

Meeting of:	<b>Shared Regulatory Services Joint Committee</b>
Date of Meeting:	<b>Tuesday, 21 March 2023</b>
Relevant Scrutiny Committee:	All Scrutiny Committees
Report Title:	Shared Regulatory Services Overview and Update Report
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 Street Scene, Cardiff Council, Chief Officer Legal, Regulatory and Human Resources, Bridgend County Borough Council
Policy Framework:	This is a matter delegated to the Joint Committee
Executive Summary:	<ul style="list-style-type: none"> <li>The report appraises the Joint Committee of the work of the service and progress toward completing the actions contained in the SRS Business Plans.</li> </ul>

## Recommendation

1. The Joint 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 2022 to February 2023.

## 2. Key Issues for Consideration

### Human Resources

- 2.1 The sickness absence level for the Service at the end of Quarter 3 was 8.47 days per FTE person overall.

	Short Term Days Lost per FTE	Long Term Days Lost per FTE	Total Days lost Per FTE
<b>Q3 2022-23</b>	2.17	6.29	8.47
<b>Q3 2021-22</b>	1.38	5.39	6.77
<b>Q3 2020-21</b>	1.34	4.02	5.35

When compared with the same time frame in 2021/22, Q3 shows an increase in the FTE absence figure for SRS. A significant element of the overall figure of 8.47 days lost per full time equivalent member of staff is the number of days lost through long term sickness. There are no immediate discernible trends in the short-term absence figures other than the impact of COVID 19 infections which are now counted as part of staff sickness absence totals.

**2.2** At its extraordinary meeting in February 2023, the Joint Committee agreed that a 3% level of saving would be found from the SRS core budget for 2023-24. Work has been underway since that meeting to map out exactly how the £178k saving will be achieved. A total of three posts are being deleted, one in each of the three SRS sectors. The remainder of the savings will come through the exploitation of further income generation opportunities. Recruitment attempts can now recommence in respect of those vacancies not needing to be deleted.

**2.3** Over the course of 2023, a number of SRS colleagues are due to mark 40 years' continuous service in local government. While this of itself is an impressive achievement, it is particularly pleasing to celebrate the long service of two colleagues who started work with one of the partner Councils on the same day in January 1983. They have worked together throughout their combined 80 years' service and while so much has changed for them both professionally and personally over that time, they are still as committed as ever to achieving the very best outcomes possible for the residents, communities and businesses they serve.

### **Financial Position Quarter 3**

**2.4** Full financial monitoring for the period 1st April to 31<sup>st</sup> December 2022 is presented to the Joint Committee in a separate report. The Service is forecasting an outturn position of a £268k overspend against the 2022-23 gross revenue budget, and as reported to the Joint Committee in December, this is largely attributable to the pay award for 2022-23 which was significantly higher than the 2% pay award budgeted for.

### **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 2022-23 is set out at **Appendix 1** and reported to each Council in line with their performance management regimes and existing service plans. Officers will provide more details on the Q3 performance at the Joint Committee meeting.

**2.6** Regulatory services across the four nations are currently following the Food Standards Agency COVID-19 Local Authority Recovery Plan shown in **Figure 1** below; and it is in this context that the Q3 food safety performance is presented.

The focus of the Recovery Plan to the end of December 2022 has been on the less than broadly compliant 'D' rated premises. As previously advised, officers continue to find significant problems of non-compliance during post-pandemic visits to food premises. The enforcement work required as a result of this poor compliance is time consuming, and this has a detrimental effect on progress against the inspection plan.

**Figure 1: FSA COVID-19 Local Authority Recovery Plan**



2.7 The Service updates below provide more detail and context for the Joint Committee on some of the key areas of work during the quarter.

**Improving Public Health**

2.8 Welsh Government has recently completed and reported on a **review of the health protection system in Wales**. The purpose of the system review was to assess its strengths against an established benchmark of a high-performing health protection system, and make recommendations as to the ways in which the system in Wales could be further strengthened.

2.9 Building upon the success of the co-production approach of partner agencies throughout the COVID-19 pandemic, the report recognises the huge importance of local authorities continuing to play a central role in the health protection system moving forward. It is in this context that Welsh Government has announced funding to sustain this approach and enable partners to make a full and lasting contribution to more equitable health benefits being achieved across Wales.

**2.10** SRS is working with the Health Boards and partner agencies to ensure the necessary funding is in place for it to continue to support care homes and other high-risk settings in respect of COVID-19 infections. However, in the context of the wider health protection agenda and its funding, the work of the service in this regard will be broader than simply dealing with COVID. It is understood that Welsh Government is making the newly announced funding available on the understanding that 2023-24 will be a year of transition, after which there will be an expectation that this work will be mainstreamed into 'business as usual'.

**2.11** The various parts of the Public Health (Wales) Act 2017 have been implemented over time, and Welsh Government has resumed work, post pandemic, to bring into effect Part 4 of the Act. Once implemented, this will create a mandatory licensing regime for the four specified **Special Procedures** i.e., *acupuncture, body piercing, electrolysis and tattooing (including semi-permanent make-up)*. The mandatory licensing regime will replace the current registration process under the Local Government (Miscellaneous Provisions) Act 1982, and will make provision for the following:

- Practitioners to be licensed to carry out special procedures, and it will be an offence to carry out special procedures without a licence
- Business premises or vehicles must be approved, and it will be an offence for a practitioner to perform any procedures from premises or vehicles that are not approved
- A full licence will last for 3 years, and a temporary licence will last for 7 days (this is to accommodate special procedures work being conducted at events and conferences)
- It will be a requirement to display the licence on the premises where the special procedure is undertaken
- Licence conditions will relate to the competence of practitioners, the premises where practitioners work, the equipment and practices used, advice given before and after the special procedure and the records kept by practitioners
- Local authorities will be responsible for enforcing the licensing requirements and for keeping up to date a public register
- There will be greater powers to enforce this legislation than those currently in place, as well as the ability to revoke a licence and immediately stop unsafe practices
- Those carrying out Special Procedures will have to have obtained the Level 2 Qualification in Infection Control and Prevention for Special Procedures Practitioners

- 2.12** The purpose of the Infection Control and Prevention for Special Procedures Practitioners qualification is for learners to obtain a knowledge and understanding of the importance of infection control and prevention, associated infectious and non-infectious hazards, and good infection practice and controls based upon an awareness of the chain of infection and standard infection control precautions.
- 2.13** SRS has become one of only five accredited training centres in Wales for the delivery of this qualification. Officers have now run the day-long course a number of times and the sessions have been well attended. Work is now in hand to broaden the delivery models available for the course so that as many practitioners as possible can be trained ahead of the new special procedures licensing regime going live in early 2024.
- 2.14** Members will receive a short presentation at the Joint Committee meeting on the Special Procedures regulatory framework.

### *Building Safety*

- 2.15** Welsh Government have repeated their commitment to addressing building safety in Wales. The vision is to take forward the Welsh Building Safety Programme alongside a significant programme of reform to establish a fit for purpose building safety regime. SRS represents the Directors of Public Protection Wales group on the Building Safety Stakeholder Group which acts as a strategic, independent advisory group for Welsh Government on matters relating to the Welsh Building Safety Programme. The first meeting of the group took place in January.

A number of different themes are being taken forward and this includes working with developers of buildings requiring remediation through the Welsh Government Developers Pact. Welsh Government have made it clear that they do not expect leaseholders to bear the cost of repairing fire safety issues that are not of their making and eleven of the major developers have made a public commitment to address fire safety issues in buildings of 11 metres and over which they have developed over the last 30 years.

Welsh Government are continuing to develop the Leaseholder support fund for those leaseholders who face financial hardship as a result of fire safety issues in their homes and are also planning further resident engagement on the various measures being developed. SRS will continue to engage with Welsh Government and other stakeholders and report back to Joint Committee on any implications for the three local authorities we serve.

## *Protecting the Environment*

- 2.16** 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 2022 Annual Progress Reports (APRs) detailing the results for the previous year's (2021) data 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.
- 2.17** In Bridgend, the 2022 APR highlighted continued non-compliance of the annual average air quality objective in 2021 for Nitrogen Dioxide (NO<sub>2</sub>) with concentrations of 46 µg/m<sup>3</sup> being recorded at two locations within the Park Street Air Quality Management Area (AQMA). The APR demonstrated that all other monitoring locations within Bridgend County Borough continued to meet the relevant air quality objectives.
- 2.18** SRS in conjunction with colleagues from BCBC Communications Team undertook a 12-week consultation on the updated Park Street AQMA Action Plan. This ran from the 29<sup>th</sup> of August until the 21<sup>st</sup> of November 2022. The purpose of the consultation was to seek the views of the residents, businesses and other interested parties on the proposed measures set out to reduce NO<sub>2</sub> concentrations on Park Street. The results of the public consultation were positive and in general supportive of the key priority areas of intervention and air quality actions developed in the AQAP.
- 2.19** The draft AQAP has been updated following the consultation and from technical feedback from Welsh Government. A final AQAP will be taken to Bridgend CBC Cabinet for approval prior to being submitted to Welsh Government.
- 2.20** In Cardiff, the 2022 APR highlighted that in 2021 no monitoring sites recorded concentrations in exceedance of the annual average objective set for NO<sub>2</sub> of 40 µg/m<sup>3</sup>. The results were indicative of the continued impacts of the COVID lockdowns and restrictions at the start of 2021 on pollution levels in Cardiff. Overall it appears that traffic volumes have decreased by approximately 20% to pre-covid levels, which continues to have a positive impact on overall air quality in Cardiff. SRS continues to support the delivery of the Cardiff Council Clean Air Plan in line with the additional Legal Direction from Welsh Government. Further detailed transportation and air quality modelling work was progressed in Q3 /23, the results of which will enable Cardiff to identify a permanent scheme for Castle Street, which will likely be reported by the end of Q4.
- 2.21** In the Vale of Glamorgan, the 2022 APR demonstrated that no monitoring sites recorded concentrations in exceedance of the annual average objective set for NO<sub>2</sub> of 40 µg/m<sup>3</sup>. Monitoring within the previously declared Windsor Road Air Quality Management Area (AQMA) showed continued compliance concerning the applicable air quality objectives for NO<sub>2</sub>.

## *Safeguarding the vulnerable - Stop Loan Sharks Wales*

- 2.22** In October 2022 the Wales Illegal Money Lending Team was fully rebranded as **Stop Loan Sharks Wales**, and this was supported by a full media campaign including targeted campaigns on major social media platforms Facebook, Instagram and Tik-Tok.
- 2.23** In addition the unit undertook local targeted action in Wrexham and Neath-Port Talbot based on recent intelligence of illegal lending activity, with additional awareness raising in the form of a digi-vans which used advertising screens on the sides of the vehicle, driving on a specific route with scheduled stops including supermarkets and town centre locations. The image below at **Figure 2** is an example of the campaign with key messages on the impacts of illegal lending being displayed.
- 2.24** As part of the rebranding a new dedicated website was also launched at [stoploansharkswales.co.uk](http://stoploansharkswales.co.uk). This new website provides a range of information and resources/ training around illegal money lending. The aim is to ensure that these key messages are at the forefront of our partners' minds, and this will help the unit expand its reach and share messages with victims, support groups and members of the public throughout Wales so that more people know about illegal money lending and its dangers.
- 2.25** Stop Loan Sharks Wales can be contacted at anytime by the following means:

**Phone: 0300 123 3311**

**Email: [stoploansharkswales@valeofglamorgan.gov.uk](mailto:stoploansharkswales@valeofglamorgan.gov.uk)**

**Figure 2 – Stop Loan Sharks Wales Launch Campaign**





- 2.26** To support the rebrand and media campaign, Stop Loan Sharks Wales was able to secure funding from Welsh Government which allowed the unit to commission detailed research into money lending activities across Wales. The main finding of the research confirmed fears that the cost of living crisis which is undoubtedly causing financial hardships may drive more people in Wales to borrow from illegal money lenders.
- 2.27** The impacts of the cost of living crisis are quite stark with key findings of the research summarised as follows:
- Over 50% of people had considered borrowing money in 2022 just to cover the costs of everyday essentials, such as food or basic toiletries;
  - Of those respondents who said they **had borrowed** money in the last 12 months, 50% stated they needed the funds to cover everyday living expenses;
  - 66% reported needing the money for food; and
  - 53% needed additional funds to cover the cost of their energy bills.
- 2.28** Of particular concern is that nearly half of the respondents who borrowed money did so informally through friends, family or co-workers, increasing the risk of these financially vulnerable people falling victim to illegal money lenders.
- 2.29** A further key outcome of the research shows that people aged between **18-34** are most susceptible to being targeted by illegal money lenders. The results suggest that this age group are most likely to consider borrowing money to pay for essentials and are also most likely to have engaged in borrowing in the last 12 months. Research also shows that 18–24-year-olds are most likely to have already used an unlicensed money lender but are less likely to know that this type of lending is illegal, so may unknowingly borrow from a loan shark.
- 2.30** The survey has revealed that illegal lending hotspots, including Merthyr Tydfil, Caerphilly, and Swansea, saw the highest proportions of respondents aware of potentially illegal lending in their area.
- 2.31** The information highlighted in the research will allow Stop Loan Sharks Wales to reach out into the heart of these vulnerable communities to raise awareness of the support available, and to pinpoint the tell-tale signs of illegal money lending activity. Illegal lenders identified in this way are investigated by the team leading to the appropriate enforcement action being taken against them.

### *Trading Standards Impacts and Outcomes*

- 2.32** 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

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 significant contribution of the Service when a stand-alone Impacts and Outcomes report was released recently, detailing the work of local authorities in Wales during the 2021-22 financial year. The Wales-only report is included for information in **Appendix 2**, along with the summary infographic for Wales.

- 2.33** A number of the case studies in the Wales report are based on the work of SRS, and its influence is apparent in the statistics presented throughout the report. In 2021-22, across Wales, some 468 months (39 years) worth of prison sentences (or suspended prison sentences) were handed down as a result of concluded prosecutions in Trading Standards cases. In the same period, the equivalent figure arising from SRS Trading Standards cases was 128 months (11 years), or 27% of the total across Wales.

Likewise, SRS cases led to the conviction of 18% of all the defendants convicted in Trading Standards cases across Wales, 33% of the fines imposed, and 74% of all costs imposed by the courts.

#### **Enforcement Activity**

- 2.34** Details of recent cases investigated by the SRS that have resulted in prosecution are set out in **Appendix 3** 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. Climate Change and Nature Implications**

- 4.1** One of the key strategic themes for the Shared Regulatory Service is *Protecting the Local Environment*.
- 4.2** The SRS Business Plan articulates the work carried out under this theme to deliver on the corporate priorities for the participant Councils, including their ambitions to minimise climate change and impacts on the natural environment.
- 4.3** In this context, the Joint Committee is regularly updated on the contribution of the Shared Service to this agenda, for example through its work in the areas of animal health and welfare, air quality, contaminated land, energy efficiency in the private rented sector and investigating greenwashing claims or environmental fraud.

## **5. Resources and Legal Considerations**

### **Financial**

- 5.1** The Participants' contribution towards the Shared Regulatory Service is recharged on a quarterly basis, based upon the approved budgets for 2022/23. Accounting for the full year is reported to the Committee at the Annual General Meeting.

### **Employment**

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

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

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

## **6. Background Papers**

Appendices:

- Appendix 1 SRS Performance measures – Q3 2022-23
- Appendix 2 Trading Standards Impacts and Outcomes report / infographic for Wales
- Appendix 3 Details of SRS prosecutions

# Shared Regulatory Services

## Quarterly Performance Report 2022/23

### Quarter 3



Gwasanaethau  
**Rheoliadol**  
a Rennir



# High Risk Food Hygiene Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2022-23	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.	36	42	85.71%	Green	In line with the priorities of the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, all high risk businesses rated A and B due an inspection by the end of Qtr 3 have been completed at premises that were operating and available for inspection.	100%
2022-23	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.	67	139	48.20%	Amber	In line with the priorities of the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, all but one high risk businesses rated A and B due an inspection by the end of Qtr 3 have been completed at premises that were operating and available for inspection.	100%
2022-23	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.	52	66	78.79%	Green	In line with the priorities of the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, all high risk businesses rated A and B due an inspection by the end of Qtr 3 have been completed at premises that were operating and available for inspection.	100%
2022-23	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.	155	247	62.75%	Amber	In line with the priorities of the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, all but one of the high risk businesses rated A and B due an inspection by the end of Qtr 3 have been completed at premises that were operating and available for inspection.	100%

# High Risk Food Hygiene Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2022-23	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.	92	520	17.69%	Red	The priorities outlined in the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, has required the inspection programme during Qtr 3 to be focussed on those businesses rated A and B, new businesses and those rated C and D that are not broadly complaint (have a food hygiene rating score of 0 - 2). As a result, broadly compliant C rated premises were not prioritised, however all but one of the non compliant businesses did receive an inspection at open and operational premises.	90%
2022-23	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.	317	1237	25.63%	Red	The priorities outlined in the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, has required the inspection programme during Qtr 3 to be focussed on those businesses rated A and B, new businesses and those rated C and D that are not broadly complaint (have a food hygiene rating score of 0 - 2). As a result, broadly compliant C rated premises were not prioritised, however all but 2 of the non compliant businesses did receive an inspection at open and operational premises.	90%
2022-23	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.	100	466	21.46%	Red	The priorities outlined in the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, has required the inspection programme during Qtr 3 to be focussed on those businesses rated A and B, new businesses and those rated C and D that are not broadly complaint (have a food hygiene rating score of 0 - 2). As a result, broadly compliant C rated premises were not prioritised, however all of the non compliant businesses did receive an inspection at open and operational premises.	90%
2022-23	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.	509	2223	22.90%	Red	The priorities outlined in the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, has required the inspection programme during Qtr 3 to be focussed on those businesses rated A and B, new businesses and those rated C and D that are not broadly complaint (have a food hygiene rating score of 0 - 2). As a result, broadly compliant C rated premises were not prioritised, however all but 3 of the non compliant businesses did receive an inspection at open and operational premises.	90%

# New Businesses—Food Hygiene

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2022-23	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.	100	202	49.50%	Red	Whilst new business inspections have been prioritised in line with the Food Standards Agency Recovery Plan, recruitment and retention pressures, together with staff absences and the volume of new business registrations received, has affected performance in this area. Notwithstanding this, the number of businesses due an inspection has reduced significantly since this time last year which is testament to efforts made in reducing the backlog.	90%
2022-23	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.	343	699	49.07%	Red	Whilst new business inspections have been prioritised in line with the Food Standards Agency Recovery Plan, recruitment and retention pressures, together with staff absences and the volume of new business registrations received, has affected performance in this area. Notwithstanding this, the number of businesses due an inspection has reduced significantly since this time last year which is testament to efforts made in reducing the backlog.	90%
2022-23	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.	143	243	58.85%	Red	Whilst new business inspections have been prioritised in line with the Food Standards Agency Recovery Plan, recruitment and retention pressures, together with staff absences and the volume of new business registrations received, has affected performance in this area. Notwithstanding this, the number of businesses due an inspection has reduced significantly since this time last year which is testament to efforts made in reducing the backlog.	90%
2022-23	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.	586	1144	51.22%	Red	Whilst new business inspections have been prioritised in line with the Food Standards Agency Recovery Plan, recruitment and retention pressures, together with staff absences and the volume of new business registrations received, has affected performance in this area. Notwithstanding this, the number of businesses due an inspection has reduced significantly since this time last year which is testament to efforts made in reducing the backlog.	90%

# Broadly Compliant Food Premises

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1310	1333	98.27%	Green	Target exceeded.	94%
2022-23	Cardiff	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3182	3301	96.40%	Green	Target exceeded.	94%
2022-23	Vale of Glam	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1282	1311	97.79%	Green	Target exceeded.	94%
2022-23	SRS	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5774	5945	97.12%	Green	Target exceeded.	94%



# High Risk Trading Standards Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2022-23	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.	11	15	73.33%	Green	All inspections due in Qtr 3 completed at open and operational businesses.	100%
2022-23	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.	18	23	78.26%	Green	All inspections due in Qtr 3 completed at open and operational businesses.	100%
2022-23	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.	5	6	83.33%	Green	All inspections due in Qtr 3 completed at open and operational businesses.	100%
2022-23	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.	34	44	77.27%	Green	All inspections due in Qtr 3 completed at open and operational businesses.	100%

# New business—Trading Standards

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2022-23	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.	89	253	35.18%	Red	The suspension of inspections and closure of businesses during the covid pandemic resulted in significant backlog of new business inspections. Whilst additional support is provided by Food Safety Officers with the relevant competency, who undertake food standards inspections during food safety visits, the number of inspections carried out has been significantly reduced. This is due to recruitment and retention pressures, together with staff absences between both the Food Safety and Trading Standards teams during Qtr 3.	80%
2022-23	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.	191	923	20.69%	Red	The suspension of inspections and closure of businesses during the covid pandemic resulted in significant backlog of new business inspections. Whilst additional support is provided by Food Safety Officers with the relevant competency, who undertake food standards inspections during food safety visits, the number of inspections carried out has been significantly reduced. This is due to recruitment and retention pressures, together with staff absences between both the Food Safety and Trading Standards teams during Qtr 3.	80%
2022-23	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.	103	367	28.07%	Red	The suspension of inspections and closure of businesses during the covid pandemic resulted in significant backlog of new business inspections. Whilst additional support is provided by Food Safety Officers with the relevant competency, who undertake food standards inspections during food safety visits, the number of inspections carried out has been significantly reduced. This is due to recruitment and retention pressures, together with staff absences between both the Food Safety and Trading Standards teams during Qtr 3.	80%
2022-23	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.	383	1543	24.82%	Red	The suspension of inspections and closure of businesses during the covid pandemic resulted in significant backlog of new business inspections. Whilst additional support is provided by Food Safety Officers with the relevant competency, who undertake food standards inspections during food safety visits, the number of inspections carried out has been significantly reduced. This is due to recruitment and retention pressures, together with staff absences between both the Food Safety and Trading Standards teams during Qtr 3.	80%

# Noise and Air Pollution

Year	Authority	Ref	Quarter	Title	No. re- sponded to within tar- get	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	178	192	92.71%	Green	Target exceeded.	90%
2022-23	Cardiff	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	286	303	94.39%	Green	Target exceeded.	90%
2022-23	Vale of Glam	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	61	62	98.39%	Green	Target exceeded.	90%
2022-23	Vale of Glam	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	525	557	94.25%	Green	Target exceeded.	90%

# Noise and Air Pollution

Year	Authority	Ref	Quarter	Title	No. re- sponded to within tar- get	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	44	57	<b>77.19%</b>	Green	Target exceeded.	75%
2022-23	Cardiff	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	100	128	<b>78.13%</b>	Green	Target exceeded.	75%
2022-23	Vale of Glam	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	32	38	<b>84.21%</b>	Green	Target exceeded.	75%
2022-23	SRS	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	176	223	<b>78.92%</b>	Green	Target exceeded.	75%

# Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. re- sponded to within target	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2022-23	Pollution	Bridgend	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	8	8	100.00%	Green	Target exceeded.	90%
2022-23	Pollution	Cardiff	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	20	20	100.00%	Green	Target exceeded.	90%
2022-23	Pollution	Vale of Glam	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	3	3	100.00%	Green	Target exceeded.	90%
2022-23	Pollution	SRS	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	31	31	100.00%	Green	Target exceeded.	90%

# Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	33	33	100.00%	Green	Target achieved.	100%
2022-23	Cardiff	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	131	131	100.00%	Green	Target achieved.	100%
2022-23	Vale of Glam	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	27	27	100.00%	Green	Target achieved.	100%
2022-23	SRS	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	191	191	100.00%	Green	Target achieved.	100%

# Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	SRS/LC/005	Qtr 3	Percentage of licensed personal applications received and determined within 2 months.	12	12	100.00%	Green	Target achieved.	100%
2022-23	Cardiff	SRS/LC/005	Qtr 3	Percentage of licensed personal applications received and determined within 2 months.	58	58	100.00%	Green	Target achieved.	100%
2022-23	Vale of Glam	SRS/LC/005	Qtr 3	Percentage of licensed personal applications received and determined within 2 months.	12	12	100.00%	Green	Target achieved.	100%
2022-23	SRS	SRS/LC/005	Qtr 3	Percentage of licensed personal applications received and determined within 2 months.	82	82	100.00%	Green	Target achieved.	100%

# Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2022-23	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%
2022-23	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%
2022-23	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%
2022-23	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%



# Protecting the Public and Supporting Business – From Pandemic Recovery to the Cost of Living Crisis

**ACTSO**  
Association of  
Chief Trading Standards Officers

**Safonau Masnach Cymru**  
Trading Standards Wales

The Impacts and Outcomes of  
Local Trading Standards Services  
2021/22 in Wales



## FOREWORD

The Association of Chief Trading Standards Officers (ACTSO) created the Impacts and Outcomes Framework in 2018/19 to provide national data for England and Wales on work done by local authority Trading Standards Services. The purpose of this second specific report of its kind is to highlight the collective impact of Trading Standards Services in Wales during 2021-22.

Across all areas of work, the risks associated with of the cost-of-living crisis on consumers and businesses is apparent. The need for effective business advice and a level playing field for legitimate businesses is going to be crucial to keep them afloat in difficult times. Risks to consumers around the safety of cheap or illicit goods and false claims relating to prices, costs and energy efficiency are growing. Finally, the impact of losing, even relatively small sums, to scammers and fraudsters, when every penny counts, is bigger than ever. Trading Standards have a vital role to play in addressing all of these risks. This increases demand on already stretched services.

As well as the usual three themes of Tackling Detriment and Preventing Harm, Supporting the Local Economy, and Promoting Health and Wellbeing, ACTSO have devoted specific sections to the remaining Covid related work being carried out by Trading Standards and a new section focussed on the work that Trading Standards Services are doing in relation to the environmental and net zero agenda.

Local government austerity has hit many Trading Standards Services hard over previous years. However, Trading Standards officers across Wales continue to have a big impact in protecting consumers, helping businesses and supporting the Covid response. The headlines from this year's report are: -

- Over £3million of detriment was prevented by Trading Standards' actions. This equates to £4.23 saved for every £1 spent. (Amount of detriment prevented divided by total available revenue).
- Overall staff numbers increased slightly to 257. However, there is still an ageing workforce, and recruitment challenges are being faced across the country. The Regulatory Apprenticeship discussion is progressing with Welsh Government, and it is hoped that this will assist in future workforce planning for Trading Standards, however, the challenges to local government budgets remain a potential obstacle.

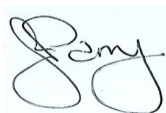
- The reported demand on the service, measured by the number of referrals from Citizens Advice increased 68% from the 2020-21 figures, to 34,587 in 2021-22. Some of this increase may be attributed to a return to normal consumer activity post pandemic, but is also indicative of market conditions; the cost of living crisis finds consumers vulnerable and disreputable traders are taking advantage of the situation.
- Trading Standards Services obtained over £2.4 million in scam related redress for consumers.
- Trading Standards provided over 1,000 hours of advice to over 70 businesses through Primary Authority partnerships whilst the number of direct responses to requests for advice by non-Primary Authority/Home Authority businesses amounted to 4,087.
- Over 10,857 compliance checks were carried out to ensure businesses meet their legal responsibilities, which often includes a provision of advice on site.

In summary, activity levels are recovering to pre-Covid levels and exceeding it in some areas. Trading Standards continues to demonstrate its huge value in protecting consumers, legitimate businesses, public health and the environment.

When we consider the impact of this work, alongside what is delivered via National Trading Standards, it highlights the results that can be achieved using Trading Standards' intelligence led approach alongside more traditional methods of operation. Being able to operate at local, regional and national levels is key to the success for modern regulatory activity.

We hope this report allows Trading Standards managers to champion services at a local level, as well as showing the national impact of Trading Standards to all partners and stakeholders. It also informs Government's policy development that could impact on Trading Standards.

Special thanks go to the local authorities that submitted their data return and enabled this report to be collated.



**Judith Parry**  
Chair, Trading Standards Wales



**Steve Ruddy**  
Chair of the Association of Chief  
Trading Standards Officers



## BACKGROUND AND METHODOLOGY

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Welsh local authorities were asked to submit data for the financial year 2021/22. The indicators measure demand and resourcing alongside key outputs and outcomes from Trading Standards' activity.

19 of 20 Trading Standards services contributed, covering 21 of the 22 local authorities in Wales. The responses cover an area with a population of 3.078 million, or 96.5% of the population of Wales.

To illustrate the estimated national impact of Trading Standards, figures have been adjusted to account for both population and the response rate for each question. The resultant figures estimate impact and activity levels for the whole of Wales

## DEMAND AND RESOURCING

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It is estimated that the approximate revenue budget allocated to Trading Standards in Wales amounts to just over **£11 million**.

Other sources of income were National Trading Standards grants and Primary Authority income.

It is estimated that approximately **257 full time employees** are employed on Trading Standards' work. Of those, **89%** are "operational" staff.

Trading Standards received 44,152 referrals and notifications to their services, an increase of 68% on 2020-21. The majority, 34,587 (82%) are from Citizens Advice. This demonstrates how many members of the public are seeking advice and support from Trading Standards on consumer related problems and issues.

## SECTION ONE: TACKLING DETRIMENT AND PREVENTING HARM

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

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### 1.1 Stopping Fraudulent, Illegal and Unfair Trading

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As a last resort, Trading Standards Services do have to take formal enforcement action. This is usually where people deliberately break the law, cause serious harm or repeatedly ignore the advice and support given to comply. Trading Standards legislation carries a variety of penalties including: prison; fines; forfeiture of assets; fixed penalties; and undertakings to stop future non-compliance. Serious investigations are complex, lengthy and can take several years to bring to trial. This is being exacerbated by ongoing serious backlogs in the Court system.

Last year there were very few cases concluded due to the pandemic. These figures have started to slowly increase but are still not near the level seen in 2019/20.

- **87 defendants** were prosecuted and convicted.
- **Prison sentences** of nearly **39 years** were handed down. This includes both immediate and suspended sentences
- Defendants were ordered to pay **£136,325 in fines** and over **£690,000 in costs**
- Defendants were ordered to pay over **£695,000 in Proceeds of Crime**

### 1.2 Detriment and Redress

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Providing advice and support to the public on how to get a fair deal, as well as disrupting and taking enforcement action against criminal behaviour, prevents harm and financial detriment. Trading Standards can also get redress and compensation for victims as part of the prosecution process or through a variety of other means. In 2021/22, it is estimated that the actions of Trading Standards Services resulted in:

- **Almost £105,000 in compensation** being awarded to victims by the courts
- **Over £419,000 prevented from being handed over to criminals**
- **Nearly £315,000 being gained for victims** through advice and intervention

All of these are significantly higher than in 20-21, when the Courts system was largely inaccessible due to Covid, but have still not reach the overall pre-Covid levels.

**Overall Trading Standards actions prevented nearly £3.5 million of detriment to consumers and businesses.**

### 1.3 Supporting Scam Victims

Fraud remains one of the most prevalent and under-reported crimes in the UK. Through investigative and disruptive work, Trading Standards identify and support victims of scams, especially the most vulnerable and often elderly victims of fraud. With the cost of living crisis, it is even more important that consumers do not lose any of their money to scammers and fraudsters.

The aim is to ensure they get the support they need to stop them responding to scams. This includes the installation of call blocking devices and work with safeguarding agencies. The intelligence also assists the National Trading Standards (NTS) Scams Team and other

NTS Teams undertake disruption work such as getting payment systems removed or taking down content from the internet.

In 2021/22 it is estimated that across Wales:

- Local authority Trading Standards provided support to over **1,317 scam victims**
- Work to disrupt mass marketing fraud mailings, stop outgoing payments, mail etc., **saved consumers nearly £2.5 million**





### **Illicit Cigarettes, Organised Crime and Exploitation of the Vulnerable: Swansea Council Trading Standards**

Working closely with local police and social services, Swansea Trading Standards undertook an investigation into the importation and supply of illicit cigarettes. Following an arrest and the search of two properties, links to an Organised Crime Group were identified. The Group was involved in sexual exploitation and running/controlling brothels from Swansea right across the South coast. The Trading Standards investigation into the supply of illicit cigarettes allowed policing teams to step in and assist in safeguarding women who have been brought into this environment through no choice of their own.

### **Tackling the sale of e-cigarettes: Gwynedd Trading Standards**

Gwynedd Council undertook targeted work in one area of the county in particular to tackle the sale of e-cigarette products after intelligence began to filter through suggesting an issue with age restricted sales of e-cigarettes and the safety of the products themselves.

As compliance inspections had stopped during 2019-20, it was decided that we initially needed to undertake engagement inspections of premises in the target area to re-lay previous advice and guidance on the law surrounding the sale of e-cigarettes as well as other age restricted products.

Following engagement inspections, it was decided to undertake age related test purchases. Despite prior engagement with the targeted businesses there was a 38% failure rate recorded where products were sold to a child.

This raised concerns within the unit, and follow up compliance work was undertaken with the businesses that sold e-cigarettes to the child.

It was also felt that there was potentially a wider issue with the age restricted sales of e-cigarettes in Gwynedd, and a plan was put in place to prioritise work on age restricted sales of e-cigarettes, specifically undertaking targeted inspections in other areas of the county for 2022-23, and following up with age related test purchases – also looking at the safety and legality of the e-cigarettes themselves, and linking in with the Wales project on UAS of e-cigarettes.

### **Investment Scam: Blaenau Gwent Council Trading Standards:**

Officers from Blaenau Gwent Trading Standards supported a victim of an investment scam. The consumer had invested savings with whom she believed to be AXA, via two transactions totalling £40,000. The victim made enquiries online and then later received telephone contact. There had been no intervention from the bank despite these being large and unusual transactions. Officers advised the victim and provided her with a call blocker. Money was eventually recovered from the bank as a result of Trading Standards' advice and intervention.

## SECTION TWO: SUPPORTING THE LOCAL ECONOMY

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Businesses have always needed advice and support from Trading Standards to help them navigate the range of laws that ensure they trade fairly and their products are safe. This year, as businesses continue to recover from the impacts of Covid, and face supply chain and energy cost issues, the ability to access the correct advice and have confidence that they are not being undercut by competitors who break the law, has never been more important.

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### 2.1 Businesses Get the Help and Support they need to Thrive and Grow

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A thriving local economy is a key priority for all local authorities. Trading Standards role in providing advice and support to businesses has never been more important.

Trading Standards Services provided over 1,000 hours of advice to businesses via Primary Authority Partnerships. These partnerships enable assured advice to be given to a business with multiple shops or sites via a single local authority. Over 70 businesses are covered by Primary Authority Partnerships in Wales.

In 2021/22, it is estimated that across Wales:

- Over **1,000 hours** were provided by Trading Standards advising over **70 Primary Authority businesses**
- Trading Standards responded to over **4,000 requests for advice** from businesses that were not part of the Primary Authority scheme.

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### 2.2 Creating and Maintaining a Level Playing Field for Safe and Fair Competition

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At a time when businesses are recovering from the pandemic and facing rising costs and lower consumer confidence, ensuring a level playing field for legitimate businesses is crucial. Trading Standards Services follow an intelligence-led model where action is taken against the highest risk businesses. This can include visits to provide advice and information, seizure of counterfeit or unsafe products, or starting an investigation in the most serious cases.

In 2021/22, it is estimated that across Wales:

- Almost **11,000 visits** were carried out to businesses to ensure they comply with the law and provide advice to help them fix any non-compliance.
- Over **3,200 businesses** were subject to an intervention, such as advice, investigation or referral

- **58%** of Trading Standards services operate an assured trader scheme to help increase consumer confidence.
- Nearly **20,500 counterfeit products with a market value** of over **£316,000** which breach the intellectual property of legitimate businesses, were seized.

We anticipate that the threat from counterfeit goods will increase due to the financial pressures on households and businesses. Supplying counterfeit goods damages legitimate businesses who manufacture, distribute and buy licences to sell legitimate products. Often counterfeiting is run by international organised criminal gangs who use the profits from sales to fund other criminal activity.



### Allergen Training for Businesses: Shared Regulatory Service (Bridgend, Cardiff and the Vale of Glamorgan Councils)

SRS Trading Standards have worked with businesses, supporting them through recent changes in food allergen labelling requirements. Free on-line workshops provided local food businesses with an overview of legal requirements and an opportunity to ask business-specific questions.

Officers worked with the team at Bro Radio to produce the first of an ongoing series of podcasts entitled 'Ask the Regulator'. The first edition of the podcast focused on allergens and provides crucial Information in a clear, user friendly format for businesses and consumers alike. Podcast episodes have since been released and more are planned for 2022-23. A wider audience is being reached as these are now available via Spotify.

### Primary Authority

In Wales, the majority of local authorities (12 of 22) have Primary Authority partnerships with businesses, ranging from nationwide supermarket chains to start-up online companies. The Primary Authority scheme allows local authorities to provide advice and guidance to businesses which can help reduce the need for enforcement action and ensure compliance, as well as horizon scanning any new regulations or guidance from the Senedd or Westminster.

During 2021/22 Primary Authorities helped businesses navigate the introduction of food standards laws, including 'Natasha's Law' on food allergens, as well as animal feed matters, minimum unit pricing of alcohol and the sale of bladed articles as defined by the Offensive Weapons Act 2019.

Six major supermarkets now have Primary Authority Partnerships with Welsh local authorities, with a further supermarket currently seeking a partnership. Officers from Wales attend and contribute to the Trading Standards Primary Authority Supermarket Group meetings, which are facilitated by OPSS and held every quarter, and are attended by representatives from these large companies.

At the beginning of the financial year of 2021/22, there were a total of 66 Primary Authority partnerships in Wales.

Primary Authority assured advice is now being published bilingually on the PA Register by some local authorities. The Wales Primary Authority Group, with support from OPSS, meets every quarter and provides local authority officers with best practice guidance, useful resources and training.



## SECTION THREE: PROMOTING HEALTH AND WELLBEING

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Trading Standards undertake a wide range of activities to protect and promote the health and well-being of local communities.

Trading Standards work includes ensuring that products people buy are safe, that food is correctly labelled to help them to make healthy choices and avoid allergens, and that the health and welfare of livestock is assured.

Age restricted products, including vaping products, tobacco, alcohol, and knives, are also a significant area of focus for many councils. Their availability to children is a concern in many communities. Trading Standards enforce and advise on a very wide range of age restricted sales legislation to help to keep young people safe.

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### 3.1 Ensuring the Safety of Consumer Products

Legislation and product standards are designed to ensure that products are safe. There are ongoing issues with the safety of some white goods and cheap imported goods such as lights and phone chargers. There continue to be examples of dangerous toys and unsafe cosmetics being sold in many areas. Officers increasingly use intelligence to direct sampling exercises and projects to detect and seize unsafe products detected at ports of entry as well as those found to be generally on sale.

This year the number of items removed from the market has significantly reduced from last year. However, this is because 2020-21 was completely different to any

previous year because Trading Standards were checking vast numbers of items of PPE to ensure they complied with safety standards.

In 2021/22, it is estimated that across Wales:

- Over **12,000 unsafe or non-compliant products were seized or removed from the market place** following Trading Standards' interventions.
- The **savings to society**, in terms of product value and injuries and fires prevented amounts to **£427,000**

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### 3.2 Protecting the food chain

When food becomes more expensive, as we are currently seeing, the temptation for unscrupulous businesses to adulterate or mislabel food to gain an unfair competitive advantage will increase. Consumers need to be able to trust what they eat and be confident that they are getting value for money as household food bills rise. The substitution of sub-standard ingredients, undeclared allergens and misdescribed food all damage health and cause consumer detriment.

In 2021/22, it is estimated that across Wales:

- Nearly **1,400 businesses** were identified as **supplying food that was misdescribed, did not correctly declare allergens, contained toxic or illegal components or was involved in food fraud**. This was much higher than 20-21 when the Food Standards Agency advised local authorities to suspend all routine food inspections due to Covid.

Ensuring animal health and welfare has a key role in protecting the rural economy and stopping the spread of diseases like Foot and Mouth Disease and Avian Influenza. It also helps ensure the quality of the food chain. Trading Standards Services are more often than not responsible for the enforcement of animal health and welfare laws.

In 2021/22 it is estimated that across Wales:

- Over **1,100 businesses** were found to be in **breach of animal health and welfare legislation**

### 3.3 Reducing the risk of children accessing age restricted products

Trading Standards Services provide training and advice to businesses, both online and in physical premises. They also conduct test purchases to test whether businesses are selling age restricted goods to children. Rules that prevent children from buying age-restricted products, such as vaping products, alcohol, tobacco, knives and fireworks, are designed to protect them and their local communities from both immediate and long-term harm. The levels of test purchasing were significantly higher than in 20-21 but remain low compared to that carried out pre Covid.

In 2021/22 it is estimated that across Wales:

- **Over 200 premises were tested for alcohol sales**
- **The average failure rate for alcohol test purchases was 16%**

- **36 premises were tested for tobacco sales**
- **The average failure rate for tobacco test purchases was 12%**
- **79 premises were tested for other products, including vaping products.**
- **The average failure rate for other products was 16%**

Failure rates for alcohol remain similar but there were major increases in failure rates for tobacco and other products.

In future years, there will be additional responsibilities on Trading Standards to monitor the age restricted supply of some cosmetic treatments and corrosives.

### 3.4 Reducing the availability of illicit products

Illicit tobacco, vape liquid and alcohol can contain undeclared contaminants.

Also, the presence of illicit tobacco in local shops undermines Government attempts to help people to cut down and quit smoking altogether as price is a critical factor in pushing people to give up and illicit tobacco is usually significantly cheaper to buy.

The amount of tobacco seized has increased significantly. This is primarily due to the investment HMRC has made into National Trading Standards, who commission local authorities to carry out activities to disrupt the local supply of illicit tobacco.

Much of this activity is focused on using detection dogs and results in large scale seizures.

In 2021/22 across Wales:

- **Over 2.6 million illicit cigarettes were seized, worth an estimated £650,000**
- **Nearly 0.5 tonne of illicit hand-rolling tobacco was seized, worth almost £4,000**





### **Tackling Psychoactive Substances: Flintshire County Council**

Operation Blue Sapphire was a joint operation between Flintshire County Council Trading Standards and local officers from North Wales Police. A number of incidents where 'laughing gas' canisters were causing litter problems at some local beauty spots in Flintshire and concerns about the ages of the people purchasing them had been raised with the local Community Safety Partnership. A meeting between North Wales Police and Flintshire Trading Standards agreed that the initial best way forward was for trader advice around the sale of the canisters, which of course, also have a legal use. An officer from Trading Standards carried out the research and designed a leaflet for traders explaining the law around the supply of Psychoactive Substances. The leaflets were printed, shops that would possibly supply the canisters identified and joint visits between police and Trading Standards were undertaken to deliver the leaflets and advise shop owners accordingly. Complaint levels in this area have decreased notably since the advice has been given.

### **Illegal Dog Breeding: Monmouthshire County Council**

Operations have resulted in nearly 250 dogs being either seized or signed over. There have been significant findings linked to illegal and foreign labelled medicine, veterinary involvement and links to fertility clinic activities. Animal Licensing Wales has been established, it is a partnership between Welsh Government and Trading Standards Wales, and is attached to Monmouthshire County Council. Following the implementation of more rigorous checks funded by the project, a variety of problems were found. In one case, a licensed breeder was

found to be in possession of, and breeding from, a stolen dog. Thankfully the dog was able to be reunited with its owners shortly after being identified.

### **Protecting those with food allergies – the Greater Gwent Food Group**

In September 2021, the Greater Gwent Food Group, a partnership between Blaenau Gwent, Caerphilly, Monmouthshire, Newport City and Torfaen councils launched an online multilingual allergen resource for food businesses in Wales, England and Northern Ireland to help protect the estimated two million plus people living with a diagnosed food allergy in the UK.

The resources are freely available and hosted on the Chartered Trading Standards Institute (CTSI) website. They contain a variety of materials on the topic of food allergens. Included is an allergen awareness presentation video; a handout covering the presentation key messages; dubbed and subtitled versions of 'Day in the Life of Chloe' and 'Megan's Story' (originally produced by Lancashire County Council) and a 'Tell Us If You Have an Allergy' poster, all of which were produced in English, Welsh, Bengali, Cantonese, Kurdish, Mandarin, Punjabi, Turkish and Urdu.

The Food Standards Agency and Trading Standards Wales supported the project which aims to inform and help food business operators comply with allergen labelling requirements and keep their customers safe.

Production of the resource in Bulgarian/Hungarian/Polish and Romanian is planned during 2022.

## SECTION FOUR: SUPPORT FOR THE COVID RESPONSE

Trading Standards were a key part of the local authority Covid response, along with other colleagues in regulatory services. Whilst this was primarily carried out in 2020-21 and was reflected in last year's report, there is ongoing work across many local authorities. The case study below gives an example of some of the ongoing work that many Trading Standards services delivered this year.



### Ensuring Compliance by Licensed Premises: Flintshire County Council Trading Standards

Flintshire Trading Standards operated a triage system in partnership with police and licensing teams to ensure licensed premises complied with applicable Covid restrictions. North Wales Police carried out patrols to licensed premises, with officers completing a 'tick sheet' to show compliance or otherwise. Officers met daily to review the sheets using a traffic light system: Red - an immediate response was required, Amber - issue could be dealt with by phone call or letter, and Green - no issues. A decision on which service was best placed to deal with the issue was also taken. The involvement of the police licensing officer meant that police body-worn footage could be obtained quickly if required. The system was successful and ensured that serious non-compliances in the licensed sector could be dealt with efficiently.



### **Newport City Council Trading Standards – Energy Efficiency**

The 2019 Welsh Index of Multiple Deprivation states that the local authority with the highest proportion of small areas in the most deprived 10% in Wales is Newport.

Newport Trading Standards identified non-compliant F or G rated properties (low energy efficiency) and provided advice or undertook enforcement to get landlords to comply.

362 landlords were initially identified as not having required Energy Performance Certification. It was found that 117 were compliant, 11 were brought into compliance following Trading Standards intervention, advice is being provided to 12 and 229 are ongoing. The service delivered a landlord advice event in conjunction with the National Rented Landlord Association. The event was a success and was attended by 40 landlords. Publicity will be carried out via the website and printed leaflets and will be distributed via letting agents and colleagues. The impact of the work shows a reduction in annual carbon emissions of 198.5 tonnes, a reduction in annual energy of 178,329 kWh and a reduction in fuel bills of £58,217 based on April '22 prices. The work was made possible with a government grant

### **Taking a wider outlook on Doorstep Crime: Pembrokeshire County Council:**

In Pembrokeshire many doorstep traders are often involved in other crimes including fly tipping and unlicensed scrap metal and waste collection. The Trading Standards service consequently works more closely with colleagues in these other teams. One prosecution awaiting trial relates to a serial doorstep trader that is unlicensed for waste activities, that has also carried out fly tipping. The Trading Standards

service also works with colleagues in the Housing and Grants team to share intelligence and monitor complaints about traders operating in the area, offering home energy efficiency grants.

### **Wood and Multi-fuel Stoves Survey 2022: Merthyr Tydfil County Borough Council**

Wood burning stoves have risen dramatically in popularity in recent years, providing an additional form of heating for many, and for some, the sole source of heat. Wood and coal burning stoves currently account for 38% of particulate matter air pollution which the Government plans to reduce by 30% in total by 2030. The recent surge in popularity means domestic burning on stoves and open fires is now the single biggest source of particulate matter emissions, which is considered the most damaging pollutant.

The Government's Clean Air Strategy comes into force in 2022. This outlaws the sale of the most polluting fuels and ensures only the cleanest burning stoves are sold from 2022.

From 1st January 2022 all wood burning and multi-fuel stoves and fireplaces that are manufactured and sold have had to adhere to strict new guidelines known as Ecodesign. A stove that is compliant with the requirements of Ecodesign will emit up to 90% fewer emissions than an open fire and up to 80% less than a stove that is 10 or more years old due to the use of a more refined and efficient burn technology. These stoves now have to carry an SIA (Stove Industry Alliance) approved Ecodesign Ready Stove Quality Assurance Mark.

Officers identified 5 retail premises stocking stoves and all were visited. All items available for sale were found to be compliant with the new Ecodesign requirements, and no non-compliances were found.

# Protecting the Public and Supporting Business - From Pandemic Recovery to the Cost of Living Crisis

## The Impacts and Outcomes of Local Trading Standards Services 2021/22 in Wales

The Association of Chief Trading Standards Officers (ACTSO) created the Impacts and Outcomes Framework in 2018/19 to provide national data for England and Wales on work done by local authority Trading Standards Services. This is the second report for Wales and this document contains a summary of the highlights of work done in 2021/22.

This year, across all areas of work, the risks associated with the cost of living crisis on consumers and businesses is apparent. The need for effective business advice and a level playing field for legitimate businesses is going to be crucial to keep them afloat in difficult times. Risks to consumers around the safety of cheap or illicit goods and false claims relating to prices, costs and energy efficiency are growing and the impact of losing money to scammers is bigger than ever.

In 2021/22 local Trading Standards Services have:

- Prevented over **£3 million** of detriment, equating to **£3.26** saved for every **£1** spent
- Carried out over **10,857** compliance checks to ensure businesses meet their legal responsibilities and to provide them with advice on site
- Saved scam victims almost **£2.5 million**
- Provided over **1,000** hours of advice to businesses through primary authority partnerships

## 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 the criminal behaviour that leads to it and support victims. The Government's 2022 Consumer Protection Study estimated that there was **£54 billion** in unaddressed detriment across Great Britain.

Key statistics for 2021/22 included:



**87 defendants** were prosecuted



Local authority Trading Standards provided support to over **1,317 scam victims**



**Prison sentences** of over **39 years** were handed down. This includes both immediate and suspended sentences



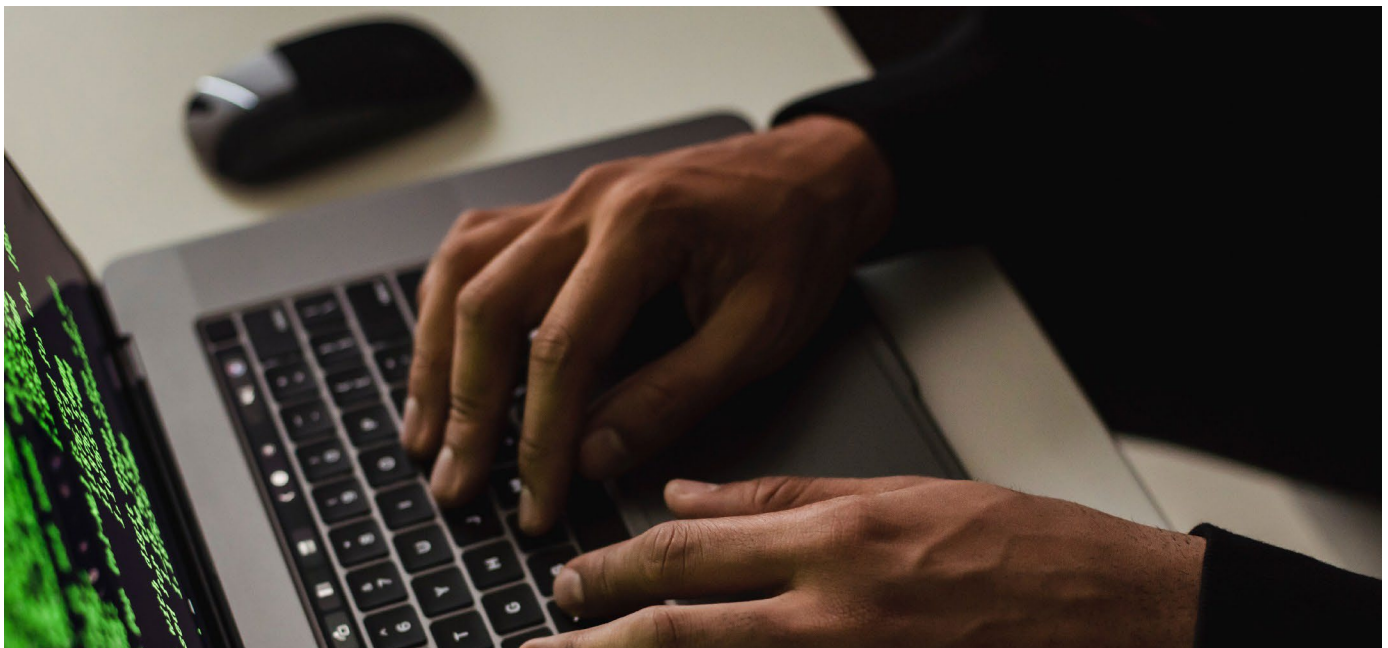
Work to disrupt mass marketing fraud mailings, stop outgoing payments, mail etc **saved consumers over £2.5 million**



Defendants were ordered to pay over **£695,000 in Proceeds of Crime**



Almost **£105,000 compensation** being awarded to victims by the courts



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## SUPPORTING THE LOCAL ECONOMY

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Businesses have always needed advice and support from Trading Standards to help them navigate the range of laws that ensure they trade fairly and their products are safe. This year, as businesses continue to recover from the impacts of Covid, and face supply chain and energy cost issues, the ability to access the correct advice and have confidence has never been more important.

### Key statistics for 2021/22 included:



Responded to over **4,000 requests** for advice from businesses that were not part of the primary authority scheme and over **887 hours of support** was provided via primary authority partnerships.



Almost 11,000 **visits were carried out to businesses to ensure they comply with the law and provide advice** to help them fix any non-compliance



Almost **3,200 businesses were subject to an intervention**, such as advice, investigation or referral



Over **20,500 counterfeit products with a market value of £316,000**, which breach the intellectual property of legitimate businesses, were seized

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## PROMOTING HEALTH AND WELLBEING

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Trading Standards undertake a wide range of activities to protect and promote the health and well-being of local communities including ensuring that products people buy are safe, that food is correctly labelled, and that the health and welfare of livestock is assured.

Age restricted products, including vaping products, tobacco, alcohol, and knives, are also a significant area of focus for many authorities. Trading Standards enforce and advise on a very wide range of age restricted sales legislation to help to keep young people safe.

### Key statistics for 2021/22 included:



Nearly **12,000 unsafe or non-compliant products were seized or removed from the market place** following Trading Standards' interventions.



The **savings to society**, in terms of product value and injuries and fires prevented, is almost **£427,000**



Over **1,400 businesses** were identified as **supplying food that was misdescribed, did not correctly declare allergens, contained toxic or illegal components or was involved in food fraud**



Over **1,100 businesses** were found to be in **breach of animal health and welfare legislation**



Over **200 premises** were tested for **alcohol sales**, the average failure rate was **16%**



**36 premises** were tested for **tobacco sales**, the average failure rate was **12%**



**79 premises** were tested for other products, including vaping products, the average failure rate was **16%**



Over **2.6 million illicit cigarettes** were seized, worth an estimated **£650,000**



Almost **0.5 tonnes of illicit hand-rolling tobacco** were seized, worth almost **£4,000**

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## SUPPORT FOR THE COVID RESPONSE

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Trading Standards were a key part of the local authority Covid response. Whilst most activities were carried out in 2020-21, there is ongoing work across many local authorities. This includes supporting the general local authority efforts in relation to covid advice, track and trace, business advice etc. as well as dealing with specific covid related scams, ensuring claims relating to covid testing etc.

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## NET ZERO, ENERGY COSTS AND CLIMATE CHANGE

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The Net Zero and Climate Change agenda are becoming more important each year, with the majority of local authorities seeing this issue as a key corporate priority.

Claims associated with energy usage and energy efficiency are going to be a real marketing point as energy costs rise so quickly and households will be looking to save money. More broadly "greenwashing" and green claims have become a concern and the Competition and Markets Authority issued a report on this.

There is no separate data collected on Trading Standards work to support this agenda, they will be included within the compliance checks, business advice and prosecution figures in the above figures.

## Appendix - Summary of cases concluding between December 2022 and the end of February 2023

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

Case	Court date	Legislation	Offence(s)	Outcome
1.	1.12.22	Housing Act 2004  Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales) Regulations 2007.  Housing (Wales) Act 2014	The defendant is the landlord of a property split into four self-contained flats. An inspection by Shared Regulatory Services in November 2021 revealed a number of concerns, including <ul style="list-style-type: none"> <li>• No fire alarm in the common areas of the property</li> <li>• Broken detectors within the flats</li> <li>• None of the flat entrance doors were complete fire doors</li> <li>• Three of the flats had bedrooms which were inner rooms but were not fitted with fire doors or escape windows</li> <li>• Inadequate and defective bathroom facilities</li> <li>• Security issues</li> <li>• The manager of the property wasn't licensed under the Housing (Wales) Act.</li> </ul>	The Magistrates found the case proved in the absence of the defendant. In delivering their sentence, they gave weight to the immediate risks such as fire, and the longer-term risks to health and welfare, such as damp and mould.  The defendant was fined £2,000 for each of the five offences making a total of £10,000. She was also ordered to pay costs of £2,000 and a victim surcharge of £190
2.	7.12.22	Theft Act 1968  Fraud Act 2006	The defendant in this rogue builder case had pleaded at an earlier hearing, to one offence under the Theft Act 1968 and to one offence the Fraud Act 2006. The offences related to an incident in July 2021 when the defendant attended at a property and quoted the residents a figure	For that reason Recorder Hammond ordered that the defendant be sentenced to 12 months imprisonment for



			<p>of £1100 for rendering a rear garden wall. He advised that if they paid half immediately to cover the materials, he would be able to complete the work the following weekend. The resident got the defendant to sign a handwritten receipt, but no additional paperwork was provided. He subsequently failed to attend to carry out the works, failed to return the deposit and failed to provide any materials. At one point he even claimed that he had repaid the money which was untrue.</p> <p>The court was advised that the defendant had been prosecuted for similar offences investigated by SRS in 2017 for which he had received a prison sentence and had been banned from being a director.</p> <p>In sentencing, the Judge stated that, whilst the defendant might be described as a rogue trader, he was in fact a criminal and a thief who exploited the trust of reasonable people. His offences had caused stress and anxiety to his victims. He accepted the prosecution's characterisation of where the offences fell in the sentencing guidelines but his previous 2017 convictions were an aggravating factor. These were further aggravated as he had been repeatedly given advice which he had ignored and the fact that he had lied about repaying the money.</p>	<p>the theft offence and 6 months imprisonment for the fraud offence, to run concurrently. He also ordered that the defendant pay the required statutory surcharge and he made a Compensation Order for the victims in the case in the sum of £550.</p>
3.	9.12.22	Food Hygiene Rating (Wales) Act 2013	<p>This case was brought against a limited company as the Food Business Operator of a restaurant, as well as against the company's sole director. When an Officer of the Shared Service inspected the restaurant in January 2022, the business had been awarded a food hygiene rating of 1 (Major Improvement Necessary) A visit by officers in May 2022 revealed that the company had failed to display the food hygiene rating sticker in the location and manner prescribed by the legislation. To make matters worse, the company director misled officers by claiming that the business had changed hands when it had not.</p> <p>The director did not attend court for the case hearing and there was no</p>	<p>The company was fined a total of £1500, ordered to pay costs of £1277 and a court surcharge of £150. The company director was fined £750, ordered to pay costs of £796 and a court surcharge of £75.</p>

			<p>one else present to represent the company. Application was sought to prove the matters in absence as effective service of papers had been achieved.</p> <p>The company was found guilty of two offences under the Food Hygiene Rating (Wales) Act 2013. The first of these was for failing to display the food hygiene rating sticker and the second was for obstructing the officers in their enquiries. The company director was found guilty on the one charge against him, that of obstruction.</p>	
4	6.1.2023	Children and Families Act 2014	<p>In May 2022, a test purchase attempt resulted in the sale of a nicotine inhaling product (e-cigarette) being sold to a 16-year-old volunteer. This was despite SRS having written to the outlet to advise on the law after complaints were received alleging that underage sales were taking place at the premises. The sole director of the business was the seller on this occasion, and he was subsequently interviewed under caution about the offence. Later, in September 2022, a further attempt was made (by the same young volunteer) to purchase a nicotine inhaling product at the premises, and this also resulted in a sale being made, this time by an employee at the store. Both the company and its sole director were prosecuted for the underage sales offences on the two separate occasions, and guilty pleas were entered.</p>	<p>The company director was fined £166 for each of the two offences, and he was ordered to pay costs of £310 together with a Victim Surcharge of £34.</p> <p>In addition, the company was fined £293 for each of the two offences, and ordered to pay costs of £310 and a Victim Surcharge of £48</p> <p><i>(Total fine £918, and total costs £620)</i></p>
5.	27.1.2023	Licensing and Management of Houses in Multiple Occupation (Additional Provisions)	<p>The defendant is the landlord of a 4 storey, Victorian property comprising a basement and ground floor maisonette and a first and second floor maisonette. Upon inspection, a number of offences were identified for failing to comply with the Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales Regulations 2007. These included:</p>	<p>The defendant was fined a total of £23,750 and ordered to pay costs of £450 together with a victim surcharge of £1,200.</p>

		<p>(Wales Regulations 2007</p>	<ul style="list-style-type: none"><li>• A defective fire alarm system</li><li>• Missing or insecure, handrails to stairs</li><li>• Defective floor coverings</li><li>• Low level windows which presented a risk of falls</li><li>• damaged kitchen work surfaces</li><li>• unsafe kitchen layouts</li><li>• an insecure WC</li><li>• accumulations to the rear yard likely to provide harbourage for rodents</li><li>• damp</li><li>• unsafe guarding to landings</li><li>• unsafe electrical installations and</li><li>• an insecure entrance door.</li></ul> <p>In addition, the gas central heating and hot water boiler in the upper maisonette was not working and a notice was served on the defendant under s. 80, Environmental Protection Act 1990 requiring the repair or replacement of the boiler within 8 days. When this notice wasn't complied with by the defendant, arrangements were made for the boiler repairs to be carried out as works in default.</p> <p>The case against the defendant included a total of 18 offences for failure to comply with the Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales Regulations 2007 and also for failure to comply with the Section 80 notice relating to the</p>	
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			gas boiler. Neither the defendant nor any representative attended court and the matter was heard in his absence. He was convicted on all 18 offences.	
6.	20.2.23	Fraud Act 2006  Consumer Protection from Unfair Trading Regulations 2008	<p>The defendants in this doorstep crime case were brothers who travelled to South Wales from Leighton Buzzard at the height of the COVID-19 pandemic. Residents were cold called and persuaded to have roofing works carried out, only to find that when the work was completed, the the price had risen to 3 times the amount that had been originally quoted. When the victims queried the escalation in price they were met with threats and intimidation in order to get them to pay the higher price.</p> <p>The men had earlier pleaded guilty to the offences and attended court for sentencing. The Judge told them that their offending had been planned, and had a detrimental impact on the finances of the victims as well as their psychological wellbeing. He added that ‘the victims in this case were both in their eighties who were cold called for work which was claimed by the defendants as necessary. The approach taken by you has reflected a worrying trend during the period of lockdown in a rural area in the Vale of Glamorgan where you travelled from your home addresses in Leighton Buzzard and set up camp somewhere in Newport and further travelled to dupe the victims in this case. You raised the price in a deliberate and false 3 stage tier process. When challenged by the victims you bullied them and made them feel intimidated, there was genuine fear felt by the victims. You have asked for leniency in this case but you did not think of the effects of your actions in respect of the victims. This case has clearly passed the custody threshold. I have taken into consideration your early guilty pleas but have also taken into consideration the age of the victims in this case.</p>	<p>Both defendants were sentenced to 12 months in prison for each offence to run concurrently. Applying the 20% discount for early plea meant that they will each serve a sentence of 9 months, at least half of that would be served in prison before being released on licence for the remainder.</p> <p>Due to the custodial sentences being received no costs or compensation were awarded.</p>

7.	24.2.23	Housing Act 2004	<p>The defendant did not attend court and the case was proved in his absence. He was found guilty of failing to comply with 2 improvement notices made under the Housing Act 2004.</p> <p>The defendant is the owner of a 3 storey, Victorian, terraced property in Cardiff which has been sub-divided into 4 self-contained flats. In January 2022 formal Improvement Notices were served requiring works to be carried out to the ground floor front flat and the common areas. These notices expired in March and April 2022. No response was received to letters and emails sent to the defendant, including a letter which was hand delivered to his home address. A visit in August 2022 confirmed that the fire alarm system was faulty, the electricity meters had not been properly fire-protected and works inside the ground floor front flat remained incomplete.</p> <p>The Court was notified of the defendant's previous conviction in respect of the same property in September 2022. That case, reported to the Joint Committee in December 2022 arose as a result of significant hazards at the property and an earlier SRS investigation.</p>	<p>The magistrates fined the defendant £1500 for each offence giving a total fine of £3000, costs of £360 and statutory charge of £1200. A collection order was made. Arrangements will be made for payment and consolidation with his previous fine (<i>£6,350 together with costs of £1,376 and a victim surcharge of £190</i>)</p>
8.	24.2.23	Town Police Clauses Act 1847	<p>The defendant in this case had previously contact the court to plead guilty to two offences under the Town and Police Clauses Act 1847. The case concerned two incidents, firstly on the 30th of July 2022, between 11.05 hours and 11.35 hours and secondly, on the 10th of September 2022, between 14.05 hours and 14.35 hours, when the defendant left his hackney carriage unattended in a designated taxi rank in Cardiff city centre.</p>	<p>The magistrates fined the defendant £100 for the first offence and £140 for the second offence, giving a total fine of £240. Prosecution costs of £175 and a statutory charge of £96 were also imposed.</p>

*Addendum*

	23.9.22	<p>Housing Act 2004 Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales) Regulations 2007.</p> <p>Local Government (Miscellaneous Provisions Act) 1976</p>	<p>The defendant is the freeholder of a 3-storey Victorian house split into four self-contained flats. Following a complaint from a tenant, Shared Regulatory Services carried out an inspection in December 2021 during which a number of significant hazards were found. These included</p> <ul style="list-style-type: none"><li>• a defective fire alarm system</li><li>• insecure front door</li><li>• lack of fire proofing to the gas and electricity meter cupboards</li><li>• defective flat entrance doors</li><li>• obstructions to the means of escape from fire, and</li><li>• failure to submit gas certificates</li></ul> <p>In addition, it was established that the property is subject to an additional HMO licensing scheme, however no application had been made for the property to be licensed.</p> <p>The defendant also failed to comply with a requisition to provide information served upon him in January 2022.</p>	<p>The defendant pleaded guilty to the 12 offences and was fined a total of £6350. He was also ordered to pay costs of £1,376 and a victim surcharge of £190.</p>
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