

Meeting of:	<b>Shared Regulatory Services Joint Committee</b>
Date of Meeting:	<b>Tuesday, 08 December 2020</b>
Relevant Scrutiny Committee:	All Scrutiny Committees
Report Title:	Overview and Update on Shared Regulatory Services
Purpose of Report:	This report provides an update on the work undertaken by the Shared Regulatory Service (SRS)
Report Owner:	Director of Environment and Housing
Responsible Officer:	Head of Shared Regulatory Services
Elected Member and Officer Consultation:	No Elected Members have been consulted. The following officers have been consulted; Assistant Director, Cardiff Council, Head of Legal and Regulatory services, Bridgend County Borough Council
Policy Framework:	This is matter delegated to the Joint Committee
Executive Summary:	<ul style="list-style-type: none"> <li>The report appraises the Committee of the work of the service and progress toward completing the actions contained in the SRS Business Plans.</li> </ul>

## **Recommendations**

The Committee is asked to:-

1. Consider, note and agree the contents of this report
2. Approve the draft Port Health Plan for use in the SRS region, and authorise the Head of the Shared Regulatory Service to make administrative amendments to the 2020-21 Plan, should the need arise.

## **Reasons for Recommendations**

1. The report appraises the Committee of the work of the service and the progress toward completing the actions contained in the SRS Business Plans.
2. To ensure that the Shared Regulatory Service has robust arrangements in place to fulfil its role of protecting public health through the application of control, preventative and enforcement measures.

## **1. Background**

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

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

This report contains information outlining how the service is working to achieve better outcomes for residents and businesses within the region through a series of different actions and work programmes. The report provides an overview of activities undertaken in the period July to October 2020.

## 2. Key Issues for Consideration

### Human Resources

- 2.1 Sickness absence levels at the end of Quarter 2 were 3.33 days per FTE person overall.

	Short Term Days Lost per FTE	Long Term Days Lost per FTE	Total Days lost Per FTE
Q2 2020-21	0.62	2.41	3.03
<i>Q1 2019/20</i>	<i>0.92</i>	<i>2.41</i>	<i>3.33</i>

When compared with the same time frame in 2019-20, Q2 shows a slight reduction in the total days lost per FTE. There are no immediate discernible trends in the absence figures represented. These figures compare favourably when viewed in the wider context of comparison against the average sickness rates across the three Councils. It is probably appropriate to reflect at this stage that while many council services have moved from a “response” mode to a “business as usual” mode, SRS remains subject to the almost perpetual change in the coronavirus regulations in terms of direction and outputs. The service has remained at the forefront of enforcing the coronavirus regulations and at the heart of the Test Trace Protect (TTP) process. This increase in demand has caused some “coronavirus fatigue” and SRS managers are working with officers on a range of wellbeing mechanisms.

- 2.2 During October, SRS recruited a cohort of students and some agency officers to assist with the enforcement challenges set out below. That has been achieved using additional funding provided by the WG for that specific purpose (to March 2021). Recruiting suitably qualified staff remains an issue, given the specialist skills required for many of the SRs functions, but the opportunity to use part qualified students paired with experienced officers may encourage those students to remain attached to the SRS and allow us to fill vacancies in the future.

### Financial Position Quarter 2

- 2.3 The financial monitoring report for the period 1st July to 30<sup>th</sup> September 2020 is attached at **Appendix 1**. It has been prepared from the consolidated figures gathered from each Authority for this period. The Service is reporting a forecast outturn position of a £583k overspend, against the 2020/21 gross revenue budget of £8.209m.

## Performance Monitoring

- 2.4** Joint Committee members are provided with data on activity levels to help reassure local members at each council that SRS activity continues to tackle issues across the region. Performance data for quarter 2 of 2020-21 is set out at **Appendix 2** and is reported to each Council in line with the legacy performance management regimes and existing service plans. A presentation on the Q2 performance contained in **Appendix 2** will be provided at the Joint Committee meeting.
- 2.5** The COVID 19 pandemic, associated lockdown, and gradual reopening of the economy in Q2 continued to place pressures on the Service. The changing enforcement demands of the Public Health (Coronavirus Restrictions) (No 2) (Wales) Regulations has meant that our traditional inspection programme for Q2 and beyond has been severely impacted. The forthcoming legislative changes because of the EU exit is also beginning to divert resource as manufacturers, importers seek advice on future trading requirements.
- 2.6** Consequently, the directions provided by national regulators such as the Food Standards Agency to focus upon certain activities have not been addressed fully. SRS has sought to focus upon those businesses presenting the greatest risk (*A and B rated premises*) and a focus upon the new business enterprises. A number of enforcement interventions have been made across the region using improvement notices and businesses closing voluntarily to rectify shortcomings. The service also continues to investigate complaints where there are any imminent risks to health.
- 2.7** Perhaps of greatest concern is the backlog of scheduled visits. This is not unique to SRS and may need a national decision to “reset the clock” on the inspection regime and begin anew in April 2021. That in itself presents a risk because overdue inspections may take longer to undertake and possibly undermine the Food hygiene Rating Scheme. The conveyor belt nature of the Food inspections programmes do not envisage an interruption of the scale we have been presented with in 2020 and to date, no decision has been made at a national level to consider this matter.
- 2.8** Accordingly, an additional set of performance indicators has been created, set out at **Appendix 3**, to give elected members a flavour of the broad range of COVID related enforcement and advice work carried out by SRS during the first six months of this financial year, and presents this in an infographic format. The Service updates below also provide a degree of detail and context for Joint Committee on some of the key areas of this work.

## **Service Update – COVID 19 related work**

### ***Business reopening and enforcement***

- 2.9** When the UK was put into lockdown on 23<sup>rd</sup> March 2020 in an unprecedented step to limit the spread of coronavirus, the government put into place a limited number of reasons for people to be allowed to leave their homes. As a consequence, many non-essential shops and businesses had to close, and all non-key workers were required to work from home where possible. Essential businesses such as food stores were able to remain open, and this was an unsettling time for all concerned.
- 2.10** Gradually through June and July the Welsh Government began a programme of reopening the economy. Restrictions were lifted progressively on non-essential shopping. In July the five mile restriction on movement was lifted in Wales. This was followed by the lifting of restrictions on 13th July for hotel and self-catering accommodation, tourism attractions and the sale of food and beverages in outside licensed settings.
- 2.11** In August, leisure centres and other community facilities reopened. The staged reopening of hospitality premises moving from takeaway provisions, to outdoor opening, to a full reopening of public houses, restaurants, etc. was completed in August. Up to thirty people were now able to meet outdoors and swimming pools, gyms, leisure centres and indoor play areas reopened.
- 2.12** As businesses reopened throughout this period, SRS provided the necessary guidance to enable businesses to put in place the measures necessary to meet new requirements to make businesses “Covid safe” as changes were introduced. These included the use of risk assessments covering a range of issues in respect of social distancing, the requirements of customers and staff, and the cleaning regimes for buildings. That advice went beyond the normal business regimes familiar to the SRS and included community centres, places of worship and many other places where people would congregate.
- 2.13** In September, schools reopened and a dedicated SRS team worked closely with Education colleagues and then the Universities to ensure appropriate measures were in place to reduce transmission of the disease. That team also worked closely with Social Services colleagues on the reopening of Care Homes to allow relatives to visit their loved ones.
- 2.14** However, in September 2020, concerns grew about a potential second spike in infections, after passengers arriving at Cardiff Wales Airport from overseas tested positive for the virus. The number of recorded cases of coronavirus continued to rise and in the last week of September all three Councils in the SRS region were subject to local health protection measures with restrictions on social gathering, travelling and work being reintroduced. The enhanced number

of cases meant a further diversion of resource into the Test Trace and Protect arena and more detail is provided below in paragraph 2.18.

- 2.15** Thus in October, the regulations began to change again, but this time to re-impose controls upon the movement of people and the premises that could be open to the public. In this period SRS officers encountered a small number of individuals reluctant to accept these new controls requiring the service of formal notices to close premises. The attitude displayed toward our officers also changed with in some instances officers being abused and harassed.
- 2.16** Through October, the disease continued to proliferate resulting in the institution of a 17 day “firebreak” through the introduction of Health Protection (Coronavirus Restrictions) (No 3) Wales Regulations 2020. In this period, most businesses complied with these restrictions with only a small number of interventions required.
- 2.17** Most recently, the SRS has put in place a reciprocal commitment, with South Wales Police to form Joint Enforcement Teams (JET) undertaking coordinated enforcement activity in a range of sectors, including higher education, licensable activity, public transport and workplace compliance, taking account of legislative changes. The investigation of quarantine and self-isolation referrals from contact tracers will also be progressed by JET resources. The JET adopt a problem-solving approach with an emphasis on gaining public compliance through prevention and engagement with the policing approach still focussing on engagement, explaining and encouraging compliance. A more detailed report on the impact of these teams will be reported to the Committee in March 2021.

#### *Test Trace and Protect scheme*

- 2.18** Perhaps the biggest commitment made by SRS during lockdown is its participation in the Test, Trace and Protect scheme (TTP). Senior SRS officers have been at the heart of the TTP initiative from the outset. Across the two health boards, almost 30 officers have been involved in the tracing of people who have tested positive for coronavirus. SRS officers have managed large numbers of cases and assisted in the training and development of newly recruited contact tracers. A dedicated group of “professional leads” link with health consultants on daily basis to identify trends and incidents and restrict the spread of the disease.
- 2.19** Incidence rates are being closely monitored, so that the SRS input into TTP can be tailored accordingly. This allows TTP demand to be met during local spikes and has been vital in addressing the second wave of infections. An example is the rapid upsurge in first year student cases in Cardiff. They were centred primarily in an extensive halls of residence complex in Cardiff University. A cadre of SRS officers were assembled to work closely with the University and Public

Health partners to introduce a wide scale testing programme and review all cleaning activities and risk assessments at the site.

- 2.20** A more recent TTP enhancement has been the introduction of a legal duty to self-isolate upon the instruction of a contact tracer. The JET mentioned in paragraph 2.17 above will take the lead on monitoring these requirements.

### **Service Update – Licensing Policy and Enforcement**

- 2.21** Throughout the stages of the pandemic Licensing Enforcement staff have been re-tasked across the SRS region to undertake compliance visits in a range of business sectors, although focus has obviously been centred on Licensed Premises. Officers have worked closely with Police colleagues and other SRS teams to provide advice and assistance to the Trade and where required enforcement. This process is continuing as we enter the latest stage of the restrictions and they are now working in conjunction with the newly formed JET's.
- 2.22** The issuing of Premises and Taxi and Private Licences has also continued during the various stages of the pandemic and Licensing administrative staff have worked flexibly to continue to provide services to businesses and the public even when the Council Offices have been closed. The changes we have made to move to online systems wherever possible have brought benefits and we anticipate these will continue even after the current restrictions are lifted.
- 2.23** From a Policy perspective there have been several major pieces of work that have been taken to the various Licensing and Public Protection Committees Committee's upon them being re-established online. Across the SRS this has included a policy that has been adopted on the installation of screens in taxi and private hire vehicles in response to requests from the Trade to provide additional protection to drivers and passengers from risk of transmission of the Coronavirus. The Policy is aimed at ensuring that any screens installed are safe and do not impinge on any safety features in the vehicle such as deployment of air bags and is based on the recommendations of the Welsh Expert Licensing panel.
- 2.24** In Cardiff the Licensing Committee approved a new Statement of Licensing Policy and Cumulative Impact Assessment which followed a consultation undertaken pre-lockdown with the Trade and other stakeholder groups. The Cardiff Public Protection Committee has also recently introduced new conditions for Private Hire Operators which builds on the recommendations of the Department for Transport (DfT) and places public safety more squarely at the forefront of the agenda. The new conditions enhance checks to ensure that Operators are fit and proper and do not pose any threat to public safety. The conditions include general operating processes and complaint reporting systems, DBS checks on staff involved in handling personal and sensitive data, checks on working hours of drivers and notification of convictions.

- 2.25** The SRS Licensing Policy Officer is currently working on a consultation with the taxi trade to introduce similar changes to Operator Conditions in Bridgend and the Vale and we will look to bring reports to the various Committees in the next quarter to ensure a consistent approach across all three Authorities served by the SRS.

#### Service Update – Port Health Plan 2020-21

- 2.26** SRS publishes a number of operational plans to advise stakeholders of the work to be carried out in certain environments. The document attached at **Appendix 4** is the Port Health Plan, which explains how the SRS will fulfill its purpose of preventing and controlling infectious disease coming into Cardiff, Barry and the surrounding areas via the ports and airport. The goal is to protect the health of the public. The Plan details the statutory obligations in relation to food safety, imported food control, ship sanitation, disinsection, waste control, animal health and sets out how they will be delivered.
- 2.27** Joint Committee is asked to consider the draft Port Health Plan and approve its use in the SRS region. In addition, Joint Committee is asked to authorise the Head of the Shared Regulatory Service to make administrative amendments to the 2020-21 Plan, should he need arise.

#### Service Update – Air Quality

- 2.28** The Annual Air Quality Progress Reports have now been considered and approved by the three respective cabinets. These progress reports relate to the 2019 data sets for each of the three Council areas. It remains to be seen how the 2020 datasets will be interpreted when next year's progress reports are compiled, given the significant reduction in road traffic caused by both the initial COVID 19 lockdown, and again the Firebreak lockdown.
- 2.29** In **Cardiff**, work continues to support implementation of the Clean Air Plan through the secondment of two members of SRS staff to Cardiff Council. Following approval of funding by Welsh Government Ministers, a package of measures is being progressed to reduce after nitrogen dioxide levels across Cardiff. Examples include:
- Implementation of Electric Buses – 36 Electric Buses to be implemented on several routes within the City Centre
  - Bus retro fitting programme to clean up older polluting buses (went live on 1<sup>st</sup> October 2020- deadline for applications 31<sup>st</sup> December 2020)
  - Taxi Licensing Policy to only grant new licenses to vehicles which comply with the latest emission standards



- City Centre transportation improvements and further active travel measures

Works are also ongoing to strengthen the monitoring network whereby automated monitoring stations have been implemented around the city. This includes an Automatic Urban and Rural Network equivalent monitoring site which has been commissioned on Castle Street. SRS has also supported a green infrastructure-based project on Cowbridge Road West with staff monitoring the benefits of a green wall for a period of a year.

**2.30** In **Bridgend**, work has progressed well in respect of agreeing the Air Quality Action Plan for the Park Street Air Quality Management Area. Detailed transport and air quality monitoring will now take place in order to identify and agree the most appropriate infrastructure mitigation measures, at which point the draft Action Plan can be consulted upon and later implemented. Welsh Government has extended the timeline for achieving implementation by six months (until the end of June 2021) as a result of the disruption caused the COVID 19 pandemic. Relocation of real-time air quality monitoring equipment into the Park Street AQMA is also progressing well again, with the concrete base now installed and a usage agreement in place with the occupiers of the land. Real time monitoring will enable residents to access local air quality data via a link to the SRS website, and it is hoped that this will assist in local engagement on the matter ahead of consultation on the draft Action Plan.

**2.31** In the **Vale of Glamorgan**, Cabinet has given final approval to the revocation of the Air Quality Management Area on Windsor Road, Penarth. Since this AQMA was declared in 2013, air quality has improved dramatically, and this improvement has been sustained over several years. The revocation will be supported by a publicity campaign to reassure residents and interested parties that air quality monitoring will continue along Windsor Road even after the AQMA has been revoked, to ensure there is no worsening of nitrogen dioxide levels in the future.

### Service Update – progress against the SRS Business Plan 2020-21

**2.32** At the September Committee, elected members asked for an update on progress against the SRS Business Plan in light of the diversion of resources to respond to the Covid outbreak. The 2020/21 plan contains 67 actions designed to underpin the five SRS priorities mentioned in paragraph 1.1 above.

**2.33** Of the 67 actions identified, 4 have been completed fully, 40 are in progress, 9 are not yet scheduled to start, 9 are outstanding/overdue and 5 have been categorised as unable to complete. The actions that have been deferred include contributions to deliver changes to food law competencies and the changes in Welsh governments public health and taxi proposals. The overdue actions relate

to planned reviews of audit recommendations, food registration procedures and taxi enforcement regimes.

### **Prosecutions and legal interventions**

- 2.34** Details of recent cases investigated by the SRS that have resulted in prosecution are set out in **Appendix 5** to this report.

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

- 3.1** The Well-being of Future Generations Act requires the SRS to underpin decision making by contributing to the seven well-being goals of the Act, following the five ways of working, and consequently undertaking actions that will have a positive impact on people living in the future as well as those living today. Consequently, SRS seeks to work in the following ways:

- Looking to the long term
- Taking an integrated approach;
- Involving a diversity of the population in the decisions affecting them;
- Working with others in a collaborative way to find shared sustainable solutions
- Acting to prevent problems from occurring or getting worse.

- 3.2** The fundamental purpose of the SRS (here defined as trading standards, environmental health and licensing) is to protect residents, consumers, businesses and communities. The broad range of responsibilities can make it difficult to demonstrate succinctly their impact and value in terms of the wellbeing; the SRS Business Plans provide members with greater detail and articulate how those statutory responsibilities, and subsequent activities, contribute toward wellbeing across the region. This update report reflects some of the activities undertaken in recent months to promote the sustainable development principle.

## **4. Resources and Legal Considerations**

### **Financial**

- 4.1** The Participants' contribution towards the Shared Regulatory Service is recharged on a quarterly basis, based upon the approved budgets for 2020/21. Accounting for the full year is reported to the Committee at the Annual General Meeting.

## **Employment**

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

## **Legal (Including Equalities)**

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

## **5. Background Papers**

Appendices:

- Appendix 1 Quarter 2 Financial report
- Appendix 2 Quarter 2 Performance data
- Appendix 3 Quarter 2 infographic on COVID related work
- Appendix 4 Port Health Plan 2020-21
- Appendix 5 Details of SRS prosecutions

Meeting of:	<b>Shared Regulatory Services Joint Committee</b>
Date of Meeting:	<b>Tuesday, 08 December 2020</b>
Relevant Scrutiny Committee:	<b>No Relevant Scrutiny Committee</b>
Report Title:	Revenue Monitoring for the Period 1st April to 30th September 2020
Purpose of Report:	To provide the Partner Authorities with details of the financial performance of the Shared Regulatory Service
Report Owner:	Section 151 Officer
Responsible Officer:	Miles Punter Director of Environment and Housing Services
Elected Member and Officer Consultation:	Head of Service for Shared Regulatory Service
Policy Framework:	This is a matter for the Shared Regulatory Committee
<p>Executive Summary:</p> <ul style="list-style-type: none"> <li>• The revenue position for 2020/21 includes a savings target of £166k required by the Partner Authorities from the current year's budget, resulting in an agreed gross revenue budget of £8.209m.</li> <li>• As at 30th September 2020, the Shared Regulatory Service is reporting a forecast outturn position of a £583k overspend, against the 2020/21 gross revenue budget of £8.209m.</li> <li>• The forecast overspend position is the result of ongoing costs relating to the January 2020 horse seizure. As a direct consequence of the impact of the Covid-19 virus, there is now an unanticipated delay in the case being heard at court.</li> <li>• Covid-19 has also impacted on the income generation ability of the SRS. At the time this report was written, £16k has been received from Welsh Government in respect of the quarter 1 income loss claim submitted for the period, with a subsequent claim made for quarter 2. It is hoped that the shortfall in customer receipts will continue to be mitigated by quarterly Covid-19 income loss claims submitted to Welsh Government.</li> <li>• This report advises of the financial position of the Service, and the resulting impact to each of the Partner Authorities when considering the forecast outturn position in respect of financial year 2020/21.</li> </ul>	

## Recommendations

1. That the position with regard to the 2020/21 forecast outturn position is noted.

## Reasons for Recommendations

1. That the members are aware of the position with regard to the 2020/21 forecast outturn position pertinent to the Board and relevant Scrutiny Committee.

### 1. Background

- 1.1 On the 10th December 2019, the Shared Regulatory Service (SRS) Committee approved the SRS Gross Revenue Budget for 2020/21.
- 1.2 The Managing Director (at the Host Authority) has delegated emergency powers as set out in the Council's Constitution. As a consequence of Covid-19, the powers have been amended to cover the period that Council meetings were suspended, therefore allowing matters which were deemed to require immediate action to be resolved. Cabinet meetings recommenced from 13th July 2020.
- 1.3 The Covid-19 lockdown measures introduced in March 2020 as a result of the pandemic, have impacted considerably on the work undertaken within the SRS, together with the ability of the service to undertake inspections and visits. This has required the Service to modify the way in which it works which will undoubtedly have an impact on service delivery throughout 2020/21. In light of these significant changes, it has been necessary to constantly review service delivery throughout the lockdown period and determine long-term measures that can be implemented to include the accessibility of services, risk assessments for officers and the collaborative working arrangements with other organisations.
- 1.4 A sizeable number of qualified Environmental Health Officers from across the Service have been seconded to support the regional Trace, Track and Protect teams of the two Health Boards that cover the SRS region.
- 1.5 At this time, there is an uncertainty on how many businesses will cease trading as a result of Covid-19, and the very likely economic downturn directly associated with the pandemic. Each business that ceases trading and remains vacant will result in a loss of income for the Councils.
- 1.6 The impact of the pandemic has also had a visible bearing on income generated by the service. Grant funding received from Welsh Government to support this loss of income is helping to mitigate this shortfall. However, it should be noted that not all income streams received by an Authority are eligible.
- 1.7 In January 2020, the Service undertook an operation where the SRS worked as part of a multidisciplinary team in the seizure of 240 horses - many of the mares have since had foals. They are currently sited in secure accommodation with access to veterinary care where necessary. The case was scheduled to be heard on the 1st April 2020, however, the case has now been deferred for trial until early in 2021. The financial impact of this operation is illustrated later in this report.

## 2. Key Issues for Consideration

- 2.1 The Gross Revenue Budget and provisional outturn position for 2020/21 are shown in the tables below, with the position in respect of each of the partners detailed to include both the Core and Authority Specific expenditure positions. The service has a forecast outturn position of a £583k overspend against a gross revenue budget of £8.209m, as illustrated in the following table:

	<b>Gross Budget</b>	<b>Forecast Outturn</b>	<b>Outturn Variance</b>
<b>Authority</b>	<b>£'000's</b>	<b>£'000's</b>	<b>£'000's</b>
Bridgend	1,738	1,812	(74)
Cardiff	4,782	5,202	(420)
Vale	1,689	1,778	(89)
<b>Total Gross Expenditure</b>	<b>8,209</b>	<b>8,792</b>	<b>(583)</b>

- 2.2 Multiple recruitment drives have been undertaken, however, the Service continues to experience significant issues in attracting appropriate candidates to particular disciplines within the service, which may in part be due to a national scarcity of resource being available.
- 2.3 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. The contracts of employment are fixed at 18 months, which enables the apprentice to access relevant external training. As a consequence of the impact of Covid-19 the current contracts have been extended and are now due to expire March 2021. This will allow the apprentices to complete their external training courses. Funding for these posts, plus the employment costs of university students to SRS disciplines was provided for by the agreed £200k retention from the 2018/19 SRS underspend.
- 2.4 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 the end of March 2020. However, from late September onwards, a number of newly qualified Environmental Health Officers have been employed to assist with Covid-19 enforcement issues throughout the region. This initiative will be funded by the Welsh Government Covid-19 Enforcement Grant. 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.
- 2.5 Where possible, staff have worked from home since the outbreak of Covid-19, with only skeleton staffing levels at the hubs, therefore achieving compliance with the social distancing guidance issued.
- 2.6 Due to qualifications and specific skills held by SRS employees, some staff have been seconded out of the service to support the delivery of PPE, supporting patients being discharged from local hospitals, hotel authorisation to house key workers plus inclusion within the Test, Trace and Protect (TTP) teams across the SRS area. This has placed additional pressure on residual staffing levels and workflows.
- 2.7 A full breakdown of the forecast outturn position is shown in **Appendix A**.

## Core Services

- 2.8 The approved gross Core Services Budget for 2020/21 is £5.832m and has an overall forecast outturn overspend position of £476k. The Core service's budget is allocated in line with the population split across the participating authorities, as illustrated in the following table:

Authority	%	Gross	Forecast	Outturn
		Budget	Outturn	Variance
		£'000's	£'000's	£'000's
Bridgend	22.45%	1,310	1,415	(105)
Cardiff	57.24%	3,338	3,613	(275)
Vale	20.31%	1,184	1,280	(96)
<b>Total Core</b>		<b>5,832</b>	<b>6,308</b>	<b>(476)</b>

- 2.9 Animal Services is forecasting an overspend of £976k, which is wholly due to the unbudgeted costs relating to the January 2020 horse seizure. As a direct result of the Covid-19 restrictions, the court case has been further delayed, and will now not be heard until early 2021. The financial impact of the court delay are the increased ongoing unbudgeted accommodation and security costs. A claim was submitted to Welsh Government (WG) to fund these costs from the Local Authority Emergency Hardship Grant that has been made available to fund additional expenditure incurred as a consequence of the Covid-19 pandemic. However, WG advised that they were not prepared to fund these costs from the grant. Alternative funding streams are therefore being explored.
- 2.10 Environmental Services are forecasting a £26k underspend, which is the result of an air quality officer currently on a partial secondment to Cardiff to assist in the City's Air Quality Initiative. The shortfall to date in respect of the £16k income budget which formed part of the savings built into the 2020/21 budget under this heading, has been met by £5k received via the quarter 1 Welsh Government grant for loss of income. It is eagerly anticipated that this grant will be available throughout the financial year. As a direct result of Covid-19, no new radon monitoring stations have been installed in the region.
- 2.11 Food Services are forecasting a £208k underspend, which is the result of on-going issues in attracting suitably qualified applicants that meet the specific skill set required by this discipline. The secondment of staff to the TTP teams has further reduced the staffing compliment within this discipline. As a consequence, the number of unfilled posts has increased, the service is attempting to mitigate these issues through accessing support provided by both agency and students studying applicable qualifications to meet activity targets. A reduced number of inspections have been undertaken, however, the capacity to do so is diminishing with cases of Covid-19 and subsequent follow up work increasing. The provision of an appropriate Covid-19 response remains a priority for the service. Covid-19 complaints within food businesses are being investigated, whilst simultaneously issuing proactive advice to assist businesses in their compliance with the current guidance requirements. A qualified food officer from Trading Standards has been seconded to the Food Team to help meet the staffing shortfall.
- 2.12 Housing Services is forecasting an £3k overspend which is made up of smaller variances across the headings. The quarter 1 £5k claim made against the Welsh Government grant for loss of income has been received in respect of support for the Welsh Government

backed NEST scheme, with a subsequent claim made in quarter 2. The number of member and customer referrals have increased, however, at this time non-emergency housing issues are not being investigated. Throughout the period, the service has worked tirelessly with the housing and homelessness sections of the partner authorities to investigate residents who have presented themselves as being homeless who had previously resided at both caravan and camp sites. The Bridgend area specific lockdown at the end of September, resulted in a significant rise to the number of queries from caravan owners and holiday makers.

- 2.13 Health & Safety and Communicable Disease are forecasting an underspend of £85k, which correlates with the level of anticipated support associated with the multiple secondments to the regional Track, Trace and Protect teams for both the Cardiff & Vale plus Cwm Taf Health Boards during quarter 3. The residual staffing compliment have continued to issue advice in accordance with the Health Protection (Coronavirus Restrictions) (Wales) Regulations 2020 where required, and attended regular multi-agency care home meetings in respect of infection control and control assessments, plus attending weekly meetings with the Social Services Commissioning Teams across the SRS region.
- 2.14 Pollution Services are currently forecasting a £33k underspend, owing to Covid-19 restriction on travel and access restrictions to property. There has been an increase in the amount of domestic complaints during lock down, most of which have been undertaken by a multi-agency approach with other interested parties. Students that have returned to Cardiff ahead of the 2020/21 academic year have generated a significant number of noise complaints. No relaxation of the waste collection guidelines has resulted in a number of private adverts appearing on social media within the Bridgend area. Those businesses without a waste carrier license have been referred on to National Resources Wales by the service.
- 2.15 Trading Standards are forecasting an underspend of £151k, which is the result of the shortage of suitable candidates to fill vacant posts, maternity leave which has not been covered, plus temporary vacancies where staff have been seconded to the Cardiff Food team and TTP support. £6k has been received from the quarter 1 Welsh Government grant for lost income in respect of paid for services within the unit.
- 2.16 The Trading Standards teams have been extremely busy, with Covid-19 related service requests being received to cover areas such as non-compliance with social distancing, premises that were trading in breach of the Regulations and accessing refunds for holidays that were cancelled as a result of the pandemic. Following complaints of anti-social behaviour associated with the use of nitrous oxide, officers carried out a multi-agency inspection of retail premises. Sixteen premises were inspected and were given advice and guidance. As a result of receiving a large number of complaints and to ensure a fair and equitable trading environment, detailed guidance was provided to all estate and letting agents across the SRS region to assist with the interpretation of the new regulations.
- 2.17 Covid-19 related additional expenditure incurred by the service is being recovered directly from WG via claims made against the Hardship Grant with £45k being received to date.
- 2.18 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 secondments are being recovered from Cardiff Council and Welsh Government.



- 2.19 The 2020/21 Welsh Government Rentsmart Grants of £66k are built into the SRS budget. The grant forms an element of the Housing Support Grant received directly by the partner Authorities, therefore, as with previous years, the SRS costs will be recouped directly from the partners at year end.

## Authority Specific Services

- 2.20 The approved gross budget of £2.377m in respect of Authority Specific (AS) Services has a forecast outturn overspend of £107k, as detailed in the following table:

	<b>Gross</b>	<b>Forecast</b>	<b>Outturn</b>
	<b>Budget</b>	<b>Outturn</b>	<b>Variance</b>
<b>Authority</b>	<b>£'000's</b>	<b>£'000's</b>	<b>£'000's</b>
Bridgend	428	397	31
Cardiff	1,444	1,589	(145)
Vale	505	498	7
<b>Total AS Services</b>	<b>2,377</b>	<b>2,484</b>	<b>(107)</b>

- 2.21 The £31k underspend at Bridgend, relates directly to forecast under-spend within the Kennelling & Vets Service. Activity levels on this heading continue to perform below target and are consistent with activity levels in previous periods. Despite an uptake in dog ownership during the Covid-19 restriction period, the number of dogs being presented as homeless has continued to decline.
- 2.22 At the date of this report, Bridgend Licensing and Empty Homes services are both anticipating a nil variance.
- 2.23 The £145k forecast overspend at Cardiff predominantly relates to an anticipated £155k overspend within the Taxi Licensing Section. There continues to be expenditure in excess of target within both the Employee and Supplies and Services elements of the budget and is consistent with performance achieved in previous years. The service has experienced high volumes of calls in respect of premises licenses, plus providing advice to the trade in respect of compliance with Covid-19 guidelines. From September onwards, there have been an excessive volume of taxi licenses being renewed, which has put additional pressure on staff resources. Cardiff's 2020/21 Licensing income budget has been partially adjusted to reflect the budget shortfall held by the SRS.
- 2.24 The Cardiff Licensing team leader is on secondment to the Welsh Local Government Association and is working in collaboration with Welsh Authorities on the 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.
- 2.25 HMO Cathays and HMO Plasnewydd are forecasting a combined underspend of £4k, which is the accumulation of smaller variances across the headings.
- 2.26 The Student Liaison Officer is also forecasting a nil variance at this time. The support provided by this service has morphed in line with other services provided by the SRS, to now also deliver advice and guidance in complying with Covid-19 regulations particularly with the first year students.

- 2.27 As a direct result of commercial and licensed premises in Cardiff being closed the activity levels within the Night Time Noise team have been at a minimal level, which has resulted in a £6k underspend being anticipated. However, it is considered that this position may change should lockdown restrictions be eased.
- 2.28 Cardiff Port Health Authority is anticipated to achieve a nil variance.
- 2.29 Overall, the Vale has a forecast outturn underspend of £7k.
- 2.30 The Licensing Service is forecasting a balanced position. In August, the fee holiday in respect of vehicle licensing ceased, with vehicle license fees now being fully chargeable. However, at this time, it would appear that taxi drivers appear cautious in their approach to a return to work.
- 2.31 The £10k overspend within the Burial section reflects a higher than average number of public health funerals undertaken by the service this year. However, it is understood that none of the funerals undertaken by the date of this report are Covid-19 related.
- 2.32 The Pest Control Service is forecasting a £2k underspend, which may in part be due to a change in working practices as a result of the impact of Covid-19.
- 2.33 The Kennelling and Vets Service continues to emulate the reduction in pressures experienced at Bridgend, and as a result has a forecast £15k underspend.

## Net Position

- 2.34 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 £785k, against a net budget of £6.083m.

	<b>Gross Budget</b>	<b>Provisional Outturn</b>	<b>Outturn Variance</b>
<b>Authority</b>	<b>£'000's</b>	<b>£'000's</b>	<b>£'000's</b>
Bridgend	1,271	1,527	(256)
Cardiff	3,464	3,799	(335)
Vale	1,348	1,542	(194)
<b>Total Net Expenditure</b>	<b>6,083</b>	<b>6,868</b>	<b>(785)</b>

- 2.35 A full breakdown of the forecast outturn position is illustrated in **Appendix B**.
- 2.36 The net position for Bridgend is a provisional overspend of £256k against a net budget of £1.271m and is the result of income recovery forecast to be £182k below target. Core income is anticipated to under recover by £27k, with an additional £155k under recovery of income occurring within the Licensing Section, which may be partially due to the vehicle licenses being extended in line the Government's extension of MOT's to August 2020. Due to current market conditions, the license sales are more unhurried than the budgeted activity levels.
- 2.37 The net position for Cardiff is a net provisional overspend of £335k against a net budget of £3.464m. The 2020/21 income budgets held by Cardiff have been reduced by £260k, when compared to the 2019/20 income budgets. This has resulted in a forecast £85k

over recovery of income being forecast in the year. Cardiff have confirmed that a claim has been submitted to WG in respect of Covid-19 income losses.

- 2.38 Core is forecast to exceed the income target by £8k.
- 2.39 The HMO Plasnewydd 5-year license period expired in October 2019. The consultation is now completed, with the subsequent report presented to the relevant Cardiff Cabinet in September 2020. This license area will become income generating again with effect from January 2021.
- 2.40 HMO Cathays and HMO Plasnewydd are forecast to achieve the combined income targets of £142k, with a nil variance forecast.
- 2.41 The Licensing Section is forecast to exceed the £850k income target by £75k.
- 2.42 Cardiff Port Health Authority is funded by precepts and has therefore fully achieved the target.
- 2.43 The Student Liaison Initiative is anticipated to exceed the £17k income target by £2k.
- 2.44 The forecast net outturn position for the Vale of Glamorgan is a net overall overspend of £194k, against a net budget of £1.348m. Income is forecast to under achieve target by an overall total of £105k.
- 2.45 This position includes £22k received within Licensing and £8k received by Pest Control in respect of the quarter 1 Welsh Government income loss grant.
- 2.46 Core is anticipated to over achieve target by £3k.
- 2.47 Pest Control is anticipated to achieve target.
- 2.48 Licensing is forecast to under achieve the income target by £108k, which may be a consequence of an extension to vehicle licenses in line with the UK Government's MOT exemption until August 2020. The uptake in purchasing vehicle licenses has proved lower than originally anticipated and is the result of the impact of Covid-19 on the industry.

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

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

### **4. Resources and Legal Considerations**

#### **Financial**

- 4.1 As detailed in the body of this report.

### **Employment**

4.2 There are no employment implications.

### **Legal (Including Equalities)**

4.3 There are no legal implications.

## **5. Background Papers**

None.

	Bridgend 2020/21			Cardiff 2020/21			Vale 2020/21			Total Gross Expenditure 2020/21		
	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
<b><u>Authority Specific</u></b>												
Bridgend Licensing	343	343	0							343	343	0
Bridgend Empty Homes	38	38	0							38	38	0
Kennelling & Vets Fees (Bridgend)	47	16	31							47	16	31
Cardiff Licencing				700	855	(155)				700	855	(155)
HMO Cathays				201	197	4				201	197	4
HMO Plasnewydd				275	275	0				275	275	0
Student Liaison				64	64	0				64	64	0
Night Time Noise				62	56	6				62	56	6
Cardiff Port Health				142	142	0				142	142	0
Vale Licensing							380	380	0	380	380	0
Burials (Vale)							1	11	(10)	1	11	(10)
Pest Control Service (Vale)							104	102	2	104	102	2
Vets & Kennelling Fees (Vale)							20	5	15	20	5	15
<b>Sub total</b>	<b>428</b>	<b>397</b>	<b>31</b>	<b>1,444</b>	<b>1,589</b>	<b>(145)</b>	<b>505</b>	<b>498</b>	<b>7</b>	<b>2,377</b>	<b>2,484</b>	<b>(107)</b>
<b><u>Core Services</u></b>												
Animal Services	86	305	(219)	219	778	(559)	78	276	(198)	383	1,359	(976)
Environmental	49	43	6	124	109	15	44	39	5	217	191	26
Food Services	329	282	47	837	718	119	297	255	42	1,463	1,255	208
Housing Services	142	142	0	364	367	(3)	128	128	0	634	637	(3)
Health & Safety & Communicable Disease	139	119	20	353	305	48	125	108	17	617	532	85
Pollution Services	194	187	7	495	476	19	176	169	7	865	832	33
Trading Standards	371	337	34	946	860	86	336	305	31	1,653	1,502	151
<b>Sub total</b>	<b>1,310</b>	<b>1,415</b>	<b>(105)</b>	<b>3,338</b>	<b>3,613</b>	<b>(275)</b>	<b>1,184</b>	<b>1,280</b>	<b>(96)</b>	<b>5,832</b>	<b>6,308</b>	<b>(476)</b>
<b>Gross Expenditure Budget</b>	<b>1,738</b>	<b>1,812</b>	<b>(74)</b>	<b>4,782</b>	<b>5,202</b>	<b>(420)</b>	<b>1,689</b>	<b>1,778</b>	<b>(89)</b>	<b>8,209</b>	<b>8,792</b>	<b>(583)</b>

	2020/21 Expenditure Budget £000's	2020/21 Income Budget £000's	2020/21 Net Budget £000's	Sep-20 Profiled Net Budget £000's	Sep-20 Actual Expenditure £000's	Sep-20 Actual Income £000's	Sep-20 Net Position £000's	Net Variance To Date £000's	Projected £000's	Projected YE Variance Favour/(Adverse) £000's
	A	B	C = A - B	D	E	F	G = E - F	H = D - G	I	J = C - I
<b><u>Bridgend</u></b>										
<b>Core</b>	1,310	(60)	1,250	625	685	(8)	677	(52)	1,382	(132)
<b>Authority Specific</b>										
Licensing	343	(407)	(64)	(32)	145	(112)	33	(65)	91	(155)
Empty Homes	38	0	38	19	19	0	19	0	38	0
Kenneling & Vets	47	0	47	24	6	0	6	18	16	31
	<b>1,738</b>	<b>(467)</b>	<b>1,271</b>	<b>636</b>	<b>855</b>	<b>(120)</b>	<b>735</b>	<b>(99)</b>	<b>1,527</b>	<b>(256)</b>
<b><u>Cardiff</u></b>										
<b>Core</b>	3,338	(183)	3,155	1,577	1,751	(43)	1,708	(131)	3,424	(269)
<b>Authority Specific</b>										
Cardiff Licencing	700	(850)	(150)	(75)	394	(283)	111	(186)	(71)	(79)
HMO Cathays	201	(55)	146	73	69	(115)	(46)	119	85	61
HMO Plasnewydd	275	(87)	188	94	127	0	127	(33)	243	(55)
Student Liaison	64	(17)	47	24	30	(34)	(4)	28	46	1
Night Time Noise	62	0	62	31	14	0	14	17	56	6
Cardiff Port Health	142	(126)	16	8	69	(63)	6	2	16	0
	<b>4,782</b>	<b>(1,318)</b>	<b>3,464</b>	<b>1,732</b>	<b>2,454</b>	<b>(538)</b>	<b>1,916</b>	<b>(184)</b>	<b>3,799</b>	<b>(335)</b>
<b><u>Vale of Glamorgan</u></b>										
<b>Core</b>	1,184	(11)	1,173	586	619	(3)	616	(30)	1,266	(93)
<b>Authority Specific</b>										
Vale Licensing	380	(290)	90	45	164	(110)	54	(9)	198	(108)
Burials (Vale)	1	0	1	1	7	0	7	(6)	11	(10)
Pest Control Service (Vale)	104	(40)	64	32	46	(30)	16	16	62	2
Vets & Kennelling Fees (Vale)	20	0	20	10	1	0	1	9	5	15
	<b>1,689</b>	<b>(341)</b>	<b>1,348</b>	<b>674</b>	<b>837</b>	<b>(143)</b>	<b>694</b>	<b>(20)</b>	<b>1,542</b>	<b>(194)</b>
<b>Grand Total</b>	<b>8,209</b>	<b>(2,126)</b>	<b>6,083</b>	<b>3,042</b>	<b>4,146</b>	<b>(801)</b>	<b>3,345</b>	<b>(303)</b>	<b>6,868</b>	<b>(785)</b>

Team	Authority	Ref	Title	Q2 Actual	RAG Status	Q2 Comment	Annual target
Food - Combined total	Bridgend	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	6			
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.	62			
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.	9.68%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 158 service requests in relation to food safety, 51 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	100%
Food - Combined total	Cardiff	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	39			
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.	203			
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.	19.21%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 312 service requests in relation to food safety, 76 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	100%
Food - Combined total	Vale of Glam	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	2			
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.	64			
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.	3.13%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 145 service requests in relation to food safety, 35 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	100%
Food - Combined total	SRS	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	47			
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.	329			
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.	14.29%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 691 service requests in relation to food safety, 165 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	100%

Team	Authority	Ref	Title	Q2 Actual	RAG	Q2 Comment	Annual target
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	16			
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	467			
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.	3.43%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 158 service requests in relation to food safety, 51 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	90%
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	53			
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	875			
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.	6.06%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 312 service requests in relation to food safety, 76 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	90%
Food - Combined total	Vale of Glam	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	19			
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.	401			
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.	4.74%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 145 service requests in relation to food safety, 38 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	90%
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	88			
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	1743			
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.	5.05%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 691 service requests in relation to food safety, 165 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	90%



Team	Authority	Ref	Title	Q2 Actual	RAG Status2	Q2 Comment	Annual target
Food - Combined total	Bridgend	SRS/FH/003 (PN/00811)	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.	19			
Food - Combined total	Bridgend	SRS/FH/003 (PN/00811)	The total number of new businesses identified by food hygiene.	135			
Food - Combined total	Bridgend	SRS/FH/003 (PN/00811)	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.	14.07%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 188 service requests in relation to food safety, 51 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	90%
Food - Combined total	Cardiff	SRS/FH/003 (PN/00811)	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.	52			
Food - Combined total	Cardiff	SRS/FH/003 (PN/00811)	The total number of new businesses identified by food hygiene.	523			
Food - Combined total	Cardiff	SRS/FH/003 (PN/00811)	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.	9.94%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 312 service requests in relation to food safety, 76 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	90%
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/00811)	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.	18			
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/00811)	The total number of new businesses identified by food hygiene.	163			
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/00811)	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.	11.04%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 145 service requests in relation to food safety, 38 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	90%
Food - Combined total	SRS	SRS/FH/003 (PN/00811)	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.	89			
Food - Combined total	SRS	SRS/FH/003 (PN/00811)	The total number of new businesses identified by food hygiene.	821			
Food - Combined total	SRS	SRS/FH/003 (PN/00811)	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.	10.84%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of food businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In addition the service received 691 service requests in relation to food safety, 165 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 96 flights and 103 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period.	90%

Team	Authority	Ref	Title	Q2 Actual	RAG	Q2 Comment	Annual target
Food	Bridgend	PAM/023 (formerly PPN/009)	Number of food establishments which are 'broadly compliant' with food hygiene standards	1266			
Food	Bridgend	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	1302			
Food	Bridgend	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.24%	Green	Target exceeded.	94%
		PAM/023 (formerly PPN/009)					
Food	Cardiff	PAM/023 (formerly PPN/009)	Number of food establishments which are 'broadly compliant' with food hygiene standards	2977			
Food	Cardiff	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	3128			
Food	Cardiff	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	95.17%	Green	Target exceeded.	94%
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Number of food establishments which are 'broadly compliant' with food hygiene standards	1179			
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	1212			
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.28%	Green	Target exceeded.	94%
Food							
Food	SRS	PAM/023 (formerly PPN/009)	Number of food establishments which are 'broadly compliant' with food hygiene standards	5422			
Food	SRS	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	5642			
Food	SRS	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	96.10%	Green	Target exceeded.	94%

Team	Authority	Ref	Title	Q2 Actual	RAG	Q2 Comment	Annual target
Trading Standards - Bridgend Combined total	Bridgend	SRS/TS/001 (PPN/001)	The number of high-risk businesses that were inspected during the year by trading standards.	0			
Trading Standards - Bridgend Combined total	Bridgend	SRS/TS/001 (PPN/001)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	16			
Trading Standards - Bridgend Combined total	Bridgend	SRS/TS/001 (PPN/001)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	0.00%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place which resulted in 48 visits within Bridgend during Qtr 2. Furthermore the service received 210 service requests from consumers and businesses in relation to Covid-19 seeking advice and making complaint. Surveys were also undertaken in respect of PPE and supermarkets to ensure compliance.	100%
Trading Standards - Cardiff Combined total	Cardiff	SRS/TS/001 (PPN/001)	The number of high-risk businesses that were inspected during the year by trading standards.	10			
Trading Standards - Cardiff Combined total	Cardiff	SRS/TS/001 (PPN/001)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	40			
Trading Standards - Cardiff Combined total	Cardiff	SRS/TS/001 (PPN/001)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	25.00%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place which resulted in 76 visits within Cardiff during Qtr 2. Furthermore the service received 279 service requests from consumers and businesses in relation to Covid-19 seeking advice and making complaint. Surveys were also undertaken in respect of PPE and supermarkets to ensure compliance.	100%
Trading Standards - Vale of Glam Combined total	Vale of Glam	SRS/TS/001 (PPN/001)	The number of high-risk businesses that were inspected during the year by trading standards.	0			
Trading Standards - Vale of Glam Combined total	Vale of Glam	SRS/TS/001 (PPN/001)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	5			
Trading Standards - Vale of Glam Combined total	Vale of Glam	SRS/TS/001 (PPN/001)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	0.00%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place which resulted in 48 visits within the Vale during Qtr 2. Furthermore the service received 117 service requests from consumers and businesses in relation to Covid-19 seeking advice and making complaint. Surveys were also undertaken in respect of PPE and supermarkets to ensure compliance.	100%
Trading Standards - SRS Combined total		SRS/TS/001 (PPN/001)	The number of high-risk businesses that were inspected during the year by trading standards.	10			
Trading Standards - SRS Combined total		SRS/TS/001 (PPN/001)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	61			
Trading Standards - SRS Combined total		SRS/TS/001 (PPN/001)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	16.39%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place which resulted in 172 visits across the region during Qtr 2. Furthermore the service received 606 service requests from consumers and businesses in relation to Covid-19 seeking advice and making complaint. Surveys were also undertaken in respect of PPE and supermarkets to ensure compliance.	100%

Team	Authority	Ref	Title	Q2 Actual	RAG Status	Q2 Comment	Annual target
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/0081)	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.	29			
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/0081)	The total number of new businesses identified by trading standards.	162			
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/0081)	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.	17.90%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place which resulted in 48 visits within Bridgend during Qtr 2. Furthermore the service received 210 service requests from consumers and businesses in relation to Covid-19 seeking advice and making complaint. Surveys were also undertaken in respect of PPE and supermarkets to ensure compliance.	80%
Trading Standards Combined total	Cardiff	SRS/TS/003 (PPN/0081)	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.	137			
Trading Standards Combined total	Cardiff	SRS/TS/003 (PPN/0081)	The total number of new businesses identified by trading standards.	571			
Trading Standards Combined total	Cardiff	SRS/TS/003 (PPN/0081)	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.	23.99%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place which resulted in 76 visits within Cardiff during Qtr 2. Furthermore the service received 279 service requests from consumers and businesses in relation to Covid-19 seeking advice and making complaint. Surveys were also undertaken in respect of PPE and supermarkets to ensure compliance.	80%
Trading Standards Combined total	Vale of Glam	SRS/TS/003 (PPN/0081)	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.	27			
Trading Standards Combined total	Vale of Glam	SRS/TS/003 (PPN/0081)	The total number of new businesses identified by trading standards.	216			
Trading Standards Combined total	Vale of Glam	SRS/TS/003 (PPN/0081)	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.	12.50%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place which resulted in 48 visits within the Vale during Qtr 2. Furthermore the service received 117 service requests from consumers and businesses in relation to Covid-19 seeking advice and making complaint. Surveys were also undertaken in respect of PPE and supermarkets to ensure compliance.	80%
Trading Standards Combined total - SRS		SRS/TS/003 (PPN/0081)	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.	193			
Trading Standards Combined total - SRS		SRS/TS/003 (PPN/0081)	The total number of new businesses identified by trading standards.	949			
Trading Standards Combined total - SRS		SRS/TS/003 (PPN/0081)	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.	20.34%	Red	Despite the relaxation of Covid restrictions during Qtr 2 which enabled inspections of businesses to resume, the capacity of the service to undertake all these inspections was significantly reduced due to the need to redirect resources to fulfilling duties in response to the Covid-19 pandemic. This included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations and providing staff to work on Test, Trace, Protect. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place which resulted in 172 visits across the region during Qtr 2. Furthermore the service received 606 service requests from consumers and businesses in relation to Covid-19 seeking advice and making complaint. Surveys were also undertaken in respect of PPE and supermarkets to ensure compliance.	80%

Team	Authority	Ref	Title	Qtr 2 Actual	RAG Status2	Qtr 2 Comment	Annual Target
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	280			
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints received.	293			
Pollution	Bridgend	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	95.56%	Green	Target exceeded	90%
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	843			
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints received.	941			
Pollution	Cardiff	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	89.59%	Amber	Whilst only fractionally off target, the team continues to be affected by resource being reallocated to TTP and other Covid related work. Furthermore the service receives significant numbers of complaints, with 200+ additional complaints being received during Qtr 2 compared to the same period last year. Despite this we have maintained a service to the public and responded within very tight response times.	90%
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	179			
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints received.	198			
Pollution	Vale of Glam	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	90.40%	Green	Target exceeded	90%
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	1302			
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints received.	1432			
Pollution	SRS	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	90.92%	Green	Target exceeded	90%

Team	Authority	Ref	Title	Qtr 2 Actual	RAG Status2	Qtr 2 Comment	Annual Target
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	81			
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	98			
Pollution	Bridgend	SRS/LC/009	<b>Percentage of commercial and industrial noise and air complaints responded to within one working day.</b>	<b>82.65%</b>	<b>Green</b>	<b>Target exceeded</b>	<b>75%</b>
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	166			
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	238			
Pollution	Cardiff	SRS/LC/009	<b>Percentage of commercial and industrial noise and air complaints responded to within one working day.</b>	<b>69.75%</b>	<b>Amber</b>	<b>The team continues to be affected by resource being reallocated to TTP and other Covid related work which together with the volume of noise and air pollution complaints received in Cardiff, has had an impact of meeting the target this quarter.</b>	<b>75%</b>
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	61			
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	96			
Pollution	Vale of Glam	SRS/LC/009	<b>Percentage of commercial and industrial noise and air complaints responded to within one working day.</b>	<b>63.54%</b>	<b>Red</b>	<b>The team continues to be affected by resource being reallocated to TTP and other Covid related work which has had an impact of meeting the target this quarter.</b>	<b>75%</b>
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	308			
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	432			
Pollution	SRS	SRS/LC/009	<b>Percentage of commercial and industrial noise and air complaints responded to within one working day.</b>	<b>71.30%</b>	<b>Amber</b>	<b>The team continues to be affected by resource being reallocated to TTP and other Covid related work which together with the volume of noise and air pollution complaints received in Cardiff, has had an impact on meeting the target this quarter.</b>	<b>75%</b>

Team	Authority	Ref	Title	Qtr 2 Actual	RAG Status2	Qtr 2 Comment	Annual Target
Pollution	Bridgend	SRS/LC/010	No of alarm complaints responded to within one day.	5			
Pollution	Bridgend	SRS/LC/010	No. of alarm complaints received.	5			
Pollution	Bridgend	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded	90%
Pollution	Cardiff	SRS/LC/010	No of alarm complaints responded to within one day.	36			
Pollution	Cardiff	SRS/LC/010	No. of alarm complaints received.	41			
Pollution	Cardiff	SRS/LC/010	Percentage of alarm complaints responded to within one day.	87.80%	Amber	The team continues to be affected by resource being reallocated to TTP and other Covid related work which has had an impact of meeting the target this quarter.	90%
Pollution	Vale of Glam	SRS/LC/010	No of alarm complaints responded to within one day.	2			
Pollution	Vale of Glam	SRS/LC/010	No. of alarm complaints received.	2			
Pollution	Vale of Glam	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded	90%
Pollution	SRS	SRS/LC/010	No of alarm complaints responded to within one day.	43			
Pollution	SRS	SRS/LC/010	No. of alarm complaints received.	48			
Pollution	SRS	SRS/LC/010	Percentage of alarm complaints responded to within one day.	89.58%	Amber	The team continues to be affected by resource being reallocated to TTP and other Covid related work which has had an impact of meeting the target this quarter together with the sheer volume of complaints received.	90%

Team	Authority	Ref	Title	Qtr 2 Actual	RAG Status2	Qtr 2 Comment	Annual Target
Licensing	Bridgend	SRS/LC/004	Number of applications determined within 2 months	23			
Licensing	Bridgend	SRS/LC/004	Number of applications received	23			
Licensing	Bridgend	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Cardiff	SRS/LC/004	Number of applications determined within 2 months	87			
Licensing	Cardiff	SRS/LC/004	Number of applications received	87			
Licensing	Cardiff	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Vale of Glam	SRS/LC/004	Number of applications determined within 2 months	41			
Licensing	Vale of Glam	SRS/LC/004	Number of applications received	41			
Licensing	Vale of Glam	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	SRS	SRS/LC/004	Number of applications determined within 2 months	151			
Licensing	SRS	SRS/LC/004	Number of applications received	151			
Licensing	SRS	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%



Team	Authority	Ref	Title	Qtr 2 Actual	RAG Status2	Qtr 2 Comment	Annual Target
Licensing	Bridgend	SRS/LC/005	Number of applications determined within 2 months	9			
Licensing	Bridgend	SRS/LC/005	Number of applications received	9			
Licensing	Bridgend	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Cardiff	SRS/LC/005	Number of applications determined within 2 months	69			
Licensing	Cardiff	SRS/LC/005	Number of applications received	69			
Licensing	Cardiff	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Vale of Glam	SRS/LC/005	Number of applications determined within 2 months	16			
Licensing	Vale of Glam	SRS/LC/005	Number of applications received	16			
Licensing	Vale of Glam	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	SRS	SRS/LC/005	Number of applications determined within 2 months	94			
Licensing	SRS	SRS/LC/005	Number of applications received	94			
Licensing	SRS	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%

Team	Authority	Ref	Title	Qtr 2 Actual	RAG Status2	Qtr 2 Comment	Annual Target
Licensing	Bridgend	SRS/LC/006	Number of applications determined within 2 months	0			
Licensing	Bridgend	SRS/LC/006	Number of applications received	0			
Licensing	Bridgend	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received.	100%
Licensing	Cardiff	SRS/LC/006	Number of applications determined within 2 months	0			
Licensing	Cardiff	SRS/LC/006	Number of applications received	0			
Licensing	Cardiff	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received.	100%
Licensing	Vale of Glam	SRS/LC/006	Number of applications determined within 2 months	0			
Licensing	Vale of Glam	SRS/LC/006	Number of applications received	0			
Licensing	Vale of Glam	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received.	100%
Licensing	SRS	SRS/LC/006	Number of applications determined within 2 months	0			
Licensing	SRS	SRS/LC/006	Number of applications received	0			
Licensing	SRS	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received.	100%



Shared  
**Regulatory**  
Services

Gwasanaethau  
**Rheoliadol**  
a Rennir

# Covid-19 Response

## Qtr 1 and 2

**1695**

Service requests received making complaint or seeking advice on Covid-19 related matters.



**618**



Visits made to businesses to check compliance with regulations in respect of social distancing and business closures.

**28**

Officers seconded to TTP in Professional Lead and Contact Tracer roles. Our Communicable Disease Team continued to provide support to care homes and deal with escalated referrals

**Test · Trace · Protect**

**197**

Care settings that received Infection Prevention and Control Assessments

**129**

Waning letters issued

**35**

Statutory Notices issued and 8 Fixed Penalty Notices

**122**

Outbreaks of new Covid-19 cases in care home settings managed

**3777**

Noise and Air complaints received. 728 more than the same period last year.



**6901**

Businesses , premises and individuals proactively advised of how to operate safely and comply with Coronavirus Regulations.

**64**

Supermarkets proactively surveyed to ensure they were Covid secure

**42**

Permits granted to hotels, and overnight accommodation to house key workers and the homeless.



**61**

Samples of hand sanitiser and PPE obtained and tested for compliance



**26**

Profiteering incidents or Covid-19 related scams reported



# Shared Regulatory Services



Port Health

## Port Health Service Plan

2020/21



Shared  
**Regulatory**  
Services



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# 1. Introduction

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

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

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

The profile of port health has been particularly significant this year, due to its importance in endeavoring to prevent the importation of Covid-19 into the country. International air travel was proven to be the accelerator for the fast spread of infection globally. Despite enhanced control measures, the introduction of the disease has been, and continues to be difficult to prevent. This is due to the fact that Covid-19 cases may be asymptomatic; in addition all symptomatic cases are infective for the two days prior to symptoms developing.

Travel by sea gives greater opportunity for infection to be identified on board a vessel due to the timeframe involved and so presents less of a risk for the introduction of infection. Never the less port health operatives requiring enhanced checks to be made prior to vessels being allowed to berth has resulted in additional work.

**Christina Hill**

**Acting Operational Manager Commercial Services**

# 1. Background

## 2.1 Profile of Cardiff Port

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

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

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

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

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

Last year the port received 226 ships from all over the world; mainly handling cat litter, steel, forestry products, dry and liquid bulks and the occasional large cruise ship.

## 2.2 Profile of Barry Port

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

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

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

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

Last year the port received 60 ships from all over the world. The majority of vessel movements are associated with handling liquid bulks for the local chemical industry Dow Corning. In addition, the commencement of construction of the new Hinckley Point Power Station has resulted in an increase in vessel movements from work boats transporting materials to and from it. There is no longer any routine container activity associated with this port.

## 2.3 Profile of Cardiff Airport

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

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

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

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

***None of the ports described above have Border Control Post (BCP) status and therefore products of animal origin (POAO) and higher risk products not of animal origin (PNOAO) from outside the European Union are not permitted to enter via these ports.***



## 2.4 Aims and objectives

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

The overall aim of the Service is:-

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

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

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

## 2.5 Links to Corporate Plan

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



The SRS priority particularly relevant to the delivery of the port health function is 'Improving health and wellbeing':-



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

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

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

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

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

## 2.6 Enforcement Policy

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

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

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

The Regulators Code is based upon six broad principles:

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

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# Service Delivery

## 3.1 Responsibilities

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

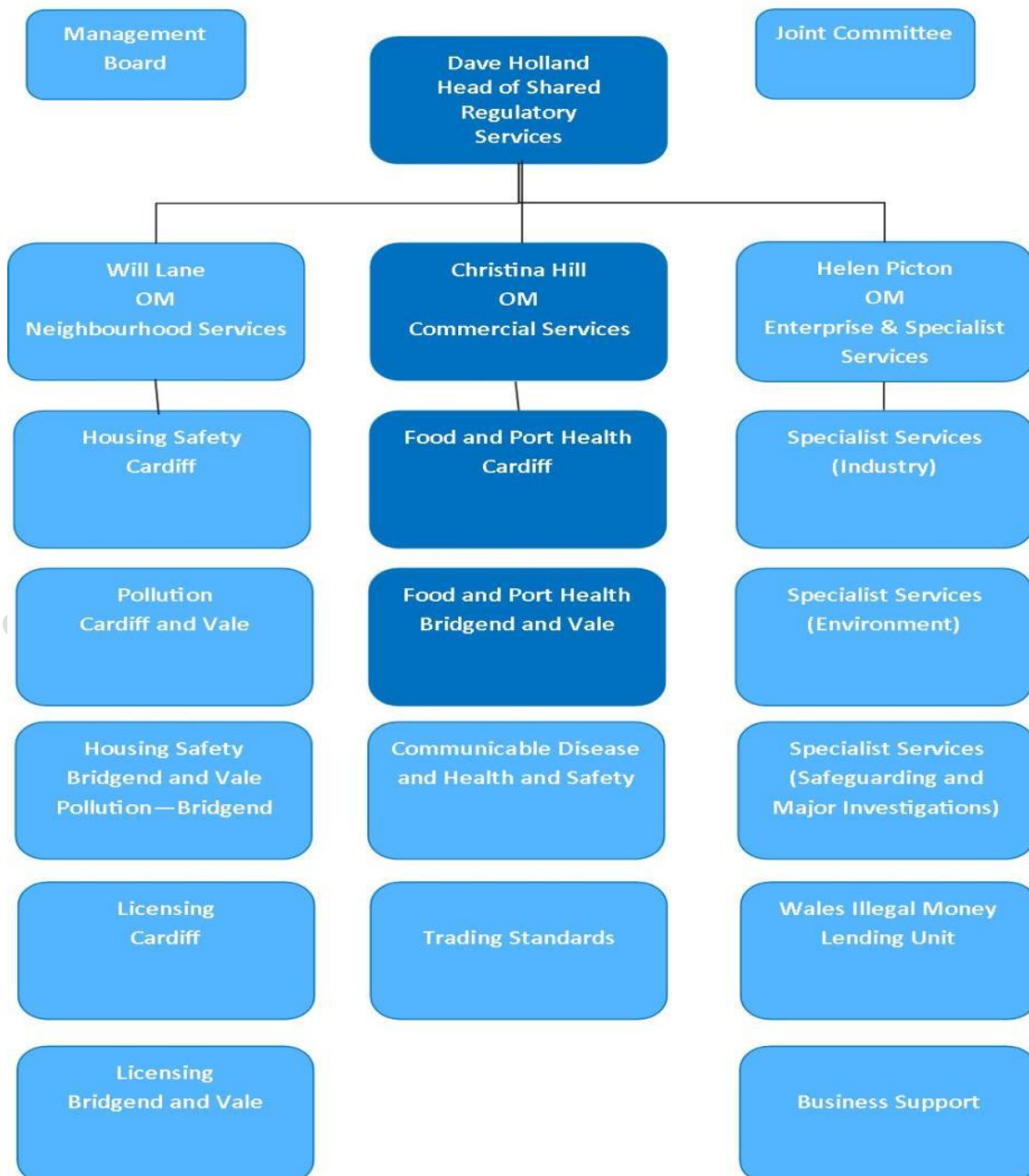
- Close monitoring of ship (vessel) and aircraft movements within the port authorities for the purposes of preventing the spread of infectious human and animal disease, ship and aircraft inspection and imported food controls.
- Responding to reports of food poisoning and infectious disease and implementing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

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

## 3.2 Organisational structure

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

**Shared Regulatory Services Organisational Chart**



## **3.3 Interventions**

### **3.3.1 Shipping Ports of Cardiff and Barry and Penarth Marina**

#### **Control and Investigation of Outbreaks and Infectious Disease**

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

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

#### **Vessel Boarding**

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

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

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

#### **Sanitation Inspection**

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

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

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

The association of Port Health Authorities reviewed the tariff for ship sanitation charges and set the following national scale for 2020/2021:

Gross tonnage	(£) Charge
Up to 1,000	100
1,001-3,000	135
3,001-10,000	200
10,001-20,000	255
20,001-30,000	330
Over 30,000	390
With the exception of:	
-vessels with the capacity to carry between 50 and 1000 persons	390
-vessels with the capacity to carry more than 1000 persons	665
Issuance of Extension Certificates	65
Further exceptional charges may be added for costs such as launch hire, lengthy journeys to the vessel or laboratories, out-of hour's visits, re-inspections of vessels subject to control measures and any samples taken.	

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

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

### Ship Food Hygiene Inspections

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

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

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

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

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

### **Complaints**

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

### **Advice to Businesses**

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

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

### **Food and Feedstuff Inspection**

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

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

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



## Food Incidents and Hazards

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

## Water Quality

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

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

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

Type of sample	Analysis	No of sampling points	Sample cost	Labour cost per visit *
drinking water (bacteriological)	ACC, E coli and coliforms	2	£24.00	£65.00
Legionella	Legionella species	2	£58.0	£65.00
Water (chemical)	Various physio and chemical parameters	1	£142.00	£65.00

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

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

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

## Insects capable of transmitting disease

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

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

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

### **3.3.2 Cardiff Airport**

#### **Investigation of incidents of infectious disease**

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

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

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

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

#### **Insects capable of transmitting disease**

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

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

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

### **In-flight Death**

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

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

### **Food Safety on Aircraft**

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

### **Food and Feed Imports**

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

### **Potable Water**

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

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

## **3.4 Liaison with other organisations**

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

The Food Standards Agency (FSA)  
Welsh Government (WG)

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

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

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

## 4. Resources

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

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

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

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

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

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

## External Factors Impacting on the Service

**Covid-19** - Significant work for the Port Health Service has resulted as a response to the Covid-19 pandemic and is ongoing. This has required the implementation of enhanced procedures for air and sea travel, partnership working with Test Trace Protect and increased communications with stakeholders. Additional resource has been required to be invested to address service needs outside normal working hours to complete enhanced surveillance of vessel and aircraft movements.

**Brexit**-following the end of the transition period on 1<sup>st</sup> January 2021, requirements for health certificates for imports of animals and animal products into Great Britain (England, Scotland and Wales) will be introduced in phases from January to July 2021

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

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

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

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

Queries have been raised over four fishing vessels that are located in Cardiff and need to be inspected due to the potential need to issue catch certificates for fish to be exported.. However, checks have shown that while two of these supply fish to a local wholesaler, none of the fish is exported.

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

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

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

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

## Service delivery points

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

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

The Shared Regulatory Services website provides information on the services provided and the website address is [www.srs.wales](http://www.srs.wales)

## 5. Assessment and review

### 5.1 Assessment and Review mechanisms

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

#### Documented procedures

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

#### Food Standards Agency

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

#### Complaints

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

#### Performance Measurement

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

#### Assessment and audits

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

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

#### Review

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

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



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

## 5.2 Summary of Achievements from the previous year

- A mock exercise for response to Covid- 19 was completed at the airport. This was very timely with regard to the forthcoming pandemic and from this action cards have been produced and agreed by Public Health Wales.
- An audit was completed of the in- house cleaning within the terminal building of Cardiff Airport and recommendations made on improvements to cleaning products to be used.
- Regular meetings were held by the Port Health Team in order to facilitate updates by the Lead Officer. The updates included changes to legislation, working practices and developments taking place at Port Health Expert Panel and Association of Port Health (APHA) meetings
- Biannual meetings were held with appropriate representatives from Cardiff International Airport to ensure new procedures were agreed and effective lines of communication maintained.
- The Shared Regulatory Services website has been updated with communication details and relevant information and forms relating to Port Health.
- The database, Tascomi is now utilised to record boarding visits, issue of sanitation certificates and samples undertaken on vessels. This is not only advantageous for performance monitoring but also enables officers to identify the potential risk posed by a ship if previously boarded by review of any issues identified.
- Daily monitoring of flight manifests has been initiated to check for any imports of public health concern.
- Improvements to facilities have been secured to improve the core capacities of the airport as a designated point of entry. This includes the signing of a memorandum of understanding for the use of the Border Force detention room for isolation of a suspected case of a disease of significant public health concern. The use of such room would permit tarmac access for ambulance service, an annex for observation and suitable bathroom facilities.

## 5.3 Performance during previous year

### Shipping Ports of Cardiff and Barry and Penarth Marina

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

#### Monitoring of Ships and Manifest checks

The provision of an effective port health service is dependent on closely monitoring the arrival and departure of ships within the port health district. The type of vessel, cargo and previous port visited, helps port health officers decide which vessels to board based on risk assessment. In 2019/20 there were 226 arrivals in the Port of Cardiff and 60 arrivals in the Port of Barry

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

During 2019/2020 no consignments of imported food were identified. No container ship arrived into the port of Cardiff. No container ships arrived into the port of Barry.

#### Boarding of vessels

The tables below illustrate the vessel movements through the ports of Barry and Cardiff over recent years and the estimated vessel movements for the coming year of 2020/21. It can be seen that in Cardiff there is a gradual decline in the number of vessel movements although the vessel movements for Barry remain almost the same.

In March 2020, due to the escalation of number of countries affected by Covid -19 and increased circulation of the disease within the community , a decision was made to suspend the routine boarding of vessels for health and safety purposes.

### CARDIFF VESSEL MOVEMENTS AND BOARDING VISITS

	2017/18		2018/19		2019/20		Estimated Numbers	
	Arriving	Boarded	Arriving	Boarded	Arriving	Boarded	Arriving	To be boarded
Arriving from UK	175	7	86	10	131	5	131	7
Arriving from EU Countries	80	4	127	19	81	6	96	10
Arriving from Third Countries*	16	15 (93%)	29	22 (76%)	16	10 (63%)	20	15 (based on req to board 75%)
<b>TOTALS</b>	<b>271</b>	<b>26</b>	<b>242</b>	<b>26</b>	<b>228</b>	<b>21</b>	<b>247</b>	<b>32</b>

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

### BARRY VESSEL MOVEMENTS AND BOARDING VISITS

	2017/18		2018/19		2019/20		Estimated Numbers	
	Arriving	Boarded	Arriving	Boarded	Arriving	Boarded	Arriving	To be Boarded
Arriving from UK	14	0	16	2	21	1	17	1
Arriving from EU Countries	48	0	51	2	39	0	46	1
Arriving from Third Countries*	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>62</b>	<b>0</b>	<b>67</b>	<b>4</b>	<b>60</b>	<b>1</b>	<b>63</b>	<b>2</b>

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

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

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

It can be seen above that this target was not achieved last year. Two vessels from 3<sup>rd</sup> Country destinations arrived at Cardiff on the weekend and left the same weekend. One of the weekends was the Easter Bank holiday. This meant that visits could not be undertaken. Consideration for out of hours cover for the ports was subsequently implemented as a result.

### Sanitation Exemption Certificates

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

From the table below it can be seen that during 2019/20 there were 13 sanitation exemption certificates issued in Cardiff and 3 in Barry. No sanitation control certificate was required to be issued in this period in Cardiff or Barry.

#### CARDIFF SANITATION CERIFICATES

	2017/18	2018/19	2019/20	Estimated numbers
Sanitation exemption certificates issued	7	11	13	8
Sanitation control	0	1	0	1

certificates issued				
<b>TOTALS</b>	<b>7</b>	<b>12</b>	<b>13</b>	

#### BARRY SANITATION CERIFICATES

	2017/18	2018/19	2019/20	Estimated number
Sanitation exemption certificates issued	0	3	0	1
Sanitation control certificates issued	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	

### Ships and Shore-side Water Quality Checks

Water on board ships must be wholesome and comply with international standards. Port Health Officers will routinely check the microbiological water quality on board vessels and submit samples to the laboratory. The officer will require the Master to carry out remedial measures if the quality of the water is found to be unsatisfactory. In the last year 26 samples were taken from ships which docked in Cardiff and 2 samples from a vessel that docked in Barry had water samples taken from them.

It is a requirement of the International Health Regulations 2005 that every port is provided with supply of pure drinking water. The sampling programme detailed below was unfortunately not fulfilled due to the previous loss of the sampling officer post.

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

### Notifications of Illness

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

Whilst no notifications were received in the last year, with the onset of the Covid-19 pandemic monitoring of the health status of vessels prior to arrival played an important part in ensuring that it

was safe for the port health operatives/pilots to board. All vessels arriving from outside UK waters were required to submit a maritime declaration of health and be granted free pratique before disembarking.

The Port Health service also ensured that regular communications were made with relevant stakeholders to keep them suitably informed of the control measures that should be in place to prevent the import and spread of covid-19 and to answer any queries or concerns that they may have.

A stowaway was identified on a vessel that arrived at Cardiff on May 13<sup>th</sup> 2019. The notification was made on the appropriate form and the vessel was boarded by Border Force on arrival. Boarding of the vessel by Port Health revealed that no further action was necessary and the stowaway was removed by Border Force.

## **Cardiff International Airport**

### **Infectious disease Control**

The work completed by the various stakeholders in addressing port health have been invaluable in endeavouring to minimise the risk of importation of covid-19 infection at Cardiff Airport. An initial meeting to discuss the implications of Covid-19 (then known as Coronavirus) was requested and held on the 23rd January 2020 by Public Health Wales.

At the time of the meeting the main risk of imported infection was from China. With no direct flights arriving from China, the main outcomes of the meeting were to review and update staff on procedures to deal with suspect cases. In early March a mock scenario was led by Public Health Wales to verify the understanding of ground staff of the required response to a suspect case of Covid-19 identified on a flight, or within the airport and the subsequent handling of the person to minimise the risk of spread of infection. Action cards were developed to reflect such considerations.

Several changes were made in a short timeframe to the Covid-19 infection control guidance for Airports due to the quick spread of the disease. Each time appropriate advice was given by the Port Health Team.

On 4th March 2020 due to direct flights arriving from Tenerife, and in particular a hotel which had been linked to an outbreak of covid-19, the process of repatriation was discussed with Public Health Wales. Repatriates would be required to have health certification prior to boarding a plane to the UK. The advice was to ensure that they were processed through Border Control quickly with symptomatic passengers being treated in accordance with procedures if identified. No symptomatic repatriates were identified.

On the 13th March 2020 with the introduction of the "Delay" phase there was a significant change in infection control measures to be taken at the airport. All flights arriving from outside the UK were required to read a statement to all passengers advising them of hygiene measures to be taken to prevent the spread of the disease and the need to self isolate if they developed symptoms within 14 days of arrival of the UK. Symptomatic passengers were permitted to pass through border controls

and make their own way home to comply with the advice of self-isolation as long as they did not require medical attention.

On the 13th March 2020 there was an incident where a suspect case of Covid-19 was reported to the Port Health Team arriving on a Paris flight, but further questioning revealed this to have been escalated due to a lack of understanding by ambulance crew of the need to query clinical and epidemiological criteria before consideration as a case of Covid -19.

On 24th March 2020 with the commencement of “lockdown” and the implementation of new legislation all food outlets at the Airport were closed and only some key flights continued. No further incidents were identified.

### **Insects capable of transmitting disease**

Between April and November the Service usually participate in the surveillance organised by Public Health England to monitor for the presence of the Aedes mosquito that causes the transmission of Zika Virus. During this year it was noted that a number of eggs from the Zika carrying mosquito had been identified in traps in Kent and that the first case of the Zika virus had presented itself in France. To ensure identification and containment of any mosquitos at an early stage in the UK, additional monitoring was requested throughout the winter months by Public Health England even though it was not clear if mosquitos could survive in temperatures of less than 12 degrees centigrade

This involved the placement of 2 traps at Cardiff Docks and 4 traps at Cardiff Airport. None were identified to be present during this time.

### **Food Safety on Aircraft**

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

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

Investigations were requested to be made by the Food Standards Agency into the delay of a flight to Edinburgh from Cardiff due to unsafe bottled water having been served to the crew of the flight. It was established that this had been subject to a product recall in Ireland and that the water had been supplied in Bristol Airport where it was referred onto.

### **Food and Feed Imports**

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

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

Continued surveillance has been undertaken of the imports at the Airport. Mainly garments, aircraft parts and surgical equipment are being imported. In July 2019 there was an import of 2538Kg of Manuka honey from New Zealand which was not permitted to enter via Cardiff International Airport due to it not having a border inspection post status and the product being regarded as a product of animal origin. The honey was therefore detained and handed over to Border Force who arranged for its exportation. There were also a few consignments of drums of paprika oil which were required to be detained pending further investigation to establish their suitability to be permitted entry through Cardiff International Airport. These were later released from detention when suitable paperwork had been provided to establisher that they were not regarded as a higher risk product not of animal origin. risk product.

Enquires were also received about importing jack fruit but shortly afterwards the fruit was entered on the higher risk product list and therefore could not be imported due to the Airport not having a status of border control post.

### **Potable Water**

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



## Outstanding Issues from 2019/2020

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

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

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

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

**Review the Port Health Medical Plan for Barry/Cardiff Seaports**

## 5.4 Performance Targets for 2020/21

Measure	Target
Check all container vessel manifests if applicable	100% within 1 working days
Undertake boarding inspections of vessels	75% of all vessels arriving from outside EU that have not been boarded in last 6 months.
Ensure suitable potable water supply at shore side and airside	Meet requirements of sampling programme
Investigation of complaints	Investigation of complaints with significant health risk within 1 working day and any other within a minimum of 5 days
Investigation of infectious disease	Ensure adequate response 24 hours/day 352 days/year
Maintain compliance with Regulations and guidance relating to prevention and control of Covid-19.	Actively engage with stakeholders to ensure up to date knowledge of guidance maintained and implemented.

## 6. Action Plan

Objectives	Milestones	
<b>Adopt the Port Health Plan 2020/21</b>	Q3	Prepare the Port Health Plan 2020/21 and circulate to Joint Committee Members
<b>Review the Port Health Medical Plan</b>	Q2	Review and update the Port Health Medical Plan in consultation with relevant stakeholders.
<b>Improve stakeholder awareness of port health requirements.</b>	Q1-4	<p>Hold bi annual meeting at airport with appropriate stakeholders</p> <p>Collate articles of interest, prepare and disseminate information leaflet to stakeholders.</p> <p>Review SRS website</p>
<b>Continue to meet performance targets</b>	Q1-4	Continue to complete 100% of documentary checks of all imported freight to identify any imports of concern and complete a minimum of 1 physical check a quarter.
	Q1-4	Undertake 75% boarding inspections of vessels arriving from outside the EU.
	Q1-4	Ensure requirements of sampling potable water are met.
<b>Ensure the Port Health function is undertaken appropriately by ensuring authorised, trained and competent officers.</b>	Q3	Undertake validation assessment of port officers in accordance with internal monitoring procedure
	Q4	Carry out a review to ensure the plan has been successfully implemented.

Objectives	Milestones	
<b>Ensure freight imported at Cardiff International Airport meets legal requirements</b>	Q1-4	Engage with relevant working groups such as Port Health Expert Panel, Association of Port Health Authorities, Food Standards Agency etc. to identify changes, ensure adequate training to staff and implementation in procedures and policies.
<b>Ensure adequately prepared for any changes in duties required as a result of Brexit.</b>	Q1-4	Engage with relevant stakeholders to ensure adequate procedures in place to meet any risks or demands as a consequence of Brexit.
<b>Respond to the Covid-19 pandemic.</b>	Q1-4	Engage with relevant stakeholders such as Public Health Wales, Airport/Sea Port Operators, TTP to produce and implement relevant procedures to ensure an effective implementation of infection control procedures..

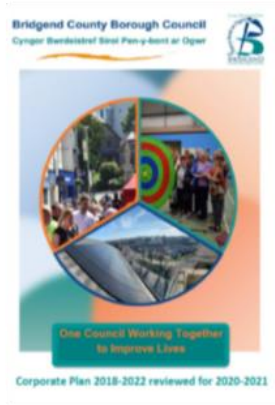
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# Appendix A – Corporate priorities and outcomes of partner local authorities

## Bridgend County Borough Council

### Priorities

### Aims



- Supporting a successful sustainable economy
- Helping people and communities to be more healthy and resilient
- Smarter use of resources

- Improve learner outcomes
- Support growth and prosperity
- Develop and enhance community support and services
- Build resilient communities
- Support better health and well-being
- Transform the Council's estate
- Support areas of corporate change
- Support environmental sustainability

## City of Cardiff Council

### Priorities

### Outcomes



- Working for Cardiff
- Working for Wales
- Working for the future
- Working for public services

- Cardiff is a great place to grow up
- Cardiff is a great place to grow older
- Supporting people out of poverty
- Safe, confident and empowered communities
- A Capital City that works for Wales
- Cardiff grows in a resilient way
- Modernising and integrating our public services

## Vale of Glamorgan Council

### Priorities



- To work with and for our communities
- To support learning, employment and sustainable economic growth
- To support people at home and in their community
- To respect, enhance and enjoy our environment

# Appendix B

## Sampling Plan

Oct-Mar	QA F Shed – Bollard 30	High	Micro
	QA I Shed – Bollard 93	High	Micro
	RD H Shed – Bollard 88	Medium	Micro
	RD Coal Berth – Bollard 82	Low	Micro
	RB Britannia Quay	Low	Micro
	Cardiff Yacht Club		Micro
	Penarth Marina		Micro
	Barry Docks Shed B	Medium	Micro
	Barry Docks Scott Packaging	Low	Micro
	Barry Docks Vopak	Medium	Micro

## Appendix 5 - Summary of cases concluding between September and the end of November 2020

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

Case	Court date	Offence(s)	Outcome
1	2.9.20	The defendant attended court and pleaded guilty to 2 offences under the Health and Safety at Work etc. Act 1974 for failing to ensure so far as was reasonably practicable, that the health and safety of persons not in their employment were not exposed to risk associated with falling trees, falling tree limbs and branches between May 2016 and October 2017 whilst trading as an outdoor paintball leisure activity. In October 2017 the SRS were notified of an incident whereby a tree branch had fallen in high winds in the gun rack area of the site, striking two teenagers whilst they participated in a paintballing day.	The District Judge agreed that this was a case of high culpability. The company was fined £4000 with costs of £10,000.
2	2.9.20	The defendant attended court and pleaded guilty to 7 offences under the Trade Marks Act 1994 and 1 offence under the Tobacco and Related Products Regulations 2016. He had been trading on Facebook under a pseudonym and was selling counterfeit and illicit tobacco. He would arrange to meet customers in supermarkets car parks to hand over the tobacco. A substantial amount of tobacco was procured by SRS officers following a number of test purchases and the execution of a warrant.	The defendant was sentenced to a 12 month community order, ordered to carry out 50 hours of unpaid work and a 10 day rehabilitation requirement. Costs were ordered for £175 and a Forfeiture Order was granted.
3	3.9.20	The defendant in this case, a taxi company, did not attend court and was found guilty on 11 counts of	The company was fined £200 per offence making a total of £2,200, they were also ordered to pay £150 Prosecution costs

		failing to produce insurance.	and a £32 Victim Surcharge
4	3.9.20	The defendant did not attend Court and a case of unlawful street trading was proved in his absence.	The Magistrates imposed a fine of £1,000 on the defendant and ordered him to pay £150 prosecution costs together with a £100 Victim Surcharge.
5	7.9.20	<p>The defendant in this rogue builder case had previously pleaded guilty to one count under the Fraud Act 2006 and also to six counts of engaging in misleading commercial practices under the Consumer Protection from Unfair Trading Regulations 2008. The offences related to the properties of multiple complainants tween 2013 and 2018 where the defendant, who trades as a roofer, took substantial deposits from consumers for work that was of a poor standard, or was left incomplete or was never even started. In total, the consumers lost money to the value of £16,784.36.</p> <p>In sentencing, the Judge indicated that the case had passed the custody threshold. The defendant had taken monies for work which was not carried out or carried out badly and had sometimes lead to more problems than were there to start with, including in one case, where the property was flooded after works were not completed. However, she accepted that he had never intended to defraud these people but in the cold light of day there was clearly no chance he was going to complete the works. She accepted that he had shown genuine remorse and that imprisonment would have a substantial effect on his children. She</p>	<p>Her Honour Judge Jones sentenced the defendant to 24 months imprisonment but suspended the sentence for 24 months. She ordered him to complete a 10 day rehabilitation requirement and to carry out 100 hours of unpaid work as he needed to repay back to the local community.</p> <p>A timetable was set under the Proceeds of Crime act 2002 and directions were given for the respective filing of statements and responses by the prosecution and defence before the end of 2020. Compensation for the complainants will be dealt with as part of these proceedings.</p>

		considered that he was capable of rehabilitation.	
6	18.9.20	<p>The defendant had previously pleaded guilty to one count under the Fraud Act 2006 of participating in a fraudulent business between August 2016 and July 2019 and to 2 counts under the Proceeds of Crime Act 2002 of transferring criminal property between June 2016 and February 2019. On a number of occasions since 2017 officers from the Shared Regulatory Services had conducted checks and test purchases at the defendant's retail premises and discovered on sale both counterfeit tobacco and tobacco which did not carry the required health warnings. The defendant had been given a Simple Caution and later prosecuted but had nonetheless continued with his criminal activities culminating in the current prosecution. Officers had discovered that since 2016 the defendant had traded in significant quantities of counterfeit and illicit tobacco amounting to approximately £200,000 in trade value and a subsequent financial investigation discovered that the defendant had illegally gained and transferred from his and his wife's bank accounts over £90,000 to bank accounts abroad.</p> <p>In sentencing, the Judge stated that this was intentional and prolonged offending and the defendant had acted in deliberate contravention of the law. It was not highly sophisticated but it was blatant. It was clear from the pre-sentence report and his behaviour to the</p>	<p>The defendant was sentenced to a total of 25 months imprisonment of which he will serve half in custody and the remainder on licence. A forfeiture order was granted for all the items seized.</p>



		<p>authorities that he did not appreciate the seriousness of what he had done. By selling illegal tobacco he had made it difficult to control the sale of items which are considered a public health issue, contributed to organised criminal gangs which distribute these products and gained an advantage over reputable traders. She accepted that he did not have a 'high living' and there was a real risk of financial harm to his family as a result of his actions together with a risk of loss of employment to others. She accepted that he had at last accepted reality and had been trading correctly since last year. However, his offending was such that only an immediate custodial sentence was appropriate.</p>	
7	18.09.20	<p>The defendant appeared at Cardiff Crown Court having pleaded guilty to offences under the Consumer Protection from Unfair Trading Regulations 2008. The offences had occurred whilst the defendant was trading as a roofer. He had inflated prices for the work he had carried out when he charged a consumer £9500 for work valued at only £1700. He had completed works without consulting the consumer, demanded payment for those unauthorised works and he had contravened the requirements of professional diligence.</p>	<p>The defendant was sentenced to 16 months custody suspended for 2 years, 200 hours community service and 8 days rehabilitation. The victim in this case was also awarded compensation.</p>
8	17.09.20	<p>The defendant failed to attend court and was found guilty in her absence of 5 offences under the</p>	<p>The defendant was fined £660 and ordered to pay costs of £200 together a victim surcharge of £32.00</p>

		Environmental Protection Act 1990 for failing between September 2019 and December 2019 to comply with a noise abatement notice.	
9	2.10.20	<p>The defendant had previously pleaded guilty to three offences under the Health and Safety at Work etc., Act 1974 for failing, without reasonable excuse, to comply with the requirements of a Prohibition Notice.</p> <p>In October 2019 Shared Regulatory Services received a referral from South Wales Fire and Rescue about carbon monoxide fumes emanating from the defendant's commercial food business and into a residential property directly above. The Fire Authority confirmed that they had been called out by one of the residents and they had detected elevated readings of carbon monoxide in the flat, in addition to the adjoining property. In their professional opinion the high readings of carbon monoxide were as a direct result of the use of the charcoal grill which was situated in the rear kitchen of the restaurant.</p> <p>Although the defendant agreed not to use the charcoal grill when speaking to the Fire Authority, when SRS officers attended, the charcoal grill was lit and in use so a Prohibition Notice was served, instructing him not to use the charcoal grill until he could evidence via a suitably competent engineer that the installation was safe to use. Considerable assistance was provided SRS officers to find a competent engineer who could assess the existing</p>	The defendant was sentenced to 12 weeks imprisonment to run concurrent on all the charges.

		<p>extract ventilation system and carry out all necessary modifications. Nevertheless, during subsequent visits the defendant was discovered using the grill, in breach of the Prohibition Notice.</p> <p>In sentencing, the District Judge accepted culpability was very high and harm was a Category 2. The defendant knew what his legal obligations were and deliberately and repeatedly flouted the law. He put profits above the safety of the residents.</p>	
10	01.10.20	<p>The defendant attended Court and entered guilty pleas to both charges in relation to plying for hire and as a result having no Insurance.</p> <p>In mitigation, he claimed that he forgot he was driving a private hire vehicle as he usually drives a hackney carriage.</p>	<p>The Magistrates fined the defendant £80 for the plying for hire and £120 for the no insurance charge. His licence was endorsed with 8 penalty points and he was ordered to pay £150 prosecution costs together with a £32 Victim Surcharge.</p>
11	02.10.20	<p>This case involved a company and its two directors who operated a food business premises. Between April and May 2019 SRS officers inspected the premises and discovered a cockroach infestation and a number of food hygiene breaches.</p> <p>The company pleaded guilty to 10 offences under the Food Hygiene (Wales) Regulations 2006, the first director pleaded guilty to 2 offences and the second director pleaded guilty to 6 offences.</p>	<p>The company was fined £50 with costs of £250 and a victim surcharge of £30.00. Both directors were given a 3 year conditional discharge with costs of £250 and a victim surcharge of £20.</p>

12	05.10.20	This case concerned an application for forfeiture under the Trade Marks Act 1994 in respect of counterfeit tobacco and an application under the Consumer Protection Act 1987 in respect of tobacco which did not carry the required health warnings found at the defendant's premises in February 2020	The magistrates granted both applications and the goods were forfeited.
13	07.10.20	The defendant was found guilty following a trial of an offence under the Food Hygiene Rating (Wales) Act 2013. In August 2019 officers visited the defendant food premises and found that the food hygiene rating sticker awarded to the business namely a rating of 1 – Major Improvement Necessary - was not being displayed.	The defendant was fined £200 with £300 costs and a £32 victim surcharge.
13	16.10.20	The defendant, a taxi driver, pleaded not guilty to plying for hire without a licence or insurance.	He was found guilty and was fined £120 with 6 penalty points for the insurance offence with no separate penalty on the plying for hire. He was also ordered to pay £350 in prosecution costs and a £34 Victim Surcharge
14	20.10.20	The defendant was found guilty following a trial for offences under the Town Police Clauses Act 1847 in respect of an incident in December 2019 while driving a taxi when he overcharged passengers and failed to use his meter.	The Magistrates imposed a Universal Credit level Band B fine of £120 in respect of each offence, they also ordered him to pay £600 Prosecution costs and £34 Victim Surcharge

15	20.10.20	Both defendants attended court and pleaded guilty to 11 offences under the Food Hygiene (Wales) Regulations 2006 in respect of breaches occurring at their food business premises between August 2019 and February 2020. Inspections by officers from the SRS discovered a significant infestation of cockroaches which caused the business to close for 37 days.	The District Judge considered committing to the Crown Court for sentence due to the seriousness of the offences. However he kept jurisdiction and he sentenced the first defendant to a fine of £3000 and the second defendant to a fine of £4000. Both defendants were ordered to pay costs of £350 each and a victim surcharge of £181 each.  He told them that if it closed their business then "so be it"
16	22.10.20	The defendant attended Court and entered guilty pleas to one offence of plying for hire and one offence of having no insurance.  In mitigation, he stated that he was quiet and took the fare even though he knew he shouldn't have.	The Magistrates fined the defendant £120 for the plying for hire and £120 for the no insurance charge. His licence was endorsed with 8 points and he was ordered to pay £150 Prosecution costs and a £32 Victim Surcharge.
17	22.10.20	This case concerned an application forfeiture under the Trade Marks Act 1994 in respect of counterfeit tobacco and an application under the Consumer Protection Act 1987 in respect of tobacco which did not carry the required health warnings found at the defendant's premises between August 2019 and March 2020.	Both applications were granted by the magistrates and the goods were forfeited.
18	26.10.20	The defendant failed to appear at court in respect of an application for forfeiture under the Trade Marks Act 1994 for counterfeit tobacco found at the defendant's premises in August 2019.	The application for forfeiture and destruction granted by the court.

19	02.11.20	<p>The defendant pleaded guilty to 4 offences under the Food Hygiene (Wales) Regulations 2006 in respect of food hygiene breaches and breaches of Remedial Action Notices at her food business premises.</p> <p>During a visit by SRS officers, a mouse and insect infestation was discovered throughout the ground floor and basement but there was no pest control contractor. No food hygiene safety management system was in place and Remedial Action Notices were served for the repackaging of food in the basement. In May 2019 the defendant admitted in interview to breaching the Remedial Action Notice. A visit in June 2019 discovered more evidence of repackaging of food and an infestation of insects. Further visits discovered more repackaged food.</p> <p>The matter was committed to the Crown Court for sentence and the judge considered the defendant's culpability in respect of each offence was very high. She had intentionally breached/flagrantly disregarded the law. It was considered a Category 1 harm case due to a high risk of having an adverse effect on customers. The judge took into account that the defendant was no longer trading, her age and her previous good character. He stated that it was a shame to see a lady of the defendant's age in court. He considered that the offences were so serious that they passed the custody threshold.</p>	<p>The judge ordered that the defendant be sentenced to 6 months imprisonment for the food hygiene offences and 8 months imprisonment for the breaches of the Remedial Action Notices to run concurrently. He then suspended the sentence for 2 years. Costs of £500 were awarded and a victim surcharge was applied of £140.</p>
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