

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Tuesday, 29 September 2020
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Shared Regulatory Services Annual Report
Purpose of Report:	To advise members on the performance and financial position of the Shared Regulatory Service for the 2019/20 financial year.
Report Owner:	Head of Shared Regulatory Services Head of Finance, Vale of Glamorgan Council
Responsible Officer:	Director Environment and Housing
Elected Member and Officer Consultation:	Advice has been sought from the partner Councils
Policy Framework:	This is a matter for the Shared Regulatory Services Joint Committee
<p>Executive Summary:</p> <ul style="list-style-type: none"> • The Shared Regulatory Service (SRS) is a collaboration between Bridgend County Borough Council, the County Council of the City and County of Cardiff and the Vale of Glamorgan Council that commenced on the 1st May 2015, and is charged with the provision of Regulatory Services across the Authorities. • The Joint Working Agreement requires the Head of SRS and the Head of Finance to produce an Annual report which, once approved, by the Committee is forwarded to the partner Councils • The report indicates that the SRS has consolidated service delivery in accord with the agreed standards and delivered the requisite financial savings. However, the report indicates that more demands are being placed upon the service at a time of reducing resources • The SRS is reporting an overall overspend of £46k against the 2019/20 gross revenue budget of £8.190m. This is primarily due to the expenditure relating to investigations and interventions in quarter 4. • This report advises on the draft financial outturn position of the Service, and the resulting impact this has to each of the Partner Authorities, appertaining to the provisional outturn position in respect of financial year 2019/20. 	

- The Draft Shared Regulatory Services Statement of Accounts 2019/20 is presented to Committee, to be signed by both the Chair of the Committee and the Section 151 Officer as Treasurer of the Committee, to formally invite Welsh Audit Office to commence their audit of the account.

Recommendation

1. That the Joint Committee approves the report and authorises the Managing Director, Vale of Glamorgan Council, to forward a copy of the report to the Heads of Paid Service for the other partner Councils.

Reason for Recommendation

1. To meet the requirements set out in Clause 5.1 of the Joint Working Agreement.

Background

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

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

- 1.2 The report shall include:-

- (i) *A statement showing the performance of the Regulatory Service Functions and progress in achieving the Objectives and delivering the Business Plan.*
- (ii) *a summary revenue account and statement of capital spending including the distribution or use of any revenue surpluses and the financing of any capital expenditure"*

- 1.3 This is the fifth report produced under this requirement and covers the period 1st April 2019 to 31st March 2020. If the content of this report is agreed, a copy of the report must be sent to the Head of Paid Service of each of the three Councils along with the SRS Business Plan for 2020/21. The report outlines many of the actions undertaken at each partner Council to deliver the wide range of statutory functions assigned to the Service. The report provides a review of operations across the service, a summary of the financial position, and outlines performance against the 2019/20 service objectives.

Operating the Shared Regulatory Service

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

service delivery sectors focusing upon the customer rather than the traditional professional delivery model.

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

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

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

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

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

- The Wales Audit Office completed an independent financial audit of the service in September 2019; there were no recommendations for improvement.
- The service set its budget in December 2019 for the 2020/21 period. This implements the final year of the 3 year budget reduction programme which set out a budget reduction of 5% p.a. for the three year period ending in March 2021.
- The Business Plan for 2020/21 is presented for political approval in other papers to the June 2020 Committee, following consultation with stakeholders.
- The Joint Committee will receive an audited statement of accounts for 2019/20 in September 2020.

2. Key Issues for Consideration

2.1 The 2018/19 Annual report illustrated that the SRS had delivered the requisite financial savings, but the report indicated that more demands were being placed

upon the service at a time of reducing resources and that the largest budget saving would be made from the 2019/20 allocation of money. The WAO audit report highlights this matter and is considered in more detail below. The Key Milestones for 2019/20 were:

- *Delivery of the SRS Business Plan 2019-2020*
- *To review recruitment and retention processes to ensure that the SRS can attract and retain skilled officers*
- *To review the agile working arrangements for the service to ensure that technology is being exploited fully to improve service delivery.*
- *To monitor the implementation of new legislation and any requirements imposed by such legislation upon the Service. Generally new requirements can be planned for and effectively resourced, for example the Public Health (Wales) Act 2017 the Public Health (Minimum Price for Alcohol) (Wales) Act 2018, the Renting Homes Act 2019. However, it is not always easy to predict the impact that new legislation may have on resources. The uncertainty on membership of the EU has the potential to exacerbate such matters. The great uncertainty is the quantum of change and the unknown time scales within which that change must take place.*

Human Resources

2.2 SRS has been more successful in the last 12 months filling vacancies in contrast to the position in 2018/19. The Service's programme of "growing our own" officers particularly in the food and trading standards disciplines has seen a number of individuals achieve higher accreditation levels to allow them to undertake a wider range of duties. At the same time, a revised recruitment process along with the reputation of the SRS seemingly gaining some recognition amongst professional officers has allowed the service to attract a higher calibre of applicants than in previous years. That said, the functions delivered for the partner councils such as Air Quality, Food Hygiene, Housing enforcement and most recently Covid-19 are presenting new demands. Recruitment and retention of good officers with the right skills, abilities and experience in the different professions underpins performance and subsequently success. We know that the majority of our officers are content with their employment within the SRS, and the challenge is now to retain and refresh the high calibre workforce we have for the years ahead

2.3 The SRS Staff Survey undertaken in early 2020 sought the views of employees on a number of work place themes including learning and development. Results were generally very good and showed a good level of improvement from the last survey undertaken in 2018, with 81.82% of results falling into the excellent to very good category; a significant increase on the last survey in 2018 where 68.18% of results were recorded in these categories. There was, however, one area of people development that, whilst still a good result, was identified as an opportunity for improvement. It will therefore be important during the forthcoming year, to

ensure that personal development is actively encouraged through the performance review process and through the provision of suitable development opportunities linked to SRS business objectives

- 2.4** Sickness absence levels for 2019/20 were 10.13 days per FTE person. This is an increase on the previous year where absence rates were recorded as 7.55 per FTE person. There are mitigating factors with a number of staff undergoing planned medical interventions. This increase, while disappointing, still compares favourably when viewed in a wider context through comparison against the average sickness rates across the partner Councils. There are no discernible trends in either the short or long term absence figures.

Operational Performance

- 2.5** Operational performance throughout 2019/20 has been reported both to the Joint Committee and to each partner Council through the legacy systems. Performance is gauged against the 2019/20 Business Plan. The targets and actions identified in the plan were achieved for the most part. All statutory documents were published on time and the change programmes identified for the period concluded on time. The only failings were an inability to complete all of the proactive programmes due to resourcing.

- 2.6** The SRS has a role in two of the Council Public Accountability Measures; PAM 023 and PAM 013 and 045 for Cardiff only.

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

The number of premises that are broadly compliant with food hygiene requirements, i.e. scoring 3* or above, are gradually increasing and in line with the UK average of 95%. The number of food businesses with a food hygiene rating of more than 3 in each authority area during 2019/20 were:

- Bridgend 97.49% (*from 97.52% 2018/19*)
- Cardiff 94.84% (*from 94.54 % 2018/19*)
- Vale of Glamorgan 97.37% (*from 95.92%% 2018/19*)

The results show an increasing number of businesses improving their standards, some of which can be attributed to the success of the intervention programme

for food businesses. It is important to note that Cardiff has a significant turnover of food business operators and many of these new entrants to the market do not attract immediately a broadly compliant rating and that affects the overall broadly compliant score for Cardiff. Areas with a more settled food business community often score well on this indicator because the food business operators have had time to become accustomed to the requirements of the food hygiene legislation.

- PAM 13, Percentage of empty private properties brought back into use and PAM 45, the number of new homes created as a result of bringing empty properties back into use. These indicators introduced recently, have as their core purpose the aim of indicating the reduction in the number of empty properties. The current performance measure guidance sets out the categories of direct action that local authorities can take to bring a property back into use, including, Grants, loans or other financial assistance, enforcement action including statutory notices and dialogue between the owner and the local authority where progress to restore the use of the property is evident. Officers from the SRS contribute a dedicated resource to bring empty properties back into beneficial use within Cardiff and Bridgend.

In 2019, an Empty Property Officer was appointed to Bridgend County Borough Council with their role being to lead on the work of tackling the issues associated with Empty Properties and to coordinate the work of other departments to achieve a corporate approach. By having a dedicated resource to deal with Empty Properties this has allowed BCBC to target this key priority and maintain momentum to deal with the issue raised by long term vacant premises. Since the appointment of the Empty Property Officer the following has been achieved.

- *A robust suite of engagement/enforcement letters has been produced which enable a targeted and escalating approach to deal with empty properties.*
- *An empty property guide has been produced which gives owners of empty properties information and advice to assist them in bringing their properties back into use.*
- *A risk assessment system has been developed which allows us to target both properties that have detrimental effect on the area and those which are in areas of high housing need allowing us to achieve a blended approach in tackling the problem.*
- *A dedicated email address has been created which is accessible via our website providing a single point of contact for enquiries/complaints in relation to empty properties.*
- *A data base has been created where details of all enforcement action/complaints and progress in bringing properties back into use can be logged, allowing us to more accurately report on the situation.*
- *The discount for council tax in relation to empty properties has been removed.*
- *Links have been established with auctioneers to assist owner in the sale of their properties.*
- *An Enforcement Procedure in relation to Enforced Sale has been produced.*

In 2017/18 the percentage of empty properties brought back into use was 3.48 and last year it was 8.41%. Of the original top 20 properties 12 properties brought back into use with enforcement action already taken on 4 of the remaining 8 properties.

This year the overall target in Cardiff of 81 properties returned to use or new units created as a result of empty homes work was exceeded (82 properties). This is a result of a combination of both proactive and reactive work involving informal negotiation and formal enforcement in order to assist owners in bringing their properties back into use or to require improvements to eradicate associated nuisances. Due to the problematic nature of the work and the many reasons properties become and remain empty, casework is fairly bespoke depending how receptive an owner is. During 2019/20 the Council made three Compulsory Purchase Orders on long term empty houses. One was held in abeyance while the owner agreed to renovate and occupy which has happened; a second has been confirmed and will be vested in the Council's ownership; a third is subject to appeal by the owner to the High Court. Another property, in Grangetown, has had works of repair carried out by a contractor engaged by the team in order to deal with its negative impact on visual amenity. This property will be subject to enforced sale upon non-payment of the debt incurred completing the works.

Many of the properties returned to use have been the target of routine enforcement action by the team to deal with nuisances but the majority have been returned to use through informal means of advice and persuasion. The team has established an Empty Homes Working Group drawing together all those with expertise across the Council with the aim of maximising effectiveness in returning empty homes to use. Within Cardiff in this financial year the Authority have introduced a 50% premium on properties that have been unoccupied and unfurnished for more than 12 months, meaning a council tax charge of 150%. This is aimed at encouraging homes being brought back into use with any additional revenue generated from the premium being used to help meet local housing needs. A review of the effect of this policy will be undertaken within the following months and may help inform policy in the other two areas where SRS Officers provide dedicated resource in this area.

- 2.7** One point of note is the SRS engagement with a senior representative from Welsh Government, to highlight some of the issues experienced with the empty properties in both Bridgend and Cardiff. This has involved visits to properties and written representations to The National Assembly for Wales Equality, Local Government and Communities Committee, which produced a report into Empty Homes in October 2019. It contains a series of recommendations including a change to the empty homes performance indicator, and, perhaps more importantly, the recommendation that Welsh Government understand the impact that having a specific officer with responsibility for empty properties can make in local communities. In response, the Welsh Government have committed to the creation of a National Action Plan scheduled to be produced by December 2020

- 2.8** The detail of performance against all the agreed indicators is set out in **Appendix 1**.
- 2.9** The SRS may, through the relevant participative Council, prosecute breaches of legislation, particularly in respect of those who flout the law or who act irresponsibly, or where there is an immediate risk to health and safety. In the period, the service has been successful in challenging a range of unfair practices, many of which attracted significant media attention. The time and work required investigating these matters, and the consequences of officers' ability to carry out day to day work whilst these matters are ongoing, is significant. The details of all the prosecutions concluded in the period 1st April 2019 to 31st March 2020 are set out in **Appendix 2**.
- 2.10** The SRS has continued to support relevant corporate challenges at each Council, most notably in recent months with the issues arising from "Brexit" and Covid-19. The uncertainty surrounding the UK's departure from the EU required increased interaction with civil servants in Westminster and Cardiff on a range of public protection matters. The Covid-19 issue has required SRS to enforce new legislation and support the Councils in their efforts to protect local residents.

Other examples of providing corporate support include officers playing a key role in assisting the Councils to deal with the requirements to improve air quality, participating in a range of audits including the WAO audit on safeguarding and in the Vale of Glamorgan SRS officers have played a key role on the reshaping programme, particularly in relation to the management development programme.

- 2.11** SRS officers have supported all three Councils' statutory Licensing and Public Protection Committees through the year. The Committees have agreed a number of policy documents on Alcohol licensing and Gambling to protect the vulnerable in the community.

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

Significant Service achievements

- 2.12** Paragraph 1.5 above, highlights the priorities for the SRS; there have been a number of achievements in 2019/20 that demonstrate progress toward delivering the outcomes associated with those priorities. These actions can be found in Section 6 of the SRS Business Plan for 2020/21. Set out below are some examples of the work undertaken in the previous 12 months.

Improving Health and Wellbeing

- 2.13** Improving health and wellbeing is a key priority for Shared Regulatory Services. Work undertaken to ensure that food is safe, that infectious disease, noise and air emissions are controlled, that risks in the workplace are managed properly, allows people to live in healthy environments. Add to this our activities to ensure the quality of private rented property, the promotion of a safe trading environment and our regulation of licensed premises to ensure they operate responsibly and it is evident that the work undertaken by the SRS is hugely important to the health and wellbeing of the region.

An example of this work is evidenced through the prosecution of a Cardiff night club following complaints received from two employees who had sustained serious injuries after falling whilst dancing on the bar. The night club operates a bar which is based on a popular film from 2000, and is famed for staff dancing on the bar mimicking the film. SRS officers undertook an unannounced visit to the bar to investigate the concerns, where it became apparent that there were serious deficiencies in the health and safety management arrangements at the business and no proper risk assessments in place at that time. The practices at the premises also revealed that the staff were encouraged to drink alcohol whilst working and dance on the bar which was often unsafe due to drink spillage and therefore a wet surface. The incidents concerned related an employee who had sustained deep lacerations to her right shoulder and breast area after misplacing her footing whilst dancing on the bar and landing on a customer's wine glass and another had sustained a fracture to her back after slipping on the bar while dancing. The company were fined £66,000 ordered to pay £3,315 in costs as well as a victim surcharge of £170. The prosecution was well reported in the press making national headlines which demonstrated the significance of adequate health and safety management.

- 2.14** The Health Protection (Coronavirus Restrictions) (Wales) Regulations 2020 came into force on 26th March 2020 as part of the Welsh Government approach to tackling the severe acute respiratory syndrome coronavirus 2 (COVID 19) pandemic. Shared Regulatory Services has enforcement responsibility under the Regulations on behalf of the three local authorities along with South Wales Police. The restrictions detailed within the Regulations were put in place with the express purpose of protecting health and controlling the spread of disease.

The legislation requires those restrictions to be kept under review to ensure they are proportionate and based on the understanding of health risks and not to threaten public health risks that the virus presents. Each review has resulted in swift and immediate amendments to the Regulations which resulted in officers from the service having to digest quickly in readiness to enforce and advise local businesses along with a high level of enquiries from members of the public. At the time of writing over 540 enquiries had been received by the service relating to the Regulations. 19 prohibition notices had been issued and 2 fixed penalty notices. 1 fixed penalty notice was escalated to prosecution for non-payment.

Safeguarding the Vulnerable

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

In 2019-20, our Safeguarding Officers dealt with almost 500 enquiries and referrals. As a result of these, 83 victims of doorstep crime and scams were supported, and the provision of call blockers and memocams in residents homes has continued to be helpful. Over the course of the year, 13 rapid response incidents were launched in cases where residents were concerned or intimidated by the presence of rogue traders at their homes, enabling swift interaction with the perpetrators in a number of cases. Of the scams and doorstep crime incidents reported during 2019-20, 86% were prevented or resolved and a number of successful prosecutions followed, some of which resulted in custodial sentences.

Prevention is always better than cure and this is particularly so in this area of our work. With that in mind, our Safeguarding Officers have interacted with over 300 people through talks and other events aimed at raising awareness on avoiding scams and incidents of doorstep crime. In addition, we delivered further sessions of our Friends Against Scams training, and this included a course provided for Vaughan Gething, Minister for Health and Social Services, and his team.

In November 2019, to mark Safeguarding Week in Wales, SRS staged a Financial Abuse Safeguarding Conference. Over 100 professionals and partners came together from across the Safeguarding and crime prevention fields to share information, raise awareness of a range of initiatives and reinforce the tell tale signs of financial abuse.

Protecting the Environment

- 2.16** Protecting the environment is a core strategic priority of SRS. Many of the activities such as water sampling, monitoring air quality, and remediating contaminated land contribute toward promoting a better environment. This in turn means better long term prospects for the health and wellbeing of our communities. The SRS has a key role to play in ensuring society makes best use of existing resources and bringing back redundant/derelict properties into use is an important contributor to both the environment and local community development. SRS has a key role to play in the wider climate change and future generations agendas through its enforcement role on energy efficiency controls on properties and products. The impact of these activities is less apparent in the short term for communities, but has an important role for future generations. In the more immediate term, SRS ensures communities are protected from nuisance and are safer by investigating noise complaints, dealing with stray dogs and horses.

Animal feeding stuffs

- 2.17** The effective delivery of feed law controls forms a crucial, but perhaps less visible, component of safeguarding the whole food chain, from farm to fork. Since 2015, feed law enforcement in Wales has been administered on a six-region basis to complete an agreed annual programme of interventions, and SRS forms one of these regions. In February 2020, the Shared Service was audited by the Food Standards Agency to ensure the timely, appropriate, proportional and consistent delivery of official feed controls across the three local authority areas. The Auditors carried out database checks, scrutinised SRS policies, interviewed officers and carried out compliance reality checks at local business premises. Feedback over the course of the audit was constructive and positive, with the auditors recognising and acknowledging the significant amount of work that had gone into creating and refining the SRS database for Feed since the inception of SRS.

The FSA has recently issued its draft audit report for SRS in which it sets out the four possible assurance assessments that could have been awarded, ranging from Unsatisfactory through Limited, Moderate and finally Substantial assurance. The audit outcome for SRS is the **moderate assurance** status; *'The system for delivering official controls requires some improvement to fully demonstrate effective implementation of planned arrangements suitable to achieve the objectives of legal requirements and guidance'*.

This is a pleasing outcome for an area of responsibility with a limited resource (the number of full time equivalent (FTE) officers undertaking feed work is currently just 0.885 FTE). An action plan is being agreed to address the points raised by the auditors as requiring improvement, and a number of actions have already been completed.

Air Quality

- 2.18** During the last year, SRS ensured that the Bridgend, Cardiff and the Vale of Glamorgan Councils met their statutory obligations under the Environment Act by producing air quality reports for each area and reporting to the respective Cabinets. Failure to produce said reports could have led to the issue of a Welsh Government direction under Section 85(3) of the Environment Act 1995.
- In Bridgend, work has continued in order that a draft Action Plan can be agreed and implemented for the Park Street Air Quality Management Area (AQMA). As a result of its efforts through the year, the cross departmental working group has put forward a raft of possible mitigation measures and these have been subject to cost benefit analysis ahead of Cabinet approval of a draft action plan. Unfortunately, the COVID19 restrictions mean that it hasn't been possible to progress this any further to date, and with this in mind, Welsh Government has agreed to extend the timeline for implementation of the Air Quality Action Plan until the end of December 2020. A very positive development has been agreement on the siting of a real time air quality monitor within the Park Street

AQMA, meaning that residents will soon be able to view air quality monitoring data online.

- SRS continues to support delivery of the Cardiff Council Clean Air Plan and Strategy. In line with the additional Legal Direction it received, a revised Final Plan was submitted to the Welsh Government Minister at the end of October 2019. The preferred option in the revised plan remained a package of measures including city centre schemes, implementation of 36 electric buses, the bus retro-fit scheme, changes to taxi licensing policy, and active travel measures, and the revised plan has provided further justification on the need for the full package of measures. Following a review by an independent expert panel, the revised Final Plan was approved in full by the Environment Minister in December 2019. Work is now underway to begin implementation of the measures to ensure the modelled improvements in air quality can be realised.
- In the Vale of Glamorgan, the formal consultation process on revocation of the Windsor Road, Penarth AQMA concluded after a series of drop-in sessions for residents and other interested parties. Some participants expressed concern for air quality in the area after revocation takes place, and it is important to note that air quality will continue to be monitored in this location with the only change in practice being the fact that it will no longer be a designated AQMA. Should there be concerns as to compliance in the future then this position will of course be reviewed.

Supporting the Local economy

- 2.19** A strong local economy is a key component in the quality of life experienced by local people. The work of SRS has a significant, but often unseen, impact upon the local economy. The provision of timely advice and guidance on regulation can benefit the economic viability of businesses resulting in improved business practice. Much of the market surveillance activity focuses upon maintaining balance in the “marketplace”; the equitable enforcement of regulations helps businesses to compete on equal terms ensuring a fairer trading environment. The SRS role as regulator also extends to providing information to support consumers to enable them to become better informed and confident. In an age where people can purchase goods and services without leaving home, the importance of the principle of “caveat emptor” has never been more relevant.
- 2.20** Members of the Joint Committee will recall a number of significant interventions carried out by the Service in respect of the supply of jewellery in recent years. While compliance levels across the region were found to be generally good, problems were identified in some outlets including one where jewellery on sale for £25,000 was seized as a result of the fact that while properly hallmarked, the items in question were found to be in breach of a number of registered trademarks. Another investigation of a local online jewellery supplier established that inaccurate descriptions had been applied to the jewellery sold; the business owners claimed that in using terms such as ‘gold’ and ‘silver’ they were describing

the colour of the jewellery rather than its composition. The business owners each received a 14 month prison sentence, suspended for 18 months, and a Proceeds of Crime investigation is ongoing. Recognising the ongoing commitment of SRS to this area of work, in May 2019, the British Hallmarking Council awarded the Shared Service the prestigious Touchstone Award, the purpose of which is to recognise and reward the most effective initiative in the UK for increasing awareness and enforcement of hallmarking legislation. Members of the Hallmarking Council and Assay office attended the September Joint Committee meeting to recognise the achievement of Service and to present the Touchstone Award.

2.21 Over the course of the year, the Service has provided accredited training to almost 250 individuals and further developed the range of courses provided to businesses. This continues to be an important element in our approach to helping businesses achieve compliance, while at the same time supporting our income generation. Developments in the last year include:

- Working with local businesses to identify training needs led to the addition of a dedicated HACCP (Hazard Analysis and Critical Control Point) course to our training offer during the year. This supplements our well established Level 2 and Level 3 Food Hygiene qualifications, and is the only one of its kind in South Wales. Level 2 and Level 3 Allergens courses have also been added to the training portfolio and these have proved a popular choice for Food Business Operators and their staff, to assist them in complying with the law on allergens. This is a particularly important consideration given the significant risks involved if a food business does not manage allergens properly.
- An agreement with the charity Allergy UK to provide its Allergy Awareness training. Alongside this, SRS is promoting the Allergy Aware scheme which allows businesses to demonstrate their commitment to providing safe food for consumers with food allergies.
- Working with Welsh Government on the provision of the Level 2 Award in Infection Control for Special Procedures Practitioners, a mandatory requirement under the Public Health (Wales) Act. A trial session funded by Welsh Government, enabled sixteen practitioners to receive the training free of charge and all were successful in gaining the qualification. Further sessions were due to be rolled out from April 2020, but the pandemic restrictions mean that this won't be possible and a waiting list of practitioners has been set up ready for sessions in the future, as and when these take place.
- Delivery of the Level 2 Food Hygiene course at the Huggard Centre in Cardiff, a charity supporting the homeless with the aim of tackling homelessness. Through its Skill Share programme, 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. The first session was delivered in October 2019, with the

day being adapted to recognise the fact that many participants had not studied for some time and the feedback shows how the experience has really helped to build their confidence.

- Finally, with the COVID19 restrictions meaning that face to face training may not be practical for some time to come, the Service is exploring options for providing on-line delivery of its most popular courses. We are currently working with our training accreditor to find the best route to achieving this, particularly where recognised qualifications are involved. A crucially important consideration in this regard will be the inclusion of security checks into the system to ensure that the person receiving the award and the person actually sitting the examination are one and the same.

Maximising the use of resources

2.22 Maximising the use of resources was the original catalyst for creating SRS, and work in this area continues. By reducing “triplication” of effort, introducing better processes, making systems work without constant intervention, improving access into the service, our business improves and customer satisfaction increases. Income generating activities like marketing our metrology laboratory, offering paid for advice services, building Primary Authority partnerships and extending our training provision to business are examples of our move to a more “commercial” culture. Our income levels in 2019/20 were the best to date and have been used to offset the budget reductions in expenditure introduced as part of the SRS financial plan for 2018-2021.

2.23 Crucial to the success of SRS are the people who work within the service. SRS officers are engaged fully in the development of the service, by fostering an environment where people are encouraged to think, lead and innovate. The service has been recognised by different organisations for the efforts in regulating particular aspects of the marketplace. In 2019/20 the SRS was recognised by the RSPCA award for our work on animal welfare and by the Hallmarking Council for our investigations into sales of gold and silver.

2.24 Over the course of the year, the Service has continued its digital channel shift journey, taking a number of steps both to reduce reliance on printed materials and provide information in a user friendly way through a range of media. Distribution of our twice yearly ‘Food and Safety News’ is now predominantly electronic, being mailed out to thousands of food businesses across the SRS area. Only a very small number of copies are printed to ensure that the needs of those without digital access can be met.

The SRS website - www.srs.wales – has been audited and a number of changes made to improve content and ease of access. A number of new, informative videos for different trade sectors are now accessible from the website, as well as from the SRS Youtube channel, and greater use is being made of the Vale Connect

system to target important messages at specific business types. Contact into the service via the website continues to grow, and developments such as the Noise app have provided additional digital enhancements

Finally, our social media following improves month on month as the SRS Twitter (@SRS_cymru) and LinkedIn accounts gain in popularity. These channels in particular have proved to be a highly effective way of getting information to a large number of businesses and residents.

Financial Performance

- 2.25** The Gross Revenue Budget and provisional 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 provisional outturn position of a £46k overspend against a gross revenue budget of £8.190m, as illustrated in the following table:

	Gross	Forecast	Outturn
	Budget	Outturn	Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,728	1,655	73
Cardiff	4,793	4,937	(144)
Vale	1,669	1,644	25
Total Gross Expenditure	8,190	8,236	(46)

- 2.26** 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.
- 2.27** 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.
- 2.28** To address these issues, the Service has recruited 4 apprentices, who are being supported to progress within disciplines managed by the Service, with a view to retaining the apprentice in areas where they are best suited, and the need exists. Funding for these posts was provided for by the retention of £200k from the 2018-19 SRS underspend.
- 2.29** The Service has continued to work 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. However, due to the impact of Covid-19, this initiative has been greatly reduced towards late March 2020, but is intended to re-commence as soon as the position within the local universities permits. This support provides the students with appropriate practical experience to aid their

formal qualification, whilst actively contributing to the success and performance of the SRS.

2.30 A full breakdown of the forecast outturn position is shown in **Appendix A**.

Core Services

2.31 The approved gross Core Services Budget for 2019/20 is £5.861m and has an overall provisional outturn underspend position of £34k. 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	1,290	18
Cardiff	57.68%	3,381	3,381	0
Vale	20.00%	1,172	1,156	16
Total Core		5,861	5,827	34

2.32 Employee costs achieved a £22k overspend, which is the result of an unforeseen delay in filling posts within the service's permanent staffing structure where the use of agency is being accessed to cover these posts. The specific skill set required to cover some of the vacant posts has attracted a greater cost than that budgeted for within the staffing structure. There are also a number of unrelated recent long-term sickness absences within the Housing Team, which has resulted in additional Agency being utilised to enable the Service to meet its obligations.

2.33 However, it should be noted during 2019/20, there were on-going issues in attracting suitable cover within specific disciplines, plus a threshold on the availability of appropriate agency cover available in the external market place.

2.34 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.

2.35 The £21k overspend within Transport, relates to the customisation costs of newly purchased vans to meet service specifications.

2.36 The £416k overspend within Supplies and Services is predominantly the result of an animal welfare operation that was undertaken in January 2020, where the SRS worked as part of a multidisciplinary team in the seizure of 240 horses. The seizure incurred costs of £214k which include accommodation and security costs together with veterinary support being accessed where necessary. These costs have been partially offset by a 50% contribution from Welsh Government.

2.37 The balance of the remaining overspend relates to the capitalisation of vehicle and equipment costs of £88k, legal costs which have been recovered via a contribution towards costs from National Trading Standards Board, plus other items of office expenditure above budget with an overall value of £114k.

2.38 The £493k over recovery of income relates to £186k from secondments out of the service which are being recovered from Welsh Local Government Association, Welsh Government plus fte of 1.6 staff from one of the partner authorities. £166k of income relates to the contribution towards the costs of specific activities within the service received from both Welsh Government and the National Trading Standards Board, with the remaining £141k made up of unbudgeted fees and charges, proceeds from the disposal of vehicles no longer required by the service plus two unbudgeted Foods Standards Agency grants.

2.39 The 2019/20 Welsh Government Rentsmart Grants of £66k were 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

2.40 The approved gross budget of £2.329m in respect of Authority Specific (AS) Services has a provisional outturn overspend of £80k, as detailed in the following table:

	Gross	Forecast	Outturn
	Budget	Outturn	Variance
Authority	£'000's	£'000's	£'000's
Bridgend	420	365	55
Cardiff	1,412	1,556	(144)
Vale	497	488	9
Total AS Services	2,329	2,409	(80)

2.41 Of the £55k 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 is also benefitting from reduced costs which are attributable to a retendering exercise undertaken late last financial year.

2.42 The £25k underspend within the Bridgend Licensing Section relates to smaller underspends across the headings, plus the part year effect of a vacant post where there have been some issues in attracting suitable interest.

2.43 The Empty Homes initiative has achieved a £1k underspend.

2.44 The £144k forecast overspend at Cardiff predominantly relates to an overspend of £181k within the Taxi Licensing Section, within the Employee heading plus the Supplies and Services elements of the budget.

2.45 This may in part be due to the new cycle of 3-year Hackney Carriage/Private Hire Licences 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, being received directly by Cardiff Council. 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.

- 2.46** The Licensing team leader has now taken up a secondment in the Welsh Local Government Association working in collaboration with Welsh authorities on a national framework in respect of the consultation on the modernisation of taxi licenses in Wales. This has enabled a fellow team member to act up into the management role, although this has created a vacancy elsewhere in the structure.
- 2.47** HMO Cathays and HMO Plasnewydd are forecasting a combined underspend of £24k, which is spread across the headings.
- 2.48** The employment of the new Student Liaison Officer occurred mid-point in the year. This has resulted in an underspend of £25k.
- 2.49** The £12k overspend within Night Time Noise relates to predicted activity levels to be in excess of available budget and are consistent with pressures borne in previous periods.
- 2.50** Cardiff Port Health Authority have achieved a nil variance.
- 2.51** Overall, the Vale has achieved a provisional outturn position of an underspend of £9k, which includes a £4k overspend within Licensing.
- 2.52** The £8k overspend within the Burial section is partially offset by an under-spend of £5k within the Pest Control Service.
- 2.53** The Kennelling and Vets Service continues to emulate the reduction in pressures experienced at Bridgend, and as a result has achieved a £16k underspend.

Net Position

- 2.54** 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 provisional outturn overspend of £160k, against a net budget of £5.820m.

	Gross Budget	Provisional Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,277	1,293	(16)
Cardiff	3,215	3,426	(211)
Vale	1,328	1,261	67
Total Net Expenditure	5,820	5,980	(160)

- 2.55** A full breakdown of the forecast outturn position is illustrated in **Appendix B**.
- 2.56** 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.

- 2.57** The net position for Bridgend is a provisional overspend of £16k against a net budget of £1.277m and is the result of income recovery achieved to be £89k below target. Core income is anticipated to under recover by £27k, with an additional under recovery of income of £62k occurring within the Licensing Section.
- 2.58** The net position for Cardiff is a provisional overspend of £211k against a net budget of £3.215m. There is an under recovery of income of at £67k, which can be broken down to £43k within Core, with the remaining shortfall of £24k relating to Authority Specific Services, which predominantly relates to the under-recovery of income within the two HMO Licensing areas.
- 2.59** 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. The HMO Plasnewydd 5 year license period expired at the end of October 2019, with the consultation currently in progress, the outcome of which will be reported to Cabinet upon completion. During the consultation no income is generated within this license area.
- 2.60** HMO Cathays and HMO Plasnewydd have achieved a combined £90k shortfall in the achievement of the combined income targets of £232k.
- 2.61** The Licensing Section has exceeded the £959k income target by £47k.
- 2.62** Cardiff Port Health Authority is funded by precepts and has therefore fully achieved the target.
- 2.63** The Student Liaison Initiative has achieved income of £19k against a nil income budget.
- 2.64** The provisional net outturn position for the Vale of Glamorgan is a net overall underspend of £67k, against a net budget of £1.328m. Income has exceeded target by £42k which can be further analysed with Core being over recovered by £24k, with Authority Specific Services also exceeding the budget expectation by £18k.

Challenges moving forward

- 2.65** Over the last five years, the SRS has consolidated service delivery in accord with the agreed standards, the requisite financial savings have been delivered for Year 5 and reductions are already in place for Year 6. Discussions will now commence with the partner councils on the financial allocation for the SRS in the period 2021-24. The Key Milestones for 2020/21 include:

- *Delivery of the SRS Business Plan 2020-2021*

- *To support the partner councils and other agencies to manage the impact of Covid-19*
- *To monitor the implementation of new legislation and any requirements imposed by such legislation upon the Service. The uncertainty on the future relationship with the EU, the quantum of change and the unknown impact upon public protection legislation are at this point in time unknown and of great concern to business community.*

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

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

4. Resources and Legal Considerations

Financial

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

Employment

- 4.2** The implications of the budget reductions undertaken in 2019/20 are set out in the body of the report.

Legal (Including Equalities)

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

5. Background Papers

Appendix 1 – SRS Performance Measures 2019 / 2020

Appendix 2 – SRS Prosecution Statistics 2019 / 2020

Appendix 3 – Projected Gross Revenue Outturn Position

Appendix 4 – A Summary of the Projected Net Outturn Position

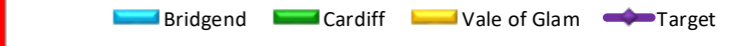
■ Target achieved or exceeded
■ Target not achieved but on target for end of year
■ Target not achieved - Corrective action required

■ Well below target but expected to improve
■ Well below target - Urgent improvement required

Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Food - Combined total	Bridgend	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	54				54		
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.	56				56		
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.	96.43%	Amber	One A rated premises and one B rated premises remain outstanding at the end of the year. The government restrictions imposed at the latter end of March due to Covid 19 led to the suspension of inspections which subsequently impacted on the number of inspections completed. Any outstanding inspections will however be completed, as soon as practicable.	100%	96.43%	Amber	
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.	209				209		
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.	213				213		
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.	98.12%	Amber	One A rated premises and 3 B rated premises remain outstanding at the end of the year. The government restrictions imposed at the latter end of March due to Covid 19 led to the suspension of inspections which subsequently impacted on the number of inspections completed. Any outstanding inspections will however be completed, as soon as practicable.	100%	98.12%	Amber	
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.	77				77		
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.	78				78		
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.	98.72%	Amber	All A rated premises were inspected, but one B rated premises remains outstanding at the end of the year. The government restrictions imposed at the latter end of March due to Covid 19 led to the suspension of inspections which subsequently impacted on the number of inspections completed. Any outstanding inspections will however be completed, as soon as practicable.	100%	98.72%	Amber	
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.	340				340		
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				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.	97.98%	Amber	Two A rated premises and 5 B rated premises remain outstanding at the end of the year. The government restrictions imposed at the latter end of March due to Covid 19 led to the suspension of inspections which subsequently impacted on the number of inspections completed. Any outstanding inspections will however be completed, as soon as practicable.	100%	97.98%	Amber	



Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance								
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	228				228		<p>% of high risk businesses (Category C) that were inspected for food hygiene</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2016/17</td><td>85.38%</td></tr> <tr><td>2017/18</td><td>100%</td></tr> <tr><td>2018/19</td><td>89.01%</td></tr> </table>	Year	Percentage	2016/17	85.38%	2017/18	100%	2018/19	89.01%
Year	Percentage																	
2016/17	85.38%																	
2017/18	100%																	
2018/19	89.01%																	
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	351				351										
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.	64.96%	Red	The shortfall in inspections equates to 123 inspections outstanding at the end of the year. This was largely due to a number of vacancies within the Food Team which together with a backlog of inspections carried over from the previous year caused difficulties in completing the programme. Attempts to recover our position during Qtr 4 were made but the government restrictions imposed at the latter end of March due to Covid 19 led to the suspension of inspections. Any outstanding inspections will however be completed, as soon as practicable.	90%	64.96%	Red									
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.	701				701		<p>% of high risk businesses (Category C) that were inspected for food hygiene</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2016/17</td><td>95.23%</td></tr> <tr><td>2017/18</td><td>100%</td></tr> <tr><td>2018/19</td><td>77.05%</td></tr> </table>	Year	Percentage	2016/17	95.23%	2017/18	100%	2018/19	77.05%
Year	Percentage																	
2016/17	95.23%																	
2017/18	100%																	
2018/19	77.05%																	
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	910				910										
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	77.03%	Red	The shortfall in inspections equates to 209 inspections outstanding at the end of the year. This was largely due to a number of vacancies within the Food Team which together with a backlog of inspections carried over from the previous year caused difficulties in completing the programme. Attempts to recover our position during Qtr 4 were made and aided by the recruitment of contractors, but the government restrictions imposed at the latter end of March due to Covid 19 led to the suspension of inspections. Any outstanding inspections will however be completed, as soon as practicable.	90%	77.03%	Red									
Food - Combined total	Vale of Glam	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	150				150		<p>% of high risk businesses (Category C) that were inspected for food hygiene</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2016/17</td><td>92.99%</td></tr> <tr><td>2017/18</td><td>100%</td></tr> <tr><td>2018/19</td><td>92.55%</td></tr> </table>	Year	Percentage	2016/17	92.99%	2017/18	100%	2018/19	92.55%
Year	Percentage																	
2016/17	92.99%																	
2017/18	100%																	
2018/19	92.55%																	
Food - Combined total	Vale of Glam	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	282				282										
Food - Combined total	Vale of Glam	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	53.19%	Red	The shortfall in inspections equates to 132 inspections outstanding at the end of the year. This was largely due to a number of vacancies within the Food Team which together with a backlog of inspections carried over from the previous year caused difficulties in completing the programme. Attempts to recover our position during Qtr 4 were made but the government restrictions imposed at the latter end of March due to Covid 19 led to the suspension of inspections. Any outstanding inspections will however be completed, as soon as practicable.	90%	53.19%	Red									
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.	1079				1079		<p>% of high risk businesses (Category C) that were inspected for food hygiene</p> <table border="1"> <tr><th>Year</th><th>Percentage</th></tr> <tr><td>2016/17</td><td>85.38%</td></tr> <tr><td>2017/18</td><td>100%</td></tr> <tr><td>2018/19</td><td>89.01%</td></tr> </table>	Year	Percentage	2016/17	85.38%	2017/18	100%	2018/19	89.01%
Year	Percentage																	
2016/17	85.38%																	
2017/18	100%																	
2018/19	89.01%																	
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	1543				1543										
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.	69.93%	Red	The shortfall in inspections equates to 465 inspections outstanding at the end of the year. This was largely due to a number of vacancies within the Food Team which together with a backlog of inspections carried over from the previous year caused difficulties in completing the programme. Attempts to recover our position during Qtr 4 were made but the government restrictions imposed at the latter end of March due to Covid 19 led to the suspension of inspections. Any outstanding inspections will however be completed, as soon as practicable.	90%	69.93%	Red									



Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	134				134		% of new Food Hygiene businesses identified and visited
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	181				181		
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.	74.03%	Red	In order to achieve target we would expect to reach 90% of new businesses identified each quarter. At the end of this year this equates to 163 contacts which would be expected to be carried out representing a shortfall of 29 inspections to meet target of 90%. This was largely due to a number of staff vacancies within the team however the government restrictions imposed at the latter end of March due to Covid 19 did result in the suspension of inspections which also had an impact. Any outstanding inspections will be carried over to the next financial year and completed as soon as practicable.	90%	74.03%	Red	
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.	341				341		% of new Food Hygiene businesses identified and visited
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	644				644		
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.	52.95%	Red	In order to achieve target we would expect to reach 90% of new businesses identified each quarter. At the end of this year this equates to 580 contacts which would be expected to be carried out representing a shortfall of 239 inspections to meet target of 90%. This was largely due to a number of staff vacancies within the team however the government restrictions imposed at the latter end of March due to Covid 19 did result in the suspension of inspections which also had an impact. Any outstanding inspections will be carried over to the next financial year and completed as soon as practicable.	90%	52.95%	Red	
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.	144				144		% of new Food Hygiene businesses identified and visited
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	199				199		
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.	72.36%	Red	In order to achieve target we would expect to reach 90% of new businesses identified each quarter. At the end of this year this equates to 180 contacts which would be expected to be carried out representing a shortfall of 36 inspections to meet target of 90%. This was largely due to a number of staff vacancies within the team however the government restrictions imposed at the latter end of March due to Covid 19 did result in the suspension of inspections which also had an impact. Any outstanding inspections will be carried over to the next financial year and completed as soon as practicable.	90%	72.36%	Red	
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.	619				619		% of new Food Hygiene businesses identified and visited
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	1024				1024		
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.	60.45%	Red	In order to achieve target we would expect to reach 90% of new businesses identified each quarter. At the end of this year this equates to 922 contacts which would be expected to be carried out representing a shortfall of 303 inspections to meet target of 90%. This was largely due to a number of staff vacancies within the team however the government restrictions imposed at the latter end of March due to Covid 19 did result in the suspension of inspections which also had an impact. Any outstanding inspections will be carried over to the next financial year and completed as soon as practicable.	90%	60.45%	Red	

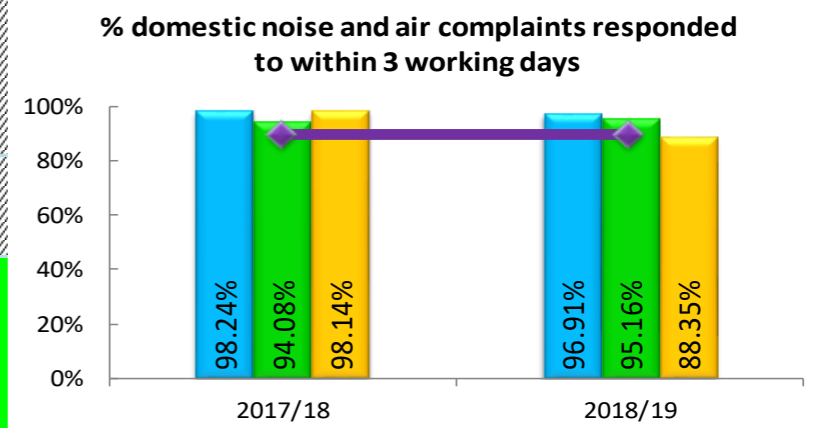
Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Food	Bridgend	PAM/023 (formerly PPN/009)	The number of food establishments which are 'Broadly Compliant' during the year as at 31 March.	1281				1281		PAM 023 - % of food premises that are broadly compliant with food hygiene standards
Food	Bridgend	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	1314				1314		
Food	Bridgend	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.49%	Green	Target exceeded. Results have stayed at a very similar high level to those achieved in 2018/19.	94%	97.49%	Green	
		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.	3031				3031		PAM 023 - % of food premises that are broadly compliant with food hygiene standards
Food	Cardiff	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	3196				3196		
Food	Cardiff	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	94.84%	Green	Target exceeded. Results show slight improvement from 2018/19 which is consistent with an upward trend evident over the last 4 years.	94%	94.84%	Green	
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.	1187				1187		PAM 023 - % of food premises that are broadly compliant with food hygiene standards
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	1219				1219		
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.37%	Green	Target exceeded. Results show good improvement from 2018/19 which is consistent with an upward trend evident over the last 4 years.	94%	97.37%	Green	
Food	SRS	PAM/023 (formerly PPN/009)	The number of food establishments which are 'Broadly Compliant' during the year as at 31 March.	5499				5499		PAM 023 - % of food premises that are broadly compliant with food hygiene standards
Food	SRS	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	5729				5729		
Food	SRS	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	95.99%	Green	Target exceeded. Results show improvement from 2018/19.	94%	95.99%	Green	

Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	4				4		% of high risk inspections Trading Standards
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	6				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.	66.67%	Red	The shortfall in inspections equates to 2 inspections outstanding at the end of the year. Both of these premises were due to be visited in March, however the Coronavirus pandemic restrictions meant that they could not be completed.	100%	66.67%	Red	
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	31				31		% of high risk inspections Trading Standards
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	34				34		
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.	91.18%	Amber	The shortfall in inspections equates to 3 inspections outstanding at the end of the year. Two of these premises were due to be inspected in March however the Coronavirus pandemic restrictions meant that this wasn't possible. The remaining outstanding premises was allocated to an officer earlier in the year but not completed.	100%	91.18%	Amber	
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	6				6		% of high risk inspections Trading Standards
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	6				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.	100.00%	Green	Target achieved	100%	100.00%	Green	
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.	41				41		% of high risk inspections Trading Standards
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.	46				46		
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.	89.13%	Red	The shortfall of inspections relates to 5 inspections that remain outstanding at the end of the year. Four of the five inspections couldn't be visited as result of the Coronavirus pandemic restrictions imposed during March 2020.	100%	89.13%	Red	

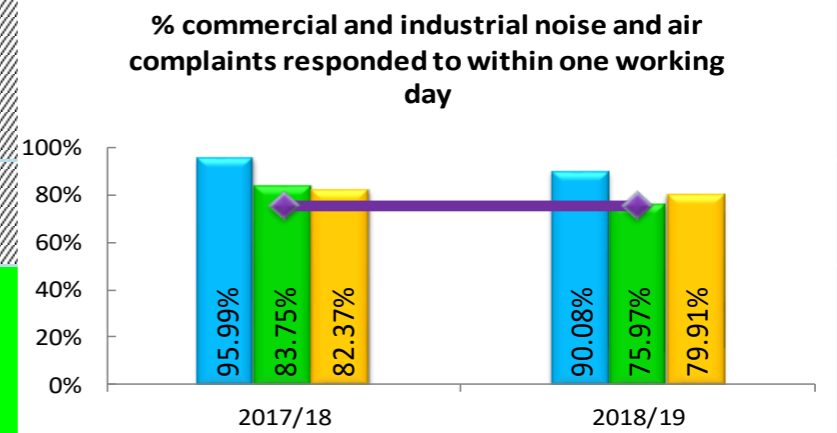
Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	167				167		% of new Trading Standards businesses identified and visited
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	228				228		
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.	73.25%	Amber	In order to achieve target we would expect to reach 80% of new businesses identified each quarter. At the end of this year this equates to 183 contacts which would be expected to be carried out representing a shortfall of 16 inspections to meet target of 80% This was largely due to a number of staff vacancies within the food safety team who are now undertaking food standards inspections alongside food safety inspections and a database cleansing exercise in relation to animal feed that revealed a number of anomalies. The government restrictions imposed at the latter end of March due to Covid 19 also had an impact. Any outstanding inspections will be carried over to the next financial year and completed as soon as practicable	80%	73.25%	Amber	
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.	529				529		% of new Trading Standards businesses identified and visited
Trading Standards Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	803				803		
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.	65.88%	Red	In order to achieve target we would expect to reach 80% of new businesses identified each quarter. At the end of this year this equates to 643 contacts which would be expected to be carried out representing a shortfall of 144 inspections to meet target of 80% This was largely due to a number of staff vacancies within the food safety team who are now undertaking food standards inspections alongside food safety inspections and a database cleansing exercise in relation to animal feed that revealed a number of anomalies. The government restrictions imposed at the latter end of March due to Covid 19 also had an impact. Any outstanding inspections will be carried over to the next financial year and completed as soon as practicable	80%	65.88%	Red	
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.	186				186		% of new Trading Standards businesses identified and visited
Trading Standards Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	264				264		
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.	70.45%	Amber	In order to achieve target we would expect to reach 80% of new businesses identified each quarter. At the end of this year this equates to 212 contacts which would be expected to be carried out representing a shortfall of 26 inspections to meet target of 80% This was largely due to a number of staff vacancies within the food safety team who are now undertaking food standards inspections alongside food safety inspections and a database cleansing exercise in relation to animal feed that revealed a number of anomalies. The government restrictions imposed at the latter end of March due to Covid 19 also had an impact. Any outstanding inspections will be carried over to the next financial year and completed as soon as practicable	80%	70.45%	Amber	
Trading Standards - SRS Combined total	SRS	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	882				882		% of new Trading Standards businesses identified and visited
Trading Standards - SRS Combined total	SRS	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	1295				1295		
Trading Standards - SRS Combined total	SRS	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	68.11%	Red	In order to achieve target we would expect to reach 80% of new businesses identified each quarter. At the end of this year this equates to 1036 contacts which would be expected to be carried out representing a shortfall of 154 inspections to meet target of 80% This was largely due to a number of staff vacancies within the food safety team who are now undertaking food standards inspections alongside food safety inspections and a database cleansing exercise in relation to animal feed that revealed a number of anomalies. The government restrictions imposed at the latter end of March due to Covid 19 also had an impact. Any outstanding inspections will be carried over to the next financial year and completed as soon as practicable	80%	68.11%	Red	

Team	Authority	Ref	Title	Q4 Actual	RAG Status4	Comment	Annual target	Annual total/result	Annual RAG status	Previous years performance
Trading Standards Combined total	Bridgend	SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	21				21		% of significant breaches that were rectified for Trading Standards
Trading Standards Combined total	Bridgend	SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	24				24		
Trading Standards Combined total	Bridgend	SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	87.50%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A	87.50%		
Trading Standards Combined total	Cardiff	SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	176				176		% of significant breaches that were rectified for Trading Standards
Trading Standards Combined total	Cardiff	SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	229				229		
Trading Standards Combined total	Cardiff	SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	76.86%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A	76.86%		
Trading Standards Combined total	Vale of Glam	SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	39				39		% of significant breaches that were rectified for Trading Standards
Trading Standards Combined total	Vale of Glam	SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	48				48		
Trading Standards Combined total	Vale of Glam	SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	81.25%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A	81.25%		
Trading Standards Combined total	SRS	SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	236				236		% of significant breaches that were rectified for Trading Standards
Trading Standards Combined total	SRS	SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	301				301		
Trading Standards Combined total	SRS	SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	78.41%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A	78.41%		

Team	Authority	Ref	Title	Qtr4 Actual	RAG Statu	Comment	Annual Target	Annual total/result	RAG Status5	Previous years performance
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	139				754		
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints received.	142				787		
Pollution	Bridgend	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	97.89%	Green	Target exceeded.	90%	95.81%	Green	
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	493				2391		
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints received.	517				2524		
Pollution	Cardiff	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	95.36%	Green	Target exceeded.	90%	94.73%	Green	
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	64				335		
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints received.	69				377		
Pollution	Vale of Glam	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	92.75%	Green	Target exceeded.	90%	88.86%	Green	
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	696				3480		
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints received.	728				3688		
Pollution	SRS	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	95.60%	Green	Target exceeded.	90%	94.36%	Green	



Team	Authority	Ref	Title	Qtr4 Actual	RAG Statu	Comment	Annual Target	Annual total/result	RAG Status5	Previous years performance
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	44				214		
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	48				263		
Pollution	Bridgend	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	91.67%	Green	Target exceeded.	75%	81.37%	Green	
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	107				572		
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	131				720		
Pollution	Cardiff	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	81.68%	Green	Target exceeded.	75%	79.44%	Green	
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	35				190		
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	43				251		
Pollution	Vale of Glam	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	81.40%	Green	Target exceeded.	75%	75.70%	Green	
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	186				976		
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	222				1234		
Pollution	SRS	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	83.78%	Green	Target exceeded.	75%	79.09%	Green	



Team	Authority	Ref	Title	Qtr4 Actual	RAG Statu	Comment	Annual Target	Annual total/result	RAG Status5	Previous years performance												
Pollution	Bridgend	SRS/LC/010	No of alarm complaints responded to within one day.	0				14														
Pollution	Bridgend	SRS/LC/010	No. of alarm complaints received.	0				14														
Pollution	Bridgend	SRS/LC/010	Percentage of alarm complaints responded to within one day.	#DIV/0!	Green	No complaints received.	90%	100.00%	Green													
Pollution	Cardiff	SRS/LC/010	No of alarm complaints responded to within one day.	17				104														
Pollution	Cardiff	SRS/LC/010	No. of alarm complaints received.	18				110														
Pollution	Cardiff	SRS/LC/010	Percentage of alarm complaints responded to within one day.	94.44%	Green	Target exceeded.	90%	94.55%	Green													
Pollution	Vale of Glam	SRS/LC/010	No of alarm complaints responded to within one day.	4				7														
Pollution	Vale of Glam	SRS/LC/010	No. of alarm complaints received.	4				7														
Pollution	Vale of Glam	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded.	90%	100.00%	Green													
Pollution	SRS	SRS/LC/010	No of alarm complaints responded to within one day.	21				125		<p>% of alarm complaints responded to within one day</p> <table border="1"> <caption>% of alarm complaints responded to within one day</caption> <thead> <tr> <th>Year</th> <th>No of alarm complaints responded to within one day</th> <th>No. of alarm complaints received</th> <th>Percentage of alarm complaints responded to within one day</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>100.00%</td> <td>94.74%</td> <td>100.00%</td> </tr> <tr> <td>2018/19</td> <td>90.00%</td> <td>96.89%</td> <td>87.50%</td> </tr> </tbody> </table>	Year	No of alarm complaints responded to within one day	No. of alarm complaints received	Percentage of alarm complaints responded to within one day	2017/18	100.00%	94.74%	100.00%	2018/19	90.00%	96.89%	87.50%
Year	No of alarm complaints responded to within one day	No. of alarm complaints received	Percentage of alarm complaints responded to within one day																			
2017/18	100.00%	94.74%	100.00%																			
2018/19	90.00%	96.89%	87.50%																			
Pollution	SRS	SRS/LC/010	No. of alarm complaints received.	22				131														
Pollution	SRS	SRS/LC/010	Percentage of alarm complaints responded to within one day.	95.45%	Green	Target exceeded.	90%	95.42%	Green													

Team	Authority	Ref	Title	Qtr4 Actual	RAG Status	Comment	Annual Target	Annual total/result	RAG Status5
Licensing	Bridgend	SRS/LC/004	Number of applications determined within 2 months	30				115	
Licensing	Bridgend	SRS/LC/004	Number of applications received	30				115	
Licensing	Bridgend	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	Cardiff	SRS/LC/004	Number of applications determined within 2 months	122				520	
Licensing	Cardiff	SRS/LC/004	Number of applications received	122				520	
Licensing	Cardiff	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	Vale of Glam	SRS/LC/004	Number of applications determined within 2 months	33				134	
Licensing	Vale of Glam	SRS/LC/004	Number of applications received	35				136	
Licensing	Vale of Glam	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	94.29%	Amber	2 applications remain undetermined. This is due to representations and difficulties calling a hearing due to Covid 19. Some of the residents are self isolating and there are currently limited facilities for hearings.	100%	98.53%	Amber
Licensing	SRS	SRS/LC/004	Number of applications determined within 2 months	185				769	
Licensing	SRS	SRS/LC/004	Number of applications received	187				771	
Licensing	SRS	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	98.93%	Amber	2 applications remain undetermined in the Vale. This is due to representations and difficulties calling a hearing due to Covid 19. Some of the residents are self isolating and there are currently limited facilities for hearings.	100%	99.74%	Amber

Team	Authority	Ref	Title	Qtr4 Actual	RAG Statu	Comment	Annual Target	Annual total/result	RAG Status5
Licensing	Bridgend	SRS/LC/005	Number of applications determined within 2 months	12				67	
Licensing	Bridgend	SRS/LC/005	Number of applications received	12				67	
Licensing	Bridgend	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	Cardiff	SRS/LC/005	Number of applications determined within 2 months	65				343	
Licensing	Cardiff	SRS/LC/005	Number of applications received	65				343	
Licensing	Cardiff	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	Vale of Glam	SRS/LC/005	Number of applications determined within 2 months	17				73	
Licensing	Vale of Glam	SRS/LC/005	Number of applications received	17				73	
Licensing	Vale of Glam	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	SRS	SRS/LC/005	Number of applications determined within 2 months	94				483	
Licensing	SRS	SRS/LC/005	Number of applications received	94				483	
Licensing	SRS	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green

Team	Authority	Ref	Title	Qtr4 Actual	RAG Status	Comment	Annual Target	Annual total/result	RAG Status5
Licensing	Bridgend	SRS/LC/006	Number of applications determined within 2 months	0				0	
Licensing	Bridgend	SRS/LC/006	Number of applications received	0				0	
Licensing	Bridgend	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received.	100%	0.00%	Green
Licensing	Cardiff	SRS/LC/006	Number of applications determined within 2 months	40				52	
Licensing	Cardiff	SRS/LC/006	Number of applications received	40				52	
Licensing	Cardiff	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green
Licensing	Vale of Glam	SRS/LC/006	Number of applications determined within 2 months	0				0	
Licensing	Vale of Glam	SRS/LC/006	Number of applications received	0				0	
Licensing	Vale of Glam	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received.	100%	0.00%	Green
Licensing	SRS	SRS/LC/006	Number of applications determined within 2 months	40				52	
Licensing	SRS	SRS/LC/006	Number of applications received	40				52	
Licensing	SRS	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	100.00%	Green	Target achieved	100%	100.00%	Green

Appendix 2 - Summary of cases concluding during the 2019-2020 financial year

The following prosecution cases arising from investigations conducted across the Shared Service, were concluded during the year.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

		suffering from early onset dementia.	
29	19.8.19	<p>This case saw the defendant company plead guilty to breaching two noise abatement notices under the Environmental Protection Act 1990 for loud amplified music and for amplified voices at its licensed premises.</p> <p>Written mitigation was provided by the defence and a response prepared by the prosecution prior to the hearing. The District Judge accepted the defence submission that this was a relatively isolated incident taking place on one occasion although there were two breaches. He accepted that the defence had taken a number of steps to address issues at the venue and he agreed with the defence submission that the harm caused was a Category 3. However, he did not agree that their culpability was low. He considered that the company's culpability was negligent.</p>	The company was fined £800 for each of the 2 offences giving a total fine of £1600. They were also ordered to pay costs of £2500 and a victim surcharge of £80.
30	23.8.19	The defendant pleaded guilty to plying for hire without a licence or insurance. In mitigation, he told the Court that it was Christmas time and busy and he took a chance, but now realises that he should not have.	He was fined £300 and had 6 penalty points imposed for the insurance offence, with no separate penalty on the other offence. The defendant was also ordered to pay £150 Prosecution costs and £30 Victim Surcharge.
31	23.8.19	The defendant pleaded guilty to plying for hire without a licence or insurance.	He was fined £300 plus 6 penalty points for the insurance offence, with no separate penalty on the other offence; he was also ordered to pay £150 Prosecution costs and £30 Victim Surcharge.
32	5.9.19	Visits by officers of Shared Regulatory Services highlighted a failure of a shisha lounge to comply with	The magistrates fined the company £500 for each offence giving a total fine of £1500, and ordered the payment of costs

		<p>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>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>
33	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>
34	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 solid structures and two walls containing shutters which were in a closed position.</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 £175 and a victim surcharge of £77.</p>
35	9.9.19	<p>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</p>	<p>The defendant was given a 12 month conditional discharge for both offences and ordered to pay costs of £2500.</p>

		for promoting Fingerling toys which were similar to a product made by a particular manufacturer, in such a way as to deliberately mislead consumers.	
36	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.
37	27.9.19	<p>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</p> <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 HACCP principles and • failing to ensure those working in a food handling area maintained a high degree of cleanliness. 	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.
38	27.9.18	The defendant in this doorstep crime case already had a 26 week suspended sentence when further offences were committed which left three residents thousands	The Defendant was sentenced as follows after credit was given for guilty plea and taking account of totality:

		<p>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>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>
39	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 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</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>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>	
40	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 the meter.</p>	The Magistrates imposed a total fine of £300, and ordered the defendant to pay costs of £150 and a victim surcharge of £30.
41	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>	The magistrates fined him a total of £160, and ordered him to pay costs of £300 together with a victim surcharge of £30.

		<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>	
42	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. • 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. 	<p>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.</p>

		<ul style="list-style-type: none"> • 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>	
43	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>	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.
44	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</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 'inflare the situation'.

		from the loud music.	
45	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 cancellation rights. He had refused to accept payment by cheque and had taken her son to the bank to get cash.</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>
46	31.10.19	<p>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</p>	<p>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</p>

		Licence.	made no order as to costs.
47	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
48	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 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</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>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>	
49	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 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</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>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>	
50	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 • 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 	The defendant was fined £900 and ordered to pay costs of £300 together with a victim surcharge of £90.

		<p>contamination</p> <ul style="list-style-type: none"> • A failure to remove accumulated refuse • A failure to install a lobby between a toilet and a food room 	
51	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>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.</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>

52	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
53	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
54	15.11.19	<p>The defendant had earlier pleaded guilty to six offences under the Food Hygiene (Wales) Regulations 2006 and a further two offences under the Food 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>	He was fined a total of £1200, ordered to pay costs of £400 and a victim surcharge of £30.

		<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. 	
55	22.11.19	<p>During a visit to a retailer in October 2018, henna products were found which were incorrectly labelled and also fairy lights and electrical adaptors which failed the plug gauge test. The retailer failed to provide the information and supplier documentation required by SRS in respect of these products and the defendant pleaded guilty to two offences under the Cosmetic Products Enforcement Regulations 2013 and to two offences under the Electrical Equipment Safety Regulations</p>	<p>The defendant was fined a total of £1200, ordered to pay costs of £4768 and a victim surcharge of £40.</p>
56	29.11.19	<p>The defendant pleaded guilty to eight offences under the Trade Marks Act 1994 and five offences under the Tobacco and Related Products Regulations 2016 in relation to illicit tobacco products that were discovered at his food store between November 2018 and June 2019. The products were either counterfeit or failed to carry the required health warnings.</p>	<p>The magistrates gave the defendant credit for his early guilty plea and imposed a 12 month community order with 40 hours of unpaid work, ordered him to pay costs of £500 and a victim surcharge of £85.</p>

57	29.11.19	During a visit to a retailer, officers found items of food past the use by dates relating to them. The defendant pleaded guilty to twelve offences under the General Food Regulations 2004 and one offence under the Food Safety Act 1990.	The magistrates gave the defendant credit for his early guilty plea and recognised that he had made improvements. He was fined £50 for each offence giving a total fine of £650, was ordered to pay costs of £400 and a victim surcharge of £30.
58	5.12.19	In October and November 2018 officers had visited a bakery premises and discovered a number of food hygiene offences arising from a lack of cleaning, a failure to follow HACCP principles and evidence of widespread mouse droppings throughout the flour storeroom. The defendant pleaded guilty to fifteen offences under the Food Hygiene (Wales) Regulations 2006	In sentencing, the District Judge considered the defendant's early guilty plea, and the fact that he had employed contractors to thoroughly clean the premises. The judge considered that his culpability was high and that there was a high to medium risk of harm from cross contamination. The defendant was fined £2500, ordered to pay costs of £460 and a victim surcharge of £120
59	11.12.19	The defendant pleaded not guilty to five offences for failing to comply with a noise abatement notice in respect of barking dogs at her property. The problem was witnessed by officers on five separate occasions following complaints from a neighbour and the court heard how there had been barking from two dogs at the property, including on one occasion consistent barking for 27 out of the 31 minutes that the officer was in attendance.	The defendant was found guilty of all 5 breaches and was fined £100 for each offence giving a total fine of £500. She was ordered to pay costs of £500 and a victim surcharge of £50.
60	12.12.19	This case relates to health and safety offences at a city centre bar, and the matter was first referred to SRS by South Wales Police, following a nasty injury caused to a member of staff who was required to dance on top of the bar area. She had slipped and suffered severe lacerations to the shoulder and breast	The company was fined a total of £66,000, ordered to pay prosecution costs of £3315 and a victim surcharge of £170. In sentencing, the District Judge agreed with the prosecution that the defendant's culpability was in the High category as their failings had subsisted over a period of months with the

		<p>area after landing on a customer's wine glass. During the course of the investigation it was established that in an earlier incident some months before, another member of staff had resulted in a RIDDOR notification. The prosecution demonstrated that the company had inadequate health and safety risk assessments in place, while management and staff did not understand their responsibilities under health and safety law.</p> <p>The company had earlier pleaded guilty three offences under the Health and Safety at Work etc. Act 1974 for failing to ensure the health and safety of its employees, failing to make suitable and sufficient health and safety assessments and failing to notify the local authority of a work related specified injury under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.</p>	<p>company reacting to the incidents but not really taking a step back to look at health and safety properly. Whilst they had carried out risk assessments they were not meaningfully acted upon with the company's priority being fun and encouraging the consumption of alcohol. They had put the customer experience above that of the health and safety of its staff.</p>
61	19.12.20	<p>The defendant in this case pleaded guilty to two offences under the Consumer Protection from Unfair Trading Regulations 2008 for providing one consumer with an invoice which contained a false name and address; and dishonestly making a false representation to another consumer as to his name.</p>	<p>He was fined £266, ordered to pay costs of £440.00 and a victim surcharge of £30. A compensation order for of £1,500.00 was made for the second victim.</p>
62	19.12.20	<p>Guilty pleas under the General Product Safety Regulations 2005 were entered by the defendant on behalf of his company and also of himself as Director. SRS officers had visited the defendant's beauty salon and carried out a test purchase of 'zero powered Halloween contact lenses' and 'Yellow Cat contact</p>	<p>The judge took into account the early guilty pleas and previous clean character. The company and the Director were each fined £183 and ordered to pay costs of £220 together with a victim surcharge of £30.</p>

		lenses'. This type of product requires the supervision of an optometrist when supplied to members of the public. Officers had given advice on this previously to the business and the lenses were subject to a safety notice namely a requirement to mark notice.	
63	19.12.20	The defendant pleaded guilty to 8 offences under the Trade Marks Act 1994 and one offence under the Tobacco and Related Products Regulations 2016. SRS officers seized counterfeit tobacco and tobacco from the defendant which did not carry the required health warnings.	The Magistrates fined the defendant a total of £580 and ordered him to pay costs of £260 along with a victim surcharge of £30.
64	9.1.20	<p>In November 2018, SRS officers seized 942 items of counterfeit clothing and fragrances from the defendant's market stall. The items seized were forfeited by the court in 2019.</p> <p>The defendant pleaded guilty to seven offences under the Trade Marks Act 1994 and the court was advised that the defendant had a previous conviction in 2017 for similar offences and had outstanding fines of £14,000 in other courts.</p> <p>In mitigation the defendant told the court that his customers knew the goods were counterfeit and he had not tried to pass the goods off as genuine. He had been homeless for over 3 years and was trying to make some money. He is now trying to get himself back on his feet and has just obtained a lease for a shop in Birmingham selling greeting cards. His financial situation is not great but it is better than it</p>	The magistrates fined the defendant £40 for each offence giving a total fine of £280. He was also ordered to pay costs of £350 and a victim surcharge of £30. In fining the defendant the magistrates gave him credit for his early guilty plea, accepted that his income was low and that he was making a real effort by running a legitimate business.

		was.	
65	9.1.20	<p>On a food hygiene inspection of a Chinese take away in November 2018, officers found evidence of a mouse infestation with large amounts of droppings found throughout the premises. Droppings were found in the front serving area, side staff room and middle refrigerator and freezer room. The business did have a pest control contract and past reports indicated that there had been previous pest issues for the months of June and August 2018. Although the business appeared visibly clean, it was evident that no low level cleaning had been carried out for some time and a number of pest entry points had been identified. The business voluntarily closed so that the premises could be cleaned and structural works required to pest proof the premises were carried out.</p> <p>The defendant pleaded guilty to four offences under the Food Hygiene (Wales) Regulations 2006. The offences concerned the following:</p> <ul style="list-style-type: none"> • Failure to keep the food premises clean and maintained in good repair • Failure to permit good hygiene practices including protection against contamination and in particular pest control • Failure to ensure adequate procedures to control pests • Failure to effectively implement and maintain the business's food safety management system 	<p>In sentencing, the District Judge Khan told the defendant that this case involved a large level of infestation of mice and the premises were not clean. The issues had built up over time and whilst the pest issues may have started before his involvement in the business it was clear that he was aware of the problem when he took over as manager. Whilst he had taken some steps he was clearly out of his depth.</p> <p>The defendant's low income was taken into account and he was fined a total of £400, ordered to pay costs of £400 and a victim surcharge of £30.</p>

66	23.1.20	<p>The two defendants in this case had purchased a property to rent out but had subsequently fallen out with each other.</p> <p>The case concerned a single let property which failed to comply with the relevant standards in that it lacked an adequate fire alarm system, a flat roof had failed due to rainwater damage and the ceiling had collapsed, the property had a defective electrical installation, defective rainwater goods, loose steps, overgrown rear garden, insecure external doors, broken windows, etc. In addition, there were accumulations to the rear yard including old doors, domestic refuse, building rubble, etc. There was no gully drain and the waste water pipe from the kitchen was broken causing water to pool in the yard.</p> <p>The first defendant had initially pleaded not guilty but changed his plea to guilty to one offence under the Environmental Protection Act 1990 for failing to comply with a notice to clear the rear yard of the premises and to one offence under the Housing Act 2004 for failing to comply with an Improvement Notice.</p> <p>The second defendant failed to attend court and the case was proved in his absence. He was found guilty of the same 2 offences as the first defendant had pleaded to, but was also found guilty of one offence of failing to provide information under the Local Government (Miscellaneous Provisions) Act 1976.</p>	<p>The first defendant was fined £83 and ordered to pay costs of £220 together with a victim surcharge of £32</p> <p>The second defendant was fined a total of £1320 and ordered to pay costs of £220 with a victim surcharge of £44.</p>
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67	23.1.20	<p>This case follows the discovery by SRS officers of a quantity of illicit tobacco on premises. In total 117 packets of twenty cigarettes and 17 pouches of Snuff were seized.</p> <p>The defendant pleaded guilty to one offence under the Tobacco and Related Products Regulations 2016 and to two offences under the Trade Marks Act 1994.</p>	<p>The defendant was fined £80, ordered to pay costs of £400 and a victim surcharge of £30. The goods seized had been made subject to a Forfeiture Order by the same court in 2019.</p>
68	24.1.20	<p>After initially pleading not guilty, the defendant changed his plea and admitted two offences under the Anti-Social Behaviour, Crime and Policing Act 2014 and one offence under the Animal Welfare Act 2006. He also pleaded guilty to one offence under the Public Order Act 1986 in a joined prosecution brought by the Crown Prosecution Service.</p> <p>In June 2018, SRS served on the defendant a Community Protection Notice requiring him to keep control of his husky dog. However, on in April 2019, he allowed her to stray off lead resulting in distress being caused to a tethered horse, and the defendant used threatening behaviour towards a neighbour who challenged the dog's behaviour. The day after this incident the defendant was witnessed causing unnecessary suffering to both this and his other husky dog by repeatedly beating them in a public place. Finally in May 2019 when the first dog was again off lead and out of control, she caused fear to anglers.</p>	<p>The District gave the defendant credit for his change of plea albeit a late one. He ordered him to carry out 100 hours of unpaid work and gave him a 14 day Rehabilitation Requirement whereby he will undertake courses on victim awareness and managing aggression.</p> <p>Given the defendants low income the CPS was granted £85 in legal costs and the local authority £200 towards their legal costs with a further £200 towards kennelling costs. The defendant was also ordered to pay a victim surcharge of £85.</p> <p>In addition, the District Judge imposed a Disqualification Order against the defendant which prevents him from owning dogs, keeping and participating in the keeping of dogs and from being a party to an arrangement under which he is entitled to control or influence the way in which animals are kept. A Deprivation Order was also imposed in respect of both husky dogs ensuring that they are not returned to the defendant's care.</p>
69	30.1.20	<p>The defendant pleaded guilty to 5 offences under the Consumer Protection from Unfair Trading Regulations</p>	<p>The magistrates fined the defendant a total of £750. They ordered him to pay legal costs of £250 and investigation costs</p>

		<p>2008 in relation to work carried to a porch roof in August 2018.</p> <p>The business had provided the resident with a quote over the telephone for the repair to the porch roof of £1500 but, when on site, advised the complainant that work was needed to the main roof too which took the cost to £3000. This was paid in cash. No cancellation rights were provided and, when the porch roof subsequently leaked, the business failed to return to resolve the problems despite providing a 15 year guarantee. The business had advertised on Yell.com as being a member of Rated People and that it had traded for 23 years, which were both untrue. They had carried out poor quality work which contravened the requirements of professional diligence.</p>	<p>of £460.50 together with a victim surcharge of £30.</p> <p>The magistrates also ordered him to pay compensation of £900 to the complainant which was the amount incurred to pay another roofer to rectify the problems caused.</p>
70	6.2.20	<p>The defendant pleaded guilty to 2 offences under the Section 80 (4) Environmental Protection Act 1990 in respect of noise from the barking of dogs at his property.</p> <p>In July 2019, SRS officers visited the defendant's property in the early hours of the morning following complaints about the noise from barking dogs. Officers also attended the premises in September 2019.</p> <p>The court heard how the defendant suffers from dementia.</p>	<p>Taking into account the defendant's early guilty pleas and level of income (a pension), the Magistrates fined him £120 per offence giving a total fine of £240 , and ordered him to pay costs of £100 and a victim surcharge of £32.</p>
71	13.2.20	<p>The defendant had cold called an elderly resident</p>	<p>The magistrates fined the defendant £250 per offence giving a</p>

		<p>twice in December 2018 and January 2019 when it was agreed that he would trim a tree for £80. He later advised that the tree had to be cut down and charged £200. The resident wasn't provided with any paperwork and was not told that she had the right to cancel.</p> <p>Guilty pleas were entered in respect of two offences under the Consumer Protection from Unfair Trading Regulations 2008.</p>	<p>total fine of £500. He was also ordered to pay costs of £200 and a victim surcharge of £30. The magistrates also awarded compensation of £120 to the complainant.</p>
72	13.2.20	<p>In April 2019, a letter was sent to the defendant giving him notice to return a taxi licence plate within 7 days. A second letter then followed reminding the defendant to return the licence plate, however there was still no sign of the plate being returned.</p> <p>The defendant did not attend court, and so the matter was proved in his absence. He was found guilty of one offence under Section 58 (1) (a) of the Local Government (Miscellaneous Provisions) Act 1976.</p>	<p>The defendant was fined £440 for the offence, and ordered to pay costs of £150 along with a victim surcharge of £44.</p>
73	24.2.20	<p>In December 2018 officers from Shared Regulatory Services visited the defendants' cafe to undertake a routine food hygiene inspection. They discovered evidence of a mouse infestation with a dead mouse being discovered inside the motor housing of a display fridge in the servery. It was evident that the pest control checks and daily cleaning in the food safety management system had not been recorded</p>	<p>The company was fined a total of £4000, and ordered to pay costs of £850 with a victim surcharge of £170; while the Director was fined a total of £2000 and ordered to pay a victim surcharge of £170.</p>

		<p>satisfactorily and food containers, plastic takeaway cups and plates were stored in areas where mouse droppings were located leading to a risk of cross contamination.</p> <p>The prosecution contended that the defendants' culpability was in the High category and the risk of harm was a Category 1.</p> <p>Guilty pleas had been previously entered by both the Director and the defendant company to 5 offences under the Food Hygiene (Wales) Regulations 2006</p> <p>The District Judge commented that there had been prolonged periods of failings in the business regarding the infestation. Management had not gotten a handle on it, had buried their heads in the sand and hadn't taken the steps they should have. There had been a significant risk to the public. The defence demonstrated to the court that improvements had since been made at the premises.</p>	
74	27.2.20	<p>This case relates to two offences brought under the Environmental Protection Act 1990 for failing to comply with a noise abatement at a domestic property In August and September 2019, officers witnessed the barking of dogs.</p> <p>The defendant did not attend court but was found guilty in his absence.</p>	<p>The defendant was and was fined £1,760, and ordered to pay £800 in costs, together with a £176 victim surcharge.</p>

75	27.2.20	<p>This case concerned two offences under the Environmental Protection Act 1990 for breaches of a noise abatement notice in July and October 2019 in respect of the noise of cockerels crowing at land at the rear of domestic properties. The complainant had suffered clear disruption to sleep, with on one occasion the cockerels being audible in the bedroom crowing from 3.30am</p> <p>The defendant finally entered a guilty plea.</p>	<p>The defendant was fined £600 and ordered to pay £550 in costs together with a £60 victim surcharge</p>
76	3.3.20	<p>This case arose from the defendant's failure to licence two properties classified as houses in multiple occupation. He had previously been convicted of the offences under the Housing Act 2004 back in August 2017 when he was found guilty in his absence. However, following an application earlier this year to reopen the case, on the basis that the defendant had not received the original summonses, he pleaded not guilty and the case was adjourned for a trial. He subsequently changed his plea to guilty to both the offences. He told the court that he currently owns 4 properties and earns £18500 a year as a landlord.</p>	<p>The District Judge fined the defendant a total of £2160, and ordered him to pay costs of £450 together with a victim surcharge of £120.</p>
77	12.3.20	<p>The defendant pleaded guilty to one offence of plying for hire under the Town Police Clauses Act 1847 and one offence for having no insurance under the Road Traffic Act 1988. On Saturday 18th July 2019, the defendant operated as a Hackney Carriage in a controlled district without the vehicle licence or vehicle insurance to do so by picking up members of the</p>	<p>He was fined £393, ordered to pay costs of £150 and a Victim Surcharge of £39. He was also given 8 penalty points on his licence.</p>

		public. He obtained £160 cash without first having the fare booked in advance through a Private Hire Operator.	
78	12.3.20	The defendant did not attend court but pleaded guilty by post. He admitted to one offence of plying for hire under the Town Police Clauses Act 1847 and one offence for having no insurance under the Road Traffic Act 1988. On 13 th July 2019 the defendant accepted to take SRS officers on a journey without it being pre-booked or obtaining the relevant licence to do so.	The defendant was fined £614 and ordered to pay costs of £150 together with a Victim Surcharge of £61. He was also given 8 penalty points on his licence.
79	12.3.20	The defendant did not attend court and the case was proved in his absence. He was found guilty of one offence of plying for hire under the Town Police Clauses Act 1847 and one offence for having no insurance under the Road Traffic Act 1988. On Saturday the 13 th July 2019 the defendant accepted to take SRS officers on a journey without it being pre-booked or obtaining the relevant licence to do so.	He was fined £660, ordered to pay costs of £150 and a victim surcharge of £66. He was also given 8 penalty points on his licence.

	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	311	25							336	311	25
Bridgend Empty Homes	37	36	1							37	36	1
Kennelling & Vets Fees (Bridgend)	47	18	29							47	18	29
Cardiff Licencing				682	863	(181)				682	863	(181)
HMO Cathays				198	174	24				198	174	24
HMO Plasnewydd				268	268	0				268	268	0
Student Liaison				63	38	25				63	38	25
Night Time Noise				61	73	(12)				61	73	(12)
Cardiff Port Health				140	140	0				140	140	0
Vale Licensing							372	376	(4)	372	376	(4)
Burials (Vale)							2	10	(8)	2	10	(8)
Pest Control Service (Vale)							103	98	5	103	98	5
Vets & Kennelling Fees (Vale)							20	4	16	20	4	16
Sub total	420	365	55	1,412	1,556	(144)	497	488	9	2,329	2,409	(80)
<u>Core Services</u>												
Animal Services	85	126	(41)	219	326	(107)	76	113	(37)	380	565	(185)
Environmental	63	43	20	162	112	50	56	39	17	281	194	87
Food	331	288	43	855	746	109	296	259	37	1,482	1,293	189
Housing	142	154	(12)	366	445	(79)	127	138	(11)	635	737	(102)
Health & Safety & Communicable Disease	137	132	5	354	340	14	123	118	5	614	590	24
Pollution	180	207	(27)	466	534	(68)	161	185	(24)	807	926	(119)
Trading Standards	370	340	30	959	878	81	333	304	29	1,662	1,522	140
Sub total	1,308	1,290	18	3,381	3,381	0	1,172	1,156	16	5,861	5,827	34
Gross Expenditure Budget	1,728	1,655	73	4,793	4,937	(144)	1,669	1,644	25	8,190	8,236	(46)

	2019/20 Expenditure Budget £000's	2019/20 Income Budget £000's	2019/20 Net Budget £000's	Mar-20 Profiled Net Budget £000's	Mar-20 Actual Expenditure £000's	Mar-20 Actual Income £000's	Mar-20 Net Position £000's	2019/20 Net Variance £000's
	A	B	C = A - B	D	E	F	G = E - F	H = D - G
<u>Bridgend</u>								
Core	1,308	(53)	1,255	1,255	1,290	(26)	1,264	(9)
Authority Specific								
Licensing	336	(398)	(62)	(62)	311	(336)	(25)	(37)
Empty Homes	37	0	37	37	36	0	36	1
Kenneling & Vets	47	0	47	47	18	0	18	29
	1,728	(451)	1,277	1,277	1,655	(362)	1,293	(16)
<u>Cardiff</u>								
Core	3,381	(261)	3,120	3,120	3,381	(218)	3,163	(43)
Authority Specific								
Cardiff Licencing	682	(959)	(277)	(277)	863	(1,006)	(143)	(134)
HMO Cathays	198	(55)	143	143	174	(112)	62	81
HMO Plasnewydd	268	(177)	91	91	268	(30)	238	(147)
Student Liaison	63	0	63	63	38	(19)	19	44
Night Time Noise	61	0	61	61	73	0	73	(12)
Cardiff Port Health	140	(126)	14	14	140	(126)	14	0
	4,793	(1,578)	3,215	3,215	4,937	(1,511)	3,426	(211)
<u>Vale of Glamorgan</u>								
Core	1,172	(11)	1,161	1,161	1,156	(35)	1,121	40
Authority Specific								
Vale Licensing	372	(290)	82	82	376	(298)	78	4
Burials (Vale)	2	0	2	2	10	(3)	7	(5)
Pest Control Service (Vale)	103	(40)	63	63	98	(47)	51	12
Vets & Kennelling Fees (Vale)	20	0	20	20	4	0	4	16
	1,669	(341)	1,328	1,328	1,644	(383)	1,261	67
Grand Total	8,190	(2,370)	5,820	5,820	8,236	(2,256)	5,980	(160)