

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 23 March 2022
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 Services
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 December 2021 to February 2022.

2. Key Issues for Consideration

Human Resources

- 2.1 The sickness absence level at the end of Quarter 2 was 6.77 days per FTE person overall.

	Short Term Days Lost per FTE	Long Term Days Lost per FTE	Total Days lost Per FTE
Q3 2021-22	1.38	5.39	6.77
Q3 2020/21	1.34	4.02	5.35

When compared with the same period for 2021/22, Q3 shows an increase in the FTE absence figure for SRS, notably in the long-term absence figures. This is attributable to a small number of officers with challenging health conditions. There are no immediate discernible trends in the absence figures and compare favourably when viewed against the average sickness rates across the partner Councils.

- 2.2** The continuing demands placed upon the service because of restrictions imposed to mitigate the impact of the Omicron variant of Coronavirus in Q3 has affected further the delivery of the substantive SRS statutory functions and exacerbated backlogs. The funding stream that allowed SRS to recruit additional staff – the hardship fund – will end on March 31st 2022. The financial settlement for the three Councils included provision for further coronavirus work and the Head of Service has apprised the Section 151 officers at each Council of possible unbudgeted expenditure on these matters for 2022/23.
- 2.3** The last quarter has also seen the further 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 April to 31st December 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 £117k underspend against the 2021/22 gross revenue budget.

Performance Monitoring

- 2.5** Joint Committee members are provided with data on activity levels to help reassure local members at each council that SRS activity continues to tackle issues across the region. Performance data for quarter 3 of 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 Q3 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** In November 2021, Public Health organisations announced a new strain of coronavirus had been detected in some countries in Africa. Travel restrictions were imposed, but soon afterwards cases of the new variant, named Omicron, were recorded in Wales. Through December, the number of cases increased and consequently, the Welsh Government reintroduced a number of measures aimed at slowing the transmission of the virus and Wales moved to Alert level 2.
- 2.7** SRS officers, once again, were charged with enforcing the restrictions that included the closure of certain premises, the return to 2m social distancing in workplaces, a legal requirement to work from home, and a greater focus on other hygiene controls. At the same time, the NHS Wales accelerated the booster vaccination programme to offer all eligible adults a booster jab by the end of the year.
- 2.8** In January 2022, Omicron was recognised as the dominant variant of coronavirus in Wales, with thousands of cases reported in Wales over Christmas. Wales' seven-day rolling case rate increased sharply to over 1,500 cases per 100,000 people. The Omicron variant was proving to be more transmissible than previous variants, but less harmful given the vaccination status of the majority of the population.
- 2.9** Later in January, restrictions were gradually eased with people allowed to attend larger outdoor events allowing the Six Nations rugby matches in Cardiff to take place. Nightclubs reopened and hospitality venues were again allowed to operate normally, although Covid passes were still required for some venues. In February, Wales returned to Alert level zero whereby working from home is now a decision for employers, in consultation with their staff, and most restrictions have been removed.

Test Trace and Protect

- 2.10** SRS continues to support the TTP regime and resourcing is under review as the infection rate falls. The virus continues to evolve and the last two years have seen four major variants have an impact in Wales. There continues to be uncertainty about future variants and their severity. The vaccination programme is working and there is evidence to show a reduction in symptomatic illness, severe disease, hospitalisation and mortality.
- 2.11** The Welsh Government have now moved the focus of the TTP and wider enforcement regimes away from breaking chains of transmission in the whole population toward a programme that protects the most vulnerable in society. In doing so, the Welsh Government have asked partners in the public health network to maintain a capacity to respond to any future local outbreaks and to prepare for a resurgence of the virus. Work is ongoing to finalise these arrangements.

2.12 On 4th March, the Welsh Government published a transition plan, set out below, which will, assuming the public health conditions remain favourable, allow a “return to normal”

	What	When
Step 1: End of most asymptomatic testing and legal duties	<p>Legal requirement to self-isolate will be removed.</p> <p>People will be advised to take a lateral flow test if they have symptoms, isolate for a minimum of 5 full days and take tests on day 5 and day 6 (both negative) before leaving isolation.</p> <p>Regular asymptomatic testing in workplaces will end. This does not apply to health and social care staff.</p> <p>People will no longer be able to access lateral flow tests if they do not have symptoms.</p>	End March
	Routine asymptomatic testing in childcare and education settings, except special education provision, will cease at end of term	8 April
Step 2: Symptomatic testing to shift to lateral flow tests	The general public can no longer access PCR tests if they have symptoms, they	From April

	<p>can use lateral flow tests instead.</p> <p>Lateral flow tests can be ordered online only and all results should be reported.</p> <p>Anyone who is positive should self-isolate for a minimum of 5 days and take tests on day 5 and 6 (both negative) before leaving isolation.</p> <p>Contact tracing for positive cases will continue.</p> <p>£500 self-isolation support payments will continue for those who are eligible.</p> <p>There will be different advice for health and social care and special education provision staff on what tests they can access and how.</p>	
<p>Step 3: Transition to long-term steady state</p>	<p>Lateral flow tests will no longer be available for the general public with symptoms.</p> <p>There will be different advice for health and social care and special education provision staff on what tests they can access and how.</p>	<p>End June</p>
	<p>Self-isolation advice will change to advise people to</p>	<p>End June</p>

	take additional precautions when ill, such as staying at home where possible.	
	Routine contact tracing ends.	End June
	£500 self-isolation payment support ends.	End June

Trading Standards Impacts and Outcomes

2.13 In 2018, the Association of Chief Trading Standards Officers (ACTSO) launched its *Impacts and Outcomes* framework as a means of demonstrating the vital contribution of Trading Standards Services in England and Wales in:

- Tackling Detriment and Preventing Harm
- Supporting the Local Economy, and
- Promoting Health and Wellbeing

2.14 Rather than following a ‘league table’ format, the Impacts and Outcomes framework reports annually on the *combined* effect of Trading Standards Services across a range of key outputs. SRS has contributed performance data into the framework each year since its launch and it was pleasing to see the recent publication, for the first time, of a stand-alone Impacts and Outcomes report detailing the work of local authorities in Wales during the 2020-21 financial year.

In addition to the above three themes, the report for 2020-21 focuses on the work of Trading Standards as part of the COVID response in investigating the effectiveness and accuracy of description applied to products such as hand sanitiser, face masks and other PPE. The Wales-only Impacts and Outcomes report is included for information in **Appendix 4**, along with the summary infographic for Wales.

2.15 A number of the case studies in the Wales report are based on the work of SRS. The significant contribution made by the Shared Service is evident in a number of the statistics. In 2020-21, across Wales, some 344 months (28 years) worth of prison sentences (or suspended prison sentences) were handed down because of concluded prosecutions in Trading Standards cases. In the same period, the equivalent figure arising from SRS Trading Standards cases was 206 months (17 years), or 60% of the total across Wales. Likewise, SRS cases led to the conviction of 27% of all the defendants convicted in Trading Standards cases across Wales.

Taxi Licensing

2.16 The Driver and Vehicle Standards Agency (D.V.S.A.) is a government agency that approves people to be driving instructors and MOT testers and monitors the recall of vehicles. They also carry out tests that ensure buses and lorries are safe to be driven as well as undertaking roadside checks on both vehicles and drivers. The DVSA have a wide range of powers under the Transport Act 1968 to enter, inspect and detain a vehicle for the purposes of inspection.

2.17 The DVSA have previously worked with Licensing Enforcement Officers in the SRS to undertake joint operations on Hackney Carriages and Private Hire vehicles licensed by the Council. A joint operation was undertaken in Cardiff over 2 days in February and a total of 41 vehicles were checked by DVSA and Licensing Officers. The vehicle checks related to mechanical standards as well as compliance with their conditions of licence. The headline results are as follows:-

- Only 30% of the vehicles checked which were completely clear of defects regarding roadworthiness (13/41)
- A total of 29 'Stop' notices were issued by Licensing Officers, due to a range of mechanical defects and faults with disability access systems, seatbelt fittings and vehicle trim damage.

DVSA Officers identified the following issues:-

- 10 defects that resulted in Immediate prohibition action (*meaning they had to be fixed before driving away*)
- 31 defects that resulted in Delayed prohibition action (*meaning that the vehicle could be driven away with a grace period given for repairs*)
- 26 defects that resulted in advice being issued, these items were MOT failures, but were not of such a safety concern that immediate prohibition action was required and advice was considered appropriate.
- 1 vehicle was noted to have expired Road tax, it was taxed at the roadside.

2.18 The range of mechanical defects found included suspension faults, steering faults, brake faults, air bag faults, defective tyres, fuel leaks and corrosion. The DVSA also had one driver obstruct an examiner by refusing an inspection and driving away, resulting in the issue of a £300 Fixed penalty Notice.

2.19 The overall level of compliance is unsatisfactory and illustrates the continued need for regulatory enforcement in relation to vehicle standards and the importance of joint inspections with the DVSA. Officers are reviewing individual cases and may recommend further action where appropriate, including reports being taken to the Cardiff Public Protection Committee.

Air Quality

- 2.20** During the last year, SRS ensured that Bridgend, Cardiff and the Vale of Glamorgan Councils met their statutory duties under Part 4 of the Environment Act 1995 by producing the 2021 Annual Progress Reports (APRs) for each area and reporting these to the respective Cabinets. Failure to produce these reports can lead to the receipt of a Welsh Government direction under Section 85(3) of the Environment Act 1995.
- 2.21** In Bridgend, the 2021 APR highlighted continued non-compliance of the annual average air quality objective for NO₂ at number of locations within the Park Street AQMA, even when accounting for the impacts from COVID in terms of reduced travel demand. Work has continued in terms of assessing measures outlined in the Draft Air Quality Action Plan (AQAP) to pursue mitigation options that will manage and improve traffic flows through the Park Street AQMA in order to reduce NO₂ concentrations in line with air quality objectives. In March 2022, cabinet received the preliminary results of the assessment of the key options for Park Street. The modelling results indicate that NO₂ concentrations at the majority of locations will achieve compliance with the annual average air quality objective for NO₂ of 40 µg/m³ by the end of 2023, including all currently monitored locations within the AQMA. Two modelled locations do still show a slight exceedance of the objective. Cabinet has agreed for a public consultation on these options to be undertaken following the local government elections. Following completion of the public consultation a final AQAP will be reported to Cabinet for approval prior to submission to Welsh Government by the end of September 2022.
- 2.22** In Cardiff, the 2021 APR highlighted that no monitoring sites recorded concentrations in exceedance of the annual average objective set for NO₂ of 40 µg/m³. The results were indicative of the impacts of the COVID lockdowns and restrictions on pollution levels in Cardiff, which was likely owing to traffic volumes having decreased. SRS continues to support delivery of the Cardiff Council Clean Air Plan in line with the additional Legal Direction it received. Work in 2021-22 has ensured delivery of a number of key measures in the Plan, namely implementation of 36 Electric Buses, Retro fit programme of 49 buses, and a taxi lease scheme in conjunction with a 30 day try before you buy scheme with Cardiff Capital Region. In November 2021, Cabinet implemented an interim transportation scheme on Castle Street following approval in June 2021. Work is ongoing to assess the implementation of a permanent scheme on Castle St to ensure long-term NO₂ compliance post COVID recovery.
- 2.23** In the Vale of Glamorgan, the 2021 APR demonstrated that no monitoring sites recorded concentrations in exceedance of the annual average objective set for NO₂ of 40 µg/m³. Monitoring within the previously declared Windsor Road Air Quality Management Area (AQMA) showed continued compliance concerning the applicable air quality objectives for NO₂.

- 2.24** Air quality monitoring has continued across the three local authority areas throughout 2021. Work is now underway on ratifying the annual data for 2021 in readiness to draft the 2022 APRs, which will assess the results for 2021.

Animal welfare

- 2.25** In recent years there has been a huge increase in demand for pet dogs, particularly the most desirable breeds, and this demand was only exacerbated during the COVID 19 pandemic as families sought 'lockdown buddies'. In the autumn of 2019, a *BBC Wales Investigates* documentary highlighted concerns around poor conditions associated with some dog breeding activities, and soon after Welsh Government began to explore options to address the problem through robust application of the Animal Welfare Breeding of Dogs (Wales) Regulations, and consistent licensing conditions for breeders.
- 2.26** In 2021, the Wales Dog Breeding Project was launched. Hosted by Monmouthshire County Council, this all-Wales initiative employs a number of regional Licensing Officers to provide an additional resource for local authorities as they conduct inspections of premises. In developing a consistent set of licence conditions, the project aims to ensure high standards of animal welfare and support for legitimate breeders.
- 2.27** As part of this work, the development of a regional dog breeding intelligence strategy will increase effectiveness in identifying unlicensed dog breeders, and this will be hugely beneficial to SRS and other local authority Animal Health and Welfare services as they face an unprecedented level of complaints and enquiries about unlicensed dog breeding. It is envisaged that, in time, the national model will provide a centralised and standardised administration process for licence applications and a single point of reference for applicants and the public.

Enforcement Activity

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

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

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

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

3.2 The fundamental purpose of the SRS (here defined as trading standards, environmental health and licensing) is to protect residents, consumers, businesses and communities. The broad range of responsibilities can make it difficult to demonstrate succinctly their impact and value in terms of the wellbeing; the SRS Business Plans provide members with 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 3 Financial report
- Appendix 2 Quarter 3 Performance data
- Appendix 3 Quarter 3 infographic on COVID related work
- Appendix 4 Trading Standards Outcomes

- Appendix 5 Details of SRS prosecutions.

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 23 March 2022
Relevant Scrutiny Committee:	No Relevant Scrutiny Committee
Report Title:	Revenue Monitoring for the Period 1st April to 31st December 2021
Purpose of Report:	To provide the Partner Authorities with details of the financial performance of the Shared Regulatory Service
Report Owner:	Interim Section 151 Officer
Responsible Officer:	Miles Punter Director of Environment and Housing Services
Elected Member and Officer Consultation:	Head of Service for Shared Regulatory Service
Policy Framework:	This is a matter for the Shared Regulatory Committee
<p>Executive Summary:</p> <ul style="list-style-type: none"> • The £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 (WG) to address some of these issues. • To date, £378k has been claimed from WG in respect of claims made against the Covid-19 Hardship Grant which funds the additional activities undertaken within the Covid Compliance and three Enforcement teams that cover the SRS region. £458k has been recharged to the Bridgend and Cardiff Councils in respect of the Service's support of the Track, Trace and Protection provision. With £12k claimed against the WG Income Loss Grant - this position will continue to be monitored throughout the period. • As at the 31st December 2021, Shared Regulatory Service is forecasting an outturn underspend of £117k against the 2021/22 £8.331m gross revenue budget, this position will continue to be monitored in the period. The position includes commitments of £80k to replace ageing vehicles, £50k to renew ageing air quality equipment sited across the SRS region plus £25k to purchase body cameras to support officers undertaking operations such as the seizure of tobacco where staff are being threatened and intimidated. 	

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 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 Q3, the service is forecasting a £117k underspend 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	1,695	82
Cardiff	4,812	4,797	15
Vale	1,742	1,722	20
Total Gross Expenditure	8,331	8,214	117

- 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 further 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 during 2021/22.
- 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 region. 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 underspend of £136k. 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	1,312	35
Cardiff	56.56%	3,360	3,290	70
Vale	20.77%	1,234	1,203	31
Total Core		5,941	5,805	136

- 2.8 The forecast £298k overspend within Animal Services is predominantly due to residual horse accommodation costs incurred in the first few months of the year.
- 2.9 The number of complaints received in 2021/22 of unlicensed breeders and sick puppies has more than doubled when compared to previous years. To help address these issues, one team member is currently on a partial secondment to a Wales wide task force. The team undertook a joint investigation with one of the SRS specialist trading standards teams and successfully prosecuted an unlicensed breeding couple who were

failing to meet the needs of the dogs in their care within the SRS region, and was widely reported by the press.

- 2.10 The forecast outturn position also includes a commitment of £35k to replace a vehicle currently being leased, which will reduce future expenditure incurred by the service. 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.
- 2.11 Environmental Services are forecasting a £58k overspend, which is predominantly the result of a £50k commitment to replace ageing air quality equipment across the region.
- 2.12 Food Services are forecasting a £250k underspend, which is a direct consequence of a noteworthy proportion of staff resource being diverted to support TTP activities. Consequently, there is additional pressure on staff resources due to issues associated with staff retention and other recruitment concerns, however, it should be noted that a previous service leaver is due to return towards the end of March 2022.
- 2.13 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. Compliance with the Recovery Plan is proving more difficult as further new businesses open.
- 2.14 Housing Services is currently forecasting an overspend of £46k, which is predominantly the result of Works in Default that will be 100% recharged back to Cardiff, plus surveys of private and public sector homes to evaluate their compliance with accepted housing standards. 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.
- 2.15 After an investigation led by the SRS Housing team, the owner of a residential mobile home site was successfully prosecuted at Cardiff Magistrates Court for an offence under the Mobile Homes (Wales) Act 2013. Details of this case were highlighted in a recent BBC Xray programme. A case of extreme hoarding was investigated where one of the property's occupants was hospitalised. The property has since been cleared, with notices serviced to make safe the roof and pest proof the property. The service is liaising with various agencies regarding alternative accommodation for the former residents.
- 2.16 Health & Safety and Communicable Disease (HSCD) Service is forecasting an underspend of £101k, which is a direct consequence of the level of support provided to the regional TTP teams for both the Cardiff & Vale plus Cwm Taf Health Boards. The HSCD team are also continuing to focus on Covid work within the care sector such as nurseries, care homes and domiciliary care.
- 2.17 Pollution Services are forecasting a £10k underspend. The partial lifting of Covid restrictions on hospitality has resulted in a notable increase to the level of noise pollution complaints being received, as hospitality venues are re-opening and are hosting events.
- 2.18 Trading Standards are reporting a forecast underspend of £177k, 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 Q3, 178 letters were issued to estate/letting agents providing information on consumer protection legislation regarding misleading omissions in respect of cladding safety concerns of properties offered. 29 inspections of retailers were undertaken to verify

compliance with the Minimum Unit Pricing controls for alcohol - one premises was found to be non-compliant and was issued with a written warning.

- 2.19 A 3 day operation was conducted in October 2021 with staff attending multiple retail and residential premises within the SRS region, which resulted in over 55kg of hand rolling tobacco and 24,000 packets of cigarettes being seized, the value of the equivalent genuine product being in excess of £390k. An investigation into these seizures remains ongoing.
- 2.20 Four butcher premises were inspected to confirm compliance with Food Standards and Weights and Measure legislation. 48 samples were submitted for analysis to check compliance with labelling and compositional requirements as applicable to the productions sampled. The majority of samples were identified as being non-compliant, these concerns were raised with businesses with written warnings issued where appropriate.
- 2.21 The Trading Standards position also include a £45k commitment to replace two ageing vehicles which will positively contribute towards reducing the carbon footprint of the Service, plus £25k to purchase body cameras to support staff safety whilst on site operations.
- 2.22 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

- 2.23 The approved gross budget of £2.390m in respect of Authority Specific (AS) Services has a forecast overspend of £19k, as detailed in the following table:

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	430	383	47
Cardiff	1,452	1,507	(55)
Vale	508	519	(11)
Total AS Services	2,390	2,409	(19)

- 2.24 The £47k underspend at Bridgend, relates directly to underspends within the Kennelling & Vets plus Licensing Services.
- 2.25 Kennelling and Vets has a forecast underspend of £23k with activity continuing to perform below target, this is very much consistent with activity levels realised in previous periods.
- 2.26 Despite the notable uptake in dog ownership during the Covid restriction period, the number of dogs being presented as homeless to the service has remained on par with previous periods. However, it should be noted that although the number of dogs picked up as strays has decreased, the number of dogs being directly signed over to the kennels by owners has increased as a result of homeworkers returning to their offices.

- 2.27 The £24k underspend within the Bridgend Licensing section is the result of carrying a temporary vacancy.
- 2.28 Bridgend Empty Homes has a forecast balanced position.
- 2.29 The £55k overspend at Cardiff predominantly relates to a forecast £104k overspend for 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, and is consistent with previous years. This position is partially offset by underspends across the other headings within Cardiff Authority Specific Services.
- 2.30 Q3 has continued to be challenging for Licensing, as a result of Wales introducing new Covid measures such as the rule of 6, and the continued cessation of large events such as spectators at sport matches. Public opinion on these measures is eroding which makes it more difficult for businesses to enforce the new rules. As a result Licensing has seen a continuation of complaints and service requests as a result of the changes. Additional workload pressures are being endured by the licensing team as a result of checking for Covid compliance and liaising with businesses in respect of new measures being introduced.
- 2.31 HMO Cathays and HMO Plasnewydd have a combined £32k underspend, which is due to some staff changes and a reduction in operational costs to date.
- 2.32 The Student Liaison Officer is also forecasting an £11k underspend, which was driven by a change in staff plus a reduction in operational costs incurred to date. The officer has continued to work together with other associated bodies to develop and disseminate guidance for students in respect of Covid related restrictions.
- 2.33 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.
- 2.34 Cardiff Port Health Authority is anticipated to be £6k underspent as a result of staff resources being diverted to cover Trace, Track and Protect activities.
- 2.35 Overall, the Vale is forecasting an £11k overspend for Authority Specific Services.
- 2.36 The Licensing Service is forecasting a £20k overspend. An increase in the volume of paperwork required to process applications as a result of Covid has resulted in additional hours being worked by staff to successfully navigate the increased workload.
- 2.37 The forecast £6k 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 Q3, there are no known Covid related funerals.
- 2.38 The Pest Control Service is forecasting a balanced position.
- 2.39 The Kennelling and Vets Service continues to emulate the reduction in pressure experienced at Bridgend, and as a result has a forecast £15k underspend.

Net Position

- 2.40 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 underspend of £75k, against a net budget of £6.205m.

Authority	Gross	Forecast	Outturn
	Budget	Outturn	Variance
	£'000's	£'000's	£'000's
Bridgend	1,310	1,270	40
Cardiff	3,494	3,479	15
Vale	1,401	1,381	20
Total Net Expenditure	6,205	6,130	75

- 2.41 A full breakdown of the forecast outturn position is illustrated in **Appendix B**.
- 2.42 The forecast net position for Bridgend is an underspend of £40k against a net budget of £1.310m, which is the result the £82k gross expenditure underspend being offset by a forecast £42k shortfall in income receipts.
- 2.43 Core income is forecast to achieve the budget.
- 2.44 Licensing income is forecast to under achieve the budget by £42k. Bridgend have confirmed that they intend continue to submit claims to WG in respect of the Covid Income Loss grant.
- 2.45 The forecast net position for Cardiff mirrors the gross expenditure position of a £15k underspend. No guidance has been received on the income forecasts, therefore this report assumes that income receipts will meet target.
- 2.46 The net forecast position for the Vale of Glamorgan reflects the gross expenditure forecast of a £20k underspend, 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 £000's	Outturn £000's	Variance £000's	Budget £000's	Outturn £000's	Variance £000's	Budget £000's	Outturn £000's	Variance £000's	Budget £000's	Outturn £000's	Variance £000's
<u>Authority Specific</u>												
Bridgend Licensing	345	321	24							345	321	24
Bridgend Empty Homes	38	38	0							38	38	0
Kennelling & Vets Fees (Bridgend)	47	24	23							47	24	23
Cardiff Licencing				702	806	(104)				702	806	(104)
HMO Cathays				203	183	20				203	183	20
HMO Plasnewydd				275	263	12				275	263	12
Student Liaison				65	54	11				65	54	11
Night Time Noise				62	62	0				62	62	0
Cardiff Port Health				145	139	6				145	139	6
Vale Licensing							382	402	(20)	382	402	(20)
Burials (Vale)							1	7	(6)	1	7	(6)
Pest Control Service (Vale)							105	105	0	105	105	0
Vets & Kennelling Fees (Vale)							20	5	15	20	5	15
Sub total	430	383	47	1,452	1,507	(55)	508	519	(11)	2,390	2,409	(19)
<u>Core Services</u>												
Animal Services	88	157	(69)	221	386	(165)	81	145	(64)	390	688	(298)
Environmental	50	63	(13)	125	158	(33)	46	58	(12)	221	279	(58)
Food Services	338	281	57	842	701	141	309	257	52	1,489	1,239	250
Housing Services	147	152	(5)	366	402	(36)	134	139	(5)	647	693	(46)
Health & Safety & Communicable Disease	143	120	23	356	299	57	131	110	21	630	529	101
Pollution Services	200	198	2	498	492	6	183	181	2	881	871	10
Trading Standards	381	341	40	952	852	100	350	313	37	1,683	1,506	177
Sub total	1,347	1,312	35	3,360	3,290	70	1,234	1,203	31	5,941	5,805	136
Gross Expenditure Budget	1,777	1,695	82	4,812	4,797	15	1,742	1,722	20	8,331	8,214	117

	2021/22 Expenditure Budget £000's	2021/22 Income Budget £000's	2021/22 Net Budget £000's	Dec-21 Profiled Net Budget £000's	Dec-21 Actual Expenditure £000's	Dec-21 Actual Income £000's	Dec-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	965	822	(31)	791	174	1,252	35
Authority Specific										
Licensing	345	(407)	(62)	(47)	222	(294)	(72)	25	(44)	(18)
Empty Homes	38	0	38	29	23	0	23	6	38	0
Kenneling & Vets	47	0	47	35	14	0	14	21	24	23
	1,777	(467)	1,310	982	1,081	(325)	756	226	1,270	40
<u>Cardiff</u>										
Core	3,360	(183)	3,177	2,383	2,068	(119)	1,949	434	3,107	70
Authority Specific										
Cardiff Licencing	702	(850)	(148)	(111)	567	(600)	(33)	(78)	(44)	(104)
HMO Cathays	203	(55)	148	111	103	(36)	67	44	128	20
HMO Plasnewydd	275	(87)	188	141	204	(120)	84	57	176	12
Student Liaison	65	(17)	48	36	35	(13)	22	14	37	11
Night Time Noise	62	0	62	46	43	0	43	3	62	0
Cardiff Port Health	145	(126)	19	14	84	(95)	(11)	25	13	6
	4,812	(1,318)	3,494	2,620	3,104	(983)	2,121	499	3,479	15
<u>Vale of Glamorgan</u>										
Core	1,234	(11)	1,223	917	753	(16)	737	180	1,192	31
Authority Specific										
Vale Licensing	382	(290)	92	69	284	(204)	80	(11)	112	(20)
Burials (Vale)	1	0	1	1	3	0	3	(2)	7	(6)
Pest Control Service (Vale)	105	(40)	65	49	70	(31)	39	10	65	0
Vets & Kennelling Fees (Vale)	20	0	20	15	0	0	0	15	5	15
	1,742	(341)	1,401	1,051	1,110	(251)	859	192	1,381	20
Grand Total	8,331	(2,126)	6,205	4,653	5,295	(1,559)	3,736	917	6,130	75

Shared Regulatory Services

Quarterly Performance Report 2021-22

Quarter 3



Gwasanaethau
Rheoliadol
a Rennir



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 3	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	13	54	24.07%	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 all those businesses due an intervention up to the end of Qtr 3 have been completed. This is in line with the Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic and requires the prioritisation of Category A inspections and new businesses during 2021-22. As a consequence, B rated inspections have not been prioritised and this has inevitably impacted on performance against this performance measure.	100%
2021-22	Food Combined	Cardiff	SRS/FH/001	Qtr 3	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	51	168	30.36%	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 2 remained outstanding at the end of Qtr 3. This is in line with the Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic and requires the prioritisation of Category A inspections and new businesses during 2021-22. As a consequence, B rated inspections have not been prioritised and this has inevitably impacted on performance against this performance measure.	100%
2021-22	Food Combined	Vale of Glam	SRS/FH/001	Qtr 3	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	14	57	24.56%	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 all those businesses due an intervention up to the end of Qtr 3 have been completed. This is in line with the Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic and requires the prioritisation of Category A inspections and new businesses during 2021-22. As a consequence, B rated inspections have not been prioritised and this has inevitably impacted on performance against this performance measure.	100%
2021-22	Food Combined	SRS	SRS/FH/001	Qtr 3	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	78	279	27.96%	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 programmed inspections. Notwithstanding this, the service has prioritised Category A businesses and only a small number of these programmed interventions (2 in Cardiff) remained outstanding at the end of Qtr 3. This is in line with the Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic and requires the prioritisation of Category A inspections and new businesses during 2021-22. As a consequence, B rated inspections have not been prioritised and this has inevitably impacted on performance against this performance measure.	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 3	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	46	496	9.27%	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 and new business interventions in line with the Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic. As a consequence, C rated inspections have not been prioritised and this has inevitably impacted on performance against this performance measure.	90%
2021-22	Food Combined	Cardiff	SRS/FH/002	Qtr 3	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	73	1140	6.40%	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 and new business interventions in line with the Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic. As a consequence, C rated inspections have not been prioritised and this has inevitably impacted on performance against this performance measure.	90%
2021-22	Food Combined	Vale of Glam	SRS/FH/002	Qtr 3	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	23	470	4.89%	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 and new business interventions in line with the Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic. As a consequence, C rated inspections have not been prioritised and this has inevitably impacted on performance against this performance measure.	90%
2021-22	Food Combined	SRS	SRS/FH/002	Qtr 3	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	142	2106	6.74%	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 and new business interventions in line with the Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed inspections as a result of the pandemic. As a consequence, C rated inspections have not been prioritised and this has inevitably impacted on performance against this performance measure.	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 3	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	171	305	56.07%	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 62 at the end of Qtr 3.	90%
2021-22	Food Combined	Cardiff	SRS/FH/003	Qtr 3	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	461	979	47.09%	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 256 at the end of Qtr 3.	90%
2021-22	Food Combined	Vale of Glam	SRS/FH/003	Qtr 3	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	160	294	54.42%	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 57 at the end of Qtr 3.	90%
2021-22	Food Combined	SRS	SRS/FH/003	Qtr 3	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	792	1578	50.19%	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 375 at the end of Qtr 3.	90%

Broadly Compliant Food Premises

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage	RAG Status	Comment	Target
2021-22	Food	Bridgend	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hy-	1324	1359	97.42%	Green	Target exceeded.	94%
2021-22	Food	Cardiff	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3164	3320	95.30%	Green	Target exceeded.	94%
2021-22	Food	Vale of Glam	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1280	1322	96.82%	Green	Target exceeded.	94%
2021-22	Food	SRS	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hy-	5768	6001	96.12%	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 3	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	0	7	0.00%	Red	One inspection due remained outstanding at the end of Qtr 3. 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, none of which are due until Qtr 4.	100%
2021-22	TS Combined	Cardiff	SRS/TS/001	Qtr 3	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	6	24	25.00%	Red	5 inspections due remained outstanding at the end of Qtr 3. 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 3	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	1	2	50.00%	Red	One inspection due remained outstanding at the end of Qtr 3 which once carried out will complete the Trading Standards high risk programme for 2021-22.	100%
2021-22	TS Combined	SRS	SRS/TS/001	Qtr 3	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	7	33	21.21%	Red	7 inspections due remained outstanding at the end of Qtr 3. 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	RAG Status	Comment	Target
2021-22	TS combined	Bridgend	SRS/TS/003	Qtr 3	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.	144	349	41.26%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in 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 3	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.	167	926	18.03%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in 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 3	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.	92	397	23.17%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in 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 3	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.	403	1672	24.10%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in 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. re- sponded to	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2020-21	Pollution	Bridgend	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	134	152	88.16%	Amber	The Noise team continue to work with reduced resource due to one officer being seconded to the Covid Enforcement Team. The target of 90% equates to 137 complaints which represents a shortfall of only 3 complaints that were not responded to in the target time.	90%
2020-21	Pollution	Cardiff	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	408	433	94.23%	Green	Target exceeded.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	80	99	80.81%	Amber	The team have had operational issues due to staff availability and some delays in handling complaints that have been logged. It is anticipated that this will improve during Qtr 4.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	622	684	90.94%	Green	Target exceeded.	90%

Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. re- sponded to	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2020-21	Pollution	Bridgend	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	44	63	69.84%	Amber	The Noise team continue to work with reduced resource due to one officer being seconded to the Covid Enforcement Team. The target of 75% equates to 44 complaints which represents a shortfall of only 3 complaints that were not responded to in the target time.	75%
2020-21	Pollution	Cardiff	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	123	148	83.11%	Green	Target exceeded.	75%
2020-21	Pollution	Vale of Glam	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	35	48	72.92%	Amber	The team have had operational issues due to staff availability and some delays in handling complaints that have been logged. It is anticipated that we will improve in quarter 4. The target of 75% equates to 36 complaints, a shortfall of only one complaint.	75%
2020-21	Pollution	SRS	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	202	259	77.99%	Green	Target exceeded.	75%

Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. re- sponded to	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2020-21	Pollution	Bridgend	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	2	2	100.00%	Green	Target exceeded.	90%
2020-21	Pollution	Cardiff	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	22	22	100.00%	Green	Target exceeded.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	1	1	100.00%	Green	Target exceeded.	90%
2020-21	Pollution	SRS	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	25	25	100.00%	Green	Target exceeded.	90%

Licensing

Year	Team	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Licensing	Bridgend	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	26	26	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	144	144	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	38	38	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	208	208	100.00%	Green	Target achieved.	100%

Licensing

Year	Team	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Licensing	Bridgend	SRS/LC/005	Qtr 3	Percentage of licensed personal applications received and determined within 2 months.	11	11	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/005	Qtr 3	Percentage of licensed personal applications received and determined within 2 months.	61	61	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/005	Qtr 3	Percentage of licensed personal applications received and determined within 2 months.	29	29	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/005	Qtr 3	Percentage of licensed personal applications received and determined within 2 months.	101	101	100.00%	Green	Target achieved.	100%

Licensing

Year	Team	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Licensing	Bridgend	SRS/LC/006	Qtr 3	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 3	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 3	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 3	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%



Shared
Regulatory
Services

Gwasanaethau
Rheoliadol
a Rennir

Covid-19 Response

Qtr 3—April 21 to Dec 21

1367

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



5566



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

89265

Confirmed and suspected cases of Covid 19 reported to SRS



238

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



1049

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



4222

Noise and Air complaints received.



20

Officers seconded to Test, Trace and Protect

3

Profiteering incidents or Covid-19 related scams reported

1539

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

Protecting the Public and Supporting Business During the Pandemic

The Impacts and Outcomes of Local Trading Standards Services in Wales 2020/21

This report is the first year that Trading Standards Services in Wales have benefitted from Trading Standards Wales's (TSW) comprehensive assessment into the value that local Trading Standards Services deliver based on the report published by the Association of Chief Trading Standards Officers (ACTSO) that represents Heads of Trading Standards across both England and Wales.

This year's report, 2020/21, coincides with the most severe periods of the Covid 19 pandemic and can therefore assess the impact of the Covid 19 specific work carried out by Trading Standards services in addition to the usual three themes of Tackling Detriment and Preventing Harm, Supporting the Local Economy, and Promoting Health and Wellbeing. However, due to the severe impact of Covid 19 on services, the findings of this year's report will be incomparable to any other.

This document provides a snapshot of the key findings from this year's assessment and demonstrates Trading Standards' continued value in focusing support on protecting and supporting the most vulnerable and local businesses through very difficult times.

In 2020/21, despite the COVID-19 pandemic, local Trading Standards Services have:

- Prevented over £1 million of detriment
- Provided support to 1,000 scam victims and secured £54,000 in redress through advice and intervention
- Responded to 3,384 requests for advice from businesses
- Received almost 280,000 referrals and notifications to services
- Carried out almost 48,000 Covid related visits and inspections to businesses across Wales

TACKLING DETRIMENT AND PREVENTING HARM

One of the key functions of Trading Standards is to prevent consumer and business detriment (financial and non-financial), tackle criminal behaviour that leads to it and support victims.

Key statistics for 2020/21 included:



86 defendants taken through the prosecution process



Over **£167,000 prevented** from being handed over to criminals



Prison sentences of 344 months handed down. This included both immediate and suspended sentences



Local authority Trading Standards provided support to over **1,000 scam victims**



Defendants were ordered to pay over **£435,000 in Proceeds of Crime**



Work to disrupt mass marketing fraud mailings, stop outgoing payments, mail etc **saved consumers over £222,000**





SUPPORTING THE LOCAL ECONOMY

Businesses need advice and support from Trading Standards to help them navigate the range of laws that ensure they trade fairly and safely. This was particularly crucial this year when businesses needed to respond to Covid legislation and change their businesses to survive during the pandemic.

Key statistics for 2020/21 included:



3,384 responses to requests for advice from businesses



Over **2,500 visits** were carried out to businesses to ensure they comply with the law and provide advice to help them fix any non-compliance



Over **27,000 counterfeit products** were seized with a market value of over **£312,000**, which breach the intellectual property of legitimate businesses



Over **750 businesses** were subject to an **intervention**, such as advice, investigation or referral

PROMOTING HEALTH AND WELLBEING

Trading Standards undertake a wide range of activities to protect and promote the health and well-being of local communities. This includes ensuring that products people buy are safe, that food is correctly and clearly labelled to help them to make healthy choices and avoid allergens.

Key statistics for 2020/21 included:



Over **34,000 unsafe or non-compliant products and PPE** were seized or removed from the market place following Trading Standards' interventions



Nearly **1,100 premises** were visited to check that the **Minimum Unit Pricing for alcohol sales** was being observed



The **savings to society**, in terms of product value and injuries and fires prevented, is almost **£1 million**



Seizure of illegal tobacco from **48 premises**



Over **215 businesses** were identified as **supplying food that was misdescribed, did not correctly declare allergens, contained toxic or illegal components or were involved in food fraud**



Over **536,000 illicit cigarettes** were seized, worth an estimated **£120,000**



Over **500 businesses** were found to be in **breach of animal health and welfare legislation**

TRADING STANDARDS SUPPORT FOR THE COVID RESPONSE

Trading Standards were a key part of the local authority Covid response, along with other colleagues in regulatory services.

Key statistics for 2020/21 included:

In Wales:



157 incidents of COVID related issues concerning refunds and the return of deposits reported



Supported local authorities with **over 42,000 Covid related enquiries**



663 Business Improvement Notices were issued as well as **142 Business Closure Notices** in order to keep people safe



Carrying out over **48,000 visits to business**



237 COVID related scams reported

Appendix 5 - Summary of cases concluding between December 2021 and September and March 2022

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

Case	Court date	Offence(s)	Outcome
1	6.1.22	<p>The defendants in this case were a husband and wife who ran a profitable dog breeding business. Despite being advised repeatedly by Shared Regulatory Services that the business needed to be licensed for dog breeding, the couple chose not to apply to become licensed. In December 2019, following the execution of a warrant at the couple's home, a number of animal welfare offences were identified.</p> <p>Prior to the court appearance on 6th January 2022, the defendants had previously pleaded guilty to one charge under section 13 of the Animal Welfare Act (unlicensed breeding) and a further nine charges under section 9 of the same legislation (duty to ensure welfare).</p> <p>The court heard how the couple had been registered with 5 different veterinary practices and litters were registered with different names and different addresses to avoid detection by both the local authority and the Kennel Club. Evidence was presented of the number of litters born to individual dogs in a short space of time – each one being artificially inseminated soon after the last litter, failing to give the mother sufficient time to recover.</p> <p>On sentencing, the Judge commented that the couple had chosen not to get a dog breeding licence and the</p>	<p>Both defendants were sentenced on the first count to a fine of £10,000 and on each subsequent count a fine of £1,000, making a total of £19,000 each and therefore a total fine of £38,000.</p> <p>The Judge also ordered the defendants to pay the prosecution costs of £43,775.50, together with a victim surcharge of £175 each.</p> <p>With regard to the Proceeds of Crime hearing, the amount of benefit agreed by the Court was £372,531.54. The defendants have assets to realise this amount and were ordered to pay within 3 months or each face a custodial sentence of 2 years.</p>

		<p>reasons that they gave for doing so were wholly inadequate. What the defendants had done with regard to the breeding of the bitches flies in the face of veterinary advice which they chose to ignore and flout. While the conditions at the home address do not compare to a puppy farm, this was what was being run to make money. The fines imposed reflect both the defendants' means and the money that has been made.</p>	
2	11.2.22	<p>The defendant in this rogue trader case had previously pleaded guilty to 21 Charges; 11 under the Fraud Act 2006 and 10 further charges under the Consumer Protection from Unfair Trading Regulations 2008. The case involved multiple victims who had lost a significant amount of money for building work not completed or in some cases work that was never started.</p> <p>The court heard that customers tended to contact the defendant via a business facebook page which looked professional and which they were very taken in by. They were told by him to pay an upfront deposit to 'secure a slot' for the work to be done, and the defendant would tell them how busy he was to get them to pay. Attendance of the defendant at the residents' homes was sporadic, and he would often say he was leaving to collect materials or to deal with a family emergency. When victims had had enough of the excuses and contacted the defendant for a refund (to enable them to engage another trader to get the work completed), he would often get aggressive and abusive.</p>	<p>In the opinion of the Judge, the blame lay in the most serious category and the harm caused to consumers lay in category 3. Taking all of the facts and information into account the defendant was sentenced to 16 months imprisonment.</p> <p>There were no costs or compensation awarded but a Proceeds of Crime Act 2002 timetable was set for Confiscation.</p>

		<p>Several Victim impact statements provided by victims as to how dealing with the defendant had impacted their life were read out to the court.</p> <p>On sentencing, the Judge described the defendant as being calculated, manipulative and sometimes aggressive. He had been paid to complete work that at best, was substandard or faulty but mostly that money had been taken and no work done at all. He had defrauded unconnected people including single mothers, NHS workers and a widow causing a loss of approximately £50,000. These people had not just lost money to him but then had had to pay more money to get the work rectified or completed. Morgan Lewis had provided numerous excuses as to why he hadn't attended or completed the work. He had screamed at a single mother taunting her that 'he would burn her money in her face' and had made a malicious and false complaint about a member of the police force hoping that this would deter her from continuing her complaint with Trading Standards. He had had plenty of time to repay the monies back in light of the early incident that was highlighted by the defence. He has not repaid any of the victims and as a direct result of his actions, people have been left in debt, lost money that was part of an inheritance or had taken from their pension funds.</p>	
--	--	---	--

3.	3.3.22	<p>This case followed a visit by Shared Regulatory Services to a take-away food business in September 2020. The officers' inspection identified a number of food hygiene offences including</p> <ul style="list-style-type: none">• a failure to ensure the premises were kept clean• failure to implement and maintain procedures based on HACCP principles• failure to provide sufficient washbasins and• failure to ensure that food, cooking utensils and raw materials were kept clean to avoid cross contamination. <p>The defendant subsequently pleaded guilty to 8 offences under the Food Hygiene (Wales) Regulations 2006.</p> <p>In mitigation the defendant's solicitor told the court that the business consists of the defendant and their spouse who is the chef. Improvements had been made at the premises - a new floor has been laid and a whole new fridge system has been put in. A further visit by SRS in November 2020 acknowledged the improvements made.</p>	<p>In sentencing, the Magistrates confirmed that they gave the defendant full credit for the early guilty plea, accepted that the premises had been improved and that the defendant had no previous convictions. However, they were clear that these were very serious incidents and presented a serious risk to people's lives and health. The defendant was fined a total of £1760 and ordered to pay costs of £1100 as well as a victim surcharge of £176.</p>
----	--------	--	---

In addition, one forfeiture of goods was concluded during the same time period and this is summarised below.

Case	Court date	Details of forfeiture application	Outcome
1	3.2.22	<p>Supported by South Wales Police and with the assistance of tobacco detection dogs, SRS Officers had seized a quantity of goods from retail and domestic premises. The seizure comprised the following:-</p> <ul style="list-style-type: none">• Counterfeit tobacco• 480 nitrous oxide canisters• 28 Canister Crackers, and• A quantity of balloons• A Volkswagen Passat (in which the above goods were being kept)	The court granted the Forfeiture Order.