

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Tuesday, 14 December 2021
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"> The report appraises the Committee of the work of the service and progress toward completing the actions contained in the SRS Business Plans.

Recommendation

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

Reason for Recommendation

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

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 Environment
- Supporting the Local Economy
- Maximising the use of resources

This report contains information outlining how the service is working to achieve better outcomes for residents and businesses within the region through a series of different actions and work programmes. The report provides an overview of activities undertaken in the period July to November 2021.

2. Key Issues for Consideration

Human Resources

- 2.1 The sickness absence level at the end of Quarter 2 was 3.76 days per FTE person overall.

	Short Term Days Lost per FTE	Long Term Days Lost per FTE	Total Days lost Per FTE
Q2 2021-22	0.61	3.15	3.76
Q2 2020-21	0.62	2.41	3.03

When compared with the same period for 2020/21, Q2 shows a slight increase in the FTE absence figure for SRS. There are no immediate discernible trends in the absence figures represented. These figures compare favourably when viewed in the wider context of comparison against the average sickness rates across the partner Councils.

- 2.2** The demands placed upon the service by the Coronavirus outbreak have affected a range of statutory functions and is generating some backlogs. To deal with some of these challenges the SRS has used a portion of the financial reserve to recruit some fixed term posts to look at outstanding matters pertaining to food and private sector housing. These posts are funded from the reserve and have no impact upon the base budget. Importantly they will allow the team managers covering these disciplines to address some key issues for the 2022/23 period.
- 2.3** The last quarter has also seen the departure of a number of officers from the SRS to pursue positions with other employers, most notably from our food teams. Those officers have performed extremely well during their time with SRS and it will take a little time to deal with the loss of expertise. Recruitment is underway.

Financial Position Quarter 1

- 2.4** The financial monitoring report for the period 1st July to 30th September 2021 is attached at **Appendix 1**. It has been prepared from the consolidated figures gathered from each Authority for this period. The Service is forecasting an outturn position of a £142k overspend against the 2021/22 gross revenue budget, which still includes an expenditure item relating to the seizure of horses in the previous financial year.

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 2 of 2021/22 is set out at **Appendix 2** and reported to each Council in line with their performance management regimes and existing service plans. Officers will provide more details on the Q2 performance at the Joint Committee meeting. In addition, **Appendix 3** gives a flavour of the broad range of COVID related enforcement and advice work carried out by SRS during Q2 as the controls on the economy and society movements were relaxed. The Service updates below provide more detail and context for the Joint Committee on some of the other key areas of work.

COVID 19 related work

- 2.6** Through the summer, the Welsh Government (WG) did not make any substantive changes to the law in Wales. However, infection rates began to rise and WG began a programme of advice and encouragement urging people to continue to take precautions to protect themselves and others. The previous decision making process had been influenced heavily by the infection rate, but, with the roll out of the vaccination programme, the determinants for action now became more influenced by hospital admissions and deaths. The vaccination programme has kept those numbers low and WG consider it appropriate for the Alert level 0 status to continue.
- 2.7** In September, the WG offered some individuals a third dose COVID-19 booster vaccine with a minimum 6-month interval after the second dose. The purpose of the autumn booster campaign is to *“reduce any further incidence of COVID-19 and maximise protection in those who are most vulnerable to serious infection, ahead of the winter months”*. Shortly afterwards, WG decided that all children and young people aged 12-15 should be offered a first dose of Pfizer-BioNTech COVID-19 vaccine.
- 2.8** In October 2021, in response to a continued rise in infections WG introduced new restrictions for nightclubs and larger events. The introduction of the NHS COVID Pass became a prerequisite for attending these premises/events extending to cinemas, theatres and concert halls in November 2021.
- 2.9** The Welsh Government published an updated coronavirus control plan, setting out two planning scenarios over winter. In the first, termed Covid Stable, Wales would remain at alert level zero through the autumn and winter, with all businesses able to open. At this time, this is thought to be the most likely scenario. The second scenario, Covid Urgent, is designed to deal with any sudden changes to the situation, such as the emergence of a new, fast-spreading variant or vaccine immunity levels falling, which may increase pressures on the NHS.
- 2.10** A technical issue at a laboratory in England led to some incorrect COVID-19 PCR test results between recorded between 8 September and 12 October 2021. The UK Health Security Agency (UKHSA) estimates that 4,000 Welsh residents may have been given inaccurate results. While most of these tests were taken at testing sites across the Gwent and Cwm Taf Morgannwg areas, there was an impact on some Cardiff and Vale residents also. The impact of this error on the national infection rate is unclear.
- 2.11** On 29th October, the WG made changes to the self-isolation guidance - adults who are fully vaccinated and children and young people aged 5-17 would now be asked to self-isolate until they have received a negative PCR test if someone in their household has symptoms or tests positive for Covid-19. This is not a legal requirement but public health advice and is not enforceable if people chose to

disregard that advice. Unvaccinated people must self-isolate for 10 days following contact with someone who has tested positive; this remains a legal requirement.

Progress against the SRS Business Plan 2021/22

- 2.12** SRS publishes several operational plans to advise stakeholders of the work carried out in certain environments. The document attached at **Appendix 4** is the Port Health Plan, which sets out how the SRS will fulfil its role of protecting public health by carrying out a range of health controls.
- 2.13** The plan explains how the Port Health Team will fulfill its purpose of preventing and controlling infectious disease coming into Cardiff, Barry and the surrounding areas via the ports and airport to protect the health of the public. The Plan also details the delivery mechanisms for the statutory obligations in relation to food safety, imported food control, ship sanitation, disinsection, waste control and animal health.
- 2.14** Elected members will recall the recommendations made by the Wales Audit Office (WAO) in their report – Delivering with Less. One of those recommendations was that *the Council(s) should introduce greater challenge of the level and quality of environmental health services provided by third parties, including the SRS under the Joint Working Agreement*. One way that the SRS seeks to demonstrate service improvement and service quality is through audit and assessment.
- 2.15** In the last quarter, the SRS has received an external audit report from the Food Standards Agency. The report covering SRS work on *feed controls* relates to an audit undertaken in February 2020, but the findings and recommendations were not received until October 2021. The audit rating was - *Moderate Assurance* - the FSA determining that SRS has a system for delivering official controls but that it requires some improvement to demonstrate fully an effective implementation of planned arrangements suitable to achieve the objectives of legal requirements and guidance. The audit made eight recommendations for improvement. Two of those recommendations are complete and work is planned to deal with the remainder.
- 2.16** Overall, across Wales, there has been a significant improvement in the delivery of animal feed official controls following implementation of a new feed delivery model in April 2015. All regions audited were assessed as providing a *moderate assurance* that service delivery requirements were being met.
- 2.17** Discussions have taken place with Cardiff Council to demonstrate further progress against the audit recommendation set out in 2.14 above. Consequently, an audit of the Cardiff “Authority Specific” functions will begin in Quarter 3. The Operational Manager (Neighbourhood Services) oversees most of this work and the outcome of that audit will be reported to Committee in March 2022.

Illegal Tobacco

- 2.18** Illegal tobacco continues to present a problem in our communities, and the most recent market research available indicates that at least 15% of all tobacco and tobacco products supplied are illegal (either counterfeit or non-duty paid). Many smokers appear to be comfortable in purchasing illegal tobacco, presumably under the misapprehension that the only impact of its widespread use is the loss of revenue to HM Treasury. This thinking ignores the most serious harms caused by illegal tobacco. At around half the cost of legitimate product, illegal tobacco removes the price incentive for smokers to quit the otherwise expensive habit. In addition, the way in which illegal tobacco is supplied means that mainstream tobacco control measures such as minimum age of purchase and the tobacco display ban are undermined. Finally, supply chains for illegal tobacco are sufficiently profitable to appeal to organised crime groups (OCGs). Part of this attraction has been the much lower penalty associated with the selling of illegal tobacco when compared to other supply chains such as those for drugs, weapons, etc.
- 2.19** Enforcement around illegal tobacco has often proved to be frustrating as those brought to justice will often continue to be repeat offenders, and SRS officers have been working hard to identify the wider sources of supply in order to tackle supply chains at a higher level. In this regard, three days of enforcement action took place in early October, during which time some 14 warrants were executed at business and domestic properties and a further 10 target retail outlets were inspected. In these three days of enforcement work alone, a total of 617,680 cigarettes (with a street value of £154,420) and over 60kg of hand rolling tobacco (with a street value of £6,050) were seized. Investigations are continuing and Joint Committee will be apprised of progress in the case, together with the outcome, in due course.
- 2.20** SRS conducts a number of interventions such as this to protect our communities from harm. Unfortunately, the nature of the illegal trade in tobacco means that our staff can face intimidating behaviour by OCG members, even when outside work, and SRS is dealing with one such issue following the recent enforcement action with the assistance of South Wales Police.

'Ask the Regulator' podcasts

- 2.21** Following the success of the first SRS podcast on Allergens law and safety, two more have been released in the 'Ask the Regulator' series. Created in conjunction with Bro Radio, the most recently available podcasts are on the subjects of:
- Halloween and Fireworks (released in October 2021)
 - National Safeguarding week (released in November 2021)

- 2.22** All three of these 'Ask the Regulator' podcasts can be accessed via the SRS website at <https://www.srs.wales/en/Business-Advice/Podcasts.aspx>. They are also now available via the Spotify streaming service by searching for 'Ask the Regulator'.

Licensing

- 2.23** SRS has taken several Policies to each of the respective Licensing Committees for approval. An example of this is the Statement of Licensing Principles governing the policy, regulation and decision-making process relating to gambling premises. The licensing authority must publish a Statement every three years and it must be accompanied by a formal consultation before a new statement is published. In normal circumstances, it would be possible to review trends and issues which may inform future policy development. However, the period 2020-2021 has seen unprecedented measures in place with gambling premises subject to lockdown. In addition, in December 2020 the Minister for Sport, Tourism and Heritage announced a Review of the Gambling Act 2005 and Call for Evidence which overlaps with the current three-year review process. In the light of the impact of the pandemic on premises, the absence of the reporting of local trends, and the impending review, it was felt that a more balanced review could be undertaken in 2022 to assess the impact on businesses and whether any policy changes are necessary.
- 2.24** Members will wish to note that the Council, as the licensing authority, is only responsible for the administration and enforcement of gambling premises and has no jurisdiction over online forms of bingo, betting or other online games or platforms. The UK government's assessment notes that the gross gambling yield (GGY - amount staked minus winnings paid out) for online gambling in Great Britain grew 18% in real terms between 2015/16 and 2018/19. Much of this growth was channel shift from land-based gambling (the market overall grew just 4% in that period), in September 2019 the GGY generated by remote gambling overtook that of land-based gambling for the first time (excluding lotteries). The changing nature of the gambling sector will no doubt form part of the overall UK review and the regulatory reform being planned.

Taxi Licensing

- 2.25** As we move out of the pandemic the taxi trade is recovering albeit the numbers of drivers has reduced in that period. We continue to work with the Trade to ensure best practice and re-starting enforcement exercises across the region. This will step up in the festive period and aims to target the minority of Licensed drivers who fail to comply with legislation in respect of refusal of fares and overcharging as well as specific operations looking at the access to taxis by those groups with disabilities.

Animal welfare

- 2.26** The Animal Welfare (Licencing of Activities Involving Animals) (Wales) Regulations 2021 came into force on 10th September 2021. The Regulations set out obligations and duties for businesses involved in selling animals as pets in Wales. Any person wishing to carry on any of these activities in Wales must obtain a licence from the Council and SRS will discharge this responsibility for the partner Councils
- 2.27** The Regulations set out how a person may apply to the local authority for a licence and the matters in respect of which a local authority must be satisfied when considering the grant or renewal of a licence. It provides for a Council to charge fees to cover the costs it incurs in performing this function. The Council must attach certain licence conditions to each licence granted or renewed and appoint inspectors, when it considers it appropriate, to ensure that the licence conditions are being met.
- 2.28** A person who carries on any of these activities in Wales without a licence under these Regulations is liable to imprisonment for a term of up to 6 months, a fine or both.

Noise nuisance

- 2.29** The Chartered institute for Environmental Health (CIEH) has recently released a report on the findings of its survey in Wales for 2019/20 attached at **Appendix 5**.
- 2.30** The report gives an overview of the various types of Noise Pollution SRS will investigate and references the fact that the World Health Organization (WHO) have ranked Environmental Noise as the second biggest environmental contributor to the burden of disease in Europe after air pollution. In 2011, they published "*Burden of disease from environmental noise: Quantification of healthy life years lost in Europe.*" The report estimates that at least one million healthy life years are lost every year from environmental noise in the western part of Europe.
- 2.31** The Chief Medical Officer for Wales' annual report 2016/17 highlights that local noise pollution is an environmental health inequality and states that investment in environmental public health surveillance can help to shape priorities for future action.
- 2.32** The demands on the SRS noise pollution service have risen significantly in recent years and is reflected in the data included in the CIEH survey. Apart from people spending far more time at home over the last 18 months, another effect of the pandemic is that Officers have been restricted in their ability to make visits to try to resolve issues around domestic noise. This has led to a backlog of complaints that has been extremely challenging for the teams involved.

- 2.33** It is extremely pleasing to note therefore that the four case studies drawn upon as examples of best practice draw exclusively on SRS examples. This reflects the importance given to investigating noise nuisance due both the health and psychosocial effects on the individuals and the local communities affected.
- 2.34** SRS is in the process of reviewing delivery of the noise Pollution Service. As part of this process, SRS will be undertake a customer survey in 2022 to help inform and shape improvements.

Enforcement Activity

- 2.35** Details of recent cases investigated by the SRS that have resulted in prosecution are set out in **Appendix 6** 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 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 2021/22. Accounting for the full year is reported to the Committee at the Annual General Meeting.

Employment

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

Legal (Including Equalities)

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

5. Background Papers

Appendices:

- Appendix 1 Quarter 2 Financial report
- Appendix 2 Quarter 2 Performance data
- Appendix 3 Quarter 2 infographic on COVID related work
- Appendix 4 Port Health Plan 2021/22
- Appendix 5 CIEH Noise survey
- Appendix 6 Details of SRS prosecutions.

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Tuesday, 14 December 2021
Relevant Scrutiny Committee:	No Relevant Scrutiny Committee
Report Title:	Revenue Monitoring for the Period 1st April to 30th September 2021
Purpose of Report:	To provide the Partner Authorities with details of the financial performance of the Shared Regulatory Service
Report Owner:	Section 151 Officer
Responsible Officer:	Miles Punter Director of Environment and Housing Services
Elected Member and Officer Consultation:	Head of Service for Shared Regulatory Service
Policy Framework:	This is a matter for the Shared Regulatory Committee
Executive Summary:	
<ul style="list-style-type: none"> • The £8.331m 2021/22 gross revenue budget was agreed by the Joint Committee on the 8th December 2020 and includes an assumed 2.75% pay increase which was partially offset by a 1.9% reduction in the employer's superannuation contribution rate. No further savings were incorporated in the 2021/22 budget. • As a result of the Covid-19 pandemic, the 2021/22 revenue position remains challenging with sustained pressure on the service both operationally and financially. Additional funding is being provided by Welsh Government to address some of these issues. • As at 30th September 2021, Shared Regulatory Service is forecasting an outturn overspend position of £142k against the 2021/22 £8.331m gross revenue budget. The position includes a commitment of £80k to address issues associated with an ageing fleet by facilitating the purchase of 3 replacement vehicles. • To date, £286k has been claimed from Welsh Government in respect of claims made against the Covid-19 Hardship Grant which funds the additional activities undertaken in the Covid Compliance and three Enforcement teams that cover the SRS region. With £12k claimed against the Welsh Government Covid-19 Income Loss Grant, this position will continue to be monitored. • The service continues to provide support to the two Health Boards that cover the SRS region in the provision of the Track, Trace and Protect service, with 100% of the resulting £300k expenditure recouped from Cardiff and Bridgend Councils in the period. 	

Recommendations

1. That the position with regard to the 2021/22 forecast outturn position is noted.

Reasons for Recommendations

1. That the members are aware of the position with regard to the 2021/22 forecast outturn position pertinent to the Board and relevant Scrutiny Committee.

1. Background

- 1.1 On the 8th December 2020, the Shared Regulatory Service (SRS) Committee approved the SRS Gross Revenue Budget for 2021/22.
- 1.2 The Covid-19 lockdown measures introduced in March 2020 continue to impact 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 continually modify the way in which it works which will undoubtedly continue to have an impact on service delivery throughout 2021/22. In light of these significant changes, it has been necessary to constantly review service delivery, identifying 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.
- 1.3 Environmental Health Officers from across the Service continue to be seconded to support the regional Trace, Track and Protect (TTP) teams of the two Health Boards that cover the SRS region. As lockdown measures have been lifted, foreign holidays have recommenced with the service being extended to also include provision for returning passengers within the TTP initiative.
- 1.4 There are currently five members of staff on secondments out of the Service. The cost of these secondments are being recovered from Cardiff Council, Monmouthshire County Council, Welsh Local Government Association and Welsh Government. This has provided opportunities for staff to act up into more senior roles.
- 1.5 The impact of the pandemic has also had a visible bearing on income generated by the Service. Grant funding has been accessed from Welsh Government to support the loss of income to help mitigate any shortfall in receipts.

2. Key Issues for Consideration

- 2.1 The Gross Revenue Budget and forecast outturn position for 2021/22 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. As at Q2, the service is forecasting a £142k overspend against a gross revenue budget of £8.331m, as illustrated in the following table:

	Gross	Forecast	Outturn
	Budget	Outturn	Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,777	1,759	18
Cardiff	4,812	4,952	(140)
Vale	1,742	1,762	(20)
Total Gross Expenditure	8,331	8,473	(142)

- 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 has been amplified by the impact of Covid.
- 2.3 The Service has continued to work with local universities in the practical support of students who are enrolled on degree courses relevant to the areas within the SRS where there are vacancies. A sizeable number of newly qualified Environmental Health Officers have been employed to assist within the Covid Enforcement teams throughout the region, with this initiative being funded by the Welsh Government Covid Hardship Grant.
- 2.4 Where possible, staff have worked from home since the outbreak of Covid, with only skeleton staffing levels at the hubs, therefore achieving compliance with social distancing guidance.
- 2.5 Due to qualifications and specific skills held by SRS employees, a specialist team has been created to support the Test, Trace and Protect (TTP) teams across the SRS area. This however has placed additional pressure on residual staffing levels and workflows.
- 2.6 A full breakdown of the forecast outturn position is shown in **Appendix A**.

Core Services

- 2.7 The approved gross Core Services Budget for 2021/22 is £5.941m which is forecasting an overspend of £132k. The Core service's budget is allocated in line with the population split across the participating authorities, as illustrated in the following table:

		Gross	Forecast	Outturn
		Budget	Outturn	Variance
Authority	%	£'000's	£'000's	£'000's
Bridgend	22.67%	1,347	1,372	(25)
Cardiff	56.56%	3,360	3,442	(82)
Vale	20.77%	1,234	1,259	(25)
Total Core		5,941	6,073	(132)

- 2.8 The forecast £278k overspend within Animal Services is predominantly due to residual horse accommodation costs incurred in Q1. Re-homing of the remaining horses was successfully completed in Q2.
- 2.9 Elsewhere in the Animal Services team there continues to be a notable increase in the number of complaints received in respect of unlicensed breeders and sick puppies throughout the region. To address these issues, one team member is currently on a partial secondment to a Wales wide team. The team continue to feel the impact of

covid travel restrictions, and are playing catch up in addressing outstanding animal welfare visits plus animal feed inspections.

- 2.10 Environmental Services are forecasting a £4k underspend, which is predominantly the result of staff secondment to Cardiff's Air Quality Initiative. Internal promotion has now resulted in the post being successfully back filled.
- 2.11 Food Services are forecasting a £118k underspend, which is a direct consequence of a noteworthy proportion of staff resource being diverted to support TTP activities. There is additional pressure on staff resources due to an increase in staffing levels being required at Ports, where a resurgence in international travel has occurred. Sixty-two flights were identified as having a positive case of Covid-19 whilst travelling during their infectious period. Subsequently, notices were served on airlines to facilitate passenger details being released to the TTP teams for this information to be processed as contacts.
- 2.12 Remaining resources are focused on addressing the requirements of the Food Standards Agency (FSA) Wales Recovery Plan, which requires the prioritisation of inspections of all new and "A" rated businesses based upon risk until the 30th September 2021. It is estimated that the SRS has 40% of the total new businesses across Wales that require an inspection as directed by the FSA recovery plan.
- 2.13 Housing Services is currently forecasting an overspend of £12k. The service is continuing to work through a backlog of cases where properties have fallen into disrepair through the lack of routine maintenance being undertaken. Landlords have endured high levels of difficulty sourcing labour and materials to enable repairs to be commenced.
- 2.14 Work on empty homes in Cardiff resulted in two successful Compulsory Purchase Orders being achieved. The issue of empty homes continues to be a high priority with the service working together with other interested partners to address these matters. Cases of this nature have taken on added significance during the pandemic homelessness crisis.
- 2.15 Health & Safety and Communicable Disease (HSCD) Service is forecasting an underspend of £25k, which may continue to fluctuate in future periods based on the level of support provided to the regional TTP teams for both the Cardiff & Vale plus Cwm Taf Health Boards. Two students who were initially employed by the Covid Enforcement team are now supporting the work of the HSCD team. TTP staffing predominantly came from this specialism, with additional support provided from other SRS teams where expertise and capacity permits.
- 2.16 Pollution Services are forecasting a £4k overspend. The partial lifting of Covid restrictions on hospitality, together with warm weather in the period has resulted in a notable increase to the level of noise pollution complaints being received, as hospitality venues are re-opening and holding events.
- 2.17 Trading Standards are reporting a forecast underspend of £15k, which is the result of the shortage of suitable candidates to fill vacant posts which is further compounded by the secondment of a senior member of staff to Welsh Government. During Q2, officers undertook 80 inspections of retail premises to verify compliance with minimum unit price of alcohol regulations.
- 2.18 During Q2 illicit tobacco products with a street value of £15k have been seized from premises in Bridgend and Cardiff as part of an operation targeting illegal tobacco. An investigation into these seizures remains ongoing.
- 2.19 The Service continues to support Primary Authority companies, issuing rechargeable Covid advice and support to companies such as major supermarkets and hospitality

businesses where the economy is re-opening. The easing of covid restrictions has resulted in an increase to the number and frequency of public events requiring guidance and approval from the multi-agency health and safety team which is supported by the SRS. The uplift in demand is rapidly becoming unsustainable due to the level of staff currently on secondment to covid related initiatives.

- 2.20 The 2021/22 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

- 2.21 The approved gross budget of £2.390m in respect of Authority Specific (AS) Services has a forecast overspend of £10k, as detailed in the following table:

Authority	Gross	Forecast	Outturn
	Budget	Outturn	Variance
	£'000's	£'000's	£'000's
Bridgend	430	387	43
Cardiff	1,452	1,510	(58)
Vale	508	503	5
Total AS Services	2,390	2,400	(10)

- 2.22 The £43k underspend at Bridgend, relates directly to underspends within the Kennelling & Vets plus Licensing Services.
- 2.23 Kennelling and Vets has a forecast underspend of £28k with activity continuing to perform below target, this is very much consistent with activity levels realised in previous periods. Despite the notable uptake in dog ownership during the Covid restriction period, the number of dogs being presented as homeless to the service has continued to decline.
- 2.24 The £15k underspend within the Bridgend Licensing section is the result of carrying a temporary vacancy.
- 2.25 Bridgend Empty Homes has a forecast balanced position.
- 2.26 The £58k overspend at Cardiff predominantly relates to a forecast £72k overspend within the Taxi Licensing Section, where there continues to be expenditure in excess of budget within both the Employee and Supplies and Services elements of the budget, which is consistent with previous years. This is partially offset by underspends within HMO Licensing and Student Liaison.
- 2.27 Q2 has been particularly challenging for Licensing, as a result of Wales moving to alert level zero in the period a significant number of students have returned to the city. There has been a sharp rise in the volume of service requests and complaints relating to the hospitality sector, night time economy and taxi and private hire services. Common complaints include noise and anti-social behaviour issues emanating from licensed premises plus taxi drivers suspected of overcharging customers.

- 2.28 Additional workload pressures are being felt by the licensing team as a result of checking for covid compliance and liaising with businesses in respect of new measures being introduced such as the Covid Pass for events and nightclubs in Wales.
- 2.29 HMO Cathays and HMO Plasnewydd have a combined £7k underspend.
- 2.30 The Student Liaison Officer is also forecasting a £7k underspend. The officer has worked together with the Universities, Public Health Wales, Welsh Government and the Police to develop and disseminate guidance for students in respect of covid related restrictions.
- 2.31 Commercial and licensed premises in Cardiff have had restricted trading during the period. However, as restrictions are lifted it is anticipated that the demand for the services of the Night Time Noise team will increase with an overall balanced position anticipated by year end.
- 2.32 A balanced position is anticipated within Cardiff Port Health Authority.
- 2.33 Overall, the Vale is forecasting a £5k underspend for Authority Specific Services.
- 2.34 The Licensing Service is forecasting a £2k overspend. Covid continues to have a significant impact on all sectors of the hospitality trade, community outdoor events and the taxi trade. An increase in the volume a paperwork required to process applications as a result of covid has resulted in additional hours being worked by staff to navigate the increased workload.
- 2.35 The forecast £7k overspend within the Burial section reflects the anticipated uptake of public health funerals in the year, and is consistent with 2020/21 pressures. As at Q2, there are no known Covid related funerals.
- 2.36 The Pest Control Service is forecasting a £2k overspend position.
- 2.37 The Kennelling and Vets Service continues to emulate the reduction in pressures experienced at Bridgend, and as a result has a forecast £16k underspend.

Net Position

- 2.38 In accordance with the Joint Working Agreement (JWA), income budgets remain the responsibility of each Partner Authority and are shown in this report for completeness. The following table illustrates the forecast overspend of £355k, against a net budget of £6.205m.

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,310	1,505	(195)
Cardiff	3,494	3,634	(140)
Vale	1,401	1,421	(20)
Total Net Expenditure	6,205	6,560	(355)

- 2.39 A full breakdown of the forecast outturn position is illustrated in **Appendix B**.
- 2.40 The forecast net position for Bridgend is an overspend of £195k against a net budget of £1.310m, which is the result the £18k gross expenditure underspend being offset by a shortfall in forecast income receipts.

- 2.41 Core income is forecast to achieve the budget.
- 2.42 Licensing income is forecast to under achieve the budget by £213k. Bridgend have confirmed that they intend to submit claims to WG in respect of the Covid Income Loss grant.
- 2.43 The forecast net position for Cardiff mirrors the gross expenditure position of a £140k overspend. No guidance has been received on the income forecasts, therefore this report assumes that income receipts will meet target.
- 2.44 The net forecast position for the Vale of Glamorgan reflects the gross expenditure forecast of a £20k overspend, against a net budget of £1.401m. Income is forecast to achieve the budget.

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

- 3.1 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

As detailed in the body of this report.

Employment

- 4.1 There are no employment implications.

Legal (Including Equalities)

- 4.2 There are no legal implications.

5. Background Papers

None.

	Bridgend 2021/22			Cardiff 2021/22			Vale 2021/22			Total Gross Expenditure 2021/22		
	Budget	Outturn	Variance	Budget	Outturn	Variance	Budget	Outturn	Variance	Budget	Outturn	Variance
	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
<u>Authority Specific</u>												
Bridgend Licensing	345	330	15							345	330	15
Bridgend Empty Homes	38	38	0							38	38	0
Kennelling & Vets Fees (Bridgend)	47	19	28							47	19	28
Cardiff Licencing				702	774	(72)				702	774	(72)
HMO Cathays				203	196	7				203	196	7
HMO Plasnewydd				275	275	0				275	275	0
Student Liaison				65	58	7				65	58	7
Night Time Noise				62	62	0				62	62	0
Cardiff Port Health				145	145	0				145	145	0
Vale Licensing							382	384	(2)	382	384	(2)
Burials (Vale)							1	8	(7)	1	8	(7)
Pest Control Service (Vale)							105	107	(2)	105	107	(2)
Vets & Kennelling Fees (Vale)							20	4	16	20	4	16
<i>Sub total</i>	430	387	43	1,452	1,510	(58)	508	503	5	2,390	2,400	(10)
<u>Core Services</u>												
Animal Services	88	151	(63)	221	378	(157)	81	139	(58)	390	668	(278)
Environmental	50	49	1	125	123	2	46	45	1	221	217	4
Food Services	338	311	27	842	775	67	309	285	24	1,489	1,371	118
Housing Services	147	145	2	366	381	(15)	134	133	1	647	659	(12)
Health & Safety & Communicable Disease	143	137	6	356	342	14	131	126	5	630	605	25
Pollution Services	200	201	(1)	498	500	(2)	183	184	(1)	881	885	(4)
Trading Standards	381	378	3	952	943	9	350	347	3	1,683	1,668	15
<i>Sub total</i>	1,347	1,372	(25)	3,360	3,442	(82)	1,234	1,259	(25)	5,941	6,073	(132)
Gross Expenditure Budget	1,777	1,759	18	4,812	4,952	(140)	1,742	1,762	(20)	8,331	8,473	(142)

	2021/22 Expenditure Budget £000's	2021/22 Income Budget £000's	2021/22 Net Budget £000's	Sep-21 Profiled Net Budget £000's	Sep-21 Actual Expenditure £000's	Sep-21 Actual Income £000's	Sep-21 Net Position £000's	Net Variance To Date £000's	Projected £000's	Year End Variance Favour/(Adverse) £000's
	A	B	C = A - B	D	E	F	G = E - F	H = D - G	I	J = C - I
<u>Bridgend</u>										
Core	1,347	(60)	1,287	644	548	(3)	545	99	1,312	(25)
Authority Specific										
Licensing	345	(407)	(62)	(31)	148	(121)	27	(58)	136	(198)
Empty Homes	38	0	38	19	18	0	18	1	38	0
Kenneling & Vets	47	0	47	23	8	0	8	15	19	28
	1,777	(467)	1,310	655	722	(124)	598	57	1,505	(195)
<u>Cardiff</u>										
Core	3,360	(183)	3,177	1,589	1,384	(81)	1,303	286	3,259	(82)
Authority Specific										
Cardiff Licencing	702	(850)	(148)	(74)	370	(349)	21	(95)	(76)	(72)
HMO Cathays	203	(55)	148	74	68	(34)	34	40	141	7
HMO Plasnewydd	275	(87)	188	94	135	(110)	25	69	188	0
Student Liaison	65	(17)	48	24	20	0	20	4	41	7
Night Time Noise	62	0	62	31	25	0	25	6	62	0
Cardiff Port Health	145	(126)	19	9	56	(63)	(7)	16	19	0
	4,812	(1,318)	3,494	1,747	2,058	(637)	1,421	326	3,634	(140)
<u>Vale of Glamorgan</u>										
Core	1,234	(11)	1,223	612	502	(7)	495	117	1,248	(25)
Authority Specific										
Vale Licensing	382	(290)	92	46	182	(144)	38	8	94	(2)
Burials (Vale)	1	0	1	0	0	0	0	0	8	(7)
Pest Control Service (Vale)	105	(40)	65	33	44	(28)	16	17	67	(2)
Vets & Kennelling Fees (Vale)	20	0	20	10	0	0	0	10	4	16
	1,742	(341)	1,401	701	728	(179)	549	152	1,421	(20)
Grand Total	8,331	(2,126)	6,205	3,103	3,508	(940)	2,568	535	6,560	(355)

Shared Regulatory Services

Quarterly Performance Report 2021-22

Quarter 2



Gwasanaethau
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High Risk Food Hygiene Inspections

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2021-22	Food Combined	Bridgend	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	9	55	16.36%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect Service which has impacted on the capacity of the Food Teams to undertake programmed inspections. Notwithstanding this, the service has prioritised Category A businesses and those due in Qtr 1 were completed. This is in line with the Food Standards Agency Recovery Plan framework introduced at the end of Qtr 1 which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic. This will see the prioritisation of Category A inspections and new businesses during 2021-22.	100%
2021-22	Food Combined	Cardiff	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	41	172	23.84%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect Service which has impacted on the capacity of the Food Teams to undertake programmed inspections. Notwithstanding this, the service has prioritised Category A businesses in line with the Food Standards Agency Recovery Plan framework introduced at the end of Qtr 1 which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic. This will see the prioritisation of Category A inspections and new businesses during 2021-22.	100%
2021-22	Food Combined	Vale of Glam	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	10	61	16.39%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect Service which has impacted on the capacity of the Food Teams to undertake programmed inspections. Notwithstanding this, the service has prioritised Category A businesses in line with the Food Standards Agency Recovery Plan framework introduced at the end of Qtr 1 which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic. This will see the prioritisation of Category A inspections and new businesses during 2021-22.	100%
2021-22	Food Combined	SRS	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	60	288	20.83%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect Service which has impacted on the capacity of the Food Teams to undertake programmed inspections. Notwithstanding this, the service has prioritised Category A businesses in line with the Food Standards Agency Recovery Plan framework introduced at the end of Qtr 1 which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic. This will see the prioritisation of Category A inspections and new businesses during 2021-22.	100%

High Risk Food Hygiene Inspections

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2021-22	Food Combined	Bridgend	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	45	498	9.04%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect Service which has impacted on the capacity of the Food Teams to undertake Category C inspections. Furthermore, the Food Standards Agency Recovery Plan framework, introduced at the end of Qtr 1 to deal with the backlog of programmed inspections, requires the service to prioritise Category A and new business inspections during 2021/22. This has inevitably further impacted on the completion of Category C inspections due.	90%
2021-22	Food Combined	Cardiff	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	69	1158	5.96%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect Service which has impacted on the capacity of the Food Teams to undertake Category C inspections. Furthermore, the Food Standards Agency Recovery Plan framework, introduced at the end of Qtr 1 to deal with the backlog of programmed inspections, requires the service to prioritise Category A and new business inspections during 2021/22. This has inevitably further impacted on the completion of Category C inspections due.	90%
2021-22	Food Combined	Vale of Glam	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	22	478	4.60%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect Service which has impacted on the capacity of the Food Teams to undertake Category C inspections. Furthermore, the Food Standards Agency Recovery Plan framework, introduced at the end of Qtr 1 to deal with the backlog of programmed inspections, requires the service to prioritise Category A and new business inspections during 2021/22. This has inevitably further impacted on the completion of Category C inspections due.	90%
2021-22	Food Combined	SRS	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	136	2134	6.37%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect Service which has impacted on the capacity of the Food Teams to undertake Category C inspections. Furthermore, the Food Standards Agency Recovery Plan framework, introduced at the end of Qtr 1 to deal with the backlog of programmed inspections, requires the service to prioritise Category A and new business inspections during 2021/22. This has inevitably further impacted on the completion of Category C inspections due.	90%

New Businesses—Food Hygiene

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2021-22	Food Combined	Bridgend	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	118	270	43.70%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. 225 in Bridgend. This coupled with staff resources being diverted to Test, Trace, Protect has impacted on the number of inspections undertaken. This is however being addressed via the Food Standards Agency Recovery Plan framework which is seeing the service prioritise new business inspections during the year. While figures for new business remain high, due to the large number processed during the year coupled with the backlog, we are seeing a significant reduction in the numbers outstanding with the backlog being reduced to 93 at the end of Qtr 2.	90%
2021-22	Food Combined	Cardiff	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	297	890	33.37%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. 550 in Cardiff. This coupled with staff resources being diverted to Test, Trace, Protect has impacted on the number of inspections undertaken. This is however being addressed via the Food Standards Agency Recovery Plan framework which is seeing the service prioritise new business inspections during the year. While figures for new business remain high, due to the large number processed during the year coupled with the backlog, we are seeing a significant reduction in the numbers outstanding with the backlog being reduced to 374 at the end of Qtr 2.	90%
2021-22	Food Combined	Vale of Glam	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	113	282	40.07%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. 203 in the Vale of Glamorgan. This coupled with staff resources being diverted to Test, Trace, Protect has impacted on the number of inspections undertaken. This is however being addressed via the Food Standards Agency Recovery Plan framework which is seeing the service prioritise new business inspections during the year. While figures for new business remain high, due to the large number processed during the year coupled with the backlog, we are seeing a significant reduction in the numbers outstanding with the backlog being reduced to 104 at the end of Qtr 2.	90%
2021-22	Food Combined	SRS	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	528	1442	36.62%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. 978 across the region. This coupled with staff resources being diverted to Test, Trace, Protect has impacted on the number of inspections undertaken. This is however being addressed via the Food Standards Agency Recovery Plan framework which is seeing the service prioritise new business inspections during the year. While figures for new business remain high, due to the large number processed during the year coupled with the backlog, we are seeing a significant reduction in the numbers outstanding with the backlog being reduced to 571 at the end of Qtr 2.	90%

Broadly Compliant Food Premises

Year	Team	Authority	Ref	Quarter	Title	No. broadly compliant	No. businesses	Percentage achieved	RAG Status	Comment	Target
2021-22	Food	Bridgend	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1294	1330	97.29%	Green	Target exceeded.	94%
2021-22	Food	Cardiff	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3108	3248	95.69%	Green	Target exceeded.	94%
2021-22	Food	Vale of Glam	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1247	1288	96.82%	Green	Target exceeded.	94%
2021-22	Food	SRS	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5649	5866	96.30%	Green	Target exceeded.	94%

High Risk Trading Standards Inspections

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2021-22	TS combined	Bridgend	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	0	8	0.00%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect service and Joint Enforcement Teams which has impacted on the capacity of the service to undertake programmed inspections. The Food Standards Agency Recovery Plan framework introduced at the end of Qtr 1 which has been implemented within SRS to deal with the backlog of programmed food standards inspections will ensure the prioritisation of Category A Food standards inspections until June 22.	100%
2021-22	TS Combined	Cardiff	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	5	25	20.00%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect service and Joint Enforcement Teams which has impacted on the capacity of the service to undertake programmed inspections. The Food Standards Agency Recovery Plan framework introduced at the end of Qtr 1 which has been implemented within SRS to deal with the backlog of programmed food standards inspections will ensure the prioritisation of Category A Food standards inspections until June 22.	100%
2021-22	TS Combined	Vale of Glam	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	0	2	0.00%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect service and Joint Enforcement Teams which has impacted on the capacity of the service to undertake programmed inspections. The Food Standards Agency Recovery Plan framework introduced at the end of Qtr 1 which has been implemented within SRS to deal with the backlog of programmed food standards inspections will ensure the prioritisation of Category A Food standards inspections until June 22.	100%
2021-22	TS Combined	SRS	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	5	35	14.29%	Red	The continuing presence of cases of Covid-19 has required resources to be redirected to the Test, Trace, Protect service and Joint Enforcement Teams which has impacted on the capacity of the service to undertake programmed inspections. The Food Standards Agency Recovery Plan framework introduced at the end of Qtr 1 which has been implemented within SRS to deal with the backlog of programmed food standards inspections will ensure the prioritisation of Category A Food standards inspections until June 22.	100%

New business—Trading Standards

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2021-22	TS combined	Bridgend	SRS/TS/003	Qtr 2	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 standards and animal feed.	56	312	17.95%	Red	The suspension of inspections and closure of businesses during the last year has resulted in a significant backlog of new business inspections. This, coupled with staff resources being diverted to Test, Trace, Protect and Joint Enforcement Teams has impacted on the number of inspections undertaken. This is being addressed in part via the Food Standards Agency Recovery Plan framework which was introduced at the end of Qtr 1.	80%
2021-22	TS Combined	Cardiff	SRS/TS/003	Qtr 2	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 standards and animal feed.	108	863	12.51%	Red	The suspension of inspections and closure of businesses during the last year has resulted in a significant backlog of new business inspections. This, coupled with staff resources being diverted to Test, Trace, Protect and Joint Enforcement Teams has impacted on the number of inspections undertaken. This is being addressed in part via the Food Standards Agency Recovery Plan framework which was introduced at the end of Qtr 1.	80%
2021-22	TS Combined	Vale of Glam	SRS/TS/003	Qtr 2	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 standards and animal feed.	54	382	14.14%	Red	The suspension of inspections and closure of businesses during the last year has resulted in a significant backlog of new business inspections. This, coupled with staff resources being diverted to Test, Trace, Protect and Joint Enforcement Teams has impacted on the number of inspections undertaken. This is being addressed in part via the Food Standards Agency Recovery Plan framework which was introduced at the end of Qtr 1.	80%
2021-22	TS Combined	SRS	SRS/TS/003	Qtr 2	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 standards and animal feed.	218	1557	14.00%	Red	The suspension of inspections and closure of businesses during the last year has resulted in a significant backlog of new business inspections. This, coupled with staff resources being diverted to Test, Trace, Protect and Joint Enforcement Teams has impacted on the number of inspections undertaken. This is being addressed in part via the Food Standards Agency Recovery Plan framework which was introduced at the end of Qtr 1.	80%

Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. Within target	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Pollution	Bridgend	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	250	280	89.29%	Amber	The services' commitment to Test, Trace and Protect and the Joint Enforcement Team has resulted in the redeployment of one officer to the Joint Enforcement Team. The result for Qtr 2 while fractionally below target represents only 2 complaints that were not responded to within the target response time.	90%
2020-21	Pollution	Cardiff	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	657	685	95.91%	Green	Target exceeded.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	158	172	91.86%	Green	Target exceeded.	90%
2020-21	Pollution	SRS	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	1065	1137	93.67%	Green	Target exceeded.	90%

Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. with-in target	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Pollution	Bridgend	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	144	192	75.00%	Green	Target achieved.	75%
2020-21	Pollution	Cardiff	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	159	246	64.63%	Red	One post remains vacant within the team due to secondment which coupled with the tight turnaround of one working day for response, and some delays in logging complaints have impacted on the results for Qtr 2.	75%
2020-21	Pollution	Vale of Glam	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	69	115	60.00%	Red	One post remains vacant within the team due to secondment which coupled with the tight turnaround of one working day for response, and some delays in logging complaints have impacted on the results for Qtr 2.	75%
2020-21	Pollution	SRS	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	372	553	67.27%	Amber	One post remains vacant within the Cardiff and Vale team due to secondment which coupled with the tight turnaround of one working day for response, and some delays in logging complaints have impacted on the results for Qtr 2.	75%

Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. with-in target	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Pollution	Bridgend	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	5	6	83.33%	Amber	While the results are below target, it should be noted that only one complaint was not responded to within the target response time.	90%
2020-21	Pollution	Cardiff	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	46	49	93.88%	Green	Target exceeded.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	5	6	83.33%	Amber	While the results are below target, it should be noted that only one complaint was not responded to within the target response time.	90%
2020-21	Pollution	SRS	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	56	61	91.80%	Green	Target exceeded.	90%

Licensing

Year	Team	Authority	Ref	Quarter	Title	No deter- mined	No. re- ceived	Percentage achieved	RAG Sta- tus	Comment	Target
2020-21	Licensing	Bridgend	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	22	22	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	294	294	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	30	30	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	346	346	100.00%	Green	Target achieved.	100%

Licensing

Year	Team	Authority	Ref	Quarter	Title	No deter- mined	No. re- ceived	Percentage achieved	RAG Sta- tus	Comment	Target
2020-21	Licensing	Bridgend	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	15	15	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	99	99	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	14	14	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	128	128	100.00%	Green	Target achieved.	100%

Licensing

Year	Team	Authority	Ref	Quarter	Title	No deter- mined	No. re- ceived	Percentage achieved	RAG Sta- tus	Comment	Target
2020-21	Licensing	Bridgend	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2020-21	Licensing	Cardiff	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2020-21	Licensing	SRS	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%



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Covid-19 Response

Qtr 2—April 21 to Sept 21

1078

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



4785



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

27304

Confirmed and suspected cases of Covid 19 reported to SRS



149

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

363

Doorstep checks made on travellers arriving from outside the UK



128

Statutory Notices issued for non-compliance including 113 Improvement, 6 Closure and 9 Compliance Notices



3254

Noise and Air complaints received.



20

Officers seconded to Test, Trace and Protect

3

Profiteering incidents or Covid-19 related scams reported

706

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

Test · Trace · Protect

Shared Regulatory Services



Port Health

Port Health Service Plan

2021/22



Shared
Regulatory
Services

Cyngor Bwrdeistref Sirol



BRIDGEND
County Borough Council



CARDIFF
CAERDYDD

VALE of GLAMORGAN



BRO MORGANNWG

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1. Introduction

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

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

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

The profile of port health has been particularly significant during the Covid -19 pandemic, due to its importance in endeavoring to prevent the importation of new strains of the virus that may prejudice the effectiveness of the vaccination program. International travel has seen a constant changing landscape of unprecedented restrictions introduced by new legislation which has required partnership working with different organisations' to ensure it is suitably implemented.

Currently the dominant strain of Covid-19 circulating within the UK is the Delta variant against which the UK vaccination programme appears to remain effective in preventing serious illness. However, surveillance continues to identify variants of concern emerging around the World for which international travel restrictions will have to be constantly reviewed and the Port Health Team required to adjust its priorities accordingly.

Christina Hill
Operational Manager Commercial Services

2. Background

2.1 Profile of Cardiff Port

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

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

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

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

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

Last year the port received 235 ships from all over the world: mainly handling cat litter, steel, forestry products, and dry and liquid bulks.

2.2 Profile of Barry Port

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

In due course, further docks were added and while exports in the first year were just one million tons, by 1903 they had multiplied to over nine million. By 1913, the year before the

outbreak of World War One, Barry had surpassed both Cardiff and Penarth to become the largest coal exporting port in the country.

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

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

Last year the port received 54 ships from all over the world. Most vessel movements are associated with handling liquid bulks for the local chemical industry Dow Corning. In addition, the commencement of construction of the new Hinckley Point Power Station has resulted in an increase in vessel movements from work boats transporting materials to and from it. There is no longer any routine container activity associated with this port.

2.3 Profile of Cardiff Airport

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

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

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

The flights coming in and out of Cardiff were adversely affected by the travel restrictions imposed by the Covid pandemic but with the gradual lifting of them in Summer 2021 is now well on its way to recovering to normality.

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

2.4 Aims and objectives

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

The overall aim of the Service is:-

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

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

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

2.5 Links to Corporate Plan

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



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

Improving
health and
wellbeing

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

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

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

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

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

2.6 Enforcement Policy

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

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

Traditionally based upon the principles of the Enforcement Concordat and the Regulators Compliance Code, local authority Enforcement Policies must now reflect the Regulators Code

of 2014 and the regulatory principles required under the Legislative and Regulatory Reform Act 2006

The Regulators Code is based upon six broad principles:

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

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Service Delivery

3.1 Responsibilities

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

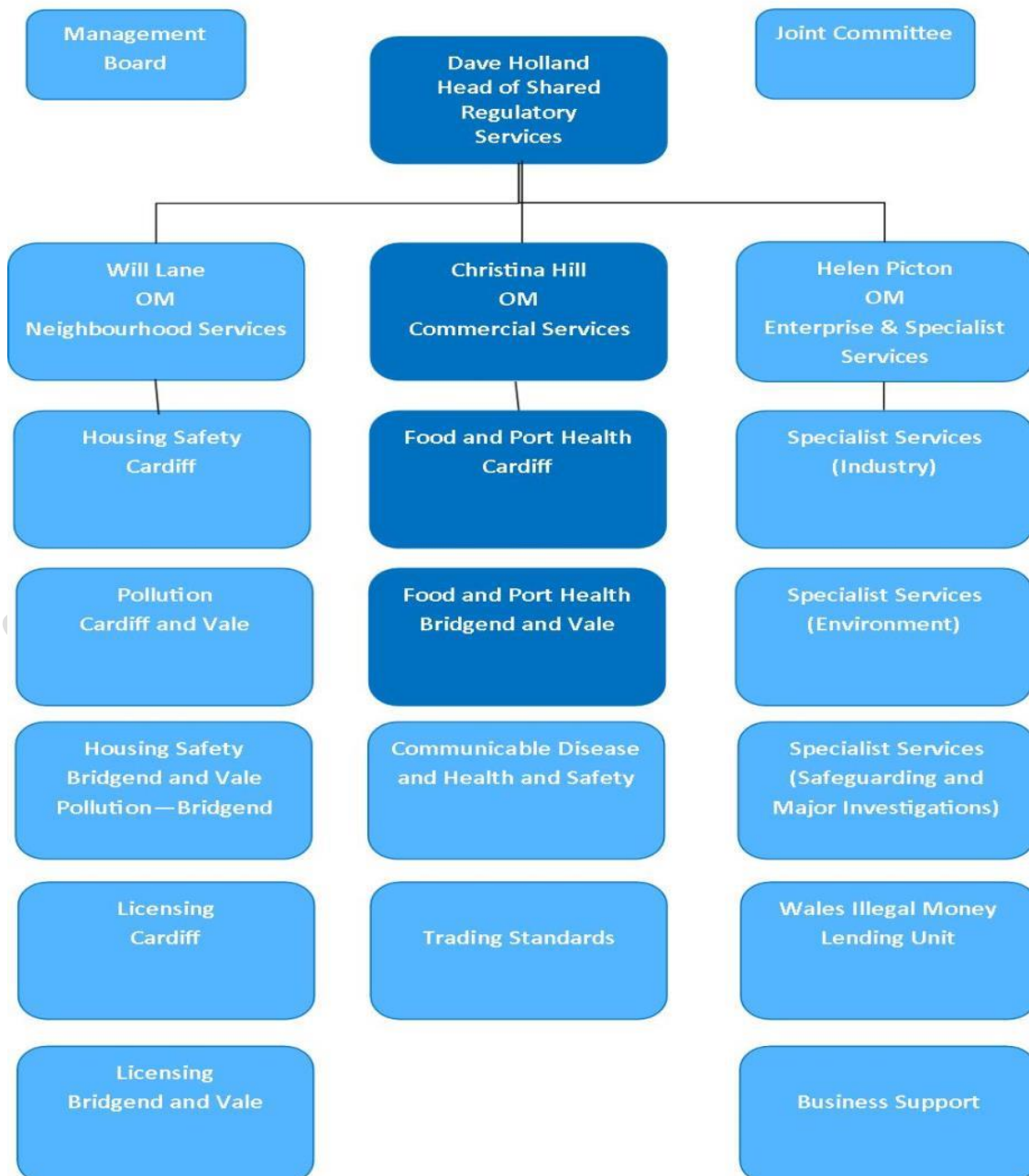
- Close monitoring of ship (vessel) and aircraft movements within the port authorities for the purposes of preventing the spread of infectious human and animal disease, ship and aircraft inspection and imported food controls.
- Responding to reports of food poisoning and infectious disease and implementing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

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

3.2 Organisational structure

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

Shared Regulatory Services Organisational Chart



3.3 Interventions

3.3.1 Shipping Ports of Cardiff and Barry and Penarth Marina

The Covid-19 pandemic has made a significant impact on the interventions required to be completed by the Port Health Team due to the introduction of enhanced new procedures by the Department of Transport and Welsh Government.

Control and Investigation of Outbreaks and Infectious Disease

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

As a result of the Covid-19 pandemic the requirement for submission of a Maritime Declaration of Health has been extended to all vessels arriving into the seaports (other than tugs or dredgers) even if just to report a Nil return. On receipt of the Maritime Declaration of Health "free pratique" is required to be granted by the Port Health Authority prior to the vessel being permitted to berth. This minimises the risk of the import of infection and acts as an additional control to minimise the risk of transmission of infection to any pilot required to board a vessel. Port Health Officers will respond urgently to notifications of illness and will consult a Port Medical Officer as necessary to ensure health controls are implemented to protect public health.

Due to the imposition of travel restrictions between countries during the Covid-19 pandemic the welfare of seafarers has been highlighted as a major concern, due to the inability for crew changes to take place and the reluctance for shore leave to be granted. The profession has also found difficulty in attaining vaccination due to the transient nature of their vocation. The Port Health Team, in accordance with national guidance, will continue to permit crew changes and shore leave where no public health concerns are identified and facilitate the vaccination of crew by liaison with the Cardiff and Vale University Health Board.

Contrary to England, the Welsh Government continues to advocate avoiding non-essential travel but with national cruise trips reopening in May 2021 and international cruise travel reopening three months later, the Port Health Team has started to participate in a national group organised by the Port Health Association entitled, "Cruise Restart". This hosts a platform for sharing advice, guidance and evaluation of Covid-19 Management Plans created by the various operators within the Cruise sector. It promotes a consistent approach to infection control measures required to be implemented by port health authorities across the UK. Cardiff Seaport is visited by small cruise vessels each year and the Port Health Team will review the Covid-19 Management Plan of any cruise vessel that intends to berth at Cardiff, to ensure that all appropriate controls have been considered to minimise the risk of spread of infection and manage any potential outbreak.

The Port Health Team will also look to review the port operator, Association of British Ports' Covid Management Plan to ensure that all suitable control measures to minimise the risk of spread of infection amongst employees and visitors have been considered.

Vessel Boarding

Normally, officers board vessels arriving within its district to undertake boarding checks and inspections under the Public Health (Ships) Regulations; prioritising those that have arrived from outside the European Union. A boarding check will involve recording the ships particulars, ensuring adequate provisions for the welfare of the crew, checking public and animal health related documentation, and reviewing the potable water management system. Vessels arriving from foreign ports will also need to show a valid sanitation certificate.

Currently routine boarding visits of vessels have been suspended due to the risk of transmission of infection between Port Health Officers and crew due to the confined spaces that require inspection. Where concerns are identified in relation to inadequate measures on board to meet requirements of a valid sanitation exemption certificate steps will initially be taken to address such issues remotely, leaving a boarding visit to only be completed where an issue of significant public health concern is identified.

The ability to restart routine boarding visits will be subject to constant review and reintroduced when guidance advises that it is suitable to do so.

Sanitation Inspection

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

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

The Master will be charged for the issue of a certificate based on the Association of Port Health Authorities Ships Inspection Charges. The Association of Port Health Authorities reviewed the tariff for ship sanitation charges and set the following national scale for 2020/2021:

Gross tonnage	(£) Charge
Up to 1,000	105
1,001-3,000	140
3,001-10,000	210
10,001-20,000	270
20,001-30,000	345
Over 30,000	405
With the exception of:	
-vessels with the capacity to carry between 50 and 1000 persons	405
-vessels with the capacity to carry more than 1000 persons	690
Issuance of Extension Certificates	75
Further exceptional charges may be added for costs such as launch hire, lengthy journeys to the vessel or laboratories, out-of-hour's visits, re-inspections of vessels subject to control measures and any samples taken.	

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

- Ships Particulars
- Cargo information
- Potable Water Systems
- Food Safety
- Swimming & Spa Pools
- Waste Disposal & International Catering Waste
- Accommodation and Crew Welfare
- Pollution Control
- Animal Health
- Vermin and Pest Control
- Infectious Disease Controls
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Due to the Covid-19 pandemic and the inability to board vessels alternative options were introduced including the extension of a sanitation exemption certificate or a sanitation "Lite" exemption certification. Evaluation is completed remotely and requires the review of all relevant paperwork relating to the above issues along with the submission of any photographic evidence that is requested. The ability to restart full sanitation inspections will be subject to constant review and reintroduced when guidance advises that it is suitable to do so.

Ship Food Hygiene Inspections

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

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

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

Food hygiene inspections are currently suspended due to the Covid-19 pandemic but will be reintroduced and undertaken in accordance with the relevant FSA and APHA guidance when it is advised that it is suitable to do so.

Fishing boats and land-based premises within the port health district will form part of the Shared Regulatory Services Food Hygiene Intervention Programme.

Complaints

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

Advice to Businesses

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

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

Food and Feedstuff Inspection

There have been no container ships arriving at the Port of Barry for a considerable length of time and none other than empty containers arriving at the port of Cardiff since September 2017. This means that the future importation of food through these ports is unlikely. Products of Animal Origin and Higher Risk Foods not of Animal Origin from outside the EU are not permitted to enter through either port; Port Health Officers will therefore take action to detain any such products if identified. Food not falling into either of these categories that is identified to be imported at the seaports will be monitored, inspected and sampled on a risk basis. Any action taken will have due regard to guidance issued by the Food Standards Agency and European Commission.

Feed can be imported in many forms. Due to the potential in change in trade patterns because of EU Exit, the Food Standards Agency is initiating a project for enhanced checks to be made to identify where it is being imported and ensure appropriate controls are in place. The focus for the Port Health Team will be the identification of non-high-risk feed not of animal origin. (Feed that is of animal origin or high-risk feed not of animal origin would be required to enter a Border Control Point a status that neither seaport has). There are no prior notifications required for the importation of such feed, so to identify any imports will require liaison with the port operators and the detailed monitoring of manifests from arriving vessels

Food Incidents and Hazards

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

Water Quality

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

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

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

Type of sample	Analysis	No of sampling points	Sample cost	Labour cost per visit *
drinking water (bacteriological)	ACC, E coli and coliforms	2	£24.00	£65.00
Legionella	Legionella species	2	£58.00	£65.00
Water (chemical)	Various physio and chemical parameters	1	£142.00	£65.00

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

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

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

Insects capable of transmitting disease

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

In previous years Shared Regulatory Services has undertaken a commitment to participate in a national survey co-ordinated by Public Health England (now United Kingdom Health Security Agency) to establish the distribution and type of mosquito found in and around the ports and to prevent any potential mosquito vectors of disease from entering and establishing populations within the UK. However, due to the Covid-19 pandemic response and the redirection of resources this project has currently been suspended.

3.3.2 Cardiff Airport

Cardiff Airport was adversely affected by the Covid-19 pandemic due to lockdown prohibiting international travel for non-essential purposes. Thankfully it has seen a gradual return of flights and passengers as the international travel restrictions have become less onerous.

Investigation of incidents of infectious disease

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

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

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

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

The Covid-19 pandemic has seen enhanced procedures required by the Department of Transport and Welsh Government to detect any suspected cases of Covid-19 entering the UK. All flights arriving at Cardiff Airport from outside the Common Travel Area are currently required to submit a General Aircraft Declaration (even if a nil return) prior to disembarkation, to advise if there are any symptomatic passengers on board. These General Aircraft Declarations will continue to be monitored and recorded by the Port Health Team in accordance with current guidance.

A previous traffic light system that was introduced for countries signifying different restrictions for travellers arriving into the UK was replaced on the 4th October 2021 with a simplified system of a small list of “red countries” and the “rest of the world”. Arriving travellers from red list countries are only permitted to enter the UK via a designated port (of which there are none in Wales). On arrival they are in the main required to self-isolate for 10 days in previously booked Managed Quarantine Facilities and take a PCR test at day 2 and day 8. For international travellers entering from “the rest of the world” restrictions vary depending on age, vaccination status and purpose of travel.

Compliance by individual international travellers with the various restrictions is monitored by a National Returning Traveller Team and Regional Contact Tracing Teams in Test Trace and Protect. Any contravention identified is forwarded to a Joint Enforcement Team comprising of environmental health officers and police for follow up.

The identification of a positive case of Covid -19 in a passenger travelling on a flight into Cardiff Airport during their infectious period requires the Port Health Team to identify all the passengers travelling in the same cabin due to them being regarded as “contacts” and any crew that attended the case. This is achieved by requesting the manifest from the operator which is then forwarded to Test Trace and Protect for relevant follow up. The Port Health Team will continue to meet this requirement; the demand for which is significantly increasing as international travel reinstates to its normal level.

Insects capable of transmitting disease

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

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

As for the seaports, in previous years Shared Regulatory Services has undertaken a commitment to participate in a national survey co-ordinated by Public Health England (now United Kingdom Health Security Agency) to establish the distribution and type of mosquito found in and around the airport and to prevent any potential mosquito vectors of disease from

entering and establishing populations within the UK. However, due to the Covid-19 pandemic response and the redirection of resources this project has currently been suspended.

In-flight Death

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

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

Food Safety on Aircraft

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

Food and Feed Imports

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

Currently there are no cargo flights entering Cardiff Airport that could facilitate such imports due to Qatar Airlines having suspended their operations until 2023 because of the Covid-19 pandemic.

Potable Water

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

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

3.4 Liaison with other organisations

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

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

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

Port Health Officers also attend meetings of Merchant Navy Welfare Board and the Cruise Restart Group organised by the Association of Port Health Authorities

4. Resources

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

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

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

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

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

External Factors Impacting on the Service

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

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

Service delivery points

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

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

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

5. Assessment and review

5.1 Assessment and Review mechanisms

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

Documented procedures

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

Food Standards Agency

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

Complaints

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

Performance Measurement

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

Assessment and audits

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

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

Review

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

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

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

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5.2 Summary of Achievements from the previous year

- Proactive visits were made, and public health advice given to Cardiff International Airport to ensure that suitable Covid-19 measures were implemented by a private Covid-19 testing provider that is now situated there.
- Biannual meetings were held with appropriate representatives from Cardiff International Airport to ensure new procedures were agreed and effective lines of communication maintained.
- Communications were continued with each Port to ensure that the operators were suitably informed to implement the Covid-19 controls identified by Government.
- Public health advice was issued to ensure that an international traveller wrongly arriving from a red list country into Cardiff Airport was suitably accommodated in a nearby hotel.
- Three fishing vessels registered as food businesses at the Port of Cardiff were inspected to ensure compliance with food hygiene legislation. Another fishing vessel was identified as having failed to register and action was taken to ensure that the businesses' customers did not make any further purchases from it.
- Daily monitoring of maritime declarations of health and general aircraft declarations were completed 7 days a week to check for any suspected case of Covid-19 prior to "free pratique" being granted or disembarkation.
- Assistance was given to securing a PCR test for a symptomatic member of crew arriving on a vessel at the port of Barry.
- Assistance was given to facilitate the arrival of a compassionate flight for two passengers to visit a dying relative.
- Investigations were completed to identify the contacts of positive cases of Covid-19 travelling into Cardiff Airport on nine separate flights during their infectious period, including the involvement of a cluster investigation for twenty two cases linked with one flight.
- The Port Health Medical Plan and Port Health Plan for Cardiff International Airport were reviewed and approved in partnership with all stakeholders.
- Suitable advice was given to improve the water quality of nine out of ten water samples taken that failed compliance with microbiological criteria.
- Two extensions to sanitation exemption certificates were granted and one sanitation "lite" exemption certificate was granted.

5.3 Performance during previous year

The risk of spread of infection and introduction of Covid-19 restrictions has limited the ability for routine interventions to be completed during this period. During the Covid-19 pandemic the routine boarding of vessels was withdrawn due to the imposition of lockdown measures and risk of transmission of infection to port health officers and crew due to the enclosed spaces on board the vessel that would require inspection.

Shipping Ports of Cardiff and Barry and Penarth Marina

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

Monitoring of Ships and Manifest checks

The provision of an effective port health service is dependent on closely monitoring the arrival and departure of ships within the port health district. The type of vessel, cargo and previous port visited, helps port health officers decide which vessels to board based on risk assessment. In 2020/21 there were 235 arrivals in the Port of Cardiff and 54 arrivals in the Port of Barry

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

During 2020/2021 no consignments of imported food were identified. No container ship arrived into the port of Cardiff. No container ships arrived into the port of Barry.

Boarding of vessels

The tables below illustrate the vessel movements through the ports of Barry and Cardiff over recent years and the estimated vessel movements for the coming year of 2021/22.

In March 2020, due to the escalation of number of countries affected by Covid -19 and increased circulation of the disease within the community, a decision was made to suspend the routine boarding of vessels for health and safety purposes unless there was a significant issue of public health concern. As a result, no boarding visits were completed in 2020/21.

CARDIFF VESSEL MOVEMENTS AND BOARDING VISITS

	2018/19				2020/21		Estimated Numbers	
	Arriving	Boarded	Arriving	Boarded	Arriving	Boarded	Arriving	To be boarded
Arriving from UK	86	10	131	5	144	0	120	5
Arriving from EU Countries	127	19	81	6	82	0	96	10
Arriving from Third Countries*	29	22 (76%)	16	10 (63%)	9	0	18	13*
TOTALS	242	51	228	21	235	0	234	28

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

BARRY VESSEL MOVEMENTS AND BOARDING VISITS

	2018/19		2019/20		2020/21		Estimated Numbers	
	Arriving	Boarded	Arriving	Boarded	Arriving	Boarded	Arriving	To be Boarded
Arriving from UK	16	2	21	1	12	0	16	1
Arriving from EU Countries	51	2	39	0	42	0	44	1
Arriving from Third Countries*	0	0	0	0	0	0	0	0
TOTALS	67	4	60	1	54	0	60	2

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

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

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

Sanitation Exemption Certificates

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

From the table below it can be seen that during 2020/21 no sanitation exemption certificates were issued due to the inability to board. However, it should be noted that two extensions to sanitation exemption certificates and one sanitation “lite” exemption certificate were issued during this period.

CARDIFF SANITATION CERIFICATES

	2017/18	2018/19	2019/20	2020/2021
Sanitation exemption certificates issued	7	11	13	0
Sanitation control certificates issued	0	1	0	0
TOTALS	7	12	13	0

BARRY SANITATION CERIFICATES

	2017/18	2018/19	2019/20	2020/21
Sanitation exemption certificates issued	0	3	0	0
Sanitation control certificates issued	0	0	0	0
TOTALS	0	0	0	0

Ships and Shore-side Water Quality Checks

Water on board ships must be wholesome and comply with international standards. Port Health Officers will routinely check the microbiological water quality on board vessels and submit samples to the laboratory. The officer will require the Master to carry out remedial measures if the quality of the water is found to be unsatisfactory. In the last year 10 samples were taken from vessels 9 of which were unsatisfactory and required suitable advice to be given.

It is a requirement of the International Health Regulations 2005 that every port is provided with supply of pure drinking water. The sampling programme detailed below was unfortunately not fulfilled due to the previous loss of the sampling officer post and redirection of resources due to the Covid-19 pandemic.

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

Notifications of Illness

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

Monitoring of the health status of vessels prior to arrival played an important part in ensuring that it was safe for the port health operatives/pilots to board. All vessels arriving from outside UK waters were required to submit a maritime declaration of health and be granted free pratique before disembarking. Assistance was given to securing a PCR test for a symptomatic member of crew arriving on a vessel at the port of Barry.

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

Cardiff International Airport

Infectious disease Control

Lockdown measures introduced in late March 2020 prohibited international travel for leisure purposes which saw many airport staff furloughed and flights curtailed at Cardiff Airport. With the lifting of some restrictions in Summer 2020 flights began to restart. A suite of border controls was introduced to prevent import of infection and onward spread, including the need for all arriving travellers to complete a passenger locator form, pre-departure testing and post arrival testing. Countries were categorised according to risk as red, amber, or green.

Only British Nationals were permitted to enter from red countries via a designated port of entry of which there were none in Wales. On arrival they were then required to isolate in a managed quarantine facility for ten days. However, this did not prevent the risk of international travellers arriving from a red country via an indirect route into Cardiff Airport. One such passenger was

identified by Border Force to have arrived in such a manner and public health advice was issued to ensure that the passenger was suitably accommodated in a nearby hotel until the end of his isolation period.

The information completed on the passenger locator forms is held by the Home Office and required to be accessed, along with the passenger manifest, if a positive case of Covid-19 is identified to have travelled on a flight during their infectious period to ensure the identification of all contacts. Investigations were completed to identify the contacts of positive cases of Covid-19 travelling into Cardiff Airport during their infectious period on nine separate flights between August and September 2020. One such flight involved the investigation of for twenty-two cases. Prior to the formation of the National Returning Traveller team in Test Trace and Protect the onus for this task was with the Port Health Team which was resource intensive.

The return of international travel was short lived due to rising case numbers, and commercial flights stopped once again at the beginning of Autumn. This resulted in the majority of air traffic being smaller aircraft arriving Southside. One such flight was granted on compassionate grounds for passengers visiting from a red country to see a dying relative for which assistance was given.

With the potential for international travel to restart being recognised by the Airport in 2021, an approach was made to the Port Health Team for a proactive visit and advice to be given in relation to a private Covid-19 test provider setting up a facility at the airport. A visit was completed with a representative from the Cardiff and Vale University Health Board to ensure all appropriate Covid-19 measures had been considered both for the performance of the test and customer management.

Outstanding Issues from 2020/2021

The Covid -19 pandemic meant that many routine duties were placed on hold due to the inability to complete tasks due to the imposition of restrictions and the need to divert staff resource to address the pandemic. The outstanding issues to be completed in the coming years are therefore as follows:

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

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

Reinstate all routine measures when the lifting of covid restrictions permit to meet targets.

5.4 Performance Targets for 2021/22

Measure	Target
Check all container vessel manifests if applicable	100% within 1 working days
Target vessels that are likely to pose the biggest public health risk with a boarding inspection.	Undertake 75% boarding inspections of vessels arriving from outside the EU.
Ensure suitable potable water supply at shore side and airside.	Meet requirements of sampling programme
Investigation of complaints	Investigation of complaints with significant health risk within 1 working day and any other within a minimum of 5 days
Investigation of notifications of infectious disease	Ensure adequate response 24 hours/day 352 days/year
Maintain compliance with Regulations and guidance relating to prevention and control of Covid-19.	Actively engage with stakeholders to ensure up to date knowledge of guidance maintained and implemented.
Action all notifications of a positive case of Covid-19 travelling on a flight into Cardiff Airport.	Process requests for passenger manifests where appropriate within 24 hours.
Review Covid-19 Outbreak management Plans for any cruise vessel arriving into the seaport.	Complete review prior to vessel berthing at port.
Ensure liaison with Cardiff and Vale University Health Board for vaccination of crew where requested.	Ensure on receipt of appropriate form that it is processed within 24 hours.

6. Action Plan

Objectives	Milestones	
Adopt the Port Health Plan 2020/21	Q3	Prepare the Port Health Plan 2020/21 and circulate to Joint Committee Members
Improve stakeholder awareness of port health requirements.	Q1-4	<p>Hold biannual meeting at airport with appropriate stakeholders</p> <p>Collate articles of interest, prepare and disseminate information leaflet to stakeholders.</p> <p>Review SRS website</p>
Continue to meet performance targets when health and safety measures introduced for Covid-19 permit	Q1-4	Implement measures detailed in 5.4 to meet required targets.
Ensure the Port Health function is undertaken appropriately by ensuring authorised, trained and competent officers.	Q3	Undertake validation assessment of port officers in accordance with internal monitoring procedure
	Q4	Carry out a review to ensure the plan has been successfully implemented.
Review all imports at each port to identify any feed imports that may have been implemented as a result of a change in trade patterns due to EU exit.	Q3-4	Engage with port operators to identify facilities available portside for the handling and storage of goods and all types of goods currently imported.
Respond to the Covid-19 pandemic.	Q1-4	Engage with relevant stakeholders such as Welsh Government, Public Health Wales, Association of British Port Health Authorities, Test Trace and Protect, National Returning Traveller Team, Airport/Sea Port Operators, to produce and implement relevant procedures to ensure an effective implementation of infection control procedures.

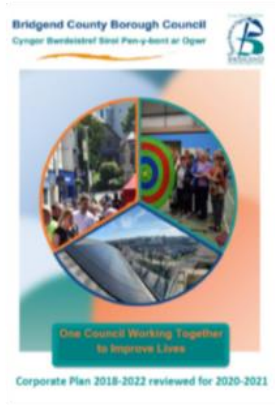
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Appendix A – Corporate priorities and outcomes of partner local authorities

Bridgend County Borough Council

Priorities

Aims



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

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

City of Cardiff Council

Priorities

Outcomes



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

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

Vale of Glamorgan Council

Priorities



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

Appendix B

Sampling Plan

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

CIEH Noise Survey 2019/20

Report on findings – Wales

Chartered Institute of
Environmental Health



Sefydliad Siartredig
Iechyd yr Amgylchedd



About the Chartered Institute of Environmental Health (CIEH)

The Chartered Institute of Environmental Health (CIEH) is a membership and awarding body for the environmental health sector, and the professional voice for environmental health representing over 7,000 members working in the public, private and third sectors, in 52 countries around the world. It ensures the highest standards of professional competence in its members, in the belief that through environmental health action people's health can be improved.

Environmental health has an important, and unique, contribution to make to improving public health and reducing health inequalities. CIEH campaigns to ensure that government policy addresses the needs of communities and business in achieving and maintaining improvements to health and health protection.

Overview

Noise, meaning unwanted or harmful sound, has a significant impact on the well-being of citizens.

Local authorities play a key role in controlling noise, through receiving and resolving complaints. It is largely environmental health professionals who undertake this work. The Environmental Protection Act 1990 places a duty on local authorities to investigate noise complaints.¹ They consider the type of noise, how loud it is, how often and what time it occurs. If they are satisfied the noise amounts to a statutory nuisance, or is likely to occur or recur, they must issue an abatement notice, prohibiting or restricting its occurrence or recurrence.

Many noise complaints are resolved informally, without the need for formal enforcement action by the local authority. For noise to be a statutory nuisance, it must 'unreasonably and substantially interfere with the use or enjoyment of a home or other premises' or 'injure health or be likely to injure health'.

Failure to comply with a noise abatement notice may result in prosecution and an unlimited fine, with further fines for each day the notice is not complied with.

Further powers are available to local authorities to deal with noise:

- The Clean Neighbourhoods and Environment Act 2005 enables local authorities to designate alarm notification areas to deal with noise from intruder alarms.²
- The Fireworks Regulations 2004 prohibit the use of fireworks at night (11pm - 7am). There are extensions for Bonfire Night, Chinese New Year, Diwali and New Years Eve.³
- The Anti-Social Behaviour, Crime and Policing Act 2014 provides noise powers, including civil injunctions, community protection notices and public spaces protection orders.⁴
- The Noise and Statutory Nuisance Act 1993 provides local authorities with powers to deal with noise in a street, loudspeakers and audible intruder alarms.⁵
- The Noise Act 1996 aims to deal with excessive night noise from licensed premises or residential dwellings between 11pm and 7am.⁶ Officers may enter premises where there is noise beyond prescribed levels, and remove noise making equipment.
- The Control of Pollution Act 1974 enables local authorities to control noise from construction and engineering works and from loudspeakers.⁷

Local authorities also take preventative measures to control noise, for example, through planning and licensing controls.

The Welsh Government recognises that creating healthy acoustic environments is more than simply the absence of unwanted sound, and that noise management must have a broader focus than simply clamping down on the decibels. They have set out their commitment to creating appropriate soundscapes, meaning the right acoustic environment in the right time and place. The Noise and Soundscape Action Plan 2018-2023 is the central noise policy document in Wales.⁸ It states the Welsh Government's expectation that public bodies subject to



the Well-Being of Future Generations (Wales) Act 2015 ⁹ should follow the five ways of working set out in that Act when carrying out noise and soundscape management. This means:

- Pursuing long-term, enduring solutions to any existing instances of noise nuisance;
- Seeking to manage noise and soundscapes at the same time as achieving other, related outcomes;
- Taking opportunities to talk to the public about the challenges associated with exposure to noise and unhealthy soundscapes, listen to their concerns and seek their views on potential solutions and their involvement in delivering them;
- Working actively with internal and external partners to mutual benefit in the delivery of desired outcomes; and
- Keeping exposure to noise (that is, unwanted or harmful sound) as low as reasonably practicable across the whole of the population, looking out in particular for areas where noise levels might qualify as a statutory nuisance or noise action planning priority area, or where public amenity might be adversely affected by noise at some point in the future, and acting pre-emptively to prevent those things from happening.

Health effects of noise

The negative impact of noise on people mostly takes the forms of annoyance and sleep disturbance. Sleep disturbance is one of the most harmful effects of environmental noise exposure. Sufficient undisturbed sleep is necessary for daytime alertness and performance, quality of life, and health. The short-term effects of noise-induced sleep disturbance include impaired mood, increased daytime sleepiness and impaired cognitive performance.¹⁰

Environmental noise has been ranked by the World Health Organization (WHO) as the second biggest environmental contributor to the burden of disease in Europe after air pollution, and in 2011 they published *Burden of disease from environmental noise: Quantification of healthy life years lost in Europe*.¹¹ The report estimates that at least one million healthy life years are lost every year from environmental noise in the western part of Europe. In Wales, noise maps produced by the Welsh Government suggest that the homes of more than 200,000 people are exposed to road traffic noise levels exceeding the [WHO's 2009 night noise guidelines](#).¹²

Aircraft noise is linked to an increased risk of cardiovascular disease, including stroke and diabetes mellitus, and to an increased risk of hospital admission and mortality.¹³ There is also evidence that road traffic noise is linked to an increased risk of hypertension and a small but consistent risk of coronary heart disease.¹³ However, it should be noted that EHPs do not have powers to deal with complaints about aircraft or road traffic noise. These complaints are referred to the relevant airport or Highway Authority.

With 24% of people in Wales reporting that they are regularly bothered by noise from outside their homes, some groups are more sensitive and vulnerable to noise, including chronically ill and elderly people, children and nightshift workers.¹⁴

The Chief Medical Officer for Wales' annual report 2016/17 highlights local noise pollution as an environmental health inequality and states that investment in environmental public health surveillance can help to shape priorities for future action and facilitate joined-up working to protect and improve the health of current and future generations.¹⁵

About the Survey

The CIEH Noise survey provides the only source of data on the vital contribution made by environmental health professionals working to resolve noise complaints in England and Wales. CIEH has been running its noise survey since 2000. *Northern Ireland and Scotland have separate arrangements in place to quantify the demand for local authority noise services.

Methodology

The 2019/20 CIEH Noise Survey collected data from local authorities in England and Wales. All 22 local authorities in Wales responded to the survey.

Data collected from local authorities included:

- Number of noise complaints received
- Source of noise complaints
- Number of notices served
- Number of prosecutions
- Number of staff allocated to noise related work
- Other formal action taken in response to complaints

Local authorities were also asked whether they:

- Use the **Noise App**
- Use a **MATRON** noise monitoring device
- Have arrangements in place to respond to noise complaints out of office hours

This report presents the findings for Wales. The findings for England were published separately and are available [here](#).

* We did not collect data for the years 2016/17 and 2017/18 as we worked to improve the method of data collection

Key findings

These figures represent data from all 22 local authorities in Wales for the year 2019/20.

- In total **20,445** noise complaints were received by local authorities in Wales, 65 complaints for every 10,000 population. This is a 10% increase on the 18,567 complaints received in 2018/19
- The number of noise complaints ranged from 10 per 10,000 population on the Isle of Anglesey to 177 per 10,000 population in Swansea
- In respect of formal action, **323** notices were served (by 20 local authorities) under the Environmental Protection Act to deal with noise amounting to a statutory nuisance. Formal action was taken under other legislation to deal with noise in 22 cases (by five local authorities)
- Five simple cautions were issued in response to noise
- There were **34** noise-related prosecutions (eight local authorities)
- In total there were **72** officers involved in noise work although most undertook other duties in addition to controlling noise
- All but two local authorities reported that they were using the Noise App and all but one local authority were using Matron monitoring equipment to assist with noise investigations
- Eleven out of 22 local authorities have arrangements in place to respond to noise complaints out of office hours.

Table of results

Local authority	Total population (Mid-year estimate 2019) ¹⁶	Total number of noise complaints	Number of noise complaints per 10,000 population	Number noise abatement notices served under EPA 1990	Total number of prosecutions (noise)	Number of staff allocated to noise**
Blaenau Gwent County Borough Council	69,862	373	53	3	0	1
Bridgend County Borough Council	147,049	803	55	9	3	2.5
Caerphilly County Borough Council	181,075	1,463	81	7	0	6
Carmarthenshire County Council	188,771	1,300	69	2	0	4.5
Ceredigion County Council	72,695	233	32	0	0	2
City and County of Swansea	246,993	4,368	177	76	12	5
City of Cardiff Council	366,903	3,038	83	111	11	6.5
Conwy County Borough Council	117,203	460	39	15	1	2
Denbighshire County Council	95,696	351	37	6	0	2.5
Flintshire County Council	156,100	432	28	8	1	2.5
Gwynedd Council	124,560	499	40	1	0	6
Isle of Anglesey County Council	70,043	67	10	1	0	2.5
Merthyr Tydfil County Borough Council	60,326	264	44	0	0	0.25
Monmouthshire County Council	94,590	374	40	1	0	5.9



Local authority	Total population (Mid-year estimate 2019) ¹⁶	Total number of noise complaints	Number of noise complaints per 10,000 population	Number noise abatement notices served under EPA 1990	Total number of prosecutions (noise)	Number of staff allocated to noise**
Neath Port Talbot Council	143,315	800	56	19	0	3
Newport City Council	154,676	2,181	141	25	0	2.5
Pembrokeshire County Council	125,818	485	39	11	2	2.5
Powys County Council	132,435	433	33	1	0	5
Rhondda Cynon Taf County Borough Council	241,264	1,270	53	4	0	4.7
Torfaen County Borough Council	93,961	241	26	3	1	1
Vale of Glamorgan Council	133,587	502	38	11	3	1.5
Wrexham County Borough Council	135,957	508	37	9	0	3

** It should be noted that staff deal with other issues in addition to noise

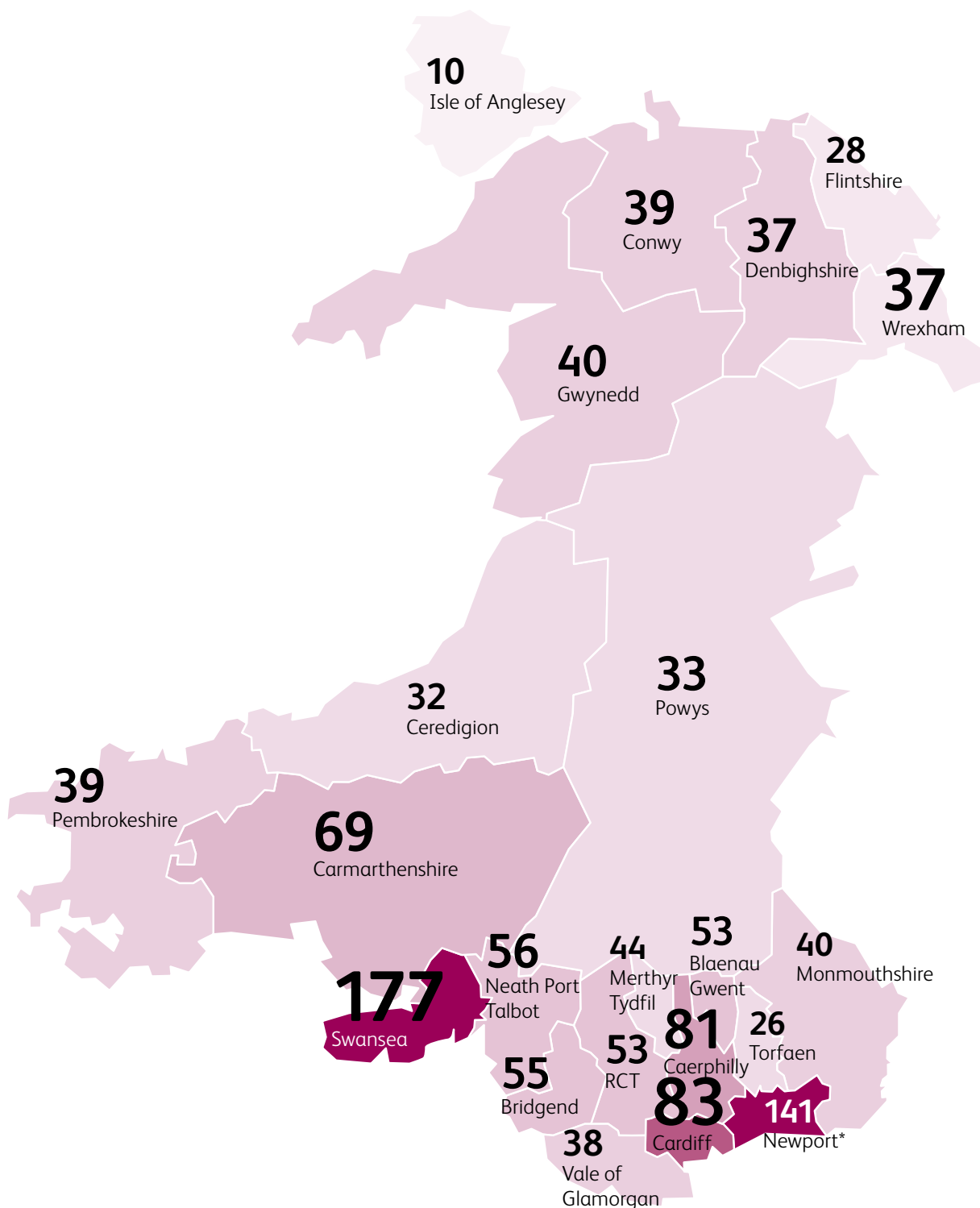


Fig. 1: **Average number of noise complaints per 10,000 people by local authority.**
(Regions in darker colours represent more noise complaints, lighter colours represent fewer noise complaints.)

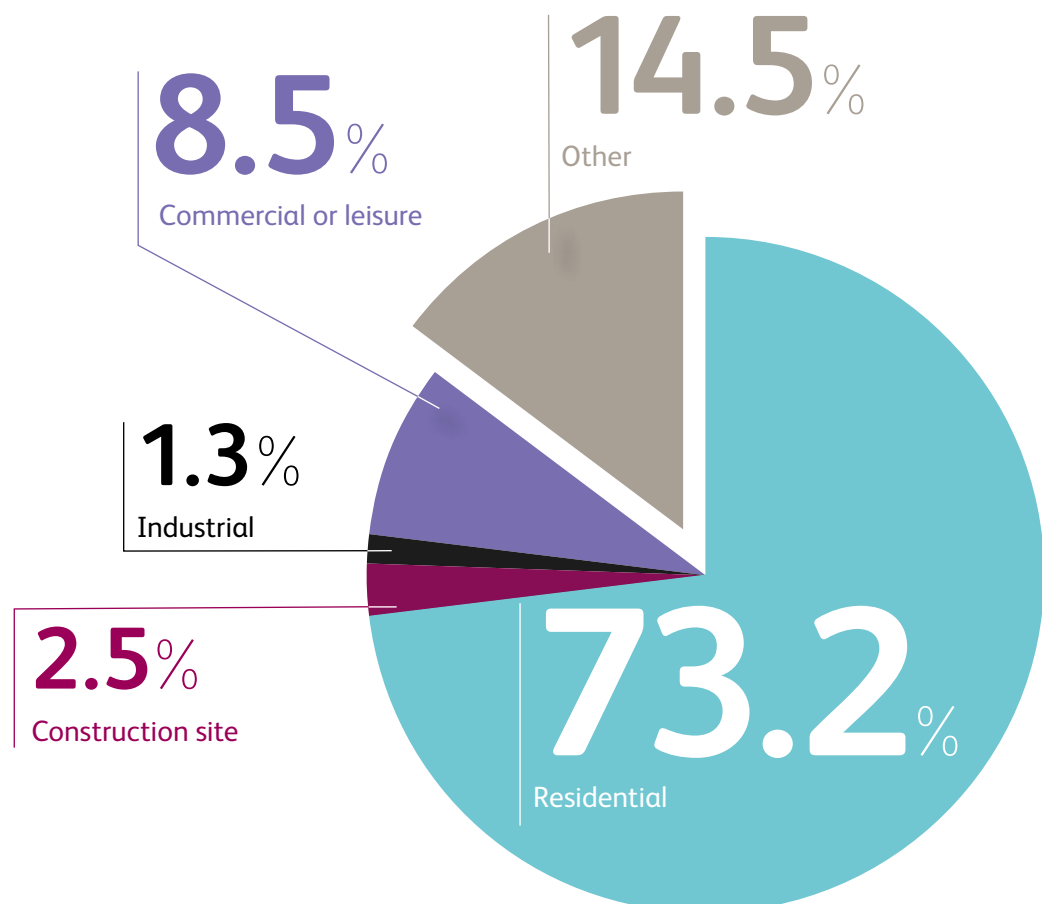
Source of noise complaints

We asked local authorities to indicate the source of noise complaints received. Sixteen local authorities in Wales provided this information.

Noise from residential premises accounts for the largest proportion of noise complaints. This is the case across all local authorities in Wales.

Industrial noise accounts for the lowest proportion of noise complaints compared to other sectors. This is the case in all local authorities except Carmarthenshire, Flintshire, Gwynedd and Torfaen, where construction noise accounted for the lowest proportion of complaints. Industrial and construction noise accounted for the lowest and same proportion of noise complaints in Gwynedd.

Other sources of noise reported to local authorities in Wales include noise in the street, noise from machinery and equipment, traffic and aircraft noise.



Use of the Noise App

The Noise App is a smart tool which simplifies noise reporting and investigation, enabling users to accurately capture instances of noise nuisance and report it to the relevant organisation. All but two local authorities in Wales reported that they were using the Noise App.

Use of MATRON noise monitoring devices

All but one local authority reported using Matron noise monitoring devices to investigate time-consuming, intermittent domestic noise complaints.

Out of hours services

Eleven local authorities reported that they had arrangements in place to respond to noise complaints out of office hours. A further two local authorities reported that they carried out planned noise monitoring activities out of office hours as necessary.

Summary of formal enforcement action taken in response to noise 2019/20

Type of formal action	Number of formal actions in 2019/2020
Environmental Protection Act 1990, Notices Served	323
Section 60 Control of Pollution Act Notices – Construction Noise	15
Part 1, Anti-social Behaviour, Crime and Policing Act 2014 – Community Protection Warning	3
Part 1, Anti-social Behaviour, Crime and Policing Act 2014 – Community Protection Notice	1
Review of Licence Condition under Licensing Act 2003	3
Simple cautions	5
Prosecutions	34

Case studies

Noise from barking dogs

Officers from Shared Regulatory Services received continuing complaints about barking dogs in a case which had been the subject of a previous prosecution. In that case, in mitigation, the defendant told the court that he had lived at the Cardiff property for 12 years and only one of his four neighbours had ever complained about the dogs. He said that he had given one of his four dogs away and given another back to his daughter. He claimed that the remaining two dogs, which he had owned for 10 years, only bark when people approach the property. He also indicated that he was keeping the dogs inside more often, was not well and was suffering from early onset dementia. The court at that time issued a fine of £306 with costs awarded of £220 and a victim surcharge of £30.

In response to the continuing complaints, a further investigation was undertaken. In July 2019, officers from Shared Regulatory Services visited the defendant's property in the early hours of the morning following complaints about noise from barking dogs. Officers also attended the property late in the evening in September 2019. Evidence of two breaches of the abatement notice were witnessed.

The case was listed again before Cardiff Magistrates Court in February 2020. The defendant appeared in court however was unrepresented. The defendant pleaded guilty to two offences under the Environmental Protection Act 1990 in respect of noise from barking dogs at his property.

In mitigation, the defendant informed the court that he suffers from dementia and attends a memory clinic once a month. The defendant told the court he will try his best to prevent the dogs from barking repeatedly by calling them inside and will also continue to take them on regular walks in the morning and evening. The defendant is in receipt of a pension.

The magistrates took into account his early guilty plea and his only income being his pension.

The defendant was fined £120 per offence giving a total fine of £240, ordered to pay costs of £100 and a victim surcharge of £32.





Noise from Housing Association tenants playing loud music and shouting

Officers from Shared Regulatory Services received complaints about loud music and excessive shouting emanating from a Cardiff housing association property. Warnings were issued to the tenants by both the Housing Association and the local authority but in July 2019, officers working on the Night-time Noise service were called out and witnessed a statutory nuisance. A noise abatement notice was served. Complaints continued, so a reminder of the requirements of the notice was issued to the tenants. In November 2019 a duty officer was called out to witness the noise. A notice of intention to start legal proceedings was issued as a result of two breaches of the notice. The case was heard in Cardiff Magistrates Court in August 2020. The defendant was issued a fine of £400 and ordered to pay costs of £180 and victim surcharge of £44.

Noise from barking dog

Following the receipt of complaints, officers from Bridgend County Borough Council served an abatement notice under section 80 of the Environmental Protection Act 1990 in respect of noise from a dog barking excessively. Two breaches of the notice were witnessed. Unfortunately, the notice recipient failed to engage with the authority, refusing to attend an interview under caution. Prosecution was therefore recommended. The defendant failed to attend court and was subsequently found guilty in his absence. The defendant was fined £1,760 by magistrates and ordered to pay £350 legal costs, £450 investigation costs and £176 victim surcharge.

Noise from cockerels

In another Bridgend case, the owner of cockerels was prosecuted after failing to comply with a noise abatement notice served under section 80 of the Environmental Protection Act 1990. The notice was served in May 2019 following a long-standing complaint from nearby residents.

But the complaints continued and when enforcement officers visited to undertake a noise survey in July, the cockerels crowed every few seconds between 4.40am and 5.10am. A further visit by officers in October saw the cockerels crow 13 times between 6.15am and 6.20am – and a further 104 times between 6.45am and 7.20am with each crow lasting a few seconds.

The defendant pleaded guilty to breaching the notice and was fined £600 at Cardiff magistrates court, ordered to pay £300 legal costs, £250 investigation costs and a £60 victim surcharge.



References

1. Environmental Protection Act 1990
2. Clean Neighbourhoods and Environment Act 2005
3. The Fireworks Regulations 2004
4. Anti-social Behaviour, Crime and Policing Act 2014
5. Noise and Statutory Nuisance Act 1993
6. Noise Act 1996
7. Control of Pollution Act 1974
8. Noise and Soundscape Action Plan 2018-2023. Welsh Government
9. Well-being of Future Generations (Wales) Act 2015
10. Auditory and non-auditory effects of noise on health. Basner, Mathias et al. (2014). Auditory and non-auditory effects of noise on health. The Lancet, Volume 383, Issue 9925, 1325 – 1332
11. Burden of disease from environmental noise: Quantification of healthy life years lost. WHO Regional Office for Europe (2011)
12. Estimated population exposure to environmental noise. Welsh Government (2018)
13. Environmental Noise Guidelines for the European Region. World Health Organization 2018
14. National Survey for Wales: April 2017-March 2018. Welsh Government
15. Gambling with our Health Chief Medical Officer for Wales Annual Report 2016/17
16. Population estimates for the UK, England and Wales, Scotland and Northern Ireland: mid-2019. Office for National Statistics.



Appendix

List of participating authorities:

Blaenau Gwent County Borough Council
Bridgend County Borough Council
Caerphilly County Borough Council
Carmarthenshire County Council
Ceredigion County Council
City and County of Swansea
City of Cardiff Council
Conwy County Borough Council
Denbighshire County Council
Flintshire County Council
Gwynedd Council
Isle of Anglesey County Council
Merthyr Tydfil County Borough Council
Monmouthshire County Council
Neath Port Talbot Council
Newport City Council
Pembrokeshire County Council
Powys County Council
Rhondda Cynon Taf County Borough Council
Torfaen County Borough Council
Vale of Glamorgan Council
Wrexham County Borough Council

CIEH would like to thank all local authorities in Wales for participating in this survey



Appendix 6 - Summary of cases concluding between September and the end of November 2021

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

Case	Court date	Offence(s)	Outcome
1	7.9.21	In July 2020, officers from the Shared Regulatory Services were alerted to a substantial number of products being placed on the market for sale with prohibited health claims and that provided misleading food information. The defendant company (which has a retail outlet as well as an online platform), and its Managing Director pleaded guilty to 9 specimen offences under the Nutrition and Health Claims (Wales) Regulations 2007 and the General Food Regulations 2004.	Both defendants were fined £1800 each and ordered to pay costs of £4000 each.
2	24.9.21	<p>At the end of 2018, SRS officers became aware of reports that residents were being told that they had a problem with rats. In total, some 29 complaints were received. The defendant was charged in relation to apparent pest control work he claimed to have undertaken at the home of two elderly and vulnerable victims. Both victims had been cold called by the defendant. In one case, the defendant told the victim she had rats in the loft. She paid him £11,400 over the course of 8 days to 'rectify' the alleged rat infestation and replace a roof tile. When officers investigated the matter, they discovered that the roof tile was still loose and there was no indication there had ever been rats.</p> <p>In the case of another victim, the defendant claimed to be from Environmental Health and said that he had found</p>	Mr McCarthy was sentenced on both counts to 12 months imprisonment to run concurrent but consecutive to his current prison sentence.

		<p>rats in the rear garden. This resident subsequently paid the defendant £10,400 over the course of 3 months, and described how he would 'get nasty' if she did not agree to pay him.</p> <p>The defendant had a number of previous convictions for dishonestly offences and has been serving a prison sentence since October 2019 when he was convicted of three burglaries.</p> <p>In sentencing, the Recorder told the defendant that he had taken advantage of two elderly and vulnerable women living alone who were clearly targeted. These were 'serious and mean' offences where he asked for money in circumstances that would have made the victims scared and in a panic. The amounts that the defendant took were substantial and the court would not tolerate this predatory behaviour. The offences were so serious that only imprisonment would be appropriate.</p>	
3	30.9.21	<p>The defendant in this case was the landlord of a 3-storey property which was being let to 5 un-related people who shared kitchen and bathroom facilities. SRS officers visited the property after a complaint was made by one of the tenants.</p> <p>The visit revealed that the property lacked an adequate fire alarm system, had a defective electrical installation and an insecure carpet to the first floor. The defendant subsequently failed to provide electrical reports when requested to do so and was found to be operating a</p>	The defendant was fined £834 and ordered to pay costs of £350 together with a victim surcharge of £83.

		<p>licensable house in multiple occupation without a licence.</p> <p>He pleaded guilty to 5 charges under the Management of Houses in Multiple Occupation (Wales) Regulations 2006.</p>	
4	21.10.21	<p>The defendant in this case was just 19 years old when he travelled from England to South Wales and told a resident that roof repairs were needed to their home. He claimed that there was a problem with the ridge tiles and that the roof membrane was full of tears (he showed the resident video clips apparently of the membrane, to illustrate this). The resident paid £1580 for the work, only to find later that bits of membrane had simply been stapled to the roof joists. A chartered surveyor later confirmed that the work was of exceptionally poor standard and that it appeared that the tears had been <i>deliberately made</i> in the underfelt. It cost the resident a further £600 to rectify the problems.</p> <p>The defendant pleaded guilty to one offence under the Fraud Act 2006, and in mitigation claimed that the crime had been led by the two older men who accompanied him to the property. He had travelled a long way from home and was concerned that he wouldn't get paid if he didn't do as they told him.</p>	<p>In sentencing, the Magistrates took into account the defendant's early guilty plea, the fact that he had no previous convictions and his co-operation with the probation service. He was given a 1 year community order with a 15 days rehabilitation requirement and was ordered to carry out 80 hours of unpaid work. Costs of £1219 were awarded to the prosecution and the defendant was ordered to pay compensation of £2180.</p>
5	26.10.21	<p>The defendant in this case is the owner of a caravan site, and he was charged under the Mobile Homes (Wales) Act 2013 for knowingly or recklessly providing information which was false and which would cause a potential purchaser of a residential mobile home to</p>	<p>The defendant was fined £1400 and ordered to pay costs of £600. In addition, £10,000 was awarded to the complainant to compensate him for the loss in sale price.</p>

	<p>decide not to do so. The offence is more commonly known as 'sales blocking'.</p> <p>In October 2019 SRS received a complaint from the owner of a residential mobile home at the site owned by the defendant. The complainant had inherited the property following the death of his parents. The complainant advertised the property for sale and secured a purchaser who then completed the obligatory Proposed Sale Form which was submitted to the defendant. The purchaser had indicated on the form that he intended to park a Mitsubishi car on the site. The site rules precluded the parking of any commercial vehicles, touring caravans or camper vehicles on the site. The defendant applied to the Residential Property Tribunal for a Refusal Order in an attempt to stop the sale as he claimed he had received a telephone call from the purchaser claiming he wanted to park a campervan on the site next to the mobile home. This was vehemently denied by the purchaser who confirmed that he did not and had never owned a campervan and had not made any calls to the park. The Refusal Order was not granted by the Tribunal and the sale was eventually completed, albeit at a substantially lower price as the complainant had felt the need to reduce the sale price given the delay caused to the purchaser.</p> <p>In giving his decision, the District Judge evidence given by the prosecution witnesses was confirmed that the evidence given by the prosecution was consistent and clear whilst the evidence given by the defendant was</p>	
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		evasive and inconsistent. The defendant had clearly made the false statement thinking that nobody would do anything about it, and it was clear that he had done this before.	
6	28.10.21	<p>A landlord and a lettings agency were charged with offences under the Housing Act 2004 for letting a property, licensed under Part 2 of the Act, to be occupied in excess of the permitted number of persons. Charges also related to their permitting a part of the property which was prohibited from use by the terms of the licence, to be used as habitable accommodation.</p> <p>Advice had previously been given by officers of Shared Regulatory Services to the effect that the 2nd floor room was not to be used as a bedroom due to fire safety / means of escape issues, and a licence under Part 2 of the Housing Act 2004 was granted for the property to be occupied by a maximum of 3 persons.</p> <p>However, a visit by SRS September 2019 revealed that the house, including the 2nd floor room, were occupied by 4 persons in contravention of the conditions of the licence.</p>	Each Defendant received a fine of £1400, costs of £200 and a victim surcharge of £140.00.
7	24.11.21	This doorstep crime case against two defendants arose from complaints being made by a number of local residents. The men made false representations that roofing work was needed when it wasn't, with scare tactics being used to suggest that there were major problems and a danger of roof collapse. The court heard how the defendants would quote excessive sums for	One of the defendants was sentenced to 3 years in prison, while the other received a prison sentence of 22 months.

		<p>work that did not need doing and then, when consumers were at their most vulnerable as their roof was exposed, they would 'find' other urgent work which required a significant escalation in the already extortionate cost. One of the residents was in poor health and unfortunately passed away while the roofing work was ongoing at his home, and so callous were the defendants that the morning after the gentleman's passing, they visited the his widow to demand payment.</p> <p>Both defendants pleaded guilty to 3 offences under the Fraud Act 2006. In sentencing, the District Judge referred to the defendants as contractors who were consistently dishonest and had adopted a greedy and callous approach which caused distress to consumers. He considered that the defendants' behaviour had been a contributing factor to the distress caused to the deceased resident in his final days. The defendants were determined to hit people when they were financially vulnerable and felt that they had no choice but to agree to having work carried out.</p> <p>While giving the 25% discount for early guilty pleas, the District Judge stated that the defendants were highly culpable and had abused their power in offences that were pre planned.</p>	
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