

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 19 June 2024
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Shared Regulatory Services Annual Report 2023/24
Purpose of Report:	To advise members on the performance and financial position of the Shared Regulatory Service for the 2023-24 financial year.
Report Owner:	Head of Shared Regulatory Services Head of Finance / Section 151 Officer, Vale of Glamorgan Council
Responsible Officer:	Director of Environment and Housing
Elected Member and Officer Consultation:	Advice has been sought from the partner Councils
Policy Framework:	This is a matter for the Shared Regulatory Services Joint Committee
<p>Executive Summary:</p> <ul style="list-style-type: none"> • The Shared Regulatory Service (SRS) is a collaboration between Bridgend County Borough Council, the County Council of the City and County of Cardiff and the Vale of Glamorgan Council that commenced on 1st May 2015, and is charged with the provision of Regulatory Services across the three Authorities. • The Joint Working Agreement requires the Head of SRS and the Head of Finance to produce an Annual Report which, once approved by the Committee, is forwarded to the partner Councils. • The report provides assurance that during 2023-24, the Shared Service has largely recovered performance across its traditional metrics after the disruption caused by the COVID-19 pandemic. There is still some way to go however in finally clearing the inevitable backlogs in some areas of programmed work. • The report also reflects on additional demands being placed upon the Service, through for example, Government expectation that new areas of legislation will be enforced despite there being no new funding. This at a time when the Service had implemented a core services budget saving of 3% going into the 2023-24 financial year. 	

- The £8.645m 2023-24 Shared Regulatory Services (SRS) Budget was agreed by the Joint Committee on 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.
- As at 31st March 2024, the SRS has achieved an unaudited outturn deficit of £171k against the 2023/24 £8.645m budget. The outturn position is illustrated on the following table;

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,914	1,855	59
Cardiff	5,009	5,241	(232)
Vale	1,722	1,720	2
Total Gross Expenditure	8,645	8,816	(171)

- The reported position includes mitigation of £161k being down in two separate reserves movements (£83k and £78k) to partially offset the forecast overspends within both Animal Services and Housing Services within the Core budget.
- The adverse variances at year end shown against Cardiff and the Vale can be associated with both the Authority Specific and Core elements of the SRS budget and is further detailed in this report.
- This position is subject to the completion of the external audit of these accounts by Audit Wales.

Recommendations

1. That the Joint Committee approves the report, and authorises the Chief Executive, Vale of Glamorgan Council, to forward a copy of the report to the Heads of Paid Service for the other partner Councils.
2. That the 2023-24 unaudited outturn position is noted

Reasons for Recommendations

1. To meet the requirements set out in Clause 5.1 of the Joint Working Agreement.
2. That Members are aware of the 2023-24 unaudited outturn position

Background

- 1.1 Under the Joint Working Agreement, the Shared Regulatory Service (SRS) is required to produce an annual report that covers the operational and financial performance of the service for the preceding year. Clause 5 of the Joint Working Agreement states:

'The Joint Committee shall receive in each year at its annual meeting which shall be held no later than 30th June the report of the Head of Regulatory Services and the Lead Financial Officer in respect of the functions delegated to the Joint Committee relating to the twelve months ending 31st March of that year and a copy thereof shall be forwarded to the Chief Executive of each Participant.'

- 1.2 The report shall include:-

- (i) *A statement showing the performance of the Regulatory Service Functions and progress in achieving the Objectives and delivering the Business Plan.*
- (ii) *a summary revenue account and statement of capital spending including the distribution or use of any revenue surpluses and the financing of any capital expenditure"*

- 1.3 This is the ninth report produced under this requirement and covers the period 1st April 2023 to 31st March 2024. If the content of this report is agreed, a copy of the report must be sent to the Head of Paid Service of each of the three Councils along with the SRS Business Plan for 2024-25. This annual report outlines many of the actions undertaken at each partner Council to deliver the wide range of statutory functions assigned to the Service. The report provides a review of operations across the service, a summary of the financial position, and outlines performance against the 2023-24 service objectives.

Operating the Shared Regulatory Service

1.4 The Shared Regulatory Service (SRS) operates across Bridgend, Cardiff and the Vale of Glamorgan. Through a collaborative model, it delivers a range of statutory services, that are critical to maintaining the health, safety and economic wellbeing of local communities. The operating model delivers an integrated service for the Trading Standards, Environmental Health, and Licensing functions, which has three service delivery sectors focusing upon the customer rather than the traditional professional delivery model.

- Neighbourhood Services: activities relating to residential premises or having an impact on the local community.
- Commercial Services: activities relating to business premises (generally where national standards apply).
- Enterprise and Specialist Services: specialist areas of work and income generating services.

1.5 As a regional organisation, providing regulatory services across three local authority areas, the SRS seeks to place the corporate priorities and stated outcomes of the three councils at the heart of all its activities. Using them as a focus, the strategic priorities for the Shared Regulatory Service of

- Safeguarding the Vulnerable
- Improving Health and wellbeing
- Protecting the Environment
- Supporting the local economy
- Maximising the use of resources

provide a robust base for achieving the outcomes identified in previous Business Plans and the partner Councils' corporate aspirations.

1.6 The Joint Working Agreement (JWA), executed in April 2015, and updated in July 2017, underpins the entire service provision. The JWA contains a number of 'milestones and requirements'. In accordance with those requirements:

- The Wales Audit Office completed an independent financial audit of the service in 2023; there were no recommendations for improvement.
- The Business Plan for 2024-25 is presented for political approval in papers to the June 2024 Joint Committee meeting.
- The Joint Committee will receive an audited statement of accounts for 2023-24 at its December 2024 meeting.

2. Key Issues for Consideration

2.1 The 2022-23 Annual Report illustrated that the Shared Service had delivered the necessary financial savings and delivered the majority of the business plan actions for that year. The Key Milestones set for 2023-24 were:

- *Delivery of the SRS Business Plan 2023-2024 and the associated corporate priorities assigned to the SRS by the partner Councils*
- *To monitor the implementation of new legislation and any requirements imposed by such legislation upon the Service, for example the Welsh Government requirements around special procedures.*
- *To contribute to the climate change goals in each of the partner authorities through effective enforcement of environmental controls such as those regulating energy efficiency in the private rented housing sector.*
- *To consult with staff and develop a recruitment and retention strategy comprising actions for the short, medium and longer term in order to attract, develop and retain skilled staff.*
- *To review the agile working arrangements for the service to ensure that technology is being exploited fully to improve service delivery.*

2.2 The 2023-24 SRS Business Plan marked a further return to 'business as usual' for the Service after the demands of the COVID response.

Human Resources

2.3 Overall sickness absence levels for 2023-24 were **6.93 days per FTE person** overall. This represents a marked improvement on the same measure for 2022-23 when the overall sickness absence rate stood at **10.47 days per FTE person**. It is particularly pleasing to see a near halving of the long-term sickness absence rate for the year which stands at 3.7 days per FTE, albeit there was a slight increase in short term absence compared to the previous year. As shown in **Figure 1** below, the figures for 2023-24 are on a par with the record low rates of sickness absence seen during the 'COVID year' of 2020-21.

Figure 1: 2023-24 sickness absence figures compared to those for previous years

Year	Short term days lost per FTE	Long term days lost per FTE	Total days lost per FTE
2023-24	3.22	3.70	6.93

2022-23	2.78	7.69	10.47
2021-22	1.95	8.16	10.11
2020-21	1.68	4.64	6.32
2019-20	3.04	7.19	10.23

2.4 The shortage of suitably qualified Environmental Health and Trading Standards staff across Wales and England continues to focus the mind on effective recruitment, and crucially, also the retention of staff. Added to this, an ageing workforce has brought into sharp relief the urgency needed in finding solutions for the medium and long term.

2.5 Concerns have been identified that a number of job titles across the Service could be hindering recruitment as they do not reflect the professional disciplines of Environmental Health and Trading Standards. This could well mean that online job searches for Environmental Health and Trading Standards roles are not resulting in hits on SRS posts that are based on different nomenclature such as 'Commercial Services Officer' and 'Neighbourhood Services Officer'. A further layer to the job title debate is the fact that despite years of study in gaining their professional qualifications, these simply aren't recognised in the current SRS job titles. Finally, job titles such as Commercial Services Officer, rather than 'Environmental Health Officer' or 'Trading Standards Officer' can cause confusion for residents and businesses.

In a March 2023 survey, SRS staff were asked for their views on changing job titles to reflect professional disciplines. An overwhelming 97% confirmed that they would welcome this change. As a result, work is now underway to effect this change, as well as some associated changes to service sector and Operational Manager titles.

2.6 During 2023-24, the Service has continued its commitment to 'growing our own' staff, and it is pleasing to see the successful fast-tracking of two members of staff by supporting them to undertake the Higher Certificate qualification in Food Premises Inspection. Both are due to complete the required two years of study in the summer of 2024, equipping them to be able to inspect a range of food premises.

2.7 In the autumn of 2023, a further 4 members of SRS staff received match funding support to begin further qualifications. 3 of them are studying towards the *MSc in Environmental Health*, and the other towards the *HNC in the Built Environment*. This is in addition to the 12 members of staff who have successfully achieved additional qualifications through match funded study. The qualifications attained since match funding applications were first considered in 2017 are as follows:

- Eight achieved the MSc in Environmental Health
- One achieved the MSc in Health and Public Services Management

- Once achieved the MSc in Leadership and Management
- One achieved the MSc in Public Sector Leadership
- One achieved the Masters in Public Health qualification

The success of the initiative is evident, not only in demonstrating how SRS values its staff and supports their development, but in equipping the Service with the necessary skills and behaviours to shape future leaders. All but two of the sixteen colleagues supported to date in further study remain with the Service.

In the run up to the new academic year, expressions of interest will again be sought for opportunities for further match funded study. Given the financial pressures facing the Service, applications will be considered on a case-by-case basis in line with the Performance Review process.

2.8 Also looking to the longer term, the Service continued to work closely with Cardiff Metropolitan University, offering a number of work placements for Environmental Health degree students during the year. This relationship has been further enhanced by the establishment of two academic awards, in memory of the SRS Environmental Health professionals who sadly passed away in service, in 2022. Awarded for the first time in June 2023:

- The Zoe Pieris Award recognises the highest achieving final year degree student, by exam grade.
- The Rachel Stickler Award recognises the student who best exemplifies the values of the Environmental Health profession through their commitment, drive and positive attitude.

2.9 SRS has continued to lead on the establishment of a Level 4 Regulatory Apprenticeship for Wales. This has been a long journey, but one that has seen significant progress over the course of 2023-24. As each apprenticeship in Wales has a recognised qualification at its heart, the development of the Level 4 Diploma in Regulatory Compliance (and its subsequent designation by Qualifications Wales) has been a significant step forward. Thought now turns to the development of Level 6 Degree Apprenticeships to sustain the Environmental Health and Trading Standards professional qualification pathways, way into the future.

2.10 Once again, staff of the Shared Service have gone above and beyond to assist residents and reputable businesses alike, and they never fail to amaze in all that they do. This has been recognised throughout the year in the positive feedback received about individuals and the services they provide and, in the recognition / awards received by the Service.

Operational Performance

2.11 Operational performance throughout 2023-24 has been reported both to the Joint Committee and to each partner Council through the legacy systems. The 2023-24 SRS

Business Plan was written as we closed a year impacted by amongst other things the cost of living crisis and the supply chain turmoil evident in the early part of the war in Ukraine. Faced with these factors, the 2023-24 Business Plan was sufficiently realistic in setting out the SRS priorities for the year. As a result, performance against the 2023-24 Business Plan is very positive, with all statutory documents published on time and the targets and actions identified in the plan were in the main achieved. Those actions that weren't attained (through lack of resource or for reasons outside the control of the Service) are being rolled over into the 2024-25 Business Plan. The following paragraphs reference the key performance criteria.

2.12 The Shared Regulatory Service continues to report the following to the three partner Councils as useful indicators of performance (i.e., the former Public Accountability Measures in respect of food establishments, and for empty homes)

- **Percentage of food establishments broadly compliant (former PAM 023)**

This indicator continues to provide a measure of how well a food business complies with food hygiene legislation. The food industry is responsible for producing and distributing safe food. The Shared Regulatory Service, as the enforcement agency, conducts inspections, ensuring that standards are met through a robust enforcement programme to deal with those who do not comply with standards. Additionally, the business support and advice regimes introduced into the SRS structure play a part in promoting an increase in hygiene standards, examples of that are set out under the priority heading 'supporting the local economy' later in this report. Premises are deemed to be broadly compliant if specified risk scores are achieved for cleanliness, structural issues, and confidence in the management of the business.

The proportion of premises that are broadly compliant with food hygiene requirements, i.e., scoring a 3* food hygiene rating or above, exceeds the UK average of 95%, and is consistent with that seen in previous years for each of the local authority areas, as shown in **Figure 2** below i.e.

Figure 2: Percentage of food establishments 'broadly compliant'

Year	Bridgend	Cardiff	Vale of Glamorgan
2023-24	98.03%	95.64%	96.63%
2022-23	98.00%	95.67%	97.01%
2021-22	97.38%	95.74%	97.25%
2020-21	97.24%	95.41%	97.53%
2019-20	97.49%	94.84%	97.37%

The significant turnover of food businesses has continued, and during 2023-24, some 889 new food businesses were due for inspection across the region. All new food businesses are required to be inspected and the Food Law Code of Practice requires that where possible, they are inspected within 28 days of opening. This requirement places a significant impact on the resources of the Shared Service as these visits are in addition to the existing programme of inspections. The problem is further exacerbated when new businesses are found to have poor levels of compliance, requiring further intervention.

- **Empty Homes performance indicators (formerly PAM 013 and PAM 045)**

The Service continues to report on the *percentage of empty private properties brought back into use*, and the *number of new homes created as a result of bringing empty properties back into use*. These indicators have as their core purpose the aim of quantifying the reduction in the number of empty properties as a consequence of intervention by Councils. The current performance measure guidance sets out the categories of direct action that local authorities can take to bring a property back into use, including

- Grants, loans or other financial assistance
- Enforcement action including statutory notices, and
- Dialogue between the owner and the local authority where progress to restore the use of the property is evident.

Funding secured from the Vale of Glamorgan Council from the start of 2023-24, means that for the first time the Shared Regulatory Service contributes a dedicated resource to bringing properties back into beneficial use through intervention and enforcement in all three partner Council areas.

Over the course of 2023-24:

In **Bridgend**, SRS continues to target resources towards the top 20 worst empty homes cases. Of these:

- 2 properties have been sold
- 3 are under renovation
- 2 have completed on probate

Three successful prosecutions have concluded in respect of empty properties with a further prosecution pending, and one work in default has been completed. Three applications have been submitted to Welsh Government to access the Transforming Towns Enforcement Fund (two of these have been approved and one is pending). The remaining properties are subject to informal action. Meanwhile, work continues towards the Compulsory Purchase of the Authority's worst residential empty property and steps are being taken to enforce the sale of a commercial premises. Efforts also continue on properties outside the 'Top 20', utilising the 5-stage escalation letter process and enforcement provisions. Work to develop the Empty Property Loan Scheme is nearing completion.

In **Cardiff**, through a combination of dialogue, incentives and enforcement action, 113 empty properties were returned to use in 2023-24. This far exceeds the figures achieved in previous years and is attributable to the dedication of SRS Officers in tackling empty homes across the city, together with the corporate focus achieved through the cross-departmental Empty Homes Working Group, chaired by the Cabinet member for Housing & Communities. An action plan submitted to, and agreed by, Welsh Government identified our most problematic empty properties and prioritised associated actions. Targeted enforcement of these most problematic properties is yielding positive results with several properties now occupied, and cases progressing with the service of enforcement notices and works.

Works in default are also being completed at properties with the aim of enforcing their sale if the debt is not paid. In addition to this proactive work, the team also works reactively, responding to complaints and enquiries specifically relating empty properties. The team continues to make strong progress to address long term empty properties within Cardiff, an area of important work during a cost-of-living crisis and the shortage of affordable, available housing.

In the **Vale of Glamorgan**, the mid-year appointment of an Environmental Health professional as an Empty Property Officer within SRS has brought the much-needed capacity to carry out enforcement work in this regard.

The Vale of Glamorgan Empty Property Action Plan identifies long term derelict problematic empty properties as key targets and progress is being made on these. SRS is currently working on 13 active residential cases and 6 commercial cases of empty properties. Of these, there are 7 residential properties subject to planned enforcement action and notices with one works in default completed and further work pending. A property previously subject to an enforced sale is currently being converted into 2 self-contained flats and will be ready for occupation later this year. Another property has progressed through probate and will be marketed for sale imminently. Meanwhile, 4 commercial properties are subject to planning & conservation/building control engagement, 1 of which has enforcement action pending.

Work also continues on the remaining key properties, again utilising the 5-stage escalation letter process to engage with owners. SRS has been instrumental in re-establishing the Vale of Glamorgan Empty Property Working Group to coordinate council wide disciplines in reaching objectives. Links have also been established with registered social landlords to explore opportunities to work more closely together in bringing properties back into use.

- 2.13** The detail of performance against all the agreed performance indicators is set out in **Appendix 1** to this report. Specifically in relation to the Food inspection programme, from 1st April 2023, the Service moved on from the FSA COVID-19 Local Authority Recovery Plan, towards resumption of the full programme. Working with the Food Standards Agency, a risk-based, bespoke solution was agreed to bridge the gap

between the Recovery Plan and resumption of the full SRS Food programmes. It is particularly pleasing to see the year-end position for the Food Hygiene programme achieving 100% of the inspections due category A and category B rated premises, as well as 100% of the due Category C rated premises. This really is a tribute to the hard work of Officers during the year, supplemented, it must be said, by a significant spend on contractors. Further detail on food hygiene and food standards interventions is provided at 2.19 below.

- 2.14** The SRS may, through the relevant participant Council, prosecute breaches of legislation, particularly in respect of those who flout the law or who act irresponsibly, or where there is an immediate risk to health and safety. In the period, the service has been successful in challenging a range of unfair practices, many of which attracted media attention. The time and work required to investigate these matters, and the consequences this has on Officers' ability to carry out day to day work whilst these matters are ongoing, is significant. The details of all 46 prosecutions that concluded in the period 1st April 2023 to 31st March 2024 are set out in **Appendix 2**.
- 2.15** SRS has continued to tailor its efforts to support the particular challenges facing each of the partner Councils, including those arising from the cost of living crisis, dealing with anti-social behaviour and in supporting air quality compliance.
- 2.16** Turning to licensing, SRS presented Cabinet reports over the course of 2023-24 in respect of a number of policy areas including cumulative impact policy under alcohol licensing. The results of the consultation exercise on introducing card payment facilities in Cardiff taxis were presented to Cardiff Council's Public Protection Committee during the year.

Significant Service achievements

- 2.17** Paragraph 1.5 above highlights the priority themes for Shared Regulatory Services, and a range of achievements over the course of 2023-24 demonstrate progress toward delivering the outcomes associated with these priorities. The 2024-25 SRS Business Plan reviews these achievements in some detail, while the sections below provide just some examples of the work carried out in the last financial year.

Improving Health and Wellbeing

- 2.18** Improving health and wellbeing is a key priority for Shared Regulatory Services. Work undertaken to ensure that food is safe, that infectious disease, noise, and air emissions are controlled, that risks in the workplace are managed properly, allows people to live in healthy environments. Add to this our activities to ensure the quality of private rented property, the promotion of a safe trading environment and our regulation of licensed premises to ensure they operate responsibly, and it is evident that the work undertaken by SRS is hugely important to the health and wellbeing of the region.

Food Hygiene and Food Standards interventions

2.19 There are certain unique challenges facing SRS in delivering on the full food hygiene and food standards programmes. These are well established and result from the sheer number of food businesses within our footprint (around 20% of all those in Wales), the diverse and vibrant nature of the food scene locally, and the very frequent churn of new business start-ups. A number of other factors have emerged, post pandemic which add to the challenges faced, namely

- The significant increase in enforcement action necessary at food premises post COVID, and the increase in the incidence of pests, all of which impacts on Officers' ability to carry out inspections and programmed work
- Many cases where previously high scoring premises under the Food Hygiene Rating Scheme are scoring lower, post pandemic
- The Service has also seen a significant increase in new and different cuisines being offered at food businesses. This requires Officers to research and understand these new approaches so that through their interaction with the businesses concerned, appropriate advice can be given, and action taken as required.

2.20 Reflecting the significant increase in enforcement action required at food premises, post pandemic, a total of eight food prosecution cases, involving thirteen defendants, concluded during 2023-24. The combined impact of these eight concluded cases was:

- A total of 9 months in suspended prison sentences (2 cases)
- Fines of £29,070
- Costs of £11,533
- 60 hours community service and
- The issuing of three Food Hygiene Prohibition Orders, preventing individuals from having a role in the running of a Food business in the future.

Special Procedures

2.21 The Service responded to the Welsh Government consultation on draft regulations and statutory guidance that will see the mandatory licensing scheme for acupuncture, body piercing, electrolysis and tattooing become a reality. The draft statutory guidance sets out the matters local authorities are to take into account in deciding whether and to what extent an applicant practitioner's fitness to perform a special procedure has been called into question.

2.22 It is understood that the anticipated effective date for the Special Procedures regime has been put back further to November 2024, and work continues across the Service to manage the transition of practitioners and premises onto the new mandatory licensing framework. This is a significant task with unfortunately no additional funding to assist in resourcing it. In addition, Welsh Government awareness raising has begun to take place with Licensing Committees, members of which will consider representations and certain applications under the new regime.

The Vapes Market

2.23 When the first electronic cigarettes came onto the market more than 15 years ago, they had the appearance of a 'real' cigarette, usually with an illuminated tip and vapour reminiscent of cigarette smoke. Over the years, these devices have proved helpful for those trying to give up smoking and their use has been encouraged as an effective smoking cessation aid for adults.

2.24 More recently there has been a marked change in the appearance and presentation of electronic cigarettes. The product line has quickly evolved into the devices we now know as vapes, which look nothing like cigarettes, and which are marketed under various brand names in attractive packaging and in a range of appealing flavours.

2.25 With the rapid expansion in the market for vapes come concerns that they are being used not just by smokers, but by non-smokers and by youngsters, leading to calls for stronger regulation of the market. Exacerbating the problem, the last few years has seen a huge influx of illegal vapes into UK supply chains. These are products that have not been registered with the Medicines and Healthcare Products Regulatory Agency (MHRA), do not comply with the Tobacco and Related Products Regulations 2016 in respect of their tank liquid capacity exceeding the 2ml permitted (equivalent to approximately 600 puffs), and the nicotine strength of the liquid exceeding 20mg / ml. As a snapshot of the scale of the illegal vapes problem, during 2023-24 SRS Officers carried out several operations to identify the sale of such products. As a result, 141 test purchases were attempted and 53 premises found to be selling illegal vapes. In addition, 50 inspections were conducted, 32 of which resulted in seizures of 7105 illegal e-cigarettes with an estimated retail value of over £75,000. Retailers identified as selling these products received a written warning and advice and were subject to follow-up inspection. Six investigations are currently on-going.

2.26 In the autumn of 2023, SRS responded to the *Creating a smokefree generation and tackling youth vaping* Westminster Government consultation which was supported by the devolved administrations as part of a four-nation approach to the issue. Approaches around the following themes were explored in the consultation, all of which would fall to Regulatory Services to regulate:

- Restricting vape flavours
- Regulating vape packaging and product presentation

- Regulating point of sale displays
- Banning the supply and sale of disposable vapes
- Exploring further restrictions for non-nicotine vapes and other nicotine consumer products such as nicotine pouches
- The affordability of vapes, including a new duty on vapes

Building Safety

- 2.27** Welsh Government has repeated its commitment to introduce a new Building Safety Bill in the current Senedd term. 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.
- 2.28** The final members of the Joint Inspection Team (JIT) have now been appointed and the intention is for the Team to be operational within the next two months. The JIT is already engaging with local authorities and the Fire and Rescue Services to design and implement an inspection programme of high-rise buildings in Wales which will augment the existing inspection programme and audit undertaken by the Fire and Rescue Services.
- 2.29** Welsh Government has made it clear that it does 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 continues 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.
- 2.30** There remains a great deal of work to be done in this area and SRS continues to represent the three partner authorities in the various stakeholder groups helping to inform Welsh Government and shaping the legislative programme as it moves forward.

Protecting the Environment

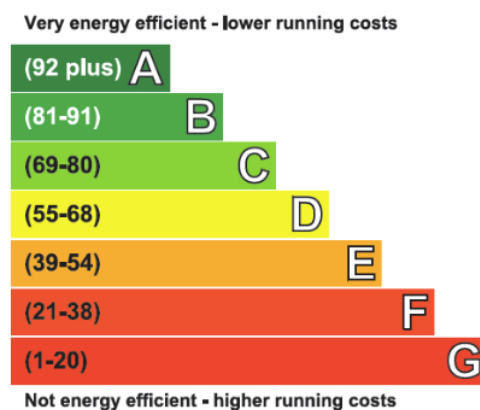
- 2.31** Protecting the environment is a core strategic priority of SRS. Many of the activities such as water sampling, monitoring air quality, and remediating contaminated land contribute toward promoting a better environment. This in turn means better long term prospects for the health and wellbeing of our communities. The SRS has a key role to play in ensuring society makes best use of existing resources and bringing back redundant/derelict properties into use is an important contributor to local

communities as well as the wider environment. In respect of the climate change and future generations agendas SRS is able to contribute through its enforcement role on energy efficiency controls in respect of properties and consumer products. In the short term, SRS ensures that communities are protected from nuisance and are safer, by investigating noise complaints, and dealing with straying dogs and other animals.

Minimum Energy Efficiency Standards

- 2.32** In 2018, the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 introduced minimum energy efficiency standards (MEES) for domestic private rented properties. The regulations were designed to increase the energy efficiency of the worst performing dwellings, reduce fuel poverty, and improve housing standards.
- 2.33** An Energy Performance Certificate has been a legal requirement for all UK homes being rented for over a decade. Certificates are valid for 10 years and through calculation of the energy efficiency score for a given property, they provide a rating from A (most efficient) to G (inefficient), as shown in Figure 3, below.

Figure 3: Energy Performance Score Rating of Properties



- 2.34** The Regulations require that domestic property let out under all new *and existing* tenancies must have an EPC rating of E or above. F or G rated properties cannot be let unless there is a bona fide, properly registered, exemption.
- 2.35** Having developed the necessary infrastructure to take this area of work forward during 2022-23, the Service was able to build upon these foundations in 2023-24, to good effect. Over the course of the year, owners, agents and landlords of private rented properties were contacted to remind them of their duties under the legislation and to signpost to opportunities for funding streams that may be available to assist in improving the rating of their property. Officer interventions have been focussed on those properties appearing to fall into the forbidden F and G energy efficiency ratings, together with those for which there is no published rating.
- 2.36** By the end of the year, a total of 138 properties were sufficiently improved to take them out of the F and G energy efficiency rating to become E rated or better. Also as

a result of SRS interventions during the year, some 127 previously unrated private rented properties now hold Energy Performance Certificates, having achieved ratings ranging from B to E.

2.37 The impact of this work, both in terms of the climate change and also the cost of living agendas, translates into tangible figures submitted to the partner Councils on a quarterly basis. The combined improvement figures across the SRS region during 2023-24 are as follows:

- ***Reduction in carbon tonnage***

A reduction of **406 tonnes** in the amount of CO₂ produced at the improved properties

- ***Reduction in energy use at improved properties in kWh***

A reduction of **424,620 kWh** in the energy needed to heat the improved properties.

Animal Welfare

2.38 During the year, Officers have been involved in a number of animal welfare investigations, almost exclusively, these cases are linked to unlicensed, **illegal dog breeding**. A number of cases are pending in the court system, and it would appear that this unlicensed activity continues to operate across sophisticated criminal networks, presumably attracted to dog breeding as a profitable business model, and one that is perceived to carry a lower risk of punishment than other illegal supply chains. Ongoing intelligence and complaints received suggest that this position isn't going to change anytime soon.

2.39 Faced with the appalling conditions in which breeding dogs and puppies are being found, Officers have no choice but to act on Veterinary advice and seize animals to remove them from further harm. While cases are dealt with as quickly as possible, seizures unfortunately result in significant costs for the Service in boarding and caring for the dogs pending the courts granting ownership to the Council. It is only at this point in proceedings that the rehoming process can begin. The reality is that at the conclusion of a case, costs may not be awarded in full, if at all.

2.40 In 2023-24, a successful prosecution against two individuals from the Vale of Glamorgan, highlighted the significant welfare issues that illegal breeders can subject animals to in pursuit of profit. 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 serious medical conditions, ranging from eye infections, moderate to severe corkscrew tails, respiratory problems, spinal issues, fractured teeth, and one dog was suffering from a rectal prolapse that was so severe the tissue was necrotic.

2.41 When this case was prosecuted, the defendants received suspended prison sentences of 22 and 14 weeks, and one of the defendant was disqualified from keeping animals for a period of 8 years. Each defendant was ordered to pay £4000 in costs and ordered to complete 180 hrs and 120 hrs unpaid work respectively.

2.42 Another case that concluded during the year involved an individual previously prosecuted for illegal dog breeding in the SRS region. At the time of his original 2021 conviction, the illegal breeder was given an 8-year Disqualification Order under the Animal Welfare Act 2006, preventing him from

‘keeping any animals, dealing in them, owning them, keeping them, participating in keeping them and from being party to an arrangement under which he is entitled to control or influence the way in which they are kept, transporting them and arranging for the transport of them’.

Nevertheless, in June 2022, the individual was found to have breached the disqualification by dealing in animals, which included the sale of puppies for £12,000. He was fined £1000 and ordered to pay costs of £590.

2.43 In 2023, SRS was recognised in the annual RSPCA PawPrints awards in three categories. The hard work of our Animal Wardens and Animal Health and Welfare Officers throughout the year resulted in the following being awarded:

- **Animal-related Licensing: Gold Award**
- **Stray Dog provision: Gold Award**
- **Kennelling: Gold Award**

It is wonderful to see that not only did the Service maintain its 2022 Gold standard in the first two of these categories, but for the first time it also achieved the Gold standard for Kennelling. This means that in 2023, SRS was the *only service in the UK* to achieve the Gold standard in all three categories.

2.44 The aim of the RSPCA in giving these annual awards is to shine a light on the organisations that have ‘gone the extra mile’ for animals, and entries are judged by an external panel of animal welfare experts.

Air Quality

2.45 During 2023-24, 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 2023 Annual Progress Report (APR) for each area. These reports detailed their quality monitoring data for 2022 and were reported to the three respective Cabinets.

2.46 In **Bridgend** the 2023 APR demonstrated that only two sites, both located within Park Street Air Quality Management Area (AQMA) exceeded the air quality objective for nitrogen dioxide NO₂ as prescribed in the Air Quality (Wales) Regulations 2000 and the

Air Quality (Amendment) (Wales) Regulations 2002. All other locations within Bridgend County Borough continued to meet all other relevant air quality objectives. Both locations recorded annual average figures in 2022 of 47.2 $\mu\text{g}/\text{m}^3$ & 45.5 $\mu\text{g}/\text{m}^3$ respectively. This represented a reduction in NO_2 concentrations of 12% and 17% at these locations since 2019.

- 2.47** The 2023 APR also provided an update to BCBC Cabinet on the progression of the Air Quality Action Plan for the AQMA on Park Street. The Action Plan was subsequently approved at a further meeting of the Cabinet; it provides a full implementation timeline of any additional measures, and also a projected year of compliance. The Air Quality Action Plan for the Park Street AQMA has since been submitted, as required, to Welsh Government.
- 2.48** In **Cardiff**, the 2023 APR demonstrated that out of the 135 non automatic monitoring locations across the entire City, no monitoring sites recorded exceedances of the annual average objective set. for NO_2 of 40 $\mu\text{g}/\text{m}^3$.
- 2.49** The APR provided an overview of the concentrations within each of the 4 AQMAs in Cardiff. Monitoring in the AQMAs demonstrated compliance was being achieved in each of the 4 AQMAs, although one location in the Llandaff AQMA, was close to exceeding the annual mean for NO_2 (39 $\mu\text{g}/\text{m}^3$) and there has been a slight increasing trend in NO_2 concentrations since 2020 at this location.
- 2.50** The report detailed that owing to the continued increase of NO_2 concentrations at this location it will be necessary for the Council to consider additional specific actions for the Llandaff AQMA. That said results for 2023 show an improved picture at this monitoring location with a provisional result of 34 $\mu\text{g}/\text{m}^3$.
- 2.51** The APR also gave a further update on the ongoing work on Castle Street in relation to the Welsh Government Air Quality Direction. At the time of the Cabinet Report, the Council had submitted an updated Final Plan, which was being reviewed by Welsh Government's Expert Panel, and a final decision on funding for the Castle Street Scheme is anticipated by the end of March 2024.
- 2.52** In the **Vale of Glamorgan**, the 2023 APR demonstrated that there were 50 specifically allocated non-automatic monitoring sites across the Vale of Glamorgan which monitored levels of nitrogen dioxide (NO_2). From the 50 locations monitored throughout the Vale with the use of passive diffusion tubes, no sites breached the national NO_2 annual objective of 40 $\mu\text{g}/\text{m}^3$ or the NO_2 1-hour objective (200 $\mu\text{g}/\text{m}^3$ not to be exceeded more than 18 times per year). Overall, the Vale of Glamorgan has seen a downward trend in NO_2 levels since before the Covid-19 pandemic.
- 2.53** The report also provided an update on a successful application to the Local Air Quality Management support fund from Welsh Government, for funding to upgrade and enhance the current real time air quality monitoring capabilities within the Vale. The

bid enables the Vale to install an additional 5 monitors and the locations will be decided using a risk-based approach in line with relevant technical guidance.

Safeguarding the Vulnerable

2.54 SRS contributes toward the safeguarding agendas of the partner Councils by seeking to ensure that children are protected from harmful substances and products, that older and vulnerable people are protected from unscrupulous individuals and traders, that illegal money lending activities across Wales are challenged robustly, and that the public feel safe when using taxis as public transport.

2.55 During 2023-24, SRS received 111 complaints or intelligence logs regarding **underage sales** of alcohol, e-cigarettes, tobacco and knives. With the assistance of young volunteers, Officers responded by staging a total of 53 attempts to purchase a range of age restricted products during the year. 10 of these attempts to purchase resulted in a sale (19%) of either alcohol or e-cigarettes / vapes. The circumstances of each case were fully investigated, and appropriate enforcement action taken. While the Service will always recommend a stepped approach to enforcement, during 2023-24, two cases concluding in court saw the successful prosecution of two businesses for underage sales of alcohol and vapes respectively.

2.56 Once again, Officers have investigated a number of significant **rogue builder** or **doorstep crime** cases. Sitting behind each of these cases is a story of residents, often vulnerable, being defrauded of large sums of money, sometimes their life savings. The cases show a pattern of little, or no, work being done, and where work has been carried out, it will have been to a very poor standard. During the year, some eight cases in this category (with a total of nine defendants) concluded in court. The outcome of these eight cases is significant, and is set out in detail in the broader case summaries provided at **Appendix 2**. In summary the following were achieved:

- A total of 96 months (8 years) in custodial sentences
- A total of 24 months (2 years) in suspended prison sentences
- 1 Criminal Behaviour Order, lasting 10 years
- 5 Community Orders, together requiring 820 hours unpaid work
- A fine of £215
- Costs of £300, and
- Compensation of £6720 for some of those affected.

2.57 Hosted by SRS, the **Wales Illegal Money Lending Unit (WIMLU)** has as its public-facing identity Stop Loan Sharks Wales. With the full effects of the cost of living crisis being felt over the course of the year, it will come as no surprise that illegal money lenders or loan sharks have been poised to exploit the vulnerable in times of crisis, right across Wales. Reporting rates to the Unit are often low however, with victims unwilling to come forward let alone name a lender for fear of reprisal. Over the course of 2023-24,

twenty pieces of intelligence were received about illegal lending and eleven lenders were investigated as a result. Linked to these investigations, 25 victims have been supported, with six having had their debts written off.

- 2.58** Two prosecutions against loan sharks concluded during the year, with each receiving prison sentences. Interestingly, both of the loan sharks prosecuted were advancing in age, the first being a 73-year-old male and the second an 83-year-old female. While neither fitted the description of a ‘typical’ loan shark, they nevertheless deployed classic loan shark tactics to instil fear in their victims. In the case of the 83-year-old female, dubbed by the press as the UK’s oldest loan shark, she was ordered to pay back over £173,000 of her ill-gotten gains, with more than £35,000 returned to her victims in compensation.
- 2.59** The WIMLU works closely with other public agencies, including housing providers and third sector organisations whose position on the ‘front line’ means that they encounter the victims of loan sharks through their daily activities. These relationships provide the Unit with crucial intelligence of illegal lending. To exploit this and to encourage reporting, WIMLU proactively seeks opportunities to present to these organisations on the work of the team and receives frequent requests for information and training of frontline staff and community-based public facing support services. In 2023-24 training was delivered to 21 different organisations from all over Wales drawn from different aspects of local government, credit unions, and the housing, advice and charitable sectors. These training sessions were attended by colleagues from within local government and credit unions as well as from the housing, advice, and charitable sectors, and some 516 participants were reached in this way.

Supporting the Local economy

- 2.60** The work of SRS has a significant impact upon the local economy in a number of different ways. The provision of timely advice and guidance on regulation can enable businesses to maximise the benefit they derive from the marketplace, and the taking of firm enforcement action against rogue traders and those undermining the *bona fide* trade maintains an environment in which legitimate businesses are able to flourish. At the same time, effective market surveillance ensures ‘visibility’ of trading practices that would otherwise be hidden, and this is particularly so in regard to the huge increase in online trading, including through social media, in recent years. The SRS role as regulator also extends to providing a fair trading environment for consumers, supporting them to become better informed and confident in their purchasing decisions.
- 2.61** The **Primary Authority scheme** enables a business to enter into a statutory partnership with a local authority through which it can receive assured advice. Provided this advice is followed, the Primary Authority (PA) is able to challenge intended enforcement action by other local authorities. Over the course of 2023-24, SRS increased its Primary Authority portfolio to a total of 36 partnerships with a range of local and national businesses. The Service is able to charge for work done under

these arrangements on the basis of full cost recovery. In addition, arrangements with one of the Service's high-profile partners changed during the year, meaning that SRS is now responsible not just for food hygiene matters in Wales, but for the co-ordination of all referrals about that business, from other local authorities in England and Wales.

- 2.62** **Illegal tobacco** (i.e., counterfeit, or non-duty paid) continues to present a very real problem in our communities. Research has shown that at least 15% of all tobacco and cigarettes supplied in Wales are illegal, and smokers are quite comfortable in purchasing it, presumably under the misapprehension that the only impact of its widespread use is the loss of revenue to HM Treasury. This thinking ignores the most serious harms caused by illegal tobacco. At around half the cost of legitimate product, illegal tobacco removes the price incentive for smokers to quit the otherwise expensive habit. In addition, the way in which illegal tobacco is supplied means that mainstream tobacco control measures such as minimum age of purchase and the tobacco display ban are undermined. It is also important to remember that widespread availability of illegal tobacco undermines the viability of legitimate retailers selling genuine product, for it is not just the revenue from tobacco products that they are losing. Customers purchasing (illegal) tobacco elsewhere will also tend to purchase other goods elsewhere, for example the bread, milk and other essentials they pick up at the same time as their cigarettes.
- 2.63** SRS officers carry out regular exercises with partner agencies and the assistance of tobacco detection dogs to locate illegal product (which will usually be concealed) whilst on site. During 2023-24, **1,078 packets of cigarettes** and **673 pouches of hand rolling tobacco** were seized during SRS operations. Supply chains for illegal tobacco are invariably linked to wider criminality, and such is their sophistication that retail premises are able to restock almost immediately after the seizure of illegal product.
- 2.64** While seizures of this kind remain a useful disruption tool, tackling the widespread availability of illegal tobacco requires a more targeted approach along the supply chain. With this alternative approach in mind, some years ago Officers began a major investigation into the supply of illegal tobacco. While originating in Cardiff, the case also involved outlets in both the Bridgend and the Vale of Glamorgan Council areas. When the case was brought to court, its complexities, multiple defendants and sheer size meant that it had to be divided into two separate Crown Court trials. With the conclusion of the second of these trials in the last financial year, eleven defendants had either been found guilty or elected to change their pleas to guilty. Sentencing in the case is yet to take place and significant press interest is anticipated, given its status as the largest case of its kind in Wales (and quite likely in the UK). A Proceeds of Crime hearing will follow.
- 2.65** In another first, the Service was successful in its application to **close a retail outlet** under the Anti-social Behaviour, Crime and Policing Act 2014 for the harm caused in the community arising from the supply of illegal tobacco (and also nitrous oxide). The Magistrates Court hearing resulted in a 3-month closure order being imposed in March 2024, and a further application is being progressed to extend the closure of this

particular outlet. Moving forward, this approach is seen as a highly compelling and impactful enforcement tool and applications are being considered in respect of a number of other problematic premises.

Maximising the use of resources

- 2.66** Maximising the use of resources was the original catalyst for creating SRS, and work in this area continues. By reducing repetition of effort, introducing better processes, making systems work without constant intervention and improving access into the service, our business improves and customer satisfaction increases. Income generating activities like marketing our metrology laboratory, offering paid for advice services, building Primary Authority partnerships and extending our training provision to business are examples of our income generation and cost recovery culture.
- 2.67** Further improvements to the **SRS website** have taken place over the last year in order to ensure the best possible customer journey. During 2023-24, the SRS website had 61,724 users and 168,894 page views. Our noise and air pollution web pages continue to receive the most page views of all areas.
- 2.68** The SRS website is supplemented by our **social media** offerings, namely [X](#) and the SRS [LinkedIn](#) account. These channels have proved to be a highly effective way of getting information to a large number of businesses and residents.
- 2.69** The Service encourages use of the **noise app** in cases where residents wish to make a complaint about noise. It can be downloaded simply from the App Store enabling to short bursts of the disturbance to be recorded and submitted to the case Officer to determine if a nuisance has occurred. This approach has enabled complaints to be triaged effectively, thereby ensuring that officers' site visits are prioritised where and when they are most needed.
- 2.70** In making the best use of its resources, SRS looks for opportunities to streamline how things are done in all areas of the Service. With this in mind, work continues to pilot the use of **handheld tablet devices** to replace the paper system currently being used to record the results of food inspections. It is hoped that this approach can be mainstreamed across the Food Service early in 2024-25 to bring the following benefits:
- Direct uploading of information on to the database without the need for Officer time in scanning multiple documents
 - Reduction in the consumption of paper and lower printing costs
 - Less travel time for Officers in having to pick up and drop off paperwork.
- 2.71** In March, the Service produced the latest version of its popular [Food and Safety News \(srs.wales\)](#) publication which was circulated to nearly 7000 businesses across the

region. In a departure from the approach taken previously with *Food and Safety News*, the new edition has been put together in-house, meaning that its production is cost-neutral, other than Officer time and a small investment in relevant and re-usable stock images. In the case of all previous editions of the publication, costs have been incurred for Graphic Design, Welsh translation, printing, and postage.

- 2.72** Since the inception of SRS, officers have been provided with access to the systems of the 3 legacy authorities of Bridgend, Cardiff and the Vale of Glamorgan. This enables officers to access the essential IT systems they need to fulfil their duties for the relevant authorities. While this has worked well, more recent updates to systems and software have impacted on the continuity of current arrangements affecting connectivity and access. SRS maintains good relationships with the ICT departments of the legacy authorities to deal with issues as they arise in the short term. It has become apparent however, that there is a need to consolidate the long-term access requirements to ensure continued access and smooth running of systems and crucially to provide seamless delivery of essential services.
- 2.73** Looking ahead to 2024-25, there will be an expectation on the Shared Service to deliver on several new areas of regulatory law without the benefit of Welsh Government funding to provide any additional resource. Chief amongst these will be the new Special Procedures regime, changes in the law relating to vapes (including the ban on single-use products), and new food disposal requirements for businesses.
- 2.74** It is pleasing to note that income levels across our paid-for services (through training for businesses, Primary Authority / other business advice, the UKAS accredited metrology laboratory and specialist environmental monitoring services) have recovered since the dip experienced during the COVID pandemic. With the continued pressures on public sector finances, now more than ever, the establishment of new income streams and cost recovery will play a crucial role in protecting and sustaining the Service. Building on the Digital Forensics initiative of 2023-24, no stone will be left unturned in 2024-25 as we innovate to maximise income generation and cost recovery.

Financial Performance

- 2.75** The 2023/24 Shared Regulatory Services Gross Revenue Budget was approved on 9th February 2023.
- 2.76** 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.
- 2.77** The previous impact of the Covid-19 pandemic on the ability of the Service to generate income has gradually receded and the Service continues to recover and make up for this lost income.

- 2.78** Two members of staff remained on secondments out of the Service. The associated cost of these secondments has been recovered from Welsh Government and Monmouthshire County Council. This has enables staff to act up into more senior roles.
- 2.79** A small group of officers from across the Service continue to be seconded to the SRS Health Protection team supporting Cardiff and Vale Health Board and the wider Health Protection Partnership.
- 2.80** 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 (overspend £117k) and Core expenditure positions. The service achieved an unaudited £171k overspend against a gross revenue budget of £8.645m, as illustrated in the following table:

Table 1

	Gross	Forecast	Outturn
	Budget	Outturn	Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,914	1,855	59
Cardiff	5,009	5,241	(232)
Vale	1,722	1,720	2
Total Gross Expenditure	8,645	8,816	(171)

- 2.81** Over the last few quarters, the ability of the Service to recruit into key roles has improved and retention levels have been more encouraging than in recent years. Given the difficult recruitment landscapes for regulatory services across the country however, there is no room for complacency. The 'growing our own' approach is now firmly embedded with staff being developed both in their roles and in the gaining of professional qualifications, enabling them to progress within the Service as future vacancies arise.
- 2.82** The landscape in which this overspend arose includes factors such as the greater than budgeted pay award for 2023-24, costs related to animal welfare seizures and an element of contractor costs linked to very positive progress against the Food inspection programme. In addition, the adverse outturn for Authority Specific services reflects a historic budgetary issue in respect of the Cardiff Licensing service.
- 2.83** A full breakdown of the outturn position is shown in **Appendix 3**

Authority Specific Services

- 2.84** The approved gross budget of £2.567m in respect of Authority Specific (AS) Services has an unaudited overspend of £117k, as detailed in the following table:

Table 2

	Gross	Forecast	Outturn
	Budget	Outturn	Variance
Authority	£'000's	£'000's	£'000's
Bridgend	461	389	72
Cardiff	1,562	1,764	(202)
Vale	544	532	12
Total AS Services	2,567	2,685	(118)

Bridgend

2.85 The unaudited outturn position in Bridgend is a total underspend of £72k, this culminates from a closing underspend within each of Bridgend's authority specific services. The licensing function was underspent by £38k; due to movement seen within the team during the year which left some roles vacant for a period of the year. Additionally Empty Homes has an underspend of £2k and Kennelling and Vets has an underspend of £32k both of which are very much consistent with activity levels noted in previous years.

Cardiff

2.86 The £202k overspend at Cardiff predominantly relates to the £212k overspend within the Licensing Section which is consistent with performance in previous years.

2.87 The combined £16k underspend within HMO Cathays and HMO Plasnewydd teams relates to smaller variances within these teams.

2.88 The £7k 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 budget.

Vale

2.89 Overall, the Vale has an aggregate £12k underspend.

2.90 Taxi Licensing, Burials and Pest Control are all close to reporting an on-budget position with a total underspend of £1k.

2.91 Kennelling and Vets are forecasting a £11k underspend, which is consistent with performance in previous years.

Core Services

2.92 The approved Core Services Budget for 2023/24 is £6.078m, which as at 31st March 2024 has an outturn overspend of £54k. The Core Services budget is allocated in line

with the information included in the Revenue Support grant published by Welsh Government 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	1,466	(13)
Cardiff	56.72%	3,447	3,477	(30)
Vale	19.38%	1,178	1,188	(10)
Total Core		6,078	6,132	(53)

- 2.93** The £21k 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. This position includes a drawdown of £83k from the SRS Trading Standards Reserve, as established in the Q2 report.
- 2.94** Environmental Services is reporting an underspend of £22k, which is made up of smaller variances forecasted within this heading.
- 2.95** The Food Services current outturn position is a £165k overspend, which is due to agency costs being incurred to enable the teams to meet the Food inspection programme and clear the backlog of outstanding food safety visits. Mindful of this overspend unfolding during the year, a drawdown of £100k was envisaged from the SRS General Reserve to reduce the overspend position in this area. At year end, given the overall performance of the Service as a whole, this proved to be unnecessary.
- 2.96** Housing Services outturn position is an overspend of £78k. This overspend has been mitigated by the usage of a historic reserve fund usage plan by the previous Head of Service which reduced the overspend from £156k to £78k. The remainder of the overspend is attributable to additional salary expenditure which is the result of the impact of the agreed 2023/24 pay award against the available budget along with additional staffing needed to meet service area demands.
- 2.97** The Health & Safety and Communicable Disease budget heading comprises three cost centres spread across two SRS teams. A £31k overspend is reported at year end, this being driven by a temporary increase in staff costs and the provision of business support within certain elements of the service.
- 2.98** Pollution Services are currently reporting a balanced budget.
- 2.99** The 'Trading Standards' budget comprises a number of cost centres spread across three different SRS teams and also includes an element of the Food service (separate to that outlined in 2.52 above). This area of the budget saw a £220k underspend overall which was partially due to a post remaining vacant for a significant part of the year. The Service has also made use of funds held on the balance sheet which were generated from successful court cases undertaken in previous periods totalling £60k. These funds have now been released in the year to offset some of the costs incurred

elsewhere on the budget. In addition, £31k of external funding was received very late in the year and has contributed to the underspend.

Reserves

2.100 The Shared Regulatory Service has built up some reserves which can be utilised to fund planned investment in service expenditure but also emerging pressures within the service.

2.101 There are 2 drawdowns from Reserves referred to in this report which are further detailed in Table 4 below. In addition to the overspend detailed in the report, these drawdowns have been used to reduce the overspend from the initial figure of £332k to the overspend detailed in Table 1 of £171k.

Table 4

	Opening Balance	Drawdown in the year	Transfer from Reserves	Transfer to Reserves	Forecast Balance
	01/04/23				31/03/24
Reserve	£'000's	£'000's	£'000's	£'000's	£'000's
SRS General Fund Reserve	613	(78)	(171)	63	427
Specific Funding Reserve	71	(71)	0	0	0
POCA Reserve	83	(83)	0	24	24
Total Usable Reserves	767	(232)	(171)	87	451

Challenges moving forward

2.102 Since its inception, SRS has consolidated service delivery in accord with the agreed standards. The over-riding challenges during 2024-25 will be around recruitment and retention, tackling the remaining backlogs in programmed work, the need to address emerging global, national, regional, and local events, and all the while working within a reduced resource. Consequently, the Key Milestones for 2024-25 include:

- *Delivery of the SRS Business Plan 2024-25 and the associated corporate priorities assigned to the SRS by the partner Councils*
- *To support the partner Councils and other agencies as an integral part of the health protection system in Wales*

- *To monitor the implementation of new legislation and any requirements imposed by such legislation upon the Service, for example the Welsh Government requirements around Special Procedures and Single Use Plastics*
- *To contribute to the climate change goals in each of the partner authorities through effective enforcement of environmental controls such as those regulating energy efficiency in the private rented housing sector.*
- *To further develop the 'growing our own' approach (including through regulatory apprenticeships when available), as part of the wider recruitment and retention strategy.*
- *In light of the continued pressures on public sector budgets, further explore, implement and maximise opportunities for income generation and cost recovery.*
- *Review the agile working arrangements for the service to ensure that technology is being exploited fully to improve service delivery.*

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

- 3.1** The Annual report demonstrates the partner Councils' commitment to improving social, economic, environmental and cultural well-being and promoting sustainable development in line with the Wellbeing of Future Generations (Wales) Act 2015. Equalities, Sustainability and safeguarding issues have all been taken into account when drafting this plan. Our work with stakeholders seeking to ensure that our early intervention and prevention activities maintain wellbeing in the SRS region is a crucial element of our approach to protect local people and the environment.
- 3.2** The Wellbeing 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. The SRS Business Plan contains a number of initiatives that contribute to the wellbeing objectives. Section 6 of the Business Plan illustrates how the SRS priorities interface with the wellbeing goals on matters such as safeguarding the vulnerable and protecting the environment and forms the basis for the Annual report.
- 3.3** Aligning the Wellbeing Goals of the Act enables us to evidence our contribution to the National Wellbeing Goals. Promoting the five ways of working is reflected in our approach to integrated business planning. Setting consistently challenging yet realistic steps and performance improvement targets, the SRS is able to clearly demonstrate progress towards achieving the national goals by the production of the Annual report.

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 implications are set out in the body of the report.

Employment

- 5.2** The implications are set out in the body of the report.

Legal (Including Equalities)

- 5.3** The partner Councils have a duty to improve under the Local Government (Wales) Measure 2009. The report outlines achievements in 2022-23 for the matters assigned to the Shared Regulatory Service. The Joint Working Agreement executed on 10 April 2015 and amended July 2017 sets out the obligations placed upon the partner Councils in delivery of the Shared Regulatory Service.

6. Background Papers

None

Appendices

- Appendix 1 – SRS Performance Measures 2023- 2024
- Appendix 2 – SRS Prosecution Statistics 2023-2024
- Appendix 3 – 2023-2024 SRS Provisional Outturn Position

Shared Regulatory Services

Quarterly Performance Report 2023/24

Quarter 4



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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 4	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	29	29	100.00%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 4 were completed at premises that were operating and available for inspection.	100%
2023-24	Cardiff	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	155	155	100.00%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 4 were completed at premises that were operating and available for inspection.	100%
2023-24	Vale of Glam	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	61	61	100.00%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 4 were completed at premises that were operating and available for inspection.	100%
2023-24	SRS	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	245	245	100.00%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 4 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 4	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	390	390	100.00%	Green	Excellent progress has been made in ensuring that not only the programmed inspections for 23/24 have been completed but also the significant backlog of overdue inspections of C rated inspections at businesses that were operating and available for inspection. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers and enable SRS to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	Cardiff	SRS/FH/002	Qtr 4	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	804	804	100.00%	Green	Excellent progress has been made in ensuring that not only the programmed inspections for 23/24 have been completed but also the significant backlog of overdue inspections of C rated inspections at businesses that were operating and available for inspection. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers and enable SRS to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	Vale of Glam	SRS/FH/002	Qtr 4	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	322	322	100.00%	Green	Excellent progress has been made in ensuring that not only the programmed inspections for 23/24 have been completed but also the significant backlog of overdue inspections of C rated inspections at businesses that were operating and available for inspection. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers and enable SRS to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	SRS	SRS/FH/002	Qtr 4	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	1516	1516	100.00%	Green	Excellent progress has been made in ensuring that not only the programmed inspections for 23/24 have been completed but also the significant backlog of overdue inspections of C rated inspections at businesses that were operating and available for inspection. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers and enable SRS to meet the requirements of the Food Standards Agency Food Law Code of Practice.	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 4	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	228	259	88.03%	Amber	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	Cardiff	SRS/FH/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	649	737	88.06%	Amber	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	Vale of Glam	SRS/FH/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	212	247	85.83%	Amber	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	SRS	SRS/FH/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	1089	1243	87.61%	Amber	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	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 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1293	1319	98.03%	Green	Target exceeded.	94%
2023-24	Cardiff	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3134	3277	95.64%	Green	Target exceeded.	94%
2023-24	Vale of Glam	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1205	1247	96.63%	Green	Target exceeded.	94%
2023-24	SRS	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5632	5843	96.39%	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 4	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	12	12	100.00%	Green	All planned inspections due by the end of Qtr 4 have been completed at open and operational businesses.	100%
2023-24	Cardiff	SRS/TS/001	Qtr 4	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	12	12	100.00%	Green	All planned inspections due by the end of Qtr 4 have been completed at open and operational businesses.	100%
2023-24	Vale of Glam	SRS/TS/001	Qtr 4	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	8	8	100.00%	Green	All planned inspections due by the end of Qtr 4 have been completed at open and operational businesses.	100%
2023-24	SRS	SRS/TS/001	Qtr 4	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	32	32	100.00%	Green	All planned inspections due by the end of Qtr 4 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 4	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	240	315	76.19%	Amber	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. The food standards element of this work has been achieved through the diversification of food officer roles to enable them to undertake these inspections at the same time as a food hygiene inspection, and through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	80%
2023-24	Cardiff	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	723	1082	66.82%	Red	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. The food standards element of this work has been achieved through the diversification of food officer roles to enable them to undertake these inspections at the same time as a food hygiene inspection, and through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	80%
2023-24	Vale of Glam	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	272	407	66.83%	Red	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. The food standards element of this work has been achieved through the diversification of food officer roles to enable them to undertake these inspections at the same time as a food hygiene inspection, and through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	80%
2023-24	SRS	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	1235	1804	68.46%	Red	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. The food standards element of this work has been achieved through the diversification of food officer roles to enable them to undertake these inspections at the same time as a food hygiene inspection, and through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	80%

Significant breaches

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	42	44	95.45%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A
2023-24	Cardiff	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	191	220	86.82%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A
2023-24	Vale of Glam	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	82	85	96.47%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A
2023-24	SRS	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	315	349	90.26%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A

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 4	Percentage of domestic noise and air complaints responded to within 3 working days.	94	111	84.68%	Amber	The shortfall against target represents 6 complaints that failed to reach target. This is largely due to current demands on the service.	90%
2023-24	Bridgend	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	475	543	87.48%	Amber	The shortfall against target represents 14 complaints that failed to reach target. This is largely due to demands on the service.	90%
2023-24	Cardiff	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	332	340	97.65%	Green	Target exceeded.	90%
2023-24	Cardiff	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	1573	1669	94.25%	Green	Target exceeded.	90%
2023-24	Vale of Glam	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	62	65	95.38%	Green	Target exceeded.	90%
2023-24	Vale of Glam	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	379	393	96.44%	Green	Target exceeded.	90%
2023-24	SRS	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	488	516	94.57%	Green	Target exceeded.	90%
2023-24	SRS	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	2427	2605	93.17%	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 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	19	25	76.00%	Green	Target exceeded.	75%
2023-24	Bridgend	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	162	195	83.08%	Green	Target exceeded.	75%
2023-24	Cardiff	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	61	84	72.62%	Amber	The shortfall against target represents 2 complaints that failed to reach target. This is largely due to current demands on the service and the lack of resource available, further exacerbated by delays in the logging of complaints.	75%
2023-24	Cardiff	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	418	609	68.64%	Amber	The shortfall against target represents 39 complaints that failed to reach target. This is largely due to current demands on the service and the lack of resource available, further exacerbated by delays in the logging of complaints.	75%
2023-24	Vale of Glam	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	15	21	71.43%	Amber	The shortfall against target represents 1 complaint that failed to reach target. This is largely due to current demands on the service and the lack of resource available, further exacerbated by delays in the logging of complaints.	75%
2023-24	Vale of Glam	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	158	210	75.24%	Green	Target exceeded.	75%
2023-24	SRS	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	95	130	73.08%	Amber	The shortfall against target represents 3 complaints that failed to reach target and this is largely due to current demands on the service and the lack of resource available, further exacerbated by delays in the logging of complaints.	75%
2023-24	SRS	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	738	1014	72.78%	Amber	The shortfall against target represents 23 complaints that failed to reach target during the year and this is largely due to current demands on the service and the lack of resource available, further exacerbated by delays in the logging of complaints.	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 4	Percentage of alarm complaints responded to within one day.	1	1	100.00%	Green	Target exceeded.	90%
2023-24	Bridgend	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	7	8	87.50%	Amber	The shortfall against target represents only 1 complaint that failed to reach target. This is largely due to the volume of general workload.	90%
2023-24	Cardiff	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	25	25	100.00%	Green	Target exceeded.	90%
2023-24	Cardiff	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	89	90	98.89%	Green	Target exceeded.	90%
2023-24	Vale of Glam	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	4	4	100.00%	Green	Target exceeded.	90%
2023-24	Vale of Glam	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	10	11	90.91%	Green	Target exceeded.	90%
2023-24	SRS	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	30	30	100.00%	Green	Target exceeded.	90%
2023-24	SRS	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	106	109	97.25%	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 4	Percentage of licensed premises applications received and determined within 2 months.	48	48	100.00%	Green	Target achieved.	100%
2023-24	Bridgend	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	146	146	100.00%	Green	Target achieved.	100%
2023-24	Cardiff	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	132	132	100.00%	Green	Target achieved.	100%
2023-24	Cardiff	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	549	555	98.92%	Amber	The shortfall against target is as a result of a small number of applications being deferred due to industrial action which prevented the applications being determined within the required timescales.	100%
2023-24	Vale of Glam	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	45	45	100.00%	Green	Target achieved.	100%
2023-24	Vale of Glam	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	147	147	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	225	225	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	842	848	99.29%	Amber	The shortfall against target is as a result of a small number of applications in Cardiff being deferred due to industrial action which prevented the applications being determined within the 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 4	Percentage of licensed personal applications received and determined within 2 months.	22	22	100.00%	Green	Target achieved.	100%
2023-24	Bridgend	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	94	94	100.00%	Green	Target achieved.	100%
2023-24	Cardiff	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	66	66	100.00%	Green	Target achieved.	100%
2023-24	Cardiff	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	279	279	100.00%	Green	Target achieved.	100%
2023-24	Vale of Glam	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	18	18	100.00%	Green	Target achieved.	100%
2023-24	Vale of Glam	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	81	81	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	106	106	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	454	454	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 4	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2023-24	Bridgend	SRS/LC/006	Annual Result	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 4	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	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	3	3	100.00%	Green	Target achieved.	100%
2023-24	Vale of Glam	SRS/LC/006	Qtr 4	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	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/006	Qtr 4	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	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	4	4	100.00%	Green	Target achieved.	100%

Minimum Energy Efficiency Standards

Year	Authority	Ref	Quarter	Title	No. improved to E or above EPC	No of properties engaged with	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/MEES/001	Qtr 4	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	48	84	57.14%	N/A	A further 6 improved EPCs were received during Qtr 4 in respect of rental properties identified as having F and G rated EPCs that SRS has engaged with. As a result a total of 48 improved certificates have been received this year, which equates to an estimated reduction in carbon dioxide (CO2) produced from these properties of approx. 188.2 tonnes together with a reduction of 167768 KWh in energy needed for heating. These figures are based on information provided in certificates however there are occasions where this information is not available. For this reason, the actual improvements generated as a result of improved EPCs is thought to be much greater. In addition, a further 12 certificates have been received from properties that were previously unrated who now hold certificates rated C to E increasing the overall total of unrated properties now holding certificates to 23.	Baseline being set
2023-24	Cardiff	SRS/MEES/001	Qtr 4	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	46	78	58.97%	N/A	A further 7 improved EPCs were received during Qtr 4 in respect of rental properties identified as having F and G rated EPCs that SRS has engaged with. As a result, a total of 46 improved certificates have been received this year, which equates to an estimated reduction in carbon dioxide (CO2) produced from these properties of approx. 90.7 tonnes together with a reduction of 105293 KWh in energy needed for heating. These figures are based on information provided in certificates however there are occasions where this information is not available. For this reason, the actual improvements generated as a result of improved EPCs is thought to be much greater. In addition, a further 5 certificates have been received from properties that were previously unrated who now hold certificates rated B to E increasing the overall total of unrated properties now holding certificates to 78 equating to 39% of those contact-	Baseline being set
2023-24	Vale of Glam	SRS/MEES/001	Qtr 4	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	44	102	43.14%	N/A	A further 7 improved EPCs were received during Qtr 4 in respect of rental properties identified as having F and G rated EPCs that SRS has engaged with. As a result, a total of 44 improved certificates have been received this year, which equates to an estimated reduction in carbon dioxide (CO2) produced from these properties of approx. 127.1 tonnes together with a reduction of 151559 KWh in energy needed for heating. These figures are based on information provided in certificates however there are occasions where this information is not available. For this reason, the actual improvements generated as a result of improved EPCs is thought to be much greater. In addition, a further 10 certificates have been received from properties that were previously unrated who now hold certificates rated C to E increasing the overall total of unrated properties now holding certificates to 26.	Baseline being set
2023-24	SRS	SRS/MEES/001	Qtr 4	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	138	264	52.27%	N/A	A further 20 improved EPCs were received during Qtr 4 in respect of rental properties identified as having F and G rated EPCs that SRS engaged with. As a result, a total of 138 improved certificates have been received this year, which equates to an estimated reduction in carbon dioxide (CO2) produced from these properties of approx. 406 tonnes together with a reduction of 424620 KWh in energy needed for heating. These figures are based on information provided in certificates however there are occasions where this information is not available. For this reason, the actual improvements generated as a result of improved EPCs is thought to be much greater. In addition, a further 27 certificates have been received from properties that were previously unrated who now hold certificates rated B to E increasing the overall total of unrated properties now holding certificates to 127.	Baseline being set

Prosecutions

Year	Authority	Ref	Quarter	Title	No. of prosecutions cases in court	No. concluded successfully	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/PRO/001	Qtr 4	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	11	11	100.00%	Green	Eleven cases were concluded in Bridgend throughout the year, 5 of which were concluded during Qtr 4 relating to housing, health and safety and rogue trader offences. In one rogue trader case the defendant pleaded guilty to 12 counts of fraud and 3 counts under the Consumer Protection from unfair trading practices regulations. The charges related to misleading commercial practices in the course of carrying out UPVC installations and home improvements involving 15 victims, a number of which were elderly with a total loss to consumers of £22,487. In some instances work had begun but was very poor and the defendant failed to return or simply never started the work.	Baseline being set
2023-24	Cardiff	SRS/PRO/001	Qtr 4	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	30	30	100.00%	Green	30 cases were concluded in Cardiff throughout the year, 11 of which were concluded during Qtr 4 relating to housing, food hygiene, animal welfare, trading standards and rogue trader offences. One business was successfully prosecuted for both food hygiene offences and for the sale of illegal vapes and underage sales with fines amounting to over £12,000 being awarded. In another high profile case, a Cardiff landlord was fined a total of £37,000 for serious non compliances in relation to the licensing and management of a house in multiple occupation.	Baseline being set
2023-24	Vale of Glam	SRS/PRO/001	Qtr 4	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	5	5	100.00%	Green	5 cases were concluded in the Vale of Glamorgan throughout the year, one of which was concluded during Qtr 4 relating to a rogue trader offence. In this case, 2 residents contracted with the defendant for new roofs and other roof related work. The homeowners paid more than £16,000 up front but no work began or materials delivered with the residents being met with excuse after excuse. The defendant was sentenced to 3 x 12 month imprisonment sentences suspended for 18 months, all concurrent and required to do 200 hours unpaid work.	Baseline being set
2023-24	SRS	SRS/PRO/001	Qtr 4	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	46	46	100.00%	Green	45 cases were successfully concluded across the SRS region during the last year, 17 of which were concluded during Qtr 4. Offences during the last quarter related to animal welfare, food hygiene and standards, health and safety, housing, trading standards and rogue trading and included a illegal money lending case in Newport.	Baseline being set

Appendix 2 - SRS prosecution cases concluding during 2023-24

Case	Court date	Offence(s)	Outcome
1	13.4.23	<p>A wholesale company and its sole Director each pleaded guilty to five food hygiene offences following an SRS inspection of the premises. Officers found rodent droppings behind pallets of food products and holes to the structure of the building which would allow pest access to the food store. As a result of these issues a Remedial Action Notice was served.</p> <p>Further visits over a period of months found further evidence of a pest infestation. Then in June 2022, one of the company's vehicles was subject to a multi-agency routine stop and check in Somerset, while enroute to delivering to various food businesses across the South West of England. Inspection of the vehicle discovered that products of animal origin were being supplied to other businesses more than 30 miles/50km from the Cardiff County boundary without the necessary approval from the authorising authority.</p> <p>In mitigation the defence argued that there had been co-operation with the Council, standards had improved in the premises, a new shutter door had been fitted and the level of cleanliness had significantly improved. With regards to the cutting plant, the defence accepted that there had been a clear error of judgement. They had tried to apply for a licence which was refused and so they had withdrawn from the whole thing.</p>	<p>In sentencing, the District Judge told the Director that the offences were serious, that he ran a big business which supplied a lot of people and so food safety laws should be paramount in his mind.</p> <p>The company was fined a total fine of £7,335 and order to pay costs of £1,327 together with a surcharge £190.</p> <p>The Director was fined a total of £1,000 and ordered to pay costs of £1,327 together with a surcharge £190</p>

2	21.4.23	<p>This case concerned a number of serious failings in a House in Multiple Occupation. The HMO licence holder, the property management company and its Director were each charged with a number of offences, and all three pleaded guilty.</p> <p>When the property was visited, SRS Officers found that the conditions of the licence had not been complied with as required by the Housing Act 2004 and there were also failures to comply with the Management of Houses in Multiple Occupation (Wales) Regulations 2006. These related to</p> <ul style="list-style-type: none"> • Failure to install the appropriate fire alarm system, • Failure to provide complete and functional fire doors • Failure to adequately fire protect the gas and electricity meters. • Missing smoke detectors, • Failure to maintain fire extinguishers, • Failure to maintain fire doors, • Inaccessible fire blanket, • Defective gutters to the annex side extension • Defective kitchen work surface 	<p>The licence holder was fined a total of £1,830 and ordered to pay costs of £1,000 together with a surcharge of £183.</p> <p>The property management company and its Director were both fined a total of £1,080 and ordered to both pay costs of £1,250 as well as surcharges of £108.</p>
3.	3.5.23	<p>In August 2021, SRS Officers visited the premises of a wholesale fruit supplier, and found evidence of rodents</p>	<p>The business owner entered a total of 16 guilty pleas on behalf of her two companies (4 each) and herself (8</p>

	<p>where foods were stored, including a pallet of rice contaminated with rodent urine and faeces. In addition, there were gaps to the exterior of the premises allowing access into the premises by pests, the premises were not maintained in a clean condition, there was no water supply to the premises for cleaning or for the maintenance of personal hygiene, and the business was not following their own food safety management procedures.</p> <p>During a further visit in September 2021, it was established that there had been a change in the legal ownership and management of the business. On this occasion, the following issues were identified:</p> <ul style="list-style-type: none">• Failure to advise the authority of a change of business ownership at an approved premises• Failure to obtain approval for the supply of products of animal origin• Areas of the premises were in a dirty condition• Crabs were out of temperature control <p>A Remedial Action Notice was served but on further visit in the September 2021 the following issues were found:</p> <ul style="list-style-type: none">• Areas of the Premises were in a dirty condition• Food equipment was in a dirty condition• Large amounts of mouldy foods were found in the chiller	<p>offences)</p> <p>The Director was fined £250 per offence for each of her 8 offences to give a total of £2,000. She was ordered to pay costs and a surcharge of £800.</p> <p>The companies were each fined £250 per offence giving a total fine of £1,000</p>
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		<ul style="list-style-type: none"> The business was not implementing food safety management systems and control measures as required by HACCP for traceability and supplier checks 	
4.	3.5.23	<p>In March 2022, SRS received a notification from Portsmouth City Council that the defendant had supplied foodstuffs which bore no labelling in English, and which upon translation were found to be konjac jelly mini cups. The issues here were two-fold, firstly konjac in jelly cups was prohibited decades ago as it can cause a choking hazard for children. In addition, the lack of food information in English meant that consumers would be unaware of the presence of any allergens.</p> <p>On visiting the local wholesaler, SRS officers identified the following:</p> <ul style="list-style-type: none"> The defendant had failed to put in place, implement and maintain a permanent procedure or procedures based on the HACCP principles He placed on the market food, namely durian cake and chongqing huogo hot pot, with no clear reference to the name of the substance or product He placed on the market food, namely jelly mini-cup confectionary containing konjac <p>Prior to the conclusion of this case, the limited company was dissolved, meaning that proceedings could only be brought against the Director. He pleaded guilty to four offences.</p>	<p>The Director was fined £125 for each of 4 offences, giving a total fine of £500. He was ordered to pay costs of £400, and also a surcharge of £200. Payable at the rate of £10 per week.</p>

5.	11.5.23	This case involved a taxi driver who transported passengers inside the Cardiff District without using the fitted taximeter. He also charged and obtained more than the legal Tariff Fare for journeys inside the Cardiff District.	The defendant was fined £264 and ordered to pay costs of £300 together with a victim surcharge of £106
6.	11.5.23	This case involved a taxi driver using a private hire vehicle to pick up passengers in a controlled district without first having them pre-book the journey (i.e. acting as a Hackney Carriage). The driver's insurance for the vehicle had an exclusion clause in the policy stating that there was no cover for use as a Hackney Carriage. This meant that the vehicle was uninsured for the journey.	The defendant was fined £333 and ordered to pay costs of £300 together with a victim surcharge of £133. He was also given 8 penalty points on his driver's licence
7.	11.5.23	This case involved a taxi driver using a private hire vehicle to pick up passengers in a controlled district without first having them pre-book the journey (i.e. acting as a Hackney Carriage). The driver's insurance for the vehicle did not include cover for Public Hire transportation only Private Hire transportation. This meant that the vehicle was uninsured for the journey. does not have cover for Public Hire transportation only Private Hire transportation.	The defendant was fined £500 and ordered to pay costs of £300, together with a victim surcharge of £140 He was also given 6 penalty points on his driver's licence
8.	18.5.23	The defendant had previously entered guilty pleas under the Fraud Act 2006 and the and the Consumer Protection from Unfair Trading Regulations. The investigation followed	The defendant was given a 12 month community order consisting of 20 hours of rehabilitation to address his offending and 132 hours of unpaid work. He was also

		<p>a consumer complaint about the purchase of a vehicle, and established that the defendant had told the consumer that he would register an extended warranty with WarrantyWise. However, after the defendant took £364 for the extended warranty from the purchaser, it was never registered, resulting in financial detriment.</p>	<p>ordered to pay £1,500 costs and a £96.00 court surcharge.</p>
9.	8.6.23	<p>The defendant in this case is the food business operator of a sandwich bar. A visit by an officer from the Shared Regulatory Services in September 2022 found that the business had not displayed a food hygiene rating sticker of 1 which had been awarded to it following a hygiene inspection in July 2022. The defendant advised officers that he had been away on holiday and had not seen the letter and sticker. The Officer supplied another letter and sticker but a subsequent visit the following day found that the sticker was still not displayed, and the defendant refused to place the sticker in the window. Further visits in October 2022 and November 2022 highlighted further failures to display the rating.</p>	<p>The defendant was fined £440 for each of the three offences making a total fine of £1320. He was ordered to pay costs of £410 and also a court surcharge of £528.</p>
10.	9.6.23	<p>In May 2021 an Officer posing as a member of the public was sold two packs of Amber Leaf tobacco for £5 each. In June 2021 officers conducted an inspection and search of the premises, along with HMRC, and identified an area behind cladding in the back room that was secured with an electromagnetic lock. Inside was a store of counterfeit and illicit hand rolling tobacco and cigarettes. There were 9440 cigarettes and 2.05kg of tobacco. The business owner attended the store when notified of the Officers' findings</p>	<p>The Director was given a 12 month community order with a 20 day rehabilitation requirement. He was also fined £100 and ordered to pay costs of £750 together with a court surcharge of £95.</p>

		<p>and said that he knew nothing about it.</p> <p>In sentencing, the district Judge stated that he took into account that the defendant had pleaded guilty albeit not on the first occasion, and that these were sophisticated offences as there had been structural adaptations to the premises and culpability was considered to be in the medium category of the sentencing guidelines.</p> <p>Charges were laid against the company running the business and its sole Director.to in respect of 4 offences under the Trade Marks Act 1994, 1 offence under the Tobacco and Related Products Regulations 2016 and 1 offence under The Standardised Packaging of Tobacco Products Regulations 2015.</p>	
11.	19.6.22	<p>During March 2017, Shared Regulatory Services received an initial complaint prior to the opening of a new indoor trampoline park. Concerns were raised about the standard of equipment being installed at the venue and its compliance with relevant health and safety legislation. Officers provided guidance and assistance to the business but subsequent visits to monitor the implementation of improvements identified a continued failure to undertake a 'suitable and sufficient' risk assessment for the foam pit, airbag and overall supervision of the trampoline arena together with a lack of manufacturer information about some of the equipment; including the airbag. Further complaints were received from parents between August 2017 and August 2019 which included injuries to six children including five leg fractures and one spiral fracture.</p>	<p>The Judge sentenced the Director to 10 months imprisonment suspended for 18 months. He will also be required to carry out 200 hours of unpaid work requirement. The company was fined £10,000 and ordered to pay costs of £10,000.</p>

		<p>The recurring themes throughout the incidents where injuries took place were the lack of supervision by staff, lack of training of staff, lack of safety briefing for all users of equipment, and during this time officers had made a number of visits serving improvement notices to secure improvements to the training of court monitors and provision of supervision throughout the trampoline park. Charges were brought under the Health and Safety at Work etc Act 1974 against the company and its Director.</p> <p>In sentencing, the Judge told the Director that he had a cavalier attitude towards safety and there had been an absence of basic safety provisions. The risks were obvious, there had been inadequate protective equipment and there was no desire to listen or investigate any person's report following an incident. Basic safety standards were missing. The problems should have been anticipated and people should have been able to trust that, in a premises such as this, that all precautions had been taken. The defendant had intentionally or flagrantly disregarded the law. The local authority had provided him with advice and guidance and advised him what he was doing wrong. The same accidents continued to happen as there were the same fundamental issues.</p>	
12.	6.7.23	<p>The defendant in this case was a licensed taxi driver who, on a Friday night in September 2022, parked up his licensed Private Hire vehicle in Cardiff City centre, close to a number of hospitality premises. When approached, he agreed to take two passengers on a journey outside of the city centre for a fare of £10, without prior booking. In acting</p>	<p>The Magistrates imposed a fine of £83 for the plying for hire offence, and £250 plus 8 penalty points for the no insurance offence. The defendant was also ordered to pay £150 Prosecution costs and £133 Victim Surcharge.</p>

		<p>in this way, he used the Private Hire vehicle as Hackney Carriage and plying for hire. As a consequence of this unlicensed activity and in the context of section 143 of the Road Traffic Act, the vehicle was not insured to be used in this way.</p>	
13.	20.7.23	<p>The defendants in this case were a property management company and its sole Director. The prosecution demonstrated that two Cardiff properties were rented to tenants without the necessary HMO licences being in place. Both properties had previously been licensed for multiple occupation, however the most recent licences were issued in 2015 and expired in 2020.</p> <p>At the time of the HMO licences being issued in 2015, each included as a condition the requirement to complete certain works at the properties within a period of 4 months. These were in respect of fire safety, also kitchen and bathroom arrangements. Nevertheless, when the Investigating Officer visited the properties in October 2022, it was clear that these crucial improvements hadn't been complied with some seven years later, and indeed further problems were also identified. In addition, the properties remained unlicensed until the matter was finally rectified in February 2023.</p> <p>Despite every attempt by the Service to remind the defendants of the need to have a HMO licence in place for each of the properties, they failed to take the necessary steps to comply. All the while, the health and safety of the residents living at the properties was compromised by the</p>	<p>Guilty pleas were finally entered by each of the defendants in respect of the 11 charges.</p> <p>The Magistrates stated that they were really shocked by what was presented by the prosecution, that the tenants (all students) had been left at risk and considered that the failure to complete the works for 7 years was an aggravating factor. They also stated that they were pleased that this matter had come before the court.</p> <p>The company was fined a total of £31,995 and ordered to pay costs of £251 together with a victim surcharge of £2000.</p> <p>The company's sole Director was fined a total of £34,246, and ordered to pay costs of £251.86 together with a victim surcharge of £2000.</p>

		<p>failure to act.</p> <p>The company and its Director were each prosecuted for offences under section 72 of the Housing Act 2004 (two counts each for failure to licence the properties as HMOs) and under section 234 of the same legislation for the properties' failure to comply with the management regulations (nine counts each).</p>	
14.	24.8.23	<p>The defendant in this case allowed his garden to become completely overgrown and neglected to the point that it was providing harbourage for 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.</p> <p>SRS Officers attempted to work with the defendant to resolve the problem over a protracted period of time but to no avail.</p> <p>A notice under Section 4, Prevention of Damage by Pests Act 1949 was served June 2022 requiring him to clear his garden by the end of July 2022.</p> <p>The defendant failed to comply with this notice within the timescale and advised that he was planning on reusing most of the accumulations and was trying to clear the garden himself. He later agreed for the garden to be cleared in default on a particular date in November 2002,</p>	<p>The defendant was found guilty of both offences in a Magistrates Court hearing. The District Judge fined him £250 and ordered him to pay a £100 victim surcharge and £150 towards costs.</p>

		<p>and it was explained to him that when the work was done, he would receive an invoice from Cardiff Council to recover the cost of the clearance.</p> <p>When the crew arrived however, the defendant refused to allow them onto his property. Having tried all other means available to resolve, the Service was left with no other choice than to deal with the matter formally and the defendant was charged for failing to comply with the notice and for obstruction.</p>	
15.	24.8.23	<p>The defendant in this case, a plumber, agreed to install a new bathroom for an elderly Vale of Glamorgan couple. He took payment in full for the work and materials, but the bathroom was never installed and to this day the couple has been left £4500 out of pocket.</p> <p>The plumber had been a childhood friend of the couple's children and remembering him as being a polite boy, the couple decided to give him the work. The defendant betrayed their trust however and after the money was paid, his behaviour changed. Thus, he claimed to have ordered the from a Cardiff supplier goods when that wasn't the case and he failed to turn up to work at the property, citing any number of excuses as to why he couldn't attend, including bereavement, vehicle breakdown and needing to give priority to a vulnerable resident with boiler problems.</p> <p>The defendant did nothing to assist the couple but left them having to pay another plumber to carry out the work.</p>	<p>The District Judge sentenced the defendant to an 18 month Community Order to include 10 days of a Thinking Skills Program and 240 hours of unpaid work.</p> <p>The judge commented on the fact that the defendant had not made any payments towards the Civil Order and as a result of his being out of work, ordered that the Victim surcharge of £114 be paid, but made no order as to costs.</p>

16.	25.8.23	<p>This case against an 83-year-old illegal money lender followed concerns brought to the attention of the Wales Illegal Money Lending Unit. The investigation showed how the defendant had previously been a licensed lender, but this had lapsed in 2003. When lending money, she charged £40% interest on every £100, and it was calculated that Officers were able to calculate that in total she had lent approximately £126,000 in loans. In some cases, the lending was particularly irresponsible resulting in one low-income couple paying her £120 <i>more than their total monthly income</i> just to service their debt to her, and this left them penniless every month.</p> <p>The illegal lending was accompanied by a pattern of threatening text messages, and the Recorder hearing the case pointed out how, as a previously licensed lender, she clearly knew that what she was doing was wrong. Her interest charges kept her victims trapped in a cycle of debt.</p> <p>The defendant appeared at Cardiff Crown Court for sentencing in respect of two offences of illegal money lending under the Consumer Credit Act 1974 and the Financial Services and Markets Act 2000, and also for one offence for money laundering under the Proceeds of Crime Act 2002.</p> <p>In mitigation, the defendant accepted that the text messages, which she had not intended to be threatening, must have caused stress to the victims. She expressed remorse for what she had done and wanted to apologise to the victims for the stress she had caused them.</p>	<p>The defendant was sentenced to 2 years imprisonment for the money laundering offence and to 18 months imprisonment for each of the illegal money lending offences to run concurrently but suspended for 2 years.</p> <p>The prosecution would be making a Proceeds of Crime Application and directions were given for that timetable.</p>
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17.	31.8.23	<p>This case involved a repeated failure to provide documentation when requested by Officers as part of their work on empty homes. The defendant was charged with one offence under the Housing Act 2004, but failed to attend to court. He was therefore found guilty in his absence.</p>	<p>The defendant was fined £220, ordered to pay legal costs of £200, investigation costs of £200 and a court surcharge of £88.</p>
18	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</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>

		<p>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 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.</p>	
19	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,</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>incorrect measurements being taken and so on. The court was told that the defendant has previous convictions for similar offences in 2018.</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>	
20	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</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>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. 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>	
21	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</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>

		that they crossed the custody threshold.	
22	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>	The Magistrates imposed fines totalling £240 and ordered that costs of £219 be paid, together with a victim surcharge of £96
23	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</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>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 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>	
24	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 	<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>

		<p>them to smoke lit charcoal shisha pipes in a smoke-free place, contrary to s.44(1) of the Serious Crime Act 2007</p> <p>Neither defendant attended court and the matter was heard in their absence. The Magistrates found both defendants guilty in their absence.</p>	
25	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>	The Magistrates imposed fines totalling £240 and ordered that costs of £219 be paid, together with a victim surcharge of £96
26	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</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</p>

	<p>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 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</p>	<p>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 food business in future.</i></p>
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		company was trading, and the restaurant had long closed. That left the two individuals (company Directors) to be dealt with.	
27	1.12.23	<p>When stopped by South Wales Police in the early hours of the morning, the defendant was found to be carrying four female passengers in the vehicle he was driving. It was soon established that he was an unlicensed taxi driver and the vehicle, while having the appearance of Hackney Carriage (black and white in colour and with an orange illuminated 'TAXI' sign on the roof) was not a licensed Hackney Carriage. The statements of two of the passengers give an insight into lengths the defendant went to in order to pick up passengers, i.e., waiting with other taxis outside a Cardiff Bay nightclub, and purporting, when asked, to have a card machine to take payment for the fare. His behaviour demonstrated his clear intent to trick unsuspecting passengers into believing both he and the vehicle were properly licensed.</p> <p>When the blue flashing lights were seen and the driver was being pulled over by the Police, he asked the passengers to lie to the Police so that he didn't get into trouble.</p>	<p>The defendant was found guilty of one offence of plying for hire without a licence under the Town and Police Clauses Act 1847.</p> <p>He was fined £440 and ordered to pay £150 in prosecution costs together with £176 for a court surcharge.</p>
28	1.12.23	<p>The defendant was charged with one offence of failing to use his taxi meter in breach of Cardiff Council byelaws, and one offence of charging more than the legal fare under the Town Police Clauses Act 1847. He entered guilty pleas.</p> <p>Using the Hackney Carriage fare tariff for Cardiff, the Investigating Officer calculated that the maximum fare that should have been charged for half mile journey (Curran Embankment to the end of St Mary's Street in Cardiff city</p>	<p>The defendant was fined £120 in respect of each offence giving a total fine of £240. He was also ordered to pay £150 in prosecution costs and a £96 court surcharge.</p>

		<p>centre) was £5.77. Comparison of the permitted fare of £5.77 with the £10 fare actually charged by the defendant equates to a 73% overcharge.</p> <p>In mitigation, the defendant told the Court that the customers offered him £10 to take them and he accepted this without using the meter. He stated that he is no longer working as a taxi driver and is currently unemployed.</p>	
29	4.1.24	<p>The defendant did not attend court, and the case was proved in his absence.</p> <p>In January 2023, Shared Regulatory Services received a complaint about the lack of rainwater goods to the front elevation of one of the defendant's empty properties. Following a site visit, an enforcement notice was served under the Building Act 1984, requiring the installation of suitable rainwater goods to the front elevation of the property, within 6 weeks. A site visit was undertaken in April 2023, some weeks after the deadline had expired to check if work to the rainwater goods had been completed. There was no evidence of work having commenced and the notice had not been complied with.</p> <p>To confirm ownership of the empty property, a Requisition for Information notice had been served under s. 16 of the Local Government (Miscellaneous Provisions) Act 1976 which the defendant also failed to comply with.</p> <p>Around the same time, complaints were received about the presence of rats at another of the defendant's empty</p>	<p>The defendant was fined £660 for the damage by pests offences, £660 for the building act offence, £660 for the local government miscellaneous provisions offence and £220 for failing to comply with the order under the Building Act. This gave a total fine of £2200. He was also ordered to pay costs of £3250 together with a victim surcharge of £880.</p>

		<p>properties. This property had been unoccupied for more than 20 years was in a very poor state of repair. Officers served a Notice on the defendant requiring him to cut back the overgrowth to the garden areas and to dispose of the waste in an appropriate manner. A subsequent visit in May 2023 showed that the notice had not been complied with.</p> <p>The Magistrates found the case proved in respect of all charges (under the Prevention of Damage by Pests Act 1949, the Building Act 1984 and the Local Government (Miscellaneous Provisions) Act 1976.</p>	
30	4.1.24	<p>Two residents contracted with the defendant for new roofs as well as in one case chimney removal, and in the other case guttering and fascia replacement. Between them, the two homeowners paid more than £16,000 up front in the expectation that work would start on the dates agreed. Text messages exhibited by the complainants demonstrate how they have tried to get the defendant to start the work, but excuse after excuse followed and no work was done at either property. Likewise, no materials were delivered. In short, the residents were each defrauded of a significant amount of money.</p> <p>This case is unlike many of the rogue builder cases investigated by the Service, in that the residents were not cold called. Rather, the defendant was recommended to them by friends that he'd done work for previously while employed by another firm. Once money had changed hands however, the defendant failed to turn up at the</p>	<p>The defendant was sentenced to 3 x12 months imprisonment suspended for 18 months, all concurrent. He was also required to do 200 hours unpaid work.</p> <p>A contribution to costs of £215 was required, together with a victim surcharge.</p>

		<p>properties, citing a range of excuses as if straight out of the rogue trader playbook.</p> <p>In sentencing him for offences under the Fraud Act 2006, the Recorder told the defendant ‘you buried your head in the sand and you had to be tracked down. You have spun a tissue of lies, I have considered the texts and letters...it is quite clear you were playing the victims off at the same time and I can see how the messages interlink. You were unable to manage your business affairs and held yourself out asking people to place trust in you’.</p> <p>It was acknowledged that the defendant had insufficient means to pay back his victims and pay costs and this was recognised in the penalties imposed.</p>	
31	5.1.24	<p>The defendant failed to appear in court and the matter was proven in his absence. The case concerned failings at two different properties owned by the defendant which resulted in offences being committed under the Prevention of Damage by Pests Act 1949, the Building Act 1984 and the Local Government (Miscellaneous Provisions) Act 1976.</p> <p>In January 2023 SRS received a complaint about the lack of rainwater goods to the front elevation of one of the properties. Following a site visit, an enforcement notice was served under s.59 of the Building Act 1984, requiring the defendant to provide and fix suitable rainwater goods to include all necessary fittings on adequate brackets, set to proper falls and connected to a suitable outlet; and to carry</p>	<p>The defendant was fined £660 for the damage by pests offences, £660 for the building act offence, £660 for the local government miscellaneous provisions offence and £220 for failing to comply with the Court order under the Building Act . This gave a total fine of £2200. He was also ordered to pay costs of £3250 together with a victim surcharge of £880.</p>

		<p>out any other work necessary to facilitate the installation of suitable rainwater goods. The notice required the owner to undertake the necessary work within 6 weeks from the date of the notice.</p> <p>In April 2023 it was established that the notice hadn't been complied with as the work hadn't even been commenced. A notice under s.16 of the Local Government (Miscellaneous Provisions) Act 1976 (Requisition of Information) was also served on the defendant, and again, this wasn't complied with.</p> <p>Around the same time, SRS received complaints about another property in the defendant's ownership, and specifically the overgrown garden and presence of rats there. This property had been empty for more than 20 years, and in a very poor state of repair. A notice was served requiring the defendant to cut back the overgrowth to the garden areas and dispose of the waste in an appropriate manner. A subsequent visit in May 2023 showed that this notice had not been complied with.</p> <p>The Magistrates found the case proved in respect of all charges.</p>	
32	9.1.24	<p>The defendant in this case was the manager of a Cardiff kebab house selling traditional cooked meat, chips, salad and bread. He was convicted in the Magistrates Court, following a three day trial under the Food Hygiene (Wales) Regulations 2006.</p> <p>The premises was initially inspected in May 2021 when the</p>	<p>The defendant was sentenced to 6 months imprisonment, suspended for 18 months. The Recorder ordered a Hygiene Prohibition Order preventing him from being involved in the running of a food business and this will remain in force until further order. The Recorder felt that the prohibition order would manage the risk that the defendant posed to the public. He was</p>

	<p>Officer identified numerous food hygiene failings, namely</p> <ul style="list-style-type: none">• No documented food safety management system was provided, and a few pages of temperature monitoring sheets were provided with some with dates and some without.• Lack of a functioning food safety management system• Rodent droppings found albeit a pest control contract was in place.• Major structural issues with the flooring throughout the premise.• Sub-standard cleaning throughout the premise.• Inadequate temperature controls <p>It was agreed that a 3 day deep clean was necessary at the premises and the officer monitored progress with a number of revisits. On one of these occasions, the officer noted poor food hygiene practices whereby staff were washing their hands in the sink and not the dedicated wash hand basin. In addition, food was stored in a refrigerator that was not working properly the day before.</p> <p>On 10th June 2021, during a further revisit, the Officer observed a mouse running in the kitchen area. The business was asked to close and chose to do this on a voluntary basis to carry out all work necessary to eradicate the pest issue, pest proofing and cleaning the premises.</p> <p>The Voluntary Closure was lifted on 15th June 2021. The</p>	<p>also ordered to carry out 40 days of rehabilitation activity requirement, fined £1000 and ordered to make a contribution to the prosecution costs of £2000.</p>
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		<p>defendant applied for a subsequent re-rating of the food hygiene rating which was zero. Further visits by Officers to assess the re-rating application in September 2021 and December 2021 revealed further food hygiene offences, namely:</p> <ul style="list-style-type: none"> • Inadequate implementation of the food safety management system • Temperature control issues. • A lack of food hygiene awareness amongst staff. • Out of date food. • Cleaning issues. • Partial completion of a food safety management system • Hand washing in general purpose sink instead of the dedicated wash basin. • Poor cleanliness to equipment such as the raw meat mincer. • Poor waste disposal (cardboard accumulations). 	
33	11.1.24	<p>In April 2023, Officers of SRS carried out a compliance check on the premises of a Bridgend sunbed operator. The visit followed the provision of detailed guidance on what was expected of the business under the Sunbeds (Regulation) Act 2010 and the Sunbeds (Regulation) Act 2010 (Wales) Regulations 2011. The Director of the company acknowledged receipt of this information.</p>	<p>The defendant pleaded guilty and was fined £300 and ordered to pay costs of £400 and a victim surcharge of £120.</p>

		<p>When the Officers visited the premises, they observed a number of non-compliances which caused concern for customers paying to use the sunbed equipment and following an investigation into the circumstances, the company and its Director were charged with offences in respect of</p> <ul style="list-style-type: none"> • failing to take reasonable steps to ensure that a competent supervisor was present, • failing to ensure that customers are provided with the prescribed health information which is at least A4 in size and printed in black letters on a yellow background <p>failing to ensure that customers had the appropriate protective eyewear.</p>	
34	8.2.24	<p>The defendant had previously pleaded guilty to 24 offences under The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales) Regulations 2007. The offences were discovered by officers when they visited the defendant's House in Multiple Occupation in Grangetown, Cardiff, this being a four storey, Victorian terraced property converted into 4 self-contained flats.</p> <p>Inspections on 9th and 27th February 2023 revealed that the concerns extended to all the flats and included a defective fire alarm system that remained defective, items being stored on the escape route, dangerous electrics throughout, electricity meters that had not been fire protected and the</p>	<p>The defendant was fined a total of £7000 and ordered to pay costs of £367.80 together with a court surcharge of £2000.</p>

		<p>kitchens were found to be in poor condition and inadequate. The most serious offences included:</p> <ul style="list-style-type: none"> • Failure to keep the means of escape free from obstructions • Failure to ensure the means of escape is maintained and in good order • Failure to maintain the Fire Alarm System • Failure to adequately fire protect the electrical meters. <p>The court was advised that the defendant had been prosecuted in 2018 for offences under the Housing Act 2004 at another of his properties. In mitigation, the 82-year-old defendant explained that he was trying to help the Probation Service by taking certain tenants but this meant that he didn't know who was going to move in, and tenants can endanger themselves by doing things to the property.</p>	
35	8.2.24	<p>This was the first of two matters heard by the Magistrates Court which arose as a result of two SRS investigations. This case concerned food hygiene failings at a Clifton Street, Cardiff convenience store, and the defendants were the company running the business, and the company's sole Director.</p> <p>The court heard how there was no food safety management system in place, how the property was in a poor state of repair and there was a significant infestation of mice. When</p>	<p>The company was fined a total of £8000, ordered to pay costs of £1456.65 and a court surcharge of £2000.</p> <p>The company's sole Director was fined a total of £2900, ordered to pay costs of £1456.65 and a court surcharge of £1160.</p>

		<p>Officers visited on 20th July 2022, mouse droppings were found in storerooms and around and under packets of foods on the shelves of the shop. They also found gnawed packets of crisps and chocolates. It was deemed that there existed an imminent risk to health and the company Director agreed to voluntarily close the premises to allow effective cleaning to take place and a voluntary closure agreement was signed. However, on Saturday 23rd July 2022 officers discovered the premises open with customers inside. This necessitated a formal court order being obtained to require the premises to remain closed while the infestation was dealt with, and the store thoroughly cleaned.</p> <p>While guilty pleas were subsequently entered for the majority of the 16 food hygiene offences, the defendants maintained that they were not trading on Saturday 23rd July 2022, but simply taking in a delivery. This necessitated a Newton hearing in which the District Judge found the evidence presented persuasive and the prosecution case proved.</p> <p>In passing sentence on the food hygiene offences the District Judge stated that she was satisfied that the offences were committed with high culpability and posed a serious and imminent risk to the public. There was a significant infestation of mice, and the property was in a poor condition with numerous access points for pests. She also accepted that the company Director was of clean character, had only just taken over the business before the offences and had pleaded guilty to the majority of offences</p>	
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		at an early stage.	
36	8.2.24	<p>Officers had visited the Cardiff store (as in 8 above) in February 2022 and seized a quantity of non-compliant vapes. The business signed a voluntary surrender for the goods and received a warning letter and guidance. In February 2023, Officers made a test purchase of an ENE Legend 3500 puffs blueberry pomegranate disposable e-cigarette. A number of e-cigarettes were on display which appeared to be compliant, however the salesperson reached underneath the counter to get the ENE Legend vape requested by the test purchaser. This was non-compliant, and Officers seized a total of 142 non-compliant e-cigarettes, which were all located beneath the counter.</p> <p>In June 2023 officers sent a fifteen year old female volunteer into the store with instructions to attempt to buy an e-cigarette. The volunteer went to the cash desk and was sold a pink grapefruit Elfbar. She was not asked any questions to verify her age.</p> <p>In court, the company pleaded guilty to 2 offences of supplying a disposable electronic cigarette with a tank capacity greater than 2ml, contrary to Regulation 36(2) of the Tobacco and Related Products Regulations 2016 and to one offence of supplying a nicotine inhaling product to a person under the age of 18 years contrary to Regulation 3 of The Nicotine Inhaling Products (Age of Sale and Proxy Purchasing) Regulations 2015 and Section 92 of the Children and Families Act 2014. The company Director also pleaded guilty to the one offence concerning the underage</p>	<p>The company was fined a total of £1800 and ordered to pay costs of £620 together with a court surcharge of £720.</p> <p>The company Director was fined £153 for the underage sale offence and ordered to pay costs of £620 together with a court surcharge of £61.</p>

		<p>sale.</p> <p>In passing sentence on the vape offences, the District Judge concluded that there had been a large number of non-compliant e-cigarettes, and a risk to the public from large capacity vapes. The defendant had not put in place an adequate system to avoid underage sales and staff hadn't been trained.</p>	
37	9.2.24	<p>Following a complaint by a tenant, SRS Officers carried out an inspection at a 2 storey, Victorian end of terrace Cardiff property that has been converted into four self-contained flats. The inspection confirmed that the property had:</p> <ul style="list-style-type: none"> • no fire alarm system • defective fire doors • inner rooms with no escape route • unsafe kitchens, • penetrating damp • filthy stair carpet • unprotected electricity meters • unsafe windows, and • unsafe electrical installations <p>Five Improvement Notices under Part 1, Housing Act 2004 were served on the landlord, detailing works to be completed by March 2022. As the works were not carried</p>	<p>The defendant was fined £20,000 and ordered to pay £1,000 towards the Council's costs together with a victim surcharge of £2,000.</p>

		<p>out, proceedings were taken against her back in 2022, resulting in a £10,400 fine after pleading guilty in the Magistrates Court.</p> <p>Following that initial prosecution for failure to comply with the improvement notices, further visits to this property were subsequently carried out and it was established that the works had still not been completed.</p> <p>In the most recent proceedings for the ongoing failure to comply, the landlord pleaded guilty to the five offences but claimed that two of the tenants had been hostile and abusive towards her husband.</p>	
38	9.2.24	<p>The defendant, a rogue builder, appeared at Cardiff Crown Court after previously pleading guilty to one count under section 9 of the Fraud Act 2006. The particulars of the offence were that between 23rd November 2021 and 22nd July 2022 the defendant was knowingly a party to the carrying on of a home improvement/building business, which was carried on for a fraudulent purpose, namely the dishonest obtaining and conducting of work by:</p> <ul style="list-style-type: none"> • Presenting as a competent and professional builder when he was not • Claiming he was in a position to undertake contractual work at various addresses when he was not, • Grossly overcharging for work • Claiming work was required when it was not 	<p>The defendant was sentenced to 5 years imprisonment which was reduced for credit to 3 years and 9 months' imprisonment for the fraud offence. and 8 months' imprisonment for the firearm offence to run consecutively so giving a total of 4 years and 5 months. The judge was not able to award compensation to the victims as there were no funds.</p>

- Carrying out poor quality work
- Claiming he would use money paid for a specific purpose but failing to do so
- Failing to complete work despite being paid to do so
- Refusing to provide refunds when customers were entitled to and requesting them
- Making unwarranted demands from customers for payment to which he was not entitled
- Sending threatening/inappropriate communications to consumers

The defendant had taken £113,000 from 4 victims and left them at a significant financial detriment. A building surveyor provided a detailed assessment of the properties worst affected, with two of these being deemed unsafe as a result of the actions of the defendant. The only work of value that had been carried out on one property was rendering to the second elevation.

Victim impact statements were read out to the court, detailing how the defendant had used pressure tactics by threatening to stop work if further monies were not paid, not doing work because he claimed to be unwell, taking monies for kitchens which he never ordered or provided and even threatening to instigate legal action against his victims when they challenged him on work not done or goods not provided.

Victims were caused enormous stress and anxiety, suffered from insomnia, and they were left out of pocket and in poor

		<p>health due to the poor living conditions they were left in. Victims were 'ranted at' for more money by the defendant and were forced to borrow money to get the remedial works completed. Victims were left devastated and stated that hiring the defendant was the worst decision they had ever made. Compensation requests were applied for in relation to each victim.</p> <p>The defendant was also present in court for sentencing in relation to a police matter in relation to one count for possession of an imitation firearm. This offence had taken place whilst the defendant was on bail for the SRS fraud offence.</p> <p>In mitigation the court was told how the defendant had been a hard-working builder who had become overwhelmed by personal problems and had taken on too much work. He was overstretching himself and had strayed into criminal activity. He has long standing problems with gambling and alcohol, and this is where all the money had gone.</p> <p>In sentencing, the Judge stated that whilst it is accepted that he became overstretched and overcome by personal problems, that was of little comfort to his victims. He had failed to deliver what he had promised to do and had left chaos behind. He has caused considerable detrimental impact on the victims who were left with significant financial difficulties as a result of his shoddy and dangerous work.</p>	
39	14.2.24	The court heard how the defendant engaged in misleading and fraudulent trading practices in his dealings with his customers. They had been left out of pocket as a result of	The defendant was sentenced to 22 weeks imprisonment, suspended for two years. He was also required to attend an alcohol treatment programme for 6

		<p>work not being carried and also the materials that they had paid for not having been purchased.</p> <p>As well as the financial pressure inflicted on the customers by his practices, the defendant did nothing to assist with the investigation or provide any resolution for those affected. Although all the victims were known to the defendant, he treated them as a rogue trader would treat any of their victims, giving them excuse after excuse for why work was yet to commence and how he would repay what he owed. None of his promises came to fruition.</p>	<p>months and was subjected to a Community Order requiring 100 hours unpaid work.</p> <p>Compensation orders were awarded to the three victims in the sums of</p> <p>Victim 1: £2,850</p> <p>Victim 2: £1,260</p> <p>Victim 3: £2,610</p> <p>He was also ordered to pay costs of £300</p>
40	15.2.24	<p>At a previous hearing, both the defendants had been found guilty in their absence in respect of an offence under the Animal Health Act for failing to retain Animal Transit Certificates (ATCs).</p> <p>The defendants, a married couple, had run an animal transport service from their home in Bridgend and carried pet animals across Ireland, the UK and Europe. SRS Officers had reason to attend the couple's property in connection with an application they had made to become approved pet boarders. During the inspection, they were asked to produce to the authorised Officer all Animal Transit Certificates (ATCs) for the previous twelve months but they were unable to do so.</p> <p>In mitigation, the court was told that the couple had brought animals over from Ireland and had been informed by officials in Ireland that they didn't need the certificates once</p>	<p>The magistrates fined the husband £507 and ordered him to pay costs of £250 together with a court surcharge of £203.</p> <p>In addition, his wife was fined £120 and ordered to pay costs of £250 together with a court surcharge of £48.</p>

		<p>they had crossed the border. The trauma and stress of the business had affected their marriage and they had split up for a while but are now reunited.</p>	
41	23.2.24	<p>As a result of an earlier SRS investigation into illegal dog breeding in Cardiff, the defendant was disqualified under the Animal Welfare Act from keeping any animals, dealing in them, owning them, keeping them, participating in keeping them and from being party to an arrangement under which he was entitled to control or influence the way in which they are kept, transporting them and arranging for the transport of them. That disqualification order was imposed by the court in July 2021 for a period of 8 years.</p> <p>The court heard that while investigating another illegal dog breeder, SRS Officers established that the defendant had breached the court order in June 2022. Mobile phones had been seized from the home of the other alleged illegal dog breeder and messages from these mobile phones were downloaded. Those messages involved the defendant in the current case, and indicated that he had been dealing with animals including being involved in the sale of puppies for £12,000.</p> <p>The defendant pleaded guilty to one charge of breaching his disqualification and the defence asserted in mitigation that this had been an isolated incident, as the defendant now earns his income from buying and selling cars as he is no longer involved in dog breeding.</p> <p>In sentencing, the District Judge told the defendant that he knows what he used to get up to and he won't be given a</p>	<p>The defendant was fined £1000 and ordered to pay costs of £590 together with a victim surcharge of £400</p>

		chance like this again if any further evidence comes to light that he is involved with animals.	
42	27.2.24	<p>The defendant had previously pleaded guilty to one offence under the Consumer Protection from Unfair Trading Regulations 2008 in that he had between the 5th February 2020 and 30th June 2022 knowingly or recklessly engaged in an unfair commercial practice when undertaking building/repair work at the home of customers which contravened the requirements of professional diligence by:-</p> <ul style="list-style-type: none"> (a) Falsely claiming that he and persons he would use on building work at their homes were competent and professional builders, and/or (b) Falsely claiming that the work would be undertaken in a timely fashion, and/or (c) Carrying out poor quality work, and/or (d) Failing to complete work despite being paid to do so, and/or (e) Refusing/failing to provide all customers with refunds, and/or (f) Making unwarranted demands for payment to which he was not entitled, and/or (g) Sending threatening/inappropriate communications to the consumer, and/or (h) Falsely creating the impression he was qualified in relation to gas and electrical work, and/or (i) Undertaking work for which he was not qualified, and/or (j) Leaving the premises in an unsafe condition <p>The case involved 3 residents and the defendant kept</p>	<p>The defendant was sentenced to 6 months imprisonment suspended for 1 year and was also ordered to carry out 80 hours of unpaid work.</p> <p>The judge wanted to award full compensation and costs but this was unrealistic based on the defendant's means. He said the most he could afford was £3,600 payable at £150 per month over 2 years. This will be divided between the 3 consumers on a percentage basis. He ordered the defendant to pay a court surcharge of £128 but no prosecution costs were ordered on the basis that the defendant couldn't afford them.</p>

		<p>asking for more and more money and was aggressive with at least one consumer. He had caused two of the victims to move out of their homes and left gas installations in dangerous and defective states.</p>	
43	28.2.24	<p>As a result of a complaint, SRS Officers found tenants living in dreadful conditions at a Cardiff 3 storey mid terrace Victorian property which had been converted into 3 self-contained flats. Numerous hazards were identified, and these included</p> <ul style="list-style-type: none"> • damage to the front door allowing entry by intruders • intumescent strips and smoke seals were either missing or had been painted over • gaps between the doors and frames to all the flat doors • the detector head was missing from the second floor flat lobby area which contributed to a Fire Safety hazard • damp was also affecting the rear of all the flats due to defective external quoins • in two of the flats the cooking facilities were inadequate as a result of cooker control knobs being missing and a broken ignition to the gas hob • when turned on, the electric oven in the first floor flat tripped out the electricity supply to the property • hazards such as falls on stairs, falls on level surfaces, electrical safety, collision and entrapment were also identified. 	<p>The defendant was fined £5,950 and ordered to pay costs of £3180 and a victim surcharge of £2000</p>

		<p>In February 2022, the landlord of the property was served with a formal improvement notice under Part 1 of the Housing Act 2004. The notice required the necessary works to be carried out no later than 9th June 2022.</p> <p>However, when Officers returned to the property on 17th August 2022, it was clear that the vast majority of the hazards remained, and as a result, an investigation followed, leading to the defendant being charged with failure to comply with the improvement notice.</p> <p>The Judge acknowledged the aggravating factors in the case and took this into consideration in sentencing.</p>	
44	29.2.24	<p>The defendant in this case is the landlord of a 2 storey, end of terrace Victorian property in Cardiff, which has been subdivided into four self-contained flats. It was later established that this conversion was carried out without planning permission or the involvement of Building Control.</p> <p>In April 2023 South Wales Police contacted South Wales Fire and Rescue Service as a result of concerns about the property. The Fire Service was advised that the fire alarm was not working, fire doors were defective and there were flammable materials in the common escape route.</p> <p>An initial inspection was undertaken between officers of the Fire Service and of the Housing Enforcement service area. This visit revealed that the property entrance door was insecure and accessible by intruders, and the electricity supply to the entire building had been disconnected by the</p>	<p>The defendant was fined a total of £37,000 and ordered to pay costs of £461.84, together with a victim surcharge of £2,000.</p>

	<p>electricity supplier due to attempts to bypass the meters.</p> <p>As a consequence of this, the property had no functional fire alarm, none of the flats had any heating, lighting or power for fridge freezers, cooking, etc.</p> <p>Further inspections of the property identified that</p> <ul style="list-style-type: none">• the fire doors to the flat entrances were defective and/or incomplete• the electricity meter cupboard was not properly protected from fire• there were flammable materials in the hallway• kitchen facilities were unacceptable and unsafe, and• there was a rodent infestation. <p>As a result of category 1 hazards being identified in the property and all four flats, Emergency Prohibition Orders were then made under Part 1, Housing Act 2004. The effect of these Emergency Prohibition Orders was that <i>the tenants of the flats were required to move out immediately.</i></p> <p>Notices under Section 16, Local Government (Miscellaneous Provisions) Act 1976 and Section 235, Housing Act 2004 were also served on the defendant requiring him to provide information regarding persons having an interest in the property and documents relating to the electrical installation, fire alarm, etc. However, these notices were not complied with.</p> <p>The defendant was prosecuted for failure to comply with the</p>	
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		<p>Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales) Regulations 2007, and for failure to comply with the Section 16 and Section 235 notices served upon him.</p> <p>He did not attend court and was found guilty in his absence.</p>	
45	19.3.24	<p>The defendant had pleaded guilty on 15th January 2024 to 12 counts of fraud under the Fraud Act 2006 and 3 counts under Regulation 9 of the Consumer Protection from Unfair Trading Regulations 2008. The charges related to misleading commercial practices in the course of his carrying out UPVC installations and home improvements. The defendant had been in custody since January 2024 for other matters.</p> <p>The guilty plea was entered on the basis that the defendant accepted that in the majority of cases he had failed to carry out works for customers or refunds their deposits.</p> <p>The offences took place over a period of 10 months between November 2020 and September 2021 and involved 15 victims. There were a number of elderly complainants including a 90 year old woman and the total loss to consumers was £22,487. The complaints received were all similar in nature. The victims had been cold called via a knock at the door. In some instances work had been started but was very poor and the defendant had failed to return. Money for works and materials had been taken but the contract was simply never started. The defendant provided multiple excuses such as the weather, incorrect measurements being taken, supplier fault and personal and</p>	<p>The defendant was sentenced to 19 months imprisonment for each offence to run concurrently. He was ordered to pay a court surcharge of £156 within 3 months of leaving prison. The Recorder did not make a compensation order for the victims as a result of the defendant's imprisonment and his inability to pay. He stated that they were free to seek redress through the civil courts.</p>

health problems.

Victim impact statements were read out to the court. One complainant stated that she felt like a fool. Another stated that as an elderly widow living alone, she couldn't afford to lose the money and she had made herself ill with worry. The incident had shaken her self-confidence. Another couple stated that having been defrauded in their own home it had made a deep impact on their mental health. Another stated that the financial burden he was left with had caused him sleeplessness and affected his mental well-being. His family felt unsafe in their own home as the defendant knew where they lived. Another stated that they felt ashamed that they had trusted the defendant, he had left them in debt, and it had caused family arguments.

The court was informed that the defendant had a number of previous convictions including convictions for fraud, robbery and assault. Prosecution submitted that in sentencing the offences were aggravated by the number of offences, the age of the victims and his previous convictions. The prosecution asked for a compensation order in total of £22,487.

In sentencing, the Recorder stated that while the defendant had not set out to use his business as a vehicle for fraud, he had become dishonest. He had used deposits to fund other projects to try to soldier on through but had made no effort to cease trading and return those deposits. The victims were mainly elderly people who could ill afford to lose the money that they did.

		<p>He had heard from the victim impact statements the real effects of these offences on the wellbeing of these customers. They felt devastated. He did not consider that there was a realistic prospect of the defendant paying back the customers. His previous convictions highlighted a period of dishonesty where he served 7 years for robbery. He had continued to offend and had not co-operated when sentences were suspended. On two occasions he had failed to attend court for trial in this matter, a vast amount of public money had been wasted and the victims were left with the anguish of worrying about giving evidence. These offences were so serious that only imprisonment was appropriate.</p>	
46	20.3.24	<p>The defendant had previously pleaded guilty in September 2023 to 16 offences under the Food Hygiene (Wales) Regulations 2006 in respect of his Cardiff based food business.</p> <p>On 6th May 2022 officers from Shared Regulatory Services visited the premises to identify if the business needed approval for the supply of processed products of animal origin to other businesses.</p> <p>As the business had not acquired the necessary approval a Remedial Action Notice was served to prevent the handling and cooking of raw or unprocessed products of animal origin at the premises.</p> <p>It was also noted that other hygiene procedures were unsatisfactory giving rise to cross contamination issues and inadequate training of staff, and as a result a Hygiene</p>	<p>The defendant was sentenced to 3 months imprisonment for each of the offences to run concurrently suspended for 18 months.</p> <p>He was also fined £2400 (with 45 days imprisonment in default of payment) and was ordered to carry out 8 days of rehabilitation requirement and unpaid work of 60 hours.</p> <p>The defendant was ordered to pay costs of £2000 together with a court surcharge of £128, and the Recorder, in order to protect the public, issued a Prohibition Order preventing the defendant participating in the management of any food business until further order.</p>

		<p>Improvement Notice was served.</p> <p>On 3rd August 2022 officers returned to the premises in order to carry out a revisit of the business. It was immediately apparent that finished sandwiches were being labelled incorrectly as a 'best before' date was being applied with a date extending the usual safe durability date that would be expected for that product. Officers found rodent droppings along the rear wall of the kitchen and further investigation showed numerous droppings in the cleaning cupboard, rear store areas and storerooms, and also the area under the stairs. The defendant agreed to voluntarily close the business to allow time to pest proof, clean and remove excess equipment and to eradicate the pest infestation. This was subsequently done but when officers returned to the premises at the end of the month to carry out a rescore food hygiene inspection, they found various foods in the fridge and freezer past their use-by dates and finished sandwiches were still being given extending durability dates with no scientific basis for this. Ready to eat foods were being stored next to raw foods in the fridge. Some rodent droppings were still noted around the premises and washed salad items were being prepared in the same area and on the same board as raw, unwashed items.</p> <p>In September 2022 officers returned to the premises and found that the in-house durability dates given by the business to the opened fillings stored in the fridge had passed the safe shelf life as allocated by the manufacturer. Then in October 2022 officers revisited the premises to</p>	
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check that the extended Notice for Food Safety Management had been complied with. Despite advice having been given, use by dates were not being calculated properly according to the manufacturer's labelling instructions for sandwich fillings. In addition, unprepared, dirty root vegetables were also being stored on the same shelf alongside ready to eat cheese.

In mitigation, the court heard that the business had begun when the defendant and his business partner sold hand-made fudge at festivals before securing a pop-up shop. During covid they used taxi drivers to deliver goods and obtained an industrial unit in Cardiff. They had quickly moved from a turnover of £13,000 to £380,000 but their skill sets had not kept pace. The partner had always dealt with food hygiene matters and when she left the business 'things started to fall apart'. The defendant had gone on a food hygiene level 3 training course and had engaged the services of a chartered Environmental Health Officer.

The Recorder stated that the defendant did not have adequate knowledge to know what to be keeping an eye on. He did not take constructive steps when he needed to and it went downhill rapidly after that. He had already shown that when given some knowledge he didn't actually do anything with it. The Recorder told the defendant it was clear he was out of his depth, and he was not skilled enough nor did he have the necessary knowledge for someone running a food production business. The business was not geared to operate safely, and he had paid lip service to gaining the relevant knowledge. It was too little

		too late and the risk to consumers was significant and enduring.	
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Appendix 3

Gross Expenditure Breakdown as of 31st March 2024

	Bridgend			Cardiff			Vale			Total		
	Budget	Outturn	Variance	Budget	Outturn	Variance	Budget	Outturn	Variance	Budget	Outturn	Variance
<u>Authority Specific</u>												
Bridgend Licensing	373	335	38							373	335	38
Bridgend Empty Homes	41	39	2							41	39	2
Vets & Kennelling Fees (Vale)	47	15	32							47	15	32
Cardiff Licensing				756	968	(212)				756	968	(212)
HMO Cathays				217	196	21				217	196	21
HMO Plasnewydd				297	302	(5)				297	302	(5)
Student Liason				70	67	3				70	67	3
Night Time Noise				67	74	(7)				67	74	(7)
Cardiff Port Health				155	156	(1)				155	156	(1)
Vale Licensing							409	407	2	409	407	2
Burials							1	5	(4)	1	5	(4)
Pest Control							113	111	2	113	111	2
Kennelling & Vets							20	9	11	20	9	11
<i>Sub total</i>	461	389	72	1,562	1,764	(202)	544	532	12	2,567	2,685	(118)
<u>Core Services</u>												
Animal Services	102	106	(4)	238	251	(13)	82	86	(4)	422	443	(21)
Environmental	57	52	5	136	124	12	47	42	5	240	218	22
Food Services	373	412	(39)	884	978	(94)	302	334	(32)	1,559	1,724	(165)
Housing Services	149	168	(19)	355	399	(44)	121	136	(15)	625	703	(78)
HS & CD	159	167	(8)	378	395	(17)	129	135	(6)	666	698	(31)
Pollution Services	223	223	0	530	530	0	181	181	0	934	934	0
Trading Stds	390	338	52	926	800	126	316	274	42	1,632	1,412	220
<i>Sub total</i>	1,453	1,466	(13)	3,447	3,477	(30)	1,178	1,188	(10)	6,078	6,131	(53)
Gross Expenditure Budget	1,914	1,855	59	5,009	5,241	(232)	1,722	1,720	2	8,645	8,816	(171)