

Meeting of:	<b>Shared Regulatory Services Joint Committee</b>
Date of Meeting:	<b>Tuesday, 23 March 2021</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>

## **Recommendation**

The Committee is asked to:-

1. Consider, note and agree the contents of this report

## **Reason for Recommendations**

1. The report appraises the Committee of the work of the service in Quarter 3 of 2020/21 with particular emphasis on the challenges presented by the coronavirus outbreak.

## **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 October 2020 to December 2020.

## 2. Key Issues for Consideration

### Human Resources

- 2.1 Sickness absence levels at the end of Quarter 3 were 5.35 days per FTE person overall.

	Short Term Days Lost per FTE	Long Term Days Lost per FTE	Total Days lost Per FTE
Q3 2019/20	1.92	4.64	6.56
Q3 2020/21	1.34	4.02	5.35

When compared with the same time frame in 2019-20, Q3 shows a reduction in the total days lost per FTE. There are no immediate discernible trends in the absence figures represented, however a number of officers did contract coronavirus and some have taken longer than expected to recover. 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. These figures compare favourably when viewed in the wider context of comparison against the average sickness rates across the three Councils.

- 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). The officers recruited have been deployed into a number of different areas and have performed admirably. Joining a busy workplace can be daunting in normal times. Joining during a pandemic is an experience many will remember for some time to come.
- 2.3 Recruiting suitably qualified staff remains an issue, given the specialist skills required for many of the SRS functions, but the opportunity SRS has given to the students may encourage them to join the SRS as opportunities arise and allow us to fill vacancies in the future.

### Financial Position Quarter 3

- 2.4 The financial monitoring report for the period 1<sup>st</sup> April to 31<sup>st</sup> December 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 £676k overspend, against the 2020/21 gross revenue budget of £8.209m.

## Performance Monitoring

- 2.5** 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 3 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 Q3 performance contained in **Appendix 2** will be provided at the Joint Committee meeting.
- 2.6** The fluctuating restrictions on the economy and the movement of people in Q3 continued to place pressures on the Service. In a period of 3 months SRS sought to regulate a business environment that was almost fully open, then under “firebreak” restrictions, then partially reopened and finally locked down before Christmas 2020. The *changing* enforcement demands of the Public Health (Coronavirus Restrictions) (No 3), (No4), and (No5) (Wales) Regulations has meant that our traditional inspection programme for Q3 and beyond has been severely impacted. The backlog of scheduled visits was raised with elected members at the December committee and dialogue continues with Government and national regulators on how this will be managed in 2021.
- 2.7** 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 nine 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, closing, and enforcement*

- 2.8** In December 2020, Committee were advised of increasing numbers of coronavirus cases and the likelihood of new restrictions being introduced. On 4<sup>th</sup> December 2020, the supply of alcohol in hospitality premises was prohibited and early closure times imposed. Later that month, the Welsh Government indicated that a second lockdown would be introduced after Christmas 2020 with the closure of non-essential retail premises and tighter restrictions on household mixing, staying-at-home, holiday accommodation and travel. However, the rapid growth in the number of infections and hospital admissions saw the Welsh Government implement a lockdown and introduce a status of *Alert Level 4* from December 20<sup>th</sup> 2020.

**2.9** Through January 2021, the Welsh Government reviewed the Health Protection (Coronavirus Restrictions) (No. 5) (Wales) Regulations 2020 at regular intervals making small changes to reflect observations made by Councils and public health partners. In January 2021, changes were made to improve the measures in place in retail outlets and workplaces. In February 2021, changes allowed two people from different households to exercise outdoors together (with social distancing), and preparations for Schools to reopen began.

**2.10** However, infections rates, while falling, remained high and concern began to be expressed about new coronavirus variants entering the country, *Variants of Concern*. The Welsh Government published an update to its Coronavirus control plan setting out the Welsh Government's current understanding of the impact of new variants, the systems in place to respond to the current challenges, and its approach to coming out of lockdown.

**2.11** At the last Committee, members were advised of the creation of Joint Enforcement Teams (JET) with South Wales Police. These teams have played a huge role in ensuring the goals set out in the national plans are achieved. The teams, working across each Council area, undertake coordinated enforcement activity to challenge unlawful conduct of businesses and individuals. Their activities have involved:

- the investigation of quarantine and self-isolation referrals from contact tracers; this work has gained greater import with the arrival in the UK of the South African and Brazilian variants of coronavirus.
- Monitoring gatherings at different visitor locations, beaches, country parks, etc.
- Disrupting illegal house parties and the issuing of fixed penalty notices to those in attendance.
- Restricting the opening of *non-essential* businesses and issuing compliance notices where rules are ignored.

### ***Vaccination programmes***

**2.12** In December 2020, Health boards start administering the Pfizer-BioNTech COVID-19 vaccine to care home staff, people aged over 80, and frontline health and social care workers who are most at risk. This was supplemented in January 2021 by the Oxford University/AstraZeneca vaccine which could be delivered through GP surgeries as well as the Mass vaccination centres. The SRS has no direct role in the vaccination

programme but supports the general public health regimes encouraging uptake of vaccines.

### *Test Trace and Protect scheme*

**2.13** The commitment made by SRS during the second lockdown to support the Test, Trace and Protect scheme (TTP) has been significant. 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.

**2.14** The World Health Organization defines a pandemic as *‘the worldwide spread of a new disease.’*

The reason a pandemic has such a devastating impact on society is because the new infection that emerges is able to spread quickly around the world and infect people who have never had the opportunity to mount an immune response before. This means large numbers of people can become infected in a short space of time. All pandemics will be slightly different in how they spread across the world, but all have the potential to have a significant impact on all parts of society.

**2.15** The Chief Medical Officer for Wales (CMO) has published a special report on the issues arising from the Covid 19 pandemic. The report makes a number of key observations noting in particular that responding to the coronavirus crisis has meant major changes to the lives of all across Wales and has meant making difficult decisions in order to save lives and protect the NHS.

“The Public Health system will continue to face significant challenges as we deal with the number of cases and demand on healthcare services, as well as balancing the direct and indirect harms from COVID-19. From a local authority standpoint, maintaining and strengthening the Test, Trace and Protect (TTP) programme is an essential part of protecting the people of Wales as we continue to learn about the disease, its transmission and risk factors, as well as understanding the wider harms associated with the crisis”.

**2.16** The CMO makes a number of recommendations including:

- A focus on health protection services

“The pandemic has shown the importance of having in place strong and resilient health protection arrangements at a local, national and

international level. The Welsh Government, Public Health Wales, health boards and local authorities should review and enhance investment in health protection services, working together to ensure a robust and integrated system of health protection and surveillance of health threats is in place and able to respond to future threats”.

- Continually monitor the resilience of our COVID-19 response systems, including case management and contact tracing systems

“The Test, Trace and Protect (TTP) programme is a cornerstone in our efforts to reduce transmission of COVID-19 and to save lives. To ensure maximum effectiveness we need to keep reviewing and adapting the delivery of the programme as the nature of the pandemic changes and in line with new scientific evidence. The Welsh Government, Public Health Wales, health boards and local authorities should continue to pool resources and expertise with partners to be able to maintain a resilient contact tracing and case management programme that can meet the changing demands brought by fluctuations in COVID-19 transmission in Wales. The Welsh Government, Public Health Wales, health boards and local authorities should ensure that practical response mechanisms which were put in place for COVID-19 are well documented, fully understood and continually revisited so they can be continually improved and activated rapidly if required in any future pandemic or crisis, alongside existing emergency response mechanisms”.

### Service Update – Licensing Policy and Enforcement

- 2.17** Licensing enforcement staff have continued to work as part of the JET with South Wales Police to ensure Covid Compliance at businesses. This has included regular evening and weekend working and staff are to be commended for their work during this difficult time.
- 2.18** Whilst all hospitality venues are currently closed for sales on the premises under Alert level 4 restrictions, take away sales of food and alcohol are allowed. This has been the subject of some scrutiny in areas such as Penarth Esplanade, Porthcawl, and Cardiff Bay, which are popular areas for the public to visit during warmer weather. The JET teams have worked together to ensure that those premises that are making off sales of food and drink do so lawfully and are taking reasonable steps to ensure social distancing and queue management. The Police have also been actively challenging illegal gatherings and ensuring that those who are present have a reasonable excuse to be there.
- 2.19** The legal position in relation to alcohol off sales from hospitality venues differs across the UK. The Business and Planning Act 2020 temporarily modified the Licensing Act 2003 to provide an automatic extension to the

terms of most premises licences which only permit the sale of alcohol for consumption on the premises to allow the sale of alcohol for consumption off the premises. This provision is in place until September 2021. Despite this general relaxation, under current level 4 restrictions in Scotland and England alcohol off sales from hospitality venues are prohibited, whereas in Wales it is still allowed.

- 2.20** Off sales do not require the business to take steps to ensure that the alcohol is taken home for consumption and once a sale is made, there is limited responsibility for where that alcohol is consumed. In this respect it is similar to the position of a sale from a retail outlet. Where there are large gatherings of the public in open spaces and alcohol is being consumed this is clearly counterintuitive to the objectives of the alert Level 4 restrictions. However, provided a premises is compliant with their Licence conditions and are taking reasonable steps to maintain social distancing and manage the risk of transmission of the Coronavirus during the sale of the alcohol, options for restricting off sales are limited. The Council are continuing to work with South Wales Police on enforcement in this area and have also fed back to Welsh Government concerns around visitor hotspots and off sales of alcohol.

### *Consultation papers*

#### *Air Quality*

- 2.21** In August 2020, Welsh Government published the **Clean Air Plan for Wales: Healthy Air, Healthy Wales**, setting out a 10 year pathway to achieving cleaner air under the themes of

***People*** – *protecting the health and wellbeing of current and future generations*

***Environment*** – *supporting our natural environment, ecosystems and biodiversity*

***Prosperity*** – *working with industry to reduce emissions, supporting a cleaner and more prosperous Wales, and*

***Place*** – *creating sustainable places through better planning, infrastructure and transport*

A key commitment within the plan is the development of a Clean Air Act for Wales building upon existing legislation, and in January 2021, a White Paper was published on the Clean Air (Wales) Bill. The White Paper proposes measures to reduce emissions and deliver vital improvements in Air Quality through planning, regulation and health communication measures. Specifically, legally binding Air Quality targets for the control of



emissions would support delivery of objectives related to Air Quality in the national strategy 'Prosperity for All', i.e.

- To drive sustainable growth and combat climate change
- To build healthier communities and better environments

The Bill envisages a *strategic approach* to enhance air quality which would see a Clean Air Plan or Strategy being reviewed every 5 years, as well as the necessary powers to set targets, with PM<sub>2.5</sub> being the priority. This would be supported by a clear and effective *Air Quality Management legislative framework* comprising

- A clarified and enhanced LAQM regime (to take a proactive approach)
- Consolidated road charging powers to implement Clean Air Zones or Low Emission Zones
- Strengthened powers to address vehicle idling
- Enhanced smoke control powers to tackle domestic burning (see below)
- A duty on inter-sectoral workforces to adhere to guidance to tackle air pollution.

The aim is to achieve emission reduction ambitions by 2030; and depending on the specific pathway chosen in achieving this goal, it is estimated that the cost of action in Wales will be approximately £10m per annum. In return, it is estimated that the associated reductions in overall population exposure to air pollution would result in monetised health benefits of approximately £100m per annum.

**2.22** Running alongside the White Paper consultation, Welsh Government is also seeking responses on a specific consultation on **Reducing Emissions for Domestic Burning of Solid Fuels**. It has been found that residential sector emissions have risen considerably since 2002 despite falling significantly in the preceding years because of declining coal use. Indeed, it is believed that such emissions are now at the same level as in 1990 with the increase in popularity of wood-burning or multi-fuel stoves (particularly in urban areas) coinciding with a rise in particulate matter emissions.

Views are sought on a number of proposals, including

- The phasing out the sale of bituminous/traditional house coal for domestic burning
- Prohibiting the sale of wet wood for domestic delivery and /or use unless in quantities above a certain limit;
- Applying sulphur standards and smoke emission limits to all manufactured mineral solid fuels; and
- Applying standards to manufactured biomass fuels.

Both consultations are scheduled to end on 7<sup>th</sup> April 2021. It is proposed that officers respond to these consultations and provide committee members with copies of those responses.

### The Building Safety White Paper

**2.23** In January, the Welsh Government issued a White Paper setting out its proposals for a comprehensive reform of legislation that contributes to building safety in Wales. It focuses on legislative change across the lifecycle of buildings as well as setting out aspirations for a sea-change in the way buildings are designed, constructed and managed. Whilst Wales has a good record on fire safety, the tragic fire at Grenfell Tower showed the need to make changes and improvements to the building safety system. An independent review and the inquiry into the Grenfell Tower fire, together with the work of the Building Safety Expert Group have identified areas for improvement. The proposals in the White Paper build on the work set out in the Building Safety Expert Group's report – 'Road Map to Safer Buildings in Wales'. It is a long and wide ranging document with many proposals put forward, these include:-

- The new Building Safety Regime will cover all multi-occupied residential buildings.
- The scope of the regime would capture a house converted into two flats, a licensed house in multiple occupation (HMO), through to a high-rise apartment block.
- Introduces the concept of category 1 and 2 buildings dependent on nature of risk, with category 1 buildings subject to the greatest requirements.
- The Hackitt Review identified that there was a conflict of interest as a result of developers choosing their own provider for building control services. For Category 1 buildings, the draft Bill proposes to remove the element of choice – the local authority will provide the Building Control for all residential buildings over 18m or more in height.
- All buildings within the scope of the regime would as a minimum:
  - Have to be registered – a process which would clearly identify the Accountable Person;
  - Have to have an annual fire risk assessment undertaken by a suitably qualified person; and
  - Have to record the outcomes of the fire risk assessment.

**2.24** The White Paper also outlines a number of potential Regulatory regimes being considered which include single or multiple Regulators and a scheme of mandatory Registration of new buildings. Any additional enforcement responsibilities as a result of the White Paper will require new resource to be identified.

### **Joint Inspection Team**

**2.25** The White Paper represents a significant change in the landscape of building safety. It should be noted however that the regime will not be retrospective and does not provide an immediate solution for leaseholders and occupiers in buildings which are currently defective due to cladding or compartmentation issues.

**2.26** To understand fully the scope of the non-compliances Welsh Government propose to fund in 2021 a Joint Inspection Team (JIT) to work alongside local authorities to help them enforce against landlords / responsible parties using existing powers. The JIT would be a multi-disciplinary team representing expertise from the existing enforcement bodies.

**2.27** It is proposed that JIT would accompany local authority staff to high rise residential buildings to inspect buildings, report on the state of the building and identify any hazards or defects that could form the basis for enforcement action. The team would then advise the local authority on how to take enforcement action if appropriate. This is similar to an existing JIT that has been established in England and the SRS have been in discussion with WG surrounding the establishment of the JIT and its composition in Wales.

### **Power to the People – Stronger Consumer Choice and Competition**

**2.28** In September 2020, the UK Government commissioned an independent review of competition policy, with the purpose of identifying the reforms needed to best position the country for prosperity in a post-EU exit and post-COVID world. Led by Bob Penrose MP, the review concluded in February 2021 with the publication of a report entitled *'Power to the People – Stronger Consumer Choice and Competition so markets work for people, not the other way around'*

**2.29** When properly aligned, the UK's competition regime can encourage innovation, promote productivity, and crucially, enable consumers to get a better deal. The review has explored options for encouraging competition in the UK, cutting red tape and improving consumer confidence. While acknowledging the long-established principles of consumer protection, the importance of empowering consumers and giving them the confidence to spend is seen as being central to economic

recovery. The report includes proposals to guard against new scams as well as to ensure that citizen-consumers can expect fair treatment when they shop; particularly when online transactions are involved.

**2.30** Making the best possible use of data, technology and digital skills is seen as vital to the modern economy, and accordingly, the report makes recommendations to secure the future funding of the Competition and Markets Authority's (CMA) new Digital Markets Unit. Likewise, the report calls for the small claims court and alternative dispute resolution services to become universally available, 24/7, and be as cheap and simple to use as an app on your phone.

**2.31** Recognising the role and value of regulators in this field, the Penrose report recommends a strengthening of both the CMA, and local authority Trading Standards Services (LATS). In the case of the latter, it also highlights the danger of an 'enforcement gap' becoming embedded if TS services are insufficiently resourced, with the following commentary reflecting the scale of the problem:

*'LATS teams have been hollowed out in some – but by no means all - parts of the country by Councils facing budget pressures'* and

*'Almost half of all LATS do not believe that their team has sufficient skills to cover the full range of Trading Standards responsibilities'*

**2.32** In response, the report recommends the creation of a new statutory duty for minimum standards in local Trading Standards services *'including powers to mount antitrust and consumer investigations, and provide ring-fenced resources so they can deliver them well'*. It goes on to suggest that the new statutory duty should define the outcomes which have to be achieved, but leave local Councils to decide how best to deliver them, thereby allowing local control and creativity.

**2.33** The UK Government has said it will consider the report's recommendations and respond to them in due course, as part of the wider agenda to rebuild the economy.

### **Prosecutions and legal interventions**

**2.34** Details of recent cases investigated by the SRS that have resulted in prosecution are set out in **Appendix 4** 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 3 Financial report
- Appendix 2 Quarter 3 Performance data
- Appendix 3 Quarter 3 infographic on COVID related work
- Appendix 4 Details of SRS prosecutions

Meeting of:	<b>Shared Regulatory Services Joint Committee</b>
Date of Meeting:	<b>Tuesday, 23 March 2021</b>
Relevant Scrutiny Committee:	No Relevant Scrutiny Committee
Report Title:	Revenue Monitoring for the Period 1st April to 31st December 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
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 31st December 2020, the Shared Regulatory Service is reporting a forecast outturn position of a £676k 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, the case will now not be heard in court until the end of March 2021.</li> <li>• Covid-19 has also impacted on the income generation ability of the SRS. At the time this report was written, £46k has been received from Welsh Government in respect of the quarter 1 &amp; 2 income loss claims submitted, with a subsequent claim made for quarter 3. 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 late March 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 £676k 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	1,816	(78)
Cardiff	4,782	5,263	(481)
Vale	1,689	1,806	(117)
<b>Total Gross Expenditure</b>	<b>8,209</b>	<b>8,885</b>	<b>(676)</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. This issue may also be compounded by restrictions in movement relating to national Covid restrictions surrounding travel and infection control being put in place.
- 2.3 To address these issues, the Service recruited 4 apprentices, who have been supported to progress within disciplines managed by the Service. The contracts of employment are fixed at 18 months, which enables the apprentice to access relevant external training in Business Administration. Funding for these posts 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. With this initiative being funded by the Welsh Government Covid-19 Enforcement Grant. The provision of service 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 £604k. 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	1,443	(133)
Cardiff	57.24%	3,338	3,686	(348)
Vale	20.31%	1,184	1,307	(123)
<b>Total Core</b>		<b>5,832</b>	<b>6,436</b>	<b>(604)</b>

- 2.9 Animal Services is forecasting an overspend of £1.156m, which is wholly due to the unbudgeted costs relating to the January 2020 horse seizure. The impact of Covid-19 restrictions has resulted in the court case being significantly delayed, however, it is now scheduled to commence on the 31st March 2021. The financial impact of the multiple court delays are the increased ongoing unbudgeted accommodation and security costs borne by the service. 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. The popularity of animal ownership during lockdown has resulted in an increase in complaints relating to welfare issues associated with unethical breeding practices, which are being investigated by the service.
- 2.10 Environmental Services are forecasting a £44k 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, with the post left unfilled. 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, have been partially met by £10k received via a Welsh Government grant for loss of income which covers the first two quarters of 2020/21. It is eagerly anticipated that this grant will be available throughout the financial year. Two previously designated Air Quality Management Areas have been revoked due to air quality improvements at both sites, and are due to be decommissioned shortly. 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 £204k underspend, which is the result of on-going issues in attracting suitably qualified applicants that meet the specific skill set required by this discipline. Recent interviews have resulted in 3 new starters due to commence duties in the final quarter of the year. 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. The team continues to actively support the work of the TTP team, by undertaking numerous workplace assessments where clusters of Covid-19 have been identified. Visits to high risk food businesses 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.

- 2.12 Housing Services is forecasting an £41k overspend which is made up of smaller variances across the headings. £10k has been received from the Welsh Government grant for loss of income for the first two quarters of 2020/21, relating to support for the Welsh Government backed NEST scheme, with a subsequent claim made in quarter 3. The number of member and customer referrals have increased, however, at this time non-emergency housing issues are not being investigated. During the firebreak and tier 4 lockdowns, officers are no longer able to routinely visit properties unless there is a serious incident. There are multiple ongoing investigations relating to public health and pollution issues which is reliant on photographic and video evidence received from the public, with site visits only occurring at the most serious of cases.
- 2.13 Health & Safety and Communicable Disease are forecasting an underspend of £111k, 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 throughout the period. £2k has been received from the Welsh Government grant for loss of income for the first two quarters of 2020/21 in respect of cancelled training courses. 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. Additionally the team has also worked closely with other key stakeholders such as Care Inspectorate Wales and the Local Health Boards.
- 2.14 Pollution Services are currently forecasting a £20k underspend. This position is predominantly due to Covid-19 restrictions on staff travel. 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. It should be noted that there is a distinct increase in noise complaints received when compared to levels achieved in previous years. Students that have returned to Cardiff ahead of the 2020/21 academic year have continued to generate a significant number of noise complaints, which continued throughout the autumn term. Throughout the region, there has been greater reliance on the service's use of the noise app to assist with these complaints due to restrictions on travel, and an increase in working with other agencies on shared issues.
- 2.15 Trading Standards are forecasting an underspend of £214k, 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. £24k has been received in the first two quarters of 2020/21 from the 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. 200+ visits have been made to retail premises to confirm compliance with Minimum Unit Pricing legislation of alcohol, with warnings being issued where non-compliance was identified. No breaches were

detected when staff undertook the surveillance of firework sales at retail stores in the period leading up to annual firework displays. Covid-19 advice and support has been provided to Primary Authority business such as supermarkets and hospitality businesses. Safeguarding, education and awareness raising material has been commissioned to use across social media channels, as this remains an increasing channel of communication.

- 2.17 Covid-19 related additional expenditure incurred by the service is being recovered directly from WG via claims made against the Hardship and Additional Costs Grant with £125k 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. A third team leader is due to commence a secondment to Welsh Government to work on issues surrounding Illegal Tobacco.
- 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 £72k, as detailed 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	428	373	55
Cardiff	1,444	1,577	(133)
Vale	505	499	6
<b>Total AS Services</b>	<b>2,377</b>	<b>2,449</b>	<b>(72)</b>

- 2.21 The £55k underspend at Bridgend, relates directly to forecast under-spend within the Kennelling & Vets Service plus the Licensing section.
- 2.22 Kennelling and Vets is forecasting an underspend of £31k, with activity continuing to perform below target, and is consistent with activity levels realised in previous periods. Despite a notable uptake in dog ownership during the Covid-19 restriction period, the number of dogs being presented as homeless has continued to decline.
- 2.23 The £24k underspend within the Bridgend Licensing section is the result of carry a temporary vacancy, where the post holder has been temporarily seconded to a higher post in the Cardiff Licensing team.
- 2.24 Bridgend Empty Homes is anticipating a nil variance.
- 2.25 The £133k forecast overspend at Cardiff predominantly relates to an anticipated £151k 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 worked in conjunction with the Health and Safety Team at Cardiff to offer 50 masks plus 500ml of hand sanitiser to each driver. High volumes of calls have been received in respect of premises licenses, plus providing advice to the trade in respect of compliance with Covid-19 guidelines. The Licensing team worked as part of the task and finish team to draft policies on fitting screens inside taxis. Officers also assisted in the setting up of pedestrian zones in the City, advising on variations to their licenses that may be required. The Licensing Enforcement officers have carried out a significant number of licensed premises visits, ensuring compliance with Covid-19 legislation offering guidance where appropriate. 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.

- 2.26 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.
- 2.27 HMO Cathays and HMO Plasnewydd are forecasting an overall balanced position.
- 2.28 The Student Liaison Officer is also forecasting a £2k underspend, which due to a change to the staffing compliment anticipated by year end.
- 2.29 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 £16k underspend being anticipated. However, it is considered that this position may change should lockdown restrictions be eased.
- 2.30 Cardiff Port Health Authority is anticipated to achieve a nil variance.
- 2.31 Overall, the Vale has a forecast outturn underspend of £6k.
- 2.32 The Licensing Service is forecasting a £4k underspend. In August, the fee holiday in respect of vehicle licensing ceased, with vehicle license fees now being fully chargeable. After consultation, guidelines were adopted in respect of the installation of screens in Taxi's.
- 2.33 The £13k forecast 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.
- 2.34 The Pest Control Service is forecasting a balanced position.
- 2.35 The Kennelling and Vets Service continues to emulate the reduction in pressures experienced at Bridgend, and as a result continue to forecast £15k underspend.

## Net Position

- 2.36 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 £634k, against a net budget of £6.083m.

	Gross	Provisional	Outturn
	Budget	Outturn	Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,271	1,397	(126)
Cardiff	3,464	3,861	(397)
Vale	1,348	1,459	(111)
<b>Total Net Expenditure</b>	<b>6,083</b>	<b>6,717</b>	<b>(634)</b>

- 2.37 A full breakdown of the forecast outturn position is illustrated in **Appendix B**.
- 2.38 The forecast net position for Bridgend is a provisional overspend of £126k against a net budget of £1.271m, and is the result of income recovery forecast to be £48k below target.
- 2.39 Core income is anticipated to over recover by £5k.
- 2.40 Licensing income is forecast to under recover by £53k, 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 a reduction in taxi activity levels, the license sales are performing below budgeted activity levels. Bridgend have confirmed that they have submitted claims to WG in respect of Covid-19 income losses.
- 2.41 The net position for Cardiff is a net provisional overspend of £397k 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 £84k over recovery of income being forecast in the year. Cardiff have confirmed that claims have been submitted to WG in respect of Covid-19 income losses.
- 2.42 Core is forecast to exceed the income target by £7k.
- 2.43 The HMO Plasnewydd has now been re-declared and commences the next 5-year license period on the 1st January 2021, and is expected to become income generating again with effect from this date.
- 2.44 HMO Cathays and HMO Plasnewydd are forecast to achieve the combined income targets of £142k, with a nil variance forecast.
- 2.45 The Licensing Section is forecast to exceed the £850k income target by £75k.
- 2.46 Cardiff Port Health Authority is funded by precepts and will therefore fully achieved the target.
- 2.47 The Student Liaison Initiative is anticipated to exceed the £17k income target by £2k.
- 2.48 The forecast net outturn position for the Vale of Glamorgan is a net overall overspend of £111k, against a net budget of £1.348m. Income is forecast to over achieve target by £6k.
- 2.49 This position includes £22k received within Licensing and £8k received by Pest Control in respect of the quarter's one and two of the Welsh Government income loss grant.

- 2.50 Core is forecast to over achieve target by £2k.
- 2.51 Pest Control is forecast to over achieve target by £4k. This may be due to an uptake in services as a result of rodents being more visible since both their previous food source diminishes with the closure of food businesses, whilst the increase in homeworkers has enhanced householder's awareness of issues arising in their immediate area.
- 2.52 Licensing is forecast to achieve budget, however this position will continue to be monitored closely throughout the period.

### **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	319	24							343	319	24
Bridgend Empty Homes	38	38	0							38	38	0
Kennelling & Vets Fees (Bridgend)	47	16	31							47	16	31
Cardiff Licencing				700	851	(151)				700	851	(151)
HMO Cathays				201	195	6				201	195	6
HMO Plasnewydd				275	281	(6)				275	281	(6)
Student Liaison				64	62	2				64	62	2
Night Time Noise				62	46	16				62	46	16
Cardiff Port Health				142	142	0				142	142	0
Vale Licensing							380	376	4	380	376	4
Burials (Vale)							1	14	(13)	1	14	(13)
Pest Control Service (Vale)							104	104	0	104	104	0
Vets & Kennelling Fees (Vale)							20	5	15	20	5	15
<b>Sub total</b>	<b>428</b>	<b>373</b>	<b>55</b>	<b>1,444</b>	<b>1,577</b>	<b>(133)</b>	<b>505</b>	<b>499</b>	<b>6</b>	<b>2,377</b>	<b>2,449</b>	<b>(72)</b>
<b><u>Core Services</u></b>												
Animal Services	86	345	(259)	219	881	(662)	78	313	(235)	383	1,539	(1,156)
Environmental	49	39	10	124	99	25	44	35	9	217	173	44
Food Services	329	283	46	837	720	117	297	256	41	1,463	1,259	204
Housing Services	142	150	(8)	364	389	(25)	128	136	(8)	634	675	(41)
Health & Safety & Communicable Disease	139	113	26	353	290	63	125	103	22	617	506	111
Pollution Services	194	190	4	495	483	12	176	172	4	865	845	20
Trading Standards	371	323	48	946	824	122	336	292	44	1,653	1,439	214
<b>Sub total</b>	<b>1,310</b>	<b>1,443</b>	<b>(133)</b>	<b>3,338</b>	<b>3,686</b>	<b>(348)</b>	<b>1,184</b>	<b>1,307</b>	<b>(123)</b>	<b>5,832</b>	<b>6,436</b>	<b>(604)</b>
<b>Gross Expenditure Budget</b>	<b>1,738</b>	<b>1,816</b>	<b>(78)</b>	<b>4,782</b>	<b>5,263</b>	<b>(481)</b>	<b>1,689</b>	<b>1,806</b>	<b>(117)</b>	<b>8,209</b>	<b>8,885</b>	<b>(676)</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>Bridgend</b>										
<b>Core</b>	1,310	(60)	1,250	937	1,099	(16)	1,083	(146)	1,378	(128)
<b>Authority Specific</b>										
Licensing	343	(407)	(64)	(48)	225	(222)	3	(51)	(35)	(29)
Empty Homes	38	0	38	29	24	0	24	5	38	0
Kenneling & Vets	47	0	47	35	11	0	11	24	16	31
	<b>1,738</b>	<b>(467)</b>	<b>1,271</b>	<b>953</b>	<b>1,359</b>	<b>(238)</b>	<b>1,121</b>	<b>(168)</b>	<b>1,397</b>	<b>(126)</b>
<b>Cardiff</b>										
<b>Core</b>	3,338	(183)	3,155	2,366	2,808	(129)	2,679	(313)	3,495	(340)
<b>Authority Specific</b>										
Cardiff Licencing	700	(850)	(150)	(113)	592	(579)	13	(126)	(74)	(76)
HMO Cathays	201	(55)	146	110	95	(153)	(58)	168	83	63
HMO Plasnewydd	275	(87)	188	141	198	(26)	172	(31)	251	(63)
Student Liaison	64	(17)	47	36	47	0	47	(11)	44	3
Night Time Noise	62	0	62	46	28	0	28	18	46	16
Cardiff Port Health	142	(126)	16	12	97	(95)	2	10	16	0
	<b>4,782</b>	<b>(1,318)</b>	<b>3,464</b>	<b>2,598</b>	<b>3,865</b>	<b>(982)</b>	<b>2,883</b>	<b>(285)</b>	<b>3,861</b>	<b>(397)</b>
<b>Vale of Glamorgan</b>										
<b>Core</b>	1,184	(11)	1,173	880	995	(6)	989	(109)	1,294	(121)
<b>Authority Specific</b>										
Vale Licensing	380	(290)	90	67	268	(193)	75	(8)	86	4
Burials (Vale)	1	0	1	1	10	0	10	(9)	14	(13)
Pest Control Service (Vale)	104	(40)	64	48	70	(42)	28	20	60	4
Vets & Kennelling Fees (Vale)	20	0	20	15	1	0	1	14	5	15
	<b>1,689</b>	<b>(341)</b>	<b>1,348</b>	<b>1,011</b>	<b>1,344</b>	<b>(241)</b>	<b>1,103</b>	<b>(92)</b>	<b>1,459</b>	<b>(111)</b>
<b>Grand Total</b>	<b>8,209</b>	<b>(2,126)</b>	<b>6,083</b>	<b>4,562</b>	<b>6,568</b>	<b>(1,461)</b>	<b>5,107</b>	<b>(545)</b>	<b>6,717</b>	<b>(634)</b>

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

Team	Authority	Ref	Title	Q3 Actual	RAG Status3	Q3 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.	9			
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.	14.52%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 146 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 195 flights and 70 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							
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.	54			
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.	201			
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.	26.87%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 477 service requests in relation to food safety, 110 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 195 flights and 70 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.	7			
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.	10.94%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 142 service requests in relation to food safety, 55 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 195 flights and 70 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.	70			
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.	327			
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.	21.41%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 765 service requests in relation to food safety, 216 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 195 flights and 70 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	Q3 Actual	RAG Status3	Q3 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.	30			
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	461			
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.	6.51%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 146 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 195 flights and 70 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.	104			
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	845			
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.	12.31%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 477 service requests in relation to food safety, 110 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 195 flights and 70 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.	20			
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.	398			
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.	5.03%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 142 service requests in relation to food safety, 55 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 195 flights and 70 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.	154			
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	1704			
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	9.04%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 765 service requests in relation to food safety, 216 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 195 flights and 70 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	Q3 Actual	RAG Status3	Q3 Comment	Annual target
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	25			
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	190			
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	13.16%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 146 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 195 flights and 70 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/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	69			
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	662			
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	10.42%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 477 service requests in relation to food safety, 110 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 195 flights and 70 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/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	24			
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	214			
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	11.21%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 142 service requests in relation to food safety, 55 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 195 flights and 70 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/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	118			
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	1066			
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year for food hygiene.	11.07%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 765 service requests in relation to food safety, 216 of which related to Covid-19. The service continued enhanced surveillance measures at ports of entry with 195 flights and 70 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	Q3 Actual	RAG Status3	Q3 Comment	Annual target
Food	Bridgend	PAM/023 (formerly PPN/009)	Number of food establishments which are 'broadly compliant' with food hygiene standards	1251			
Food	Bridgend	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	1286			
Food	Bridgend	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.28%	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	2955			
Food	Cardiff	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	3089			
Food	Cardiff	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	95.66%	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	1178			
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	1211			
Food	Vale of Glam	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.27%	Green	Target exceeded.	94%
Food							
Food	SRS	PAM/023 (formerly PPN/009)	Number of food establishments which are 'broadly compliant' with food hygiene standards	5384			
Food	SRS	PAM/023 (formerly PPN/009)	Number of food establishments trading at 31 March	5586			
Food	SRS	PAM/023 (formerly PPN/009)	Percentage of food establishments which are 'broadly compliant' with food hygiene standards	96.38%	Green	Target exceeded.	94%

Team	Authority	Ref	Title	Q3 Actual	RAG Status3	Q3 Comment	Annual target
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	4			
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	16			
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	25.00%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work 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 and undertaking general observation checks to ensure businesses were closed. In addition the service received 359 TS service requests, 172 of which were covid related seeking advice or making complaint.	100%
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	12			
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	39			
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	30.77%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work 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 and undertaking general observation checks to ensure businesses were closed. In addition the service received 750 TS service requests, 321 of which were covid related seeking advice or making complaint.	100%
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	2			
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	4			
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	50.00%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work included a substantial amount of enforcement of the Health Protection Coronavirus Restrictions (Wales) Regulations, providing staff to work on Test, Trace, Protect and a significant number of officers directing their attention to dealing with clusters identified at business premises. In terms of enforcement, the focus was on ensuring businesses were complying with the regulations and had adequate measures in place and undertaking general observation checks to ensure businesses were closed. In addition the service received 351 TS service requests, 161 of which were covid related seeking advice or making complaint.	100%
Trading Standards Combined total	SRS	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	18			
Trading Standards Combined total	SRS	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	59			
Trading Standards Combined total	SRS	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	30.51%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work 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 and undertaking general observation checks to ensure businesses were closed. In addition the service received 1460 TS service requests, 654 of which were covid related seeking advice or making complaint.	100%

Team	Authority	Ref	Title	Q3 Actual	RAG Status3	Q3 Comment	Annual target
Trading Standards - Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	34			
Trading Standards - Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	285			
Trading Standards - Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	11.93%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work 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 and undertaking general observation checks to ensure businesses were closed. In addition the service received 359 TS service requests, 172 of which were covid related seeking advice or making complaint.	80%
Trading Standards - Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	148			
Trading Standards - Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	773			
Trading Standards - Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	19.15%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work 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 and undertaking general observation checks to ensure businesses were closed. In addition the service received 750 TS service requests, 321 of which were covid related seeking advice or making complaint.	80%
Trading Standards - Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	32			
Trading Standards - Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	320			
Trading Standards - Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	10.00%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work 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 and undertaking general observation checks to ensure businesses were closed. In addition the service received 351 TS service requests, 161 of which were covid related seeking advice or making complaint.	80%
Trading Standards - Combined total	SRS	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	214			
Trading Standards - Combined total	SRS	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	1378			
Trading Standards - Combined total	SRS	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	15.53%	Red	As Covid-19 continued to proliferate communities throughout Qtr 3, the capacity of the service to undertake "business as usual" activities was significantly reduced due to the need to redirect resources to fulfilling our duties in response to the Covid-19 pandemic. Qtr 3 also saw a 2 week firebreak, followed by limited opening for hospitality and a further lockdown from 20 December, which resulted in many premises not opening during this period. Our covid related work 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 and undertaking general observation checks to ensure businesses were closed. In addition the service received 1460 TS service requests, 654 of which were covid related seeking advice or making complaint.	80%

Team	Authority	Ref	Title	Qtr 3 Actual	RAG Status3	Qt3 Comment	Annual Target
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	145			
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints received.	155			
Pollution	Bridgend	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	93.55%	Green	Target exceeded.	90%
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	493			
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints received.	524			
Pollution	Cardiff	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	94.08%	Green	Target exceeded.	90%
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	84			
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints received.	93			
Pollution	Vale of Glam	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	90.32%	Green	Target exceeded.	90%
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	722			
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints received.	772			
Pollution	SRS	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	93.52%	Green	Target exceeded.	90%



Team	Authority	Ref	Title	Qtr 3 Actual	RAG Status3	Qt3 Comment	Annual Target
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	44			
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	56			
Pollution	Bridgend	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	78.57%	Green	Target exceeded.	75%
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	91			
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	112			
Pollution	Cardiff	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	81.25%	Green	Target exceeded.	75%
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	31			
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	43			
Pollution	Vale of Glam	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	72.09%	Amber	The team continues to be affected by resource being reallocated to TTP. Whilst new staff were recruited to backfill these posts, the need to ensure staff were adequately trained has had an impact on the target this quarter.	75%
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	166			
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	211			
Pollution	SRS	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	78.67%	Green	Target exceeded.	75%

Team	Authority	Ref	Title	Qtr 3 Actual	RAG Status3	Qt3 Comment	Annual Target
Pollution	Bridgend	SRS/LC/010	No of alarm complaints responded to within one day.	6			
Pollution	Bridgend	SRS/LC/010	No. of alarm complaints received.	6			
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.	24			
Pollution	Cardiff	SRS/LC/010	No. of alarm complaints received.	25			
Pollution	Cardiff	SRS/LC/010	Percentage of alarm complaints responded to within one day.	96.00%	Green	Target exceeded.	90%
Pollution	Vale of Glam	SRS/LC/010	No of alarm complaints responded to within one day.	1			
Pollution	Vale of Glam	SRS/LC/010	No. of alarm complaints received.	1			
Pollution	Vale of Glam	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded.	90%
Pollution	SRS	SRS/LC/010	No of alarm complaints responded to within one day.	31			
Pollution	SRS	SRS/LC/010	No. of alarm complaints received.	32			
Pollution	SRS	SRS/LC/010	Percentage of alarm complaints responded to within one day.	96.88%	Green	Target exceeded.	90%

Team	Authority	Ref	Title	Qtr 3 Actual	RAG Status3	Qt3 Comment	Annual Target
Licensing	Bridgend	SRS/LC/004	Number of applications determined within 2 months	29			
Licensing	Bridgend	SRS/LC/004	Number of applications received	29			
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	120			
Licensing	Cardiff	SRS/LC/004	Number of applications received	120			
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	30			
Licensing	Vale of Glam	SRS/LC/004	Number of applications received	30			
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	179			
Licensing	SRS	SRS/LC/004	Number of applications received	179			
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 3 Actual	RAG Status3	Qt3 Comment	Annual Target
Licensing	Bridgend	SRS/LC/005	Number of applications determined within 2 months	13			
Licensing	Bridgend	SRS/LC/005	Number of applications received	13			
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	41			
Licensing	Cardiff	SRS/LC/005	Number of applications received	41			
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	13			
Licensing	Vale of Glam	SRS/LC/005	Number of applications received	13			
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	67			
Licensing	SRS	SRS/LC/005	Number of applications received	67			
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 3 Actual	RAG Status3	Qt3 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, 2 and 3

**2786**

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



**2061**



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

**2997**

Confirmed cases of Covid-19 relating to care home staff/residents, schools, early years settings and the domiciliary care sector escalated to the regional team

**197**

Care settings that received Infection Prevention and Control Assessments

**3**

JET teams formed

**142**

Warning letters issued and 2 prosecutions initiated

**Test · Trace · Protect**

**501**

Outbreaks of new cases in care homes, schools, and nurseries managed

**194**

Statutory Notices issued for non-compliance incl. 19 Fixed Penalty Notices, 40 Prohibition Notices, 107 Improvement Notices, 18 Closure Notices & 10 Compliance Notices

**9819**

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

**28**

Officers seconded to Test, Trace and Protect

**95**

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

**4792**

Noise and Air complaints received. 719 more than the same period last year



**27**

Profiteering incidents or Covid-19 related scams reported



#### Appendix 4 - Summary of cases concluding between November 2020 and March 2021

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

Case	Court date	Offence(s)	Outcome
1	15.11.20	In this case, a local retailer of a variety of household goods sold a craft knife to a 15 year old volunteer during an underage test purchase.	The defendant pleaded guilty to an offence under the Criminal Justice Act 1988 and was fined £2000 and ordered to pay costs of £1290 together with a victim surcharge of £170
2	26.11.20	This case concerned the sale and supply of unsafe squishy toys which were being imported and supplied locally. In Cardiff. An inspection in February 2019 by officers of the SRS at the defendant's cash and carry business discovered a number of squishy toys on display for sale which were not labelled in accordance with toy safety legislation. Subsequent testing by the public analyst also confirmed that the toys failed the tension and small parts cylinder tests set out in the British Standard for Toy Safety.	All three defendants pleaded guilty to offences under the Toys (Safety) Regulations 2011. Each was fined £2000 and ordered to pay costs of £250 together with a victim surcharge of £100
3	26.11.20	The defendants in this case took thousands of pounds for building work yet left work unfinished or to a very poor standard using substandard materials, and in one case walking off site leaving the resident's house in a dangerous state. Monies from a business account were also transferred into personal accounts.	The first defendant pleaded guilty to offences under the Consumer Protection from Unfair Trading Regulations 2008, the Fraud Act 2006 and to money laundering charges. He was sentenced to 18 weeks imprisonment, and ordered to pay compensation of £138.50, costs of £2403.50 and a VS of £122.  The second defendant pleaded guilty to offences under the Consumer Protection from Unfair Trading Regulations and was fined £480. He was also ordered to pay compensation of £988.50 and a victim surcharge of £48

4	2.12.20	<p>Following a number of complaints about their trading practices officers from the SRS visited the defendant's car sales premises in early 2019 to provide guidance and advice. Subsequently in June 2019 an inspection was carried out by the officers together with a vehicle examiner. A number of breaches were identified with regard to the descriptions applied and material information was omitted from adverts. As a result of the checks by the vehicle examiner, six vehicles were deemed to have been exposed for sale in an unsafe condition and suspension notices under the General Product Safety Regulations 2005 were issued.</p>	<p>Both defendants pleaded guilty to offences under the Consumer Protection from Unfair Trading Regulations 2008 and the General Product Safety Regulations 2005. The first defendant (the company) was fined £2000 and ordered to pay costs of £500; while the second defendant was fined £800 and ordered to pay costs of £500.</p>
5	14.11.20	<p>This case concerned complaints received by the SRS with regard to work carried out by a builder, namely removing and rebuilding a back wall and laying a patio, between April and May 2019 at a residence in Cardiff. Investigations discovered that the defendant had failed to disclose his correct address and overcharged for poor standard work</p>	<p>The defendant pleaded guilty to offences under the Consumer Protection from Unfair Trading Regulations 2008 and was ordered to pay compensation of £1600 to the consumer and costs of £250.</p>
6	5.1.21	<p>On visiting a restaurant in April 2019, SRS officers found a number of food hygiene breaches including</p> <ul style="list-style-type: none"> <li>• a failure to ensure that adequate procedures were in place to control pests,</li> <li>• a failure to ensure the premises were kept clean and maintained in good repair and condition,</li> <li>• a failure to ensure the layout and construction of the premises permitted good hygiene practices</li> </ul>	<p>The company pleaded guilty to offences under the Food Hygiene (Wales) Regulations 2006. They were fined £2000, ordered to pay costs of £1397 and a victim surcharge of £170</p>



		<p>including protection against contamination and pest control and</p> <ul style="list-style-type: none"> <li>• a failure to ensure that at all stages of production, food was protected against contamination likely to render the food unfit for human consumption.</li> </ul>	
7	5.1.21	<p>This case concerned complaints from tenants of a ground floor flat. A visit by officers of the SRS discovered a number of failures on behalf of the landlord including</p> <ul style="list-style-type: none"> <li>• failures to supply an adequate fire alarm system</li> <li>• a failure to provide adequate structural fire protection and satisfactory means of escape</li> <li>• a failure to provide evidence of maintenance of gas and electrical installations and</li> <li>• a failure to eliminate and prevent damp.</li> </ul> <p>The landlord had also failed to provide information requested by officers and failed to obtain the necessary licences for managing and renting property.</p>	<p>The defendant pleaded guilty to offences under the Licensing and Management of HMOs (Additional Provisions) Regulations 2007 and the Housing (Wales) Act 2014. He was fined £4100, and ordered to pay costs of £1400 together with a victim surcharge of £181.</p>
8	5.1.21	<p>The defendant in this case was the managing agent of a rental property. When SRS officers visited the property in October 2019 and again in February 2020, they discovered a number of failings including</p>	<p>The defendant pleaded guilty to offences under the Housing Act 2004 and the Management of HMO (Wales) Regulations 2006. They were fined £4000, were ordered to pay costs of £350 and a victim surcharge of £181.</p>

		<ul style="list-style-type: none"> <li>• failure to supply an adequate fire alarm system</li> <li>• a failure to provide adequate structural fire protection and to keep the common escape route clear</li> <li>• a failure to maintain the electrical installation, and</li> <li>• a failure to eliminate and prevent damp.</li> </ul>	
9	19.2.21	<p>In November 2019, SRS officers visiting a restaurant discovered a number of food hygiene breaches including</p> <ul style="list-style-type: none"> <li>• a failure to ensure that adequate procedures were in place to control pests</li> <li>• a failure to ensure the premises were kept clean and maintained in good repair and condition</li> <li>• a failure to keep food in such a way as to prevent the growth of pathogenic micro-organisms</li> <li>• a failure to ensure the layout and construction of the premises permitted good hygiene practices including protection against contamination and pest control</li> <li>• a failure to implement a food safety management based on HACCP principles, and</li> <li>• a failure to ensure that at all stages of production food was protected against contamination likely to</li> </ul>	<p>The defendant company and one of its directors both pleaded guilty to offences under the Food Hygiene (Wales) Regulations 2006. The company was fined £2000 and ordered to pay costs of £1000 with a victim surcharge of £181. In addition, the company director was fined £600 and ordered to pay costs of £500 as well as a victim surcharge of £60.</p>

		render the food unfit for human consumption.	
10	4.3.21	<p>This case concerned a private landlord who owns a portfolio of properties and also manages other properties on behalf of other family members. The defendant applied for a number of his properties to be licensed by the SRS as Houses of Multiple Occupation (HMO's) and as such these properties had to be inspected to ensure they complied with current legislation under the Housing Act 2004. To enable officers to conduct the necessary inspections, certain information is required to be provided by the landlords/owners of the properties. The defendant was not voluntarily forthcoming with the required information so a number of formal notices were served on him, requiring him to provide the necessary information for each property within the stipulated time in order that properties could be licensed in a timely manner.</p>	<p>The defendant pleaded guilty to offences under the Local Government (Miscellaneous Provisions) Act 1976 for failing to disclose information when requested to do so. He was fined a total of £5040, ordered to pay costs of £8000 and a victim surcharge of £181</p>
11	10.3.21	<p>In June 2009, an inspection by SRS officers of a pizza takeaway business identified a number of food hygiene breaches including</p> <ul style="list-style-type: none"> <li>• a failure to ensure that adequate procedures were in place to control pests</li> <li>• a failure to maintain the premises in a clean condition</li> <li>• a failure to ensure that materials used for</li> </ul>	<p>The defendant pleaded guilty to offences under the Food Hygiene (Wales) Regulations 2006. He was fined £1665 and ordered to pay costs of £450 together with a victim surcharge of £166</p>

		<p>packaging food were not exposed to a risk of contamination, and</p> <ul style="list-style-type: none"><li>• a failure to implement a food safety management based on HACCP principles</li></ul>	
--	--	--	--