified and visited - Cardiff</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>2013/14</td><td>49%</td></tr> <tr><td>2014/15</td><td>90%</td></tr> <tr><td>2015/16</td><td>68.87%</td></tr> <tr><td>2016/17</td><td>70.19%</td></tr> <tr><td>2017/18</td><td>76.79%</td></tr> </tbody> </table>	Year	Percentage	2013/14	49%	2014/15	90%	2015/16	68.87%	2016/17	70.19%	2017/18	76.79%
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Trading Standards Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	805				805														
Trading Standards Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	87.45%	Green	Target exceeded	80%	87.45%	Green													
Trading Standards Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	197				197		PPN/008(i) % of new Trading Standards businesses identified and visited <table border="1"> <caption>PPN/008(i) % of new Trading Standards businesses identified and visited - Vale of Glam</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>2013/14</td><td>54%</td></tr> <tr><td>2014/15</td><td>75%</td></tr> <tr><td>2015/16</td><td>77.03%</td></tr> <tr><td>2016/17</td><td>83.15%</td></tr> <tr><td>2017/18</td><td>95.61%</td></tr> </tbody> </table>	Year	Percentage	2013/14	54%	2014/15	75%	2015/16	77.03%	2016/17	83.15%	2017/18	95.61%
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Trading Standards Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	220				220														
Trading Standards Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	89.55%	Green	Target exceeded	80%	89.55%	Green													
Trading Standards Combined total	SRS	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	1091				1091		PPN/008(i) % of new Trading Standards businesses identified and visited <table border="1"> <caption>PPN/008(i) % of new Trading Standards businesses identified and visited - SRS</caption> <thead> <tr><th>Year</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>2013/14</td><td>74%</td></tr> <tr><td>2014/15</td><td>80%</td></tr> <tr><td>2015/16</td><td>81.42%</td></tr> <tr><td>2016/17</td><td>87.91%</td></tr> <tr><td>2017/18</td><td>90.45%</td></tr> </tbody> </table>	Year	Percentage	2013/14	74%	2014/15	80%	2015/16	81.42%	2016/17	87.91%	2017/18	90.45%
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Trading Standards Combined total	SRS	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	1237				1237														
Trading Standards Combined total	SRS	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	88.20%	Green	Target exceeded	80%	88.20%	Green													

Team	Authority	Ref	Title	Qtr4 Actual	RAG Statu	Comment	Annual Target	Annual total/result	RAG Status5	Previous years performance
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	227				1096		
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints received.	231				1131		
Pollution	Bridgend	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	98.27%	Green	Target exceeded.	90%	96.91%	Green	
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	527				2773		
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints received.	558				2914		
Pollution	Cardiff	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	94.44%	Green	Target exceeded.	90%	95.16%	Green	
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	68				440		
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints received.	77				498		
Pollution	Vale of Glam	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	88.31%	Amber	Vacancies due to maternity cover and staff leaving the service for other positions impacted this target, although it was only missed by a total of 8 calls over the year. We are currently recruiting additional staff and note that the overall SRS target was achieved.	90%	88.35%	Amber	
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	822				4309		
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints received.	866				4543		
Pollution	SRS	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	94.92%	Green	Target exceeded.	90%	94.85%	Green	



Team	Authority	Ref	Title	Qtr4 Actual	RAG Statu	Comment	Annual Target	Annual total/result	RAG Status5	Previous years performance
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	49				336		
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	57				373		
Pollution	Bridgend	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	85.96%	Green	Target exceeded.	75%	90.08%	Green	
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	72				528		
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	106				695		
Pollution	Cardiff	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	67.92%	Amber	Vacancies due to maternity cover and staff leaving the service for other positions impacted achieving this target within Q4, we are currently recruiting additional staff and note that the yearly target was achieved overall.	75%	75.97%	Green	
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	21				171		
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	30				214		
Pollution	Vale of Glam	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	70.00%	Amber	Vacancies due to maternity cover and staff leaving the service for other positions impacted achieving this target within Q4, we are currently recruiting additional staff and note that the yearly target was achieved overall.	75%	79.91%	Green	
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	142				1035		
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	193				1282		
Pollution	SRS	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	73.58%	Green	Target exceeded.	75%	80.73%	Green	



Team	Authority	Ref	Title	Qtr4 Actual	RAG Statu	Comment	Annual Target	Annual total/result	RAG Status5	Previous years performance								
Pollution	Bridgend	SRS/LC/010	No of alarm complaints responded to within one day.	8				18										
Pollution	Bridgend	SRS/LC/010	No. of alarm complaints received.	8				20										
Pollution	Bridgend	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded.	90%	90.00%	Green									
Pollution	Cardiff	SRS/LC/010	No of alarm complaints responded to within one day.	40				156										
Pollution	Cardiff	SRS/LC/010	No. of alarm complaints received.	42				161										
Pollution	Cardiff	SRS/LC/010	Percentage of alarm complaints responded to within one day.	95.24%	Green	Target exceeded.	90%	96.89%	Green									
Pollution	Vale of Glam	SRS/LC/010	No of alarm complaints responded to within one day.	1				7										
Pollution	Vale of Glam	SRS/LC/010	No. of alarm complaints received.	1				8										
Pollution	Vale of Glam	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded.	90%	87.50%	Green									
Pollution	SRS	SRS/LC/010	No of alarm complaints responded to within one day.	49				181		<p>% alarm complaints responded to within one day</p> <table border="1"> <caption>2017/18 Performance Data</caption> <thead> <tr> <th>Authority</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Bridgend</td> <td>100.00%</td> </tr> <tr> <td>Cardiff</td> <td>94.74%</td> </tr> <tr> <td>Vale of Glam</td> <td>100.00%</td> </tr> </tbody> </table>	Authority	Performance (%)	Bridgend	100.00%	Cardiff	94.74%	Vale of Glam	100.00%
Authority	Performance (%)																	
Bridgend	100.00%																	
Cardiff	94.74%																	
Vale of Glam	100.00%																	
Pollution	SRS	SRS/LC/010	No. of alarm complaints received.	51				189										
Pollution	SRS	SRS/LC/010	Percentage of alarm complaints responded to within one day.	96.08%	Green	Target exceeded.	90%	95.77%	Green									

Team	Authority	Ref	Title	Qtr4 Actual	RAG Statu	Comment	Annual Target	Annual total/result	RAG Status5
Licensing	Bridgend	SRS/LC/004	Number of applications determined within 2 months	20				111	
Licensing	Bridgend	SRS/LC/004	Number of applications received	20				111	
Licensing	Bridgend	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	Cardiff	SRS/LC/004	Number of applications determined within 2 months	140				684	
Licensing	Cardiff	SRS/LC/004	Number of applications received	140				684	
Licensing	Cardiff	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	Vale of Glam	SRS/LC/004	Number of applications determined within 2 months	26				112	
Licensing	Vale of Glam	SRS/LC/004	Number of applications received	26				112	
Licensing	Vale of Glam	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	SRS	SRS/LC/004	Number of applications determined within 2 months	186				907	
Licensing	SRS	SRS/LC/004	Number of applications received	186				907	
Licensing	SRS	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green

Team	Authority	Ref	Title	Qtr4 Actual	RAG Status	Comment	Annual Target	Annual total/result	RAG Status5
Licensing	Bridgend	SRS/LC/005	Number of applications determined within 2 months	28				78	
Licensing	Bridgend	SRS/LC/005	Number of applications received	28				78	
Licensing	Bridgend	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	Cardiff	SRS/LC/005	Number of applications determined within 2 months	106				468	
Licensing	Cardiff	SRS/LC/005	Number of applications received	106				468	
Licensing	Cardiff	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	Vale of Glam	SRS/LC/005	Number of applications determined within 2 months	14				95	
Licensing	Vale of Glam	SRS/LC/005	Number of applications received	14				95	
Licensing	Vale of Glam	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	SRS	SRS/LC/005	Number of applications determined within 2 months	148				641	
Licensing	SRS	SRS/LC/005	Number of applications received	148				641	
Licensing	SRS	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green

Team	Authority	Ref	Title	Qtr4 Actual	RAG Statu	Comment	Annual Target	Annual total/result	RAG Status5
Licensing	Bridgend	SRS/LC/006	Number of applications determined within 2 months	0				0	
Licensing	Bridgend	SRS/LC/006	Number of applications received	0				0	
Licensing	Bridgend	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received	100%	0.00%	Green
Licensing	Cardiff	SRS/LC/006	Number of applications determined within 2 months	0				2	
Licensing	Cardiff	SRS/LC/006	Number of applications received	0				2	
Licensing	Cardiff	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received	100%	100.00%	Green
Licensing	Vale of Glam	SRS/LC/006	Number of applications determined within 2 months	0				0	
Licensing	Vale of Glam	SRS/LC/006	Number of applications received	0				0	
Licensing	Vale of Glam	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received	100%	0.00%	Green
Licensing	SRS	SRS/LC/006	Number of applications determined within 2 months	0				2	
Licensing	SRS	SRS/LC/006	Number of applications received	0				2	
Licensing	SRS	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	Target achieved	100%	100.00%	Green

Annex 3 - Summary of prosecution cases concluding between April 2018 and March 2019

The following prosecution cases arising from investigations conducted across the Shared Service, have been concluded recently.

Case	Court date	Offence(s)	Outcome
1	6.4.18	<p>The defendant, a Food Business Operator had pleaded guilty at an earlier hearing to 6 offences under the Food Hygiene (Wales) Regulations 2006. The offences were in respect of failures at the defendant's restaurant, namely</p> <ul style="list-style-type: none"> • Failure to ensure adequate procedures in place to control pests • Failure to protect food from contamination from pests • Failure to maintain food premises in a clean condition • Failure to implement the Food Safety Management System • Failure to clean and disinfect all equipment which food comes into contact • Failure to maintain food premises in good repair 	<p>The District Judge imposed a sentence of 4 months imprisonment for each offence to run concurrently, and this was suspended for 2 years. The defendant was ordered to carry out 200 hours of unpaid work and to pay costs of £31250, a victim surcharge of £115 and a compensation award to the victim in the case of £200</p>
2	6.4.18	<p>The case concerned a visit to a retail premises by Trading Standards in July 2017 when 213 packets of illicit cigarettes and 14 pouches of illicit hand rolling tobacco were seized. They were later confirmed to be</p>	<p>The defendant pleaded guilty to 6 offences under the Trade Marks Act 1994 and to 2 offences under the Tobacco and Related Products Regulations 2016. The Magistrates find him £180 for the first Trade Mark offence and a further £180 for</p>

		counterfeit and did not carry the required health warnings.	one of the Tobacco Related Product offences. There was no separate penalty for the other 6 offences. He was ordered to pay costs of £300, a victim surcharge of £30 and a Forfeiture Order was granted.
3	13.4.18	<p>The defendant pleaded guilty to 40 charges concerning the sale and possession of, with intent to supply, counterfeit goods. The magistrates ordered a fast track report on the defendant that afternoon.</p> <p>The court was advised that the defendant had previous convictions and had been subject to a community order with unpaid work in 2016. The court was told that he had come to the UK to make a better life for himself but had fallen into a life of crime. He had not been the main perpetrator of these crimes and had merely been told where to go with the goods and what to do. He is low on the rungs of the ladder and is of limited financial means</p>	The magistrates ordered a 12 month community order to include a 12 day Rehabilitation Order and 150 hours of unpaid work requirement. He was ordered to pay investigation costs of £200 and legal costs of £300. A victim surcharge was imposed of £85 and a Forfeiture Order for the goods seized was also granted
4	13.4.18	A Food Business Operator, pleaded guilty to one offence under Regulation 4 of the General Food Regulations 2004 and one offence under Section 14 of the Food Safety Act 1990. The offences concerned the test purchase of food from the defendant's Takeaway premises. The food, namely special fried rice, had been ordered without egg on the basis that the purchaser had an egg allergy. When tested the food was found to contain egg. This purchase took place following a previous informal sample where egg had also been found and despite advice and guidance	The defendant was fined £1300 for the first offence with no separate penalty for the other offence. She was ordered to pay Legal Costs of £500, SRS costs of £750 and a victim surcharge of £130.

		in Mandarin being given to the premises about allergens.	
5	15.4.18	The defendant had previously been found guilty in his absence of two offences in connection with his operation of a motor vehicle as a private hire vehicle when he was not licensed to do so, and also driving without the required insurance.	The Magistrates imposed a fine of £660 for driving without insurance and the defendant was given 8 penalty points on this licence. No separate penalty was imposed for the other offence. He was ordered to pay legal costs of £500, SRS costs of £350 and a victim surcharge of £66.
6	20.4.18	The defendant pleaded guilty to one offence of plying for hire and one offence of failing to have insurance when plying for hire.	The Magistrates fined the defendant £230 for the insurance offence and imposed 8 penalty points on his licence. There was no separate penalty given for the plying for hire offence. He was also ordered to pay costs of £150 and a victim surcharge of £30.
7	20.4.18	<p>The defendant had taken money from individuals on the pretence that she would be able to reclaim 'illegal' bank charges. She pretended to call the victim's bank with the victims then having to provide consent for them to speak to her on their behalf and in 1 instance she had access to the victim's online banking account. After subsequently contacting their banks, the victims were advised to change all user names and passwords for both telephone and online accounts.</p> <p>While only four victims were willing to provide a statement in this case, it is clear that this was a pre-meditated fraud with others known to have been targeted.</p>	The defendant was fined £80 per offence making a total of £480, and compensation for each of the four victims came to £200. In addition, full prosecution costs of £1,240 were awarded.

8	25.4.18	<p>The defendant faced a number of 26 charges in relation to his property which operates as a House in Multiple Occupation. The property was inspected following a complaint from a PCSO about the welfare of one of the tenants at the property.</p> <p>He pleaded guilty to charges relating to:-</p> <ul style="list-style-type: none"> • Failure to provide structural fire protection: meter cupboard. • Failure to provide structural fire protection. • Failure to provide adequate heating appliance • Failure to provide sufficient electrical sockets. • Failure to provide safe steps. • Failure to provide adequate controllable heating. • Guarding to the first floor landing was too low • Failure to maintain floor coverings. • Failure to maintain the garden boundary wall. • Failure to prevent damage to the gas installation. • Defective electrical installations. 	<p>For the 3 Rent Smart Wales offences, the defendant was fined £450 per offence</p> <p>For the 13 offences to which he had pleaded guilty he was fined £900 per offence (Total £11,700)</p> <p>For the 4 offences for which he was found guilty he was fined £1000 per offence (Total £4000)</p> <p>He was also ordered to pay legal costs of £5385 and a victim surcharge of £100.</p> <p>His total financial penalty was £22,085.00.</p>
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		<ul style="list-style-type: none"> • Loose floor coverings. • Failure to produce documents when requested to do so by Rent Smart Wales • Failure to obtain a licence as a landlord from Rent Smart Wales • Failure to obtain a licence to manage property from Rent Smart Wales <p>And not guilty to charges relating to:-</p> <ul style="list-style-type: none"> • Failure to provide an adequate fire alarm system. • Failure to maintain structural fire protection: fire doors, partition walls & meter cupboard. • Failure to restrict first floor windows against falls • No testing of the electrical installations. <p>After hearing evidence, the Magistrates found the defendant guilty of these four offences too</p>	
9	26.4.18	<p>This case resulted from the defendant's running of a dog breeding business for the purposes of which some 266 adverts were placed for puppies over a three year period. In particular she:</p> <ul style="list-style-type: none"> • misdescribed the breed of the puppies being 	<p>In sentencing, the District Judge told the defendant that she had criminally enriched herself by over £50,000 and not considered the upset she caused to her customers and their families. She received 30 weeks imprisonment on each of the 5 offences to run concurrently which was suspended for 2 years. She must carry out 200 hours of an unpaid work</p>

		<p>sold,</p> <ul style="list-style-type: none"> • misdescribed the vaccination/medical history of the puppies, • presented animals being sold as private, • bred animals in breach of her dog breeding licence, • advertised puppies for sale that she did not have in order to sell consumer an alternative puppy and • advertised and sold puppies as being bred by her when in fact the animals came from a third party. <p>The defendant had pleaded guilty on the 29th March 2018 to 4 counts under the Fraud Act 2006 and 1 count under the Consumer Protection from Unfair Trading Regulations 2008.</p>	<p>requirement and be subject to a 4 month curfew. Costs were awarded in the sum of £46,595.80 and Compensation was ordered to be paid to the victims, totalling in excess of a further £3000.</p>
10	27.4.18	<p>This doorstep crime case resulted from two elderly residents being charged significant sums for unnecessary work done at their properties. A surveyor estimated that the overcharges amounted to in excess of £30,000. The defendant had previously pleaded guilty to one count of money laundering under the Proceeds of Crime Act 2002 and two counts of engaging in misleading commercial practices under the Consumer Protection from Unfair Trading Regulations 2008.</p>	<p>The District Judge HHJ Crowther acknowledged that the defendant was part of a group which had systematically targeted and took advantage of the vulnerable and elderly. However, he had facilitated the scheme by physically being a part of it and allowing funds to go through his bank account.</p> <p>The defendant was sentenced to 12 months imprisonment, of which he will serve half and the remainder on conditional release, for the offence of money laundering and to 4 months imprisonment to run concurrently for the other offences.</p>

		<p>The investigation demonstrated that the defendant was part of a criminal gang targeting the vulnerable, however he was uncooperative in identifying the other gang members.</p>	<p>Sadly, he had no funds with which to pay back the victims</p>
11	3.5.18	<p>In this case, the prosecution was able to show that a used car sales business sold unsafe vehicles and misdescribed vehicles prior to sale. In particular vehicles were falsely described with regard to condition, number of owners, applicable warranty, and MOT and/or road tax status.</p> <p>In addition the business failed to inform potential buyers that vehicles had previously been declared insurance write offs. .</p> <p>Proceedings were brought against the director of the company and also a manager employed by the company who entered guilty pleas in respect of various offences under the Consumer Protection from Unfair Trading Regulations, the General Product Safety Regulations and the Fraud Act. However, the prosecution showed that both were working under the direction and control of a person subject to a Criminal Behaviour Order banning him from running a business.</p>	<p>The director was sentenced to a 12 month community order for each offence to run concurrently and to carry out an unpaid work requirement for 80 hours. He was also ordered to pay a victim surcharge of £85.00</p> <p>The Manager was given 24 months imprisonment for each offence which was suspended for 18 months. He was ordered to carry out a Rehabilitation activity requirement for 7 days and unpaid work for 150 hours. He is to pay a victim surcharge of £115. Compensation Orders were agreed for the victims in the case.</p> <p>While the third person had previously pleaded guilty to breaching the terms of his Criminal Behaviour Order, he had subsequently failed to attend court and a warrant had been issued for his arrest. He was finally sentenced in his absence, receiving 8 months imprisonment for the breach of the Criminal Behaviour Order and 8 months imprisonment for the original offence, to run consecutively. A victim surcharge of £100 was ordered.</p>
12	17.5.18	<p>The defendant was the landlord of a House in Multiple Occupation. Following an inspection of the property a number of issues were raised by officers from the SRS regarding his management of the property. He</p>	<p>The Magistrates imposed fines totalling £3,600 and awarded costs of £1,650 and a victim surcharge of £130.</p>

		<p>pleaded guilty to the following offences:</p> <ul style="list-style-type: none">• the manager's name, address and any telephone contact number were not clearly displayed in a prominent position in the HMO• the means of escape were not kept free from obstruction• failing to ensure the fire alarms were maintained in good working order• failing to take all such measures as are reasonably required to protect the occupiers of the HMO from injury having regard to the design of the HMO and the structural conditions in the HMO• failing to supply to the Local Housing Authority within the required time the latest gas appliance test certificate• failing to supply to the Local Housing Authority within the required time the latest electrical appliance test certificate• failing to ensure the common parts of the HMO were maintained in good and clean decorative repair, maintained in a safe and working condition and kept reasonably clear from obstruction• failing to ensure that outbuildings, yards and forecourts were maintained in repair, clean condition and good order• operating a HMO that was required to be licensed under Part 2 of the Housing Act 2004 without such a licence• failing to provide the tenancy agreements for the property	
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		The bench noted the mitigation that some of the trouble was caused by his tenant's untidy behaviour, that he had good character references and importantly had worked with the council since the offences to become registered and comply with requirements.	
12	18.5.18	The defendant pleaded guilty to 3 offences of failing to comply with a noise abatement notice in respect of loud music at her property. During her court appearance the defendant blamed a dispute with a neighbour who had started complaining about her playing loud music.	The Magistrates imposed a conditional discharge for 12 months, ordered her to pay costs of £80 and a victim surcharge of £20.
13	18.5.18	The defendant had been out of the country since last year, having left before the conclusion of the case in court. Upon returning to the UK he was arrested for this and another matter. He pleaded guilty to 2 offences under the Food Safety Act 1990 arising from the sale of food described as a ham and cheese pizza, however the 'ham' was found to be turkey and the 'cheese' was found to be analogue cheese comprising 70% vegetable oil and only 30% cheddar cheese.	The magistrates fined him £220 for each of the 2 food offences He was also ordered to pay costs of £420 and a victim surcharge of £44. This gave a total financial penalty of £1204 which the defendant advised the court would be paid within 14 days.
14	24.5.18	This case concerned food hygiene offences at three of the defendant's premises There was a further offence in October 2017 when the defendant failed to comply with a Hygiene Improvement Notice which had been served in respect of one of the premises. At the first, the following breaches were identified and	The defendant was fined £3350 for the breach of the Hygiene Improvement Notice and £1000 for each of the 3 offences under Reg 17(1) which concerned the cleanliness of working utensils, failure to ensure an adequate number of wash basins and failure to ensure appropriate facilities were in place to maintain adequate personal hygiene.

		<p>a Hygiene Emergency Prohibition Notice was served to close the premises immediately:</p> <ul style="list-style-type: none">• Failure to ensure wash hand basins for cleaning hands were provided with hot and cold running water.• Failure to provide adequate facilities for the cleaning, disinfection and storage of working utensils and equipment with an adequate supply of hot and cold water• Failure to ensure that adequate procedures were in place to control pests• Failure to ensure that the food premises were kept clean and maintained in good repair and condition• Failures to put in place, implement and maintain a permanent procedure or procedures based on HACCP principles. <p>At the second, the following breaches were identified:</p> <ul style="list-style-type: none">• Failure to ensure that the food premises were kept clean and maintained in good repair and condition• Failure to put in place, implement and maintain a permanent procedure or procedures based on HACCP principles• Failure to ensure wash hand basin was provided with soap	<p>This gave a total fine of £6350. There were no separate penalties for the other 11 offences. He was also ordered to pay investigation costs of £1500 and a victim surcharge of £335.</p>
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		<p>Finally, at the third premises, the following were identified:</p> <ul style="list-style-type: none"> • Failure to ensure that appropriate facilities were available to maintain adequate personal hygiene including facilities for the hygienic washing and drying of hands • Failure to ensure that premises were maintained in good repair and condition as to avoid the risk of contamination <p>The defendant pleaded guilty to 14 offences under Regulation 17(1) and 1 offence under Regulation 6(2) of the Food Hygiene (Wales) Regulations 2006.</p>	
15	7.6.18	<p>This case arose following the failure of a taxi driver to produce his insurance. He did not attend court and was found guilty in his absence.</p>	<p>The Magistrates found the charge proved and the defendant was fined £100 and ordered to pay £150 costs and a £30 victim surcharge.</p>
16	29.6.18	<p>A test purchase had been carried out at the defendant's takeaway business in relation to allergens. Special fried rice without egg was ordered and the business was told it was for someone who was allergic to egg. Nevertheless the food was later found to contain 77 times the amount of egg required to cause a reaction in an allergic person. This test purchase was conducted only 3 months after an informal test purchase had been carried out, following which the business had been visited by officers in the interim and advice given.</p>	<p>The District Judge imposed a 12 month community order with 300 hours of unpaid work requirement and ordered the defendant to pay costs of £575 and a victim surcharge of £85.</p>

		The defendant pleaded guilty to one offence of placing unsafe food on the market under the General Food Regulation 2004.	
17	6.7.18	The defendant pleaded guilty to 3 offences between of failing to comply with a noise abatement notice in respect of his property.	The defendant was fined £200 for the first offence with no separate penalty for the other 2 offences. He was also ordered to pay costs of £220 and a victim surcharge of £30. The magistrates re-iterated to the defendant the need to abide by the abatement notice and to have consideration for his neighbours.
18	25.7.18	<p>The defendant had previously pleaded guilty to one offence under the Financial Services and Markets Act 2000 for lending money when not authorised to do so. A basis of plea had been put forward by the defence concerning the amount of loans provided to the complainant in the case and the amount of money repaid by that complainant. The prosecution did not accept the defendant's basis of plea and a Newton Hearing was conducted on the 15th May 2018 and completed today at Swansea Magistrates Court.</p> <p>After hearing all of the evidence the District Judge concluded that he was satisfied that £11,550 had been loaned by the defendant and that £12,950 had been repaid by the complainant.</p>	The defendant was sentenced to a 12 month community order incorporating 200 hours of unpaid work requirement, to complete a Thinking Skills programme with a 10 day rehabilitation requirement. The complainant was awarded compensation in the sum of £1400, costs were awarded of £3600 and the defendant will pay a victim surcharge of £85.
19	25.7.18	Two brothers pleaded guilty to offences under the Fraud Act 2006, the Consumer Protection from Unfair Trading Regulations 2008 and the Companies Act 2006, after customers were taken in by false	The magistrates considered that the offences were serious enough to cross the custody threshold. One of the brothers was given an 8 week custodial sentence suspended for 12 months, ordered to carry out 100 hours of unpaid work and

		<p>representations and then left out of pocket when work to their homes was not completed.</p> <p>The magistrates considered the charges were serious enough for a pre-sentence report to be prepared and a verbal report was given by the Probation Service.</p>	<p>ordered to pay £720 compensation to the complainants in the case.</p> <p>The other brother received a 12 month community order, was ordered to carry out 200 hours of unpaid work and pay £720 in compensation to the complainants in the case.</p>
20	2.8.18	<p>The defendant did not attend court and the case was therefore proved in his absence. He was found guilty of 2 offences of illegal street trading namely selling hot dogs and beef burgers, in October and November 2017. The magistrates were advised that he had 12 previous convictions for similar offences since 2011.</p>	<p>The Magistrates stated that they considered the selling of food to be an aggravating feature of the case and he was fined £660 for each offence giving a total fine of £1320, ordered to pay costs of £150 and a victim surcharge of £66.</p>
21	2.8.18	<p>The defendant had previously pleaded guilty to one offence under the General Food Regulations 2004 for placing unsafe food on the market. The case concerned the sale of a takeaway fried rice dish ordered without egg as it was to be eaten by someone with an egg allergy.</p> <p>When tested, the dish was found to contain egg protein, and this followed a similar purchase some months earlier, after which officers had provided guidance.</p>	<p>The District Judge fined the defendant £500, and he was ordered to pay costs of £150 together with a victim surcharge of £50.</p>
22	8.8.18	<p>The defendant pleaded guilty to one offence of playing for hire while uninsured and one offence of having no insurance, as he was only insured for private hire. As the insurance offence carried 6 points and the</p>	<p>The Judge imposed 8 points for the insurance offence bringing the defendant's total on his licence to 14 points. The defendant was warned to avoid any motoring offences until June 2020 or he would be liable to disqualification again.</p>

		defendant already had 6 points on his licence from other motoring offences, the Judge had the discretion to disqualify the defendant for a minimum of 6 months. The defendant was however able to demonstrate that losing his licence would cause exceptional hardship.	He was also fined £100 for the plying for hire offence, £200 for the insurance offence and ordered to pay costs of £120 together with a victim surcharge of £30.
23	10.8.18	The defendant operated a gardening and landscaping business. The SRS received two complaints from consumers who had paid the defendant money for materials and services which were subsequently never provided. He pleaded guilty to 3 offences under the Fraud Act 2006 and 1 offence under the Consumer Protection from Unfair Trading Regulations 2008. The magistrates ordered an oral probation report before sentencing.	The defendant was made the subject of a 12 month Community Order with a 10 day rehabilitation element and a requirement for 200 hours of unpaid work to be carried out. In addition, the court made compensation orders amounting to £5665 per month and ordered the defendant to pay £200 contribution towards the prosecution costs.
24	17.8.18	The defendant pleaded guilty to one offence under the Health Act 2006 of failing to prevent smoking (shisha) in a smoke-free place at his premises.	The Magistrates gave a conditional discharge for 12 months, and ordered the defendant to pay costs of £100 and a victim surcharge of £20.
25	17.8.18	The defendant appeared in court to answer one charge of failing to pleaded guilty after failing to prevent smoking (shisha) in a smoke-free place contrary to the Health Act 2006. He pleaded guilty for himself as the company director and also on behalf of the company. The company already had one previous conviction for the same offence	The company director was fined £200, ordered to pay costs of £180 and a victim surcharge of £30; while the company was fined £350 ordered to pay costs of £180 and a victim surcharge of £35.
26	17.8.18	The defendant pleaded guilty to one offence of plying for hire. An offence of having no insurance was withdrawn after seeing his insurance certificate which showed that he was indeed covered for playing for	He was fined £120, ordered to pay costs of £150 and a victim surcharge of £30.

		hire.	
27	17.8.18	The defendant pleaded guilty to one offence of plying for hire and one offence of having no insurance as he was only covered for private hire.	He was fined £150 for having no insurance and given 8 penalty points. He was also fined £150 for plying for hire, ordered to pay costs of £150 and also a victim surcharge of £30
28	17.8.18	The defendant pleaded guilty to one offence of plying for hire and one offence of having no insurance as he was only covered for private hire. He apologised to the court and accepted that he shouldn't have taken the fare.	The defendant was fined £150 for having no insurance and given 8 penalty points. He was also fined £150 for plying for hire, ordered to pay costs of £150 and a victim surcharge of £30.
29	17.8.18	The defendant pleaded guilty to one offence of plying for hire and one offence of having no insurance as he was only covered for private hire. The Magistrates queried the version of events put forward by the defendant as it was inconsistent with the officers' statements.	He was fined £100 for having no insurance and given 8 penalty points. He was also fined £100 for plying for hire, ordered to pay costs of £75 and a victim surcharge of £30.
30	17.8.18	The defendant pleaded guilty to one offence of plying for hire and one offence of having no insurance as he was only covered for private hire. He told the court that the officers got in his car without asking and he felt trapped. He had just dropped off a fare and so he was busy but he thought he was being kind by taking them. It was a mistake and not intentional.	He was fined £150 for having no insurance and given 8 penalty points. He was also fined £150 for plying for hire, ordered to pay costs of £150 and a victim surcharge of £30.
31	17.8.18	The defendant pleaded guilty to one offence of plying for hire and one offence of having no insurance as he	He was fined £150 for having no insurance and given 8 penalty points. He was also fined £150 for plying for hire, ordered to

		was only covered for private hire.	pay costs of £150 and a victim surcharge of £30.
32	17.8.18	<p>The defendant pleaded guilty to one offence of plying for hire and one offence of having no insurance as he was only covered for private hire.</p> <p>He told the court that he had taken pity on the officers and thought he was being helpful. He didn't realise that he would not be covered by his insurance.</p>	He was fined £150 for having no insurance and given 8 penalty points. He was also fined £150 for plying for hire, ordered to pay costs of £150 and a victim surcharge of £30.
33	17.8.18	<p>The defendant pleaded guilty to one offence of plying for hire and one offence of having no insurance as he was only covered for private hire.</p> <p>He told the court that he saw that no other vehicles would pick the officers up so he did</p>	He was fined £150 for having no insurance and given 8 penalty points. He was also fined £150 for plying for hire, ordered to pay costs of £150 and a victim surcharge of £30.
34	17.8.18	<p>The defendant pleaded guilty to one offence of plying for hire and one offence of having no insurance as he was only covered for private hire.</p> <p>He told the court that it was raining and he wanted to help the officers.</p>	He was fined £150 for having no insurance and given 8 penalty points. He was also fined £150 for plying for hire, ordered to pay costs of £150 and a victim surcharge of £30.
35	17.8.18	<p>The defendant pleaded guilty to one offence of plying for hire and one offence of having no insurance as he was only covered for private hire.</p> <p>He told the court that the prosecution got it wrong as to how he was approached. The officers approached him and asked for the lift. The weather was cold and it was a moment of weakness. He already had 3 points</p>	He was fined £150 for having no insurance and given 8 penalty points. He was also fined £150 for plying for hire, ordered to pay costs of £150 and a victim surcharge of £30.

		on his licence from a speeding offence.	
36	17.8.18	The defendant did not attend court and the matter was proved in his absence. He was found guilty of one offence of plying for hire and one offence of having no insurance as he was only covered for private hire.	He was fined £660 for having no insurance and given 8 penalty points. He was also fined £660 for plying for hire, ordered to pay costs of £150 and a victim surcharge of £66.
37	17.8.18	The defendant did not attend court and the matter was proved in his absence. He was found guilty of one offence of plying for hire and one offence of having no insurance as he was only covered for private hire.	He was fined £660 for having no insurance and given 8 penalty points. He was also fined £660 for plying for hire, ordered to pay costs of £150 and a victim surcharge of £66.
38	6.9.18	The defendant pleaded guilty to one offence of plying for hire and one offence of not having insurance.	The magistrates fined him £100 in respect of the plying for hire charge & £150 for having no insurance. He was also ordered to pay £150 Prosecution costs & £30 Victim Surcharge. His licence was endorsed with 6 penalty points
39	6.9.18	On an earlier date, the defendant had been found guilty, in his absence, of one offence of plying for hire and one offence of having no insurance. Following the adjournment to 6 th September, the defendant was again absent.	He was fined £440 in respect of the plying for hire charge & £660 for the no insurance charge, he was also ordered to pay £150 prosecution costs & £30 Victim Surcharge. His licence was endorsed with 6 penalty points making a total of 15 and he was disqualified from driving for a period of six months under the totting rules.
40	11.9.18	The defendant pleaded guilty to one offence of plying for hire and one offence of not having insurance. A case was made to the court for the defendant to keep his licence on account of his caring responsibilities for his son and elderly parents.	The magistrates took the view that exceptional hardship would be caused to the defendant's son and parents if he lost his licence and decided not to revoke it. They imposed 6 penalty points and ordered him to pay a fine of £150 for the insurance offence. He was also ordered to pay costs of £85 and a victim surcharge of £30. No separate penalty was given for the plying

			for hire offence.
41	13.9.18	The defendant pleaded guilty to one offence of plying for hire and one offence of not having insurance.	The defendant was fined £300 and his licence endorsed with 8 penalty points. Prosecution costs of £150 and a victim surcharge of £30 were imposed for the offence of driving without insurance. He was also fined £100 for the offence of plying for hire.
42	20.9.18	<p>The two defendants pleaded guilty to failing to licence a property as a house in multiple occupation, and a further 15 offences under the Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales) Regulations 2007 HMO. Their management failures included the following:</p> <p>Failure to maintain fire extinguishers</p> <ul style="list-style-type: none"> • Failure to maintain fire extinguishers • Failure to maintain the fire alarm system. • Failure to provide sufficient electrical sockets. • Unsafe kitchen layouts. • Failure to maintain structural fire protection and fire doors. • Inadequate space for dwellings. • Unsafe layout of dwellings. • Failure to protect tenants against low headroom. • Failure to protect tenants against falls. • Failure to maintain the gas installations. • Failure to maintain the electrical installations. • Failure to submit gas & electric certificates within 7 days. • Failure to maintain carpets in the first floor front bedsit and second floor flat. 	The magistrates fined both defendants a total of £8500 each, ordered them to both pay costs of £200 each and a victim surcharge of £100.

		<ul style="list-style-type: none"> • Defective water heater to the first floor rear bedsit. • Damaged kitchen work surface to the ground floor front flat. 	
43	8.10.18	<p>A catering company and its director were found guilty in their absence of four offences under the Food Hygiene Rating (Wales) Act 2013. A visit to the café premises by officers from the Shared Regulatory Service on the 6th March 2018 identified:</p> <ul style="list-style-type: none"> • A failure by the business to register as a food business • A failure to display a food hygiene rating sticker issued to it on the 19th July 2017 for a 3 rating • The business was displaying an invalid food hygiene rating sticker for a 5 rating which it did not have • The invalid food hygiene rating sticker of 5 had been defaced to remove correct business name 	Both defendants were fined £1000 each, ordered to pay costs of £240 and also a victim surcharge of £30.
44	12.10.18	<p>The defendant entered guilty pleas to 12 offences under the Licensing and Management of Houses in Multiple Occupation (Additional Provisions)(Wales) Regulations 2007 in respect of his failures at one of his properties, namely</p> <ul style="list-style-type: none"> • Failure to provide an adequate fire alarm system. • Failure to maintain the fire alarm system. • Failure to provide structural fire protection to gas & electricity meters. • Failure to provide an adequate means of escape from fire. • Failure to prevent access to an unsafe roof. • Failure to provide a separate landlords electricity 	Following a lengthy deliberation the magistrates decided that they were minded to sentence the defendant without further information and advised him that these were serious offences. He was fined a total of £5000, ordered to pay costs of £275 and a victim surcharge of £50. He has to pay at the rate of £200 per month.

		<p>supply.</p> <ul style="list-style-type: none"> • Provision of unsafe kitchen facilities. • Failure to maintain waste water pipes and rainwater goods. • Failure to provide regular inspections of the gas installations. • Failure to submit gas and electrical certificates within 7 days of a written request. • Failure to keep the front forecourt in repair, a clean condition and good order. • Failure to keep the external fabric in good condition (removal of plant growth, spalling of chimney brick work, loose roof slates, etc.) <p>Six other offences were withdrawn by the prosecution.</p>	
45	19.10.18	The defendant pleaded guilty to one offence of selling hot food after 11pm at a take-away premises, without a licence to do so, contrary to s.136 Licensing Act 2003.	The magistrates gave him a conditional discharge for 12 months, ordered him to pay costs of £150 and a victim surcharge of £20.
46	19.10.18	The defendant initially pleaded not guilty to one offence of failing to produce his certificate of insurance when requested to do so by council officers. He told the court that he had left the country before Christmas and had been wrongly imprisoned abroad over a child custodial dispute. The car had remained parked at the airport and was repossessed on the 25 th April 2018. He did not receive the letters from the Council but had made no efforts regarding his mail or the vehicle in his absence.	Having heard the mitigation put forward, the Magistrates decided to give the defendant a conditional discharge for 6 months, no costs were awarded to the Council (even though the magistrates were advised that a simple caution was offered but he had refused) and he was ordered to pay a victim surcharge of £20.

		When the defendant was advised that he was still responsible for the vehicle and was still technically guilty of the offence he changed his plea to guilty.	
47	19.10.18	The defendant pleaded guilty to one offence of serving hot food after 11pm when he did not have a license to do so, contrary to s.136 Licensing Act 2003.	He was fined £40, ordered to pay costs of £150 and a victim surcharge of £30.
48	23.10.18	<p>The defendant company had already pleaded guilty on to eight offences under the Trade Marks Act 1994 of possessing with a view to selling counterfeit tobacco and to 3 offences under the Tobacco and Related Products Regulations 2016 for supplying tobacco and cigarettes which did not carry the required warnings. These charges arose as a result of searches of premises by officers of Shared Regulatory Services in July 2017 and again in March 2018.</p> <p>However, the director of the company had pleaded not guilty to all of those charges which were also brought against him. He claimed to have had no knowledge of the illegal product having been on the premises and wasn't present when the enforcement visits were carried out.</p> <p>Following deliberation, the District Judge found the defendant guilty of all 11 offences. He was satisfied, so that he was sure, that the defendant was involved in obtaining supplying the illegal product.</p>	The director was given a 12 month community order with 120 hours of community service, a total fine of £750, ordered to pay costs of £650 and a victim surcharge of £85. The company was fined a total of £1000, ordered to pay costs of £100 and a victim surcharge of £100. A forfeiture order for the goods seized was granted.

49	7.11.18	<p>The 77 year old defendant had previously pleaded guilty to offences of illegal money lending contrary to both the Consumer Credit Act and the Financial Services and Markets Act. He also pleaded guilty to money laundering. The investigation established that the illegal lending dated back some 20 years, during which time he charged interest of up to 500% and making a profit of nearly a quarter of a million pounds in the process.</p> <p>The Proceeds of Crime investigation concluded with the court appearance on 7th November.</p>	<p>The defendant was and was sentenced to 6 months imprisonment for each offence. All offences to run concurrently and were suspended for 12 months.</p> <p>A confiscation order was agreed as follows:</p> <p style="padding-left: 40px;">Benefit amount £469708.01</p> <p style="padding-left: 40px;">Realisable amount £16250.00 payable within 3 months</p> <p>A destruction order was obtained for all the ledgers and associated documents seized from the defendant's home.</p>
50	15.11.18	<p>The case was brought under the Management of Housing In Multiple Occupation (Wales) Regulations 2006 for failure to</p> <ul style="list-style-type: none"> • Display manager details • Take fire safety measures • Take safety measures to protect the occupiers from injury, by having regard for the design of the HMO • Maintain the gas and electric installation • Manage and maintain the common parts, fixtures, fittings and appliances • Ensure that each part of the HMO that is living accommodation is maintained in good repair 	<p>The company was fined £1500 on the fire safety charge with no separate penalty on the other charges. A victim surcharge of £150 was imposed, together with costs of £350.</p>

51	15.11.18	Following the recent SRS hallmarking survey and the investigation of a number of consumer complaints, a local jewellery firm faced a range of offences under the Trade Marks Act, the Consumer Protection from Unfair Trading Regulations and the Hallmarking Act.).	The company was fined total of £1500 and ordered to pay compensation of £400 to one of the complainants, together with a victim surcharge of £150. The Director was fined £800 and ordered to pay costs of £350 and a victim surcharge of £80. A forfeiture and destruction order was made in relation to the seized jewellery.
52	15.11.18	The defendant pleaded guilty to one offence of plying for hire and one offence of not having insurance.	He was fined £400 for no insurance with no separate penalty on the licensing offence, £40 victim surcharge and costs of £150
53	29.11.18	The case followed two visits to an off licence in February and March and the discovery of counterfeit tobacco and clothing on the premises. The defendant pleaded guilty to fourteen offences under the Trade Marks Act 1994 and one offence under the Tobacco and Related Products Regulations 2016.	The magistrates fined him a total of £500, ordered him to pay costs of £300 and a victim surcharge of £30. A Forfeiture Order was granted in respect of all of the goods seized.
54	29.11.18	The defendant pleaded guilty to two offences under the Environmental Protection Act 1990 of failing to comply in April 2018 with a noise abatement notice for loud amplified music.	She was fined £100, ordered to pay costs of £180 and a victim surcharge of £30.
55	4.12.18	The defendants, a husband and wife partnership, ran a kitchen and bathroom fitting business. Complaints received from customers revealed a catalogue of	The husband was sentenced to a total of 20 months imprisonment suspended for 18 months and his wife to 6

		<p>problems relating to poor quality workmanship, failure to notify cancellation rights, goods not being ordered and the taking of money for no work being done in return.</p> <p>The first defendant pleaded guilty to 8 offences under the Fraud Act 2006 and 6 offences under the Consumer Protection from Unfair Trading Regulations 2008. In addition his wife pleaded guilty to 1 offence under the Consumer Protection from Unfair Trading Regulations 2008.</p> <p>The business has now been wound up and the defendants apologised for the financial harm caused to consumers and are remorseful for their actions. Their property has been placed on the market and it is anticipated that the equity from the sale will give sufficient funds to compensate the consumers in the case.</p> <p>The District Judge commented that the defendants had acted purely out of gain for themselves.</p>	<p>months imprisonment suspended for 12 months.</p> <p>A proceeds of crime hearing is due to take place on 22nd February 2019 and it is anticipated that consumers will be compensated as part of those proceedings.</p>
56	13.12.18	The defendant company failed to produce insurance and failed to attend court. The case was proved in absence	A fine of £440 was imposed and the defendant ordered to pay £150 Prosecution costs and a £44 victim surcharge
57	13.12.18	The defendant failed to produce insurance and failed to attend court. The case was proved in absence	A fine of £440 was imposed and the defendant ordered to pay £150 Prosecution costs and a £44 victim surcharge
58	8.1.19	The defendant pleaded guilty to 3 offences under the	The defendant was sentenced to 100 hours unpaid work in

		<p>Fraud Act 2006 and to 4 offences under the Consumer Protection from Unfair Trading Regulations 2008. The case concerned the defendant entering into contracts and taking monies from consumers for products and services that never materialised. He continually promised to return the money but never did.</p> <p>In sentencing, the District Judge told the defendant that he was very lucky not to be going to prison as he is essentially 'a con man'. He made it clear that if there is any breach of the requirements of his sentence he will come back before the judge and will go to prison.</p>	<p>relation to the Fraud offences and 100 hours in relation to the CPR offences to run consecutively giving a total of 200 hours of unpaid work to be done in 12 months. He was also given a 12 day rehabilitation order, ordered to pay costs of £325 and a victim surcharge of £85. The District Judge also ordered £2620 in compensation to be paid to the victims in the case.</p>
59	8.1.19	<p>The defendant had previously pleaded guilty to 12 offences under the Food Hygiene (Wales) Regulations 2006 in respect of a take-away premises. Inspections by officers in 2017 and 2018 had identified a number of failures including:</p> <ul style="list-style-type: none"> • Failure to effectively implement and manage the businesses food safety management system • Failure to protect foods from contamination • Failure to maintain food premises in clean condition • Failure to ensure adequate cleaning and disinfection of equipment that comes into contact with food 	<p>The defendant was fined £720, ordered to pay costs of £275 and a victim surcharge of £30.</p> <p>While not a large penalty in itself, the fine reflects the defendant's low income, and the court made it clear how seriously the matter had been taken.</p>

		<ul style="list-style-type: none"> • Failure to provide adequate hand washing facilities • Failure to ensure food handlers maintain a high degree of personal cleanliness and wear suitable clean and where necessary protective clothing • Failure to notify Cardiff Council that the premises were under his control <p>Since that time, the defendant had undergone training and the food hygiene rating improved from 0 to 3. The defence acknowledged the assistance given to the defendant by SRS officers</p>	
60	10.1.19	The defendant pleaded guilty to failing to register with Rent Smart Wales and to allowing an uninhabitable rental property to be tenanted in contravention of a Prohibition Order	Fines totalling £560 were imposed and the defendant was ordered to pay a £500 contribution to the Council's costs together with a victim surcharge of £30.00. This gave an overall sum of £1,090 to pay.
61	17.1.19	This was a case where a rogue builder charged elderly and vulnerable residents significantly more than the fair market price for the work which was of a very poor standard. He also charged for unnecessary work and work not completed. In total, he attempted to defraud £39,750 from three victims over a 6 month period, but was only able to collect £23,100 before he was arrested. In each instance, false aliases were	The defendant was sentenced to two years imprisonment, reduced to 16 months as a result of the early guilty plea. A Criminal Behaviour Order was also made for three years which restricts the defendant from trading as a builder or cold calling without permission from Shared Regulatory Services This order will come into place when he is released from prison.

		<p>used.</p> <p>The defendant pleaded guilty to one count under the Fraud Act 2006 for knowingly participating in a fraudulent business he was arrested.</p> <p>In sentencing, the District Judge referred to the defendant as a “rogue builder, who preyed on elderly and vulnerable victims, charging exorbitant fees for work that didn’t take place, or was carried out to a very poor standard. In each case, you used an alias to disguise your identity and it is my view, anyone who targets elderly or vulnerable people receives immediate imprisonment.”</p>	
62	17.1.19	<p>Faced with allegations that he failed to activate his meter, had charged more than the authorised fee and had failed to show his badge, a taxi driver pleaded not guilty to the charges brought against him. The Magistrates took the view that the defendant wasn’t a credible witness whereas the complainant had been and found him guilty of all three offences.</p>	<p>The defendant was fined £120 per offence giving a total fine of £360, and ordered to pay costs of £600 along with a victim surcharge of £30.</p>
63	21.1.19	<p>The director of a food business pleaded guilty to 16 offences under the Food Hygiene (Wales) Regulations 2006. These offences were identified by officers of Shared Regulatory Services during 5 visits to the company’s premises. The offences consisted of the following:</p> <ul style="list-style-type: none"> • Failures to effectively put in place, implement and maintain the business’s food safety management 	<p>The company was fined a total of £10,500, ordered to pay costs of £4065 and a victim surcharge of £170. They have 4 months to make payment.</p>

		<p>system</p> <ul style="list-style-type: none"> • Failure to ensure food is protected against any contamination likely to render the food unfit for human consumption • Failure to ensure food handlers maintain a high degree of personal cleanliness and wear suitable, clean and, where necessary, protective clothing • Failure to ensure food handlers are trained commensurate with work activities • Failure to comply with Remedial Action Notice • Failure to maintain food premises in a good repair <p>The District Judge was disappointed that his directions at an earlier hearing to provide accounts wasn't complied with and accepted the full facts of the prosecution case including the Friskies assessment which categorised culpability as High and harm as a Category 2.</p> <p>In passing sentence, the District Judge Khan said that the business had clearly failed to meet the expectations of the industry in terms of hygiene and cleanliness and stated that there was a real risk of contamination from raw food products with cooked food products.</p>	
64	22.1.19	This case concerned a property which was unfit for human habitation but was nevertheless let by an unregistered landlord. The tenant was disabled and	The defendant was fined £496 and ordered to pay costs of £1100 together with a victim surcharge of £50.

		the poor living conditions had an adverse effect on their health. After originally contesting the case against him, the defendant changed his plea to guilty.	
65	24.1.19	The defendant was found guilty in his absence of lighting up and smoking a cigarette inside his taxi on while at a petrol station.	He was fined £100, ordered to pay costs of £150 and a victim surcharge of £30.
66	24.1.19	The defendant, the director of a company running a restaurant, entered guilty pleas to 2 offences under the Consumer Protection from Unfair Trading Regulations 2008 for stating on the business website that the food premises had a food hygiene rating of 5 when in fact it was a 1. In mitigation he told the court that during the period in question he had begun to lose control of the business due to personal alcohol issues. He stated that he was not fit to run the business and he apologised to the court for the offences. He confirmed that he is no longer involved in the business and would have to claim benefits.	The defendant was fined £120 for each offence giving a total fine of £240, ordered to pay costs of £120 and a victim surcharge of £30.
67	29.1.19	The defendant in this case was the Director of a limited company running a public house. He had pleaded guilty at an earlier hearing to offences under the Health and Safety at Work Etc. Act following the installation and certification of a commercial gas oven by an unqualified person who was not Gas Safe registered. Two of the charges concerned the failure to ensure	Fines totalling £3775 were imposed, and the defendant ordered to pay costs of £375 and a victim surcharge of £170.

		<p>the health, safety and welfare of employees and that other persons were not exposed to risks to their health and safety. A further offence related to failure to comply with an Improvement Notice under the Gas Safety (Installation and Use) Regulations 1999 requiring evidence that the oven was being maintained in a safe condition by a suitably competent person.</p> <p>At the request of the District Judge a report had been prepared by a registered Gas Engineer and Gas Incident Investigation Officer to consider the likelihood of harm from the illegal installation. That report made an assessment of a Level A for seriousness of harm risked because of the ability of gas installations to cause death or serious lifelong physical impairment through explosion, fire and carbon monoxide poisoning. However, he considered the likelihood of such serious harm occurring in this case to be low as no actual proof of harm or immediate danger had been provided. This gave a Harm Category 3.</p> <p>The District Judge categorised the defendant's culpability in the High category as he considered the defendant had turned a blind eye to the risk. The defendant had displayed apathy and a poor attitude to health and safety.</p>	
68	30.1.19	The defendant is the director of a company operating a take-away premises. Between March and May 2018 officers from Shared Regulatory Services discovered	The company was fined £120 and the Director £1095. Costs of £350 and a victim surcharge of £111 were also payable.

	<p>that a gas twin deep fat fryer had been issued with a warning notice from a gas safe engineer indicating that the fryer was 'immediately dangerous' and should not be used. The defendant subsequently advised officers that he has used the fryer after the notice was issued.</p> <p>Guilty pleas had been previously entered by the company to two offences under the Health and Safety at Work Etc. Act 1974 for failing to ensure the health, safety and welfare of its employees by failing to provide and maintain the fryer, and for failing to ensure that persons not in its employment were not exposed to risks to their health and safety. The Director had also pleaded guilty to three offences namely, 2 offences under the Gas Safety (Installation and Use) Regulations 1998 for knowingly reconnecting the gas supply and putting the fryer into use when it had been classified as 'immediately dangerous' and for failing to maintain the equipment in a safe condition. The third offence was for failing to maintain the fryer in a good state of repair and safe condition under the Provision and Use of Work Equipment Regulations 1998.</p> <p>The District Judge considered culpability and harm. He considered that the defendant's culpability was medium up to the day that he used the fryer after the notice. For that one day it would have been very high culpability. As it was only one day he considered the overall culpability was in the medium category. He had</p>	
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		<p>used the fryer for over 5 years without incident and he had been ignorant in terms of what was required in terms of gas appliances. He accepted that the potential for harm was a Level A namely death and significant injury but that no actual harm had been caused so culpability was a Category 2 risk.</p>	
69	6.2.19	<p>A February 2018 Shared Regulatory Services inspection of a take-away premises identified the following:</p> <ul style="list-style-type: none"> • Failure to ensure adequate procedures are in place to control pests. • Failure to ensure all articles, fittings and equipment which came into contact with food were effectively cleaned and where necessary, disinfected. • Failure to keep food premises clean and maintained in good repair and condition. This was because the structure and facilities throughout the premises had an accumulation of engrained dirt and debris which had built up over a prolonged period of time. • Failure to ensure the layout, design, construction, siting and size of the food premises permit good food hygiene practices, including protection against contamination and, in particular, pest control. • Failure to ensure food waste, non-edible by products and other refuse are deposited in closable containers. • Failure to ensure adequate provisions for the storage and disposal of food waste, non-edible 	<p>Both defendants were fined £400 each for the offence of failing to adhere to HACCP principles and a 12 month conditional discharge was imposed for the other 8 offences. Should the business be brought back into court in the next 12 months based on similar offences there was a likelihood of imprisonment. The defendant was ordered to pay costs of £375 and a victim surcharge of £40.</p>

		<p>by-products and other refuse and failure to ensure refuse stores are designed and managed in such a way as to enable them to be kept clean, and where necessary, free of animals and pests.</p> <ul style="list-style-type: none">• Failure to ensure that at all stages of production, processing and distribution, food is protected against any contamination likely to render food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.• Failure to ensure every person working in a food handling area maintain a high degree of personal cleanliness.• Failure to ensure that food handlers are supervised and instructed and / or trained in food hygiene matters commensurate with their work activity.• Failure to put in place, implement and maintain a permanent procedure or procedures based on the HACCP principles. <p>The Director of the company running the premises pleaded guilty to 9 charges both for himself and the company under the Food Hygiene (Wales) Regulations 2006.</p> <p>In sentencing, the District Judge agreed with the Prosecution's submissions as to culpability. The defendant had displayed a wilful blindness to the risk from pests and cross contamination. The risk from the rodent activity created a risk of bacteria which could affect both employees and customers. He wanted to</p>	
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		impose a sentence that would deter the business from falling into this situation again.	
70	8.2.19	<p>The company had pleaded guilty in December 2018 to one offence under the Health and Safety at Work etc. Act 1974 for failing to ensure the health and safety of a non-employee. The victim suffered serious head injuries at a pub after falling through an unlocked internal cellar door and down a flight of concrete cellar steps.</p> <p>In mitigation the court was told that the defendants had no previous convictions and had taken steps to remedy the issue by fitting a new coded lock to the door. They had full co-operated with the Council's investigation and had self-reported via the RIDDOR system. The company had an exemplary record on matters of health and safety and made substantial financial commitment to its health and safety responsibilities. It had entered a guilty plea at the first opportunity and accounts had been provided to the court.</p> <p>In sentencing, the District Judge accepted that the cellar door had only been unlocked for the cleaning staff a few seconds before the incident happened. He accepted that the defendant had risk assessments but that they were generic in nature and were not site specific. The door would be opened a number of times in any day to allow staff access to the stock and this</p>	The company was fined £140,000, ordered to pay costs of £11,835.48 and a victim surcharge of £170.

		<p>access would be more frequent the busier the pub was. The defendant had not done what their own risk assessment suggested they do. Systems were in place but these were not sufficiently adhered to or implemented.</p>	
71	12.2.19	<p>The defendant pleaded guilty to 4 offences under the Food Hygiene (Wales) Regulations 2006 relating to poor standards of hygiene at his restaurant.</p> <p>During a visit to the premises, officers of Shared Regulatory Services found evidence indicating an active mouse infestation with droppings being identified in every food preparation room, including on food and equipment storage surfaces. There were at least 20 locations within the fabric of the building where mice could move as well as access to the building from the exterior.</p> <p>In mitigation the defence solicitor informed the court that the defendant had a pest control contract prior to the inspection but that it was more of a survey contract than a cleansing one. He now appreciates that a business would require a far more reaching contract.</p> <p>In sentencing, the District Judge commented that the defendant should have known better. He went on to point out that mice carry diseases and are extremely dangerous to have amongst food preparation. There is no substitute for a deep clean and good hygiene.</p>	<p>Mr Rashid was fined £535, ordered to pay costs of £425 and a victim surcharge of £53</p>

72	15.2.19	<p>In this case, the defendant pleaded guilty to 17 offences under the Housing Act 2004 and 2 offences under the Housing (Wales) Act 2014 in relation to a HMO property he owns. An inspection of the property by officers from the Shared Regulatory Service had revealed that despite being an HMO, the property had not been registered as such. In addition, the defendant had failed to register as a landlord, he was operating a rented house without a licensed manager and there were a number of significant safety issues including the following:</p> <ul style="list-style-type: none"> • Failure to provide appropriate fire alarm system. • Failure to provide adequate structural fire protection • Provision of deadlocks to bedroom doors and the property entrance door. • No natural lighting & ventilation to some rooms • Failure to maintain the gas installation • Failure to maintain the electrical installation. 	<p>In sentencing the magistrates told the defendant that there had been a total disregard for fire regulations and the risk to life. Given his professional knowledge the defendant should have known better. He was fined £12,000 for the his failure to have an appropriate fire alarm system with no separate penalty for the other offences. He was ordered to pay costs of £478 and a victim surcharge of £170.</p>
73	21.2.19	<p>Neither of the two defendants attended court and the case against them was proven in their absence. They were both found guilty of 20 offences under the Housing Act 2004 and 3 offences under the Housing</p>	<p>Both defendants were fined £400 for each offence giving a total fine of £9200 each. They were both ordered to pay costs of £133 and a victim surcharge of £40.</p>

		<p>(Wales) Act 2014, relating to a house in multiple occupation. When officers of Shared Regulatory Services visited the property, it was established that it lacked any form of fire alarm system, had no fire doors, doubtful other structural fire separation, electrical issues, insufficient kitchen & bathroom facilities and several other issues were identified. The state of the property meant that a Prohibition Order was made preventing the entire residential part of the property from being occupied. None of the parties were registered or licensed with Rent Smart Wales.</p>	
74	21.2.19	<p>This case was concerned with the supply of unsafe, counterfeit cosmetic products which upon testing were found to contain 35 times the permitted level of lead and 7 times the permitted level for chromium. The defendant pleaded guilty to 16 offences under the Trade Marks Act 1994 and 7 offences under the Cosmetic Products Enforcement Regulations 2013.</p> <p>The court heard that at the time of the offences the defendant was under financial stress in respect of child maintenance payments. He was working at Asda and was taking on extra shifts but it was not enough. He saw an advert on facebook concerning buying clothes to sell on. He made an impulsive decision and took out a £3000 payday loan to get involved. He wouldn't have done it if he knew that it would hurt anyone.</p>	<p>The magistrates imposed a Community Order for 12 months requiring the defendant to undertake unpaid work for 240 hours and a Rehabilitation Order requirement of 25 hours. He was also ordered to pay costs of £300 and a victim surcharge of 85. A Forfeiture Order was granted for all the goods seized.</p>

75	21.2.19	The defendant failed to attend court and the matter was proved in her absence. She was found guilty of failing to comply with a noise abatement notice in respect of loud amplified music emanating from her home. The notice was breached on 7 occasions between July 2018 and November 2018.	The magistrates fined her £50 for each offence giving a total fine of £350, ordered her to pay costs of £220 and a victim surcharge of £30.
76	28.2.19	<p>The defendants had pleaded guilty on previous occasion both for themselves, and for the company, in respect of 10 offences under the Food Hygiene (Wales) Regulations 2006. The offences were discovered by during visits to the food business by officers from the Shared Regulatory Services following 7 visits between the 19th December 2017 and included the following:</p> <ul style="list-style-type: none"> • Failure to ensure the food premises were kept clean and maintained in good repair and condition • Failure to put in place, implement and maintain permanent procedures based on the HACCP principles • Failure to ensure food that is likely to support the growth of pathogenic micro-organisms or the formation of toxins at a temperature below 8*c • Failure to provide for the storage and disposal of food waste, non-edible products and other refuse 	<p>The first defendant was fined £214 for one offence and given a conditional discharge for 18 months for the other 9 offences. She was ordered to pay costs of £125 and a victim surcharge of £30.</p> <p>The second defendant fined £320 for one offence and given a conditional discharge for 18 months for the other 9 offences. He was ordered to pay costs of £125 and a victim surcharge of £32.</p> <p>Finally, The company was fined £480 for one offence with no separate penalty for the other 9 offences. The company will also pay costs of £125 and a victim surcharge of £48</p>

		<p>And</p> <ul style="list-style-type: none"> • Failure at all stages of production, processing and distribution to ensure food is protected against any contamination that will likely render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed. 	
77	28.3.19	<p>Neither defendant attended court and the case was heard in their absence. Both were found guilty of 4 offences of breaching a noise abatement notice in respect of dog barking at their property between September 2018 and February 2019.</p>	<p>The magistrates fined both defendants £1320 each, ordered them to pay costs of £110 each and a victim surcharge of £44 each.</p>

	2018/19 Expenditure Budget £000's	2018/19 Income Budget £000's	2018/19 Net Budget £000's	2018/19 Actual Expenditure £000's	2018/19 Actual Income £000's	2018/19 Net Position £000's	Net Variance £000's
	A	B	C = A - B	E	F	G = E - F	H = D - G
Bridgend							
Core	1,401	(48)	1,353	1,286	(53)	1,233	120
Authority Specific							
Licensing	326	(398)	(72)	297	(350)	(53)	(19)
Kenneling & Vets	47	0	47	19	0	19	28
	1,774	(446)	1,328	1,602	(403)	1,199	129
Cardiff							
Core	3,601	(251)	3,350	3,318	(222)	3,096	254
Authority Specific							
Cardiff Licensing	666	(959)	(293)	816	(868)	(52)	(241)
HMO Cathays	191	(55)	136	184	(132)	52	84
HMO Plasnewydd	258	(177)	81	242	(79)	163	(82)
Student Liason	62	0	62	24	(16)	8	54
Night Time Noise	61	0	61	67	0	67	(6)
Cardiff Port Health	139	(126)	13	138	(138)	0	13
	4,978	(1,568)	3,410	4,789	(1,455)	3,334	76
Vale of Glamorgan							
Core	1,259	(14)	1,245	1,157	(17)	1,140	105
Authority Specific							
Vale Licensing	363	(290)	73	357	(304)	53	20
Burials	2	0	2	3	(2)	1	1
Additional Licensing (Vale)	8	0	8	4	0	4	4
Pest Control Service (Vale)	100	(40)	60	92	(36)	56	4
Vets & Kennelling Fees (Vale)	20	0	20	4	0	4	16
	1,752	(344)	1,408	1,617	(359)	1,258	150
Grand Total	8,504	(2,358)	6,146	8,008	(2,217)	5,791	355

	Bridgend 2018/19			Cardiff 2018/19			Vale 2018/19			Total Gross Expenditure 2018/19		
	Agreed	Draft	Variance	Agreed	Draft	Variance	Agreed	Draft	Variance	Agreed	Draft	Variance
	Budget	Outturn		Budget	Outturn		Budget	Outturn		Budget	Outturn	
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Authority Specific												
Bridgend Licensing	326	297	29							326	297	29
Kennelling & Vets fees (Bridgend)	47	19	28							47	19	28
Cardiff Licensing				666	816	(150)				666	816	(150)
HMO Cathays				192	184	8				192	184	8
HMO Plasnewydd				258	242	16				258	242	16
Student Liason				62	24	38				62	24	38
Night Time Noise				60	67	(7)				60	67	(7)
Cardiff Port Health				139	138	1				139	138	1
Vale Licensing							363	357	6	363	357	6
Burials (Vale)							2	3	(1)	2	3	(1)
Additional Licensing (Vale)							8	4	4	8	4	4
Pest Control Service (Vale)							100	92	8	100	92	8
Vets & Kennelling Fees (Vale)							20	4	16	20	4	16
Sub total	373	316	57	1,377	1,471	(94)	493	460	33	2,243	2,247	(4)
Core Services												
Animal Services	92	95	(3)	237	244	(7)	83	85	(2)	412	424	(12)
Environmental	67	44	23	173	114	59	60	40	20	300	198	102
Food	348	279	69	894	716	178	313	251	62	1,555	1,246	309
Housing	173	175	(2)	444	466	(22)	155	157	(2)	772	798	(26)
Health & Safety + Communicable Disease	145	126	19	372	322	50	130	113	17	647	561	86
Pollution	186	203	(17)	478	521	(43)	167	183	(16)	831	907	(76)
Trading Standards	390	364	26	1,003	935	68	351	328	23	1,744	1,627	117
Sub total	1,401	1,286	115	3,601	3,318	283	1,259	1,157	102	6,261	5,761	500
Gross Expenditure Budget	1,774	1,602	172	4,978	4,789	189	1,752	1,617	135	8,504	8,008	496