

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Tuesday, 10 September 2019
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Overview and Update on Shared Regulatory Services
Purpose of Report:	This report provides an update on the work undertaken by the Shared Regulatory Service (SRS)
Report Owner:	Miles Punter - Director of Environment and Housing
Responsible Officer:	Dave Holland - Head of Shared Regulatory Services
Elected Member and Officer Consultation:	No Elected Members have been consulted. The following officers have been consulted ; Assistant Director, Cardiff Council, Head of Legal and Regulatory services, Bridgend County Borough Council
Policy Framework:	This is matter delegated to the Joint Committee
Executive Summary:	<ul style="list-style-type: none"> The report appraises the Committee of the work of the service and the progress toward completing the SRS Business Plans.

Recommendation

1. The Committee is asked to consider, note and agree the contents of the report.

Reason for Recommendation

1. The report appraises the Committee of the work of the service and the progress toward completing the SRS Business Plans.

1. Background

- 1.1 SRS Business Plans are developed in consultation with stakeholders; they inform and direct the work of the service, and contribute toward the corporate priorities of each partner Council. The service has five key aims, namely:

- Improving Health and Wellbeing
- Safeguarding the Vulnerable
- Protecting the Local Environment
- Supporting the Local Economy
- Maximising the use of our resources

- 1.2 This report contains information outlining how the service is working to achieve better outcomes for residents and businesses within the region through a series of different actions and work programmes. The report provides an overview of activities undertaken in the period April 2019 to July 2019.

2. Key Issues for Consideration

Human Resources

- 2.1 Filling vacancies continues to be challenging and SRS has struggled to recruit suitable individuals into certain areas of the service. Managers have drafted a recruitment and retention strategy for the service. The document, contained in Appendix 4, will be developed through the rest of the year with input from the Head of Human Resources. The Joint Committee is asked to note the contents and endorse the core principles of the approach being taken.
- 2.2 Sickness absence levels at the end of Quarter 1 were 1.83 days per FTE person. This is likely to result an increase on the previous year when absence rates were recorded as 1.42 per FTE person at the same point in time.

	Short Term Days Lost per FTE	Long Term Days Lost per FTE	Total Days lost Per FTE
Q1 2019/20	0.55	1.29	1.83
Q1 20118/19	0.47	0.96	1.42

2.3 There are no immediate discernible trends in either the short or long term absence figures and there are some mitigating factors. This continued increase in absence, while disappointing, still compares favourably when viewed in a wider context through comparison against the average sickness rates across the partner Councils.

2.4 The Committee is advised that a SRS team manager has been seconded to the WLGA to support the WG programme on improving public transport. The original White Paper has been criticised by stakeholders and the appointment of a local authority specialist is seen as a means of co-producing a more effective set of proposals.

Financial Position Quarter 1

2.5 The financial monitoring report for the period 1st April 2019 to 30th June 2019 is attached at Appendix 1. It has been prepared from the consolidated figures gathered from each Authority for this period. The service is currently projecting a £42k overspend against a gross revenue budget of £8.190m.

Performance Monitoring

2.6 Joint Committee members are provided with data on activity levels to help reassure local members at each council that SRS activity continues to tackle issues across the region. Performance data for quarter 1 of 2019/20 is set out at Appendix 2 and is reported to each Council in line with the legacy performance management regimes and existing service plans. A presentation on the current performance will be provided at the Joint Committee meeting.

Service Updates

New legislation - Offensive Weapons

2.7 With the introduction of the Offensive Weapons Act 2019, local weights and measures authorities (the three partner Councils) will be given powers to investigate underage sales of acid and bladed articles both at traditional retail level and the remote (“on-line”) sale. There is no statutory duty to exercise this power; the Act provides the Councils with the option of monitoring compliance and investigating offences.

- 2.8** Currently, the SRS administers a wide range of legislation relating to age restricted sales and the Committee is asked to note that this Act will be added to the existing delegations to the SRS. This is consistent with the scope of the Joint Working Agreement which states any subsequent legislation replacing amending or extending the same together with any future acts, orders or regulations made there-under which relate to the functions specified or to functions which are analogous thereto are delegated to the Joint Committee
- 2.9** This amendment to the Joint Working Agreement can be done using the officer delegations agreed by each Council in 2017. The delegation is worded as follows "as long as there is no extension of delegations to the Shared Service or additional financial implications". As indicated above, this is a change to a regime already delivered by the SRS albeit through other legislation such as the General Product Safety Regulations, asserting that these were "dangerous products". The function of addressing the sale of these products is now being addressed through a more legislation specific manner. Documenting the adoption of these regulations by SRS through the officer delegations provides a clear indication of the responsibility and accountability for this matter. There are no immediate financial implications.

New legislation -EU Exit Regulations

- 2.10** The Government has passed a number of EU Exit Regulations which will come into force on, or immediately before, Exit Day. Each of the regulations make changes to existing legislation made under the European Communities Act 1972 consequential to the UK's exit from the European Union. The Regulations are all made under the European Union (Withdrawal) Act 2018. The Regulations will ensure that any laws in place before Exit day will remain in place and enforceable.
- 2.11** Once again, the Committee is asked to agree a revision to the Joint Working Agreement to cover this issue, should it be necessary. This can be done using the officer delegations agreed by each Council in 2017. There is no extension of the functional responsibilities delegated and there are no immediate financial implications.

New Legislation - Renting Homes Wales Act 2019

- 2.12** From 1st September 2019, landlords and letting agents across Wales will no longer be able to charge tenants fees to set up, renew or continue a standard occupation contract, except those explicitly permitted by the Act. Landlords and Agents will be prohibited from charging for the following tasks: accompanied viewings, inventory charges, signing contracts, tenancy renewals. The Act makes it illegal for landlords and agents to charge tenants anything other than permitted payments, which are: rent, security deposits, holding deposits,

utilities, communication services, Council Tax, Green Deal charges, and default fees.

- 2.13** The Act places a duty on Local Housing Authorities to make information publicly available, including details of how prohibited payments and holding deposits can be recovered. The Authority must have regard to any guidance given by Welsh Ministers in relation to this duty.
- 2.14** Additionally, the Act provides powers to enforcement officers to issue a Fixed Penalty Notice where they believe an offence has been committed. The notice offers a person the opportunity to discharge any liability to conviction for the offence to which the notice relates by paying a penalty of £1000. Fixed penalty receipts received by an enforcement authority by virtue of this section may not be used otherwise than for the purpose of the authority's functions relating to the enforcement of the provisions of this Act.
- 2.15** It is difficult to predict the demand for resource, this will depend upon the level of compliance by landlords and letting agents. By way of context, last year the SRS received just over 1500 requests for service in relation to housing conditions; this may require SRS to make use of these powers with regard to these requests. Additionally, there may be additional requests in relation to the requirements to publicise this new legislation.
- 2.16** This a new piece of legislation that makes provision to protect tenants and is considered to be currently outside the scope of the existing delegation to the Joint Committee. The Act places a duty on the Councils from 1st September to take action under the Act with regard to making information available. In the short term, the SRS will place the required information on the SRS website and create links to each Council website to allow the Councils to meet that duty. Thereafter, the Head of Service will place a report before each Council's Cabinet setting out the options for the Councils with respect to administering the provisions of the legislation.

Taxis

- 2.17** The National Assembly for Wales Economy, Infrastructure and Skills committee has published its response to the Welsh Government White paper on Improving Public Transport. The committee took evidence from a range of stakeholders and issued nine recommendations, three of which relate to the licensing and administration of taxi and private hire vehicles. They are:
- The Committee supports timely reform of the licensing framework but does not believe that JTAs should take responsibility for taxi and private hire services until a clear approach has been set out and consulted on by Welsh Government. This should explain how the new licensing approach will work in practice, and allow stakeholders to understand the implications and shape the proposals.

- The Committee urges Welsh Government to continue to work with local authorities and other interested parties to explore ways to overcome cross-border operational issues, including through changes to its current proposals for taxis/PHVs.
- Welsh Government should introduce strict, uniform national standards for taxis/private hire vehicles, drivers and operators as soon as possible, regardless of whether or not licensing remains a matter for local authorities.

2.18 The Welsh Government has stated that it will not be pursuing legislation in relation to taxi and private hire vehicles in this current term. "Addressing the outdated taxi and private hire vehicle legislation remains a key priority. However, it has become very clear that there is a considerable amount of work still required before we can bring forward legislation that addresses the improvements needed. Officials will develop a package of short-term measures, using existing legislative powers, to begin to address some of the concerns local authorities, drivers, unions and others have raised. Officials are already working in partnership with the Welsh Local Government Association to develop and deliver these short-term arrangements". As indicated above, an officer from the SRS has been seconded to assist the Welsh Government deliver the requisite changes.

Supporting Local Business

2.19 In 2017, SRS began to publish a Food and Safety newsletter aimed at educating food business operators on the legal requirements pertaining to food hygiene and health and safety. Three thousand copies of the first newsletter were issued, mainly in print form, and the feedback received was positive. Since then, in subsequent newsletters, SRS have managed to engage a range of businesses using their operations to highlight good practice, legislative changes and to encourage dialogue between SRS and local business. The newsletters are now sent primarily through e-mail and available through the SRS website and other links. Edition 5 is will be launched this month and a copy will be available for members at the Joint Committee meeting. The service aims to reach over 6,000 food businesses in the region with this edition of the newsletter and we know it is read by food businesses across Wales. Advice and Education are important "tools" in the drive to improve food safety; the newsletter is now an established part of that mechanism.

2.20 SRS has received the Touchstone Award from the British Hallmarking Council, funded by the four UK Assay Offices. Its purpose is to recognise and reward the most effective initiative each year for increasing awareness and enforcement of the hallmarking legislation. SRS received the award in recognition of a programme of work, which included proactive visits to jewellers across the region, and a major investigation of a local on-line trader. The Joint Committee will be familiar with the two investigations subsequently conducted by SRS.

- In the first case, the business was fined a total of £1500 and compensation of £400 awarded to one of the complainants; a Director of the company received a fine of £800, and ordered to pay costs of £350. A forfeiture and destruction order was made in relation to the seized jewellery.
- In the second case, the online business, the traders each received a prison sentence of 14 months for early guilty pleas, suspended for 18 months. In addition, one of the business owners will face an investigation under the Proceeds of Crime Act.

2.21 SRS Officers who led on the above project work and cases work will attend the Joint Committee meeting to provide a short presentation for Members on this area of work. In addition, members of the Hallmarking Council and Assay office will attend the meeting to recognise the significant achievement of the SRS in receiving the national Touchstone Award and present the award to the Joint Committee.

Air Quality

2.22 In Cardiff, work continues to support implementation of the Clean Air Project through the secondment of one of the SRS Team Managers to Cardiff council since October 2018. Cabinet approved the final project plan and full business case on 13th June and the paperwork submitted to Welsh Government in time for the 30th June 2019 deadline set out in the Legal Direction. The preferred package of measures includes city centre schemes, electric buses, bus retro-fit, changes to taxi licensing policy, and active travel measures. Welsh Government approved the Final Plan subject to certain caveats, and a further Legal Direction was issued to the Council to address these points to be complied with no later than 31st October 2019. The new Direction requires:

- Further modelling of a Clean Air Zone option
- Redrafting of the Final Plan to articulate further the progressive development of the assessment leading to the identification of the preferred option and the case for this

2.23 In Bridgend, a number of BCBC departments and interested parties such as Public Health Wales have been brought together to compile and agree a set of draft mitigation measures to reduce nitrogen dioxide levels and improve air quality in the Park Street Air Quality Management Area (AQMA). Following a cost – benefit analysis, the agreed mitigation measures will form the draft Action Plan for the AQMA on which residents will be consulted. Invitations to resident drop-in sessions have been sent out by letter and promoted via the SRS Twitter account, and all of this will be complemented by the relocation of real-time air quality monitoring equipment into the Park Street AQMA. This will enable residents to access local air quality data via a link to the SRS website. The draft Action Plan has to have been prepared within 18 months of the AQMA being declared and fully implemented within two years of declaration (i.e. no later than 31st December 2020).

- 2.24** In the Vale of Glamorgan, work is underway to revoke the Windsor Road, Penarth Air Quality Management Area. Since this AQMA was declared in 2013, air quality has improved dramatically and this improvement has been sustained over a number of years. Following agreement by Cabinet, the process of revocation has begun with a number of drop-in sessions for residents taking place in September. These are being supported by a publicity campaign to make it clear that air quality monitoring will continue along Windsor Road even after the AQMA has been revoked, to ensure there is no worsening of nitrogen dioxide levels in the future.

Animal Welfare

- 2.25** As part of its promotional activity to raise awareness of the new Equine Identification (Wales) Regulations 2019 which came into force in February, SRS has hosted a number of horse micro-chipping and passport clinics in the region. The first of these took place on 8th August in Cardiff and the second on 5th September in Bridgend and further clinics are planned to ensure high levels of compliance. Both events have proved to be extremely popular with local horse owners booking appointment slots in advance. Staged with the support of the RSPCA, local vets and equine charities on a voluntary basis, the microchipping and passporting service was made available at the discounted rate of £35 per horse.
- 2.26** The Equine Identification (Wales) Regulations 2019 which came into force in February 2019 replace the earlier 2009 regulations and prohibit the keeping of a horse unless it has been properly identified through an identification issuing body. As with the earlier regulations, foals must be micro-chipped by a veterinary surgeon within six months of birth, or by 31 December in the year of birth, whichever is the later. However, for the first time retrospective micro-chipping will be required for older horses which were previously only required to be passported.
- 2.27** A transition phase exists until February 2021 for completion of the retrospective microchipping for older horses and SRS will continue to engage with horse owners.

Food Hygiene

- 2.28** The Food Hygiene Rating (Wales) Act 2013 and Food Hygiene Rating (Wales) Regulations 2013 makes the display of food hygiene rating stickers by businesses mandatory. Premises must display a valid food hygiene rating sticker at or near each entrance to the food business establishment in accordance with the Food Hygiene Rating (Wales) Act 2013.
- 2.29** An operation was carried out with 2 Environmental Health students from Cardiff Metropolitan University; the students were tasked with carrying out checks to establish if businesses rated 0 to 2 in Cardiff were displaying valid food hygiene

rating stickers in the location and manner prescribed. Of the 106 businesses were identified as non-broadly compliant (Food Hygiene Rating of 0 to 2), 19 businesses were identified as failing to comply with the Regulations. 12 premises failed to display a food hygiene rating sticker, 3 premises failed to display the correct score and 4 premises failed to display conspicuously in the location and manner prescribed. The above failures have been allocated to officers for follow up action.

Communicable Disease and Health Protection Service Plan

- 2.30** SRS publishes a number of operational plans to advise stakeholders of the work to be carried out in certain environments. The document set out at Appendix 5 is the Communicable Disease and Health Protection Plan, which sets out how the SRS will fulfil its role of protecting public health through the investigation of cases and outbreaks of communicable disease and the application of control, preventative and enforcement measures. Joint Committee is asked to consider the plan and approve its use in the SRS region.

Enforcement Activity

- 2.31** Details of recent cases investigated by the SRS that have resulted in prosecution are set out in Appendix 3 to this report.

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

- 3.1** The Well-being of Future Generations Act requires the SRS to underpin decision making by contributing to the seven well-being goals of the Act, following the five ways of working, and consequently undertaking actions that will have a positive impact on people living in the future as well as those living today. Consequently SRS seeks to work in the following ways:
- Looking to the long term
 - Taking an integrated approach;
 - Involving a diversity of the population in the decisions affecting them;
 - Working with others in a collaborative way to find shared sustainable solutions
 - Acting to prevent problems from occurring or getting worse.
- 3.2** The fundamental purpose of the SRS (here defined as trading standards, environmental health and licensing) is to protect residents, consumers, businesses and communities. The broad range of responsibilities can make it difficult to demonstrate succinctly their impact and value in terms of the well being; the SRS Business Plans provide members with greater detail and articulate how those statutory responsibilities, and subsequent activities, contribute toward wellbeing across the region. This update report reflects some of the

activities undertaken in recent months to promote the sustainable development principle.

4. Resources and Legal Considerations

Financial

- 4.1** The Participants' contribution towards the Shared Regulatory Service is recharged on a quarterly basis, based upon the approved budgets for 2019/20. Accounting for the full year is reported to the Committee at the Annual General Meeting.

Employment

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

Legal (Including Equalities)

- 4.3** There are no immediate legal implications associated with this report.

5. Background Papers

Appendices:

- Appendix 1 Quarter 1 Financial report
- Appendix 2 Quarter 1 Performance data
- Appendix 3 Enforcement activity report
- Appendix 4 Recruitment and retention strategy
- The Shared Regulatory Services Business Plan 2019/20
- The Shared Regulatory Service Joint Working Agreement July 2017

Cabinet reports:

Bridgend County Borough Council – 29th March 2017

County Council of the City and County of Cardiff - 20th July 2017

Vale of Glamorgan Borough Council - 24th April 2017

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Tuesday, 10 September 2019
Relevant Scrutiny Committee:	No Relevant Scrutiny Committee
Report Title:	Revenue Monitoring for the Period 1st April to 30th June 2019
Purpose of Report:	To provide the Partner Authorities with details of the financial performance of the Shared Regulatory Service
Report Owner:	Report of the Operational Manager Accountancy/Deputy Section 151 Officer
Responsible Officer:	Miles Punter Director of Environment and Housing
Elected Member and Officer Consultation:	Head of Service for Shared Regulatory Service
Policy Framework:	This is a matter for the Shared Regulatory Committee
<p>Executive Summary:</p> <ul style="list-style-type: none"> • The revenue position for 2019/20 is challenging with a savings target of £500k being required by the Partner Authorities from the current year's budget. • As at quarter one, the Shared Regulatory Service is reporting an overall overspend of £42k, against the 2019/20 gross revenue budget of £8.190m. • This report advises on the financial position of the Service, and the resulting impact this has to each of the Partner Authorities when considering the forecast outturn position in respect of financial year 2019/20. 	

Recommendation

1. That the position with regard to the 2019/20 forecast revenue year end position is noted.

Reason for Recommendation

1. That the members are aware of the position with regard to the 2019/20 forecast outturn position pertinent to the Board and relevant Scrutiny Committee.

1. Background

- 1.1 On the 18th December 2018, the Shared Regulatory Service (SRS) Committee approved the SRS Gross Revenue Budget for 2019/20.

2. Key Issues for Consideration

- 2.1 The Gross Revenue Budget and forecast outturn position for 2019/20 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 forecast overspend of £42k against a gross revenue budget of £8.190m, as illustrated in the following table:

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,728	1,688	40
Cardiff	4,793	4,898	(105)
Vale	1,669	1,646	23
Total Gross Expenditure	8,190	8,232	(42)

- 2.2 However, it should be noted that to enable the Service to achieve the £500k savings target set for the current year, the service undertook a mini-restructuring which has resulted in a reduction of 9.3 posts from the permanent structure.
- 2.3 A consequence of the 2018/19 savings consultation, was the departure of officers who were not at risk, to take up employment elsewhere. Multiple recruitment drives have been undertaken, however the Service continues to experience significant issues in attracting appropriate candidates to certain disciplines, which may in part be due to a national scarcity of resource being available. Alternative routes of accessing suitable cover continue to be investigated.
- 2.4 A full breakdown of the forecast outturn position is shown in **Appendix A**.
- 2.5 Provision was made in the 2016/17 accounts to cover the cost of setting up the SRS as a separate employer within the Cardiff & Vale Pension Fund. It is anticipated that this position will be finalised in readiness for the 2020/21 budget setting process.

Core Services

- 2.6** The approved gross Core Services Budget for 2019/20 is £5.861m, and has a forecast underspend of £50k. The Core service's budget is allocated in line with the population split across the participating authorities, as illustrated in the following table:

Authority	%	Gross	Forecast	Outturn
		Budget	Outturn	Variance
		£'000's	£'000's	£'000's
Bridgend	22.32%	1,308	1,296	12
Cardiff	57.68%	3,381	3,354	27
Vale	20.00%	1,172	1,161	11
Total Core		5,861	5,811	50

- 2.7** Employee Costs are anticipated to achieve a £48k overspend, which is predominantly the result of the service accessing agency cover plus the employment of a number of apprentice's to support certain disciplines which are experiencing difficulty in recruiting into vacant posts. These costs are partially offset by an underspend within salaries. However, there continues to be on-going issues in attracting suitable cover within particular disciplines that did not form part of the 2018/19 savings initiative, plus a threshold on the availability of suitable agency cover in the external market place.
- 2.8** Two team leaders from within Core continue to be on secondments out of the service, with team members acting up into the management roles. The cost of these posts are being recovered from Cardiff Council and Welsh Government. A further team leader secondment to the Welsh Local Government Association is scheduled to commence late summer 2019, to work in collaboration with Welsh authorities on a national framework in respect of the consultation on the modernisation of taxi licenses in Wales.
- 2.9** The £71k overspend within Transport, relates directly to the purchase of two vehicles which were ordered in 2018/19, plus customisation costs of the vans purchased in 2018/19 to meet service specifications.
- 2.10** The £114k underspend within Supplies and Services includes an agreed drawdown from reserves to facilitate the costs of employing a number of apprentices across the service.
- 2.11** The £55k over recovery of income relates to the unbudgeted recovery of costs in respect of secondments out of the service.
- 2.12** The 2019/20 Welsh Government Rentsmart Grants of £66k have been built into the SRS budget. The grant forms an element of the Housing Support Grant received directly by the partner Authorities, therefore, the SRS costs will be recouped directly from the partners at year end.

Authority Specific Services

- 2.13** The approved gross budget of £2.329m in respect of Authority Specific (AS) Services is forecast to overspend by £92k, as detailed in the following table:

Authority	Gross	Forecast	Outturn
	Budget	Outturn	Variance
	£'000's	£'000's	£'000's
Bridgend	420	392	28
Cardiff	1,412	1,544	(132)
Vale	497	485	12
Total AS Services	2,329	2,421	(92)

- 2.14** Of the £28k underspend at Bridgend, £26k relates directly to the underspend within the Kennelling & Vets Service. Activity levels on this heading continue to perform below target and, there is also the benefit from reduced costs which are attributable to a retendering exercise undertaken late last financial year.
- 2.15** The £2k underspend within the Bridgend Licensing Section relates to smaller underspends across the headings.
- 2.16** The £132k forecast overspend at Cardiff predominantly relates to an anticipated overspend of £158k within the Taxi Licensing Section. This may in part be due to the new cycle of 3 year Hackney Carriage/Private Hire Licenses commencing late 2018/19. The verification costs incurred in producing multi-year licences are front loaded to the start of the license, with the DBS income linked to these licenses, but received directly by Cardiff also simultaneously peaking in the same period. It is anticipated that the monthly sales volume will have reached it's peak towards the end of 2019/20 before commencing a decrease in the monthly sales numbers.
- 2.17** HMO Cathays and HMO Plasnewydd are forecasting a combined underspend of £5k, which is spread across the headings.
- 2.18** The Student Liaison Officer post remains unfilled, but is expected to be appointed to in the near future. At this time, it is anticipated this activity will generate an underspend of £27k
- 2.19** The forecast £6k overspend within Night Time Noise relates to predicted activity levels to be in excess of available budget and mirror pressures borne in previous periods.
- 2.20** At this time, it is considered that the Cardiff Port Health Authority will achieve a nil variance.
- 2.21** Overall, the Vale is forecast to achieve an underspend of £12k.
- 2.22** The small projected overspends within the Licensing and Burial sections, are anticipated to be directly offset by an underspend within the Pest Control Service.

- 2.23** The Kennelling and Vets Service continues to emulate the reduction in pressures experienced at Bridgend, and as a result is forecast to achieve £12k underspend.

Net Position

- 2.24** In accordance with the Joint Working Agreement (JWA), income budgets remain the responsibility of each Partner Authority and are shown in this report for completeness. The following table illustrates the forecast overspend of £216k, against a net budget of £5.820m.

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,277	1,271	6
Cardiff	3,215	3,460	(245)
Vale	1,328	1,305	23
Total Net Expenditure	5,820	6,036	(216)

- 2.25** A full breakdown of the forecast outturn position is illustrated in **Appendix B**.
- 2.26** Year-end income positions have been provided by the partner Councils. At year end the service offers recommendations to the legacy accountants in respect of the treatment of income received during the current year, but relating to future periods.
- 2.27** The net position for Bridgend is an overall underspend of £6k against a net budget of £1.277m, and is the result of income recovery forecast to be £34k below target. Core income is anticipated to over recover by £4k, which is then offset by an under recovery of income within the Licensing Section of £38k.
- 2.28** However, it is considered that as the year progresses, the Licensing fee increase that came into force at Bridgend in February 2019 will have a positive effect on the under recovery of income within Licensing.
- 2.29** The net position for Cardiff is a forecast overspend of £245k against a net budget of £3.215m. There is an under recovery of income forecasted at £140k, which is broken down to £61k within Core, with the remaining shortfall of £79k relating to Authority Specific Services.
- 2.30** The Authority Specific position may in part be due to the historic pattern of income receipts falling from the second year onwards in respect of the 5 year HMO cycle. HMO Plasnewydd current license period is due to expire at the end of October 2019, it is anticipated that income generated within the following license period may have a positive impact on the in-year income position.
- 2.31** HMO Cathays and HMO Plasnewydd are forecasting a £20k shortfall in the achievement of the combined income targets of £232k.

- 2.32** The Licensing Section is forecasting a £59k shortfall in income against a target of £959k, which is an improvement to the collection levels achieved in the previous year.
- 2.33** Cardiff Port Health Authority is funded by precepts, and would therefore be anticipated to fully achieve target.
- 2.34** The net position for the Vale of Glamorgan is a net overall underspend of £23k, against a net budget of £1.328m, with no change when compared to the corresponding reported gross revenue position. As at the date of the report, it is anticipated that income will meet target with a nil variance on all applicable headings being achieved.

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

Validation of the manner in which the SRS contributes to the Well-Being Objectives will be provided for within the Overview and Update Report submitted to the Committee by the Service.

4. Resources and Legal Considerations

Financial

- 4.1** As detailed in the body of this report.

Employment

- 4.2** There are no employment implications.

Legal (Including Equalities)

- 4.3** There are no legal implications.

5. Background Papers

None.

	Bridgend 2019/20			Cardiff 2019/20			Vale 2019/20			Total Gross Expenditure 2019/20		
	Budget £000's	Outturn £000's	Variance £000's	Budget £000's	Outturn £000's	Variance £000's	Budget £000's	Outturn £000's	Variance £000's	Budget £000's	Outturn £000's	Variance £000's
<u>Authority Specific</u>												
Bridgend Licensing	336	334	2							336	334	2
Bridgend Empty Homes	37	37	0							37	37	0
Kennelling & Vets fees (Bridgend)	47	21	26							47	21	26
Cardiff Licensing				682	840	(158)				682	840	(158)
HMO Cathays				198	194	4				198	194	4
HMO Plasnewydd				268	267	1				268	267	1
Student Liason				63	36	27				63	36	27
Night Time Noise				61	67	(6)				61	67	(6)
Cardiff Port Health				140	140	0				140	140	0
Vale Licensing							372	376	(4)	372	376	(4)
Burials (Vale)							2	3	(1)	2	3	(1)
Pest Control Service (Vale)							103	98	5	103	98	5
Vets & Kennelling Fees (Vale)							20	8	12	20	8	12
<i>Sub total</i>	420	392	28	1,412	1,544	(132)	497	485	12	2,329	2,421	(92)
<u>Core Services</u>												
Animal Services	87	85	2	226	220	6	79	76	3	392	381	11
Environmental	63	50	13	162	127	35	56	44	12	281	221	60
Food	331	320	11	855	827	28	296	286	10	1,482	1,433	49
Housing	142	150	(8)	366	394	(28)	127	135	(8)	635	679	(44)
Health & Safety + Communicable Disease	137	138	(1)	354	357	(3)	123	124	(1)	614	619	(5)
Pollution	180	187	(7)	466	484	(18)	161	168	(7)	807	839	(32)
Trading Standards	368	366	2	952	945	7	330	328	2	1,650	1,639	11
<i>Sub total</i>	1,308	1,296	12	3,381	3,354	27	1,172	1,161	11	5,861	5,811	50
Gross Expenditure Budget	1,728	1,688	40	4,793	4,898	(105)	1,669	1,646	23	8,190	8,232	(42)

	2019/20 Expenditure Budget £000's	2019/20 Income Budget £000's	2019/20 Net Budget £000's	Jun-19 Profiled Net Budget £000's	Jun-19 Actual Expenditure £000's	Jun-19 Actual Income £000's	Jun-19 Net Position £000's	Net Variance To Date £000's	Projected £000's	Projected YE Variance Favour/(Adverse) £000's
	A	B	C = A - B	D	E	F	G = E - F	H = D - G	I	J = C - I
Bridgend										
Core	1,308	(53)	1,255	313	264	(4)	260	53	1,239	16
Authority Specific										
Licensing	336	(398)	(62)	(15)	74	(85)	(11)	(4)	(26)	(36)
Empty Homes	37	0	37	9	9	0	9	0	37	0
Kenneling & Vets	47	0	47	12	2	0	2	10	21	26
	1,728	(451)	1,277	319	349	(89)	260	59	1,271	6
Cardiff										
Core	3,381	(261)	3,120	779	682	(45)	637	142	3,154	(34)
Authority Specific										
Cardiff Licensing	682	(959)	(277)	(69)	201	(253)	(52)	(17)	(61)	(216)
HMO Cathays	198	(55)	143	36	42	(31)	11	25	62	81
HMO Plasnewydd	268	(177)	91	23	63	(20)	43	(20)	188	(97)
Student Liason	63	0	63	16	4	0	4	12	36	27
Night Time Noise	61	0	61	15	13	0	13	2	67	(6)
Cardiff Port Health	140	(126)	14	4	34	(31)	3	1	14	0
	4,793	(1,578)	3,215	804	1,039	(380)	659	145	3,460	(245)
Vale of Glamorgan										
Core	1,172	(11)	1,161	290	236	(8)	228	62	1,150	11
Authority Specific										
Vale Licensing	372	(290)	82	21	85	(59)	26	(5)	86	(4)
Burials	2	0	2	0	1	0	1	(1)	3	(1)
Pest Control Service (Vale)	103	(40)	63	16	21	(12)	9	7	58	5
Vets & Kennelling Fees (Vale)	20	0	20	5	1	0	1	4	8	12
	1,669	(341)	1,328	332	344	(79)	265	67	1,305	23
Grand Total	8,190	(2,370)	5,820	1,455	1,732	(548)	1,184	271	6,036	(216)

Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
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.	11			
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.	59			
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.	18.64%	Amber	As this is a cumulative measure it is expected to achieve at least 25% of the inspection programme at the end of Qtr 1. The results for Qtr 1 however reflect that 2 inspections remained outstanding at the end of Qtr1. One inspection was completed early July and the other will be completed during Qtr 2.	100%
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.	64			
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.	224			
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.	28.57%	Green	As this is a cumulative measure, it is expected to achieve at least 25% of the annual inspection programme at the end of Qtr 1 which on this occasion has been exceeded.	100%
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.	19			
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.	81			
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.	23.46%	Green	As this is a cumulative measure it is expected to achieve at least 25% of the inspection programme at the end of Qtr 1. Despite this, all inspections due were carried out together with a number of additional inspections.	100%
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.	94			
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.	364			
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.	25.82%	Green	As this is a cumulative measure, it is expected to achieve at least 25% of the annual inspection programme at the end of Qtr 1 which on this occasion has been exceeded.	100%

Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
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.	58			
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	388			
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.	14.95%	Amber	As this is a cumulative measure, it is expected to achieve at least 22.5% of the annual inspection programme at the end of Qtr 1. The shortfall of inspections is due to a number of vacancies within the team. Added to which the outstanding inspections from last financial year have been added to this years programme.	90%
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.	163			
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	1073			
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.	15.19%	Amber	As this is a cumulative measure, it is expected to achieve at least 22.5% of the annual inspection programme at the end of Qtr 1. The shortfall of inspections is due to a number of vacancies within the team. Added to which the outstanding inspections from last financial year have been added to this years programme.	90%
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.	46			
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.	324			
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.	14.20%	Amber	As this is a cumulative measure, it is expected to achieve at least 22.5% of the annual inspection programme at the end of Qtr 1. The shortfall of inspections is due to a number of vacancies within the team. Added to which the outstanding inspections from last financial year have been added to this years programme.	90%
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.	267			
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	1785			
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.	14.96%	Amber	As this is a cumulative measure, it is expected to achieve at least 22.5% of the annual inspection programme at the end of Qtr 1. The shortfall of inspections is due to a number of vacancies within the team. Added to which the outstanding inspections from last financial year have been added to this years programme.	90%

Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
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.	54			
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	67			
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.	80.60%	Amber	The shortfall of inspections is due to a number of vacancies within the team and the demands of a number of events taking place in Qtr 1. Added to which the outstanding inspections from last financial year have been added to this years programme	90%
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.	95			
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	218			
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.	43.58%	Red	The shortfall of inspections is due to a number of vacancies within the team and the demands of a number of events taking place in Qtr 1. Added to which the outstanding inspections from last financial year have been added to this years programme	90%
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.	41			
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	60			
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.	68.33%	Red	The shortfall of inspections is due to a number of vacancies within the team and the demands of a number of events taking place in Qtr 1. Added to which the outstanding inspections from last financial year have been added to this years programme	90%
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.	190			
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	345			
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.	55.07%	Red	The shortfall of inspections is due to a number of vacancies within the team and the demands of a number of events taking place in Qtr 1. Added to which the outstanding inspections from last financial year have been added to this years programme	90%

Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
Food	Bridgend	PAM/023 (formerly PPN/009)	The number of food establishments which are 'Broadly Compliant' during the year as at 31 March.	1287			
Food	Bridgend	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	1326			
Food	Bridgend	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.06%	Green	Target exceeded	94%
		PAM/023 (formerly PPN/009)					
Food	Cardiff	PAM/023 (formerly PPN/009)	The number of food establishments which are 'Broadly Compliant' during the year as at 31 March.	3147			
Food	Cardiff	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	3323			
Food	Cardiff	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.70%	Green	Target exceeded	94%
Food	Vale of Glam	PAM/023 (formerly PPN/009)	The number of food establishments which are 'Broadly Compliant' during the year as at 31 March.	1175			
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	1215			
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	96.71%	Green	Target exceeded	94%
Food	SRS	PAM/023 (formerly PPN/009)	The number of food establishments which are 'Broadly Compliant' during the year as at 31 March.	5609			
Food	SRS	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	5864			
Food	SRS	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	95.65%	Green	Target exceeded	94%

Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
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.	1			
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.	6			
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.	16.67%	Amber	As this is a cumulative measure it is expected to achieve at least 25% of the inspection programme at the end of Qtr 1. The results for Qtr 1 however reflect that the 2 visits due during Qtr 1 were not completed. The outstanding 2 inspections will be completed during Qtr 2.	100%
		SRS/TS/001 (PPN/001i)					
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.	6			
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.	41			
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.	14.63%	Red	As this is a cumulative measure it is expected to achieve at least 25% of the inspection programme at the end of Qtr 1. The results for Qtr 1 however reflect that 5 visits were outstanding at the end of the quarter, but these will be completed during Qtr 2.	100%
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			
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.	6			
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.	16.67%	Green	As this is a cumulative measure it is expected to achieve at least 25% of the inspection programme at the end of Qtr 1. Despite not hitting this target however, all inspections that were due in Qtr 1 were carried out.	100%
						01-Jun	
Trading Standards - SRS Combined total		SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	8			
Trading Standards - SRS Combined total		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.	53			
Trading Standards - SRS Combined total		SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	15.09%	Amber	As this is a cumulative measure it is expected to achieve at least 25% of the inspection programme at the end of Qtr 1. The results for Qtr 1 however reflect that the 7 visits due during Qtr 1 were not completed. The outstanding inspections will be completed during Qtr 2.	100%

Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
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.	67			
Trading Standards - Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	92			
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.	72.83%	Amber	The result for Qtr 1 is below target. This is in part due to a number of inspections being carried over into this financial year which were not completed last year. Furthermore demands as a result of events during Qtr 1 have impacted on inspections. This has had a knock on effect on Qtr 1 performance, however it is hoped these will be completed during Qtr 2	80%
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.	201			
Trading Standards - Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	267			
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.	75.28%	Amber	The result for Qtr 1 is below target. This is in part due to a number of inspections being carried over into this financial year which were not completed last year. Furthermore demands as a result of events during Qtr 1 have impacted on inspections. This has had a knock on effect on Qtr 1 performance, however it is hoped these will be completed during Qtr 2	80%
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.	65			
Trading Standards - Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	95			
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.	68.42%	Red	The result for Qtr 1 is below target. This is in part due to a number of inspections being carried over into this financial year which were not completed last year. Furthermore demands as a result of events during Qtr 1 have impacted on inspections. This has had a knock on effect on Qtr 1 performance, however it is hoped these will be completed during Qtr 2	80%
Trading Standards - SRS Combined total		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.	333			
Trading Standards - SRS Combined total		SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	454			
Trading Standards - SRS Combined total		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.	73.35%	Amber	The result for Qtr 1 is below target. This is in part due to a number of inspections being carried over into this financial year which were not completed last year. Furthermore demands as a result of events during Qtr 1 have impacted on inspections. This has had a knock on effect on Qtr 1 performance, however it is hoped these will be completed during Qtr 2	80%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	199			
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints received.	217			
Pollution	Bridgend	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	91.71%	Green	Target exceeded.	90%
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	683			
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints received.	712			
Pollution	Cardiff	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	95.93%	Green	Target exceeded.	90%
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	90			
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints received.	100			
Pollution	Vale of Glam	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	90.00%	Green	Target achieved.	90%
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	972			
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints received.	1029			
Pollution	SRS	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	94.46%	Green	Target exceeded.	90%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	52			
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	63			
Pollution	Bridgend	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	82.54%	Green	Target exceeded.	75%
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	140			
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	197			
Pollution	Cardiff	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	71.07%	Amber	Vacancies due to a number of secondments and staff leaving the service for other positions impacted on achieving this target during Qtr 1.	75%
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	55			
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	76			
Pollution	Vale of Glam	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	72.37%	Amber	Vacancies due to a number of secondments and staff leaving the service for other positions impacted on achieving this target during Qtr 1.	75%
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	247			
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	336			
Pollution	SRS	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	73.51%	Amber	Vacancies in Cardiff and the Vale team due to a number of secondments and staff leaving the service for other positions impacted on achieving this target during Qtr 1.	75%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Pollution	Bridgend	SRS/LC/010	No of alarm complaints responded to within one day.	5			
Pollution	Bridgend	SRS/LC/010	No. of alarm complaints received.	5			
Pollution	Bridgend	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded.	90%
Pollution	Cardiff	SRS/LC/010	No of alarm complaints responded to within one day.	27			
Pollution	Cardiff	SRS/LC/010	No. of alarm complaints received.	27			
Pollution	Cardiff	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded.	90%
Pollution	Vale of Glam	SRS/LC/010	No of alarm complaints responded to within one day.	1			
Pollution	Vale of Glam	SRS/LC/010	No. of alarm complaints received.	1			
Pollution	Vale of Glam	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded.	90%
Pollution	SRS	SRS/LC/010	No of alarm complaints responded to within one day.	33			
Pollution	SRS	SRS/LC/010	No. of alarm complaints received.	33			
Pollution	SRS	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded.	90%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Licensing	Bridgend	SRS/LC/004	Number of applications determined within 2 months	20			
Licensing	Bridgend	SRS/LC/004	Number of applications received	20			
Licensing	Bridgend	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Cardiff	SRS/LC/004	Number of applications determined within 2 months	119			
Licensing	Cardiff	SRS/LC/004	Number of applications received	119			
Licensing	Cardiff	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Vale of Glam	SRS/LC/004	Number of applications determined within 2 months	44			
Licensing	Vale of Glam	SRS/LC/004	Number of applications received	44			
Licensing	Vale of Glam	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	SRS	SRS/LC/004	Number of applications determined within 2 months	183			
Licensing	SRS	SRS/LC/004	Number of applications received	183			
Licensing	SRS	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Licensing	Bridgend	SRS/LC/005	Number of applications determined within 2 months	14			
Licensing	Bridgend	SRS/LC/005	Number of applications received	14			
Licensing	Bridgend	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Cardiff	SRS/LC/005	Number of applications determined within 2 months	70			
Licensing	Cardiff	SRS/LC/005	Number of applications received	70			
Licensing	Cardiff	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Vale of Glam	SRS/LC/005	Number of applications determined within 2 months	18			
Licensing	Vale of Glam	SRS/LC/005	Number of applications received	18			
Licensing	Vale of Glam	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	SRS	SRS/LC/005	Number of applications determined within 2 months	102			
Licensing	SRS	SRS/LC/005	Number of applications received	102			
Licensing	SRS	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Licensing	Bridgend	SRS/LC/006	Number of applications determined within 2 months	0			
Licensing	Bridgend	SRS/LC/006	Number of applications received	0			
Licensing	Bridgend	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received.	100%
Licensing	Cardiff	SRS/LC/006	Number of applications determined within 2 months	12			
Licensing	Cardiff	SRS/LC/006	Number of applications received	12			
Licensing	Cardiff	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Vale of Glam	SRS/LC/006	Number of applications determined within 2 months	0			
Licensing	Vale of Glam	SRS/LC/006	Number of applications received	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%
Licensing	SRS	SRS/LC/006	Number of applications determined within 2 months	12			
Licensing	SRS	SRS/LC/006	Number of applications received	12			
Licensing	SRS	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%

Appendix 3 - Summary of cases concluding between April and the end of August 2019

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

Case	Court date	Offence(s)	Outcome
1	10.4.19	<p>The defendant had pleaded not guilty to one offence of failing to comply with a Prohibition Order in respect of his two storey property which was being rented out as two self contained flats. A ground floor extension had been added without the necessary planning permission which resulted in the middle room of the downstairs flat having very poor lighting and ventilation.</p> <p>An order prohibiting use of the middle room was served on the owner back in 2012, and this also placed a restricted on the maximum occupancy of the ground floor flat.</p> <p>A September 2018 visit to the property by SRS revealed a breach of the order as the ground floor middle bedroom was being occupied as a bedroom and the property was occupied by an adult and two children. Compelling evidence was given on oath by the tenant confirming these breaches of the prohibition order and ultimately, the defendant changed his plea to guilty.</p>	<p>The magistrates fined him £990, ordered him to pay costs of £450 and a victim surcharge of £99.</p>

2	25.4.19	<p>This noise case involved a barking dog and was previously reported upon after concluding in March 2019. On that occasion, neither of the two defendants attended court and the case was heard in their absence. They were each fined £1320, ordered them to pay costs of £110 each and a victim surcharge of £44.</p> <p>Both defendants had since applied to the court to have their conviction set aside on the basis that they had not received the summons as they had moved house, and as a result the case was reopened for consideration of all the circumstances.</p>	<p>The magistrates were very sympathetic to the defendants and gave them both a conditional discharge for 3 months. The prosecution costs application was denied and even though no application for compensation was made the Magistrates proclaimed that no compensation would be paid. The defendants still have to pay a victim surcharge of £20 each. The Magistrates concluded by stating 'the sentence reflects the opinion of the Bench today'.</p>
3	25.4.19	<p>The defendant pleaded guilty to one offence of failing to comply with a noise abatement notice in respect of loud amplified music at her property. The Magistrates were advised that the defendant had pleaded guilty in May 2018 to three similar offences and had been given a 12 month conditional discharge which the current offence breached.</p>	<p>The Magistrates issued the defendant with another conditional discharge for 12 months and took no action for the breach of the previous conditional discharge. She was ordered to pay a proportion of the prosecution costs being £120 and a victim surcharge of £20. These will be consolidated with her existing fines and taken from her benefit</p>
4	30.4.2019	<p>The defendant had previously entered guilty pleas to the offences arising from the poor condition of a rental property. SRS had received a complaint from a tenant at the property and the subsequent inspection revealed a number of breaches of housing legislation in respect of fire safety and housing matters. These posed a significant risk to the health and safety of the occupiers including the defendant. A Prohibition Order was made prohibiting the use of the property for</p>	<p>The defendant was fined a total of £5533.24, ordered to pay costs of £5826.00 and a victim surcharge of £66.66. In giving his decision the District Judge stated that he considered the fire safety offences to be very serious and he gave a greater penalty for those offences within the fine awarded. He stated that an aggravating factor was the defendant's 'cost cutting at the expense of safety'. The defendant had earned income from renting out the property for over a decade without HMRC being aware of this income and she had also saved money by not</p>

		<p>human habitation. The offences related to failure to register with Rentsmart Wales and the following breaches of the Management of Houses in Multiple Occupation (Wales) Regulations 2006</p> <ul style="list-style-type: none"> • Failure to provide the managers details within the property • Failure to provide an appropriate fire alarm system. • Failure to provide adequate structural fire protection. • Failure to maintain the means of escape from fire. • Failure to provide a fire blanket in the kitchen. • Unsafe electric socket to the kitchen. • Unsafe steps to the first floor rear room. • Undersized rooms • Failure to ensure regular inspections of the gas installation. • Failure to ensure regular inspections of the electrical installation. • Penetrating damp to the corridor to the garage. • Unsealed kitchen work surface. • Rusty radiator to the ground floor bathroom. 	<p>putting the house in order.</p>
5	2.5.19	<p>The defendant, a taxi driver, pleaded guilty to one offence of failing or refusing to take an accepted booking made by a disabled person accompanied by an assistance dog.</p> <p>The court was told that the complainants had stated, when placing the booking, that they had guide dogs with them but when the defendant arrived he refused</p>	<p>The magistrates gave the defendant a conditional discharge for 6 months, ordered him to pay costs of £150 and a victim surcharge of £20</p>

		<p>to take them alleging that he had an allergy to dogs. Despite being a taxi driver for many years the defendant had never declared on any documentation that he had allergies and had never obtained an exemption certificate or received medication from a doctor for the condition.</p> <p>In mitigation the defendant accepted full responsibility for his actions and apologised to the court and the complainants. He told the court that he did get allergies but they were never serious enough to have medication.</p>	
6	2.5.19	<p>The defendant in this case is the director of a limited company trading as a convenience store. He pleaded guilty to three offences under the Trade Marks Act 1994 and one offence under the Tobacco and Related Products Regulations 2016, in respect of the supply of illegal tobacco. The tobacco was found to be counterfeit and did not carry the required health warnings.</p> <p>In mitigation, the defendant explained to the court that he no longer has anything to do with the convenience store and now runs a restaurant.</p>	<p>The Magistrates fined both the director and the company £676 each for the first offence and gave no separate penalties for the other offences. The company was ordered to pay costs of £420 and both parties will have to pay a victim surcharge of £67 each. A Forfeiture Order for all the goods seized was granted.</p>
7	10.5.19	<p>The defendant is the Premises Licence Holder at a bar and did not attend court. As a result, the matter was proved in her absence. She was found guilty of two offences relating to breaches of noise abatement notices for loud amplified music and loud amplified</p>	<p>The Magistrates fined the defendant £1000 for each offence giving a total fine of £2000. She was also ordered to pay costs of £850 and a victim surcharge of £100.</p>

		<p>voices at the premises in October and November 2018.</p> <p>The noise abatement notice was served following complaints to SRS and a number of letters being sent to the defendant but to no avail.</p>	
8	10.5.19	<p>The defendant pleaded guilty to four offences for breaching a noise abatement notice in respect of loud amplified music at his property.</p> <p>Between June and August 2018 Shared Regulatory Services received complaints from a neighbouring resident about the loud music coming from this particular property which resulted in officers serving an Abatement Notice on the defendant. Officers witnessed numerous breaches of this order over six months after which officers obtained a warrant and seized electrical equipment from the premises.</p> <p>In mitigation the defendant took full responsibility for making the noise and apologised to the next door neighbour. He advised the court that there have been no further incidences as his equipment has been removed and stated that he is now getting along better with his neighbours.</p>	<p>The Magistrates imposed a fine of £80 for each offence giving a total fine of £320. He was also ordered to pay costs of £200 and a victim surcharge of £30. The court also ordered the forfeiture and destruction of all the equipment seized.</p>
9	14.5.19	<p>The accused pleaded guilty to one offence under the Children and Families Act 2014 for selling a nicotine inhaling product to a person under the age of eighteen years in August 2018. Officers visited the defendant's convenience store with a fifteen year old volunteer</p>	<p>A fine of £1000 was imposed together with costs of £650 and a victim surcharge of £100.</p>

		<p>who went into the store and purchased an Infinity Mist Blueberry 12mg/ml nicotine inhaling product. The volunteer was not challenged to provide any proof of age.</p>	
10	30.5.19	<p>The defendant pleaded guilty to two offences for breaching two noise abatement notices in respect of loud music and shouting at domestic premises in November 2018.</p> <p>The prosecution advised the court that the defendant had been served previously with two noise abatement notices in July 2014 relating to loud music and shouting. This notice had been breached in 2014 and a subsequent seizure and prosecution took place. Further complaints were received in 2015, 2016 , 2017 and early 2018 but no offences were witnessed until the current offences in November 2018</p> <p>In mitigation the defendant stated that there is an on-going dispute with her neighbour who has made her life hell by making up false allegations. In addition she has two young children one of whom is blind.</p>	<p>The Magistrates granted a conditional discharge for 6 months and ordered the defendant to pay a victim surcharge of £20. The Magistrates stated that they were not prepared to award compensation to the neighbour as this was clearly an on-going dispute and they thought that an award of compensation would aggravate the situation. For the same reason they decided not to award the prosecution any costs.</p>
11	5.6.19	<p>The defendant, a taxi driver, did not attend Court and the magistrates found the case proved in his absence. He was found guilty of one offence under s.50(4) of the Local Government (Miscellaneous Provisions) Act 1976 for failing to produce an insurance certificate.</p>	<p>He was fined £220 and ordered to pay £150 prosecution costs together with a £30 Victim Surcharge.</p>
12	5.6.19	<p>The defendant attended Court and entered a guilty plea to one offence under s. 58(2) of the Local</p>	<p>The Magistrates imposed a fine of £179 and ordered the defendant to pay £150 prosecution costs and a £30 Victim</p>

		Government (Miscellaneous Provisions) Act 1976 for failing to return the taxi vehicle plate when requested to do so. He stated that he had attempted to return the plate but found the Public Carriage Office closed. His partner then made some attempts and also found the office closed. He stated after that he forgot about it until he received the Summons and the plate was then returned the following day.	Surcharge.
13	5.6.19	The defendant did not attend court but had entered a guilty plea by post to one offence under s. 50(4) of the Local Government (Miscellaneous Provisions) Act 1976 for failing to produce an insurance certificate. He stated that previous correspondence had been going to the wrong address.	The Magistrates fined the defendant £145 and ordered to pay £150 Prosecution costs and £30 Victim Surcharge.
14	20.6.19	The defendant entered a guilty plea to one offence under the Local Government (Miscellaneous Provisions) Act 1982 of engaging in illegal street trading. On a Saturday in November 2018, officers from Shared Regulatory Services discovered the accused selling Welsh flags. When asked to produce his Pedlar's licence he was unable to do so. In mitigation, he stated that he had been working as a Care Assistant for 12 years, but the care home closed down and he lost his job. Having previously held a Pedlar's Licence, he took the chance to make some money by selling flags.	The defendant was fined £40 and ordered to pay £150 prosecution costs together with a £30 Victim Surcharge.
15	21.6.19	After quite a protracted process, the defendant entered guilty pleas to three counts under the Fraud	In sentencing the District Judge stated that the defendant had engaged in 'disgraceful behaviour in targeting elderly and

	<p>Act 2006 and one count under the Consumer Protection from Unfair Trading Regulations 2008 involving an aggressive commercial practice.</p> <p>This doorstep crime case involved the targeting of three elderly and vulnerable residents. In December 2017 an elderly clergyman suffering from mobility issues was cold called advised by the defendant that there were cracked tiles on the roof at the rear of the property. He was quoted £4000 to do the work which was later reduced to £3500 if the work was done before Christmas. The resident was not provided with appropriate paperwork and was not advised of his cancellation rights. An expert surveyor carried out an examination of the property and concluded that it was unlikely the work was necessary and it had been should only have cost £700.</p> <p>The second elderly resident was approached by the defendant on a street near his home. The defendant offered the gentleman a lift home where stickers and a warning poster were attached to the front door making it clear that cold callers were unwelcome. This particular resident had already been a repeat victim of doorstep crime and an inheritance of £28,000 had been depleted already by previous rogue traders. The defendant convinced the consumer to have £6400 worth of work in his back garden done. The consumer felt pressurised and so agreed to the work even though he didn't have the money to pay for. He hoped to get an overdraft or be able to pay in instalments or</p>	<p>vulnerable people' despite being warned and given advice by Trading Standards. He ran his business 'aggressively and dishonestly' in order to enrich himself. He had deliberately targeted the elderly, had pretended to be someone else and had gained their trust.</p> <p>The defendant was sentenced to 24 months in prison and ordered to pay an element of compensation to two of the victims totalling £5000 to be paid in monthly instalments of £50 per month to each.</p> <p>In addition, the court imposed a Criminal Behaviour Order against the defendant, preventing him from, or from instructing others to, cold-call customers, leaflet drop or work for any firm in the UK that carries out building /repair work without permission from SRS / The City of Cardiff Council. The Order will run for 7 years expiring on 19th July 2026.</p>
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		<p>sell his gold coin collection. Fortunately no payment was made to the defendant Shared Regulatory Services became involved.</p> <p>Finally, the defendant cold called an elderly lady purporting to be a roofer who had been instructed to carry out building works on the roof of a block of flats where she resides. He obtained £12,700 from her as payment although he did try to obtain even more money. After taking £9000 from her he had returned and requested even more money which he claimed was VAT on the work even though he was not VAT registered.</p>	
16	4.7.19	<p>The defendant failed to attend court and was found guilty in his absence of two offences of illegal street trading, contrary to the Local Government (Miscellaneous Provisions) Act 1982. On both the 3rd and 17th November 2018 officers from Shared Regulatory Services were on patrol when they discovered the defendant selling hot food namely hot dogs and beef burgers without a licence.</p>	<p>He was fined £1,000 in respect of each offence and ordered to pay £150 Prosecution costs.</p>
17	12.7.19	<p>The defendant in this case pleaded guilty to four offences under the Food Hygiene (Wales) Regulations 2006 relating to food hygiene breaches at his take away premises in May 2018. The offences were identified when an officer from Shared Regulatory Services visited the premises and discovered substantial rodent activity including</p> <ul style="list-style-type: none"> • the premises were not adequately maintained in 	<p>The District Judge acknowledged that the defendant had eventually worked with the local authority to improve matter but emphasised that he needed to realise the importance of complying with the law namely 'to keep the public safe'. The defendant was fined £1200 for each offence giving a total fine of £4800. He was also ordered to pay costs of £2217 and a victim surcharge of £120.</p>

		<p>good repair and condition due to damage caused by rodents with significant rat droppings, mice droppings, grease marks and accumulations of food debris and fat</p> <ul style="list-style-type: none">• the premises were not constructed to permit good hygiene practices and protect against contamination, in particular, pest control due to a number of pest entry points within the fabric of the building allowing rats access• there were inadequate procedures in place to control pests resulting in activity by rats at the premises being inadequately controlled for possibly more than 6 months• the food safety management procedures were inadequate <p>The defendant had voluntarily agreed to close the business following the visit and a deep clean of the premises took place. The premises were issued with a '0 – Urgent Improvement Necessary' food hygiene rating.</p> <p>The defendant had relied upon the experience of his previous partner and when the business had changed into that of a sole trader he had simply 'rested on his laurels'. He accepted that he had not followed through with staff training but had, since the visit, had deep cleaned the premises, ensured that all his staff were trained and had employed the services of Europest to ensure the pest activity was dealt with. Subsequently,</p>	
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		a revisit by staff from the SRS in September 2018 resulted in a food hygiene rating of '4'.	
18	12.7.19	<p>The defendant pleaded guilty to six offences of failing to comply with a noise abatement notice in respect of dog barking at his domestic premises between November 2018 and April 2019. The court was advised that he had a previous conviction for a similar offence in 2016 and that between March 2018 and April 2019 Shared Regulatory Service had received 99 complaints regarding the barking dog from the defendant's neighbour.</p> <p>In mitigation, the defendant told the court that he did not get along with his neighbour and he felt that she provoked the dog. He has since removed the dog from his home and it is now cared for by his son. He told the court that he works long hours and had tried to quieten the dog with special whistles.</p>	The Magistrates fined him £50 per offence giving a total fine of £300. He was also ordered to pay costs of £110 and a victim surcharge of £30.
19	19.7.19	The defendant did not attend court and was found guilty of one offence of failing to return his taxi vehicle plate when requested to do so.	He was fined £220, ordered to pay costs of £150 and a victim surcharge of £30.
20	19.7.19	This case resulted from the investigation of a conspiracy between two men and three women to supply counterfeit goods via social media. The defendants had previously pleaded guilty at Cardiff Crown Court to one offence of Conspiracy to supply counterfeit goods. The SRS and South Wales Police investigation resulted in the seizure of large quantities of counterfeit goods together with price lists for the	<p>Defendant 1 was given 8 months imprisonment of which he will serve half in prison and half in the community.</p> <p>Defendant 2 was given 6 months imprisonment which will run consecutively to his current sentence.</p> <p>Defendant 3 was given a 12 month Community Order with a 15 day rehabilitation requirement.</p>

		<p>goods and cash totalling £5295. The goods were subsequently confirmed to be counterfeit and some of the make-up seized was later discovered to exceed permitted levels of lead. Stock was obtained from Manchester and sold by the gang via Facebook, and it was established that the value of the conspiracy was in the region of £90,000. One of the defendants has previous convictions for selling counterfeit goods and another is serving a prison sentence in relation to the supply of cocaine.</p> <p>In sentencing the defendants, the District Judge Morgan stated that these were 'extremely serious' crimes and that those who sell counterfeit goods 'are a threat to commerce'.</p>	<p>Defendant 4 was given a 12 month Community Order with a 10 day rehabilitation requirement.</p> <p>Defendant 5 was given a 12 month Community Order with a 6 day rehabilitation requirement.</p>
21	19.7.19	<p>This case resulted from a failure to display a food hygiene rating sticker at a food premises and charges were laid against three defendants – the company running the business, its director and also the manager of the food business. None of the three defendants attended court and in their absence, all three were found guilty of the offence. In January 2018 a routine food safety inspection was carried out at the premises by SRS officers and the business was given a food hygiene rating of one. Further visits to the property highlighted the defendants failure to display the food hygiene rating sticker and they were initially given a fixed penalty notice. However a further visit in December 2018 showed their continued failure to</p>	<p>The Magistrates fined them each £500, ordered them to pay cost of £80 each and a victim surcharge of £30 each.</p>

		display the sticker and the prosecution ensued.	
22	1.8.19	The defendant pleaded guilty to one charge of plying for hire without a licence. In mitigation, he told the Court that it was Christmas time and busy and he took a chance, but now realises that he should not have.	The Magistrates imposed a fine of £160 and ordered the defendant to pay £150 Prosecution costs and a £30 Victim Surcharge.
23	1.8.19	The defendant in this case pleaded guilty to one charge of plying for hire. In mitigation, he told the Court that he tried to book the call over the switch, but it was taking too long and he felt harassed by the passengers to take the fare.	The defendant was fined £140 and ordered to pay £100 Prosecution costs and a £30 Victim Surcharge.
24	8.8.19	The defendant was the sole director of a company running a Chinese take away outlet. Visits from officers of Shared Regulatory Services in May 2018 highlighted a number of food hygiene breaches and evidence of an on-going pest infestation. The business scored 0 out of a possible 5 in the Food Hygiene Rating Scheme and the business agreed to voluntary close until the premises had been thoroughly cleaned and all structural works required to pest proof the premises had been carried out. A further visit in November 2018 again highlighted cleaning issues and a lack of pest control with the discovery of a live mouse and droppings. The business voluntarily closed the affected store room where the issues were discovered until these matters were addressed. Guilty pleas were entered for the following offences:	In sentencing the District Judge accepted that this was a small family business and the offences had arisen out of 'ignorance and misadventure'. He acknowledged that Rentokil was now being used for pest control and the business wasn't making any money. However, culpability in these matters, particularly the second visit in November 2018 was High and the level of Harm risked was a Category 1. He reminded the defendant that even though it is now a new business it will be on the Council's radar and will be inspected to ensure that standards are maintained. He fined the defendant a total of £1500, ordered her to pay costs of £340 and a victim surcharge of £150.

		<ol style="list-style-type: none"> 1. Failing to ensure that adequate procedures were in place to control pests 2. Failing to maintain premises in a clean condition 3. Failing to implement the Food Safety Management System in May 2018 4. Failing to maintain food premises in good repair 5. Failing to ensure that persons working in a food handling area maintain a high degree of personal cleanliness 6. Failing to ensure adequate procedures were in place in November 18 to control pests 7. Failing to maintain premises in a clean condition 8. Failing to implement the Food Safety Management System in November 2018 	
25	8.8.19	<p>The defendants in this food hygiene case were the company running a convenience store, the company director and the store manager. Guilty pleas had been entered on an earlier date in respect of four offences under the Food Hygiene (Wales) Regulations 2006. A visit to the premises by SRS officers in January 2018 highlighted significant mouse activity with mice droppings and grease marks on the shelves behind the crisps and snacks display. Some of the packs of crisps had been gnawed and one packet had been opened sufficiently to allow a snack to be removed</p>	<p>In sentencing, the District Judge reminded the defendants of the dangers posed from pests and the need to ensure premises are kept clean. He fined the company director and store manager £400 each, ordered them both to pay costs of £230 and a victim surcharge of £40. As the company is no longer trading he saw no point in imposing any separate penalty for the company.</p>

		<p>and partially eaten. The officers felt that there was an imminent risk to public health and the business voluntarily closed until pest proofing had been completed and the premises cleaned. The offences included</p> <ol style="list-style-type: none"> 1. Failing to keep the food premises clean and maintained in good repair and condition 2. Failing to ensure that the layout, siting and construction of the premises permitted good hygiene practices including protection from contamination by pests 3. Failing to ensure adequate procedures were in place to control pests 4. Failing to ensure that at all stages of production, processing and distribution, food was protected against any contamination likely to render the food unfit for human consumption <p>The defendants were unrepresented but the District Judge was able to ascertain that both the director and store manager are of clean character and were struggling to raise a young family whilst working. Accounts for the business had been provided and it was clear that they were both receiving minimum wage.</p>	
26	8.8.19	The defendant in this case pleaded guilty to one offence of failing to comply with a Section 16 request for information under the Local Government and	The Magistrates fined the defendant £100 per offence giving a total fine of £400. In addition they ordered him to pay costs of £180 and a victim surcharge of £30. He was warned to get

		<p>Miscellaneous Provisions Act 1976 and to three offences under the Housing (Wales) Act 2014 for failing to register and obtain licences with Rent Smart Wales in relation to a property he rents out.</p> <p>In mitigation he told the court that the property had belonged to his father but he had passed away 15 years ago. His brother had been managing the property ever since and he had not personally visited the property in the last 12 years. He had not been aware that there were complaints from the tenants until he was contacted by officers of SRS. He apologised to the court and stated that he had simply trusted his brother. He is a family man with 3 children.</p>	<p>himself registered or he would find himself back in court.</p>
27	8.8.19	<p>The defendant in this case was the director of a company running a Sheesha lounge, and he pleaded guilty to two offences under the Health Act 2006 and one offence under the Serious Crime Act 2007. Officers from Shared Regulatory Services visited the premises in February 2019 and discovered customers smoking shisha pipes lit with charcoal in a substantially enclosed space. The shisha lounge had a fully enclosed roof, two walls comprising of solid structures whilst the remaining two walls contained shutters on the top half that were in an open position. This did not comply with the requirements of the regulations and as a result there had been a failure to prevent smoking in a smoke-free place and a failure to display 'no smoking' signs in a smoke-free place. In addition, the defendant had encouraged or assisted</p>	<p>The Magistrates imposed a fine of £200 for each offence giving a total fine of £600. The defendant was also ordered to pay costs of £240 and a victim surcharge of £30</p>

		<p>persons to commit an offence by allowing them to smoke lit charcoal shisha pipes in a smoke-free place. He had exposed all employees and customers to second hand smoke.</p> <p>In mitigation the court was told that when the defendant took over the premises he did ask for planning permission which came back as a 'yes'. However, he did not realise that above and beyond planning permission he had to comply with smoking regulations. He has had a quote to remove walls to open it up to the elements but as he cannot currently run as a shisha lounge he has been unable to raise the money to get the walls removed. .</p>	
28	8.8.19	<p>After first entering not guilty pleas, the defendant decided to plead guilty to two offences under the Environmental Protection Act 1990 for failing to comply with a noise abatement notice in January 2019 and again in July 2019 in respect of noise from barking dogs at his property.</p> <p>In mitigation the defendant told the court that he had lived at the property for 12 years and only one of his four neighbours ever complained about the dogs. As a result he had given one of his four dogs away and given another back to his daughter. The other two dogs he has had for 10 years and they only bark when people approach the property. He is now keeping the dogs inside more often. He has not been well and is</p>	<p>He was fined £153 for each offence giving a total of £306. He was also ordered to pay costs of £220 and a victim surcharge of £30.</p>

		suffering from early onset dementia.	
29	19.8.19	<p>This case saw the defendant company plead guilty to breaching two noise abatement notices under the Environmental Protection Act 1990 for loud amplified music and for amplified voices at its licensed premises.</p> <p>Written mitigation was provided by the defence and a response prepared by the prosecution prior to the hearing. The District Judge accepted the defence submission that this was a relatively isolated incident taking place on one occasion although there were two breaches. He accepted that the defence had taken a number of steps to address issues at the venue and he agreed with the defence submission that the harm caused was a Category 3. However, he did not agree that their culpability was low. He considered that the company's culpability was negligent.</p>	The company was fined £800 for each of the 2 offences giving a total fine of £1600. They were also ordered to pay costs of £2500 and a victim surcharge of £80.
30	23.8.19	The defendant pleaded guilty to plying for hire without a licence or insurance. In mitigation, he told the Court that it was Christmas time and busy and he took a chance, but now realises that he should not have.	He was fined £300 and had 6 penalty points imposed for the insurance offence, with no separate penalty on the other offence. The defendant was also ordered to pay £150 Prosecution costs and £30 Victim Surcharge.
31	23.8.19	The defendant pleaded guilty to plying for hire without a licence or insurance.	He was fined £300 plus 6 penalty points for the insurance offence, with no separate penalty on the other offence; he was also ordered to pay £150 Prosecution costs and £30 Victim Surcharge.

Recruitment and Retention Strategy

SUMMARY

This strategy identifies some of the challenges facing SRS in achieving its aim of recruiting and retaining a workforce with the requisite skills to maintain the highest quality outcomes. That will involve creating an environment that supports flexible and healthy working practices supported by staff development to make the SRS an employer of choice. The outcome we are seeking is a united team, passionate about what they do and where they do it, with a clear focus on what matters and their role in making a difference to the communities we serve.

The challenges are significant but with the participation and commitment of every officer at every level, the SRS will maintain a skilled and dedicated workforce capable of delivering high quality services across the SRS region.

INTRODUCTION

The SRS is undergoing another significant period of change; the functions we deliver for our partner councils such as Air Quality, Food Hygiene, and Housing enforcement are attracting new demands. The SRS must be nimble enough to meet the future agendas for public protection, but also continue to meet the partner Councils expectation that existing performance is maintained.

Recruiting and retaining officers in the current environment is becoming increasingly challenging. The shortage of applicants with the right skills, abilities and experience in the different professions, Environmental Health, Trading Standards, and Licensing has created a more competitive market. These shortages, attributable to an aging professional demographic, higher turnover due to officers seeking career progression/better remuneration elsewhere, and a reduced investment in sponsorship of students by the Councils have to be addressed if we are to deliver 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 new talent. In the same vein, retaining our existing officers is becoming a challenge. Our investment in officer training at the inception of the SRS has made our officers highly valued to other employers.

Consequently, this strategy sets out how we will recruit and retain officers with the requisite skills, experience, behaviours and beliefs to undertake their job roles effectively. The strategy has been developed through conversations with the colleges and universities and reflects observations from stakeholders and the recommendations put forward by external audits, e.g. FSA, WAO.

Implementing this strategy will allow the SRS management team to:

- Recruit high calibre individuals and experienced professionals to maintain the provision of high quality regulatory services across the region.
- Manage the existing workforce more effectively to be able to retain our officers
- Enable SRS officers to work effectively in their roles and find their working life with SRS to be an enjoyable and rewarding experience.
- Ensure officers embrace the SRS ethos, “*Can Do, Want to*”, and understand and be committed to the aims of the service.

Recruitment

Building our Reputation and getting people in through the door.

SRS must enhance its reputation as an “employer of choice” and project a positive image within the relevant professional communities. Feedback to date suggests that we need to develop and promote a recruitment brand for the SRS and improve our national visibility and our approach to delivering regulatory services. Increased use of professional journals, social media, etc. will improve national visibility and help us to recruit existing qualified professionals.

Promoting the SRS brand across the local networks, particularly schools and colleges can help us to recruit from within the region and build for the future. We recognise that effective recruitment and retention of young people is based upon a reputation as a good employer. SRS will need to develop a recruitment package for young people to provide them assurance that SRS can provide a worthwhile career. Resuming the recruitment of students from the colleges and guaranteeing an interview for substantive posts, providing they meet the minimum criteria set for the post, is another action that can be adopted. Finally, we may be able to persuade students that the SRS offers them a rewarding career in public protection through providing our officers time to attend the college as visiting lecturers and playing a greater role in the college’s degree programme.

Consequently, delivering the aspirations set out above will include actions to:

- Portray the SRS the organisation as a good employer
- Improve the way we advertise opportunities
- Target our recruitment campaigns
- Engage the local community/labour market through apprenticeships
- Engage with academic Institutions

Retention

Keeping and developing our people

The highly competitive national and local labour market is placing significant pressure on service provision. Working with temporary workforce providers to ensure best use of financial resource is important, but SRS must minimise reliance on these mechanisms; they offer only short-term solutions. SRS must review the staff benefits currently offered to enable us to compete with other employers wherever possible and practicable. Retaining our best officers is fundamental to effective service delivery in the current employment climate. Employee turnover can benefit the SRS organisation; it rewards the efforts and diligence of existing officers. However, too low a turnover rate can lead to “stagnation”, and too high a turnover rate can lead to a loss of corporate memory. The solution is to find a balance where promoting from within is always an available option that ensures the SRS can continue to function smoothly in the event of a manager/lead expert leaving. Delivering the aspirations set out above will include actions to:

- Enhance flexible working options
- Challenge the “status-quo” of like for like at the time of recruitment, reviewing the functions required to be delivered
- Offer officers easier opportunities to move internally should they so wish to change their role, location, etc.
- Create a development programme to give existing officers a set of enhanced skills to enable progression move to the next tier within the organisation
- Encourage staff to undertake training and development opportunities through match funding
- Identify ‘gaps’/ potential shortages in skill mix requirements, both in real time and through “horizon scanning”
- Supporting officers to maintain a work life balance
- Create an environment where employees are motivated valued and empowered to deliver the quality service expected. Deliver the **Can do, Want to**, success factor
- Encourage the return to work through flexible agile working arrangements
- Encourage the return to work through flexible agile working arrangements
- Understand why people leave the SRS and learn from those conversations, e.g. exit interviews.

Shared Regulatory Services

Communicable Disease and Health Service Plan

2019/2020



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Appendix A – Corporate priorities of Bridgend, Cardiff and Vale of Glamorgan Councils

Introduction

Local Authorities have a responsibility to provide comprehensive health protection service to businesses, residents and visitors of Bridgend, Cardiff and the Vale of Glamorgan. This is largely achieved through the investigation of cases and outbreaks of communicable disease and the application of control, preventative and enforcement measures together with a number of other proactive activities. This Service Plan is produced to inform the business community and wider audience of the arrangements Bridgend, Cardiff and the Vale of Glamorgan has in place to discharge this duty.

This Service Plan contains the arrangements, supporting structures and controls that enable interventions to be delivered, together with an action plan to fulfil our major purpose of protecting and improving the health of people across the region.

Christina Hill
Operational Manager Commercial Services

1. Service Aims and Objectives

1.1 Primary aims

The Communicable Disease Service is committed to protecting individuals from harm, preventing communicable disease and promoting health improvement and to demonstrate this; the service has adopted the following aims and objectives.

The overall aim of the service is:-

The protection and improvement of the health of the people of Bridgend, Cardiff and the Vale of Glamorgan

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

- The timely investigation, surveillance, control, and prevention of sporadic and outbreak cases of communicable disease, including the development and implementation of related public health intervention strategies.
- The enforcement of Health Protection legislation to minimise the spread of communicable disease and contamination from radiation and chemicals that threaten health.
- The provision of infection control and nutritional training.
- Leading and supporting the work of council services and external organisations including local communities and industry to protect and minimise the impact of public health risks to the population of Bridgend, Cardiff and the Vale of Glamorgan.
- In line with Cardiff's Healthy City status undertake targeted health promotion and intervention activities by acting upon the social, economic, environmental and biological determinants of health and wellbeing.

1.2 Links to Corporate Objectives and local plans

As a regional organisation providing regulatory services across three local authority areas, we place the **corporate priorities** and outcomes of the three councils at the heart of all that we do (Appendix A). In developing our own strategic priorities and outcomes for Shared Regulatory Services, we have considered the priorities of all the three authorities, together with the needs and aspirations of our partners and customers so they translate into priorities that meet local needs.

SRS priorities



SRS outcomes

Improving health and wellbeing	Safeguarding the vulnerable	Protecting the environment
<ul style="list-style-type: none"> • The food chain is safe and free from risks; • Risks in the workplace are managed properly; • Noise and air emissions are controlled; • A safe trading environment is maintained; • Licensed premises operate responsibly; • The quality of private rented property is improved; • Infectious disease is controlled and prevented. 	<ul style="list-style-type: none"> • Children are protected from harmful substances and products; • Older and vulnerable people are protected from rogue traders and scams; • Illegal money lending activities are prevented • Taxi provision is safe and fair. 	<ul style="list-style-type: none"> • The environment is protected from harmful emissions to land, air and water; • People will use energy efficient buildings and products • Communities are protected from nuisance and are safer • Resources are used sustainably.
	Supporting the local economy	Maximising the use of resources
	<ul style="list-style-type: none"> • A fair trading environment is maintained; • Informed and confident consumers; • Improved business practices and operation; • Accessible services responsive to business needs. 	<ul style="list-style-type: none"> • SRS operates effectively and efficiently across all 3 areas; • Public and stakeholders are able to access our services; • Income generation underpins sustainable service delivery; • Staff are effective in their roles.

Improving health and wellbeing. Amongst other factors impacting health, the service works with others to protect public health by controlling and preventing sporadic cases and outbreaks of communicable disease contributing to the reduction in ill health in people.

Supporting the local economy. The provision of timely advice and engagement on health and infection control issues to businesses, stakeholders, and other local authorities and bodies can benefit the economic viability of businesses. The equitable enforcement of regulations helps to maintain a level playing field, allowing businesses to compete on equal terms.

Safeguarding the vulnerable Much of the reactive surveillance work forms the foundation for proactive evidence based interventions focused on vulnerable and 'at risk' sectors of our community. This work routinely involves working in partnership with the business community, Public Health Wales, voluntary organisations and supporting other Council services such as Schools.

Nationally the service also contributes to the **Welsh National Enforcement Priorities for Wales** for local regulatory delivery which highlight the positive contribution that regulatory services, together with local and national partners, can make in delivering better outcomes:-

- Protecting individuals from harm and promoting health improvement
- Ensuring the safety and quality of the food chain to minimise risk to human and animal health
- Promoting a fair and just environment for citizens and business
- Improving the local environment to positively influence quality of life and promote sustainability.

The Local Public Health (medium term) Plan 2018-2021 for Cardiff and Vale Health Board, published as part of the Local Public Health Strategic Framework, provides details of how local Public Health teams work in partnership to improve and protect the health and well-being of the local population. The Plan sets out several priority work areas and actions necessary to achieve improvement, which include:

- | | | |
|---------------------------|-------------------------|-----------------------|
| • Tobacco | • Healthy weight | • Alcohol |
| • Workplace health | • Immunisation | • Physical activity |
| • Falls prevention | • Healthy eating | • Health inequalities |
| • Sexual health | • Dementia | • Healthy environment |

A number of themes detailed in the public health work programme dovetail with work being undertaken by the Communicable Disease, Health and Safety service as part of its proactive and reactive work (*e.g. delivering the Healthy Option Award scheme; providing appropriate infection control advice when interviewing confirmed cases of communicable disease; enforcement of current smoke-free legislation across the region*).

2. Overview of the Service

2.1 Area profile

Shared Regulatory Services covers the Council areas of Bridgend, Cardiff and the Vale of Glamorgan and serves over 600,000 residents. Extending from St Mellons in the East of Cardiff to Maesteg in the west, the area encompasses Cardiff, the capital City of Wales with its array of cultural, financial and commercial organisations and the rural areas of Bridgend and the Vale of Glamorgan with their vibrant tourist and agricultural economies.



Bridgend is situated on the south coast straddling the M4 corridor. It comprises an area of 28,500 hectares and a population of just over 140,000 residents. To the north of the M4, the area consists of mainly ex-coal mining valley communities with Maesteg as the main centre of population. To the south of the M4, the ex-market town of Bridgend is the largest town, the hub of the economy and its employment base. To the south west on the coast lies Porthcawl, a traditional seaside resort, a traditional seaside resort with a high proportion of elderly residents, which is subject to a major influx of tourists during the summer period.



Cardiff is the capital city of Wales and is continuing to grow faster than any other capital city in Europe. In population terms, it is the largest city in Wales with a population of 360,000. Measures of population however, belies Cardiff's significance as a regional trading and business centre. The population swells by approximately 70,000 daily with commuters and visitors. Cardiff is the seat of government and the commercial, financial and administrative centre of Wales. Cardiff boasts one of the most vibrant city centres in the UK and on a typical weekend, Cardiff's night time economy can attract over 40,000 people and sometimes more than 100,000 when the City's Millennium Stadium hosts international events.



The Vale of Glamorgan is bounded to the north by the M4 motorway and to the south by the Severn Estuary. It covers 33,097 hectares with 53 kilometres of coastline, and a population of over 130,000 residents. The area is predominantly rural in character, but contains several urban areas of note such as Barry, Penarth, Dinas Powys and the historic towns of Cowbridge and Llantwit Major. Barry is the largest town, a key employment area and popular seaside resort. The rural parts of the Vale provide a strong agricultural base together with a quality environment, which is a key part of the area's attraction. The area includes Barry Docks area and Cardiff International Airport.

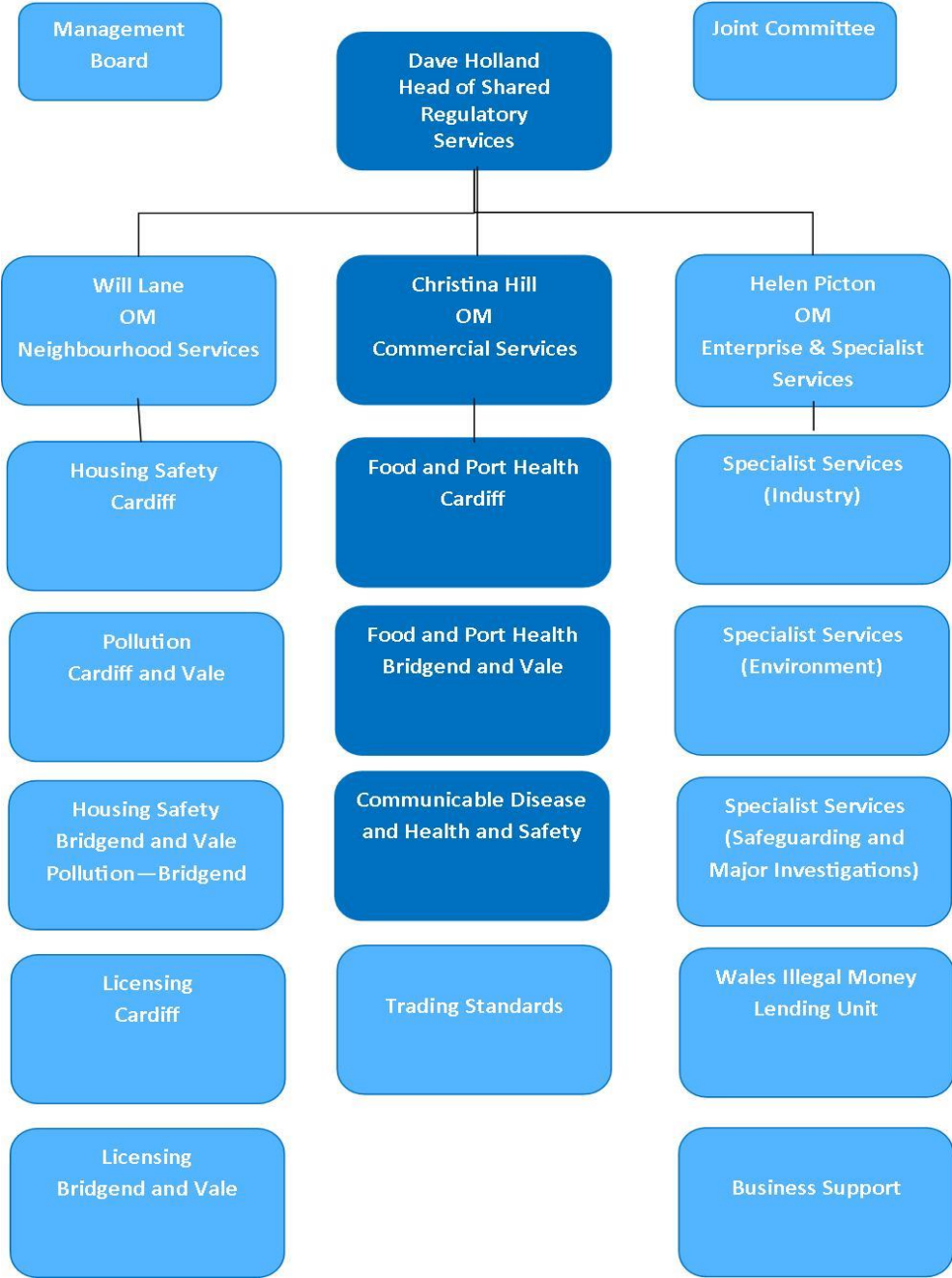


2.2 Organisational Structure

Communicable Disease Services are provided by the Commercial Services Team within Shared Regulatory Services. The Teams consists largely of Environmental Health Officers providing services across the three local authority areas. The Vale of Glamorgan Council act as the host authority for the Service with functions associated with this Plan delegated to the Shared Service Joint Committee.

Operational functions within the Service are illustrated in the following table with those that have responsibility for public health issues highlighted in darker blue.

Shared Regulatory Services Organisational Chart



2.3 Scope of the Communicable Disease Service

A comprehensive health protection and improvement service is delivered by combining surveillance, public health intervention, epidemiological studies, enforcement, advice, training and promotion. Much of the reactive surveillance work forms the foundation for proactive evidence based interventions focused on vulnerable and 'at risk' sectors of our community; in particular young people and the elderly. Examples of proactive interventions undertaken by the service will be detailed later on in this report. Outbreak and cluster investigations also form a significant part of our reactive role.

Shared Regulatory Services, and its Officers, continues to lead nationally on aspects of communicable disease and health protection, most notably in 2018 when the Team Manager was seconded to Welsh Government to lead on the development of the Special Procedures Licensing regime in accordance with the Public Health (Wales) Act 2017. Another Officer from the service additionally contributes to the national 'task and finish' group which, to-date, has assisted in the development of the Level 2 Award in Infection Prevention and Control.

The Key services delivered are:

- The investigation of confirmed sporadic and outbreak cases of communicable disease and all actions required as a result of those investigations;
- Responding to complaints of suspected food poisoning and infectious disease risks
- Enforcement of Health Protection legislation including the service of 'Requests for Cooperation', the application for Part 2A Orders and exclusion of infected cases or close contacts from place of work, education or leisure activities.
- Lead on local and national communicable disease initiatives, which involve proactive business engagement and partnership working commonly Public Health Wales, Business Wales, Welsh Government and other Council services such as education and corporate health and safety.
- Provide health promotion and public health intervention activities including production of training materials such as the Cryptosporidium video, and production of the 'Before you Ink – Think' video, a safe tattooing initiative. This initiative will be extended to invasive beauty therapy practices this year.
- Management and delivery of infection control and nutritional training.
- Facilitating student and work placement training.

Service delivery points

Communicable Disease Services are delivered from all 3 hubs: County Hall, Cardiff; Civic Offices in the Vale and Ravens Court in Bridgend on an agile basis. The Service generally operates office hours from Monday to Friday, with Lead Officers being contactable outside of office hours via the 24 hour emergency service for the investigation and control of communicable diseases of public health significance; such as E. Coli O157, Typhoid and Legionnaires' disease. Officers will also conduct investigations and case interviews outside of normal office hours for significant pathogens so that the spread of communicable disease in the wider community is controlled as quickly as possible.

The Shared Regulatory Services website provides information on the services provided and the website address is www.srs.wales/

2.4 Resources

Financial allocation

The expenditure directly involved in providing the Communicable Disease Service for 2019/2020 is included in the Service budget and is considered adequate to ensure the effective delivery of the service.

Staffing allocation

The table below indicates the actual number of staff working on Communicable Disease Control and related matters (in terms of full time equivalents FTE).

Position	Function	FTE
Head of Shared Regulatory Services	Management of Shared Regulatory Service.	0.05
Operational Manager Regulatory Commercial Services x 1	Management of Commercial Services	0.10
Team Manager Communicable Disease, Health and Safety (also a designated Lead Officer) x 1	Management and delivery of the Communicable Disease Service.	0.50
Lead Officer for Communicable Disease x 2	All aspects of communicable disease investigation, enforcement, control and prevention.	1.2
Commercial Services Officer (Communicable Disease, Health & Safety) x 3	Assist with all aspects of communicable disease investigation, enforcement, control and prevention (<i>additional resource can be diverted to CD function as service demand dictates</i>)	0.5
Commercial Services Technical Officer (Communicable Disease, Health & Safety) x 2	All aspects of communicable disease investigation and enforcement	1.20

2.5 Staff Development and Competency

Shared Regulatory Service's approach to managing the competency of its employees is through the Workforce Development Plan which provides a structure for developing staff to ensure the right mix of experience, knowledge and skills, and to ensure we get the right number of the right people in the right place at the right time.

The Workforce Development Plan provides a framework that addresses the following areas:-

<ul style="list-style-type: none"> • Developing organisational culture 	<ul style="list-style-type: none"> • Skills development 	<ul style="list-style-type: none"> • Communication and employee engagement
<ul style="list-style-type: none"> • Leadership and management development 	<ul style="list-style-type: none"> • Recruitment, retention and progression 	<ul style="list-style-type: none"> • Employee performance management

To improve business resilience, and bolster the competency of staff in the Communicable Disease, Health and Safety Team, a number of additional Officers have been up-skilled during 2019 so that they are competent using the Tarian database and confident interviewing confirmed cases of illness. This in-house training has, and continues to be, enhanced by Lead Officer and Support Lead Officer training courses as they become available from Public Health Wales.

Workforce development is enhanced through annual performance reviews where the Team Manager identifies personal objectives for each member of the team and assesses training needs for the year ahead. This management tool is further supported by periodic team meetings and regular team contact (*face-to-face discussions; Email communications and telephone calls*).

Professional Development (CPD) is actively encouraged and officers continue to be offered the opportunity to attend a wide range of training courses and webinars, seminars, meetings and briefings to help maintain competency and improve technical, legal and administrative knowledge.

Officers within the Communicable Disease, Health & Safety Team additionally have access to the technical support and expertise of the local CCDC (Consultant in Communicable Disease Control) and Health Protection Team, particularly when dealing with outbreaks and clusters of communicable disease, and complex conditions that have a significant impact on the wider community (such as TB).

Lead Officers regularly attend regional communicable disease task group meetings and the all-Wales Expert Panel for communicable disease meetings.

The Service ensures that competency is secured by appointing appropriately qualified and experienced personnel to carry out the communicable disease function. There are specific job descriptions and person specifications for all employees of Shared Regulatory Services and all appointments are made in accordance with the procedures for recruitment and selection.

2.6 Challenges for the year ahead

Special Procedures Licensing: Part 4 of the Public Health (Wales) Act 2017 requires a mandatory licensing scheme for practitioners and premises carrying out ‘special procedures’ in Wales. Such ‘special procedures’ includes carrying on the business of tattooing; cosmetic body piercing; semi-permanent skin colouring; acupuncture and electrolysis. Under this new regulatory regime all practitioners must achieve the required standard to be granted a personal licence, whilst the premises must reach the requisite standard to be approved. Both the licence and approval are renewable on a 3 yearly basis. A new competency framework will require the practitioner to successfully complete infection control and first aid training, and pass a professional interview, before being issued with their licence. Each Local Authority will also be required to undertake at least 1 unannounced inspection of all approved premises every 3 years to determine it compliance against a prescribed standard.

Whilst SRS welcomes the introduction of this new robust regulatory regime for ‘special procedures’ across Bridgend, Cardiff and Vale of Glamorgan, the scheme does present a number of significant challenges for SRS during the year ahead.

- ✚ Welsh Government is currently unable to confirm a date when the new legislation will come into force. Consequently SRS is currently unable to make an accurate business forecast of additional staff / resources necessary to deliver this new regulatory requirement alongside existing work commitments.
- ✚ As a region, SRS has the highest number of skin piercing businesses and practitioners in Wales.
- ✚ It is the intention of SRS to become an approved centre for the delivery of the RSPH level 2 infection control training. However, Welsh Government has yet to confirm when ‘train-the-trainer’ courses will be available for Officers to deliver this training course.
- ✚ It is currently unknown how many other approved centres will be offering the RSPH level 2 infection control training across the region. A lack of other training providers will impact on the number of courses having to be run by SRS.
- ✚ Officer guidance on the implementation of Part 4 of the Act has yet to be provided to Local Authorities.

Challenges presented by rare, emerging and re-emerging pathogens: The service continues to be presented, either nationally or locally, with challenges presented by rare; emerging and re-emerging pathogens. Two pathogens of note that impacted on the team during 2018 were Legionella and Tuberculosis.

Legionella – A significantly higher than average number of Legionella cases were reported for the Vale of Glamorgan area during 2018. Whilst interviews failed to identify any obvious link between the cases, 2019 has seen a continuation of this trend. Partnership working between SRS, Public Health Wales and the Health and Safety Executive (HSE) has not identified any common source of exposure to-date. Despite this, throughout 2019 the communicable disease service will be putting arrangements in place to signpost both

homeowners and commercial duty holders to appropriate advice on how to manage Legionella risks in both domestic and commercial settings.

Tuberculosis (TB) – The number of confirmed cases is steadily increasing across the SRS region, particularly in Cardiff. This is predominantly the result of the diverse ethnic profile of Cardiff’s population, commonly observed in a capital city setting; a growing number of homeless people converging on the city centre; and Cardiff possessing a large prison population. The team worked closely with Public Health Wales and Housing Services during 2018 to effectively manage the risk of infection to the wider community for a number of confirmed TB cases.

During 2018 the multi-drug resistant TB case, previously dealt with by the team, returned to the Cardiff area. Partnership working arrangements with Public Health Wales and Local Health Board re-commenced to ensure that the health status of the case was regularly monitored and risks to the wider community were being effectively managed. The year ahead will see the Authority supporting Public Health Wales and Local Health Board secure effective treatment of this particular case through the execution of further Part 2A Orders through the Courts to assure the protection of public health.

Not only is this work time consuming for Officers, but such cases also have financial implications for SRS. This could include the payment of lost earnings; accommodation costs or food vouchers for a case so that they are able to commit to the required treatment regime – which generally takes 6 months but could last as long as 2 years in multi-drug resistant cases. Many confirmed TB cases have complex social care, and medical, needs and frequently there are issues with the maintenance of specified treatment plans.

Impact of the new molecular diagnostic techniques used by Public Health Laboratories: Since June 2018 SRS has seen a considerable rise in the number of confirmed cases of significant pathogens such as Giardia; Shigella and Cryptosporidium due to the introduction of the new molecular testing methods in microbiology laboratories used by the service. This trend has also been observed in the number of confirmed Campylobacter cases; particularly in Bridgend and Cardiff. The new (PCR) testing regime is more sensitive than traditional methods (culturing bacterial colonies in a petri dish) since it will detect any genetic material of the pathogen from faecal samples; whether this genetic material is current or historical. This increase in numbers is illustrated in Section 3.2 of this report. Since confirmed cases of significant pathogens have to be interviewed in accordance with the target response times detailed in Section 3.2, increased numbers of reported cases do impact on Officer time and ability to undertake additional work.



The new PCR testing is additionally detecting an increasing number of positive E.coli VTEC results, which are notifiable to the Authority, and potentially indicate a possibility of E.coli 0157 VTEC infection. Until the faecal sample has been cultured using traditional petri dish methods, these cases must be treated as positive E.coli 0157 cases and responded to in accordance with pre-determined Local Authority response times. This will often mean carrying out more detailed interviewing; obtaining faecal samples from close contacts and excluding cases working with food or vulnerable people from their work. However, the experience of SRS during 2018 is that these cases are often found to be non-0157 infections once cultured, and would consequently require a much less robust response from Officers. A total of 3 cases were investigated as E.coli 0157 infections during 2018 which were subsequently confirmed to be non-0157.

Cardiff’s City Status: Cardiff is the capital city of Wales, and the largest Local Authority in the Principality, with a population of 360,000 which swells by approximately 70,000 each day from commuters, students and visitors; both national and international. Its popularity as a leisure and entertainment destination continues to grow, with many large scale events taking place across the city throughout the year. This status presents a range of public health risks whose control and prevention is the responsibility of the communicable disease service in partnership with Public Health Wales. The risks vary in terms of complexity, significance and resource application.

Brexit: The outcome of Brexit may have a significant impact on border control arrangements across the UK. Since SRS has both sea ports and airports within its jurisdiction, this could have a profound impact on cases of communicable disease directly entering the service area. Whilst multi-agency preparations remain on-going, the full ramifications of Brexit remain unclear at this juncture.

2.7 Action Plan 2019/2020

The following action plan is evidence based and has been developed for 2019/2020 and outlines how through reactive and proactive work the Service will:

1. Improve health and well being
2. Safeguard the vulnerable
3. Support the local economy and
4. Maximise the use of resources

The Communicable Disease and Health Protection Service also contributes to the Section 18 Health and Safety Enforcement Plan, and the Food Law Enforcement Plan, and details of this contribution are contained within those respective documents.

Communicable Disease Action Plan 2019/2020	
Relevant Strategic Priorities	Objective
	Investigate and control sporadic and outbreak notifications of communicable disease and undertake public health interventions to prevent increased incidence of illness and minimise onward transmission

1, 2, 3 1, 2 1, 3 4 1, 2, 3 1, 2 4 1, 2, 4 1, 2 1, 3, 4 1, 2, 3 1, 2 4 1, 3, 4 1, 2, 3 1, 2 1, 2 1, 3, 4	Q1	<p>Undertake timely investigations of sporadic cases of communicable disease; outbreaks and suspected food poisonings, and apply appropriate control and preventative measures.</p> <p>Continue to support businesses and legacy authorities across SRS with infection control training and advice during outbreaks.</p> <p>Complete all shisha legal case files for submission to Cardiff Council’s legal team.</p> <p>Commence review of working arrangements and procedures currently implemented in the communicable disease service to promote officer efficiency.</p>
	Q2	<p>Undertake timely investigations of sporadic cases of communicable disease; outbreaks and suspected food poisonings, and apply appropriate control and preventative measures.</p> <p>Continue to support businesses and legacy authorities across SRS with infection control training and advice during outbreaks.</p> <p>Continue review of working arrangements and procedures currently implemented in the communicable disease service to promote officer efficiency.</p> <p>To prepare, and communicate, appropriate ‘warn and inform’ information for both home owners and commercial duty holders across SRS on how to reduce the risk of exposure to Legionella bacteria.</p> <p>To review and up-date the infection control pack for primary schools, and disseminate to all contacts across the 3 legacy authorities in readiness for the Autumn/Winter school terms.</p> <p>Commence arrangements for securing RSPH approved centre status for SRS for delivering the level 2 infection control course.</p>
	Q3	<p>Undertake timely investigations of sporadic cases of communicable disease; outbreaks and suspected food poisonings, and apply appropriate control and preventative measures.</p> <p>Continue to support businesses and legacy authorities across SRS with infection control training and advice during outbreaks.</p> <p>Continue and complete review of working arrangements and procedures currently implemented in the communicable disease service to promote officer efficiency.</p> <p>Continue arrangements for securing RSPH approved centre status for SRS for delivering the level 2 infection control course (including the completion of ‘train-the-trainer’ courses).</p>
	Q4	<p>Undertake timely investigations of sporadic cases of communicable disease; outbreaks and suspected food poisonings, and apply appropriate control and preventative measures.</p> <p>Continue to support businesses and legacy authorities across SRS with infection control training and advice during outbreaks.</p> <p>Undertake smoke-free compliance visits to shisha lounges across Cardiff and take appropriate enforcement action for observed non-compliances.</p> <p>Continue arrangements for securing RSPH approved centre status for SRS for delivering the level 2 infection control course (including the completion of ‘train-the-trainer’ courses).</p>

3. Service Delivery and Performance 2018/19

3.1 Introduction

The Communicable Disease Service is supported by an active surveillance system managed through the national database, Tarian, which is utilised by all Welsh Local Authorities and Public Health Wales. All information pertaining to communicable disease incidents (*e.g. Norovirus issues in a school or residential care setting*); sporadic cases of notifiable illness and outbreaks are logged on Tarian. Since its introduction Tarian has facilitated more effective communication between stakeholders; supports effective case management; enables early detection of outbreaks and enabled the Authority to more readily identify trends in infectious disease cases.

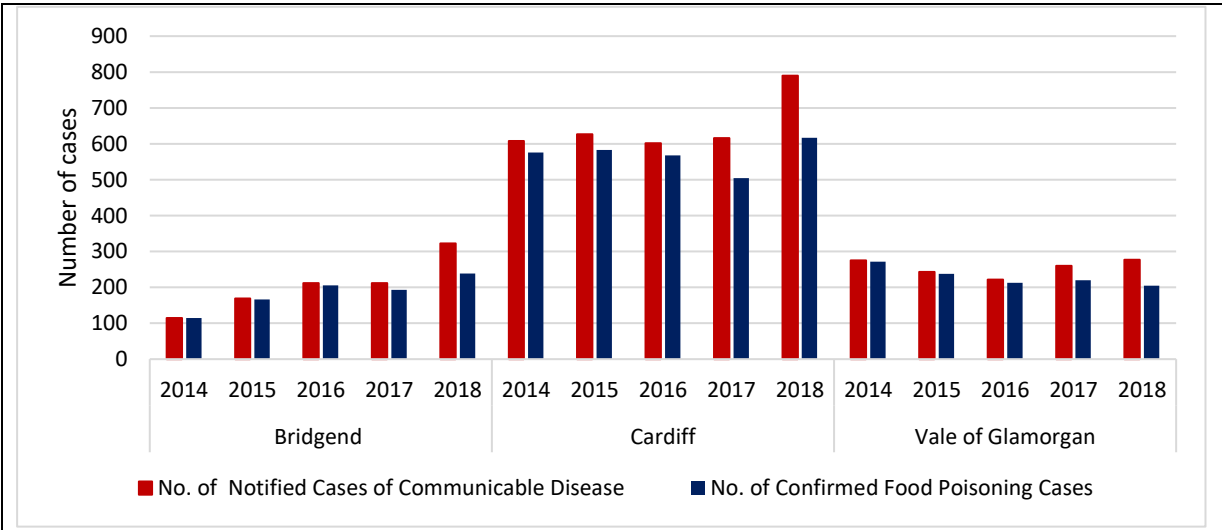
In 2018 SRS was notified of 1707 cases of communicable disease, of which 1389 (81%) were laboratory confirmed whilst 318 (19%) were unconfirmed cases (*i.e. suspected cases of food poisoning*). The figures below illustrate the distribution of cases (confirmed and unconfirmed) across the 3 Local Authority areas.

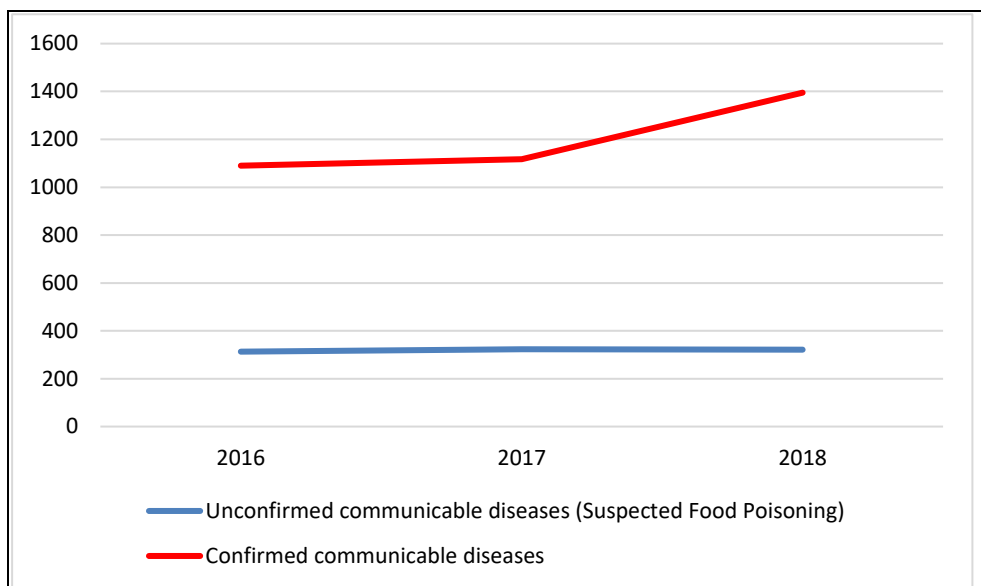
	Notified CD Cases (¹ CFP)	Unconfirmed CD Cases	Total CD Cases
Bridgend	322 (239)	45	367
Cardiff	790 (617)	220	1010
Vale	277 (205)	53	330
TOTAL	1389 (1061)	318	1707

¹CFP – confirmed food poisoning as applied in the ‘Disease’ tab in Tarian

The 2018 figures show a marked increase to the numbers observed during 2017 where a total of 1354 cases of communicable disease were reported to SRS, of which 1070 (79%) were laboratory confirmed and 318 cases were unconfirmed, suspected food poisoning cases.

The graph below illustrates the incidence of notified cases of communicable disease across Bridgend, Cardiff and Vale of Glamorgan between 2014 and 2018. The upward trend of notified cases of communicable disease is reflective of the new laboratory PCR testing.

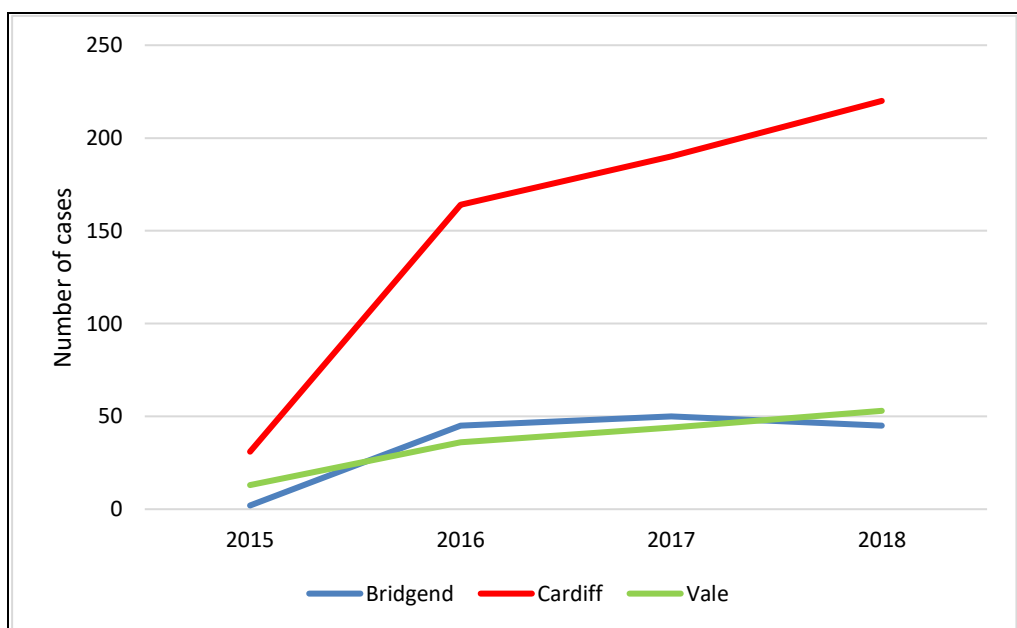




Confirmed communicable disease cases v's suspected food poisonings notified to SRS (2016-2018)

The graph above clearly illustrates the significant increase in confirmed communicable disease cases reported to SRS between 2016 and 2018; the result of public health laboratories using more sensitive molecular testing methods since June 2018.

Whilst the graph above suggests that the number of suspected food poisonings reported to SRS between 2016 and 2018 have remained constant, a closer look at numbers reported to the respective 3 Local Authority areas for this same period highlights a marked increase in notifications to Cardiff. Case numbers for Bridgend and Vale of Glamorgan Councils have remained very similar. This trend is not unexpected due to Cardiff having a much larger number of residents (compared to Bridgend and the Vale); a higher number of food businesses and a high transient population made up of visitors, daily commuters and students.



Unconfirmed cases of illness (suspected food poisoning) by Local Authority area (2015-2018)

3.2 Performance activities

The investigation of confirmed sporadic and outbreak cases of communicable disease require a reactive service and our performance measures therefore reflect this by measuring response to notifications.

Sporadic cases

The Notification Guidance made under the Health Protection (Notification) (Wales) Regulations 2010 dictates the response times required to be taken by Local Authorities investigating cases of communicable disease. All cases of confirmed communicable disease notified to SRS are responded to and every effort is made to undertake a full investigation by carrying out case interviews. The target response time for contacting the case is dependent on the public health significance of the pathogen concerned; as detailed in the table below.

L.A. target response times for common communicable disease pathogens

Pathogen	Response time
Campylobacter	Within 2 working days (unless part of a cluster or outbreak)
Cryptosporidium	Within 1 working day (same day if an outbreak)
Giardia	Within 1 working day (same day if part of an outbreak)
Salmonella spp.	Within 1 working day (same day if part of an outbreak, or case is a food handler/works in a closed community such as a care home) Salmonella typhoid or paratyphoid – Within 4 hours
E. coli O157	Within 4 hours
Hepatitis A	Within 4 hours
Hepatitis E	Within 2 working days
Shigella	Shigella sonnei – Within 1 working day; other Shigella sp. - Within 4 hours
Legionella spp.	Within 4 hours

Response times were reviewed in October 2018

A review of response and interview times for Campylobacter cases (the most common reported gastrointestinal pathogen) in 2018 confirmed relatively consistent response rates and interview times over the 3 Authority areas.

Campylobacter Response Rates 2018

	Bridgend	Cardiff	Vale	SRS Total
Cases interviewed	183	447	160	790
Total cases	198	492	174	864
Response rate	92%	91%	92%	91%

A comparison of the response rates (the percentage of notified Campylobacter cases that are interviewed) in the 3 Authorities between 2014 and 2018 are illustrated overleaf:

	2018	2017	2016	2015	2014
Cardiff	91%	93%	94%	96%	91%
Bridgend	92%	96%	97%	77%	75%
The Vale	92%	97%	96%	50%	44%

Response times for all 3 Authorities continued to remain high during 2018, primarily due to the fact that Officers interviewed cases by telephone within a couple of days of notification. Evidence, and experience, indicates that cases of illness are more willing to engage with the interview process if still experiencing symptoms, or have only recently recovered. It is also more likely that the recall of the case will be more accurate and detailed, thereby enabling the Officer to identify all possible risk factors and instigate timely public health intervention to minimise the onward transmission of illness.

Campylobacter Infection

The incidence of Campylobacter infection throughout SRS far exceeds other notifiable diseases, as illustrated in the table below, which reflects the national trend observed across the UK. The reason for such high numbers of cases is the wide range of risk factors associated with Campylobacter, which may include: foreign travel; consumption of undercooked poultry and poultry offal (*i.e. ‘pink’ chicken livers*); consumption of unpasteurised dairy products; consumption of contaminated drinking or leisure water; contact with animals/birds and their faeces; domestic sewerage problems and close contact with an infected person (*i.e. changing nappies of an infected child*) and subsequent poor hand hygiene.

More recently identified risk factors associated with cases of this illness have been consumption of raw milk; feeding pet animals raw food (meat) and the practice of washing raw chicken packaging for recycling (*where the bacteria becomes splashed onto adjacent surfaces and subsequently transferred onto hands, ready-to-eat foods or other equipment*).

Campylobacter remains an important public health risk. The pathogen has multiple risk factors in addition to having a low infective dose, meaning that a person only needs to be exposed to a small amount of the bacteria to become ill. It is therefore critical that the communicable disease service retains the requisite level of resource to be able to effectively investigate all confirmed cases in a timely manner.

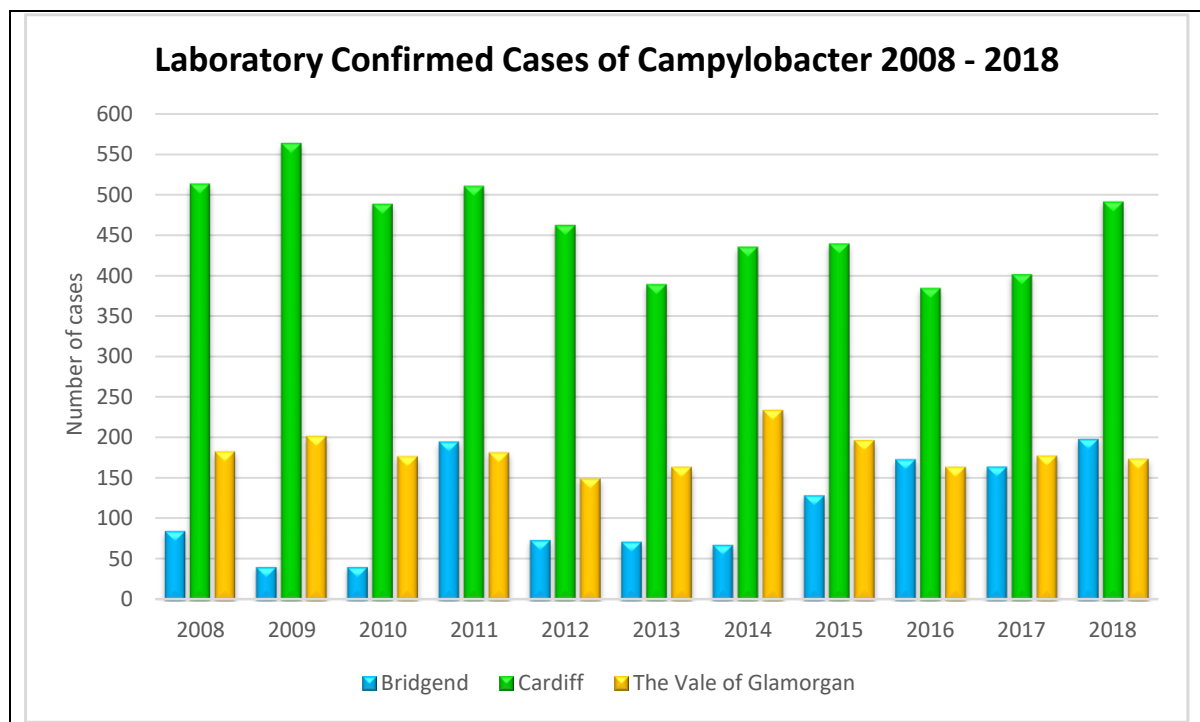
Incidence of notifiable communicable disease cases in 3 local authorities between 2014 and 2018

	Bridgend					Cardiff					Vale of Glamorgan				
	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018	2014	2015	2016	2017	2018
Campylobacter	85	137	173	164	198	435	442	385	400	491	234	198	164	177	174
Salmonella	16	14	13	23	22	40	53	60	50	56	10	12	16	27	11
Cryptosporidium	7	6	12	5	11	35	42	71	22	35	10	15	18	11	17
Giardia	1	2	1	0	23	49	29	39	34	41	10	10	7	5	12
E. coli O157	4	1	1	1	0	4	4	2	1	0	2	2	2	1	0
E. coli non O157*					16					27					6
Hepatitis E	1	6	2	2	2	5	7	4	5	5	4	1	4	3	2
Hepatitis A	0	0	0	0	3	5	1	3	5	2	0	0	0	1	1
Listeria	0	0	0	1	0	0	2	1	1	0	1	0	2	0	0
Legionella	0	2	2	3	2	10	9	3	4	3	2	2	0	2	8
Shigella	0	0	0	1	2	8	13	3	4	12	1	3	0	0	7
Other	1	1	8	11	43	11	25	31	81	118	1	0	9	25	39
Total	115	169	212	211	322	602	627	602	607	790	275	243	222	252	277

NB. 'Other' includes Entamoeba histolytica/dispar, Borrelia burgdorferi (Lyme disease), leptospira, Vibrio cholera, Taenia, Cyclospora and Norovirus. In Cardiff the 118 'Other' included: 104 Norovirus, 7 Borrelia burgdorferi (Lyme disease), 1 Vibrio cholera, 4 Clostridium perfringens and 2 Cyclospora cayetenensis

*June/July 2018 onwards (due to changes in laboratory testing methods this is now being reported to SRS)

Reported cases of Campylobacter from 2008 – 2018



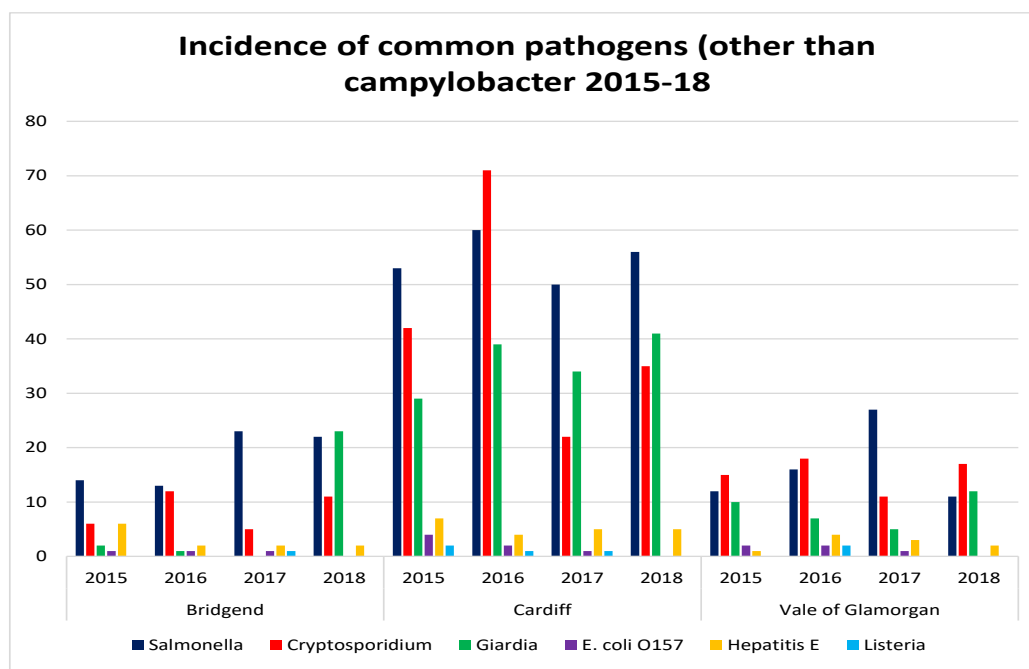
Pathogens of Public Health Significance Investigated by SRS

Pathogens of public health significance (other than *Campylobacter*) commonly require more detailed investigation; either because the pathogen can be readily spread within the community, or because of the seriousness of the infection. The need to complete enhanced interview questionnaires to identify close contacts of a case, and/or potentially instigate wider public health interventions, is particularly true for pathogens such as: *Shigella*; Hepatitis A and E; *E.coli* O157; *Legionella* and *Giardia*. This will usually require an Officer to interview the case face-to-face, instead of by telephone, and will often necessitate arranging faecal pots from close contacts to identify if the infection has spread in a particular setting.

e.g. Vaccination of close contacts to Hepatitis A cases; Ensuring confirmed cases of Giardiasis receive appropriate antibiotic treatment from their GP; Ensuring that cases working with food or vulnerable people only return to work after the satisfying the relevant microbiological clearance requirement; Formally excluding cases working with food or vulnerable people from work until microbiological clearance has been confirmed.

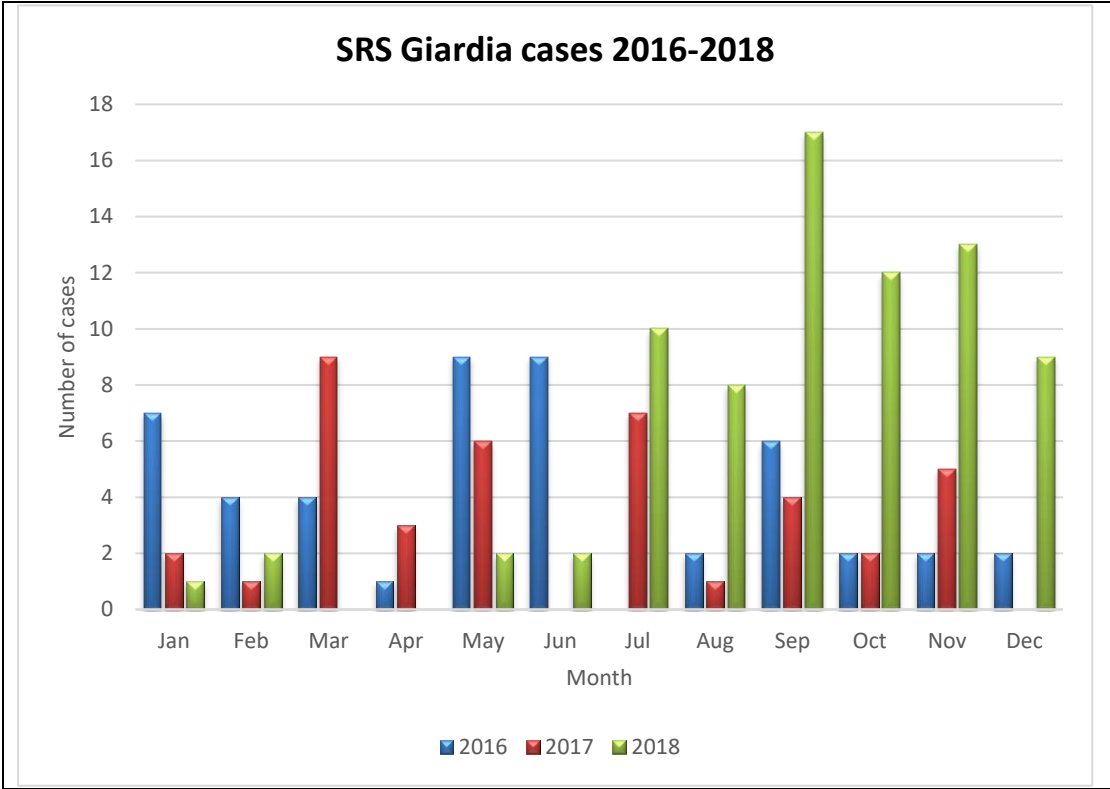
Contrary to the general public perception, most communicable diseases are not necessarily caused from consuming contaminated food; despite the case having traditional 'food poisoning' symptoms. Risk factors are often associated with the consumption of (or exposure to) contaminated water; direct contact with animals and/or their faeces; close contact with an infected person (including sexual contact).

The graph below illustrates the incidence of common pathogens (other than *Campylobacter*) that have caused illness across SRS between 2015 and 2018.



As detailed in Section 2.6 of this report, the number of reported cases of certain pathogens has seen an increase since the introduction of the new laboratory testing methods. This is particularly true for *Giardia*, as illustrated in the graph overleaf. A total of 5 family clusters

were detected in 2018 by Officers requesting faecal samples from close family contacts of confirmed cases.



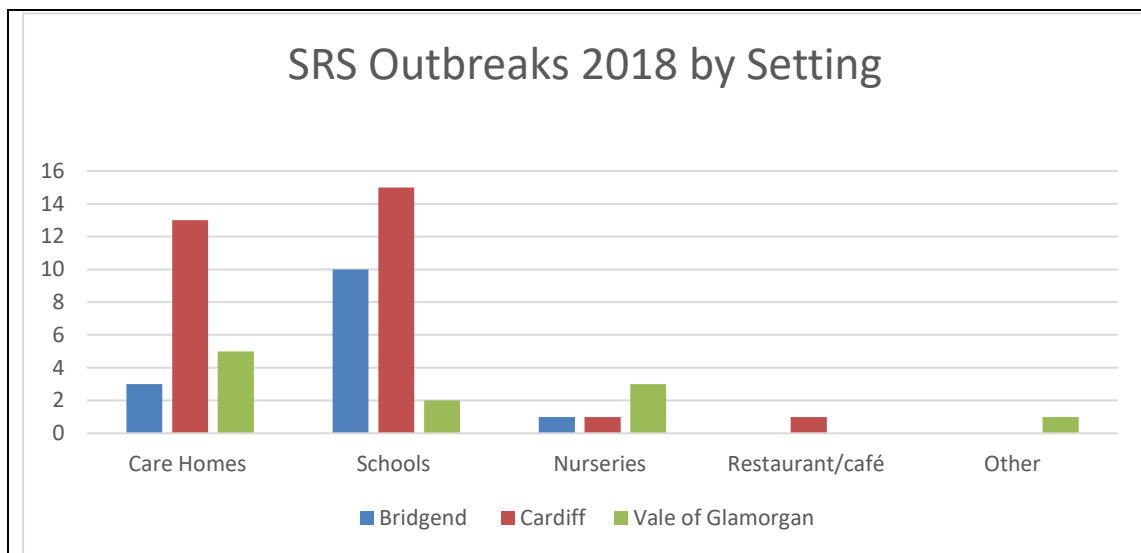
Outbreaks in 2018

In addition to the investigation of sporadic cases of food poisoning in 2018, a total of 55 outbreaks were identified and investigated by the Communicable Disease Service, of which:

- 14 outbreaks occurred in Bridgend;
- 30 in Cardiff; and
- 11 in the Vale of Glamorgan.

An outbreak is defined as illness affecting two or more people who share a common exposure factor linked by time, place or person. The outbreaks are commonly caused by suspected Norovirus and the most common mode of transmission associated with this is either person-to-person spread or environmental contamination, as opposed to foodborne transmission.

The graph overleaf outlines the outbreaks that were reported in Bridgend, Cardiff and the Vale of Glamorgan, by setting.



Schools (49%) accounted for the highest number of reported outbreaks across SRS during 2018; followed by care homes (38%) and nurseries (9%). All outbreaks were associated with confirmed or suspected Norovirus infection.

In these situations Officers provide considerable support to the business duty holder, or legacy Authority for Council operated establishments, to ensure that enhanced cleaning arrangements are instigated at the earliest opportunity and maintained for the required duration. Officers also provide advice on the implementation of appropriate exclusion arrangements to ensure that the spread of infection is contained at the earliest opportunity, and disruption to business is minimised.

3.3 Achievements & Public Health Interventions

Managing the risk of *Cryptosporidium* in leisure pools – Improving health and wellbeing & safeguarding the vulnerable.

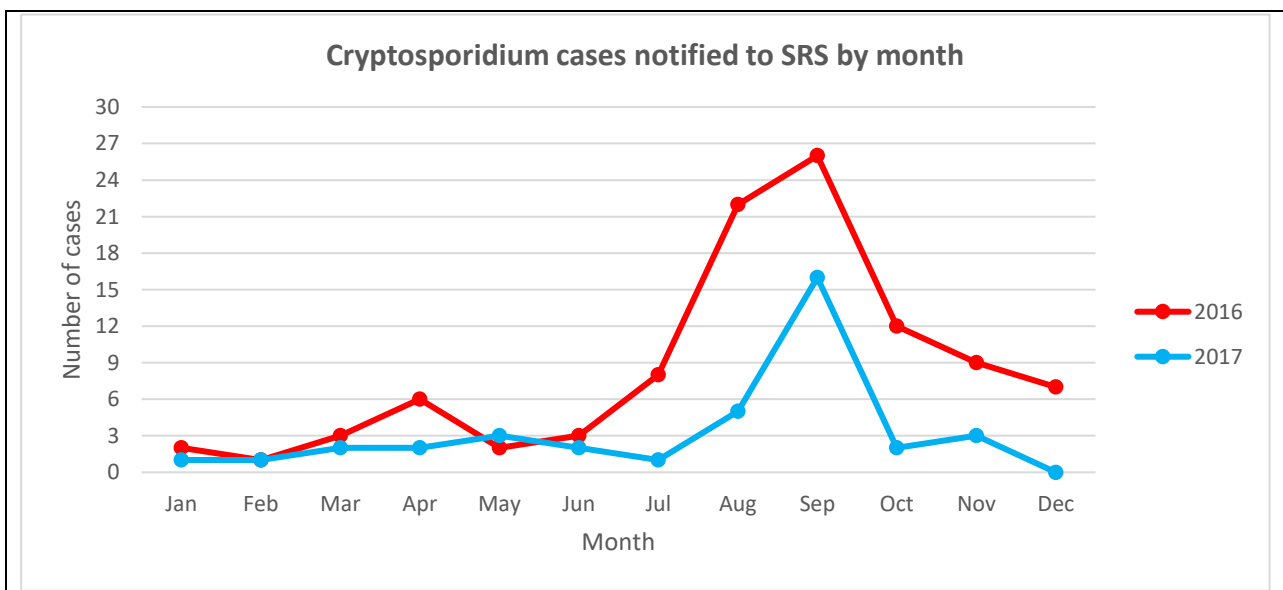
Cryptosporidiosis is a microscopic protozoan infection which can cause symptoms such as profuse watery diarrhoea and cramping abdominal pain in humans. It is most commonly associated with young children in the 0-5 year age range and has several modes of transmission including person-to-person spread and bathing in contaminated water sources; including leisure waters such as swimming pools. The illness is spread via Oocysts which appear in the faeces of infected people at the onset of symptoms, and can continue to be excreted for several weeks - even after symptoms have subsided. The main problem with Oocysts is their ability to be highly resistant to chemical disinfectants; including normal operating levels of chlorine in a swimming pool. Oocysts can survive for months in moist environments with ambient air temperatures, so can successfully persist in pool water, presenting an infection risk, unless removed. Oocysts are either removed from leisure pool waters by using a combination of super-chlorination and filtration, or flocculation and filtration; depending on the type of filter installed in the pool plant system.

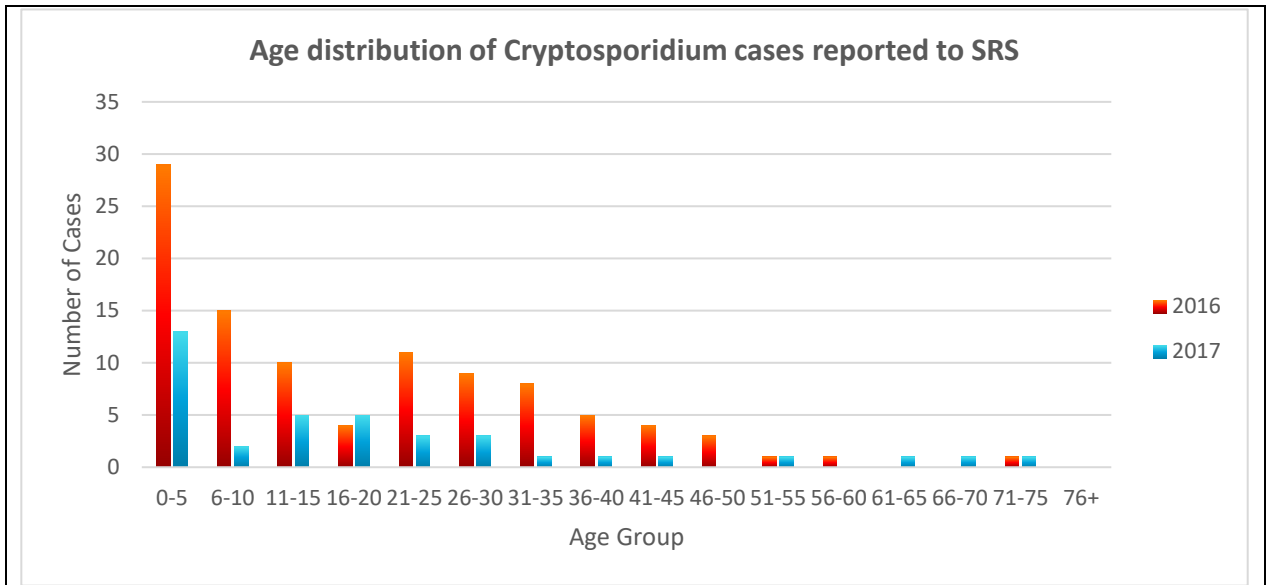
The management of *Cryptosporidium* in leisure pools was initially investigated during 2013 on an all-Wales basis, and subsequently in Cardiff during 2015 following the reporting of a

number of confirmed cases linked to one leisure pool. Investigation of this premises identified that the venue had experienced a large turnover of employees since the 2013 intervention and the competency of those responsible for pool plant operations was lacking. Equally, it was identified that the toddler pool that was implicated in all cases operated on a high rate filtration system with no means of non-residual disinfection. The enforcement of swim nappy use, and exclusion of patrons suffering from diarrhoea symptoms, was also found to be poor. This prompted a repeat of the 2013 intervention throughout all Cardiff leisure pools during 2015.

In 2017 there were 38 cases of Cryptosporidium reported to SRS; of which 5 were in Bridgend, 22 were in Cardiff and 11 were in the Vale of Glamorgan. The line graph overleaf illustrates the number of Cryptosporidium cases notified to SRS on a month-by-month basis and highlights the seasonal trend seen for confirmed cases during 2016 and 2017. Case presentation was at its highest during late summer/early autumn.

Of the 38 cases notified to SRS in 2017, 23 (61%) cases were female and 15 (39%) were male. The age group most affected was the 0-5 year olds in both 2017 and 2016. There appears to be a negative correlation between age and case numbers. As age increases, case numbers decrease. The bar chart overleaf shows the age distribution of all cases notified to SRS in 2017 and 2016 for comparison.

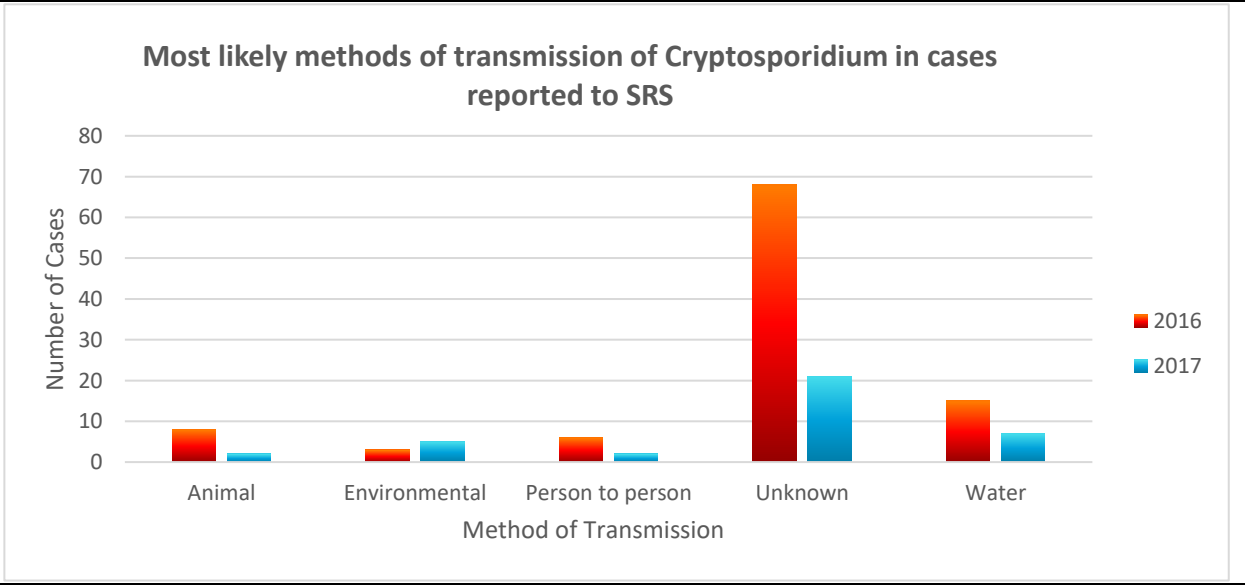




In 21 (57%) of the cases investigated during 2017, the mode of pathogen transmission remains unknown. This is either due to the existence of more than one mode of transmission, or none could be identified during the investigation. In descending order, the most common modes of transmission during 2017 were:

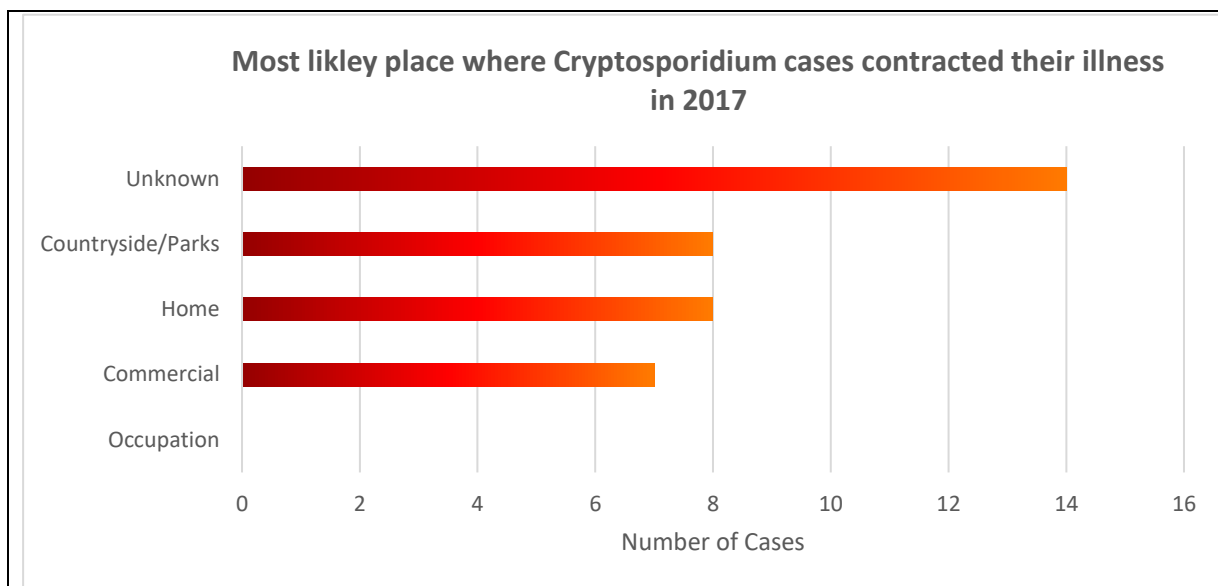
- Water - 7 (19%) cases
- Environmental factors - 5 (14%)
- Animal contact – 2 (5%) cases
- Person-to-person spread - 2 (5%) cases.

Water was also identified to be the most commonly identified mode of transmission during 2016.



Of the 38 cases reported to SRS during 2017, 8 (21.5%) had most likely contracted their illness from the countryside or parks; 8 (21.5%) contracted their illness at home from either another family member who had been unwell with diarrhoea, pets or their gardens; 7 (19%) cases had most likely contracted their illness from a commercial premises (including

swimming pools) and 14 (38%) cases had multiple risks factors so the source/location of exposure could not be determined.



During 2016, leisure pools/splash pads were implicated venues in 49 reported cases of Cryptosporidium (8 Bridgend cases; 34 Cardiff cases; and 7 Vale cases).

Utilising the evidence provided from all confirmed Cryptosporidium case interviews during 2016-2017, the Communicable Disease, Health and Safety Team elected to revisit all privately operated leisure pools across SRS in 2018-2019 to determine how the risk of Cryptosporidium was being managed. Full details of the intervention findings are included on pages 37-40 of the 2019-2020 Health & Safety Enforcement Service Plan.

Prosecutions for Smoke-Free Offences under The Health Act 2006 and Smoke-Free Premises etc. (Wales) Regulations 2007 – Improving health and wellbeing & safeguarding the vulnerable.

The Communicable Disease, Health & Safety Team successfully prosecuted the following people between 01/04/2018 and 31/03/2019 for smoke-free offences in Cardiff.



✚ A Cardiff based café operator was prosecuted for 1 offence of failing to prevent smoking in a smoke-free place due to have a non-compliant smoking shelter. He pleaded guilty and was given a 12 month conditional discharge; ordered to pay £100 costs and a £20 victim surcharge.

✚ The limited company and director of a Cardiff based shisha lounge were prosecuted for 1 offence of failing to prevent smoking in a smoke-free place. The company and director had 1 previous conviction for the same offence. The company pleaded guilty and was fined £350; ordered to pay £180 costs and a £35 victim surcharge. The director was additionally fined £200; ordered to pay £180 costs and a £30 victim surcharge.

- ✚ A Cardiff based private hire taxi driver was prosecuted for lighting up a cigarette and smoking in a smoke-free vehicle whilst parked at a supermarket petrol station. The driver was found guilty in his absence and fined £100; ordered to pay costs of £150 and a £30 victim surcharge.

A further 7 fixed penalty notices for smoke-free offences were issued and paid during the same time period.

Production of Joint Guidance and Joint Enforcement Visits to Shisha Lounges with South Wales Fire and Rescue – Maximising the Use of Resources & improving health and wellbeing

The 2018-2019 business year saw a continuation of shisha lounges failing to adequately comply with the smoke-free requirements of The Health Act 2006 and The Smoke-Free Premises etc. (Wales) Regulations 2007. Coupled with a number of significant fires at Cardiff-based shisha lounges, a decision was made to undertake joint working with South Wales Fire and Rescue (SWFR) to improve standards. A new guidance document was jointly produced by SRS and SWFR, and disseminated to all known shisha lounge duty holders in Cardiff. This was followed by a series of joint, unannounced enforcement visits during February 2019. A number of prosecutions are pending for observed non-compliances during these enforcement visits.



Business Engagement – Nutritional Training and Healthy Options Award.



The award continues to be offered across the 3 authority areas and is administered by the Communicable Disease, Health and Safety Team.

The Healthy Option Award aims to encourage food businesses to provide healthier options to customers via the introduction of healthier catering practices; increasing the amount of fruit, vegetables and starchy carbohydrates on the menu;

decreasing saturated fat, sugar and salt content in the food offered. The scheme also recognises the provision of healthy options for children; rewards staff training; and the promotion and marketing of healthier options. During 2018/2019, 2 new awards were issued to businesses in Cardiff (1 silver; 1 bronze), and 11 awards were successfully renewed across SRS (1 in Bridgend; 10 in Cardiff).

Nutritional training supports the uptake and sustainment of the healthy option award in food businesses across the 3 authority areas, and consequently SRS continues to provide level 1 community food and nutritional skill training courses on request. The aim of the training is to increase knowledge and skills in food and nutrition, particularly about the

components of a balanced diet and how good nutrition can influence a person's health status.

SRS is a member of, and continues to support, the Cardiff, Vale and Bridgend Healthy and Sustainable Pre-School Schemes (CHaSPS) and Gold Standards Health Snack Award advisory group. The communicable disease service provides infection control advice and support to its members as necessary, and reinforces the infection control message via attendance at events the group organises.

Business Engagement – Infection Control Advice to Duty Holders.

During March 2019 members of the SRS Industry Team organised a food and health & safety engagement event at the Principality Stadium for businesses across Bridgend, Cardiff and Vale of Glamorgan. In excess of 170 businesses attended the event which included a session on managing the risk of Norovirus in a commercial business settings.

During 2018 an Officer of the Communicable Disease, Health and Safety Team developed and delivered bespoke infection control training for a Vale based charitable organisation. Over 40 employees were educated about the importance of correct hand washing techniques; the need for enhanced cleaning and disinfection protocols during periods of heightened levels of illness; and received a demonstration of effective cleaning techniques.

Public Health Wales and an Officer from the communicable disease service also provided essential infection control advice to a gym in SRS following the notification of a confirmed case of Staphylococcus aureus from one of its members.

Business Engagement - Raising awareness about the management of Legionella and infection control measures in private residential care home settings.

Following the completion of the residential care homes verification visits during 2017/2018, it became apparent that care home owners and managers were still struggling to fully understand how to effectively manage the risk of Legionella associated with the hot and cold water system. In order to support the care sector across SRS, SRS Officers held 2 half day workshops, also supported by Public Health Wales and industry, which focused on managing infections in residential care homes. Sessions were held on Legionella management; enhanced cleaning requirements when dealing with Norovirus; and maintaining business resilience with Influenza.

A total of 56 delegates attended the training, with 50 delegates (89%) reporting that the workshops provided either very good or excellent value to their business. 55 (98%) delegates reported learning something from attending the training and 48 (86%) delegates confirmed that they would be making changes in their business as a result of what they had learnt.

Oversight of Exhumations in SRS.

Between 01/04/2018 and 31/03/2019, Officers from the Communicable Disease, Health and Safety Team were required to attend 1 exhumation across the SRS region. In accordance with the provisions of the Burial Act 1857, Environmental Health was notified of the exhumation, via a Ministry of Justice licence, to take any necessary actions in the interests of public health and decency. This requires Officer presence at both the disinterring of the coffin and the actual exhumation.

Production of a Health Promotion Video to Inform Young Persons about Skin Piercing/Beauty Treatments – Safeguarding the vulnerable

With the increasing popularity of semi-permanent make-up procedures to cosmetically enhance eye brow, eye and lip areas, there have been concerns that young people may have such treatments done without fully understanding the risks and possible health implications associated with this invasive treatment. Semi-permanent make-up and micro-blading / micro-shading / micro-feathering involves the insertion of pigment beneath the top layers of skin via a 'pen' which contains a series of small needles. These needles create minute cuts in the upper dermis through which the colour is deposited beneath the skin. Whilst the pigment is not inserted to the depth of a traditional tattoo, the risk of infection remains the same.

To raise awareness about potential health effects from cosmetic skin piercing procedures, an Officer from the Communicable Disease, Health and Safety Team arranged for the production of a health promotion video that could be accessed via YouTube. This educational tool, which was supported by CIEH funding, aimed to empower young people to make informed choices about skin piercing beauty treatments before visiting a practitioner.

Contributing Member of the Welsh Government Task & Finish Group for the Special Procedures Licensing Regime.

An Officer from the Communicable Disease, Health and Safety Team has been representing SRS at the Welsh Government's Special Procedures task and finish group since its inception. The group has been actively contributing to the development of the RSPH Level 2 Award in Infection Prevention and Control, and the licence application process for both practitioners and premises (including fee structures), for the new special procedures regulatory framework specified in Part 4 of the Public Health (Wales) Act 2017.

Skin Piercing Registrations – Improving health and wellbeing

Officers from the Communicable Disease, Health and Safety Team routinely carry out skin piercing registration visits, for both premises and practitioners, in accordance with the Local Government (Miscellaneous Provisions) Act 1982 and bye-laws made thereunder. The legislation requires all duty holder carrying on the business of tattooing; semi-permanent skin colouring; cosmetic body piercing; acupuncture and electrolysis to be registered with their respective Local Authority and to operate in compliance with bye-laws specifically sanctioned by that Local Authority.

These visits focus on procedural infection control provisions; assess client consultation arrangements to ensure that the risk of contraindications is minimised; and ensure that the structure of all treatment areas will facilitate effective cleaning and disinfection.

During 2018/2019 Officers carried out 72 skin piercing registration visits across SRS: Bridgend (28); Cardiff (34); Vale of Glamorgan (10).

Requests to Co-operate under Health Protection Legislation – Improving health and wellbeing; safeguarding the vulnerable

In accordance with Regulation 8 of the Health Protection (Local Authority Powers) (Wales) Regulations 2010, Local Authorities have the power to request individuals or groups to co-operate with the Authority for health protection purposes. The 'request to co-operate' is to prevent / protect against / control / provide a public health response to an incidence or spread of infection, or contamination which presents / could present significant harm to health. From an operational perspective this power would be used to exclude an infected person from returning to work with food or vulnerable persons (*i.e. under 5's; over 65's; immunocompromised persons*); to prevent the continuation of an activity that could result in the infection of other people; or to restrict the activities of an infected person so that the risk of spread to the wider community is controlled.

During the 2018 / 2019 business year, the Communicable Disease, Health and Safety Team issued 5 'requests to co-operate' under Regulation 8: 2 semi-permanent make-up practitioners who weren't registered with the Authority to carry out skin piercing treatments were requested to cease activities immediately; 2 confirmed cases (E. coli 0157 and Hepatitis A) were excluded from work until the requisite clearance had been achieved; and 1 Tuberculosis case was requested to co-operate with a prescribed medical testing and monitoring regime to ensure risks to the wider community were negated.

3.4 Customer Evaluation Forms

Once Officers have interviewed a confirmed case of communicable disease, the customer is routinely sent an evaluation questionnaire, alongside an advice sheet about what has made them ill, in order to gauge their opinion of the service provided and identify likely changes in behaviour after discussing their illness with an Officer.

Feedback from all cases:

- 214/216 (99%) cases reported being 'satisfied' with the service, of which 168/216 (78%) reported being 'very satisfied'
- 213/216 (99%) cases reported that the advice given by officers was useful
- 114/210 (54%) cases reported changing their food preparation practices or choices as a result of the interview
- 203/215 (94%) cases reported that the investigating officer suggested a cause for the infection

- 214/216 (99%) cases reported that the officers performance was good, of which 193/216 (89%) reported that the officers performance was very good.

Feedback from Campylobacter cases only:

- 157/172 (91%) cases reported feeling better prepared to prevent further infection.

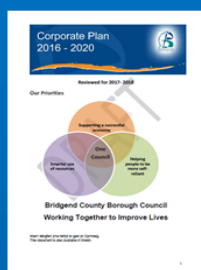
Feedback from cases infected with a pathogen of public health significance:

- 38/42 (90%) cases reported that the preventative measures were clearly explained. Of these, 31/42 (74%) reported that explanations were very clear.

The response rate for returned evaluation forms in 2018 remained low at 20% (217/1068), but was comparable to previous years: 2017 (21%) and 2016 (22%).

Appendix A- Corporate priorities of partner local authorities

Bridgend County Borough Council



Corporate priorities

- Supporting a successful economy;
- Helping people to become more self reliant;
- Smarter use of resources.

Outcomes

- A successful , sustainable and inclusive economy that will be supported by a skilful, ambitious workforce.
- Individuals and families that will be more independent and less reliant on traditional Council services.
- A Council that has lean, robust processes and a skilful workforce. A Supported third/community sector with the opportunity to take on services that meet citizens' needs.

City of Cardiff Council



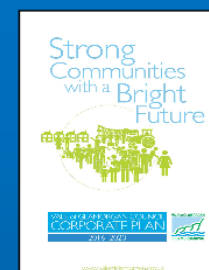
Corporate priorities

- Better education and skills for all;
- Supporting vulnerable people;
- An economy that benefits all our citizens;
- Working together to transform services.

Outcomes

- People in Cardiff are safe and feel safe;
- People achieve their full potential;
- Cardiff has a prosperous economy;
- Cardiff is fair, just and inclusive;
- People in Cardiff are healthy;
- Cardiff is clean and sustainable;
- Cardiff is a great place to live, work and play.

Vale of Glamorgan Council



Corporate priorities

- Reducing poverty and social inclusion;
- Providing decent homes and safe communities;
- Promoting regeneration, economic growth and employment;
- Promoting sustainable development and protecting our environment;
- Raising overall standards of achievement;
- Valuing culture and diversity;
- Encouraging and promoting active and healthy lifestyles;
- Safeguarding those that are vulnerable and promoting independent living.

Outcomes

- An inclusive and safe Vale;
- An environmentally responsible and prosperous Vale;
- An aspirational and culturally vibrant Vale;
- An active and healthy Vale.