

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 13 December 2023
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 Services
Responsible Officer:	Head of Shared Regulatory Services
Elected Member and Officer Consultation:	No Elected Members have been consulted. The following officers have been consulted; Assistant Director 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"> The report appraises the Committee of the work of the service and progress toward completing the actions contained in the SRS Business Plans.

Recommendation

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

Reason for Recommendation

1. The report apprises 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 Q2 performance and other activities undertaken up to the end of November 2023.

2. Key Issues for Consideration

Human Resources

- 2.1 The sickness absence level at the end of Quarter 2 was 2.29 days per FTE person overall.

	Short Term Days Lost per FTE	Long Term Days Lost per FTE	Total Days lost Per FTE
Q2 2023-24	0.75	1.54	2.29
Q2 2022-23	1.40	4.89	6.29
Q2 2021-22	0.61	3.15	3.76
Q2 2020-21	0.62	2.41	3.03

When compared with the same time frame in 2022-23, Q2 saw a significant improvement in the FTE sickness absence figure for SRS. Thus, the overall figure for days lost per full time equivalent member of staff was 2.29 compared with a figure of 6.29 days lost per FTE in the same quarter of 2022-23. This reflects improvements in both short term and long-term absence rates which as a reference point are now lower than in the same period in 2020-21 (the first year of the pandemic).

- 2.2** Despite the recruitment and retention difficulties facing Regulatory Services across the country, there were some notable recruitment successes for SRS during Q2. In addition to a number of appointments into more traditional roles, a Digital Marketing Apprentice has been recruited to work within the Wales Illegal Money Lending Unit. This role is fully funded following a successful business case to HM Treasury and will among other things enable key messages to be targeted at the younger demographic (18-34 year olds) who regularly access sources of credit online and through social media, sometimes to cover everyday expenses.
- 2.3** Recently, the Service marked the retirement of a Team Manager of many years' experience, and it is pleasing to see an appointment from within the Service into this role. Losing such an experienced member of staff reinforces the need to equip Officers with the ability to take on such roles in the future as part of the wider Workforce Plan. Match funding of further study has been a particularly helpful approach in this regard and continues to reap rewards for the Service as well as for personal development.
- 2.4** The SRS team providing the Licensing function for Cardiff Council has recently moved to County Hall, as a result of works due to commence at City Hall in the coming months. The move to County Hall provides a good compromise in terms of proximity to the City Centre and ability to accommodate the footfall of the licenced trades, and in particular the taxi sector. The changes have been communicated to the trade and appear to have been well received.

Financial Position Quarter 2

- 2.5** The financial monitoring report for the period 1st April to 30th September 2023 is attached at **Appendix 1**. It has been prepared from the consolidated figures gathered from each Authority for this period. The Service is forecasting an outturn position of a £290k overspend against the 2023-24 gross revenue budget. This is due in part to a number of pressures on the Service plus the impact of the recently agreed pay award for 2023-24 which is higher than the 5% pay award budgeted for.

Performance Monitoring

- 2.6** Joint Committee members are provided with data on activity levels to help reassure local members at each council that SRS activity continues to tackle issues across the region. Performance data for quarter 2 of 2023-24 is set out at **Appendix 2** and reported to each Council in line with their performance management regimes and existing service plans.
- 2.7** The statutory 2023-24 Food Law Enforcement Service Plan for SRS (approved by the Joint Committee at its last meeting in September) references the historic staffing shortfall the Service has in relation to its responsibilities for Food Hygiene and Food Standards. As set out in the 2023-24 FLESP, this shortfall in budgeted posts stands at 6.85 officers when compared to the number needed to meet the demands placed on the Food Safety service in delivering the full food programme in accordance with the Food Law Code of Practice. Contractors paid on a per-visit basis, have traditionally helped to plug this gap and this has continued in the current financial year with a significant positive impact on the Q2 food performance figures.
- 2.8** The Service updates below provide more detail and context for the Joint Committee on some of the key areas of work during the quarter.

Protecting the Environment

Illegal Dog Breeding

- 2.9** SRS continues to receive ongoing intelligence/ reports on illegal dog breeding. As such officers from the Animal Health and Welfare Team and our Major Investigations Team, have undertaken several operations whereby it has been necessary to seize dogs and puppies found at properties owing to the appalling conditions that the animals have been found.
- 2.10** Unfortunately, where it has been necessary to seize dogs, delays have been experienced in progressing applications under Section 20 of the Animal Welfare Act to get the animals legally signed over to the SRS via a court order. Until such applications are heard, SRS is legally responsible for the animals including kennelling and veterinary costs. Whilst SRS can seek to reclaim such costs as part of any subsequent prosecution which may be taken, it still places financial pressures on the service in the intervening periods until these cases are successfully heard. In addition, the reality is that at the conclusion of a case, costs may not be awarded in full, if at all.
- 2.11** A recent successful prosecution against two individuals from the Vale of Glamorgan, highlighted the significant welfare issues that illegal breeders can subject animals to through the pursuit of financial gain. As part of this one case, 11 dogs including 9 puppies were seized, with 5 of the dogs having to be euthanised. All of the dogs in this case were suffering from various medical

conditions, ranging from eye infections, moderate to severe corkscrew tails, respiratory problems, spinal issues, fracture teeth, and one dog suffering a rectal prolapse that was so severe the tissue was necrotic.

Figure 1 – images of dogs found during the illegal dog breeding investigation



2.12 The result of this successful prosecution saw the defendants given suspended prison sentences of 22 and 14 weeks, and one defendant disqualified from keeping animals for 8 years. Both defendants were ordered to pay £4000 costs each and also ordered to complete 180 and 120 hours unpaid work.

XL Bully Ban

2.13 Following the recent spate of tragic dog attacks, the UK government announced on 31st October 2023 that XL Bully type dogs will be added to Section 1 of the Dangerous Dogs Act 1991 as a banned breed of dog. Measures are due to come into force in two stages.

2.14 From 31st December 2023 it will be against the law to:

- Sell an XL Bully dog
- Abandon an XL Bully dog
- Give away an XL Bully dog
- Have an XL Bully in public without a lead and muzzle

- 2.15** From 1st February 2024 it will be a criminal offence for anyone to own an XL Bully in England and Wales unless they have a Certificate of Exemption for each XL Bully dog they may own.
- 2.16** As a result of the changes SRS has received a number of enquiries from Elected Members as well as the public, regarding how this ban will affect residents owning dogs which might meet the definition of an XL Bully. As such SRS has provided local Members, via each of the respective democratic services, with a briefing note setting out the changes.
- 2.17** The Police are expected to be the lead enforcement agency and will investigate offences under Section 1 of the Dangerous Dogs Act 1991. This includes formally typing suspected XL Bully breed types once Section 1 offences come into force.
- 2.18** The role of SRS will not change because of the amendment to the Dangerous Dogs Act, and the Service will still be solely responsible under law for providing a stray dog service for the respective Local Authorities. It is anticipated however that the Service will continue to receive contact from concerned members of the public as well as dog owners.

Supporting the local economy

- 2.19** In July, the United Kingdom Accreditation Service (UKAS) undertook an audit of the SRS Mass Calibration (Metrology) Laboratory. This is the second surveillance visit of the current four-year cycle to assess continued compliance of the laboratory. The assessment demonstrated that the laboratory has an effective Quality Management System and that it is implementing supporting policies and procedures to meet the requirements of ISO/IEC 17025:2017. The auditors found that the laboratory's internal audit programme is comprehensive and up to date with the management review proving effective and giving the management team an understanding of the laboratory's performance and the effectiveness of the management system.
- 2.20** The auditors detailed that the laboratory drives improvement using management reviews and internal audits. Only two minor mandatory corrective actions were identified, in this year's audit, and these have been fully actioned and closed off. The audit recommended that accreditation is maintained for the current scope of accreditation under ISO/IEC 17025:2017 standard.
- 2.21** The provision of calibration services to business clients is well established, and this area of work has been expanded over time as new markets have been identified. In a recent development, the Shared Service has diversified into providing paid-for metrology courses from the laboratory for officers working towards their statutory Inspector of Weights and Measures qualification, as well as for qualified officers seeking refresher / confidence building training sessions.

The training is delivered in two-day blocks in conjunction with one of the Chartered Trading Standards Institute's Lead Officers for Weights and Measures.

- 2.22** As this is the only UKAS accredited local authority metrology laboratory in Wales, the formal two-day course is proving popular. Additional, optional 'lab days' will also be offered to provide students the opportunity to practice what they have learned in the training sessions, in advance of their statutory practical and oral examinations at the National Weights and Measures Laboratory in Teddington.

Safeguarding the vulnerable

- 2.23** National Safeguarding Week took place recently (13th – 17th November), and in the lead up to the week, SRS presented at the Money and Pension Services (MaPS) Wales Consumer Protection Forum on 7th November. The Forum focused on ways to help people with consumer protection issues, with a particular focus on scams and doorstep crime.

- 2.24** During the week, officers provided training to the 50+ Forum Volunteers in Cardiff, and this training once again focussed on how to spot scams and doorstep crime and importantly how potential victims can report it. Further training to more volunteers was undertaken on 7th December. In addition to this training the team also visited GP surgeries in the Vale of Glamorgan, raising awareness and requesting that the surgeries display SRS Scams/ Doorstep advice to ensure further awareness is raised. The team plan to undertake similar exercises at GP surgeries in Bridgend and Cardiff over the coming weeks as resources allow.

Enforcement of new legislation

- 2.25** Additional areas of enforcement continue to fall to Regulatory Services, one example being the new requirements bringing about **a ban on the supply of single-use plastics**. Plastic takes hundreds of years to break down and is known to cause damage to oceans, rivers and on land. Plastic pollution is also a source of greenhouse gas emission, both as a result of its manufacture, and the manner of its disposal. In 2020, when consulting on a single-use plastics ban, Welsh Government quantified the scale of the problem by identifying that annually in Wales some 226 million units of plastic cutlery were sold, along with 173 million plastic straws, 5.7 million stirrers, 26 million polystyrene cups, 30 million plastic cotton bud sticks and 1 million plastic balloon sticks.

2.26 Since 30th October 2023, the supply of the following single use plastic items has been banned in Wales:

- Single-use plastic plates (including paper plates coated in plastic)
- single-use plastic cutlery (e.g. knives, forks, spoons, sporks and chopsticks)
- Single-use plastic drinks stirrers
- Single-use plastic drinking straws
- Cups made of expanded or foamed extruded polystyrene
- Takeaway containers made of expanded / foamed extruded polystyrene
- Single-use plastic balloon sticks
- Single-use plastic-stemmed cotton buds

The ban affects retailers, food vendors, takeaways and the hospitality industry and will apply to supplies both over the counter and online. There are however a number of exemptions, for example that permitting pharmacies to continue to provide plastic straws in cases where individuals need them to eat and drink safely and independently. Other exemptions will see plastic stemmed cotton buds still being used in healthcare settings and plastic spoons being permitted with the supply of liquid medicines.

2.27 Phase 2 of the ban on single-use plastic products will take effect at a later date (possibly in the Spring of 2026) and will see the prohibition of the sale and supply of single-use plastic carrier bags, polystyrene lids for drink and food containers, and products made of oxo-degradable plastic.

2.28 From 6th April 2024, an amendment to the Waste (England and Wales) Regulations 2011 will mean that all businesses will need to separate their recyclable materials in the same way that most households do. While Natural Resources Wales has overall responsibility for the law around **Separated waste collections for workplaces**, Regulatory Services will play a key enforcement role in ensuring that food businesses do not dispose of food waste through the sewers.

2.29 Members will also be aware of the Welsh Government regime for **Special Procedures** which is due to come into effect in the summer of 2024. Plans are being put into place for both the inspection and licensing aspects of the scheme, as well as for gearing up delivery of the training course enabling practitioners to achieve the necessary Level 2 qualification in *Infection Prevention and Control for Special Procedures Practitioners*.

2.30 None of the above new areas of enforcement come with any additional funding for local authorities.

Improving Public Health

2.31 Members will recall the overview provided at the September Joint Committee meeting in respect of concerns around the market for electronic nicotine inhaling devices or vapes. The Westminster Government has since launched its consultation *Creating a smokefree generation and tackling youth vaping*, which is supported by the devolved administrations as part of a four-nation approach to the issue, and a Shared Regulatory Services response has been submitted.

2.32 The consultation, which closed on 6th December, sought views on the following:

- Prohibiting the sale of tobacco products to anyone born after 1st January 2009. This would mean that if implemented in January 2027, no one aged 18 or younger from that point on could ever be sold tobacco products legally.
- Prohibiting proxy sales of tobacco so that someone old enough to purchase tobacco products for themselves would not be able to purchase on behalf of someone born before 1st January 2009.
- Restricting vape flavours
- Regulating vape packaging and product presentation
- Regulating point of sale displays
- Restricting the supply and sale of disposable vapes
- Exploring further restrictions for non-nicotine vapes and other nicotine consumer products such as nicotine pouches
- Action on the affordability of vapes, including the possibility of a new duty on vapes

2.33 Members will receive a short presentation at the Joint Committee meeting on the enforcement challenges presented by this area of work.

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 2023/24. 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 Q2 2023-24 Financial report (includes Annex 1)
- Appendix 2 SRS Performance measures - Q2 2023-24
- Appendix 3 Details of SRS prosecutions

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 13 December 2023
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Q2 2023/24 Shared Regulatory Services Revenue Monitoring Report
Purpose of Report:	To Provide the Partner Authorities with the Financial Performance of Shared Regulatory Services
Report Owner:	Matt Bowmer - Head of Service/s151 Officer
Responsible Officer:	Miles Punter – Director of Environment & Housing Services
Elected Member and Officer Consultation:	Head of Service for Shared Regulatory Services
Policy Framework:	This is a matter for Shared Regulatory Services

Executive Summary:

- The £8.645m 2023/24 Shared Regulatory Services (SRS) Budget was agreed by Committee on the 9th February 2023. The net budget increase of £314k included an assumed 5% pay award of plus an adjustment in respect of the previous year’s pay shortfall, less agreed savings.
- The 2023/24 pay award has now been agreed at a flat rate of £1,925 per full time equivalent, with backpay being realised in the December pay runs. The impact of the agreed pay award is an additional budget pressure of £30k, which has adversely impacted on the forecast overspend.
- As at Q2, the SRS is forecasting an overall overspend of £290k. This position includes an historical Cardiff Authority Specific budget shortfall in the order of £200k relating to Taxi Licensing. The forecast outturn position is illustrated on the following table;

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,914	1,919	(5)
Cardiff	5,009	5,274	(265)
Vale	1,722	1,741	(19)
Total Gross Expenditure	8,645	8,935	(290)

- The reported position includes mitigation of £183k being down from reserves to partially offset the forecast overspends within both Animal Services and Food Services within Core.

Recommendations

1. That the position with regard to the 2023/24 forecast outturn position is noted.

Reasons for Recommendations

1. That the members are aware of the position with regard to the 2023/24 forecast outturn position pertinent to the Board and relevant Scrutiny Committee.

1. Background

- 1.1 The 2023/24 Shared Regulatory Services (SRS) Gross Revenue Budget was approved on the 9th February 2023.

- 1.2 The revenue position for 2023/24 continues to be challenging for the SRS both operationally and financially due to the ongoing implications of the Cost-of-Living Crisis. The impact of rising prices continues to intensify pressure on existing budgets.

The previous impact of the Covid-19 pandemic on our ability to generate income has gradually receded and the service continues to recover and make up for this lost income.

- 1.3 Two members of staff remain on secondments out of the Service. The associated cost of these secondments is being recovered from Welsh Government and Monmouthshire County Council. This has enabled staff to act up into more senior roles.
- 1.4 A small group of officers from across the Service continue to be seconded to support the regional Health Protection Officers (HPO) team supporting the Cardiff and Vale Health Board.

2. Key Issues for Consideration

- 2.1 The Gross Revenue Budget and forecast outturn position for 2023/24 are shown in the tables below, with the position in respect of each of the partners detailed to include both Authority Specific and Core expenditure positions. As at Q2, the Service is forecasting a £290k overspend against a gross revenue budget of £8.645m, as illustrated in the following table:

Table 1.

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,914	1,919	(5)
Cardiff	5,009	5,274	(265)
Vale	1,722	1,742	(20)
Total Gross Expenditure	8,645	8,935	(290)

- 2.2 In order to combat the national scarcity of qualified individuals to fill vacant roles, we have undertaken multiple recruitment drives in order to attract the right candidates. As well as this we have also employed a number of strong candidates who we have then developed through work and professional qualifications in order to further develop them.
- 2.3 The Service continues to work with local universities in the practical support of students who are enrolled on degree courses relevant to the SRS remit. Some students have now secured permanent posts within the Service when vacancies have arisen.
- 2.4 A full breakdown of the forecast outturn position is shown in **Annex 1**.

Authority Specific Services

- 2.5 The approved gross budget of £2.567m in respect of Authority Specific (AS) Services has a forecast overspend of £245k, as detailed in the following table:

Table 2.

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	461	456	5
Cardiff	1,562	1,801	(239)
Vale	544	555	(11)
Total AS Services	2,567	2,812	(245)

Bridgend

- 2.6 The £5k forecast underspend at Bridgend, relates directly to a £15k overspend within The Bridgend Licensing Team which has been offset by the forecasted combined £1k underspend within Bridgend Empty Homes plus the £19k underspend within Kennelling and Vets which is very much consistent to activity levels experienced in previous years.

Cardiff

- 2.7 The £239k overspend at Cardiff predominantly relates to a forecasted £217k overspend within the Taxi Licensing Section and is consistent with performance in previous years.
- 2.8 The combined £9k overspend within the Cathays and Plasnewydd Houses of Multiple Occupancy (HMO) teams relates to increased staffing costs resulting from the agreed 2023/24 pay award exceeding the figure built into the projections.

- 2.9 The forecasted £13k overspend within Night-Time Noise relates to a marginal uplift in demand due to an increase in service usage along with the salary award being in excess of the amount budgeted.

Vale

- 2.10 Overall the Vale is forecasted an aggregate £11k overspend.
- 2.11 Taxi Licensing has a forecast overspend of £20k which is due to increased staffing costs resulting from a small increase in staff hours therefore enabling staff to successfully navigate an increased workload.
- 2.12 Burials is forecasting a £6k overspend which is due to anticipated demand during the current economic climate.
- 2.13 There is a forecast underspend of £3k within Pest control service, this is due to an underspend in the overall budgeted costs of the service.
- 2.14 The forecast overspends within the Licensing and Burials at the Vale are then partially offset by an anticipated £12k underspend within Kennelling and Vets.

Core Services

- 2.15 The approved Core Services Budget for 2023/24 is £6.078m, which at Q2 is forecasting an overall overspend of £45k. The Core Service's budget is allocated in line with the population split across the participating authorities, as illustrated in the following table:

Table 3.

		Gross	Forecast	Outturn
		Budget	Outturn	Variance
Authority	%	£'000's	£'000's	£'000's
Bridgend	23.90%	1,453	1,463	(10)
Cardiff	56.72%	3,447	3,473	(26)
Vale	19.38%	1,178	1,187	(9)
Total Core		6,078	6,123	(45)

- 2.16 The £13k overspend within Animal Services is due to the increased costs resulting from a number of dog seizures. Significant expenditure has been incurred in the support of these seizures. Thus resulting in a forecasted overspend of £96k, which has been partially offset using a drawdown of £83k from the SRS Trading Standards Reserve.
- 2.17 Environmental Services are currently forecasting a small underspend of £6k.
- 2.18 Food Services are currently forecasting a £60k overspend, this is due to unbudgeted agency costs to clear the backlog of outstanding food standards visits. The actual forecasted overspend for food services is £160k, the Service

have utilised a drawdown of £100k from the SRS General Fund Reserve in order to alleviate the pressures within this area.

- 2.19 Housing Services is currently forecasting an overspend of £19k. The overspend consists of the resultant increase in the agreed cost of the 2023/24 pay award against the budgeted figure, plus smaller variances.
- 2.20 Health & Safety and Communicable Disease Services is currently forecasting a £46k overspend which is driven by increased work demand within this sector of the service.
- 2.21 Pollution Services is forecasting an overall underspend of £2k.
- 2.22 The £85k Trading Standards underspend, is as a result of cumulative factors. Staffing costs are less than initially forecasted due to supporting other initiatives. The Service has also made use of a funds held on the balance sheet which were generated from previous court cases totalling £60k which have been released in the year to offset some of the costs incurred.

Reserves

- 2.23 The Shared Regulatory Service have built up some reserves which can be utilised to fund planned investment in service expenditure but also emerging pressures within the service.
- 2.24 There are a number of planned drawdowns from Reserves referred to in this report which are further detailed in the table below.

Table 4.

	Opening Balance	Planned Drawdown	Transfer to Reserves	Forecast Balance
	01/04/2023			31/03/2024
Reserve	£'000's	£'000's	£'000's	£'000's
SRS General Fund Reserve	613	(100)	0	513
Specific Legal Reserve	71	(60)	0	11
Trading Standards Reserve	83	(83)	0	0
Total Usable Reserves	767	(243)	0	524

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

- 3.1 The revenue budget has been set in order to support services in the delivery of the SRS Well-being objectives. It is therefore important for expenditure to be monitored to ensure that these objectives are being delivered.
- 3.2 The revenue budget has been set and is monitored to reflect the 5 ways of working.
- 3.3 **Looking to the long term** – The setting of the revenue budget requires planning for the future and takes a strategic approach to ensure services are sustainable and that future need and demand for services are understood.
- 3.4 **Taking an integrated approach** – The revenue budgets include services which work closely with other organisations to deliver services such as Cardiff & Vale e.g. Health Boards via Health Protection Support Officers (HPO's).
- 3.5 **Involving partners in decisions** – As part of the revenue budget setting process there is open engagement between the SRS partners.
- 3.6 **Working in a collaborative way** – The SRS was created as a collaborative service in 2015, with the split of funding split in line with the population data which is updated on an annual basis.
- 3.7 **Understanding the root cause of issues and preventing them** – Monitoring the revenue budget is a proactive way of understanding the financial position of services in order to tackle issues at source and as soon as they become apparent.

4. Climate Change and Nature Implications

- 4.1 The SRS Annual Business Plan details illustrates how the Service is working towards reducing the carbon footprint of the service with consideration also given to nature implications, such as investigating noise and air emissions through environmental monitoring, including regulating emissions from industrial processes.

5. Resources and Legal Considerations

Financial

- 5.1 As detailed in the body of the report.

Employment

- 5.2 There are no employment implications

Legal (Including Equalities)

- 5.3 There are no legal implications.

6. Background Papers

None

Gross Expenditure Breakdown as of 30th September 2023

Annex 1

	Bridgend 2023/24			Cardiff 2023/24			Vale 2023/24			Total Gross Expenditure 2023/24		
	Budget £000's	Outturn £000's	Variance £000's	Budget £000's	Outturn £000's	Variance £000's	Budget £000's	Outturn £000's	Variance £000's	Budget £000's	Outturn £000's	Variance £000's
<u>Authority Specific</u>												
Bridgend Licensing	373	388	(15)							373	388	(15)
Bridgend Empty Homes	41	40	1							41	40	1
Kennelling & Vets Fees (Bridgend)	47	28	19							47	28	19
Cardiff Licencing				757	974	(217)				757	974	(217)
HMO Cathays				217	221	(4)				217	221	(4)
HMO Plasnewydd				296	301	(5)				296	301	(5)
Student Liaison				70	70	0				70	70	0
Night Time Noise				67	80	(13)				67	80	(13)
Cardiff Port Health				155	155	0				155	155	0
Vale Licensing							409	429	(20)	409	429	(20)
Burials (Vale)							1	7	(6)	1	7	(6)
Pest Control Service (Vale)							114	111	3	114	111	3
Vets & Kennelling Fees (Vale)							20	8	12	20	8	12
Authority Specific Sub total	461	456	5	1,562	1,801	(239)	544	555	(11)	2,567	2,812	(245)
<u>Core Services</u>												
Animal Services	102	104	(2)	238	247	(9)	82	84	(2)	422	435	(13)
Environmental	57	56	1	136	133	3	47	45	2	240	234	6
Food Services	373	386	(13)	884	919	(35)	302	314	(12)	1,559	1,619	(60)
Housing Services	149	154	(5)	355	365	(10)	121	125	(4)	625	644	(19)
Health & Safety & Communicable Disease	159	170	(11)	378	404	(26)	129	138	(9)	666	712	(46)
Pollution Services	223	223	0	530	528	2	181	181	0	934	932	2
Trading Standards	390	370	20	926	877	49	316	300	16	1,632	1,547	85
Core Sub total	1,453	1,463	(10)	3,447	3,473	(26)	1,178	1,187	(9)	6,078	6,123	(45)
Gross Expenditure Budget	1,914	1,919	(5)	5,009	5,274	(265)	1,722	1,742	(20)	8,645	8,935	(290)

Shared Regulatory Services

Quarterly Performance Report 2023/24

Quarter 2



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
2023-24	Bridgend	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	18	29	62.07%	Green	In line with our priorities agreed with the Food Standards Agency, all high risk businesses rated A and B due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%
2023-24	Cardiff	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	62	161	38.51%	Green	In line with our priorities agreed with the Food Standards Agency, all high risk businesses rated A and B due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%
2023-24	Vale of Glam	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	42	62	67.74%	Green	In line with our priorities agreed with the Food Standards Agency, all high risk businesses rated A and B due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%
2023-24	SRS	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	122	252	48.41%	Green	In line with our priorities agreed with the Food Standards Agency, all high risk businesses rated A and B due an inspection by the end of Qtr 2 were 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
2023-24	Bridgend	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	207	422	49.05%	Red	The results for Qtr 2 show good progress in tackling the backlog of C rated inspections with results showing significant improvement compared to the same period last year. The service continues to prioritise those C rated inspections due at businesses with a food hygiene rating score of 0-4.	90%
2023-24	Cardiff	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	505	867	58.25%	Red	The results for Qtr 2 show good progress in tackling the backlog of C rated inspections with results showing significant improvement compared to the same period last year. The service continues to prioritise those C rated inspections due at businesses with a food hygiene rating score of 0-4.	90%
2023-24	Vale of Glam	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	190	350	54.29%	Red	The results for Qtr 2 show good progress in tackling the backlog of C rated inspections with results showing significant improvement compared to the same period last year. The service continues to prioritise those C rated inspections due at businesses with a food hygiene rating score of 0-4.	90%
2023-24	SRS	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	902	1639	55.03%	Red	The results for Qtr 2 show good progress in tackling the backlog of C rated inspections with results showing significant improvement compared to the same period last year. The service continues to prioritise those C rated inspections due at businesses with a food hygiene rating score of 0-4.	90%

New Businesses—Food Hygiene

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	84	184	45.65%	Red	While high risk business inspections continued to be a priority new business inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	90%
2023-24	Cardiff	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	278	580	47.93%	Red	While high risk business inspections continued to be a priority new business inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	90%
2023-24	Vale of Glam	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	83	179	46.37%	Red	While high risk business inspections continued to be a priority new business inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	90%
2023-24	SRS	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	445	943	47.19%	Red	While high risk business inspections continued to be a priority new business inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	90%

Broadly Compliant Food Premises

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1269	1299	97.69%	Green	Target exceeded.	94%
2023-24	Cardiff	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3101	3252	95.36%	Green	Target exceeded.	94%
2023-24	Vale of Glam	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1211	1257	96.34%	Green	Target exceeded.	94%
2023-24	SRS	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5581	5808	96.09%	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
2023-24	Bridgend	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	3	12	25.00%	Green	All planned inspections due by the end of Qtr 2 have been completed at open and operational businesses.	100%
2023-24	Cardiff	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	6	16	37.50%	Green	All planned inspections due by the end of Qtr 2 have been completed at open and operational businesses.	100%
2023-24	Vale of Glam	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	3	8	37.50%	Green	All planned inspections due by the end of Qtr 2 have been completed at open and operational businesses.	100%
2023-24	SRS	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	11	36	30.56%	Green	All planned inspections due by the end of Qtr 2 have been 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
2023-24	Bridgend	SRS/TS/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food standards and animal feed.	43	121	35.54%	Red	New business inspections remain an issue for the service with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	80%
2023-24	Cardiff	SRS/TS/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food standards and animal feed.	209	987	21.18%	Red	New business inspections remain an issue for the service with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	80%
2023-24	Vale of Glam	SRS/TS/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food standards and animal feed.	68	357	19.05%	Red	New business inspections remain an issue for the service with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	80%
2023-24	SRS	SRS/TS/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food standards and animal feed.	320	1465	21.84%	Red	New business inspections remain an issue for the service with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	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
2023-24	Bridgend	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	155	170	91.18%	Green	Target exceeded.	90%
2023-24	Cardiff	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	308	321	95.95%	Green	Target exceeded.	90%
2023-24	Vale of Glam	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	72	75	96.00%	Green	Target exceeded.	90%
2023-24	SRS	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	535	566	94.52%	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
2023-24	Bridgend	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	65	76	85.53%	Green	Target exceeded.	75%
2023-24	Cardiff	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	94	120	78.33%	Green	Target exceeded.	75%
2023-24	Vale of Glam	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	32	43	74.42%	Amber	The result for Qtr 2 was fractionally below target, representing one complaint that was not responded to within the target of one working day.	75%
2023-24	SRS	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	191	239	79.92%	Green	Target exceeded.	75%

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
2023-24	Bridgend	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	1	1	100.00%	Green	Target exceeded.	90%
2023-24	Cardiff	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	13	14	92.86%	Green	Target exceeded.	90%
2023-24	Vale of Glam	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	2	2	100.00%	Green	Target exceeded.	90%
2023-24	SRS	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	16	17	94.12%	Green	Target exceeded.	90%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	38	38	100.00%	Green	Target achieved.	100%
2023-24	Cardiff	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	129	132	97.73%	Amber	The shortfall against target is as a result of 2 Licensing Sub Committee hearings being deferred due to industrial action by Democratic Services which prevented all applications being determined within required time-scales.	100%
2023-24	Vale of Glam	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	40	40	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	207	210	98.57%	Amber	The shortfall against target is as a result of 2 Licensing Sub Committee hearings in Cardiff being deferred due to industrial action by Democratic Services which prevented all applications being determined within required timescales.	100%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	26	26	100.00%	Green	Target achieved.	100%
2023-24	Cardiff	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	71	71	100.00%	Green	Target achieved.	100%
2023-24	Vale of Glam	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	30	30	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	127	127	100.00%	Green	Target achieved.	100%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2023-24	Cardiff	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2023-24	Vale of Glam	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2023-24	SRS	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%

Minimum Energy Efficiency Standards

Year	Authority	Ref	Quarter	Title	No. improved to an E or above EPC	No of properties where engagement has taken place with landlord	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/MEES/001	Qtr 2	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	40	79	50.63%	Green	Since work began contacting landlords with F and G rated properties at the end of Qtr 1, a number of new improved certificates have been received ranging from a C to an E rating. The estimated reduction in carbon dioxide (CO2) produced from these properties as a result of improvements is approx 138.4 tonnes together with a reduction of 142,059 kWh in energy needed for heating. Alongside this work 740 rental property record checks have been carried out where the EPC rating was unknown, to establish if the properties had an EPC. This work identified 267 properties with EPCs, 265 of which already possess an EPC with a rating of A-E and 2 rated F or G. Those properties rated F or G together with the unrated properties will be contacted during the next quarter to obtain valid certificates with ratings of A-E.	Baseline being set
2023-24	Cardiff	SRS/MEES/001	Qtr 2	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	37	69	53.62%	Green	Since work began contacting landlords with F and G rated properties at the end of Qtr 1, a number of new improved certificates have been received ranging from a B to an E rating. The estimated reduction in carbon dioxide (CO2) produced from these properties as a result of improvements is approx 72.4 tonnes together with a reduction of 73,116 kWh in energy needed for heating. Alongside this work 5241 rental property record checks have been carried out where the EPC rating was unknown, to establish if the properties had an EPC. This work identified 1272 properties with EPCs, 1266 of which already possess an EPC with a rating of A-E and 6 rated F or G. Those properties rated F or G together with the unrated properties will be contacted during the next quarter to obtain valid certificates with ratings of A-E.	Baseline being set
2023-24	Vale of Glam	SRS/MEES/001	Qtr 2	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	37	93	39.78%	Green	Since work began contacting landlords with F and G rated properties at the end of Qtr 1, a number of new improved certificates have been received ranging from a C to an E rating. The estimated reduction in carbon dioxide (CO2) produced from these properties as a result of improvements is approx 98.2 tonnes together with a reduction of 117,744 kWh in energy needed for heating. Alongside this work 912 rental property record checks have been carried out where the EPC rating was unknown, to establish if the properties had an EPC. This work identified 327 properties with EPCs, 319 of which already possess an EPC with a rating of A-E and 8 rated F or G. Those properties rated F or G together with the unrated properties will be contacted during the next quarter to obtain valid certificates with ratings of A-E.	Baseline being set
2023-24	SRS	SRS/MEES/001	Qtr 2	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	114	241	47.30%	Green	Since work began contacting landlords with F and G rated properties at the end of Qtr 1, a number of new improved certificates have been received ranging from a B to an E rating. The estimated reduction in carbon dioxide (CO2) produced from these properties as a result of improvements is approx 309 tonnes together with a reduction of 332,919 kWh in energy needed for heating. Alongside this work 6893 rental property record checks have been carried out where the EPC rating was unknown, to establish if the properties had an EPC. This work identified 1866 properties with EPCs, 1850 of which already possess an EPC with a rating of A-E and 16 rated F or G. Those properties rated F or G together with the unrated properties will be contacted during the next quarter to obtain valid certificates with ratings of A-E.	Baseline being set

Prosecutions

Year	Authority	Ref	Quarter	Title	No. of prosecutions cases in	No. concluded successfully	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/PRO/001	Qtr 2	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	4	4	100.00%	Green	Three cases were concluded during Qtr 2 relating to a housing prosecution for failing to provide documentation, and 2 rogue trader cases. In the rogue trader cases the one defendant failed to complete works, leaving one home uninhabitable and the other for engaging in misleading commercial practices by failing to complete building work following complaints from 22 victims.	Baseline being set
2023-24	Cardiff	SRS/PRO/001	Qtr 2	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	13	13	100.00%	Green	Three cases were concluded during Qtr 2 relating to taxi licensing where a private hire vehicle was used as a hackney carriage, and two housing prosecutions. In the one housing prosecution, the defendants rented out properties in Cardiff without the necessary HMO Licence, resulting in significant fines for the company concerned and the sole director totalling £66,241, together with costs and victim surcharges. The other housing case involved a defendant who allowed his garden to become completely overgrown and neglected to the point that it was harbouring rodents. Neighbours complained of accumulations of dead wood from trees, plastic ready meal trays, plastic milk bottles, metal food cans, broken chairs, old kitchen appliances and many black and green refuse/recycling sacks.	Baseline being set
2023-24	Vale of Glam	SRS/PRO/001	Qtr 2	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	2	2	100.00%	Green	Two cases were concluded in the Vale during Qtr 2 relating to rogue trading and illegal money lending. In the rogue trader case, the defendant, a plumber, took payment in full for work and materials to install a new bathroom which was never installed. In the illegal money lending case, an 83 year old illegal money lender who was charging 40% interest on every £100 loaned in Newport was sentenced to 2 years imprisonment for money laundering offences and 18 months imprisonment for each illegal money lending offence to run concurrently but suspended for 2 years.	Baseline being set
2023-24	SRS	SRS/PRO/001	Qtr 2	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	19	19	100.00%	Green	The 8 cases that were concluded during Qtr 2 related to licensing, housing, rogue trader and illegal money lending issues. One of the cases, relating to the renting or properties in Cardiff without a HMO Licence resulted in significant fines with the company being fined £31,995 and the sole director of the company being fined a further £34,246 plus costs and victim surcharges.	Baseline being set

Appendix 3 - Summary of cases concluding between September and the end of November 2023

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

Case	Court date	Offence(s)	Outcome
1	11.9.23	<p>In this rogue builder case, the defendant began but failed to complete works to the properties of two residents, leaving one of the homes uninhabitable. The offences date back to 2019 / 2020, and the defendant initially pleaded not guilty to charges under the Fraud Act 2006 and the Consumer Protection from Unfair Trading Regulations 2008.</p> <p>A week before the trial was finally due to go ahead in July 2023, the defendant pleaded guilty to a number of the charges and subsequently appeared in Cardiff Crown Court for sentencing in September 2023. Victim impact statements were provided to the court. One victim detailed how a small pension had been cashed in to pay for the new kitchen diner and when the defendant failed to complete the works it felt like their world had fallen apart. The stress they felt was unbelievable. The other victim explained the mental and financial distress that had been caused to both her and her family. The cost of getting her home habitable again will be in the order of £30,000 to £40,000.</p> <p>In sentencing, the District Judge stated that he found the victim impact statements particularly powerful and it was clear the emotional pain that both families had suffered. He told the defendant that he had a moral and legal responsibility to those that employed him but accepted that he had not acted fraudulently from the start. He accepted</p>	<p>The defendant was sentenced to a total of 9 months imprisonment which was suspended for two years. He was also ordered to carry out 200 hours of unpaid work. A Proceeds of Crime timetable has been set which should include consideration of compensation for the two victims.</p>

		that the defendant had no previous convictions; had entered a guilty plea, albeit late; had shown remorse and that he was now studying for an alternative career.	
2	21.9.23	<p>The defendant in this case entered guilty pleas in the Crown Court to one offence under the Companies Act 2006 for carrying on a fraudulent business and to one offence under the Consumer Protection from Unfair Trading Regulations 2008 for engaging in a misleading commercial practice by failing to complete building work. He had also previously pleaded guilty to 13 similar offences under the Consumer Protection from Unfair Trading Regulations 2008 in Cardiff Magistrates Court.</p> <p>The defendant was the director of a company that supplied and fitted UPVC products. In 2021 officers from the Shared Regulatory Services received complaints from 22 victims concerning the defendant's failure to complete works at their premises and for making a number of false representations during the conduct of the work. Victims had generally been cold called via a knock at the door by a representative of the company and, in some instances where work had actually been carried out, it was very poor and even dangerous. In other cases the company had taken money for works and materials and simply never returned. Multiple excuses were provided such as the weather, Covid-19, staffing issues, failed deliveries, incorrect measurements being taken and so on. The court was told that the defendant has previous convictions for similar offences in 2018.</p>	<p>The defendant was sentenced to a total of 32 months imprisonment. The judge also granted a Criminal Behaviour Order preventing him from canvassing for business or work door to door; from instructing others to do so on his behalf; from being a director or owner of a company which had anything to do with home improvements; from being involved in the estimating, quoting or negotiating of contracts or collecting payments from customers in connection with any home improvements and from being involved in the professional fitting of any UPVC products. The Criminal Behaviour Order will remain in effect for 10 years. An application has been made under the Proceeds of Crime Act and a timetable for this set. It is hoped that in time, this will enable compensation to be awarded.</p>

		<p>Victim impact statements detailed how the defendant had abused the confidence and trust of his victims; how some had needed to borrow money to rectify the works he had carried out; how he had caused depression and anxiety in a number of cases and how he had no respect for the victims or their property. He and his staff left property in a dangerous state and whilst carrying out works their language was vulgar and disrespectful.</p>	
3	17.10.23	<p>The defendant in this case pleaded guilty to two charges of illegal money lending. The court heard how the 73-year-old had never been authorised to lend money but nevertheless had repeatedly lent money to more than thirty people. Three of the loan shark's victims gave witness statements to the Wales Illegal Money Lending Unit, with one describing how they had repaid £1,060.00 in interest alone for loans totalling just £380.00. Another borrower described how they had borrowed small amounts for which she had to repay double that amount.</p> <p>All three victims were vulnerable and were frightened of the defendant as he had made threats when they encountered difficulties in paying him back the money he was owed including threatening one victim that he 'smash his house up' if he didn't pay. A warrant exercised at the defendant's home address discovered diaries and paperwork which showed details of the illegal money lending.</p> <p>The District Judge referred to loan sharking as a pernicious social evil that focuses on the most vulnerable in society.</p>	<p>The defendant was sentenced to 3 months imprisonment suspended for 2 years and he was ordered to carry out 15 days of rehabilitation activities. He was also ordered to pay a total of £1760 compensation to the victims. He must also pay a court surcharge of £156 but no order for costs was made as the defendant did not have the money to pay it as he is only in receipt of state pension.</p>

		<p>Here, threats of enforcement made it more serious, and the offence was so serious that only a prison sentence would suffice. However, in arriving at the appropriate sentence, he took into account the testimonials the defence had submitted, his guilty plea, his age and his caring responsibilities which allowed him to suspend the sentence.</p>	
4	10.11.23	<p>The defendants in this case had been in a previous relationship with each other and continued to breed dogs. The female had responsibility for the care of the puppies and their mother, while the male defendant was responsible for the care of the remaining adult dogs. However, when the male went away on holiday, the female left the puppies unattended at a property. A complaint was received, and SRS officers attended with South Wales Police to find the dogs in filthy conditions and without food and water. A number of the dogs had serious health issues including cherry eye, genetic conditions and a rectal prolapse. Such was the suffering that four dogs had to be euthanised.</p> <p>In sentencing, the Recorder told the defendants that it beggared belief that helpless animals should be kept in such disgusting conditions and that it was all for financial gain. He did accept that they were both of previous good character, that they had pleaded guilty at the earliest opportunity and their remorse for the suffering caused to the animals. Nevertheless, the offences were so serious that they crossed the custody threshold.</p>	<p>The male defendant was sentenced to 22 weeks imprisonment suspended for 12 months with a 180 hours of unpaid work requirement and a 10 day rehabilitation requirement. He was also disqualified from keeping dogs for a period of 8 years.</p> <p>The female defendant was sentenced to 14 weeks imprisonment suspended for 12 months, with 120 hours unpaid work requirement and an 8 day rehabilitation requirement. Both defendants were ordered to pay costs of £4000 each.</p>

5	16.11.23	<p>The defendant in this case ran a shisha bar in Cardiff. When SRS Officers visited the premises in February 2023, they found non-compliance with the smoke-free requirements of the Public Health (Wales) Act, as a result of the building being substantially enclosed while shisha pipes were in use. When Officers visited again in May 2023, offences were again being committed and it was clear that nothing had changed despite the detailed advice the business had been given.</p> <p>The defendant entered guilty pleas to the charges laid, i.e.</p> <ul style="list-style-type: none"> • Failure to take all reasonable steps to stop people from smoking on the premises there, contrary to s.6 Public Health (Wales) Act 2017 • Encouraging persons to commit an offence by allowing them to smoke lit charcoal shisha pipes in a smoke-free place, contrary to s.44(1) of the Serious Crime Act 2007 <p>The court heard that the defendant's company had since gone into liquidation and the business premises had been repossessed.</p>	<p>The Magistrates imposed fines totalling £240 and ordered that costs of £219 be paid, together with a victim surcharge of £96</p>
6	23.11.23	<p>The defendants in this case, a limited company and its sole director, were responsible for the running of a shisha bar in Cardiff. When SRS Officers visited the premises in February 2023, they found non-compliance with the smoke-free requirements of the Public Health (Wales) Act, as a result of the building being substantially enclosed while shisha pipes were in use. Officers were told that the shutter doors to the walls were stuck closed and a repair was required to get them to open again.</p> <p>Nevertheless, when Offices returned in May 2023, offences were again being committed and it was clear that nothing had changed despite detailed advice being given.</p>	<p>The company was fined £1320 and ordered to pay costs of £353 together with a victim surcharge of £528.</p> <p>The Director was also fined £1320 and ordered to pay costs of £354 together with a victim surcharge of £528.</p>

		<p>The company and its Director were charged with:</p> <ul style="list-style-type: none"> • Failure to take all reasonable steps to stop people from smoking on the premises there, contrary to s.6 Public Health (Wales) Act 2017 • Encouraging persons to commit an offence by allowing them to smoke lit charcoal shisha pipes in a smoke-free place, contrary to s.44(1) of the Serious Crime Act 2007 <p>Neither defendant attended court and the matter was heard in their absence. The Magistrates found both defendants guilty in their absence.</p>	
7	23.11.23	<p>The defendants in this case, a limited company and its sole director, were responsible for the running of a shisha bar in Cardiff. When SRS Officers visited the premises in February 2023, they found non-compliance with the smoke-free requirements of the Public Health (Wales) Act, as a result of the building being substantially enclosed while shisha pipes were in use. When Officers visited again in May 2023, offences were again being committed and it was clear that nothing had changed despite detailed advice being given.</p> <p>The company and its Director were charged with:</p> <ul style="list-style-type: none"> • Failure to take all reasonable steps to stop people from smoking on the premises there, contrary to s.6 Public Health (Wales) Act 2017 • Encouraging persons to commit an offence by allowing them to smoke lit charcoal shisha pipes in a smoke-free place, contrary to s.44(1) of the Serious Crime Act 2007 <p>Neither defendant attended court and the matter was heard in their absence. The Magistrates found both defendants</p>	<p>The company was fined £1320 and ordered to pay costs of £377 together with a victim surcharge of £528.</p> <p>Likewise, the Director was also fined £1320 and ordered to pay costs of £377 together with a victim surcharge of £528.</p>

		guilty in their absence.	
8	16.11.23	<p>The defendant in this case ran a shisha bar in Cardiff. When SRS Officers visited the premises in February 2023, they found non-compliance with the smoke-free requirements of the Public Health (Wales) Act, as a result of the building being substantially enclosed while shisha pipes were in use. When Officers visited again in May 2023, offences were again being committed and it was clear that nothing had changed despite the detailed advice the business had been given.</p> <p>The defendant entered guilty pleas to the charges laid, i.e.</p> <ul style="list-style-type: none"> • Failure to take all reasonable steps to stop people from smoking on the premises there, contrary to s.6 Public Health (Wales) Act 2017 • Encouraging persons to commit an offence by allowing them to smoke lit charcoal shisha pipes in a smoke-free place, contrary to s.44(1) of the Serious Crime Act 2007 <p>The court heard that the defendant's company had since gone into liquidation and the business premises had been repossessed.</p>	<p>The Magistrates imposed fines totalling £240 and ordered that costs of £219 be paid, together with a victim surcharge of £96</p>
9	27.11.23	<p>The defendants in this case ran a restaurant in Kenfig Hill and had previously pleaded guilty to 8 offences under the Food Hygiene (Wales) Regulations 2006.</p> <p>In May 2022, a complaint was received by Shared Regulatory Services from a member of the public reporting rats being seen inside the restaurant. When officers visited the premises, they discovered an active pest infestation, with notable lack of effective pest control procedures in place. Rat droppings were found in the front dining room of the premises, in the back storerooms where food equipment</p>	<p>The District Judge fined the first of the two defendants a total of £380 and ordered him to pay costs of £250 together with a victim surcharge of £152.</p> <p>The second defendant was fined a total of £235 and ordered him to pay costs of £125 and a victim surcharge of £95.</p> <p><i>In addition, the first defendant was permanently prohibited from participating in the management of any</i></p>

	<p>and open food items such as potatoes and onions were stored posing a high risk of direct contamination. Pest access points were found that should have been identified through routine pest control checks.</p> <p>The general hygiene and cleanliness throughout the premises were also poor, with visible food debris and dirt under equipment at wall to floor junctions and dirty hand contact surfaces. Food equipment was found to be unclean with some equipment being badly worn and damaged, such as chopping boards which were still in use by the business.</p> <p>Another aspect of particular concern was the lack of controls in place for personal hygiene even though the business handled raw food such as chicken and lamb together with ready to eat food items such as fresh salads. There was no hand soap in the main kitchen or staff WC, only hand sanitiser, demonstrating a lack of understanding by staff of the risk posed to food safety.</p> <p>After the inspection, the business voluntarily closed to undertake a deep clean, fix all pest access points, and eradicate the infestation. On the revisit it was found the business had made significant improvements and the rat infestation had been eradicated, however there was still no soap for hand washing. Soap supplies were replenished before the business was allowed to reopen.</p> <p>The investigation was complicated by the fact that two different companies were running the business. In sentencing, the District Judge accepted that neither company was trading, and the restaurant had long closed. That left the two individuals (company Directors) to be dealt with.</p>	<p><i>food business in future.</i></p>
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