

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Tuesday, 10 December 2019
Relevant Scrutiny Committee:	All Scrutiny Committees
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 Services
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.

Recommendations

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

Reasons for Recommendations

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 August 2019 to October 2019.

2. Key Issues for Consideration

Human Resources

- 2.1 Sickness absence levels at the end of Quarter 2 were 3.33 days per FTE person. This is an improvement on the previous year when absence rates were recorded as 3.78 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
<i>Q2 2019/20</i>	<i>0.92</i>	<i>2.41</i>	<i>3.33</i>
<i>Q2 2018/19</i>	<i>0.91</i>	<i>2.86</i>	<i>3.78</i>

- 2.2** There are no immediate discernible trends in either the short-term absence figures, these have remained consistent over the last three years. The long-term sickness absence figures have reduced in the first two quarters of the year, but Q3 and Q4 are likely to show an increase based upon previous years data. This current improvement in absence compares favourably when viewed in a wider context through comparison against the average sickness rates across the partner Councils.

Financial Position Quarter 2

- 2.3** The financial monitoring report for the period 1st July 2019 to 30th September 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 £14k overspend against a gross revenue budget of £8.190m.

Performance Monitoring

- 2.4** 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 2 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 Update - Protecting the Environment

New legislation - Food

- 2.5** In 2019, the Quality Schemes (Agricultural Products and Foodstuffs) Regulations 2018 came into force. These Regulations introduce new powers and penalties for geographical indication (GI) products for agricultural products and foodstuffs, commonly referred to as the Protected Food Names Scheme. The enforcement regime set out in the Regulations identifies specific infringements related to the misuse of a protected food name and allows for a 'compliance notice' to be served where issues are not resolved after advice from an enforcement officer. In the event of failure to comply with a compliance notice, a 'non-compliance penalty notice' of up to £40,000 can be issued.
- 2.6** Currently, the SRS administers a wide range of legislation relating to food and product descriptions and the Committee is asked to note that these Regulations 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

- 2.7** 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; 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.

Service Update - Protecting the Environment

Air Quality

- 2.8** The annual Air Quality progress reports have been approved by all three authorities and submitted to Welsh Government.
- 2.9** A series of drop-in sessions have taken place in Penarth to enable residents to speak with staff and find out more about the sustained improvement in air quality in recent years which has made possible the revocation of the Windsor Road Air Quality Management Area (AQMA). A formal consultation exercise will now follow.
- 2.10** In Bridgend, drop-in sessions have been set up for the week commencing 9th December to give residents and other interested parties the opportunity to discuss options for improving air quality in the Park Street AQMA. The work of the cross departmental group has resulted in a list of mitigation measures for consideration. These will now be subject to cost benefit analysis enabling BCBC Cabinet to consider and give approval to a draft action plan. This in turn will be the subject of formal consultation prior to adoption of a finalised action plan that is currently scheduled for July 2020.
- 2.11** The increased focus upon air quality has caused the SRS management team to consider an appropriate performance indicator. The declaration of an AQMA follows the detection of exceedances of the air quality objectives. There are two set limit values in Wales for nitrogen dioxide (NO₂), namely the annual average limit of **40µg/m³** and the 1-hour limit of **200µg/m³** (not to be exceeded > 18 times per year). To provide a more challenging driver for the reduction of NO₂ levels, two annual performance indicators have been developed by SRS for Cardiff Council. It is suggested that application of these indicators, as set out below, is extended to the Bridgend and Vale of Glamorgan Council areas to provide a clear commitment to continual improvement in air quality across the region. The proposed indicators are:

Within an AQMA – the annual mean ratified concentrations of Nitrogen Dioxide (NO₂) are not to exceed 35µg/m³. This objective applies to **each** monitored location within an AQMA where members of the public might be regularly exposed, such as building façades of residential properties, schools, hospitals, care homes.

Outside an AQMA – a roadside annual mean ratified concentration of Nitrogen Dioxide (NO₂) not to exceed 30µg/m³. This objective applies to the overall average of roadside non-automated monitoring locations where members of the public might be regularly exposed, such as building façades of residential properties, schools, hospitals, care homes.

The Committee is asked to consider and agree the adoption of this performance indicator with effect from 1st January 2020.

Animal Welfare

- 2.12** In August, a planned visit to a keeper of sheep identified the suffering of a flock of nearly 50 animals as well as the presence of several complete and part carcasses. Despite the time of year and associated heat, the animals had not been shorn and still had their heavy winter coats. On examining the animals closely, it became apparent that beneath their wool, the sheep were suffering from severe flystrike, with some so badly affected that they had open wounds exposing muscle and soft tissue. Unfortunately, a number of these had to be put to sleep.
- 2.13** The sheep were seized under the Animal Welfare Act (AWA) and a section 20 AWA application sought in the Magistrates Court. The order was granted in October, giving the authority ownership of the sheep which have since been rehomed and are doing well. The case against the keeper of the sheep is being compiled and the Joint Committee will be advised of the outcome of any action in due course.

Service Update - Supporting Local Business

UKAS

- 2.14** The Metrology laboratory based at County Hall, Cardiff undergoes an annual inspection by auditors of the United Kingdom Accreditation Service (UKAS) to maintain its accreditation under the international Standard 17025: *General requirements for the competence of testing and calibration laboratories*. This year, the audit was particularly significant as it marked the transition from the 2005 iteration of the standard to the new 2017 version. A good deal of work had gone into preparation for the audit, including a complete overhaul of the laboratory's quality manual as required by the different content and layout of the new standard. The auditors commented that for an organisation transitioning in this way, the number of recommendations resulting from the audit was exceptionally low.

- 2.15** The metrology laboratory was first established in 1995, but since the creation of SRS there has been a drive to enhance the income generating capacity of the laboratory. In the last four years, calibration work has been undertaken for over 70 different businesses, the majority of whom are regular and returning customers. These businesses represent a broad range of sectors including avionics, food, pharmaceutical and medical where accuracy and confidence in their weighing equipment is fundamental to their operations.
- 2.16** The new standard is much more customer focused than the previous versions and this is perfectly in line with the SRS approach to excellent customer care. Stemming from this successful transition is the possibility of now widening the scope of the accreditation to include volume as well as weight, and feasibility studies are now being undertaken to scope this work and the additional customer base such an approach would enable the Service to access.

Expansion of training available to businesses

- 2.17** The Service has continued to consolidate its excellent reputation as a training provider and over the last 12 months has identified training needs across local businesses to be able to provide additional courses for which there is a clear demand. For example, in addition to the existing offer of Levels 2 and 3 in Food Hygiene, we are now able to offer a dedicated HACCP (Hazard Analysis and Critical Control Point) course, the only one of its kind in South Wales. In addition, Level 2 and 3 Allergens training is being offered to Food Business Operators and their staff to assist them in complying with the law on allergens and the significant risks that can be involved if not managed properly. The Service has also positioned itself to be an accredited centre for the provision of the Level 2 Award in Infection Control for Special Procedures Practitioners which will be a mandatory requirement for individuals seeking entry onto the Wales Special Procedures Register under the Public Health (Wales) Act.
- 2.18** The Service has begun to work with the Huggard Centre to deliver Level 2 Food Hygiene training. The Huggard Centre is a Cardiff based charity supporting the homeless with the aim of tackling homelessness and helping those who are often excluded from other services to overcome the problems that force them to sleep rough on the streets. Through its Skill Share programme funded by the Active Inclusion Fund and the Wales Council for Voluntary Action, the Huggard Centre arranges for individuals to receive training that will improve their prospects of employment and in turn enable those who have been homeless to rebuild their lives. In October, SRS delivered the Level 2 Award Food Hygiene training to the first cohort at the Huggard Centre. The day was adapted to recognise the fact that many had not studied for years and the feedback shows how the experience has really helped to build their confidence. At the end of the course, the group sat their Level 2 Award examination for which the results are currently awaited. The Service now looks forward to building its relationship with the Huggard Centre, delivering further training, and following with interest the progress of those it has taught.
- Service Update - Improving Health and Well being**

Consumer Safety - Nitrous Oxide

- 2.19** Nitrous oxide (NOS), also known as ‘laughing gas’, is a substance with several legitimate uses in medicine and catering; it is also a popular recreational drug amongst young people. When inhaled, this substance can make users feel euphoric and relaxed, with some reporting hallucinations. However, inhaling nitrous oxide can be dangerous, and can lead to loss of blood pressure, fainting and even heart attack. Prolonged exposure to nitrous oxide may also result in bone marrow suppression and poisoning of the central nervous system. These risks are likely to be exacerbated if the exposure to the gas is combined with alcohol or other drugs.
- 2.20** Nitrous oxide is now being used recreationally in several settings such as clubs, private residences and parks, and is particularly prevalent at festivals. It is commonly sold in small metal canisters containing the gas which is then either transferred into a balloon for inhalation using a bottle opener or a ‘cracker’. These small metal canisters are sold in bulk online and may be presented for use as a whipped cream propellant.
- 2.21** There are several pieces of legislation that are available to enforcement officers to control the supply of this product including the Psychoactive Substances Act 2016 and the General Product Safety Regulations 2005 (GPSR).
- 2.22** GPSR applies to retailers and requires that a seller does not supply a product which they know to be, or should reasonably have presumed to be, dangerous under normal or reasonably foreseeable conditions of use. Where nitrous oxide has been sold or exposed for sale and it can be shown that the seller has reason to believe it will be inhaled for the purposes of intoxication, then the product becomes an ‘unsafe product’ as defined by the GPSR. In these circumstances, the supplier may commit criminal offences in relation to the supply of an unsafe product.
- 2.23** Because of numerous complaints from members of the public and safeguarding partners, SRS officers carried out several inspections and planned operations to address the supply of nitrous oxide (NOS) to consumers including school children. 18 premises have been inspected and 4,687 canisters of NOS seized. Paraphernalia including balloons and bottle openers have also been seized from premises where NOS has been offered for sale. An information poster has also been developed by the team and has been distributed to retailers across SRS as part of an educational campaign.

Port Health Service Plan

- 2.24** SRS publishes several operational plans to advise stakeholders of the work to be carried out in certain environments. The document set out at Appendix 4 is the Port Health Plan, which sets out how the service fulfils its role to monitor the safety of imported food and feed at the point of importation. Joint Committee is asked to consider the plan and approve its use in the SRS region.

High rise buildings

- 2.25** The issues associated with high rise building continue to attract media attention. In September, the Housing Minister commented that *“Whether the problems relate to the building’s cladding, compartmentation between apartments or a lack of fire breaks they impact the overall integrity of the building and its fire safety..... I believe that building owners and developers should face up to their moral responsibility and put right these faults”*.

In October, Sir Martin Moore-Bick published phase 1 of the Grenfell Tower enquiry. The report is limited to investigating the cause of events and does not make any observations upon the regime surrounding the testing and certification of buildings; that will be published in the phase 2 report scheduled for publication in 2020.

SRS officers and Building Control officers at Cardiff Council have held discussions with several developers and property owners in the City to monitor progress on rectifying issues.

Service Update - Safeguarding the Vulnerable

National safeguarding week

- 2.26** The 2019 National Safeguarding Week for Wales took place between 11th – 15th November with the purpose of raising awareness around the importance of safeguarding children and vulnerable adults and to ensure that they are protected from neglect, harm and other forms of abuse. On Tuesday 12th November, SRS staged a Safeguarding Conference to highlight the problem of financial abuse which can take many forms and so can be hard to recognise. Millions of pounds are lost to the UK economy every year because of mass marketing frauds, advance fee frauds and other doorstep-based offending. Over 100 delegates attended the half day event to hear speakers including the Police, the National Trading Standards Economic Crime team, the Office of the Public Guardian, Royal Mail and the Wales Illegal Money Lending Unit. The conference brought together professionals and partners from across this area of crime prevention and safeguarding to share information, raise awareness of initiatives and reinforce the tell-tale signs of financial abuse.

Enforcement Activity

2.27 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 wellbeing; 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 2 Financial report
- Appendix 2 Quarter 2 Performance data
- Appendix 3 Enforcement activity report
- Appendix 4 Port Health Service Plan

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Tuesday, 10 December 2019
Relevant Scrutiny Committee:	No Relevant Scrutiny Committee
Report Title:	Revenue Monitoring for the Period 1st April to 30th September 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 Services
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 two, the Shared Regulatory Service is reporting an overall overspend of £14k, 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. 	

Recommendations

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

Reasons for Recommendations

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 overall overspend of £14k 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	1,669	59
Cardiff	4,793	4,907	(114)
Vale	1,669	1,628	41
Total Gross Expenditure	8,190	8,204	(14)

- 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.

- 2.4** To address these issues, the Service has recruited 4 apprentices, who are being supported to progress within disciplines managed by the Service, ultimately being retained in areas where they are best suited, and the need exists. Additionally, the Service is currently working with local universities in the practical support of students who are enrolled on degree courses relevant to areas within the SRS where there are vacancies. This will provide the student with relevant practical experience to support their qualification, whilst actively contributing to the success and performance of the SRS.
- 2.5** A full breakdown of the forecast outturn position is shown in **Appendix A**.

Core Services

- 2.6** The approved gross Core Services Budget for 2019/20 is £5.861m and has a forecast underspend of £96k. The Core service's budget is allocated in line with the population split across the participating authorities, as illustrated in the following table:

		Gross	Forecast	Outturn
		Budget	Outturn	Variance
Authority	%	£'000's	£'000's	£'000's
Bridgend	22.32%	1,308	1,283	25
Cardiff	57.68%	3,381	3,333	48
Vale	20.00%	1,172	1,149	23
Total Core		5,861	5,765	96

- 2.7** Employee Costs are anticipated to achieve a £22k overspend, which is predominantly the result of the service accessing agency cover plus the employment of a number of apprentices to support certain disciplines which are experiencing difficulty in recruiting into vacant posts. These costs are partially offset by an under-spend within salaries. However, there continues to be ongoing 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 in the autumn of 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 £66k 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 £61k 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 £123k 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 £110k, as detailed in the following table:

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	420	386	34
Cardiff	1,412	1,574	(162)
Vale	497	479	18
Total AS Services	2,329	2,439	(110)

- 2.14** Of the £34k underspend at Bridgend, £29k relates directly to the under-spend 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 £5k underspend within the Bridgend Licensing Section relates to smaller underspends across the headings.
- 2.16** The £162k forecast overspend at Cardiff predominantly relates to an anticipated overspend of £189k 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 its peak towards the end of 2019/20 before commencing a decrease in the monthly sales volume.
- 2.17** HMO Cathays and HMO Plasnewydd are forecasting a combined underspend of £11k, which is spread across the headings.

- 2.18 The new Student Liaison Officer has been appointed and is due to start in October 2019. As a direct result, it is anticipated this activity will generate an underspend of £24k.
- 2.19 The forecast £8k 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 £18k.
- 2.22 The small projected overspend within the Burial section, is anticipated to be directly offset by an under-spend 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 £14k 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 £158k, against a net budget of £5.820m.

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,277	1,228	49
Cardiff	3,215	3,469	(254)
Vale	1,328	1,281	47
Total Net Expenditure	5,820	5,978	(158)

- 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 £49k against a net budget of £1.277m and is the result of income recovery forecast to be £10k 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 £14k.
- 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 £254k 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 £47k, against a net budget of £1.328m, with income within Core anticipated to over recovery by £6k. As at the date of the report, it is anticipated that the Authority Specific 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	331	5							336	331	5
Bridgend Empty Homes	37	37	0							37	37	0
Kennelling & Vets Fees (Bridgend)	47	18	29							47	18	29
Cardiff Licencing				682	871	(189)				682	871	(189)
HMO Cathays				198	191	7				198	191	7
HMO Plasnewydd				268	264	4				268	264	4
Student Liaison				63	39	24				63	39	24
Night Time Noise				61	69	(8)				61	69	(8)
Cardiff Port Health				140	140	0				140	140	0
Vale Licensing							372	372	0	372	372	0
Burials (Vale)							2	3	(1)	2	3	(1)
Pest Control Service (Vale)							103	98	5	103	98	5
Vets & Kennelling Fees (Vale)							20	6	14	20	6	14
<i>Sub total</i>	420	386	34	1,412	1,574	(162)	497	479	18	2,329	2,439	(110)
<u>Core Services</u>												
Animal Services	87	93	(6)	226	240	(14)	79	83	(4)	392	416	(24)
Environmental	63	44	19	162	115	47	56	40	16	281	199	82
Food	331	308	23	855	795	60	296	276	20	1,482	1,379	103
Housing	142	146	(4)	366	397	(31)	127	131	(4)	635	674	(39)
Health & Safety & Communicable Disease	137	135	2	354	348	6	123	121	2	614	604	10
Pollution	180	186	(6)	466	480	(14)	161	166	(5)	807	832	(25)
Trading Standards	368	371	(3)	952	958	(6)	330	332	(2)	1,650	1,661	(11)
<i>Sub total</i>	1,308	1,283	25	3,381	3,333	48	1,172	1,149	23	5,861	5,765	96
Gross Expenditure Budget	1,728	1,669	59	4,793	4,907	(114)	1,669	1,628	41	8,190	8,204	(14)

	2019/20 Expenditure Budget £000's	2019/20 Income Budget £000's	2019/20 Net Budget £000's	Sep-19 Profiled Net Budget £000's	Sep-19 Actual Expenditure £000's	Sep-19 Actual Income £000's	Sep-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	628	605	(22)	583	45	1,226	29
Authority Specific										
Licensing	336	(398)	(62)	(31)	151	(203)	(52)	21	(53)	(9)
Empty Homes	37	0	37	19	19	0	19	0	37	0
Kenneling & Vets	47	0	47	23	7	0	7	16	18	29
	1,728	(451)	1,277	639	782	(225)	557	82	1,228	49
Cardiff										
Core	3,381	(261)	3,120	1,560	1,581	(80)	1,501	59	3,132	(12)
Authority Specific										
Cardiff Licencing	682	(959)	(277)	(139)	438	(477)	(39)	(100)	(29)	(248)
HMO Cathays	198	(55)	143	71	85	(42)	43	28	59	84
HMO Plasnewydd	268	(177)	91	46	127	(27)	100	(54)	185	(94)
Student Liaison	63	0	63	32	8	0	8	24	39	24
Night Time Noise	61	0	61	30	35	0	35	(5)	69	(8)
Cardiff Port Health	140	(126)	14	7	69	(63)	6	1	14	0
	4,793	(1,578)	3,215	1,607	2,343	(689)	1,654	(47)	3,469	(254)
Vale of Glamorgan										
Core	1,172	(11)	1,161	581	542	(17)	525	56	1,132	29
Authority Specific										
Vale Licensing	372	(290)	82	41	175	(162)	13	28	83	(1)
Burials (Vale)	2	0	2	1	2	0	2	(1)	3	(1)
Pest Control Service (Vale)	103	(40)	63	31	45	(33)	12	19	58	5
Vets & Kennelling Fees (Vale)	20	0	20	10	2	0	2	8	5	15
	1,669	(341)	1,328	664	766	(212)	554	110	1,281	47
Grand Total	8,190	(2,370)	5,820	2,910	3,891	(1,126)	2,765	145	5,978	(158)

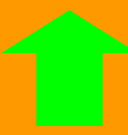
	Target achieved or exceeded		Well below target but expected to improve
	Target not achieved but on target for end of year		Well below target - Urgent improvement required
	Target not achieved - Corrective action required		

Team	Authority	Ref	Title	Q2 Actual	RAG Status2	Q2 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.	30			
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.	55			
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.	54.55%	Green	As this is a cumulative measure, it is expected to achieve at least 50% of the annual inspection programme at the end of Qtr 2 which on this occasion has been exceeded.	100%
Food - Combined total							
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.	114			
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.	212			
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.	53.77%	Green	As this is a cumulative measure, it is expected to achieve at least 50% of the annual inspection programme at the end of Qtr 2 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.	32			
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.	80			
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.	40.00%	Amber 	As this is a cumulative measure, it is generally expected to achieve at least 50% of the annual inspection programme at the end of Qtr 2 however the current programme only anticipates 23 premises being completed at this stage of which 22 were in fact completed. The additional 10 visits recorded in this quarter form part of the annual programme which had been scheduled for later on in the year.	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.	176			
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.	347			
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.	50.72%	Green	As this is a cumulative measure, it is expected to achieve at least 50% of the annual inspection programme at the end of Qtr 2 which on this occasion has been exceeded.	100%

Team	Authority	Ref	Title	Q2 Actual	RAG Status2	Q2 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.	119			
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	368			
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.	32.34%	Red	As this is a cumulative measure, it is generally expected to achieve at least 45% of the annual inspection programme at the end of Qtr 2. The shortfall of inspections is largely due to a number of vacancies within the service. Although some vacancies have been filled, a training programme is required before officers are able to inspect. A further 2 vacancies remain outstanding along with one vacant post due to maternity leave. The service is currently liaising with contactors to undertake a piece of work.	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.	260			
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	1033			
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.	25.17%	Red	As this is a cumulative measure, it is generally expected to achieve at least 45% of the annual inspection programme at the end of Qtr 2. The shortfall of inspections is largely due to a number of vacancies within the service. Although some vacancies have been filled, a training programme is required before officers are able to inspect. A further 2 vacancies remain outstanding along with one vacant post due to maternity leave. The service is currently liaising with contactors to undertake a piece of work.	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.	83			
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.	303			
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.	27.39%	Red	As this is a cumulative measure, it is generally expected to achieve at least 45% of the annual inspection programme at the end of Qtr 2. The shortfall of inspections is largely due to a number of vacancies within the service. Although some vacancies have been filled, a training programme is required before officers are able to inspect. A further 2 vacancies remain outstanding along with one vacant post due to maternity leave. The service is currently liaising with contactors to undertake a piece of work.	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.	462			
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	1704			
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.	27.11%	Red	As this is a cumulative measure, it is generally expected to achieve at least 45% of the annual inspection programme at the end of Qtr 2. The shortfall of inspections is largely due to a number of vacancies within the service. Although some vacancies have been filled, a training programme is required before officers are able to inspect. A further 2 vacancies remain outstanding along with one vacant post due to maternity leave. The service is currently liaising with contactors to undertake a piece of work.	90%

Team	Authority	Ref	Title	Q2 Actual	RAG Status2	Q2 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.	87			
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	111			
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.	78.38%	Red	The shortfall of inspections is largely due to a number of vacancies within the service and demands placed on the service due to the number of events taking place in Qtr 2 . Although some vacancies have been filled, a training programme is required before officers are able to inspect. A further 2 vacancies remain outstanding along with one vacant post due to maternity leave. The service is currently liaising with contactors to undertake a piece of work.	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.	167			
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	359			
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.	46.52%	Red	The shortfall of inspections is largely due to a number of vacancies within the service and demands placed on the service due to the number of events taking place in Qtr 2 . Although some vacancies have been filled, a training programme is required before officers are able to inspect. A further 2 vacancies remain outstanding along with one vacant post due to maternity leave. The service is currently liaising with contactors to undertake a piece of work.	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.	76			
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	112			
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.	67.86%	Red	The shortfall of inspections is largely due to a number of vacancies within the service and demands placed on the service due to the number of events taking place in Qtr 2 . Although some vacancies have been filled, a training programme is required before officers are able to inspect. A further 2 vacancies remain outstanding along with one vacant post due to maternity leave. The service is currently liaising with contactors to undertake a piece of work.	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.	330			
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	582			
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.	56.70%	Red	The shortfall of inspections is largely due to a number of vacancies within the service and demands placed on the service due to the number of events taking place in Qtr 2 . Although some vacancies have been filled, a training programme is required before officers are able to inspect. A further 2 vacancies remain outstanding along with one vacant post due to maternity leave. The service is currently liaising with contactors to undertake a piece of work.Autukn	90%

Team	Authority	Ref	Title	Q2 Actual	RAG Status2	Q2 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.	1288			
Food	Bridgend	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	1325			
Food	Bridgend	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.21%	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.	3101			
Food	Cardiff	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	3256			
Food	Cardiff	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	95.24%	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.	1173			
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	1217			
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	96.38%	Green	Target exceeded.	94%
Food							
Food	SRS	PAM/023 (formerly PPN/009)	The number of food establishments which are 'Broadly Compliant' during the year as at 31 March.	5562			
Food	SRS	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	5798			
Food	SRS	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	95.93%	Green	Target exceeded.	94%

Team	Authority	Ref	Title	Q2 Actual	RAG Status2	Q2 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.	2			
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.	33.33%	Red	As this is a cumulative measure it is generally expected to achieve at least 50% of the inspection programme at the end of Qtr 2. The results for Qtr 2 however reflect that of the visits due to be completed, only one visit remains outstanding. This will be completed during Qtr 3. If one more visit had been completed within the quarter, the RAG status would be green.	100%
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.	15			
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.	38			
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.	39.47%	Red	As this is a cumulative measure it is generally expected to achieve at least 50% of the inspection programme at the end of Qtr 2. The results for Qtr 2 however reflect that of the visits due to be completed by end of Qtr 2, four visits remains outstanding. These will be completed during Qtr 3. Had 4 more visits been completed during the period, the RAG status would be green.	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.	2			
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.	33.33%	Amber 	As this is a cumulative measure it is generally expected to achieve at least 50% of the annual inspection programme at the end of Qtr 2 however the current programme only anticipates 2 premises being completed of which only one was in fact completed. The additional one visit recorded this quarter forms part of the annual programme which had been scheduled for later on in the year.	100%
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.	19			
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.	50			
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.	38.00%	Red	As this is a cumulative measure it is expected to achieve at least 50% of the inspection programme at the end of Qtr 2. The results for Qtr 2 however reflect that six visits remain outstanding. These will however be completed during Qtr 3.	100%

Team	Authority	Ref	Title	Q2 Actual	RAG Status2	Q2 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.	107			
Trading Standards - Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	140			
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.	76.43%	Amber	In order to achieve target we would normally expect to reach 80% of new businesses identified each quarter. At the end of this quarter, this equates to 112 contacts which would be expected to be carried out; this represents a shortfall of 5 inspections to meet target of 80%.	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.	366			
Trading Standards - Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	470			
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.	77.87%	Amber	In order to achieve target we would normally expect to reach 80% of new businesses identified each quarter. At the end of this quarter, this equates to 376 contacts which would be expected to be carried out; this represents a shortfall of 10 inspections to meet target of 80%.	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.	122			
Trading Standards - Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	162			
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.	75.31%	Amber	In order to achieve target we would normally expect to reach 80% of new businesses identified each quarter. At the end of this quarter, this equates to 130 contacts which would be expected to be carried out; this represents a shortfall of 8 inspections to meet target of 80%.	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.	595			
Trading Standards - SRS Combined total		SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	772			
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.	77.07%	Amber	In order to achieve target we would normally expect to reach 80% of new businesses identified each quarter. At the end of this quarter, this equates to 618 contacts which would be expected to be carried out; this represents a shortfall of 23 inspections to meet target of 80%.	80%

Team	Authority	Ref	Title	Qtr 2 Actual	RAG Status2	Qtr 2 Comment	Annual Target
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	282			
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints received.	291			
Pollution	Bridgend	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	96.91%	Green	Target exceeded	90%
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	656			
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints received.	717			
Pollution	Cardiff	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	91.49%	Green	Target exceeded	90%
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	118			
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints received.	137			
Pollution	Vale of Glam	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	86.13%	Amber	The call handling and initial response to Neighbourhood Services Pollution calls had been taken over by C1V at the beginning of this quarter. There may be some data recording anomalies and managers are investigating to ensure the accuracy of these statistics.	90%
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	1056			
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints received.	1145			
Pollution	SRS	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	92.23%	Green	Target exceeded	90%

Team	Authority	Ref	Title	Qtr 2 Actual	RAG Status2	Qtr 2 Comment	Annual Target
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	81			
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	106			
Pollution	Bridgend	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	76.42%	Green	Target exceeded	75%
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	206			
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	264			
Pollution	Cardiff	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	78.03%	Green	Target exceeded	75%
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	70			
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	90			
Pollution	Vale of Glam	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	77.78%	Green	Target exceeded	75%
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	357			
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	460			
Pollution	SRS	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	77.61%	Green	Target exceeded	75%

Team	Authority	Ref	Title	Qtr 2 Actual	RAG Status2	Qtr 2 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 achieved.	90%
Pollution	Cardiff	SRS/LC/010	No of alarm complaints responded to within one day.	31			
Pollution	Cardiff	SRS/LC/010	No. of alarm complaints received.	32			
Pollution	Cardiff	SRS/LC/010	Percentage of alarm complaints responded to within one day.	96.88%	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.	37			
Pollution	SRS	SRS/LC/010	No. of alarm complaints received.	38			
Pollution	SRS	SRS/LC/010	Percentage of alarm complaints responded to within one day.	97.37%	Green	Target exceeded	90%

Team	Authority	Ref	Title	Qtr 2 Actual	RAG Status2	Qtr 2 Comment	Annual Target
Licensing	Bridgend	SRS/LC/004	Number of applications determined within 2 months	32			
Licensing	Bridgend	SRS/LC/004	Number of applications received	32			
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	147			
Licensing	Cardiff	SRS/LC/004	Number of applications received	147			
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	22			
Licensing	Vale of Glam	SRS/LC/004	Number of applications received	22			
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	201			
Licensing	SRS	SRS/LC/004	Number of applications received	201			
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 2 Actual	RAG Status2	Qtr 2 Comment	Annual Target
Licensing	Bridgend	SRS/LC/005	Number of applications determined within 2 months	25			
Licensing	Bridgend	SRS/LC/005	Number of applications received	25			
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	112			
Licensing	Cardiff	SRS/LC/005	Number of applications received	112			
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	19			
Licensing	Vale of Glam	SRS/LC/005	Number of applications received	19			
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	156			
Licensing	SRS	SRS/LC/005	Number of applications received	156			
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 2 Actual	RAG Status2	Qtr 2 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	0			
Licensing	Cardiff	SRS/LC/006	Number of applications received	0			
Licensing	Cardiff	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received	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	0			
Licensing	SRS	SRS/LC/006	Number of applications received	0			
Licensing	SRS	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received	100%

Appendix 3 - Summary of cases concluding between September and the end of November 2019

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

Case	Court date	Offence(s)	Outcome
1	5.9.19	<p>Visits by officers of Shared Regulatory Services highlighted a failure of a shisha lounge to comply with the requirements of the Health Act. The area designated for smoking was considered to be substantially enclosed, as it had a fully enclosed roof/ceiling, walls comprising of solid structures and high level shutters which were found in a closed position.</p> <p>Guilty pleas were entered by the company and one of its Directors</p>	<p>The magistrates fined the company £500 for each offence giving a total fine of £1500, and ordered the payment of costs in the sum of £175 and a victim surcharge of £50. The Director was fined £200 for each offence giving a total fine of £600, he was also ordered to pay costs of £175 and a victim surcharge of £30.</p>
2	5.9.19	<p>Smoking offences were found when officers of SRS visited a shisha premises where the lounge had fully enclosed internal walls and a fully enclosed roof/ceiling. The openings to the roof at the rear of the shisha lounge were found to be covered with boards. The defendant company and two directors each pleaded guilty to 2 offences under the Health Act 2006 in relation to the smoking of shisha at their premises.</p>	<p>Both directors were fined £200 per offence giving total fines of £400 each and ordered to pay costs of £150 each and a victim surcharge of £30 each. The company was fined £500 for each offence giving a total fine £1000, and ordered to pay costs of £3150 and a victim surcharge of £50</p>
3	5.9.19	<p>The defendant failed to attend the hearing and the case was heard in his absence. The Magistrates found both him and his company guilty of four offences under the Health Act 2006 relating to the smoking of shisha at their premises where the lounge had a fully enclosed roof/ceiling, two walls which were</p>	<p>The Director was fined £660 for each offence giving a total fine of £2640, and ordered to pay costs of £3175 and a victim surcharge of £66. The company was fined £770 for each offence giving a total fine of £3080, and ordered to pay costs of</p>

		solid structures and two walls containing shutters which were in a closed position.	£175 and a victim surcharge of £77.
4	9.9.19	The defendant in this case pleaded guilty to one offence under the General Product Safety Regulations of supplying contact lenses which were subject to a safety notice and guilty to one offence under the Consumer Protection from Unfair Trading Regulations for promoting Fingerling toys which were similar to a product made by a particular manufacturer, in such a way as to deliberately mislead consumers.	The defendant was given a 12 month conditional discharge for both offences and ordered to pay costs of £2500.
5	12.9.19	This case involved the failure to return a taxi plate and was heard in the Magistrates court.	The defendant was fined £250 and ordered to pay £150 prosecution costs and £30 Victim Surcharge.
6	27.9.19	Both defendants in this case pleaded guilty to six offences under the Food Hygiene (Wales) Regulations. SRS officers inspected the defendants' burger van which was located at a retail park and discovered the following food hygiene breaches <ul style="list-style-type: none"> • failing to ensure an adequate supply of hot/cold portable water; • failing to ensure food was protected against contamination; • failing to ensure premises kept clean and in good condition; • failing to ensure equipment was adequately cleaned; • failing to implement procedures based on 	The business was shut down and the defendants given a band C fine and each fined £300, they were also ordered to pay £750 costs each. This makes a total of each having to pay £1080 to include the victim surcharge.

		<p>HACCP principles and</p> <ul style="list-style-type: none"> • failing to ensure those working in a food handling area maintained a high degree of cleanliness. 	
7	27.9.18	<p>The defendant in this doorstep crime case already had a 26 week suspended sentence when further offences were committed which left three residents thousands of pounds out of pocket. The defendant was produced in court on a warrant and admitted the breach of suspended sentence.</p> <p>The new offences were committed prior to the offences which are the subject of multiple suspended sentences. The breach was a failure to comply with the requirements rather than the commission of a further offence during the operational period.</p>	<p>The Defendant was sentenced as follows after credit was given for guilty plea and taking account of totality:</p> <p>Charge 1: 12 weeks custody</p> <p>Charge 2: 12 weeks custody consecutive</p> <p>Charge 3: 12 weeks custody consecutive</p> <p>The Judge activated the consecutive sentence in part, that being a further 12 weeks custody consecutive (this was in respect of breach of the 26 week suspended sentence. No action was taken on the breach of the other suspended sentences). Thus there was a total sentence of 48 weeks custody</p> <p>The District Judge ordered compensation, totalling £4950 to be paid to the victims within two years. As a result of priority being given to the provision of compensation, no costs were awarded</p>
8	3.10.19	<p>The defendant had earlier pleaded guilty to four offences under the Consumer Protection from Unfair Trading Regulations 2008 and to seven offences under the Fraud Act 2006 for fraud by false representation and participating in a fraudulent business. The offending left a number of residents</p>	<p>The defendant was sentenced to 16 months imprisonment of which he will serve half in custody and the remainder on licence. No order for costs was made given the sentence imposed. A victim surcharge of £149 was ordered to be paid within 3 months from release.</p>

		<p>thousands of pounds out of pocket and followed prosecution of the defendant for similar activities previously. There was also a history of breaching suspended sentences and community orders.</p> <p>The court was also informed that the defendant had a chronic gambling addiction but all the consumers in the current case had been repaid the monies owed to them.</p> <p>In passing sentence the District Judge the defendant that he had 'lied, lied and lied and had no intention of doing anything for these people'. She commented that he had then gone on to defraud someone who was considered to be a friend. She told him that he had only repaid the victims in the case in the hope of getting a lighter sentence; his previous convictions for similar offences and his breach of 6 court orders could not be overlooked. She considered the offences so serious that only an immediate prison sentence was warranted.</p>	
9	10.10.19	<p>The defendant pleaded guilty to one offence of failing to activate the taxi meter and one offence of charging more than the authorised fare.</p> <p>In mitigation the defence solicitor asked for full credit for the early guilty plea and the court was advised that the defendant had been working as a taxi driver for 5 years without an incident. On the night in question it had been busy and people weren't paying him as they were intoxicated. For this reason he forgot to turn on</p>	The Magistrates imposed a total fine of £300, and ordered the defendant to pay costs of £150 and a victim surcharge of £30.

		the meter.	
10	10.10.19	<p>This case involved the misuse of trust marks by the defendant on his business paperwork, website and a vehicle while not actually being a member of those organisations or having the necessary authorisation to use them.</p> <p>Guilty pleas were entered for thirteen offences under the Consumer Protection from Unfair Trading Regulations 2008 and one offence under the Fraud Act 2006.</p> <p>In mitigation, his solicitor told the court that for some of the trust marks he had in the past been a member of those organisations but his membership had lapsed due to the financial cost involved in being a member.</p>	The magistrates fined him a total of £160, and ordered him to pay costs of £300 together with a victim surcharge of £30.
11	21.10.19	<p>The defendant and property owner in this case pleaded guilty to ten offences under the Management of Houses in Multiple Occupation (Wales) Regulations 2006, one offence under the Housing Act 2004 and 3 offences under the Housing (Wales) Act 2014. A visit to the property by SRS officers had discovered the following:</p> <ul style="list-style-type: none"> • No managers details were displayed in the property • No fire alarm system was present. • Structural fire protection was inadequate. • No fire blanket in the kitchen. • Inadequate means of escape from fire. • Inaccessible gas emergency shut off valve. 	In sentencing, the District Judge told the defendant that he had signed the documents which put him in charge of the property but he had turned his back on it. He accepted that no money had gone to him but he should now be aware of his responsibilities in the future. He was fined £600, and ordered to pay costs of £880 together with a victim surcharge of £30.

		<ul style="list-style-type: none"> • Inaccessible electrical consumer unit. • Failure to obtain a gas safety certificate. • Failure to obtain a Domestic Electrical Installation Condition Report • Failure to maintain the heating system. • Operating a licensable house in multiple occupation without a licence. • Failure to register. • Carrying out letting activities without a licence. • Carrying out management activities without a licence <p>In mitigation, the defence solicitor advised the court that on the date that the property transferred to the defendant he was travelling to Yemen and was not aware that the transfer had ever taken place. He had signed the transfer document some time before but did not realise that the sale of the property had actually gone through. He had not ignored his obligations – he just didn't know the transfer had taken place.</p>	
12	24.10.19	<p>The defendant pleaded guilty on behalf of both his company and himself, to one offence under the Health Act 2006 after SRS officers witnessed customers smoking shisha pipes in a substantially enclosed shisha lounge.</p> <p>In mitigation the court heard that at the time of the visit the premises were enclosed as they had been shut earlier in the day by the cleaners who had then forgotten to re-open them.</p>	<p>The magistrates fined both the company and the director £100 each, and ordered them both to pay £100 costs each together with a victim surcharge of £30 each.</p>

13	24.10.19	<p>This case involved failure to comply with a noise abatement notice in respect of loud music originating from the defendant's property. The defendant failed to attend court and the matter was decided in his absence.</p> <p>An application was made by the prosecution for compensation for the neighbour who had suffered from the loud music.</p>	<p>The defendant was fined £440, ordered to pay costs of £200 and a victim surcharge of £44. The magistrates declined to make the order for compensation on the basis that it might 'inflame the situation'.</p>
14	25.10.19	<p>The defendant in this doorstep crime case pleaded guilty to three offences under the Consumer Protection from Unfair Trading Regulations 2008 in respect of misleading and commercial practices. Officers from Shared Regulatory Services were contacted by an elderly resident who had paid monies to a man called 'John' to lay a patio, do some gardening works and general maintenance after receiving a flyer through her door. She suffered from mobility issues and wanted the garden to be accessible and flat. An investigation showed that the defendant had charged her for £7500 for work which was later valued by an expert to be only worth £3000. The expert concluded that whilst the materials used were of good quality the workmanship was of a poor standard. The complainant has subsequently had a serious fall requiring surgery due to the unevenness of the patio. The defendant had promised to rectify the work but had failed to do so. The paperwork he had provided her with failed to correctly identify him or his business address and failed to notify her of her</p>	<p>In sentencing the magistrates considered that the provision of compensation to the victim in the case was paramount. An award of £4500 compensation was made to the complainant and this will be deducted from the defendant's benefits over time. No other financial sentence was imposed with and no costs were awarded.</p>

		cancellation rights. He had refused to accept payment by cheque and had taken her son to the bank to get cash.	
15	31.10.19	The defendant appeared via video link from prison and entered a guilty plea to the charge serving hot food after 11.00pm without having a Premises Licence.	As the defendant had been sentenced to a period of imprisonment for 32 months in September 2019, the Magistrates imposed no separate penalty for the offence and made no order as to costs.
16	31.10.19	Neither of the two defendants attended court and the case was proven in their absence. They were both found guilty of two offences under the Environmental Protection Act 1990 and the Housing Act 2004 for failing to comply with notices issued under that legislation requiring them to carry out works to their rental property	They were fined a total of £880 each, ordered to pay costs of £175 each and a victim surcharge of £44 each
17	7.11.19	<p>The two defendants in this case each pleaded guilty to two offences under the Food Hygiene (Wales) Regulations 2006 for failing to comply with two Hygiene Improvement Notices served on their food business. Guilty pleas had earlier been entered on behalf of the company running the business.</p> <p>Officers from Shared Regulatory Services had visited the premises and discovered yoghurt containers being used to store raw and ready to eat food and dirty food equipment. The officers also discovered the business using sanitisers which did not conform to British Standards and chopping boards used for raw and</p>	In sentencing the magistrates expressed concern that the business had a food hygiene rating of 2 in 2015; that despite multiple visits from officers in 2018 action was not taken in a timely manner and that temperature records were not in place. They considered that the defendants' culpability was High and they considered that the risk of harm from cross contamination was a Category 1 (high). Both directors were fined a total of £2766 each, ordered to pay costs of £500 each and a victim surcharge of £138 each. The company was fined a total of £10,000, ordered to pay costs of £31,175 and a victim surcharge of £170.

		<p>ready to eat foods being stacked together when wet posing a potential risk of cross contamination. Further visits noted ongoing hygiene issues and the business was given a food hygiene rating of 2 in July 2018. In September 2018 the business was served with 3 hygiene improvement notices dealing with the use of food containers, the cleaning of equipment and the training of staff on hygiene matters. A further visit on 3rd October 2018 discovered that, whilst the business had complied with its staff training requirement, it was still using the same style yoghurt pots for raw and ready to eat foods and dirty equipment that came into contact with food was being used. The Prosecution considered all the defendants culpability to be in the High Category and the risk of Harm to be a Category 1.</p> <p>The court was told the court had a turnover of between £400,000 and £500,000 and a profit before tax of £90,000. Standards had also improved and the business now had a food hygiene rating of 5.</p>	
18	7.11.19	<p>The defendant in this case pleaded guilty to one offence under the Health and Safety at Work etc. Act 1974 for failing to take appropriate measures to prevent fire or explosion and protect people from the effects of fire or explosion in relation to the storage of fireworks at his business premises.</p> <p>An Explosives Licence was held by the defendant and advice had been given to him regarding the correct</p>	<p>In sentencing the magistrates considered that the defendants' culpability was in the medium category as he wasn't there on a day to day basis and he had in fact been used by his aunt. They considered the risk of harm to be a category 1 as there was potential for a number of people to be hurt. The defendant was fined £1516, ordered to pay costs of £650 and a victim surcharge of £151.</p>

		<p>storage of fireworks. However, a visit from officers of the Shared Regulatory Services in October 2018 highlighted a number of issues including rocket fireworks being stored in a suitcase on top of a shelf, no measures in place to prevent the spread of fire, emergency exits not maintained, fireworks stored in corroded cabinets with flammable papers and open boxes of fireworks, one of which contained a knife causing a risk of piercing to the fireworks.</p> <p>In mitigation the court was advised that the defendant sold the fireworks from the business which belonged to his aunt. She had held the explosives licence before him but had surrendered the licence when she had been prosecuted in 2016 for the same offence. The defendant had a full time job elsewhere and was very rarely at the premises. He has now surrendered the licence and confirmed that there are no fireworks at the premises. He only sold about 4 weeks in a year, it was a very small business and he accepted his failure. He has 3 young children and earns £1500 from his job.</p>	
19	12.11.19	<p>The defendant, the director of a food business pleaded guilty to eight offences under the Food Hygiene (Wales) Regulations 2006. A visit by officers from Shared Regulatory Services discovered a number of food hygiene breaches including</p> <ul style="list-style-type: none"> • A failure to control pests • A failure to maintain the premises in a clean condition 	The defendant was fined £900 and ordered to pay costs of £300 together with a victim surcharge of £90.

		<ul style="list-style-type: none"> • A failure to maintain the premises in good repair • A failure to maintain equipment in a clean condition • A failure to provide materials for cleaning hands at a wash basin • A failure to ensure food protected from cross contamination • A failure to remove accumulated refuse • A failure to install a lobby between a toilet and a food room 	
20	14.11.19	<p>This case concerned a Hackney Carriage driver failing to activate the fitted meter and charging more than the authorised fare.</p> <p>Evidence was given on oath by the two complainants in the case describing how the defendant had picked them and their friends up. After they had set off on the journey the defendant gave no response when challenged that the meter was not activated and then requested a fare of £30 on the basis that he had to take them via the link road way as the town centre would be congested. The journey only took about 10 minutes. Both witnesses confirmed that they didn't feel that they had any choice in the matter as it was dark and they were visitors. No formal identification of the defendant had been made but both witnesses had recorded the vehicle's registration and plate number when they were dropped off.</p>	<p>The District Judge found the defendant guilty of both offences. He told him that he was satisfied beyond all reasonable doubt that the complainants' record of events was accurate and the vehicle had been driven by him. The defendant was fined £180 for each offence giving a total fine of £360, ordered to pay costs of £800 which included witness costs of £154 each and a victim surcharge of £30.</p>

		When the defendant gave evidence on oath he told the court that he did not recall either the incident or the complainants. He recalled only one incident of picking up passengers at the stadium around that time of year and taking them to the Ibis hotel.	
21	15.11.19	<p>After initially pleading not guilty to one charge under the Criminal Justice Act 1988 for selling a knife to a person under the age of 18 years, the defendant changed their plea to guilty</p> <p>In mitigation, the defence counsel advised the court that the knife was placed quite high up and underage sale posters had been put up in the shop albeit they accepted the posters were incorrect. The defendant had been offered advice by SRS but did not take this offer up. This was something the defendant now regretted.</p>	The defendant was fined £2,000.00 and ordered to pay £1,290.00 costs together with a victim surcharge of £170.00
22	15.11.19	<p>After initially pleading not guilty to two offences of failing to comply with a noise abatement notice, the defendant changed their plea on the morning of the hearing, to guilty for both offences.</p> <p>In mitigation she told the court that she was the manager of the bar but had been away from work for some time as she had been ill with cancer.</p>	The defendant received a fine of £100 for both offences, costs of £200 and a victim surcharge of £30
23	15.11.19	The defendant had earlier pleaded guilty to six offences under the Food Hygiene (Wales) Regulations 2006 and a further two offences under the Food	He was fined a total of £1200, ordered to pay costs of £400 and a victim surcharge of £30.

		<p>Hygiene Rating (Wales) Act 2013.</p> <p>The charges arose from a visit to the Food Business Operator's premises by officers of Shared Regulatory Services where a number of breaches of food hygiene legislation were found. These included</p> <ul style="list-style-type: none">• failing to ensure procedures to adequately control pests• failing to ensure all fittings and equipment were effectively cleaned• failing to ensure the premises were cleaned and kept in good repair.• failing to display their food hygiene rating sticker and when the rating sticker was displayed it was invalid.	
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Shared Regulatory Services



Port Health

Port Health Service Plan

2019 - 2020



Shared
Regulatory
Services

Cyngor Bwrdeistref Sirol



VALE of GLAMORGAN



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Appendix A – Corporate priorities and key outcomes of partner local authorities

1. Introduction

The Ports of Cardiff and Barry, and Cardiff International Airport provide entry points from within and outside the EU and require Shared Regulatory Services to carry out a range of health controls at these UK borders. These controls are provided by Port Health Officers from Shared Regulatory Services who enforce regulations on behalf of central government.

The responsibilities of these officers include; monitoring the safety of imported food and feed at the point of import, undertaking ship inspections, enforcing food safety and hygiene standards and general public health law. The control of infectious disease is managed jointly by the Port Health Officers and Lead Officers in Communicable Disease.

This Operational Plan is produced to inform interested parties of the arrangements Shared Regulatory Services have in place to regulate Port Health. It explains how the Port Health Team will fulfill its purpose of preventing and controlling infectious disease coming into Cardiff, Barry and the surrounding areas via the ports and airport to protect the health of the public. The Plan also details how the statutory obligations in relation to food safety, imported food control, ship sanitation, disinsection, waste control and animal health will be delivered.

Christina Hill

Operational Manager Commercial Services

1. Background

2.1 Profile of Cardiff Port

The district of Cardiff Port Health Authority extends from Sully Island to the River Rhymney, from low water mark to a point three miles seaward, including all docks, harbours and vessels within these limits

Cardiff Port Health Authority was originally established by a Provisional Order in 1882, becoming permanently constituted by the Cardiff Port Order (1894) and consolidated by the Cardiff Port Order (1938) and the Port Health Authorities (Wales) Order (1974).

The history of Cardiff docks began in 1794 with the completion of the Glamorganshire Canal which linked Merthyr to the small town of Cardiff. A small basin was built which linked the canal to the Bristol Channel and this provided a means for exporting the rich coal and iron reserves present in the South Wales Valleys.

The export of coal and iron grew rapidly during the early 19th century and led to the construction of West Bute Dock (1839), East Bute Dock (1859), Roath Dock (1887) and the Queen Alexandra Docks (1907). By 1913, Cardiff had become the biggest coal exporting dock in the world.

A fall in the demand for Welsh coal, the Great Depression in the 1930s and the outbreak of World War II contributed to the gradual decline of the port. Today, however, the port of Cardiff remains active and is a mixed cargo port.

Last year the port received 242 ships from all over the world; mainly handling cat litter, steel, forestry products, dry and liquid bulks and the occasional large cruise ship.

2.2 Profile of Barry Port

The Port of Barry is nine miles west of Cardiff. In the second half of the 19th century the Port of Cardiff, the main coal exporting port in Wales became too small to handle all exports other than those of the owners. In 1883 a group of mine owners, sought permission to build a dock at Barry, serviced by a new railway. Work began on the new dock at Barry on 14 November 1884, along with the construction of the new railway link. Everything was completed in double quick time and the dock opened for trade in 1889.

In due course, further docks were added and while exports in the first year were just one million tons, by 1903 they had multiplied to over nine million. By 1913, the year before the outbreak of World War One, Barry had surpassed both Cardiff and Penarth to become the largest coal exporting port in the country.

The collapse of the Welsh coal trade after the war left Barry Port struggling for survival. In 1959 bananas were imported from the West Indies but moved out in the 1980s.

The docks, whose road links were dramatically improved with the opening of the Docks Link Road in 1981, now have direct road access with the M4 motorway. The docks can handle vessels up to 23,000 tonnes and the first-class tidal position close to the deep-water channel of the Severn Estuary, allows for scheduled sailings. In the previous year there were 62 incoming vessels.

Last year the port received 67 ships from all over the world. The majority of vessel movements are associated with handling liquid bulks for the local chemical industry Dow Corning. In addition, the commencement of construction of the new Hinckley Point Power Station has resulted in an increase in vessel movements from work boats transporting materials to and from it. There is no longer any routine container activity associated with this port.

2.3 Profile of Cardiff Airport

Cardiff International Airport is a relatively small international airport located on the outskirts of the village of Rhoose, in the Vale of Glamorgan, approximately 12 miles (19km) south-west of the Welsh capital, Cardiff. The airport is a major facility for the area serving all business and tourist traffic for south and mid Wales. The nearest comparable international airport is at Bristol. The airport is multi-purpose and versatile, being served by scheduled, low-fare and charter carriers and also supporting corporate and general aviation as well as having maintenance facilities.

Cardiff is the only airport in Wales offering international scheduled flights. In spring 2018 Qatar airlines commenced scheduled flights from the airport to Hamad International Airport in Doha which has opened a gateway to long haul destinations and resulted in the import of goods. In addition several flights a year are scheduled to the Caribbean for leisure cruises.

The maintenance hangar is one of the largest in the world (at 250m x 175m / 820ft x 574ft) and provides heavy airframe and engineering maintenance for the British Airways fleet and third-party carriers.

In early 2019, after investing in additional facilities to safely support aircraft during an emergency landing, the airport gained divert status .

None of the ports described above have Border Inspection Post (BIP) or Designated Point of Entry (DPE) status and therefore products of animal origin (POAO) and higher risk products not of animal origin (PNOAO) from outside the European Union are not permitted to enter via these ports.

2.4 Aims and objectives

The Port Health Team as part of the Communicable Disease and Food Safety Service is committed to preventing and controlling the import of infectious and animal disease into the UK, ensuring ships and aircraft comply with international agreed public health standards and maintaining the safety and quality of the food chain.

The overall aim of the Service is:-

Protect the citizens of Cardiff, Penarth, Barry and the surrounding areas from the import of infectious disease and ensure the health and wellbeing of crew and passengers aboard ships and aircraft entering the Ports of Cardiff, Barry, Penarth Marina and Cardiff Airport

To support this, the Port Health Service has adopted the following 5 delivery priorities:-

- Check and identify the food and feed imported through the ports to ensure it is permitted to enter at the point of entry and that it meets legal requirements.
- Control and investigate cases of notifiable communicable disease including food poisoning and other infectious disease on-board ships and aircraft.
- Investigate and respond to incidents of international public health concern to safeguard public health.
- Protect the public health and wellbeing of crew present on ships.
- Prevent the spread of animal health diseases from vessels entering the ports.

2.5 Links to Corporate Plan

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. In developing our own strategic priorities 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.

Our priorities



Our outcomes



Improving health and wellbeing – Amongst other factors impacting on health, the quality of the food we eat, the standards to which it is produced and the environment in which it is prepared, are central to people’s health.

Food hygiene and food standards enforcement strives to ensure that food and drink is accurately described and labelled, meets the required food standards and is prepared in a safe environment. Food hygiene controls and inspections seek to minimise the risk to consumers of food borne infection.

The work of the Port Health Officers prevents the import of infectious and animal disease into the UK and ensures ships and aircraft comply with internationally agreed public health sanitation standards and that the safety and quality of the food chain is improved.

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.

2.6 Enforcement Policy

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

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

Traditionally based upon the principles of the Enforcement Concordat and the Regulators Compliance Code, local authority Enforcement Policies must now reflect the Regulators Code of 2014 and the regulatory principles required under the Legislative and Regulatory Reform Act 2006

The Regulators Code is based upon six broad principles:

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

Service Delivery

3.1 Responsibilities

The key responsibilities of Shared Regulatory Service's Port Health Team is to prevent the import of infectious disease via the ports and to protect the health and wellbeing of the crew and citizens of the surrounding areas by carrying out statutory obligations in relation to food safety, imported food control, ship sanitation, aircraft disinsection and animal health. This encompasses the following activities:-

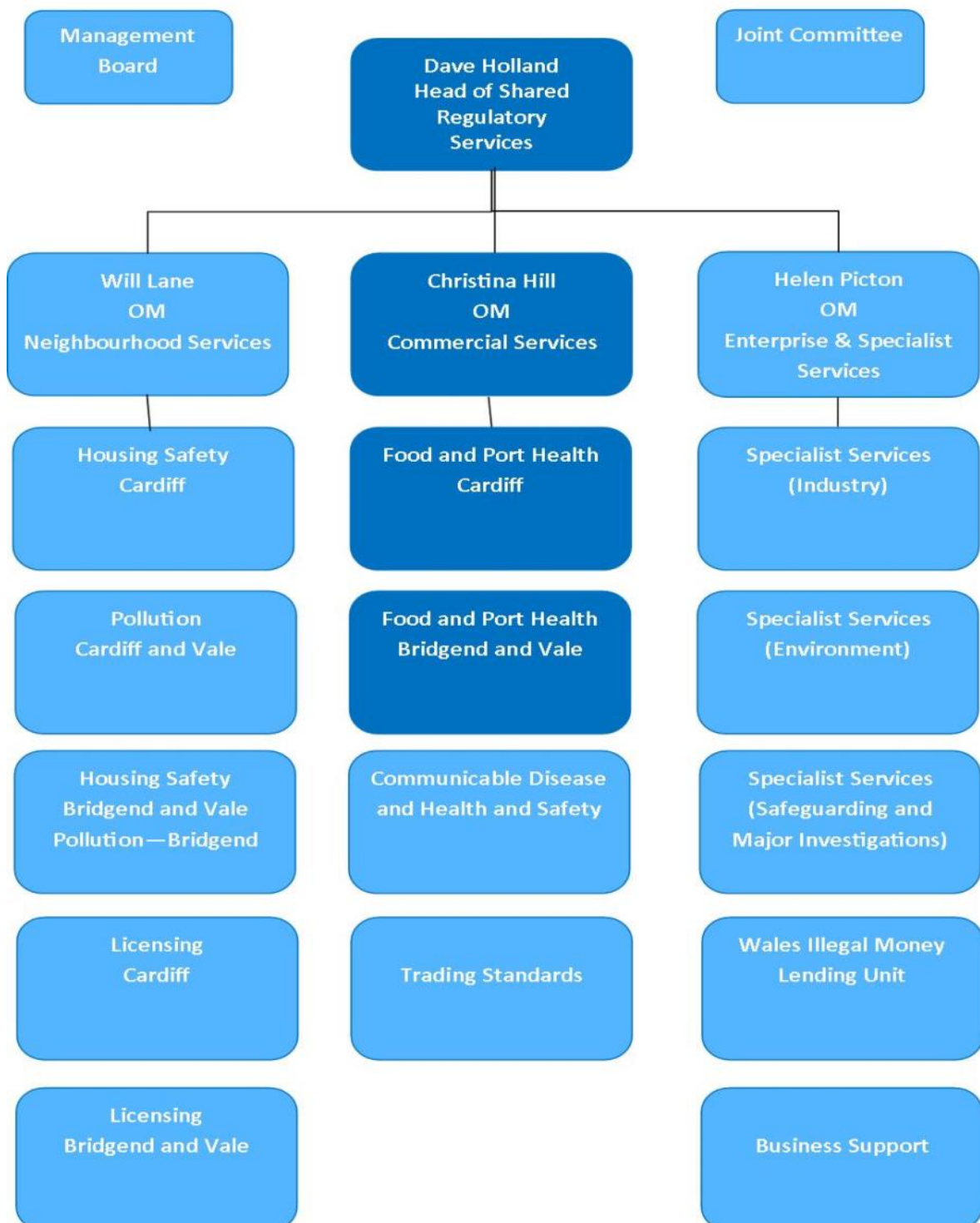
- Close monitoring of ship (vessel) and aircraft movements within the port authorities for the purposes of preventing the spread of infectious human and animal disease, ship and aircraft inspection and imported food controls.
- Responding to reports of food poisoning and infectious disease and implementing required control measures to safeguard public health.
- Checking ship manifests and aircraft cargo to identify imports of food originating from within and outside the EU.
- Identifying food and feedstuffs which are not permitted to enter through the ports and arranging for their destruction, re-export, re-direction as necessary.
- Undertaking documentary, identity and physical checks of imported food as necessary to ensure fitness and compliance with EU and UK legislation.
- Sampling foodstuffs for chemical and microbiological examination.
- Protecting animal health by ensuring vessels and aircraft correctly dispose of International Catering Waste.
- Inspecting the Port Health Authority areas and boarding ships and aircraft to check on sanitary conditions and take action in accordance with the International Health Regulations and domestic legislation.
- Issuing Sanitation control or exemption certificates following a thorough inspection of a ship and extending a ship sanitation certificate if appropriate.
- Checking the water quality on board vessels and aircraft to ensure there are no risks to health.
- Undertaking food hygiene inspections of the galley and implementing any required measures to safeguard food safety.
- Checking the water quality standards of quayside and airport water supplies used by ships and aircraft.
- Act as Category 1 responders under the Civil Contingencies Act 2004.
- Liaising with other port health authorities, Food Standards Agency; Maritime & Coastguard Agency; Border Agency; cargo and baggage handling agents, cleaning

services, airline operators, Welsh Government; port operator, airfield operations manager and shipping agents to ensure the efficiency of the service.

3.2 Organisational structure

Responsibility for delivering port health falls within the Food and Port Health Teams of Commercial Services Team within Shared Regulatory Services.

Shared Regulatory Services Organisational Chart



3.3 Interventions

3.3.1 Shipping Ports of Cardiff and Barry and Penarth Marina

Control and Investigation of Outbreaks and Infectious Disease

Masters have a statutory duty under the Public Health Ships Regulations to notify the authority when illness and mortality occur on board their vessel. In such instances, health clearance is required, “Free Pratique”, in order for the crew to disembark.

Port Health Officers will respond urgently to notifications of illness and will consult with colleagues in the communicable disease section and Port Medical Officer as necessary to ensure health controls are implemented to protect public health.

Vessel Boarding

Officers board vessels arriving within its district to undertake boarding checks and inspections under the Public Health (Ships) Regulations.

Shared Regulatory Services will closely monitor vessel movements and will board vessels on a risk basis. Priority will be given to boarding vessels which have arrived from outside the European Union.

A boarding check will involve recording the ships particulars, ensuring adequate provisions for the welfare of the crew, checking public and animal health related documentation and reviewing the potable water management system. Vessels arriving from foreign ports will also need to show a valid sanitation certificate.

Sanitation Inspection

The authority has a legal requirement to carry out a sanitation inspection and issue a certificate upon request by a Master. Cardiff and Barry Port Health Authorities are listed by the World Health Organisation as ports authorised for issuing sanitation control certificates, sanitation exemption certificates and extending sanitation certificates.

A sanitation control certificate will be issued when the inspection reveals dangers to public or a risk of infection. The controls required to remove the risk to health will be clearly written on the certificate and the Master will be requested to undertake the work as quickly as possible. The progress of work will be monitored and the next port of call will be notified if the vessel leaves before the work can be completed.

The Master will be charged for the issue of a certificate based on the Association of Port Health Authorities Ships Inspection Charges.

The association of Port Health Authorities reviewed the tariff for ship sanitation charges in and set the following national scale for 2019/2020:

Gross tonnage	(£) Charge
Up to 1,000	95
1,001-3,000	130
3,001-10,000	200
10,001-20,000	255
20,001-30,000	330
Over 30,000	390
With the exception of:	
-vessels with the capacity to carry between 50 and 1000 persons	390
-vessels with the capacity to carry more than 1000 persons	665
Issuance of Extension Certificates	65
Further exceptional charges may be added for costs such as launch hire, lengthy journeys to the vessel or laboratories, out-of hour's visits, re-inspections of vessels subject to control measures and any samples taken.	

The sanitation inspection involves a comprehensive inspection and covers the following matters:

- Ships Particulars
- Cargo information
- Potable Water Systems
- Food Safety
- Swimming & Spa Pools
- Waste Disposal & International Catering Waste
- Accommodation and Crew Welfare
- Pollution Control
- Animal Health
- Vermin and Pest Control
- Infectious Disease Controls

Ship Food Hygiene Inspections

The Food Safety (Ships & Aircraft) (Wales) Order 2003 amended the definition of food premises to include ships and therefore require ship galleys to comply with food hygiene and temperature control legislation.

A full hygiene inspection of the galley and related food areas will be undertaken as part of a Sanitation Inspection. A full inspection will also be carried out when a boarding visit reveals concerns about food hygiene on board.

The ports of Cardiff and Barry primarily receive merchant vessels and occasionally passenger vessels. Shared Regulatory Services is unable to develop an annual ship hygiene inspection programme as it is not possible to determine when a ship will next return to the port.

Food hygiene inspections will be undertaken in accordance with the relevant FSA and APHA guidance.

Land based premises within the port health district will form part of the Shared Regulatory Services Food Hygiene Intervention Programme.

Complaints

The port health service occasionally receives complaints, for example, a crew member may be concerned about water quality on board a ship. Port Health Officers will respond quickly to complaints in order to protect public health and will ensure the complainant is kept regularly updated about the progress of their complaint and final outcome.

Advice to Businesses

Shared Regulatory Services will provide advice and information for masters, agents, port operators, food importers, shipping companies, merchant navy welfare members and other stakeholders.

Shared Regulatory Services will proactively disseminate information to shipping agents and the port operator, marina management and other relevant parties when health protection controls need to be implemented to prevent the entry of infectious disease or in response to public health emergencies of international concern.

Food and Feedstuff Inspection

There have been no container ships arriving at the Port of Barry for a considerable length of time and none other than empty containers arriving at the port of Cardiff since September 2017. This means that the future importation of food and feedstuffs through these ports is unlikely. However, vessel movements will continue to be monitored and manifest checks made of any container ships identified, to establish if any food and/or feed are being imported. This will be of particular importance due to the potential for changes in trade patterns due to Brexit.

Products of Animal Origin and Higher Risk Foods not of Animal Origin from outside the EU are not permitted to enter through either port and Port Health Officers will take action to detain any such products. In the case of Products of Animal Origin the Border Agency will be notified. Food not falling into either of these categories will be monitored, inspected and sampled on a risk basis. Any action taken will have due regard to guidance issued by the Food Standards Agency and European Commission.

Port Health Officers will liaise with Trading Standards colleagues with regard to the importation of feedstuffs and chemical contaminated foods.

Food Incidents and Hazards

Shared Regulatory Services will respond to any warnings regarding imported food which is unfit for human consumption and requires action to ensure it is removed from the food chain.

No food incidents or hazards occurred during 2018/19 that required action at the ports.

Water Quality

Every port must be provided with a supply of potable water and this should be potable and comply with International Standards for drinking water. Suitable controls should be in place to prevent contamination and ensure adequate disinfection of tanks, distribution systems and hoses.

Vessels must have a water management plan in place not only to ensure that a suitable supply of potable water is available at all times, but also to identify and manage the risks of Legionella bacteria by removing or reduce possible sources of contamination through risk assessment, routine maintenance and regular cleaning, to reduce the chance of infection.

Sampling will be done on board vessels only by request or if the Port Health Officer has concerns about the suitability of the supply, or as part of a ship sanitation inspection. Requested samples will be charged as detailed below and an invoice raised for the shipping agent:

Type of sample	Analysis	No of sampling points	Sample cost	Labour cost per visit *
drinking water (bacteriological)	ACC, E coli and coliforms	2	£23.50	£56.00
Legionella	Legionella species	2	£57.00	£56.00
Water (chemical)	Various physio and chemical parameters	1	£139.00	£56.00

**Labour cost not applied if ship already being visited*

Note: Extra charges may be added for exceptional costs such as launch hire

A sampling plan has been devised to check the quality of water at shoreside as detailed in Appendix B. If water quality fails to meet legal requirements suitable remedial action will be taken if required.

Insects capable of transmitting disease

Increased global travel and trade means there is a greater chance of disease vectors entering the country through accidental importation. Climate change may also mean there is a greater risk that imported tropical species could colonise and establish local populations.

Shared Regulatory Services has therefore undertaken a commitment to participate in a national survey co-ordinated by Public Health England to establish the distribution and type of mosquito found in and around the ports.

The purpose of this surveillance is to prevent any potential mosquito vectors of disease from entering and establishing populations within the UK to establish the potential for the spread of emerging diseases. This will involve the positioning of collection traps in high risk areas which will be collected and replaced regularly, during the summer period.

3.3.2 Cardiff Airport

Investigation of incidents of infectious disease

The Commander of an aircraft has a statutory duty to inform the airport if there is someone on board who may have, or may have been exposed, to an infection. In addition the Commander has the power to request a medical officer examine a person if there is good reason for believing that a passenger is suffering from an infectious disease or has been exposed to an infectious disease and the flight did not start within an expected area that is exempt from the controls of the Aircraft Regulations.

In such an instance the Port Health Officer will liaise with their colleagues in the Communicable Disease Team and the Port Medical Officer, Public Health Wales, to ensure appropriate action is taken in relation to the treatment of the patient/s, minimising the risk of the spread of infection and investigating the likely cause in accordance with Port Health Procedure for Cardiff International Airport. This may include:

- The collection of names, addresses and seat numbers of all passengers on board the aircraft
- Assist in arrangements to transfer of patient to clinical room and/or transfer to hospital
- Provision of faecal sample pots,
- Sampling food and water from aircraft
- Ensuring appropriate disposal or decontamination of soiled articles and sanitisation of aircraft

In the unlikely event that the Port Medical Officer deems that there is a threat to public health; the Port Health Officer will liaise with the Duty Manger of the Airport and the airline about detaining all other passengers and possibly the aircraft.

Last year there were no incidents requiring action.

Insects capable of transmitting disease

The World Health Organisation (WHO) has introduced regulatory requirements for disinsection of aircraft travelling from designated countries in which there is a risk of disease being spread by insects, e.g. Malaria, yellow fever, zika virus and dengue fever.

A Port Health Officer may require the Commander to assist in such steps as in the opinion of the Port Medical Officer are reasonably necessary for preventing the spread of infection, for disinsection and the destruction of vermin, and for the removal of conditions on the aircraft likely to convey infection, including conditions the existence of which might facilitate the harbouring of insects or vermin.

As for the seaports, Shared Regulatory Services has undertaken a commitment to participate in a national survey co-ordinated by Public Health England to establish the distribution and type of mosquito found in and around the airport to establish the potential for the spread of emerging diseases. This will involve the positioning of collection traps in high risk areas which will be collected and replaced regularly during the summer period.

In-flight Death

Deaths that occur during a flight must be reported to Port Health unless the death was accidental or the voyage commenced within the Expected Area and the aircraft did not touch down outside it.

If the death seems likely to be due to a communicable disease then liaison with the Port Medical Officer will be made to investigate the cause and ensure appropriate controls are put in place to prevent the spread of infection.

Food Safety on Aircraft

Aircraft are treated as food businesses for the purposes of food hygiene regulations and officers have a power of entry to carry out interventions. Port Health Officers may inspect aircraft and will take action in accordance with the Shared Regulatory Services Enforcement Policy if standards of food hygiene are not satisfactory.

Food and Feed Imports

Cardiff Airport is not a Border Inspection Post (BIP) or Designated Point of Entry (DPE) so cannot receive products of animal origin or higher risk products not of animal origin from third countries. Products of animal origin arriving at the airport cannot be redirected to an approved BIP, they will be treated as an illegal import and refused entry into Europe.

Potable Water

Every port must be provided with a supply of potable water and this should be potable and comply with International Standards for drinking water. Suitable controls should be in place to prevent contamination and ensure adequate disinfection of tanks, distribution systems and hoses.

It is proposed that in the coming year an intervention is undertaken to verify that the water supplied to aircraft continually meets legal requirements by sampling and assessing the suitability of the control measures in place.

3.4 Liaison with other organisations

Shared Regulatory Services will co-operate with its partners, organisations, working groups and associations to ensure the provision of an effective port health service. This will include:

The Food Standards Agency (FSA)
Welsh Government (WG)
Department of Environment, Food and Rural Affairs (DEFRA)
Public Health Wales (PHW)
Public Health England (PHE)
Association of Port Health Officers (APHA)
Maritime and Coastguard Agency (MCA)
Border Force (Customs/Revenue and Immigration Services)
Port Health Authorities
Water Utility Companies
Port Operator
Shipping Agents
Merchant Navy Welfare Board

A representative of the Port Health function will attend the Directors of Public Protection Port Health Expert Panel. This panel consists of representatives from other local authorities, Welsh Government and Public Health Wales and provides a forum for promoting consistency of approach and discussing matters of a technical nature.

Port Health Officers also attend meetings of Merchant Navy Welfare Board.

4. Resources

The Port Health Team forms part of Commercial Services for which overall responsibility lies with the Operational Manager Commercial Services. An organisation chart can be found within Section 3 of this Plan.

Any issue relating to infectious disease is reported to and managed by the Communicable Disease and Health and Safety Team who are experienced and competent in investigation and control of infectious diseases.

Any other issue is completed by a small team of officers taken from both Food Safety and Port Health Teams. Each officer is qualified to carry out the port health functions and educated to Degree or Diploma standard in environmental health and possesses EHORB Registration from the Chartered Institute of Environmental Health as required by the Food Standards Agency Food Law Code of Practice.

Officers are provided with on-going learning and development to ensure they are equipped with sufficient knowledge and skills to perform their duties which will include:-

- Port Health Induction Training
- Port Operator Induction Training
- Training needs identified through employee appraisal and team meetings
- Professional and technical training to satisfy CPD requirements

The competency of the Port Health Officers is continually assessed in accordance with the Internal Monitoring Procedure.

External Factors Impacting on the Service

Brexit-there is currently a level of uncertainty over the implication of Brexit on the function of Port Health due to the details of a deal (if any) not yet being known. However, in preparation for the eventuality of no deal, the Government have created appropriate systems and processes to manage imports and exports.

In the event of no deal there will no longer be access to the EU's import system TRACES (Trade Control and Expert System) and a new database, Import of Products, Animals, Food and Feed System (IPAFFS) has been created to replace it. This will be required to be used for certain imports; including products of animal origin and high risk food and feed not of animal origin if imported from a non EU country or from a non EU country via the EU. The process for importing feed and food from the EU to the UK won't initially change after Brexit. (Further details for all types of imports can be found at <https://www.gov.uk/guidance/importing-animals-animal-products-and-high-risk-food-and-feed-not-of-animal-origin-if-the-UK-leaves-the-EU-with-no-deal>).

The use of IPAFFS is not envisaged as none of the seaports or the airport currently has "Border Inspection Post" or "Designated Point of Entry" status for products of animal origin or higher risk foods from non-EU countries to be permitted to enter.

There are currently no imports or exports of live animals, food or feed at the Seaports and there is the occasional import of low risk food via Qatar Airlines at the Airport. It is important that resources continue to be committed to the surveillance of imports due to the potential for trade patterns to change as a result of Brexit.

There have been proposals to export certain food products via the Airport but none have been successful to date. The health certificates for such foods would be required to be issued by the Local Authority in which the food was produced and would therefore have no implication for the port health service other than to ensure its safe storage prior to export.

Queries have been raised over two fishing vessels that are located in Porthcawl Harbour, within the area of Bridgend, due to the potential need to issue catch certificates for fish to be exported to their current market in France in the event of no deal. However, this harbour

falls within the jurisdiction of Swansea Bay Port Authority due to an historical agreement between the two authorities.

Continued surveillance of all ports and the maintenance of excellent communication networks between the various stakeholders involved with the port will ensure that the Service remains informed of potential legal changes requiring to be implemented and any changing trade patterns to be addressed.

Concerns have also been raised about whether food waste from EU countries in the event of Brexit would fall within the definition of “International Catering Waste” and need to be disposed of as Category 1 waste. This would have caused issues at all ports due to, the seaports not providing facilities for the disposal of such waste and additional facilities being required for the Airport. The Government has since confirmed that for the time being food waste from EU countries will not fall within this definition in the event of Brexit.

Staffing Resources- There have been significant resource issues over the last 12 months within the Commercial Services Section due to the loss of a sampling officer to meet budget cuts and opportunities outside Local Authorities that have attracted a number of professional officers. This has resulted in the need to manage resources on a risk based approach with the prioritisation of statutory requirements and suspension of other activities such as sampling. This has impinged on the performance in relation to last year’s Port Health Plan including the failure to complete shore side/airside water quality checks and the participation of mosquito monitoring.

Designated Point of Entry

Cardiff International Airport has “Designated Point of Entry” Status under the International Health Regulations (2005). This requires an annual assessment of the core capacities at the airport to ensure a safe environment for travellers using the facilities, including potable water supplies, eating establishments, flight catering facilities, public washrooms, appropriate solid and liquid waste disposal services and adequate facilities and procedures for dealing with a public health emergency of international concern.

A site meeting with representatives of the Ambulance Service, Cardiff International Airport and Public Health Wales identified improvements that could be made to improve these core capacities. Such improvements are hoped to be made over the coming year by joint working with relevant shareholders.

Service delivery points

Port Health related services are delivered from 2 service delivery points and while the service primarily operates office hours from Mondays to Fridays, weekend and out of business hours duties are carried out as the need arises. Shared Regulatory Services also operates an out of hours duty officer scheme for emergency situations on 02920 871650.

Contact Information		
Locations	Service Area	Office Hours
<p>Cardiff Seaport <u>Contact:</u> Alexa Pieris, Team Manager Food Safety & Port Health <u>Address:</u> Shared Regulatory Services, Room 108, County Hall, Cardiff CF10 4UW <u>Tel:</u> 07970739588 <u>Out of hours:</u> 029 2087 1650 <u>Email:</u> porthhealth-srswales@valeofglamorgan.gov.uk</p>	<p>Food and Feed Imports Food Hygiene Inspections & Ratings Food incidents and Hazards Potable Water Issues Vermin and Pest Control Waste Disposal Pollution Control</p>	<p>Mon - Thurs 08:30 - 17:00 Friday 08:30 - 16:30</p>
<p>Barry Docks/ Cardiff Airport <u>Contact:</u> Jane Peatey, Team Manager Food Safety & Port Health <u>Address:</u> Shared Regulatory Services, Civic Offices, Holton Road, Barry CF63 4RU <u>Tel:</u> 03001236696/07590006445 <u>Out of hours:</u> 029 2087 1650 <u>Email:</u> porthhealth-srswales@valeofglamorgan.gov.uk</p>	<p>Swimming Pools and Spas Sanitation Certificates Water Ballast</p>	
<p>Cardiff Seaport/Barry Docks/Cardiff Airport <u>Contact:</u> Sarah Swaysland, Team Manager Communicable Disease and Health and Safety <u>Address:</u> Shared Regulatory Services, Room 108, County Hall, Cardiff CF10 4UW <u>Tel:</u> 02920 873819 / 02920 873832/07970738999 <u>Out of hours:</u> 029 2087 1650 <u>Email:</u> porthhealth-srswales@valeofglamorgan.gov.uk</p>	<p>Death Infectious Disease</p>	

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

5. Assessment and review

5.1 Assessment and Review mechanisms

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

Documented procedures

To ensure the quality and consistency of our activities, processes and procedures identify responsibility for the work carried out and ensure that all changes identified through audit are completed in accordance with improvement procedures.

Food Standards Agency

The Food Standards Agency has powers to audit the Port Health Service in relation to food hygiene inspections and imported food. Port Health imported food data is supplied to this agency every year as part the Local Enforcement Monitoring System (LAEMS).

Complaints

The port health service is also covered by the Vale of Glamorgan Council's corporate process. Last year no adverse comments were received in relation to the port health service provided by the legacy authorities of the City of Cardiff and Vale of Glamorgan Councils.

Performance Measurement

A range of performance measures have been in place to monitor port health activity across the port health functions of Shared Regulatory Services. These can be found in Section 5.3.

Assessment and audits

The monitoring of the quality of our policies and procedures is assessed in a number of ways, namely:-

- Audits undertaken by the Food Standards Agency
- Feedback from shipping agents and port operator and airline operators and airport manager.
- Corporate complaints and compliments about the service

Review

In order to ensure continuous improvement, it is essential that performance is regularly monitored. Shared Regulatory Services has developed an effective performance management infrastructure for delivering, monitoring and reviewing which is achieved through the following mechanisms:-

- The Port Health Plan and associated statistical information is reviewed on an annual basis to ensure the service remains effective. Where variation is identified, reasons are investigated and improvements put in place.

- The Shared Regulatory Services Joint Committee are provided details of this Service Plan which sets out the work programme for the service and reviews performance against the programme on an annual basis.
- Performance of the service is reviewed quarterly.
- Performance of individuals is further strengthened through the Personal Performance and Development Scheme recently rebranded to #it's about me.

5.2 Summary of Achievements from the previous year

- Regular meetings were held by the Port Health Team in order to facilitate updates by the Lead Officer. The updates included changes to legislation, working practices and developments taking place at Port Health Expert Panel and Association of Port Health (APHA) meetings
- Biannual meetings were held with appropriate representatives from Cardiff International Airport to ensure new procedures were agreed and effective lines of communication maintained.
- The Shared Regulatory Services website has been updated with communication details and relevant information and forms relating to Port Health.
- The database, Tascomi is now utilised to record boarding visits, issue of sanitation certificates and samples undertaken on vessels. This is not only advantageous for performance monitoring but also enables officers to identify the potential risk posed by a ship if previously boarded by review of any issues identified.
- Daily monitoring of flight manifests have been initiated to check for any imports of public health concern.
- Significant training was undertaken by the port health officers including shadowing other officers at nearby ports and visiting Merseyside Port Health Authority to undertake training in relation to sanitation certificates and imported food controls.

5.3 Performance during previous year

Shipping Ports of Cardiff and Barry and Penarth Marina

Significant improvements have now been made to the Tascomi database and any boardings, sanitation certificates, sampling activities and service requests relating to vessels are now recorded on the system and able to be reported. Vessel movements at each port continue to be recorded onto spreadsheets

Monitoring of Ships and Manifest checks

The provision of an effective port health service is dependent on closely monitoring the arrival and departure of ships within the port health district. The type of vessel, cargo and previous port helps port health officers decide which vessels to board based on risk assessment. In 2018/19 there were 242 arrivals in the Port of Cardiff and 67 arrivals in the Port of Barry

The manifest for a container ship identifies the cargo which may include imported food and animal feed from countries outside the European Union. It is a requirement that the Port Health Team checks this document prior to a ships arrival in port. The CIEH Wales Best Practice Standards require manifests to be checked within one working day if best practice is to be achieved and the team endeavour to meet this requirement where possible.

During 2018/2019 no consignments of imported food were identified. Only one container ship arrived into the port of Cardiff carrying supplies for the Volvo Ocean Race that ran from 27th May to 10th June 2019. No container ships arrived into the port of Barry.

Boarding of vessels

The tables below illustrate the vessel movements through the ports of Barry and Cardiff over recent years and the estimated vessel movements for the coming year of 2019/20. The improvements made in monitoring the shipping movements throughout the area of Shared Regulatory Services are reflected in the inclusion of those for Barry from 2017/18.

It can be seen that in Cardiff there is a gradual decline in the number of vessel movements although the vessel movements for Barry remain almost the same.

CARDIFF VESSEL MOVEMENTS AND BOARDING VISITS

	2016/17		2017/18		2018/19		Estimated Numbers	
	Arriving	Boarded	Arriving	Boarded	Arriving	Boarded	Arriving	To be Boarded
Arriving from UK	171	6	175	7	86	10	144	8
Arriving from EU Countries	100	4	80	4	127	19	102	9
Arriving from Third Countries*	16	15(93%)	16	15(93%)	29	22 (76%)	20	15 (based on req to board 75%)
TOTALS	287	25	271	26	242	51	266	32

*Target for boarding visits for vessels arriving from Third Countries is 75%

BARRY VESSEL MOVEMENTS AND BOARDING VISITS

	2016/17		2017/18		2018/19		Estimated Numbers	
	Arriving	Boarded	Arriving	Boarded	Arriving	Boarded	Arriving	To be Boarded
Arriving from UK	N/A	N/A	14	0	16	2	15	1
Arriving from EU Countries	N/A	N/A	48	0	51	2	50	1
Arriving from Third Countries*	N/A	N/A	0	0	0	0	0	0
TOTALS	N/A	N/A	62	0	67	4	65	2

*Target for boarding visits for vessels arriving from Third Countries is 75%

Currently the ships boarded are selected on a risk based approach taking into account the priorities below and e.g. previous history, last destination and if first time in port.

Priority	Status of Vessel
High	<ul style="list-style-type: none"> • Vessel has arrived from 3rd Country (if not boarded in last 6 months) • Food Safety Concerns • Vessel requires chargeable water testing or ship sanitation certificate • Complaint received alleging significant health risk
Low	<ul style="list-style-type: none"> • All other vessels • Complaint received that does not involve a significant health risk

A target has been set for 75% of all vessels arriving from outside the EU to be boarded. It can be seen above that this target was surpassed last year.

The boarding of one vessel at Cardiff Sea port identified issues relating to cleanliness, welfare and structure. A ship sanitary control certificate had been issued in Turkey but there were no controls written on it for review. The issues identified were attached as conditions to the ships sanitary controls certificate by the port health officer for action. In addition, due to concerns over the vessel potentially not being seaworthy the Maritime and Coastguard Agency (MCA) were contacted. The MCA detained the vessel at Cardiff Dock requiring urgent remedial measures to be completed and approved by their nominated Inspectorate of India, prior to their departure.

Sanitation Exemption Certificates

It is a requirement under the Public Health (Ships) Regulations 1979 (as amended) and the International Health Regulations, that any ship arriving from a foreign port must have a valid Sanitation Exemption Certificate which is issued by an authorised Port Health Authority for a period of 6 months. When a request is made, the authority is required to carry out a full inspection and issue a Sanitation Control Exemption Certificate. Where the inspection reveals dangers to public health a Sanitation Control Certificate will be issued. An officer may also decide to carry out a Sanitation Inspection if a valid certificate cannot be produced or dangers to public health exist on board.

From the table below it can be seen that during 2018/19 there were 11 sanitation exemption certificates issued in Cardiff and 3 in Barry.

One sanitation control certificate was required to be issued in this period in Cardiff. The sanitation control certificate was issued for a non-EU ship due to the identification of cockroaches and inadequate cleaning in the galley which required suitable control measures to be implemented to remedy the situation.

CARDIFF SANITATION CERIFICATES

	2016/17	2017/18	2018/19	Estimated Numbers
Sanitation exemption certificates issued	5	7	11	8
Sanitation control certificates issued	1	0	1	1
TOTALS	6	7	12	9

BARRY SANITATION CERIFICATES

	2016/17	2017/18	2018/19	Estimated Numbers
Sanitation exemption certificates issued	0	0	3	1
Sanitation control certificates issued	0	0	0	0
TOTALS	0	0	0	1

Ships and Shore-side Water Quality Checks

Water on board ships must be wholesome and comply with international standards. Port Health Officers will routinely check the microbiological water quality on board vessels and submit samples to the laboratory. The officer will require the Master to carry out remedial measures if the quality of the water is found to be unsatisfactory. In the last year 22 ships which docked in Cardiff and 1 ship that docked in Barry had water samples taken from them.

It is a requirement of the International Health Regulations 2005 that every port is provided with supply of pure drinking water. Sampling completed at the Port of Cardiff, Cardiff Bay Yacht Club, Penarth Marina, Cardiff Marina, and Port of Barry is detailed below. The sampling programme was unfortunately not fulfilled due to the loss of the sampling officer in the first quarter of the year.

Sample location	Number of samples taken		Unsatisfactory Results	
	Bacteriological	Chemical	Bacteriological	Chemical
Cardiff Bay Yacht Club	0	0	N/A	N/A
Cardiff Marina	0	0	N/A	N/A
Cardiff Dock	5	5	1	1
Penarth Quay	0	0	N/A	N/A
Barry Docks	1	1	1	1

Penarth Pier	0	0	0	N/A
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- *No chemical water samples were taken from Cardiff Bay Yacht Club, Cardiff Marina and Penarth Quay due to the water being supplied from the mains in new alkathene pipework.*

The unsatisfactory results relate to the microbiological and chemical results taken from Bollard 82, the coal berth, Cardiff Dock and the Scott Packaging Point at Barry Dock.

The water supply at Bollard 82 failed to meet bacteriological, turbidity and iron requirements. Welsh Water arranged for the pipe to be flushed and a control flow cap to be fitted over it to rectify the issues.

Notifications of Illness

This demand is variable and can range from responding to an isolated case of illness on board to managing a large outbreak of infectious disease on board a passenger vessel. The authority will respond quickly to notifications of illness, including infectious disease, in order to prevent the spread of infection and protect public health. Officers within Commercial Services will undertake investigations in accordance with national guidance and statutory provisions.

The ports provide a potential entry point for the introduction of infectious disease in to the UK. The authority must be ready to assess and react to public health emergencies of international concern such as pandemic flu, swine flu etc.

Although no notifications have been received during the last 8 years, the health status of vessels is actively monitored and the team would respond promptly to any notification of illness on board.

Cardiff International Airport

Investigation of incidents of infectious disease

In February 2018 a mock exercise involving infectious diseases was hosted by Public Health Wales which identified improvements to be made to procedures. These have since been implemented including the development of an algorithm to assist airport staff in identifying passengers with symptoms that may be of public health concern.

Whilst there were no incidents of infectious disease during 2018/19 it is important that all relevant stakeholders retain knowledge of the procedures in case they are required to be invoked. This risk of such an incident occurring has increased with the introduction of regular flights from the Middle East and the accreditation of the airport with “diversion status”.

It is proposed that such mock scenarios should therefore be repeated once every two years.

Insects capable of transmitting disease

Between April and November 2017 the Service participated in the surveillance organised by Public Health England to monitor for the presence of the Aedes mosquito that causes the transmission of Zika Virus. This involved the placement of 2 traps at Cardiff Docks and 4 traps at Cardiff Airport. None were identified to be present during this time.

The World Health Organisation (WHO) has regulatory requirements for disinsection of aircraft travelling from designated countries in which there is a risk of disease being spread by insects, e.g. Malaria, yellow fever, zika virus and dengue fever..

Food Safety on Aircraft

Following on from the review of the food safety management systems of three major airlines the previous year the same exercise was completed for an additional airline. Particular attention was given to procedures to maintain the cold chain in the event of a flight delay and for food prepared and transported from the airlines country of origin. Any issues identified were drawn to the attention of the airline to be addressed.

Inspection of aircraft revealed the supply of ready meals at Cardiff Airport with long shelf life for service to passengers. Checks have been made with the assistance of the Food Standards Agency to establish that the shelf life is safe. It has been established these products are subjected to a pasteurisation process in an EU Country to attain such status.

Food and Feed Imports

From May 1st 2018, flights between Qatar and Cardiff commenced with daily flights in the summer and 5 flights a week in the winter. The flights included a freight import element of up to 5000Kg a time.

Due to the airport currently not having the Border Inspection Post or Designated Point of Entry status, there is no pre-notification system to advise what type of freight is being imported. Therefore communications were established with the freight handler to ensure that manifests are received detailing the cargo contents of every flight. Unlike vessel movements, due to the short flight times the detail of the manifests are received when the flight leaves the departure airport which gives a small window for an assessment to be made as to whether any cargo of concern is being transported.

Monitoring of the manifests has been completed on a daily basis since the commencement of the flights from Qatar. The main cargo to date has been clothing, cosmetics, aircraft parts and surgical instruments. Two routine monitoring visits were completed to undertake physical checks of such imports to establish that the manifests were accurate and no issues were identified.

Potable Water

Bottled water is supplied to passengers on the plane for consumption. However, due to the water on planes being used for personal hygiene there is still a requirement for the water to be of potable quality not to cause a risk to health. In 2017/18 an audit was completed of the process of supplying water via bowser to the aircraft, to ensure all risks had been identified and suitable controls and monitoring put in place to maintain its quality. Unfortunately no further monitoring has been completed since that time due to resource issues.

Outstanding Issues from 2018/2019

Unforeseen staffing issues affected the ability for all targets to be met. The outstanding issues to be completed in the coming years are therefore as follows:

Ensure the requirements of the Internal Monitoring Procedure are met to ensure consistency and quality of interventions performed by individuals within the team.

Ensure the completion of the sampling programme for the potable water supply at shore side and airside.

Improve stakeholder awareness of port health requirements by collating articles of interest and circulating leaflets to stakeholders.

5.4 Performance Targets for 2019/20

Measure	Target
Check all container vessel manifests if applicable	100% within 1 working days
Undertake boarding inspections of vessels	75% of all vessels arriving from outside EU that have not been boarded in last 6 months.
Ensure suitable potable water supply at shore side and airside	Meet requirements of sampling programme
Investigation of complaints	Investigation of complaints with significant health risk within 1 working day and any other within a minimum of 5 days
Investigation of infectious disease	Ensure adequate response 24 hours/day 352 days/year

6. Action Plan

Objectives	Milestones	
Adopt the Port Health Plan 2019/20	Q3	Prepare the Port Health Plan 2019/20 and circulate to Joint Committee Members
Review the Port Health Medical Plan	Q4	Review and update the Port Health Medical Plan in consultation with relevant stakeholders.
Improve stakeholder awareness of port health requirements.	Q1-4	<p>Hold bi annual meeting at airport with appropriate stakeholders</p> <p>Collate articles of interest, prepare and disseminate information leaflet to stakeholders.</p> <p>Review SRS website</p>
Continue to meet performance targets	Q1-4	Carry out 100% of container manifest checks.
	Q1-4	Undertake 75% boarding inspections of vessels arriving from outside the EU.
	Q1-4	Ensure requirements of sampling potable water are met.
Ensure the Port Health function is undertaken appropriately by ensuring authorised, trained and competent officers.	Q3	Undertake validation assessment of port officers in accordance with internal monitoring procedure
	Q4	Carry out a review to ensure the plan has been successfully implemented.

Objectives	Milestones	
Ensure freight imported at Cardiff International Airport meets legal requirements	Q1-4	Continue to complete 100% of documentary checks of all imported freight to identify any imports of concern and complete a minimum of 1 physical check a quarter.
Ensure adequately prepared for any changes in duties required as a result of Brexit.	Q1-4	Engage with relevant working groups such as Port Health Expert Panel, Association of Port Health Authorities, Food Standards Agency etc. to identify changes, ensure adequate training to staff and implementation in procedures and policies.
Ensure all stakeholders can adequately respond to an incident of public health concern	Q4	Complete a mock scenario of a incident of public health concern.

Appendix A

Bridgend County Borough Council

City of Cardiff Council

Vale of Glamorgan Council



Corporate Priorities

<ul style="list-style-type: none"> • Supporting a successful economy; • Helping people to become more self reliant; • Smarter use of resources 	<ul style="list-style-type: none"> • Working for Cardiff; • Working for Wales; • Working for the future; • Working for public services 	<ul style="list-style-type: none"> • 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.
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Corporate Outcomes

<ul style="list-style-type: none"> • Supporting a successful economy; • Helping people to become more self reliant; • Smarter use of resources 	<ul style="list-style-type: none"> • Cardiff is a great place to grow up; • Cardiff is a great place to grow older; • Supporting people out of poverty; • Safe, confident and empowered communities; • A Capital City that works for Wales; • Cardiff grows in a resilient way; • Modernising and integrating our public services. 	<ul style="list-style-type: none"> • An inclusive and safe Vale; • An environmentally responsible and prosperous Vale; • An aspirational and culturally vibrant Vale; • An active and healthy Vale.
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Appendix B

Sampling Plan

Sampling Date	Location	Frequency of use	Type of sample
Apr -Sept	QA F Shed – Bollard 30	High	Micro & Chemical
	QA I Shed – Bollard 93	High	Micro & Chemical
	RD H Shed – Bollard 88	Medium	Micro & Chemical
	RD Coal Berth – Bollard 82	Medium	Micro & Chemical
	RB Britannia Quay	Low	Micro & Chemical
	Penarth Pier	Medium	Micro & Chemical
	Cardiff Bay Yacht Club		Micro
	Cardiff Marina		Micro
	Barry Docks Shed B	Medium	Micro & Chemical
	Barry Docks Scott Packaging	Low	Micro & Chemical
	Barry Docks Vopak	Medium	Micro & Chemical
Oct-Mar	QA F Shed – Bollard 30	High	Micro
	QA I Shed – Bollard 93	High	Micro
	RD H Shed – Bollard 88	Medium	Micro
	RD Coal Berth – Bollard 82	Low	Micro
	RB Britannia Quay	Low	Micro
	Cardiff Yacht Club		Micro
	Penarth Marina		Micro
	Barry Docks Shed B	Medium	Micro
	Barry Docks Scott Packaging	Low	Micro
	Barry Docks Vopak	Medium	Micro