

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 25 September 2024
Relevant Scrutiny Committee:	All Scrutiny Committees
Report Title:	Overview and Update on Shared Regulatory Services
Purpose of Report:	This report provides an update on the work undertaken by the Shared Regulatory Service (SRS)
Report Owner:	Director of Environment and Housing Services
Responsible Officer:	Head of Shared Regulatory Services
Elected Member and Officer Consultation:	<p>No Elected Members have been consulted. The following officers have been consulted:</p> <ul style="list-style-type: none"> • Assistant Director, Cardiff Council • Chief Officer Legal, Regulatory and Human Resources, Bridgend County Borough Council
Policy Framework:	This is a matter delegated to the Joint Committee
Executive Summary:	<ul style="list-style-type: none"> • The report apprises the Committee of the work of the service and progress toward completing the actions contained in the SRS Business Plans.

Recommendation

The Committee is asked to:

1. Consider, note, and agree the contents of this report
2. Approve the 2024-25 Communicable Disease Plan
3. Authorise the Head of Shared Regulatory Services to make administrative amendments to the Communicable Disease Plan 2024-25, should the need arise.

Reason for Recommendation

1. The report appraises the Committee of the work of the service and the progress toward completing the actions contained in the SRS Business Plans.
2. To ensure that the Shared Regulatory Service has robust arrangements in place to deliver its obligations in respect of Communicable Disease
3. To enable minor changes to be made, should the need arise, during the lifetime of the Communicable Disease Plan, without the need for it to be brought back to the Joint Committee.

1. Background

1.1 SRS Business Plans are developed in consultation with stakeholders; they inform and direct the work of the service and contribute toward the corporate priorities of each partner Council. The service has five key aims, namely:

- Improving Health and Wellbeing
- Safeguarding the Vulnerable
- Protecting the Local Environment
- Supporting the Local Economy
- Maximising the Use of Resources

This report contains information outlining how the service is working to achieve better outcomes for residents and businesses within the region through a series of different actions and work programmes. The report provides an overview of activities undertaken in the period April to June 2024.

2. Key Issues for Consideration

Human Resources

- 2.1 The sickness absence level at the end of Quarter 1 2023-24 was 1.90 days per FTE person overall.

	Short Term Days Lost per FTE	Long Term Days Lost per FTE	Total Days lost Per FTE
Q1 2024-25	0.47	1.44	1.90
<i>Q1 2023-24</i>	<i>0.19</i>	<i>1.38</i>	<i>1.57</i>
<i>Q1 2022-23</i>	<i>0.52</i>	<i>2.86</i>	<i>3.38</i>

When compared with the same time frame in 2023/24, Q1 saw a slight increase in both the short term and long term FTE absence figure for the Service. There are no particular causes for this or any discernible trends emerging, and absence rates will continue to be monitored through the year. The Q1 absence rate continues to compare favourably when viewed in a wider context through comparison with average sickness rates across the partner Councils.

- 2.2 Members will be familiar with the efforts of the Service in respect of the effective recruitment and retention of staff. This work continues against the backdrop of the national shortage of suitably qualified Environmental Health and Trading Standards staff and an increasingly ageing workforce. At a strategic level, this has seen SRS leading on the creation of Regulatory apprenticeships to secure the future of the professions into the medium and long term.
- 2.3 Within the Service, the *'growing our own'* approach continues to reap rewards with staff development seeing a number of colleagues being able to take on more challenging roles as vacancies arise. Four years on from the COVID pandemic, this includes a number of staff who joined the Service on a temporary / agency basis to support the Test Trace and Protect and COVID enforcement arrangements. In this context, it is especially 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 have now completed their two years of study and are now equipped to inspect a range of food premises.
- 2.4 The next chapter of the *'growing our own'* approach begins this month, with a further three colleagues being supported on a match-funded basis to study for the *MSc in Environmental Health*. This is another example of how the Service supports staff development while at the same time building resilience.

2.5 The 2023-24 Annual Report, presented to the Joint Committee at its June 2024 meeting, set out the rationale for changing a number of job titles across the Service, following concerns that the professional disciplines of Environmental Health and Trading Standards are not being reflected. It is highly likely that job titles such ‘Commercial Services Officer’ or ‘Neighbourhood Services Officer’ are hindering recruitment as those individuals seeking Environmental Health Officer or Trading Standards Officer opportunities are unlikely to enter our current titles into their search parameters. Making the change to recognise professional disciplines would also resolve the confusion often expressed by businesses and residents as to who they are dealing with.

2.6 Following the resounding 97% identified as being in favour of the changes in an all-staff consultation, the following changes are due to take effect from 1st October:

Job title currently	Job title from 1st October 2024
Neighbourhood Services Officer	Environmental Health Officer
Neighbourhood Services Technical Officer	Environmental Health Technical Officer
Commercial Services Officer (EH)	Environmental Health Officer
Commercial Services Technical Officer (EH)	Environmental Health Technical Officer
Commercial Services Officer (TS)	Trading Standards Officer
Commercial Services Technical Officer (TS)	Trading Standards Technical Officer

2.7 The opportunity is also being taken to amend two of the three SRS sector titles to better reflect their remit and scope. i.e.

SRS sector title currently	Sector title from 1st October 2024
Neighbourhood Services	Environmental Protection and Licensing
Commercial Services	Health and Public Protection
Enterprise and Specialist Services	Enterprise and Specialist Services <i>No change</i>

In line with these changes to two of the SRS sector titles, the respective Operational Manager job titles will be amended accordingly.

Financial Position Quarter 1

The financial monitoring report for the period 1st April to 30th June 2024 is attached at **Appendix 1**. It has been prepared from the consolidated figures gathered from each Authority for this period. The Service is forecasting an outturn position at year end of a £221k overspend against the 2024/25 gross revenue budget. This position includes an historic Authority Specific budget shortfall of £200k relating to Taxi Licensing in Cardiff.

Performance Monitoring

- 2.8** Joint Committee members are provided with data on activity levels to help reassure local members at each council that the Shared Service continues to tackle issues across the region. Performance data for Quarter 1 of 2024-25 is set out at **Appendix 2** and is reported to each Council in line with the legacy performance management regimes and existing service plans.
- 2.9** The Service updates below provide more detail and context for the Joint Committee on some of its key areas of work and developing agendas.

Service updates

- 2.10** At the June meeting of the Joint Committee, Members received the Health and Safety Enforcement Plan, the first of the 2024-25 statutory plans for which the Service is responsible. A further statutory plan is now presented below for approval.

Communicable Disease Plan 2024-25

- 2.11** SRS publishes several operational plans to advise stakeholders of the work to be carried out in certain environments. The document attached at **Appendix 3** is the Communicable Disease Plan 2024-25, which sets out how the SRS will fulfil its role of protecting public health through the investigation of cases and outbreaks of communicable disease and the application of control, preventative and enforcement measures.

Electrical Safety in Hospitality Settings

- 2.12** The attached report detailed in **Appendix 4** appraises the Joint Committee of a project intervention undertaken by the Service's Health and Safety team. The intervention, focussed on electrical safety in hospitality settings, was set out in the Local Authority Circular (LAC) 67/2 (revision 12). Consequently, in 2022/23, the Local Authority South East Wales Health & Safety Task Group (SEWHSTG) commissioned a pilot project to examine the benefit of undertaking electrical safety visits of outdoor areas in the hospitality sector in South East Wales. SRS officers undertook most of the pilot visits.

Analysis of these visits found that not only were the visits warranted, but there was an imperative to extend their scope to include the electrical installation and equipment inside of hospitality premises.

2.13 Building on this pilot work, the attached report details the methodology and results of the survey that followed across the SRS region in respect of electrical hazards and legislative controls. The aims of the project were to –

- Increase awareness and to improve standards of compliance with the Electricity at Work Regulations 1989,
- To identify how duty holders were managing the risk of harm from the electrical installation and the electrical equipment in use at the premises under their control,
- To identify if there was a suitable outdoor electrical installation with suitable electrical equipment for use outdoors,
- To identify if duty holders were adequately maintaining their electrical installation and electrical equipment,
- To identify if duty holders were using competent people to inspect and maintain their electrical installation and electrical equipment.

2.14 Some 62 hospitality premises were visited as part of the project, equally distributed across the SRS region. One fifth of premises were found to be using electrical equipment outdoors which was designed for indoor use only with the most common items being extension leads, fridges, televisions and lights. The majority of businesses were conducting regular safety checks of electrical equipment and taking any found to be defective out of use for disposal or repair.

2.15 In contrast, Officers observed a significantly higher number of defects with the electrical installations where just over two fifths of businesses had defects. The most common issues were with sockets, distribution boards and lighting. Appropriate advice was given, and recommendations made for similar interventions in the future.

Building Safety

2.16 September saw the Grenfell Tower Inquiry publishing its final report dealing with the root causes of the Grenfell disaster. The report identifies what the inquiry considered is needed to make sure that the legacy of Grenfell brings about lasting and progressive change. Welsh Government has repeated its commitment to introduce a new Building Safety Bill in the current Senedd term.

2.17 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. 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.

- 2.18** SRS will also work with the newly formed Joint Inspection Team (JIT) in their role of designing and implementing 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.

Private Sector Housing

- 2.19** Previous update reports have highlighted the unprecedented demands being placed upon the private rented sector across the SRS region due to the ongoing housing crisis. This has translated into tremendous pressure and case workloads for the SRS teams who regulate the sector and manage complaints from the public and Members regarding housing conditions.
- 2.20** The Team Managers responsible for this area of work will be present at the meeting and will each give a brief presentation on some of the challenges in their respective areas.
- 2.21** Members should also note that in addition to the presentations, a separate paper is included in the agenda where we will bring a Housing specific Annex to the Compliance and Enforcement Policy for Members' approval.

Protecting the Environment - Animal Health and Welfare

- 2.22** Each year the RSPCA recognises exceptional contributions and unwavering commitment to protecting, promoting, and enhancing animal welfare through its PawPrints awards. Entries are judged by an external panel of animal welfare experts, and once again, SRS has been recognised in three categories, namely Stray Dog Services, Animal Licensing Activity and Kennelling. The hard work of our Animal Wardens and Animal Health and Welfare Officers throughout the year has resulted in the following being awarded in 2024:

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

This builds on last year's success when three Gold Awards were received in each of the above categories. The Platinum Award for stray dog provision is a new development to acknowledge those organisations achieving the Gold standard in a category for at least 5 years. This is the first and only time the Platinum Award has been achieved in Wales.

Bluetongue Virus (BTV)

- 2.23** Members should be aware that currently in parts of Eastern England, bluetongue restricted zones are in place in covering the counties Norfolk, Suffolk, Essex, Kent, East Sussex, part of Greater London, Easting Riding of Yorkshire and part Lincolnshire. **Currently no cases have been reported in Wales.** Bluetongue is a notifiable disease and suspicion must be reported to APHA. It is a viral disease, which affects *sheep, cattle, goats, deer, llamas and alpacas*. It does not affect horses or pigs. Symptoms vary but include fever, lesions, redness of the mouth, eyes, nose, reddening of the skin above the hoof, excessive salivation and nasal discharge. Some animals may show few or no clinical signs.
- 2.24** BTV is mainly spread by adult-infected midges biting an animal susceptible to the disease. This is classed as ‘vector-borne’ transmission. Infected midges can spread locally and more widely in certain temperatures and wind conditions. Defra permitted the use of 3 BTV3 vaccines subject to licence. Licences will be geographically targeted general licences or specific licences that can be applied for through APHA. Unlike other BTV vaccines, the currently available BTV3 vaccines appear to be suppressive, not preventative. **In terms of public health risk, the virus does not impact human beings.**
- 2.25** Local authorities are responsible for enforcing Bluetongue legislation. In practical terms, the local authority role is focused on providing advice to farmers following established Government lines and enforcement of movement restrictions and licences based on intelligence and in liaison with APHA. Any non-compliance would need to be addressed by the local authority, powers are provided for officers to request copies of licences and place animals that have moved illegally under restriction.
- 2.26** Should the CVO confirm that BTV is circulating then a more active role may be required from local authorities, and SRS would ensure that Annex E of the Animal Disease Contingency Plan specifically established for BTV, is adhered to.

Supporting the local economy – Tackling the problem of Illegal tobacco and vapes

- 2.27** Illegal tobacco (counterfeit, or non-duty paid) continues to present a very real problem in our communities. Research has shown that smokers are quite comfortable in purchasing illegal tobacco and cigarettes, with at least 15% of product supplied in Wales being illegal. At around half the cost of legitimate product, illegal tobacco removes the price incentive for smokers to quit the otherwise expensive habit, and this impacts disproportionately on our most deprived areas. Its widespread availability also impacts adversely on those retailers attempting to make an honest living through the supply of legitimate products. 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.

2.28 Given the public demand for these cheap products and the significant profits to be made, criminal gangs have become integral to the setting up and running of sophisticated illegal tobacco supply chains. As the problem has built over the years, the perception of the criminals has continued to be one where the risk of getting caught is far outweighed by the extent of any punishment.

2.29 Members will recall how through the Operation USK investigation, SRS has sought to change the narrative around illegal tobacco in this regard. While originating in Cardiff some years ago, 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. At the time of the last update to Joint Committee, eleven defendants had either been found guilty or elected to change their pleas to guilty in response to charges of running a fraudulent business and money laundering. The last element of sentencing concluded in July 2024 with the following results:

- Immediate imprisonment totalling **27 years and 4 months** for 6 defendants,
- Suspended sentences totalling **9 years and 2 months** for 5 defendants.

2.30 In June, Members were advised of an another first in respect of illegal tobacco when the Service was successful in its application to **close a retail outlet**. Using a pathway 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) from this particular outlet, the Magistrates Court imposed a 3-month closure order in March 2024. The Service has since been successful in its application for the Closure Order to be extended by a further 3 months making a significant sanction of 6 months in total. A number of applications are now being considered in respect of Closure Orders for other problematic premises.



19.3.24



20.3.24

- 2.31** The recent King’s Speech set out the new UK Government’s commitment to taking forward the Tobacco and Vapes Bill (originally consulted upon under the previous administration). Welsh Government previously voiced support for the Bill, and we will watch with interest to see how the legislation, when reintroduced, will aim to change the tobacco and vape products landscape. Measures originally proposed included the progressive increase in the age at which individuals can buy tobacco, meaning that it would always be an offence to sell tobacco to anyone born after 1st January 2009. Restrictions on the marketing, packaging and flavour profile have also been proposed in this space.

Making the Best Use of Resources – audit results

- 2.32** Members will recall the recommendations made by Audit Wales in its report – Delivering with Less. One of those recommendations was that the Council(s) should introduce greater challenge of the level and quality of environmental health services provided by third parties, including the SRS under the Joint Working Agreement. One way that the SRS seeks to demonstrate service improvement and service quality is through audit and assessment. In the year to date, SRS has received two audit reports.
- 2.33** The first of these reports related to an audit by the Regional Internal Audit Service of **SRS Governance and Financial Controls 2023-24**. The purpose of the audit was to provide the necessary assurance to the SRS Joint Committee that financial controls and governance are operating effectively and in compliance with the Council’s policies and procedures including Financial Procedure Rules and Contract Procedure rules. Audit testing was undertaken in respect of the 2023-24 financial year.
- 2.34** For this audit, the Service was awarded an audit category code of *Reasonable Assurance*, meaning that there is a generally sound system of governance, risk management and control in place in the Service. Supporting this, a number of low priority recommendations were made with respect to the use of purchasing cards and expense claims. In addition, two medium priority recommendations were made in respect of the funding apportionment calculations (which is being addressed by Finance colleagues) and the use of petty cash.
- 2.35** The second of the audit reports relates to the **Wales Illegal Money Lending Grant 2023-24**. Also undertaken by the Regional Internal Audit Service, this audit resulted in an audit category code of *Substantial Assurance*, meaning that a sound system of governance, risk management and control exists, with internal controls operating effectively and being consistently applied. No recommendations for improvement were made.

Making the best use of resources – additional demands on the Service

- 2.36** In the coming months, a number of new areas of regulation are due to fall to Regulatory Services in Wales. Members will be familiar with the Special Procedures

licensing framework for the provision of tattooing, semi-permanent skin colouring, cosmetic piercing, acupuncture and electrolysis. After a series of delays in implementation, Welsh Government is now working to a go-live date at the end of November, and arrangements are being made to put the necessary infrastructure and delegations in place. This includes the seeking of an amendment to the Joint Working Agreement to add the Public Health (Wales) Act to Part One of Schedule One to the Agreement (functions delegated to the Shared Service).

2.37 The Food (Promotion and Placement) (Wales) Regulations is another example of new law facing the Service. Made under the Food Safety Act 1990, the regulations will place restrictions on the promotion and placement of food and drink high in fat, sugar and salt (HFSS products) in Wales, as a means to encourage the public to make healthier choices. The new legislation could be laid before the Senedd before the end of 2024 with a 12-month implementation period. Once in force, the regulations could amongst other things:-

- Restrict the placing of high fat, sugar and salt products within aisle ends, till areas and a certain distance away from store entrances where the premises are greater than 185.8m² in size (2,000 square feet)
- Restrict the promotion of HFSS products (e.g., 'Buy One Get One Free' offers and meal deals)
- Prohibit the practice of free refills of high sugar drinks in restaurants.

2.38 Unfortunately, none of this new legislation is accompanied by any new funding for local authorities. Nevertheless, there is an expectation that it will be enforced (and in the case of Special Procedures the new Licensing scheme implemented) by Regulatory Services.

Enforcement Activity

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

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

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

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

3.2 The fundamental purpose of the SRS (here defined as Environmental Health, Trading Standards and Licensing) is to protect residents, consumers, businesses and communities. The broad range of responsibilities can make it difficult to demonstrate succinctly their impact and value in terms of the wellbeing; the SRS Business Plans provide members with greater detail and articulate how those statutory responsibilities, and subsequent activities, contribute toward wellbeing across the region. This update report reflects some of the activities undertaken in recent months to promote the sustainable development principle.

4. Climate Change and Nature Implications

4.1 One of the key strategic themes for the Shared Regulatory Service is *Protecting the Local Environment*.

4.2 The SRS Business Plan articulates the work carried out under this theme to deliver on the corporate priorities for the participant Councils, including their ambitions to minimise climate change and impacts on the natural environment.

4.3 In this context, the Joint Committee is regularly updated on the contribution of SRS to this agenda, for example through its work in the areas of animal health and welfare, air quality, contaminated land, energy efficiency in the private rented sector and investigating greenwashing claims or environmental fraud.

5. Resources and Legal Considerations

Financial

5.1 The Participants' contribution towards the Shared Regulatory Service is recharged on a quarterly basis, based upon the approved budgets for 2024/25. Accounting for the full year is reported to the Committee at the Annual General Meeting.

Employment

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

Legal (Including Equalities)

- 5.3 There are no immediate employment implications associated with this report

6. Background Papers

Appendices:

- Appendix 1 Quarter 1 2024-25 Financial report
- Appendix 2 Quarter 1 2024-25 Performance data
- Appendix 3 Communicable Disease Plan 2024-25
- Appendix 4 Report on Electrical Safety in Hospitality Settings
- Appendix 5 Details of recently concluded SRS prosecutions

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 25 September 2024
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	Q1 2024/25 Shared Regulatory Services Revenue Monitoring Report
Purpose of Report:	To Provide the Partner Authorities with the Financial Performance of Shared Regulatory Services
Report Owner:	Matt Bowmer - Head of Service/s151 Officer
Responsible Officer:	Miles Punter – Director of Environment & Housing Services
Elected Member and Officer Consultation:	Head of Service for Shared Regulatory Services
Policy Framework:	This is a matter for Shared Regulatory Services

Executive Summary:

- The £8.813m 2024/25 Shared Regulatory Services (SRS) Budget was agreed by Committee on the 31st January 2024. The net budget increase of £168k included an assumed 4% pay award.
- As at Q1, the SRS is forecasting overall overspend of £221k. This position includes an historical Cardiff Authority Specific budget shortfall of £200k relating to Taxi Licensing. The forecast outturn position is illustrated in the following tables;

Authority	Gross Budget	Forecast	Outturn
	£'000's	Outturn	Variance
	£'000's	£'000's	£'000's
Bridgend	1,917	1,883	34
Cardiff	5,152	5,398	(246)
Vale	1,744	1,753	(9)
Total Gross Expenditure	8,813	9,034	(221)

	Core	Authority Specific	Total
	(Over)/Under spend	(Over)/Under spend	(Over)/Under spend
Category	£'000's	£'000's	£'000's
Bridgend	(19)	53	34
Cardiff	(43)	(203)	(246)
Vale	(14)	5	(9)
Total (Over)/Underspend	(76)	(145)	(221)

- Within the reserves forecast included in this report reserves are projected to reduce from £427k as at 1st April 2024 to £404k at 31st March 2025, the Joint Committee are making use of a historic reserve usage agreement of £47k to fund a grade 10 post for the remainder of this financial year within the food service sector.

Recommendations

1. That the position with regard to the 2024/25 forecast outturn position is noted.

Reasons for Recommendations

1. That the members are aware of the position with regard to the 2024/25 forecast outturn position pertinent to the Board and relevant Scrutiny Committee.

1. Background

- 1.1 The 2024/25 Shared Regulatory Services (SRS) Gross Revenue Budget was approved on the 31st January 2024
- 1.2 One member of staff remains on secondment out of the Service. The associated cost of these secondments is being recovered from Welsh Government. This has enabled staff to act up into more senior roles The one remaining staff secondment (to Welsh Government) concluded at the end of June 2024 with the retirement of the post holder. As a result, there are currently no SRS staff secondment arrangements in place.
- 1.3 The revenue position for 2024/25 continues to be challenging for the SRS both operationally and financially due to the ongoing implications of the Cost-of-Living Crisis where prices are continuing to rise in excess of available funds. The SRS has continued to see additional pressure across the Service. On a positive note, the income generation ability of the Service has finally recovered after the impact of the COVID pandemic.

2. Key Issues for Consideration

- 2.1 The Gross Revenue Budget and forecast outturn position for 2024/25 are shown in the tables below, with the position in respect of each of the partners detailed to include both Authority Specific (overspend £145k) and Core expenditure positions (overspend £76k). The service is forecasting a £221k overspend against a gross revenue budget of £8.813m, as illustrated in the following table:

Table 1.

	Gross	Forecast	Outturn
	Budget	Outturn	Variance
Authority	£'000's	£'000's	£'000's
Bridgend	1,917	1,883	34
Cardiff	5,152	5,398	(246)
Vale	1,744	1,753	(9)
Total Gross Expenditure	8,813	9,034	(221)

- 2.2 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.
- 2.3 A full breakdown of the outturn position is shown in Annex 1.
- 2.4 In the context of the projected overspend the service will take a number of steps to help mitigate the overspend position during 2024/25 including keeping potential additional grant funding under review.

Authority Specific Services

The approved gross budget of £2.691m in respect of Authority Specific (AS) Services has a forecasted overspend of £145k, as detailed in the following table: Table 2.

	Gross	Forecast	Outturn
	Budget	Outturn	Variance
Authority	£'000's	£'000's	£'000's
Bridgend	463	410	53
Cardiff	1,663	1,866	(203)
Vale	565	560	5
Total AS Services	2,691	2,836	(145)

Bridgend

- 2.5 The £53k forecast underspend at Bridgend, relates directly to a £39k underspend within The Bridgend Licensing Team, additionally we are currently forecasting a £14k underspend within Stray Dog Kennelling and Vets which is very much consistent to activity levels experienced in previous years.

Cardiff

- 2.6 The £203k overspend at Cardiff predominantly relates to the £208k overspend within the Licensing Section which is consistent with performance in previous years. This overspend is partially offset with a series of minor over and underspends across the remaining authority specific Cardiff service areas.

Vale

- 2.7 Overall, the Vale has an aggregate £5k underspend.
- 2.8 Taxi Licensing, Burials and pest control are all close to reporting an on-budget position with a total overspend of £6k.
- 2.9 Stray dog Kennelling and Vets are forecasting a £11k underspend, which is consistent with performance in previous years.

Core Services

- 2.10 The approved Core Services Budget for 2024/25 is £6.122m, which as at quarter 1 is forecasting an overspend of £76k. The Core Service's 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.

Authority	%	Gross	Forecast	Outturn
		Budget	Outturn	Variance
		£'000's	£'000's	£'000's
Bridgend	23.75%	1,454	1,473	(19)
Cardiff	57.00%	3,489	3,532	(43)
Vale	19.25%	1,179	1,193	(14)
Total Core		6,122	6,198	(76)

- 2.11 The £8k forecasted underspend within Animal Services is made up of a series of small forecasted underspends.
- 2.12 Environmental Services is reporting an overspend of £16k, which is made up of smaller variances forecasted within this heading.
- 2.13 The Food Services current forecasted position is a £116k overspend. This forecast is based on agency costs over the year to achieve as much of the Food programme as possible (there being a Food officer shortfall of 6.5 FTE on the SRS establishment).
- 2.14 Housing Services forecasted position is an overspend of £63k. The overspend is attributable to additional salary expenditure which is the result of the impact of additional staffing needed to meet service area demands.

- 2.15 The Health & Safety and Communicable Disease budget heading comprises three cost centres spread across two SRS teams. A forecasted £49k 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.
- 2.16 Pollution Services are currently forecasting a £56k underspend.
- 2.17 The 'Trading Standards' budget comprises a few cost centres spread across three different SRS teams and also includes an element of the Food service (separate to that outlined in 2.13 above). This service sector is currently forecasting an underspend of £103k.

Savings Targets 24/25:

	Core	Bridgend Authority Specific	Total
	3% Savings	1% additional	
Category	£'000's	£'000's	£'000's
Staffing	112	0	112
Supplies and Services	45	15	60
Additional Income	30	0	30
Total Savings Target	187	15	202

- 2.18 In order to meet savings goals outlined by the partner authorities, the decision has been taken to delete 2 vacant roles. These include a management and admin support officer post and a newly vacant commercial services technical officer post. Additionally the Rent Smart Wales funded neighbourhood services technical post and its responsibilities will be absorbed into the current housing services team.
- 2.19 An in-depth review was undertaken to investigate and identify potential underutilisation of funding within the current supplies and services budget. This along with reductions because of transitioning to more modern paperless practices within a number of service areas has resulted in a saving of £45k being found.
- 2.20 The final core service saving has been found via the exploration of 3 new external income streams estimated to generate an additional £30k. In recent years we have undertaken necessary training and recruitment of staff which allow us to provide digital forensics. The service has also expanded its regimen of training services offered to businesses.

2.21 In order to meet Bridgend’s higher saving requirement, the service reviewed the current spending within their authority specific service areas in consultation with Bridgend Council. This highlighted that historically their stray dog kennelling and vets service are consistently underspent on its allocated budget. As a result, the decision was made to reduce this budget by the additional 1% (£14.5k) required by Bridgend.

Reserves

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

2.23 The provisional decision has been made to make use of a historic reserve fund usage agreement to offset the cost of a grade 10 post within the food services team for the remainder of the 2024/25 year. The forecasted cost of this role is £47k.

2.24 Table 4.

	Opening Balance	Drawdown in the year	Transfer from Reserves	Transfer to Reserves	Forecast Balance
	01/04/24				31/03/25
Reserve	£'000's	£'000's	£'000's	£'000's	£'000's
SRS General Fund Reserve	427	(47)	0	0	380
POCA Reserve	24	0	0	0	24
Total Usable Reserves	451	0	0	0	404

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

3.1 The revenue budget has been set in order to support services in the delivery of the SRS Well-being objectives. It is therefore important for expenditure to be monitored to ensure that these objectives are being delivered.

3.2 The revenue budget has been set and is monitored to reflect the 5 ways of working.

3.3 **Looking to the long term** – The setting of the revenue budget requires planning for the future and takes a strategic approach to ensure services are sustainable and that future need and demand for services are understood.

- 3.4 **Taking an integrated approach** – The revenue budgets include services which work closely with other organisations to deliver services such as Cardiff & Vale e.g. Health Boards via Health Protection Support Officers (HPO's).
- 3.5 **Involving partners in decisions** – As part of the revenue budget setting process there is open engagement between the SRS partners.
- 3.6 **Working in a collaborative way** – The SRS was created as a collaborative service in 2015, with the split of funding split in line with the population data which is updated on an annual basis.
- 3.7 **Understanding the root cause of issues and preventing them** – Monitoring the revenue budget is a proactive way of understanding the financial position of services in order to tackle issues at source and as soon as they become apparent.

4. Climate Change and Nature Implications

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

5. Resources and Legal Considerations

Financial

- 5.1 As detailed in the body of the report.

Employment

- 5.2 There are no employment implications

Legal (Including Equalities)

- 5.3 There are no legal implications.

6. Background Papers

None

Forecasted expenditure breakdown to 31st March 2025

Annex 1

	Bridgend			Cardiff			Vale			Total		
	Budget	Outturn	Variance	Budget	Outturn	Variance	Budget	Outturn	Variance	Budget	Outturn	Variance
<u>Authority Specific</u>												
Bridgend Licensing	389	350	39							389	350	39
Bridgend Empty Homes	42	42	0							42	42	0
Vets & Kennelling Fees (Bridgend)	32	18	14							32	18	14
Cardiff Licensing				832	1,040	(208)				832	1,040	(208)
HMO Cathays				222	219	3				222	219	3
HMO Plasnewydd				309	310	(1)				309	310	(1)
Student Liason				71	70	1				71	70	1
Night Time Noise				68	66	2				68	66	2
Cardiff Port Health				161	161	0				161	161	0
Vale Licensing							426	428	(2)	426	428	(2)
Burials							1	10	(9)	1	10	(9)
Pest Control							118	113	5	118	113	5
Vets & Kennelling Fees (Vale)							20	9	11	20	9	11
Sub total	463	410	53	1,663	1,866	(203)	565	560	5	2,691	2,836	(145)
<u>Core Services</u>												
Animal Services	103	101	2	247	243	4	84	82	2	434	426	8
Environmental	55	59	(4)	133	142	(9)	45	48	(3)	233	249	(16)
Food Services	385	413	(28)	925	990	(65)	312	335	(23)	1,622	1,738	(116)
Housing Services	135	150	(15)	323	359	(36)	109	121	(12)	567	630	(63)
HS & CD	138	150	(12)	331	359	(28)	112	121	(9)	581	630	(49)
Pollution Services	226	213	13	542	510	32	183	172	11	951	895	56
Trading Stds	412	388	24	988	929	59	334	314	20	1,734	1,631	103
Sub total	1,454	1,473	(19)	3,489	3,532	(43)	1,179	1,193	(14)	6,122	6,198	(76)
Gross Expenditure Budget	1,917	1,883	34	5,152	5,398	(246)	1,744	1,753	(9)	8,813	9,034	(221)

Shared Regulatory Services

Quarterly Performance Report 2024-25

Quarter 1



Gwasanaethau
Rheoliadol
a Rennir



High Risk Food Hygiene Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2024-25	Bridgend	SRS/FH/001	Qtr 1	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	12	52	23.08%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection.	100%
2024-25	Cardiff	SRS/FH/001	Qtr 1	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	12	52	23.08%	Amber	All but one high risk businesses rated A and B due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection. The one outstanding B rated inspection was completed early July.	100%
2024-25	Vale of Glam	SRS/FH/001	Qtr 1	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	22	62	35.48%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection.	100%
2024-25	SRS	SRS/FH/001	Qtr 1	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	46	166	27.71%	Amber	All but one high risk businesses rated A and B due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection. The one outstanding B rated inspection was completed early July in Cardiff.	100%

High Risk Food Hygiene Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2024-25	Bridgend	SRS/FH/002	Qtr 1	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	76	342	22.22%	Green	All high risk businesses rated C due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection.	90%
2024-25	Cardiff	SRS/FH/002	Qtr 1	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	208	806	25.81%	Green	All high risk businesses rated C due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection.	90%
2024-25	Vale of Glam	SRS/FH/002	Qtr 1	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	77	314	24.52%	Green	All high risk businesses rated C due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection.	90%
2024-25	SRS	SRS/FH/002	Qtr 1	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	361	1462	24.69%	Green	All high risk businesses rated C due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection.	90%

New Businesses—Food Hygiene

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2024-25	Bridgend	SRS/FH/003	Qtr 1	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	37	70	52.86%	Red	Results for Qtr 1 show some good progress in ensuring that new business registration inspections received during the year have been completed, together with the remaining backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year.	90%
2024-25	Cardiff	SRS/FH/003	Qtr 1	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	150	191	78.53%	Red	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the remaining backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. This has been achieved through the appointment of contractors as an additional resource to assist the efforts of Food officers to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2024-25	Vale of Glam	SRS/FH/003	Qtr 1	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	53	95	55.79%	Red	Results for Qtr 1 show some good progress in ensuring that new business registration inspections received during the year have been completed, together with the remaining backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year.	90%
2024-25	SRS	SRS/FH/003	Qtr 1	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	240	356	67.42%	Red	Results for Qtr 1 show some good progress in ensuring that new business registration inspections received during the year have been completed, together with the remaining backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year.	90%

Broadly Compliant Food Premises

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2024-25	Bridgend	PAM/23	Qtr 1	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1282	1308	98.01%	Green	Target exceeded.	94%
2024-25	Cardiff	PAM/23	Qtr 1	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3152	3306	95.34%	Green	Target exceeded.	94%
2024-25	Vale of Glam	PAM/23	Qtr 1	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1212	1247	97.19%	Green	Target exceeded.	94%
2024-25	SRS	PAM/23	Qtr 1	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5646	5861	96.33%	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
2024-25	Bridgend	SRS/TS/001	Qtr 1	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	1	6	16.67%	Green	All high risk businesses due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection.	100%
2024-25	Cardiff	SRS/TS/001	Qtr 1	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	0	19	0.00%	Green	No high risk inspections were due during Qtr 1.	100%
2024-25	Vale of Glam	SRS/TS/001	Qtr 1	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	3	5	60.00%	Amber	All but one high risk businesses due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection. The one outstanding inspection related to an animal feed premises.	100%
2024-25	SRS	SRS/TS/001	Qtr 1	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	4	30	13.33%	Amber	All but one high risk businesses due an inspection by the end of Qtr 1 were completed at premises that were operating and available for inspection. The one outstanding inspection related to an animal feed premise in the Vale.	100%

New business—Trading Standards

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2024-25	Bridgend	SRS/TS/003	Qtr 1	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	52	110	47.27%	Red	Results for Qtr 1 show some good progress in ensuring that new business registration inspections received during the year have been completed, together with the remaining backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year.	80%
2024-25	Cardiff	SRS/TS/003	Qtr 1	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	173	466	37.12%	Red	Results for Qtr 1 show some good progress in ensuring that new business registration inspections received during the year have been completed, together with the remaining backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year.	80%
2024-25	Vale of Glam	SRS/TS/003	Qtr 1	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	73	176	41.48%	Red	Results for Qtr 1 show some good progress in ensuring that new business registration inspections received during the year have been completed, together with the remaining backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year.	80%
2024-25	SRS	SRS/TS/003	Qtr 1	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	298	752	39.63%	Red	Results for Qtr 1 show some good progress in ensuring that new business registration inspections received during the year have been completed, together with the remaining backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year.	80%

Noise and Air Pollution

Year	Authority	Ref	Quarter	Title	No. responded to within target	No. received	Percentage achieved	RAG Status	Comment	Target
2024-25	Bridgend	SRS/LC/008	Qtr 1	Percentage of domestic noise and air complaints responded to within 3 working days.	123	134	91.79%	Green	Target exceeded.	90%
2024-25	Cardiff	SRS/LC/008	Qtr 1	Percentage of domestic noise and air complaints responded to within 3 working days.	461	474	97.26%	Green	Target exceeded.	90%
2024-25	Vale of Glam	SRS/LC/008	Qtr 1	Percentage of domestic noise and air complaints responded to within 3 working days.	121	131	92.37%	Green	Target exceeded.	90%
2024-25	SRS	SRS/LC/008	Qtr 1	Percentage of domestic noise and air complaints responded to within 3 working days.	705	739	95.40%	Green	Target exceeded.	90%

Noise and Air Pollution

Year	Authority	Ref	Quarter	Title	No. responded to within target	No. received	Percentage achieved	RAG Status	Comment	Target
2024-25	Bridgend	SRS/LC/009	Qtr 1	Percentage of commercial and industrial noise and air complaints responded to within one working day.	44	57	77.19%	Green	Target exceeded.	75%
2024-25	Cardiff	SRS/LC/009	Qtr 1	Percentage of commercial and industrial noise and air complaints responded to within one working day.	105	152	69.08%	Amber	The shortfall against target represents 9 complaints that failed to meet the target response time of one working day. Most complaints received were responded shortly afterwards but where this was not the case this was due to administrative errors and lack of available resource.	75%
2024-25	Vale of Glam	SRS/LC/009	Qtr 1	Percentage of commercial and industrial noise and air complaints responded to within one working day.	50	60	83.33%	Green	Target exceeded.	75%
2024-25	SRS	SRS/LC/009	Qtr 1	Percentage of commercial and industrial noise and air complaints responded to within one working day.	199	269	73.98%	Amber	The shortfall against target represents 2 complaints that failed to meet the target response time of one working day across the 3 areas. Most complaints received were responded shortly afterwards but where this was not the case this was due to administrative errors and lack of available resource.	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
2024-25	Bridgend	SRS/LC/010	Qtr 1	Percentage of alarm complaints re- sponded to within one day.	2	3	66.67%	Red	This represents only one complaint that was not responded to within target but was responded to soon afterwards.	90%
2024-25	Cardiff	SRS/LC/010	Qtr 1	Percentage of alarm complaints re- sponded to within one day.	20	21	95.24%	Green	Target exceeded.	90%
2024-25	Vale of Glam	SRS/LC/010	Qtr 1	Percentage of alarm complaints re- sponded to within one day.	1	1	100.00%	Green	Target exceeded.	90%
2024-25	SRS	SRS/LC/010	Qtr 1	Percentage of alarm complaints re- sponded to within one day.	23	25	92.00%	Green	Target exceeded.	90%

Licensing

Year	Authority	Ref	Quarter	Title	No determined	No. received	Percentage achieved	RAG Status	Comment	Target
2024-25	Bridgend	SRS/LC/004	Qtr 1	Percentage of licensed premises applications received and determined within 2 months.	31	31	100.00%	Green	Target achieved.	100%
2024-25	Cardiff	SRS/LC/004	Qtr 1	Percentage of licensed premises applications received and determined within 2 months.	109	110	99.09%	Amber	During Qtr 1 all but one application was determined within the required 2 months. The one application that wasn't determined during this period was deferred at the request of the applicant due to extenuating circumstances.	100%
2024-25	Vale of Glam	SRS/LC/004	Qtr 1	Percentage of licensed premises applications received and determined within 2 months.	51	51	100.00%	Green	Target achieved.	100%
2024-25	SRS	SRS/LC/004	Qtr 1	Percentage of licensed premises applications received and determined within 2 months.	191	192	99.48%	Amber	During Qtr 1 all but one application was determined within the required 2 months. The one application that wasn't determined during this period in Cardiff was deferred at the request of the applicant due to extenuating circumstances.	100%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2024-25	Bridgend	SRS/LC/005	Qtr 1	Percentage of licensed personal appli- cations received and determined within 2 months.	17	17	100.00%	Green	Target achieved.	100%
2024-25	Cardiff	SRS/LC/005	Qtr 1	Percentage of licensed personal appli- cations received and determined within 2 months.	63	63	100.00%	Green	Target achieved.	100%
2024-25	Vale of Glam	SRS/LC/005	Qtr 1	Percentage of licensed personal appli- cations received and determined within 2 months.	15	15	100.00%	Green	Target achieved.	100%
2024-25	SRS	SRS/LC/005	Qtr 1	Percentage of licensed personal appli- cations received and determined within 2 months.	95	95	100.00%	Green	Target achieved.	100%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2024-25	Bridgend	SRS/LC/006	Qtr 1	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received during Qtr 1.	100%
2024-25	Cardiff	SRS/LC/006	Qtr 1	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received during Qtr 1.	100%
2024-25	Vale of Glam	SRS/LC/006	Qtr 1	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received during Qtr 1.	100%
2024-25	SRS	SRS/LC/006	Qtr 1	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received during Qtr 1.	100%

Minimum Energy Efficiency Standards

Year	Authority	Ref	Quarter	Title	No. improved to an E or above EPC	No of properties where engagement has taken place with landlord	Percentage achieved	Column1	Column2	Target
2024-25	Bridgend	SRS/MEES/001	Qtr 1	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.					Building upon the work carried out during 2023/24, SRS have spent Qtr 1 consolidating the work undertaken so far with a view to moving to a more enforcement based approach where needed alongside the existing landlord and letting agent engagement process. This includes the development of an enforcement policy to follow up on non compliant premises and to issue compliance and fixed penalty notices.	50
2024-25	Cardiff	SRS/MEES/001	Qtr 1	The number of private rented sector properties where energy efficiency has been improved through direct action from SRS.					Building upon the work carried out during 2023/24, SRS have spent Qtr 1 consolidating the work undertaken so far with a view to moving to a more enforcement based approach where needed alongside the existing landlord and letting agent engagement process. This includes the development of an enforcement policy to follow up on non compliant premises and to issue compliance and fixed penalty notices.	100
2024-25	Vale of Glam	SRS/MEES/001	Qtr 1	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.					Building upon the work carried out during 2023/24, SRS have spent Qtr 1 consolidating the work undertaken so far with a view to moving to a more enforcement based approach where needed alongside the existing landlord and letting agent engagement process. This includes the development of an enforcement policy to follow up on non compliant premises and to issue compliance and fixed penalty notices.	50
2024-25	SRS	SRS/MEES/001	Qtr 1	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.					Building upon the work carried out during 2023/24, SRS have spent Qtr 1 consolidating the work undertaken so far with a view to moving to a more enforcement based approach where needed alongside the existing landlord and letting agent engagement process. This includes the development of an enforcement policy to follow up on non compliant premises and to issue compliance and fixed penalty notices.	200

Prosecutions

Year	Authority	Ref	Quarter	Title	No. of prosecutions cases in court	No. concluded successfully	Percentage achieved	RAG Status	Column1	Target
2024-25	Bridgend	SRS/PRO/001	Qtr 1	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	0	0	0.00%	Green	No prosecutions were concluded during Qtr 1.	100%
2024-25	Cardiff	SRS/PRO/001	Qtr 1	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	1	1	100.00%	Green	<p>In this case 11 members of an organised crime gang (OCG) which sold illegal tobacco, cigarettes and nitrox oxide while money laundering more than £1.5 million were sentenced to a total of 27 years of immediate imprisonment and 9 years suspended sentences.</p> <p>The OCG was set up to sell illegal tobacco and nitrous oxide, predominantly from at least 8 shops in the Cardiff, Barry and Bridgend areas. It was extremely lucrative with premises taking more than £1,000 a day with the total value of illegal sales estimated at £3.8m. It would open small shops which appeared to sell general produce with most of the shops having large concealed spaces held shut by powerful electrical magnets, which could only be opened by remote control. Compartments were concealed and could not be seen with the naked eye. Spaces could only be identified by sniffer dogs and/or breaking down walls. Defendants were often in control of the flats above the shops and had connected the flats to the shops with large concealed tubes or electronic winches. Tobacco products were stored in the flats and employees would be instructed via mobile phones or radios to put the requested tobacco product down the tube to the shop. Safestore units were also hired to store large quantities of illicit tobacco products accessing them late at night to transport to and from the storage facilities. Some defendants stored products at their home addresses with the same concealed spaces and used vehicles parked in nearby streets with windows painted black to make it difficult to see inside.</p> <p>Searches and test purchases in the case resulted in over £600,000 worth of unlawful tobacco product being recovered which is a mere fraction of the criminality that took place. More than £1,800,000 was laundered through various bank accounts.</p> <p>Defendants were charged with knowingly being a party to the carrying on of a business for fraudulent purpose, namely the sale of unlawful tobacco products and/or psychoactive substances between September 2013 and February 2022. Some also faced counts under the Proceeds of Crime Act.</p>	100%
2024-25	Vale of Glam	SRS/PRO/001	Qtr 1	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	0	0	0.00%	Green	No prosecutions were concluded during Qtr 1.	100%
2024-25	SRS	SRS/PRO/001	Qtr 1	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	1	1	100.00%	Green	See Cardiff details above.	100%

Shared Regulatory Services

Communicable Disease and Health Service Plan

2024-25



Communicable
Disease



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Introduction

Local Authorities have a statutory responsibility to protect and improve the health of its population. This Communicable Disease and Health Service Plan is produced to inform the business community and wider audience of the arrangements put in place by Shared Regulatory Services (SRS) to discharge this duty across the Bridgend, Cardiff and the Vale of Glamorgan Local Authority areas.

Shared Regulatory Services continues to minimise, mitigate and manage risks to its population from communicable disease in line with Welsh Government's 'all hazards' approach, whilst remaining cognisant of increasing demands to public sector services. The post-COVID years have witnessed a growth in health inequalities in some of our more vulnerable communities, exacerbated by the cost of living crisis and compounded by an increasingly ageing and culturally diverse population. As a Service, we remain vigilant to challenges and opportunities that may impact service delivery across the region.

SRS remains committed to supporting Local Health Boards and allied partners in the collaborative management of infectious disease and wider determinants of health via the regional Integrated Health Protection Partnerships. Horizon scanning for new variants of COVID-19, and preparedness for other likely pandemic scenarios, continues to be at the front and centre of this multi-agency work.

Preparatory work for the introduction of special procedures licensing continues as the proposed implementation date shifts to the end of 2024. Whilst SRS welcomes this more robust regulatory framework for skin piercing treatments, and its potential expansion to the largely unregulated aesthetics sector, concern remains about Local Authority resource and capacity to deliver this critical piece of work without additional funding being made available by Welsh Government.

This service plan therefore outlines our current arrangements and proposed interventions and actions to be delivered during the 2024/25 business year. Whilst these may be subject to change, we remain committed to protecting and improving the health of people across the region.

Christina Hill
Operational Manager Commercial Services

1. Service Aims and Objectives

1.1 Primary aims

The Communicable Disease Service is committed to protecting individuals from harm, reducing the incidence of communicable disease across the SRS region and engaging with stakeholders to promote health improvement strategies. To demonstrate these commitments the Service has adopted the following aim and objectives.

The overall aim of the Communicable Disease Service is:

To protect and improve the health of the population across the Bridgend, Cardiff and the Vale of Glamorgan Local Authority areas.

To achieve this aim the Service has adopted the following key delivery priorities:

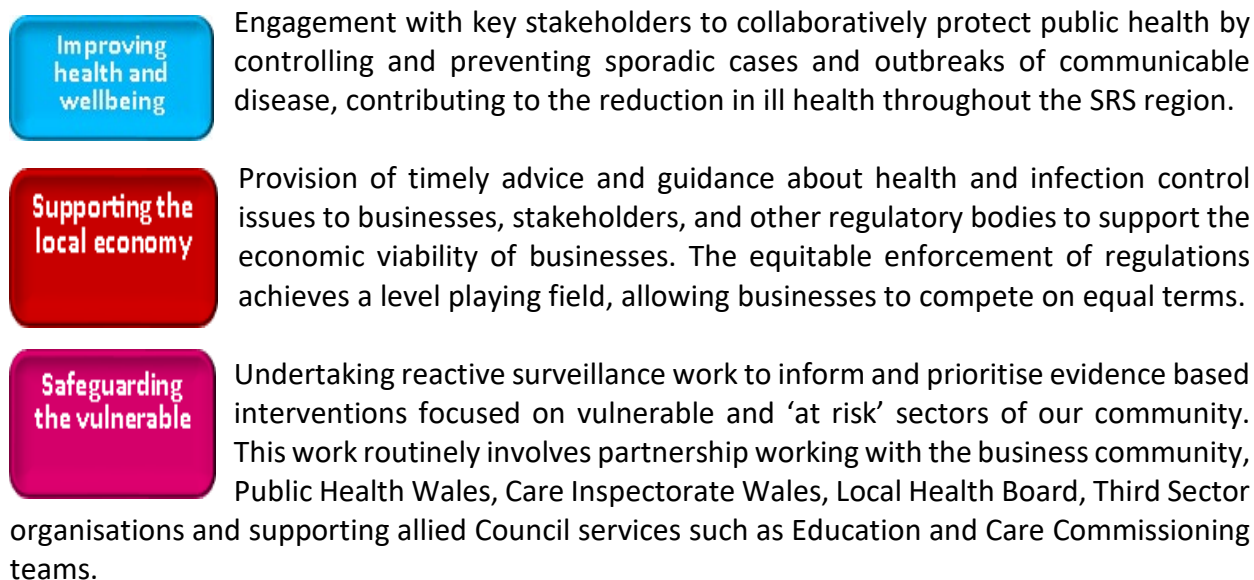
- The timely investigation, surveillance, control, and prevention of sporadic and outbreak cases of communicable disease - including the development and implementation of related public health intervention strategies – as directed by the Communicable Disease Outbreak Plan for Wales
- The enforcement of Health Protection legislation to minimise the spread of communicable disease and contamination from radiation and chemicals that threaten health.
- The provision of infection control and nutritional training.
- To support the work of allied Council services and external stakeholders to minimise, mitigate and manage the impact of public health risks to the populations of Bridgend, Cardiff and the Vale of Glamorgan.
- Undertake targeted health promotion and intervention activities that are informed by, and meet, local-level needs and strengthen the wider Public Services Boards public health agendas.

1.2 Links to Corporate Objectives and local plans

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



SRS priorities relevant to the delivery of the Communicable Disease Service are:



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

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

As a public body, SRS is required to implement the key principles of the **Well-being of Future Generations (Wales) Act 2015** which seeks to ensure the needs of the present are met in a sustainable way by using the following ways of working:

- looking to the long-term so not compromising the ability of future generations to meet their own needs;

- taking an integrated approach;
- involving a diversity of the population in the decisions affecting them;
- working with others in a collaborative way to find shared sustainable solutions; and
- acting to prevent problems from occurring or getting worse.

Welsh Government expects public bodies in Wales to follow these five ways of working when preventing and managing public health risks to its population.

Local Public Health and Well-being Plans provide details of how public bodies, including Local Authorities and Local Health Boards, will prioritise public service delivery through close partnership working with relevant stakeholders to improve and protect the health and well-being of the local population. A number of work streams delivered by the Communicable Disease Service are aligned with several priorities cited in these strategic plans, reinforcing the significance of both proactive and reactive public health interventions delivered by Shared Regulatory Services.

Delivery of the Healthy Option Award Scheme	Enforcement of smoke-free legislation across the region
Supporting care homes, educational and early years settings manage outbreaks of gastro-intestinal illness	Providing infection control advice to confirmed cases of communicable disease
Delivery of the level 1 community food and nutritional skill training course	Continuing to protect vulnerable residents in care settings from acute respiratory illnesses

One of the key outcomes of the Welsh Government commissioned Health Protection Review was the use of specialist Public Health support to develop an integrated health protection system, further developing the multi-agency partnership working arrangements established during the COVID-19 pandemic to co-ordinate regional efforts.

Shared Regulatory Services continues to actively engage with partners in the Cardiff & Vale University Health Board through its Health Protection Partnership Team (HPPT), a separate team of Clinical Leads and Health Protection Officers uniquely funded to support the regional Integrated Health Protection Partnership. The role and remit of the HPPT during the 2023/24 financial year have included:

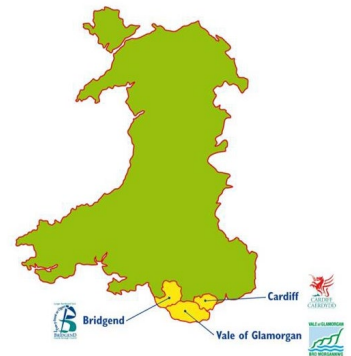
- Continuation of support to care home providers to protect vulnerable members of the population and mitigate the potential for widespread transmission of acute respiratory illness.
- Review of ‘over the threshold’ advice already available to care home providers to map and identify gaps and promote consistency in key messages.
- Assist with the co-ordination of partnership support to care home providers, and share best practice and resource materials, to improve operational efficiencies and reduce the burden on business.
- Maintenance of a COVID-19 surveillance system that is accessible to partners across SRS, Public Health Wales and Local Authority Commissioning Teams. The system enables agencies to rapidly identify situations that may present a significant public health concern, and instigate appropriate mitigation and support measures in a timely manner.

- Preparedness work for future pandemics of acute respiratory illness alongside partners as part of a multi-disciplinary Health Protection Team.
- Contributed to the development of the 2024 Cardiff & Vale Health Protection Plan and strategic operating procedure which articulates the roles and responsibilities of key partners of the Integrated Health Protection Partnership.
- Active collaboration with regional partners to identify opportunities to share resources across services to support an “all hazards” approach to health protection within existing competencies.
- Represent SRS at the Health Protection Operational Readiness Group (HPORG), National Care Home meetings, Support to Care Homes meetings, and the Integrated Health Protection Partnership workshops.

2. Overview of the Service

2.1 Area profile

Shared Regulatory Services covers the Council areas of Bridgend, Cardiff and the Vale of Glamorgan and serves over 650,000 residents. Extending from St Mellons in the East of Cardiff to Maesteg in the west, the area encompasses Cardiff, the capital City of Wales with its array of cultural, financial and commercial organisations and the rural areas of Bridgend and the Vale of Glamorgan with their vibrant tourist and agricultural economies.



Bridgend is situated on the south coast straddling the M4 corridor. It comprises an area of 28,500 hectares and a population of just over 140,000 residents. To the north of the M4, the area consists of mainly ex-coal mining valley communities with Maesteg as the main centre of population. To the south of the M4, the ex-market town of Bridgend is the largest town, the hub of the economy and its employment base. To the south west on the coast lies Porthcawl, a traditional seaside resort, a traditional seaside resort with a high proportion of elderly residents, which is subject to a major influx of tourists during the summer period.



Cardiff is the capital city of Wales and is continuing to grow faster than any other capital city in Europe. In population terms, it is the largest city in Wales with a population of 370,000. Population alone however, does not fully represent Cardiff's significance as a regional trading and business centre as the population swells by approximately 70,000 daily with commuters and visitors. Cardiff is the seat of government and the commercial, financial and administrative centre of Wales. Cardiff boasts one of the most vibrant city centres in the UK and on a typical weekend, Cardiff's night time economy can attract over 40,000 people and sometimes more than 100,000 when the City's Millennium Stadium hosts international events.



The Vale of Glamorgan is bounded to the north by the M4 motorway and to the south by the Severn Estuary. It covers 33,097 hectares with 53 kilometres of coastline, and a population of over 130,000 residents. The area is predominantly rural in character, but contains several urban areas of note such as Barry, Penarth, Dinas Powys and the historic towns of Cowbridge and Llantwit Major. Barry is the largest town, a key employment area and popular seaside resort. The rural parts of the Vale provide a strong agricultural base together with a quality environment, which is a key part of the area's attraction. The area includes Barry Docks area and Cardiff International Airport.



2.2 Organisational Structure

The Communicable Disease Service is principally delivered by the Commercial Services arm of Shared Regulatory Services, with distinct pieces of work being delivered by Enterprise and Specialist Services. The Vale of Glamorgan Council continues to act as host authority for SRS, with executive functions relevant to this Plan being delegated to the Shared Service Joint Committee and Management Board.

Operational functions within the Service are illustrated in the following table with those that have responsibility for communicable disease and public health issues highlighted in darker blue.

Shared Regulatory Services Organisational Chart



2.3 Scope of the Communicable Disease Service

A comprehensive health protection and improvement service is delivered by combining surveillance, public health interventions, epidemiological studies, enforcement, advice, training and health promotion activities. Much of the reactive surveillance work forms the foundation for proactive, evidence-based interventions focused on vulnerable and 'at risk' sectors of our community, particularly young people and the elderly. Examples of proactive interventions undertaken by the service during the 2023/24 business year will be detailed later on in this report. Outbreak investigations of gastro-intestinal illness also form a significant part of our reactive role.

The day-to-day investigation of cases, and outbreaks, of gastro-intestinal illness is managed by the Communicable Disease, Health and Safety Team alongside a range of broader health protection intervention work streams. Wider engagement with external stakeholders on the effective management of acute respiratory illness in health and social care settings across the region is overseen with by the Health Protection Partnership Team. The Enterprise and Industry team contribute to the overall Communicable Disease Service through delivery of infection control training, in particular the RSPH Level 2 Award in Infection Prevention and Control for Special Procedures Practitioners. Trading Standards Officers take the lead in all tobacco and vape enforcement initiatives, focusing on the sale and supply of non-compliant products and to persons under the age of 18 years.

Key services delivered by the Communicable Disease Service include:

- The investigation of confirmed sporadic and outbreak cases of communicable disease and implementation of actions required to mitigate and manage on-going risks of transmission.
- During 2023/2024 this continued to include the investigation and management of COVID-19 incidents in the health and social care sectors.
- Responding to complaints of suspected food poisoning and infectious disease risks.
- Enforcement of Health Protection legislation including the service of 'Requests for Co-operation', the application for Part 2A Orders and exclusion of infected cases or close contacts from place of work, education or leisure activities.
- Engagement with key partners – including Public Health Wales, Local Health Boards, wider Local Authority Services, and Welsh Government – to support and deliver national public health initiatives.
- Undertake health promotion and public health interventions (*e.g. Healthy Option Awards; Healthy and Sustainable Pre-School Schemes*).
- Management and delivery of infection control and nutritional training.
- Assess client consultation and infection control arrangements in businesses registering to undertake skin piercing activities (*tattooing; cosmetic piercing; acupuncture; electrolysis; semi-permanent make-up*).
- Enforcement of wider health protection legislation which consider specific requirements for smoke-free premises, the sale of tobacco to persons under 18 years, the use of UV tanning equipment, and intimate skin piercing.

Service delivery points

Whilst all 3 Local Authority areas include regional hubs which operate office hours from Monday to Friday, the Communicable Disease Service is primarily delivered by Officers following a hybrid working model. Outside of normal business hours, designated Lead Officers for Communicable Disease remain contactable through the out-of-hours duty officer scheme for the investigation and management of cases of communicable diseases with a public health significance (*e.g. high risk strains of E. coli, Legionnaires' disease, Enteric fever, Hepatitis A*) and significant outbreaks of gastro-intestinal illness.

The Shared Regulatory Services website provides information on the range of services provided.

[SRS.wales](http://www.srs.wales)

Tel: 0300 1236696



[@SRS_Wales](https://twitter.com/SRS_Wales)

<http://www.srs.wales>

Bridgend

Civic Offices
Angel Street
Bridgend
CF31 4WB

Normal offices hours:

Monday to Thursday: 8.30am to 5.00pm
Friday: 8.30 am to 4.30pm

Cardiff

Level 1
County Hall
Cardiff
CF10 4UW

Normal office hours:

Monday to Thursday: 8.30am to 5.00 pm
Friday: 8.30 am to 4.30pm

Vale of Glamorgan

Civic Offices
Holton Road
Barry
CF63 4RU

Normal offices hours:

Monday to Thursday: 8.30am to 5.00pm
Friday: 8.30am to 4.30pm

2.4 Resources

Financial allocation

The expenditure directly involved in providing the Communicable Disease Service for 2024/2025 is included in the Service budget and is considered adequate to ensure the effective delivery of the service **under normal circumstances**.

Staffing allocation

The table below illustrates the actual number of staff delivering the day-to-day Communicable Disease Service, in terms of full time equivalents (FTE), in accordance with the agreed budget allocations for Shared Regulatory Services.

Position	Function	FTE
Head of Shared Regulatory Services	Management of Shared Regulatory Service.	0.05
Operational Manager Regulatory Commercial Services x 1	Management of Commercial Services	0.20
Team Manager Communicable Disease, Health and Safety (also a nominated Lead Officer) x 1	Management and delivery of the Communicable Disease Service.	0.50
Lead Officers for Communicable Disease x 2 1 FT CSO has 50/50 split for H&S:CD work 1 FT CSO has a 20/80 split for H&S:CD work	All aspects of communicable disease investigation, enforcement, control and prevention.	1.3
Commercial Services Officer (Communicable Disease, Health & Safety) x 4 1 CSO works 4 days a week with an equal split in H&S:CD work The other CSOs are currently fully focused on health and safety enforcement work but are trained to assist with CD work on an agile basis as demand dictates.	Assist with all aspects of communicable disease investigation, enforcement, control and prevention <i>(additional resource can be diverted to CD function as service demand dictates)</i>	0.4
Commercial Services Technical Officer (Communicable Disease, Health & Safety) x 2 2 FT CSTOs have 50/50 split for H&S:CD work	All aspects of communicable disease investigation and enforcement as dictated by training and experience	1.0

Throughout the 2023/24 business year the Communicable Disease, Health and Safety team was fully staffed, however, 1 CSO post became vacant on 1st April 2024 and remains unfilled. This will negatively impact the Service's ability to deliver special procedures licensing when the new scheme commences.

Two part-time CSOs based in the Specialist Services (Industry) team lead on delivery of the Level 2 Award in Infection Prevention and Control for Special Procedures, a pre-requisite for the impending all-Wales licensing scheme.

The table below illustrates the actual number of staff working in the Health Protection Partnership Team (HPPT), in terms of full time equivalents (FTE). Whilst this function falls within the remit of Shared Regulatory Services, under the management of the Operational Manager of Commercial Services above, it is reliant on separate funding through the Cardiff and Vale University Health Board.

Position	Function	FTE
Health Protection Partnership Team Manager	Oversight of the HPPT function, representing SRS at strategic level meetings and the Integrated Health Protection Partnership	1.0
3 x Clinical Leads	Oversight and investigation of cases and outbreaks of COVID-19 in health and social care settings, liaison with LHB partners	2.0
3 x Health Protection Support Officers	Investigation of cases and outbreaks of COVID-19 in health and social care settings; provision of IPC advice and support to care home operators.	3.0

2.5 Staff Development and Competency

Shared Regulatory Service's approach to managing the competency of its employees is through the Workforce Development Plan which provides a structure for developing staff to ensure the right mix of experience, knowledge and skills, and to ensure we get the right number of the right people in the right place at the right time.

The Workforce Development Plan provides a framework to blend:-

- Organisational culture
- Leadership and management
- Core skills
- Recruitment, retention and progression
- Communication and employee engagement
- Employee performance management

To improve business resilience, and bolster the competency of staff delivering the Communicable Disease Service, all Officers in the Communicable Disease, Health and Safety Team are now able to access and use the Tarian database and are aware of the resource materials available to support the management of cases. All new starters into the team are now routinely trained in the use of Tarian and relevant internal procedures. In-house instruction and training is supported by the Lead Officer training programme which is administered by Public Health Wales through a combination of on-line training days and e-learning modules.

Workforce development is enhanced through annual performance reviews where the Team Manager identifies personal objectives for each member of the team and assesses training needs

for the year ahead. This management tool is further supported by monthly team meetings and regular team contact (*face-to-face discussions; Email communications; on-line TEAMS meetings and telephone calls*).

Continuing Professional Development (CPD) is actively encouraged and Officers continue to be offered the opportunity to attend a wide range of training courses and webinars, seminars, meetings and briefings to help maintain competency and improve technical, legal and administrative knowledge. Authorised officers are expected to achieve at least 20 hours of CPD each year, or at least 30 hours of CPD if a Chartered Member of the Chartered Institute of Environmental Health (*or equivalent professional body*).

Officers within the Communicable Disease, Health & Safety Team additionally have access to the technical support and expertise of the local CCDC (Consultant in Communicable Disease Control) and Health Protection Team (AWARe) in Public Health Wales, particularly when dealing with outbreaks of communicable disease and complex conditions that have a significant impact on the wider community.

Lead Officers regularly represent SRS at regional Communicable Disease Task Group meetings and the all-Wales Expert Panel for Communicable Disease meetings. Regular catch-up meetings with the regional Consultant for Communicable Disease Control in the Cardiff & Vale University Health Board and Cwm Taf Morgannwg University Health Board areas have been a new addition for 2023/24 to support communication and collaboration between partners.

The Service ensures that competency is secured by appointing appropriately qualified and experienced personnel to carry out the communicable disease function. There are specific job descriptions and person specifications for all employees of Shared Regulatory Services and all appointments are made in accordance with the procedures for recruitment and selection.

2.6 Challenges for the year ahead

Delivering Shared Regulatory Services in the future

The creation of SRS reflected the Welsh Government collaboration agenda, with one of the main drivers being to realise significant cost savings. Whilst this has been achieved by SRS since its inception, the current economic climate means the Service is having to deliver a range of functions with increasingly reduced resources. Moving forward this could require SRS to review how it prioritises its service delivery and determine what services it can realistically continue to offer to meet local needs across the 3 legacy authority areas.

Recruitment, Retention and Succession Planning

“At the moment, there are not enough students graduating from environmental health degrees to meet demand and not enough local authorities able to take on environmental health trainees and apprentices, in order to help graduates gain the vital practical experience and become fully qualified practitioners.” ~ Dr Phil James, Chief Executive of the Chartered Institute of Environmental Health (CIEH)

As a profession, Environmental Health is experiencing a number of challenges - reduced central

government funding is impacting local authority budgets, whilst a lack of qualified professionals continues to affect local authority recruitment and retention. From an all-Wales perspective, all Authorities are 'fishing from the same small pool' when trying to attract new staff. Shared Regulatory Services also has an ageing workforce which raises further concerns about mid to long-term succession planning.

Growing Health Inequalities

The cost of living crisis currently being experienced across the UK will inevitably impact the health of our nation and exacerbate inequalities in health. As household finances become increasingly squeezed, the opportunity to maintain a healthy diet and lifestyle will become more challenging for a larger number of households across the SRS region, creating greater health burdens and potentially impacting life opportunities for future generations.

Financial pressures on the commercial sector could also create an increase in illicit activities (*e.g. food fraud; supply and sale of illegal tobacco; substitution of ingredients that are cheaper*) that could negatively impact the health and safety of our communities. This could cause a significant increase in the number of confirmed cases of illness being reported to SRS in the short to mid-term.

Increasing Demands on Public Services

Previous trends in population growth across the region have slowed meaning the population profile across Bridgend, Cardiff and the Vale of Glamorgan is ageing and potentially more vulnerable to the burden of disease. If this trend continues, it would be realistic to anticipate a growing number of confirmed cases of gastro-intestinal illness being notified to the Service moving forward.

Increased levels of migration into the SRS region continues apace, with the Afghan Resettlement Scheme, provision of support to Ukraine refugees and placement of wider asylum seeker populations. With many people re-locating from countries with limited sanitation, poor access to clean food and water, and over-crowded living conditions it is unsurprising that health screening has identified cases of communicable disease that require follow-up public health intervention. SRS works alongside partners in Public Health Wales, Local Health Boards and allied Council services to ensure our newest citizens are supported, provided with appropriate advice and any risks of onward transmission are being effectively mitigated.

Delivery of New Statutory Functions

It is now predicted that implementation of the all-Wales licensing regime for special procedures (*tattooing, cosmetic piercing, acupuncture and electrolysis*) in accordance with the Public Health (Wales) Act 2017 will be delayed until the end of 2024. This licensing scheme will replace existing registration controls with a more robust regulatory system that will require a personal licence and premises approval to be obtained by anyone wishing to offer a prescribed skin piercing treatment (*unless exempt*). All personal licences and premises approvals will be renewable at 3 yearly intervals, or can be valid for up to 7 days for temporary events.

A review of existing premises and practitioners across the SRS region has identified a potential total of 538 premises and 985 practitioners that will need inspecting within 9 months of the commencement date of special procedures licensing. This new statutory function will create a significant burden of additional work on a small team already responsible for delivering 2 discrete areas of work across the 3 legacy authority areas.

Cardiff's City Status

Cardiff is the capital city of Wales and the Local Authority with the highest population density in the Principality; its population of 370,000 swelling by approximately 70,000 each day from commuters, students and visitors. The popularity of the city as a higher education, leisure, entertainment and sporting event destination continues to grow and it's anticipated that visitor numbers will continue to increase throughout 2024/25. This status presents a range of public health risks whose control and prevention is the responsibility of the Communicable Disease Service in partnership with Public Health Wales.

2.7 Action Plan 2024/2025

The following action plan is evidence based and has been developed for 2024/2025 and outlines how through reactive and proactive work the Service will:

1. Improve health and well being
2. Safeguard the vulnerable
3. Support the local economy and
4. Maximise the use of resources

The Communicable Disease and Health Protection Service also contributes to the Section 18 Health and Safety Enforcement Plan, and the Food Law Enforcement Plan, and details of this contribution are contained within those respective documents.

Communicable Disease Action Plan 2024/2025	
Relevant Strategic Priorities	Objective
	Investigate and control sporadic and outbreak notifications of communicable disease and undertake public health interventions to prevent increased incidence of illness and minimise onward transmission
1, 2, 3, 4	Q1 Commence and complete the Communicable Disease service plan for 2024/2025.
1, 2	Undertake timely investigations of sporadic cases of communicable disease; outbreaks and suspected food poisonings, and apply appropriate control and preventative measures.
1, 2, 3, 4	Continue to support businesses and legacy authorities across SRS with infection control training and advice during outbreak situations.
1, 2, 3, 4	Actively engage with, and support, the Local Health Board and allied partners through the Health Protection Partnership Team.
1, 2, 3	Prepare the service for the introduction of the special procedures licensing scheme outlined in Part 4 of the Public Health (Wales) Act 2017.
1, 2, 3	Deliver the RSPH Level 2 Award in Infection Prevention and Control for Special Procedures.
1, 2, 3, 4	Cascade educational materials about infection prevention and control measures in barber shops, particularly with regard to the control of ringworm.
1, 4	Engage with the student liaison officer and partners in the higher education sector to support existing strategies and initiate opportunities to support students improve their food behaviours.
1, 2	Q2 Undertake timely investigations of sporadic cases of communicable disease; outbreaks and suspected food poisonings, and apply appropriate control and preventative measures.
1, 2, 3, 4	Continue to support businesses and legacy authorities across SRS with infection control training and advice during outbreak situation.
1, 2, 3, 4	Actively engage with, and support, the Local Health Board and allied partners through the Health Protection Partnership Team.
1, 2, 3	Prepare the service for the introduction of the special procedures licensing scheme outlined in Part 4 of the Public Health (Wales) Act 2017.
1, 2, 3	Deliver the RSPH Level 2 Award in Infection Prevention and Control for Special Procedures.
1, 4	Engage with the student liaison officer and partners in the higher education sector to support existing strategies and initiate opportunities to support students improve their food behaviours.
1, 2, 3, 4	Cascade educational materials about infection prevention and control measures in barber shops, particularly with regard to the control of ringworm.

<p>1, 2</p> <p>1, 2, 3, 4</p> <p>1, 2, 3, 4</p> <p>1, 2, 3</p> <p>1, 2, 3</p> <p>1, 4</p> <p>1, 2, 3, 4</p>	<p>Q3</p> <p>Undertake timely investigations of sporadic cases of communicable disease; outbreaks and suspected food poisonings, and apply appropriate control and preventative measures.</p> <p>Continue to support businesses and legacy authorities across SRS with infection control training and advice during outbreak situations.</p> <p>Actively engage with, and support, the Local Health Board and allied partners through the Health Protection Partnership Team.</p> <p>Prepare the service for the introduction of the special procedures licensing scheme outlined in Part 4 of the Public Health (Wales) Act 2017.</p> <p>Deliver the RSPH Level 2 Award in Infection Prevention and Control for Special Procedures.</p> <p>Engage with the student liaison officer and partners in the higher education sector to support existing strategies and initiate opportunities to support students improve their food behaviours.</p> <p>Cascade educational materials about infection prevention and control measures in barber shops, particularly with regard to the control of ringworm.</p>
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3. Delivery and Performance 2023/24

a. Introduction

The Communicable Disease Service is supported by an active surveillance system managed through the national database, Tarian, which is utilised by all Welsh Local Authorities and Public Health Wales. All information pertaining to communicable disease incidents (*e.g. Norovirus issues in a school or residential care setting*); sporadic cases of notifiable illness and outbreaks are logged on Tarian. Since its introduction Tarian has facilitated more effective communication between stakeholders; supports effective case management; enables early detection of outbreaks and has enabled the Authority to more readily identify trends in infectious disease cases.

In 2023, **6,079 cases** of communicable disease were notified to SRS. Laboratory confirmed cases accounted for 96% of these (5,856 cases), whilst unconfirmed (suspected) food poisoning accounted for only 4% (223 cases). Compared to case numbers seen throughout the COVID-19 pandemic (2022, 2021 and 2020), figures for 2023 highlight a significant reduction in total reported cases. Whilst such a decrease would be expected post-pandemic, it is salient to note that **case numbers for 2023 are approximately 3 times higher than total reported cases pre-pandemic in 2019** where a total of 2149 cases of communicable disease were notified to SRS, with 1786 (83%) being laboratory confirmed.

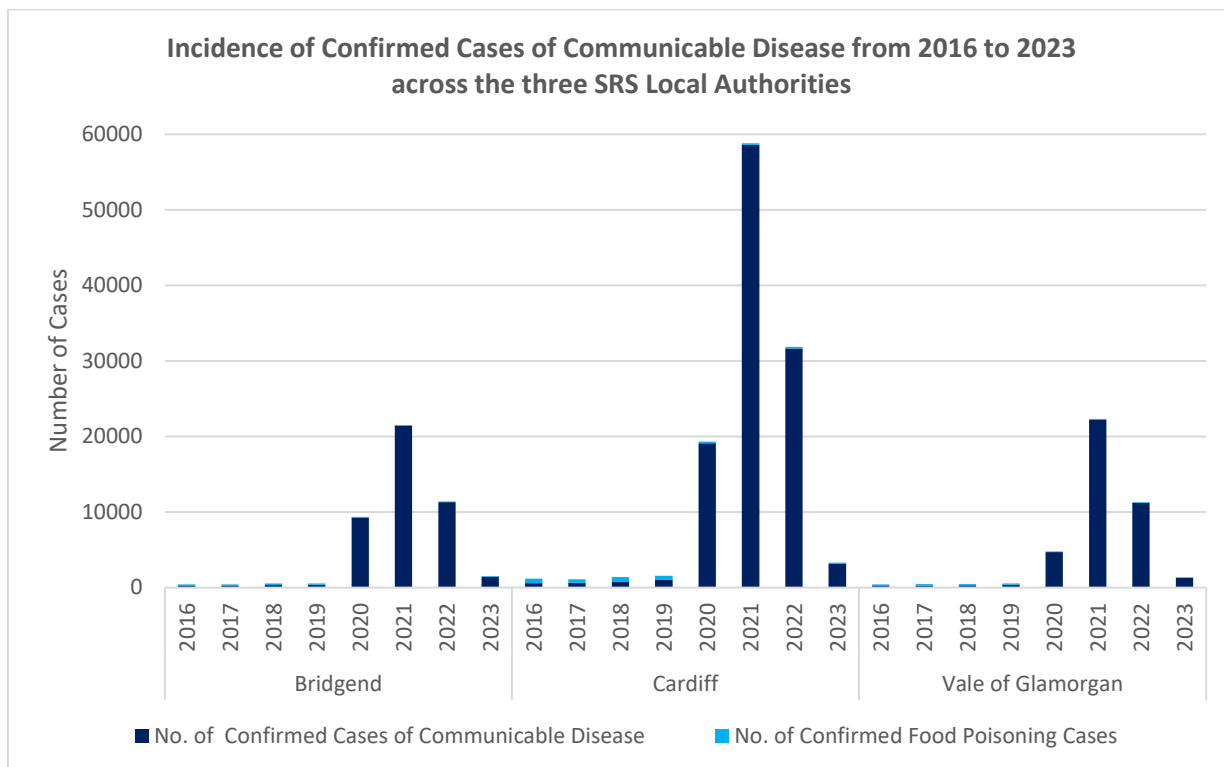
The table below shows the number of cases of confirmed and unconfirmed communicable diseases per local authority within SRS for 2023.

	Confirmed (CFP)	Unconfirmed	Total
Bridgend	1432 (85)	23	1455
Cardiff	3120 (165)	170	3290
Vale of Glamorgan	1304 (64)	30	1334
Total	5856 (314)	223	6079

(CFP) = Confirmed food poisoning as applied in the 'Disease' tab in Tarian

For context, cases are only deemed to be a confirmed food poisoning where no other plausible risk factors have been determined from interviewing a case.

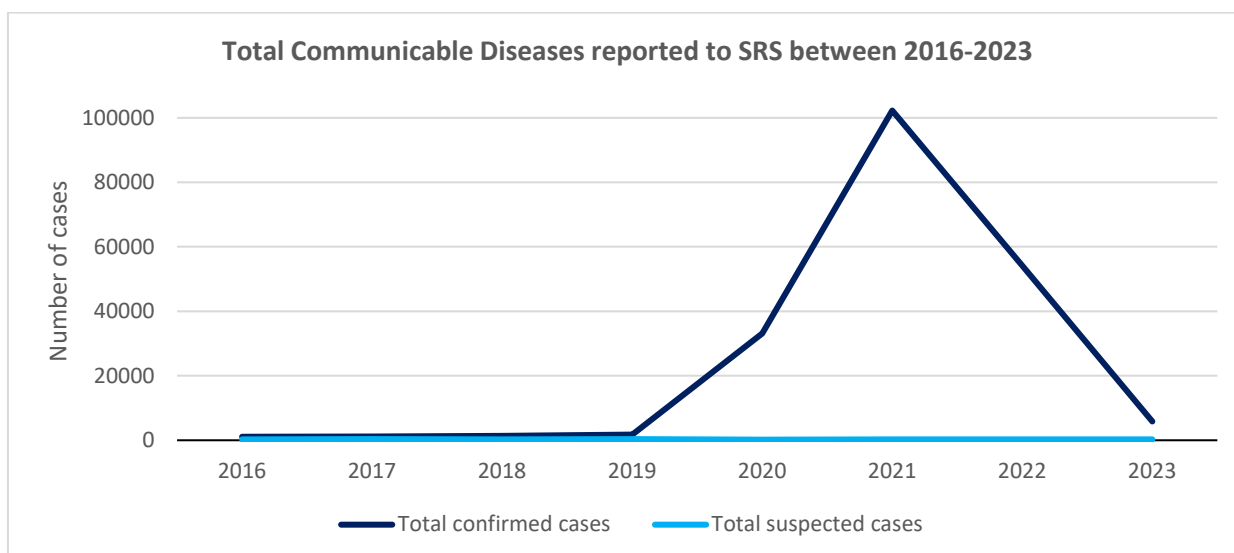
The graph below illustrates the incidence of notified cases of communicable disease across Bridgend, Cardiff and Vale of Glamorgan between 2016 and 2023. The introduction of PCR testing in microbiology laboratories since June 2018 has seen an upward trend in the number of reported cases, with the COVID-19 pandemic contributing to the substantial increase in case number between 2020 and 2022. Confirmed cases of COVID-19 continue to be reported in 2023 and are primarily focused in health and social care settings.

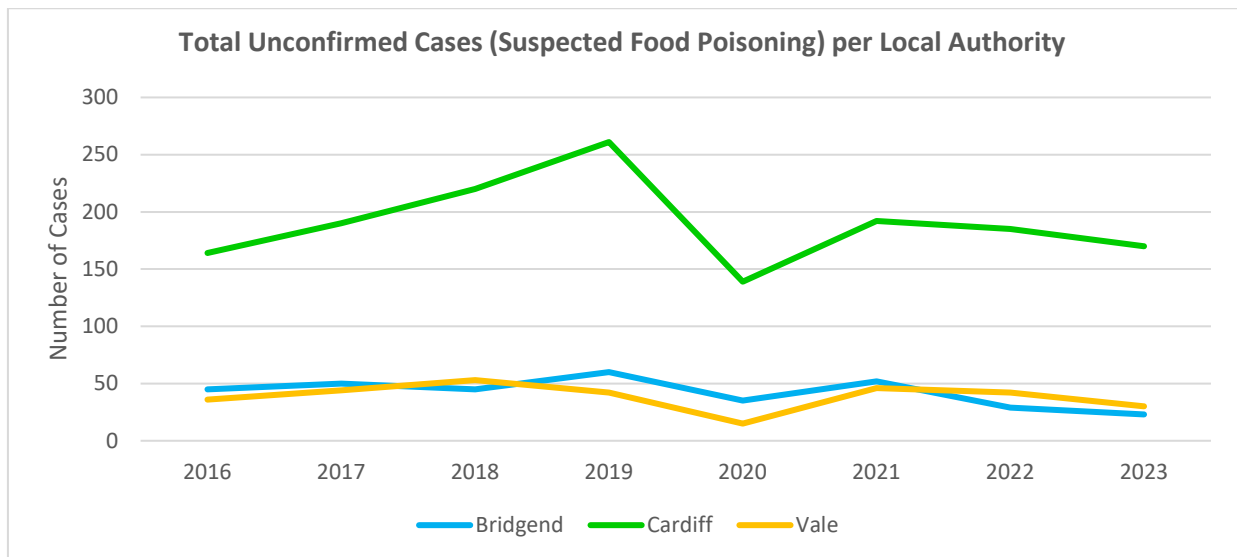


Confirmed food poisoning cases = as applied in the 'Disease' tab in Tarian.

The following two line graphs illustrate how the number of confirmed and suspected cases* of communicable disease have changed between 2016 and 2023.

* suspected case = allegation of illness associated with a commercial food business where no faecal sample has been provided for microbiological analysis.





A significant decrease in the number of **confirmed cases of communicable disease** continued throughout 2023, reflecting the national decline in confirmed cases of COVID-19. This reduction in COVID-19 cases aligned with a step change to the national testing policy of symptomatic people across Wales and a continuation of the vaccination programme for higher risk cohorts.

The decrease in confirmed cases of communicable disease (other than COVID-19) in 2023 may also be due to challenges accessing appointments with local GP surgeries and being able to easily submit faecal sample pots for microbiological analysis.

With the exception of 2020 during the initial peak of the COVID-19 pandemic, reports of **unconfirmed cases of communicable disease** (suspected food poisoning) have continued to decline, with total numbers for 2023 being at their lowest since the start of SRS reporting in 2016. This reduction in total numbers may be influenced by the current cost of living crisis impacting UK residents, causing a reduction in non-essential spending such as frequency of eating out.

b. Performance activities

The investigation of confirmed sporadic and outbreak cases of communicable disease requires a timely and proportionate response to adequately mitigate wider risks to public health.

Sporadic cases

The document *“Local Authority and Health Protection Teams Public Health Responsibilities for Specified Pathogens”* (December 2023) specifies which pathogens require Local Authority action as part of a first response, and the expected first response timeframe, following case handover by Public Health Wales. Response times are dictated by the public health significance of the pathogen under investigation, thereby enabling Shared Regulatory Services to triage and effectively prioritise its work.

Whilst confirmed cases of communicable disease notified to SRS are responded to within the agreed pathogen-specific timeframes, the Service does approach the investigation of lower risk

pathogens differently to those presenting a greater public health significance. The majority of cases will be interviewed by telephone to facilitate a more detailed discussion about potential risk factors and to provide appropriate and timely public health advice. Campylobacter cases are an exception to this and are routinely sent postal questionnaires with a pathogen advice sheet due to the high number of notifications received by SRS each week and the lower risk nature of the pathogen.

Local Authority target response times for more common communicable disease pathogens

Pathogen	Response time
Campylobacter	Within 96 hours (unless part of an outbreak)
Cryptosporidium	Within 48 hours (same day if an outbreak)
Giardia	Within 48 hours (same day if part of an outbreak)
Salmonella spp.	Within 24 hours (within 4 hours if part of an outbreak, or case is a food handler/works in a closed community such as a care home) Salmonella typhoid or paratyphoid – Within 4 hours
STEC / E. coli O157	PCR positive and evidence of HUS, bloody diarrhoea, hospital admission / culture positive for O157 - Within 4 hours Low risk STEC cases – Within 24 hours
Hepatitis A	Within 4 hours
Hepatitis E	Within 48 hours
Shigella	Shigella sonnei – Within 24 hours Other Shigella sp. - Within 4 hours Shigella cases that are part of an outbreak – 4 hours
Legionella spp.	Within 4 hours
Listeria monocytogenes	Within 4 hours

A review of the response rates of Campylobacter cases (*% of notified cases that were successfully interviewed*) across the 3 local authorities were reviewed and compared to the previous 4 years.

Campylobacter response rates 2023 (2022 figures shown in red as a comparison)

	Bridgend	Cardiff	Vale	Total
Cases interviewed	147 (181)	225 (346)	94 (145)	466 (672)
Total cases	249 (242)	409 (455)	189 (191)	847 (888)
Response rate	59% (75%)	55% (76%)	50% (76%)	55% (76%)

A comparison of response rates for Campylobacter cases across the 3 legacy Local Authority areas between 2019 and 2023

	2023	2022	2021	2020	2019
Bridgend	59%	75%	64%	84%	86%
Cardiff	55%	76%	65%	76%	86%
Vale	50%	76%	70%	77%	88%
SRS	55%	76%	66%	78%	87%

Response rates significantly dropped across all 3 local authority areas during 2023 for confirmed cases of Campylobacter. Of all responses received, 290 (62%) were interviewed by telephone (*due to Officer capacity, case co-infection with a more significant pathogen, linked cases*) and 176 (38%) were from the return of completed postal questionnaires.

As a methodology for data capture, postal questionnaires return a lower response rate to telephone surveys which has contributed to the lower response rate seen since 2020 (*BMC Medical Research Methodology, August 2012 – telephone survey response rate 30.2%; personalised postal questionnaire response rate 10.5%*).

Confirmed Cases of Communicable Disease

The table illustrated on the next page details the incidence of confirmed cases of communicable disease across the SRS region between 2019 and 2023.

* COVID-19 cases started to be reported to SRS from May 2020

** In 2023 diseases captured in 'Other' category include Norovirus, Borrelia burgdorferi, Clostridium perfringens, Cyclospora cayenensis, Entamoeba histolytica/dispar, Leptospira and Bacillus cereus.

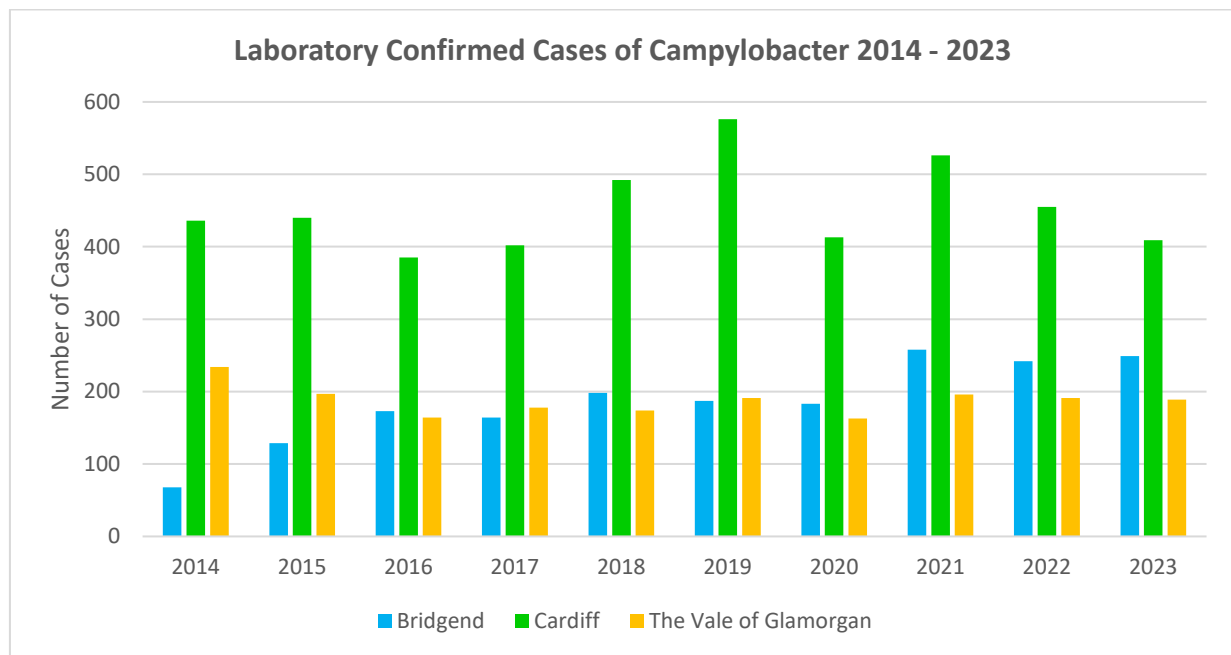
	BRIDGEND					CARDIFF					VALE OF GLAMORGAN				
	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023	2019	2020	2021	2022	2023
Campylobacter	187	183	258	242	249	576	413	526	455	409	191	163	196	191	189
COVID-19*	-	9021	21066	10958	955	-	18530	57822	30865	2258	-	4461	21967	10911	956
Cryptosporidium	17	7	6	6	30	52	37	20	29	47	9	15	10	17	21
E. coli non O157	24	10	20	19	29	46	21	28	31	39	18	10	8	9	12
E. coli O157	2	3	3	7	1	4	1	3	3	4	0	1	4	2	1
Giardia	28	11	13	13	22	69	35	50	62	62	36	11	19	28	10
Hepatitis A	0	0	1	1	1	1	4	1	2	1	7	1	0	1	0
Hepatitis E	5	1	0	7	2	3	1	2	0	5	2	1	1	1	1
Legionella	3	3	4	3	5	8	2	4	4	5	5	3	2	3	3
Listeria	1	1	0	1	0	1	2	1	1	1	0	0	0	0	0
Salmonella	13	13	10	14	21	54	14	64	54	43	17	6	7	10	24
Shigella	1	0	3	5	2	15	3	3	22	20	4	3	0	4	4
Other**	98	29	42	48	115	201	58	81	119	226	88	30	32	57	83
Total	379	9282	21426	11324	1432	1030	19121	58605	31647	3120	377	4705	22246	11234	1304

Campylobacter Infection

The incidence of Campylobacter infection throughout SRS far exceeds other notifiable diseases, with the exception of COVID-19, which reflects the national trend observed across the UK. *Campylobacter* species are the most common bacterial cause of infectious gastrointestinal disease in developed countries due to its small infectious dose (<500 organisms can cause disease) and the range of environments where the pathogen can survive and thrive.

Common risk factors associated with confirmed cases of Campylobacter include: foreign travel; consumption of undercooked poultry and poultry offal (*i.e. 'pink' chicken livers*); consumption of unpasteurised dairy products; consumption of contaminated drinking or leisure water; direct contact with animals/birds and their faeces; close contact with the faeces of an infected person (*i.e. changing nappies of an infected child*) and subsequent poor hand hygiene; cross-contamination associated with the growing popularity of feeding pets a raw meat diet; the accidental consumption of raw/part-cooked chicken products and the practice of washing raw chicken packaging for recycling (*where the bacteria becomes splashed onto adjacent surfaces and subsequently transferred onto hands, ready-to-eat foods or other equipment*).

Reported cases of Campylobacter from 2014 to 2023 are detailed in the graph below.



In total SRS received **847 confirmed cases of Campylobacter in 2023** compared with 888 in 2022; 980 in 2021; 759 in 2020; 954 in 2019; 863 in 2018; 741 in 2017 and 722 in 2016.

All confirmed cases reported in 2023 were sporadic and not linked to any known outbreaks.

Since 2021 Bridgend has seen a notable increase in confirmed cases when compared to pre-pandemic numbers, whilst case numbers in the Vale of Glamorgan have remained relatively stable. Reported cases in Cardiff have continued a downward trajectory in post-pandemic years and are markedly lower than case numbers seen in 2019.

Reasons for these changes across the 3 legacy authority areas remain unclear and could be an outcome impacted by population access to medical professionals to submit faecal samples.

Pathogens of Public Health Significance Investigated by SRS

Pathogens of public health significance (other than Campylobacter) commonly require more detailed investigation, either because the pathogen can be more readily spread throughout households and the wider community, or because of the seriousness of the infection. The need to complete enhanced interview questionnaires to identify close contacts of a case, determine potential sources of infection and potentially instigate wider public health interventions is particularly true for pathogens such as: Shigella; Hepatitis A; E.coli (STEC) O157; Legionella; Giardia and Listeria monocytogenes.

e.g. Vaccination of close contacts of Hepatitis A cases; ensuring confirmed cases of Giardiasis receive appropriate antibiotic treatment from their GP; ensuring confirmed cases working with food or vulnerable people only return to work after satisfying the relevant microbiological clearance requirements; liaison with other relevant stakeholders to identify contaminated foodstuff on the market.

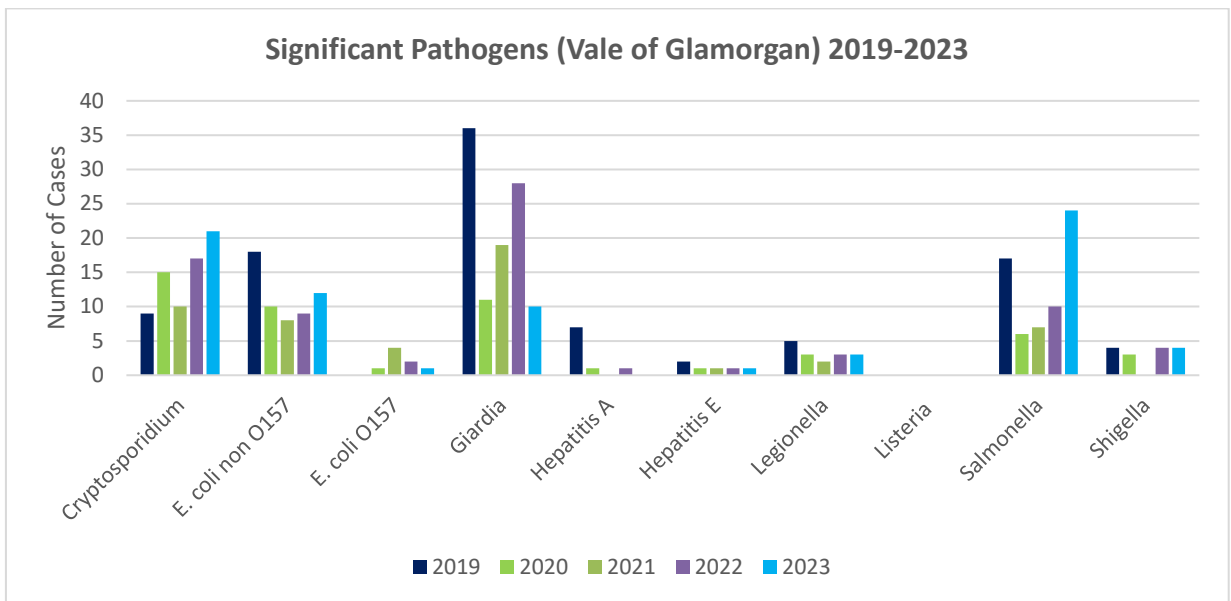
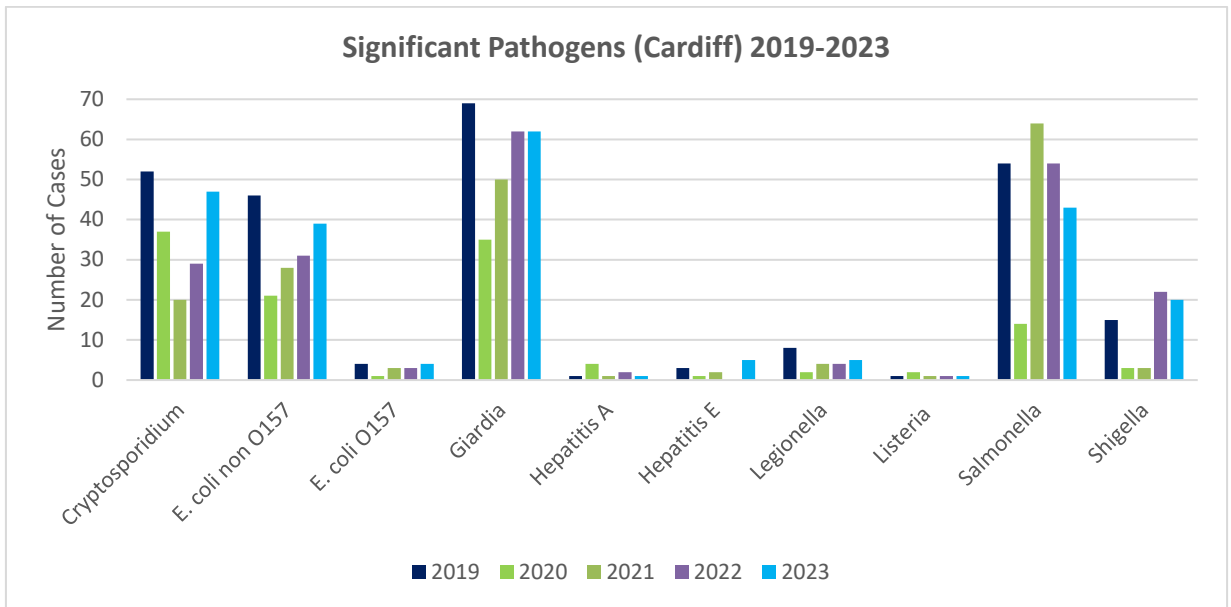
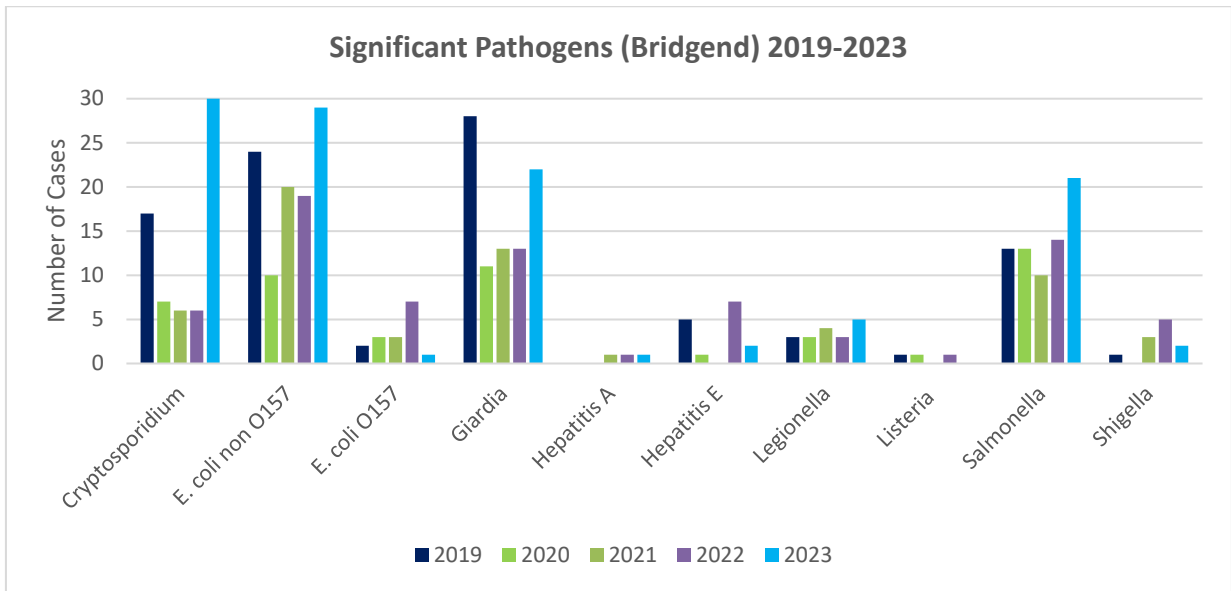
Contrary to general public perception, most communicable diseases are not necessarily caused from consuming contaminated food despite the case having traditional ‘food poisoning’ symptoms. Risk factors are often associated with the consumption of (or exposure to) contaminated water, direct contact with animals and/or their faeces, or close contact with an infected person (including sexual contact).

The table below illustrates the incidence of common pathogens (other than Campylobacter) which have caused illness across SRS in 2023.

	Bridgend	Cardiff	Vale of Glamorgan	Total
Cryptosporidium	30	47	21	98
E. coli non O157	29	39	12	80
E. coli O157	1	4	1	6
Giardia	22	62	10	94
Hepatitis A	1	1	0	2
Hepatitis E	2	5	1	8
Legionella	5	5	3	13
Listeria	0	1	0	1
Salmonella	21	43	24	88
Shigella	2	20	4	26
Total	113	227	76	416

The most frequently reported significant pathogens in 2023 were Cryptosporidium, Giardia, Salmonella and E.coli (STEC) non-O157, all of which had more than 80 cases reported

The following graphs illustrate the incidence of common pathogens (other than Campylobacter) that have caused illness across the SRS regions between 2019 and 2023. Most significant pathogens have seen an increase in numbers over recent years, with 2023 being no exception.



Bridgend saw a significant rise in **Cryptosporidium** cases in 2023, almost doubling the number reported in 2019 and five times the number of cases seen between 2020 and 2022. Both the Vale of Glamorgan and Cardiff areas also experienced an uptick in confirmed cases during 2023. The main risk factors reported across the SRS region were contact with animals, especially pets, swimming in leisure pools and other bodies of water, and foreign travel. Over 50% (53/98) of cases were confirmed to be *Cryptosporidium hominis*, which infects only humans, whilst 38% (37/98) of cases were sub-typed as *Cryptosporidium parvum* which infects both humans and animals, particularly ruminants such as lambs, goats and cattle. All cases were sporadic and not suspected to be part of any outbreaks.

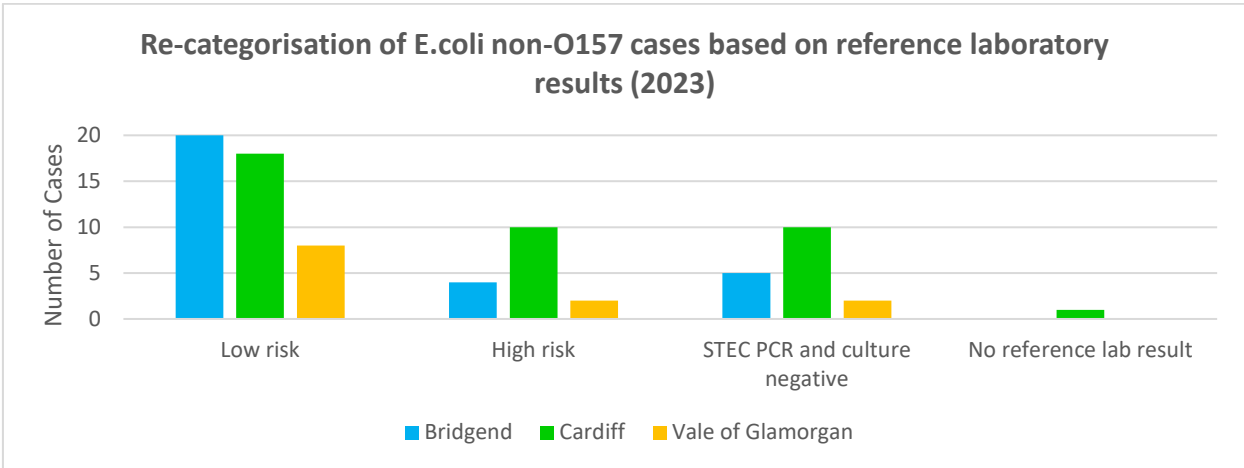
For the second consecutive year **Cardiff** saw the highest number (20) of **Shigella** cases across the SRS region, with confirmed cases of *Shigella flexneri*, *Shigella sonnei*, and *Shigella boydii* being reported. Whilst the sources of infection could not be confirmed in all instances, a number of cases reported having MSM* relationships, whilst the majority of cases were associated with foreign travel (with *Pakistan; Cape Verde; Egypt; Jordan; India; Bali; South Africa; Thailand; Cambodia and Laos being particularly prevalent*).

*Men who have sex with men

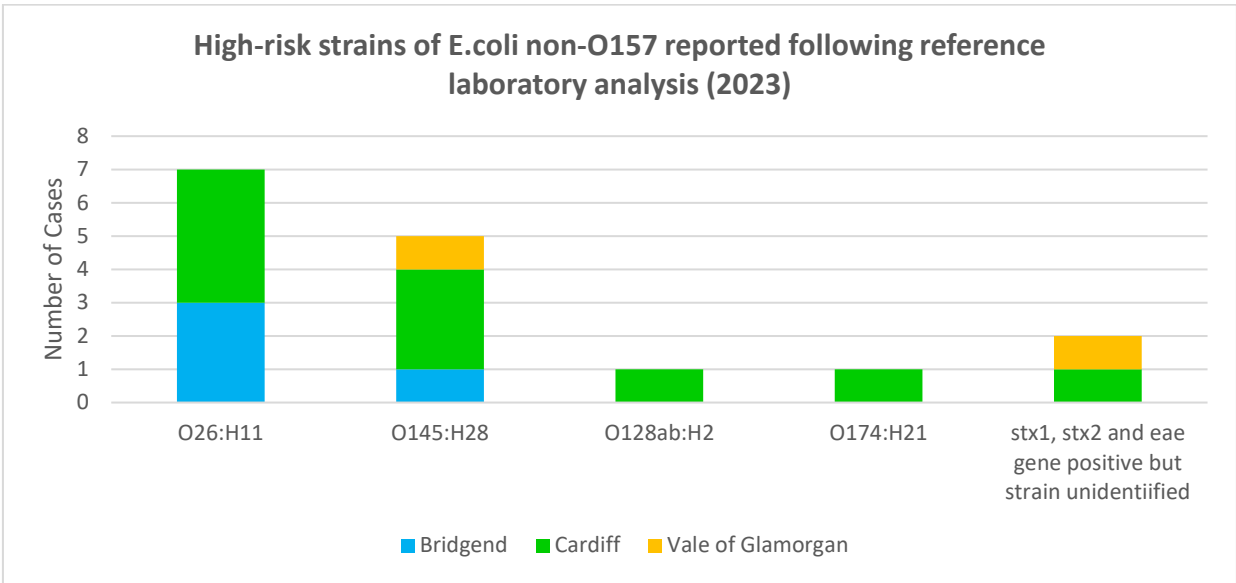
Legionella case numbers remained relatively steady with no significant change from previous years. Of the 5 cases reported in Bridgend, 3 were part of a wider cluster in the Cwm Taf Morgannwg Health Board area which is discussed in more detail in the 'Outbreaks' section of this Service Plan.

E.coli non-O157 - PCR testing in the local laboratory can confirm if a person has tested positive for a Shiga toxin producing strain of E.coli (STEC), whilst local laboratory culture techniques can only determine if the strain is O157 or not. Local testing is not able to identify other high-risk strains of E.coli, such as O26 or O145, that have the potential to cause serious illness, particularly in vulnerable cohorts such as the immunocompromised, very young or very old. Enhanced testing by the reference laboratory can take several weeks to be reported. The Communicable Disease service adopts a precautionary approach to mitigate wider risks to public health by undertaking an initial risk assessment of non-O157 cases. This enables SRS to confirm case symptomology, identify probable cases in the household, and commence microbiological clearance of those working in designated risk groups where appropriate.

The graph below shows the re-categorisation of E.coli non-O157 cases after enhanced testing.



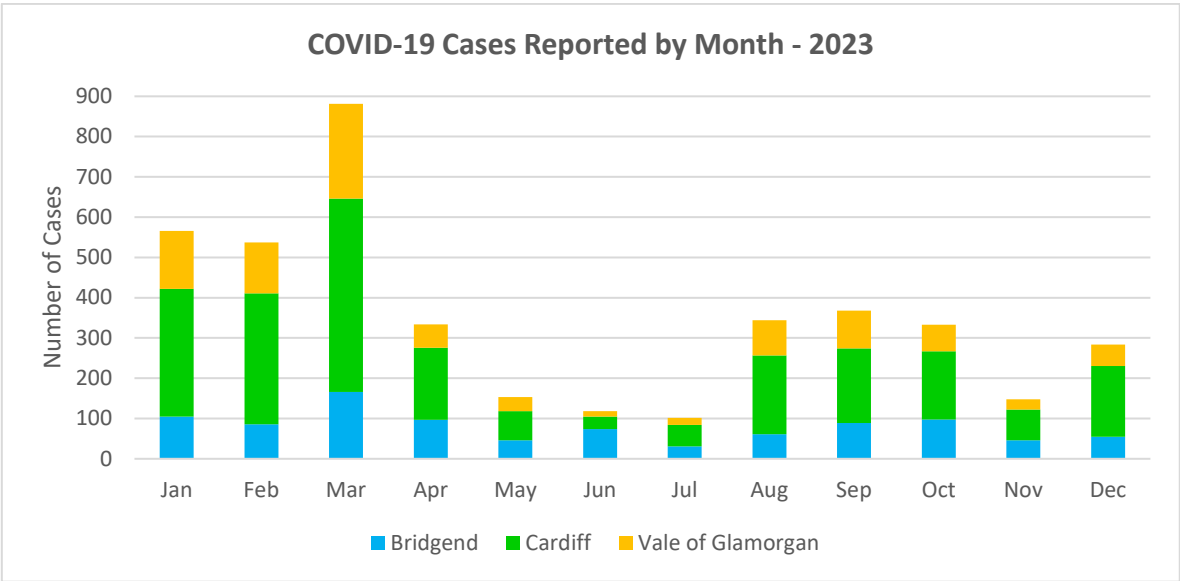
A fifth of all E.coli non-O157 cases were confirmed to be a high-risk strain following enhanced testing, as illustrated in the graph below, with some cases confirmed to be E.coli O26:H11 (t5.2224) and E.coli O145:H28 (t5.546) and part of known UK-wide clusters subject to enhanced surveillance.



Total numbers of E.coli non-O157 cases reported in 2023 were more reflective of pre-pandemic levels, however, it is important to note that testing methods in 2019 (88 cases) did not enable E.coli non-O157 results to be initially categorised as high or low risk.

COVID-19 Virus (SARS-CoV-2)

Throughout 2023 management oversight of COVID-19 incidents across the health and social care sector continued to be done by a dedicated Health Protection Partnership Team working in tandem with Local Health Board partners. The graph below highlights the distribution of confirmed COVID-19 cases across the SRS region throughout 2023. As expected, case numbers remained relatively low with just over half of cases being in Cardiff (54%) and just under a quarter being reported in both Bridgend (23%) and the Vale of Glamorgan (23%).

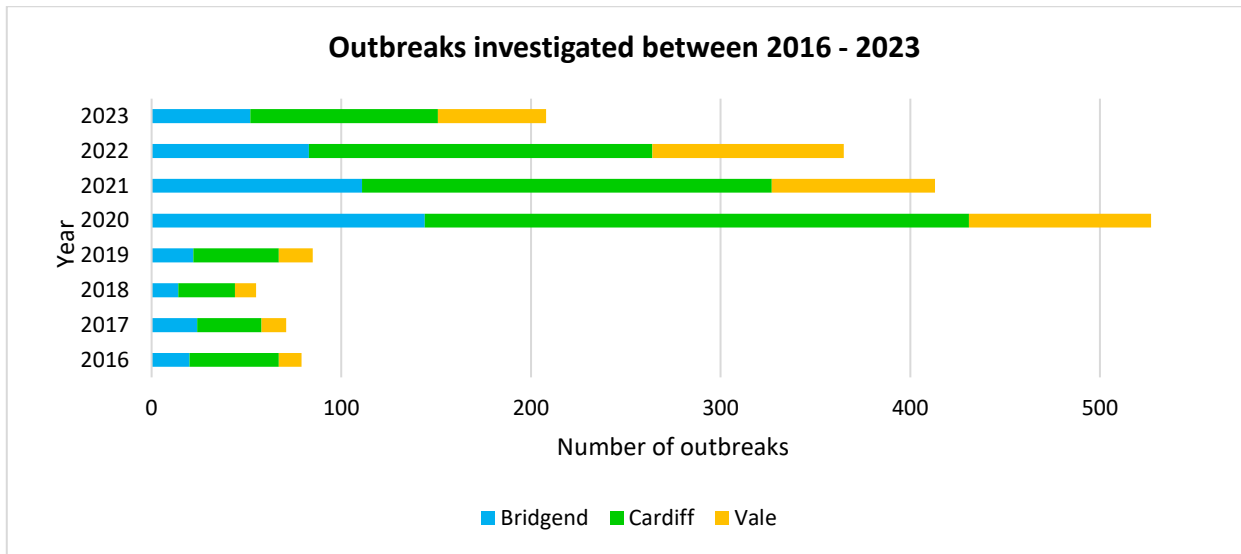


Outbreaks in 2023

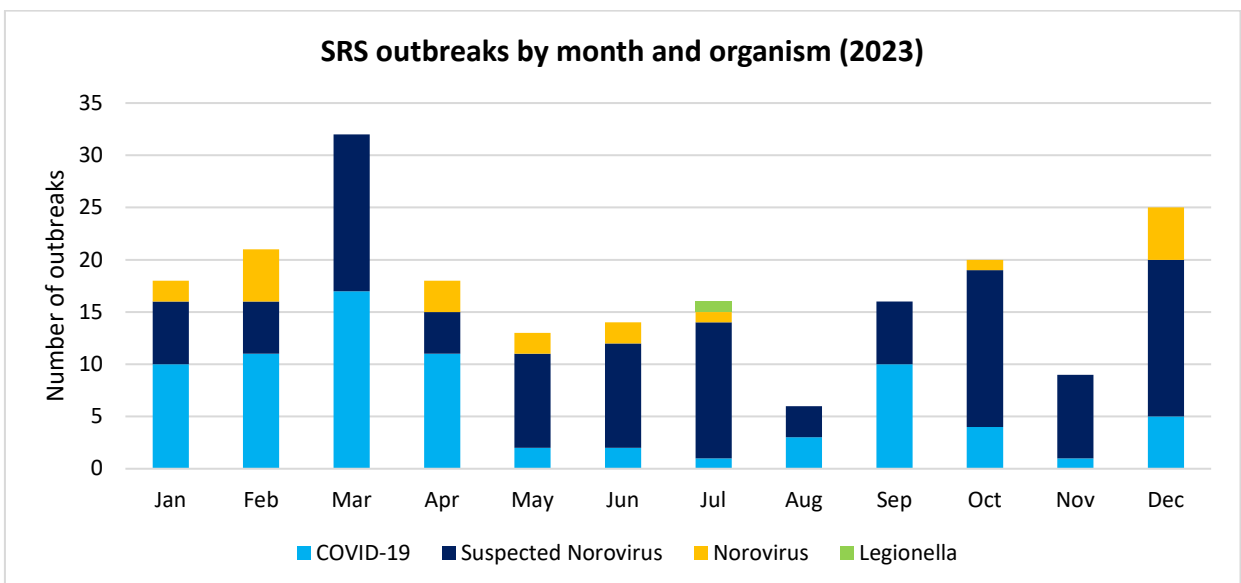
208 outbreaks were investigated by SRS in 2023, compared with 365 in 2022; 413 in 2021; 527 in 2020 and 85 in 2019. Unsurprisingly the main reason for the decline in outbreak numbers over the past 3 years has been the significant reduction in COVID-19 outbreaks.

Just under half of the reported outbreaks were in Cardiff (99, 48%), a quarter were in Bridgend (52, 25%) and just over a quarter were in the Vale of Glamorgan (57, 27%). This distribution of outbreaks across the 3 legacy authorities mirrors what was reported for 2022.

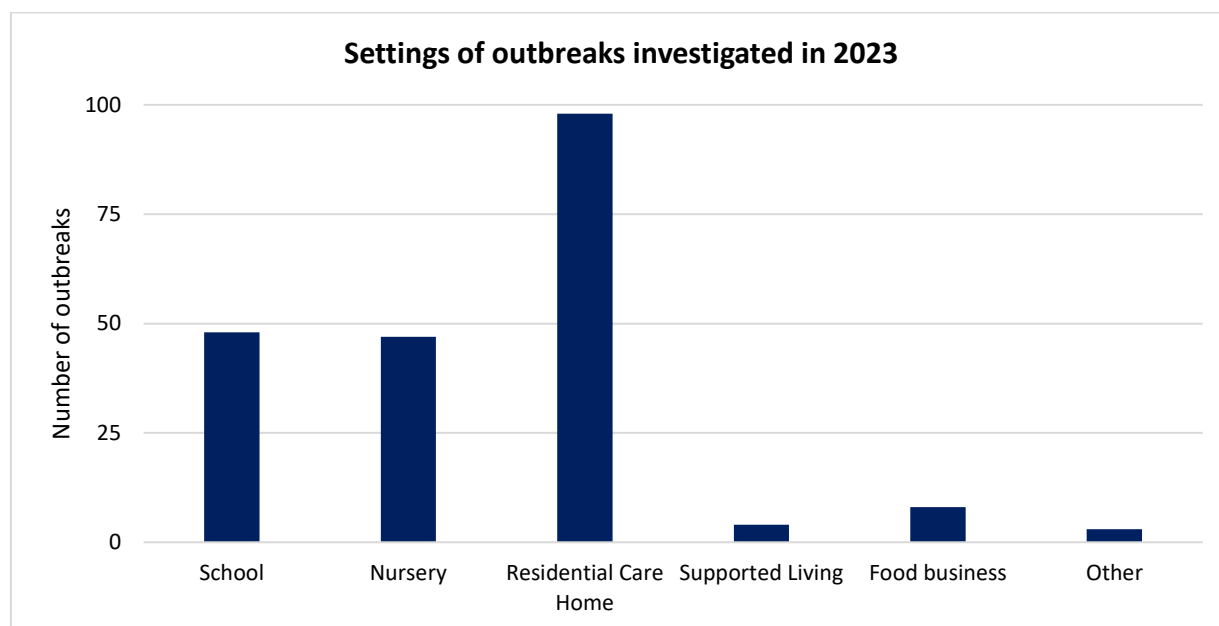
The graph below compares the number and distribution of outbreaks across the SRS region between 2016 and 2023.



The graph below illustrates the number of outbreaks per month throughout 2023 and the causative organism. In general, the colder months between December and March saw the highest number of outbreaks which correlates with increased mixing of people indoors with poorer levels of ventilation. The increase seen in September and October correlates with the start of the Autumn term in schools, colleges and universities and an increased mixing of people.



The types of settings that were affected by outbreaks is show in the graph below.



‘Other’ included confirmed cases of Norovirus linked to 2 different wedding venues on 2 consecutive days which had used the same Cardiff-based caterer, a community outbreak of Legionella across the Cwm Taf Morgannwg University Health Board region, and an outbreak of gastro-intestinal illness on a youth residential trip.

- The greatest number of outbreaks were linked to residential care homes (98, 47%), followed by schools (48, 23%) and early years settings (47, 23%).
- Gastrointestinal illnesses suspected to be Norovirus accounted for 52.5% (109) of all outbreaks; COVID-19 37% (77); confirmed Norovirus 10% (21) and Legionella 0.5% (1).
- Three quarters of reported outbreaks in residential care homes were due to COVID-19.
- SRS investigated **8 outbreaks associated with commercial food businesses** throughout 2023, 5 linked to the consumption of raw oysters from different suppliers in England and Wales. Confirmed cases of Norovirus were identified in 7 of the 8 outbreaks.

The Cwm Taf Morgannwg University Health Board area saw an increase in reported cases of Legionella during 2023, with cases in Bridgend and Rhondda Cynon Taf (RCT) County Borough Council. Whilst an outbreak was not formally declared, an Incident Management Team with representation from both SRS and RCT local authorities, Public Health Wales, and the Health and Safety Executive did investigate possible links between all cases and explored potential environmental risk factors (*e.g. control of cooling towers, street cleansing activities, damping down arrangements in local construction sites and waste recycling centres, air conditioning units in retail outlets*) to ensure that risks to public health were being appropriately mitigated. Extensive investigations were unable to identify a common source of infection.

Between 1st April 2023 and 31st March 2024, Lead Officers for Communicable Disease attended a total of **54** outbreak and incident management meetings for a range of significant pathogens.

- Tuberculosis cases linked to a workplace and educational setting 14
- Salmonella Paratyphi cases linked to health care setting 2
- Legionella cases in the Cwm Taf Morgannwg region 13
- Norovirus cases linked to raw oyster consumption 2
- Norovirus cases from 2 wedding parties using the same caterer 9
- *Brucella canis* cases linked to a dog breeder in neighbouring LA 5
- Measles cases 9

c. Achievements & Public Health Interventions

Prosecutions for Breaches of Smoke-Free Requirements under The Public Health (Wales) Act 2017 and The Smoke-Free Premises and Vehicles (Wales) Regulations 2020 - Improving health and wellbeing; safeguarding the vulnerable



Tobacco smoking with a water pipe, or shisha pipe, continues to be popular within the Cardiff area, particularly among young adults. There is a growing body of evidence that shisha smoking poses a serious potential health hazard to both smokers, and non-smokers exposed to second-hand smoke, and is not a 'safe' alternative to cigarette smoking. Evidence suggests that shisha smoking detrimentally affects cardiovascular health, in particular heart rate and blood pressure. The risk of

cross-infection from pathogens such as Herpes, Tuberculosis and Hepatitis significantly increases through the sharing of shisha pipes in a social context; a risk often not considered by shisha users.

As reported in the 2022/23 service plan, unannounced monitoring visits that took place during the Quarter 4 period identified a number of shisha lounges operating in a non-compliant way. The 2023/24 business year saw SRS take **a number of legal proceedings against those business operators exhibiting a blatant disregard to smoke-free requirements in Wales**. Details of fines imposed by the court, and costs awarded to the Local Authority, are illustrated below.

Business A	Failed to attend court; found guilty of 2 offences in their absence. Total fine £1,320 Costs awarded to Local Authority £353 Victim Surcharge £528
Director of Business A	Failed to attend court; found guilty of 2 offences in their absence. Total fine £1,320 Costs awarded to Local Authority £354 Victim Surcharge £528

Business B	Failed to attend court; found guilty of 2 offences in their absence. Total fine £1,320 Costs awarded to Local Authority £377 Victim Surcharge £528
Director of Business B	Failed to attend court; found guilty of 2 offences in their absence. Total fine £1,320 Costs awarded to Local Authority £377 Victim Surcharge £528
Business C	Court hearing delayed until later in 2024
Director of Business C	Pleaded guilty to all 4 offences. Total fine £240 Costs awarded to Local Authority £219 Victim Surcharge £96
Business D	Guilty plea to 2 charges but withdrawn as limited company subsequently dissolved.
Director of Business D	Pleaded guilty to 2 offences. Total fine £924 Costs awarded to Local Authority £400 Victim Surcharge £146
Business E	Court hearing delayed until later in 2024
Director of Business E	Court hearing delayed until later in 2024

Of particular note, Business B was subsequently found to be breaching smoke-free legislation on a further 3 separate occasions between December 2023 and January 2024. A legal case file has been prepared for these breaches and is currently with the Authority's Legal Services.

Enforcement of Breaches of The Sunbeds (Regulation) Act 2010 and The Sunbeds (Regulation) Act 2010 (Wales) Regulations 2011 - Improving health and wellbeing; safeguarding the vulnerable

During 2023/24 Officers from the Communicable Disease, Health and Safety Team investigated a number of concerns associated with the operation of UV tanning salons, including one referral from a member of the public who had experienced widespread burns after being allowed to purchase a sunbed session that was too long for her skin type.

Two Bridgend-based businesses were issued with Departmental Warnings after failing to have a competent supervisor on site at all times. **One Bridgend-based business was successfully prosecuted** for failing to have a competent supervisor on site, and failing to provide clients with the prescribed health information on each occasion a sunbed was to be used. In this particular case the duty holder was fined £300 and required to pay Local Authority costs of £400.

Supporting Key Partners Achieve Compliance with Smoke-Free Requirements - Improving health and wellbeing; safeguarding the vulnerable; stakeholder engagement



From 1st March 2021 the legislative framework governing smoke-free requirements in Wales has been contained within the **Public Health (Wales) Act 2017, Part 3, Chapter 1** and **The Smoke-Free Premises and Vehicles (Wales) Regulations 2020**. Whilst the 2007 Regulations had a significant

impact on the number of smokers and people exposed to second-hand smoke, the updated legal framework aims to reduce smoking rates even further and de-normalise the practice to reduce the number of young people taking up smoking. Consequently the current legislation governing smoke-free requirements across Wales now includes hospital grounds, playgrounds and school grounds.



During 2023/24, Shared Regulatory Services continued to engage with Local Health Board (LHB) partners in the Cardiff & Vale and Cwm Taf Morgannwg regions to explore opportunities to improve compliance levels across their respective estates.

Infection Control Advice to Duty Holders - Improving health and wellbeing; safeguarding the vulnerable; stakeholder engagement

Shared Regulatory Services received an increase in notifications about Ringworm infection throughout 2023/24, from members of the public and local Dermatology departments.

The majority of cases were children who'd had Fade haircuts at local barber shops in a specific area of Bridgend, a cutting technique that gradually shaves the hair close to the skin and requires very regular upkeep.



Ringworm of the scalp area, or *Tinea capitis*, is a fungal infection that can spread easily in the hairdressing and barbering industry if poor infection control measures are being used. The infection can spread easily through

close contact with an infected person or object, including equipment or tools being used on more than one client. If left untreated, Ringworm can spread to other areas, cause scarring and hair loss.

Engagement with business operators during unplanned site visits determined that cross contamination risks were not being consistently mitigated across the board, prompting the

production, and translation of, infection control guidance for barbers – **See Appendix B.**



During 2023/24 Shared Regulatory Services received several confirmed notifications of **Cryptosporidium linked to members of swim clubs**, including learn to swim sessions for young children.

Since confirmed cases of Cryptosporidium must abstain from swimming and other water-based activities for a 14 day period after their last symptom, there was concern that cases from this cohort may return to lessons too soon due to the pressures of competitive training, and loss of money since lessons are usually paid in advance. Engaging with swim club organisers enabled critical public health messaging to be widely communicated to coaches, learners, and club members. In response, 1 swim class reported that they would not penalise swimmers for non-attendance if classes were within their 14 day exclusion period.

Communication of Infection Control Advice - Improving health and wellbeing; safeguarding the vulnerable; stakeholder engagement

During 2023/24 the Service reviewed and updated its **infection prevention and control guidance for educational and early year's settings** which was circulated to the Education Departments across the 3 legacy authority areas. Guidance on how to undertake enhanced cleaning and disinfection, particularly during Norovirus outbreaks, was disseminated to all schools during the second week of the new autumn term to pre-empt peak Norovirus season. The Communicable Disease Service also assisted Cardiff Council's Corporate Health and Safety team update internal risk assessments and guidance on the management of diarrhoea and vomiting illness in school settings.

During October 2023 Shared Regulatory Service supported Public Health Wales deliver an online **outbreak management webinar for care home operators**. The Service delivered a session focused on the management of Norovirus in care home settings to 475 delegates across Wales, maximising the impact of this public health message.

In the Autumn of 2023 the Communicable Disease Service engaged with Cardiff Council's Student Liaison Officer and University partners to examine what health protection messages were being disseminated to new undergraduates about hand hygiene; correct cleaning and disinfection; food storage and temperature control; cross-contamination; shelf-life dates; food security and wider infection control advice. This piece of work was informed by a paper produced by the Food Standards Agency which considered the risk of food-borne illness associated with students living away from home for the first time at university or college.



Analysis of confirmed Campylobacter cases reported in the Cardiff area during 2022 identified that 11% of cases were in the 19-23 years age range.

The Service prepared a food hygiene advice sheet aimed specifically at higher education students, with a quick access QR code, and were able to directly engage with over 1600 attendees of Freshers' Fayres held at Cardiff Metropolitan University, Cardiff University and the University of South Wales alongside partners in the Council's Waste and Housing Teams.

Business Engagement: Safe Operation of Commercial UV Tanning Equipment - Improving health and wellbeing; safeguarding the vulnerable; maximising the use of resources



The legislation governing the use of sunbeds in Wales is contained in **The Sunbeds (Regulation) Act 2010 and The Sunbeds (Regulation) Act 2010 (Wales) Regulations 2011.**

The key requirements of the legislation are:

- For premises offering sunbeds to be supervised at all times by a competent 'supervisor'.
- Prohibit the use of sunbeds by under 18s (including the offer of use).
- To provide prescribed health information to users, including the provision of assistance when assessing skin type and determining suitability to use UV tanning equipment.
- To prohibit the display of materials relating to health effects of sunbed use, other than the prescribed health information.
- Mandate the provision and use of protective eyewear to users.

During 2023/24, Officers from the Communicable Disease, Health and Safety Team undertook unannounced compliance visits to all operators of commercial UV tanning equipment across the 3 legacy Authority areas. **Full details of this intervention are detailed in the report contained within Appendix A.**

Business Engagement – Nutritional Training; Healthy Options Award; Gold Snack Healthy Snack Award & Stakeholder Engagement

The Healthy Option Award (HOA) continues to be offered across the 3 authority areas and is administered by the Communicable Disease, Health and Safety Team.

The HOA aims to encourage food businesses to provide healthier options to customers via the introduction of healthier catering practices; increasing the amount of fruit, vegetables and starchy carbohydrates on the menu; decreasing saturated fat, sugar and salt content in the food offered. The scheme also recognises the provision of healthy options for children; rewards staff training; and the promotion and marketing of healthier options.



During 2023/24, 5 Healthy Option Awards were issued across the SRS region:

	BRIDGEND	CARDIFF	VALE
GOLD AWARD	0	0	0
SILVER AWARD	1	3	0
BRONZE AWARD	1	0	0

Nutritional training supports the uptake and sustainment of the Healthy Option Award in food businesses across the 3 authority areas, and consequently SRS continues to provide level 1 community food and nutritional skill training courses on request. The aim of the training is to increase knowledge and skills in food and nutrition, particularly about the components of a balanced diet and how good nutrition can influence a person’s health status. During the 2023/24 business year the Service has engaged with the Local Health Board Dietetics team and accrediting body, Agored Cymru, to explore opportunities for delivering the training to a range of public sector organisations.

Shared Regulatory Services is a member of, and continues to support, the **Gold Standard Healthy Snack Award** and **Healthy Schools Implementation Group**, a partnership of multi-agency childcare sector stakeholders across Cardiff and the Vale of Glamorgan. The Service is able to support partners’ access wider Environmental Health services and provide advice on infection control, cleaning and disinfection, and exclusion policies for staff sickness.

During 2023/24 the Service has been able to actively support the Cardiff & Vale University Health Board **Healthy Workplaces Partnership** which focuses on public health strategies for both public and third sector organisations. SRS has been able to use this forum to raise awareness about the Healthy Options Award and promote nutritional training for catering staff and workplace champions with a health promotion remit.

Stakeholder Engagement – Contributing to Wider Public Health Initiatives

Cardiff and Vale University Health Board – Move More Eat Well Strategy 2024

Shared Regulatory Services was able to contribute to the review of the ‘Move More Eat Well’ strategic framework, ensuring the promotion of healthy options and healthy eating in the next iteration of the plan.

Cwm Taf Morgannwg University Health Board – Whole System Approach to Healthy Weight

Shared Regulatory Services was represented at the engagement event held in July 2023 which aimed to collaboratively determine next steps for the whole system approach to healthy weight across Cwm Taf Morgannwg and the healthy weight alliance. The event provided an opportunity to highlight the work of SRS and better understand the root causes associated with increased levels of obesity in our most deprived neighbourhoods.

Stakeholder Engagement – Reporting of Public Health Intervention Work in Cardiff

Epidemiology and Infection

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Original Paper

Cite this article: Adamson JP, Sawyer C, Hobson G, Clark E, Fina L, Orife O, Smith R, Williams C, Hughes H, Jones A, Swaysland S, Somoye O, Phillips R, Iqbal J, Mohammed I, Karani G, Thomas DR and on behalf of the Incident Management Team (2024). An outbreak of *Salmonella Typhimurium* associated with the consumption of raw liver at an Eid al-Adha celebration in Wales (UK), July 2021. *Epidemiology and Infection*, **152**, e6, 1–9
<https://doi.org/10.1017/S0950268823001887>

Received: 03 January 2023
Revised: 01 November 2023
Accepted: 20 November 2023

Keywords:
Salmonella Typhimurium; Eid al-Adha; Whole genome sequencing; Lamb; Raw liver

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An outbreak of *Salmonella Typhimurium* associated with the consumption of raw liver at an Eid al-Adha celebration in Wales (UK), July 2021

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Abstract

In July 2021, Public Health Wales received two notifications of salmonella gastroenteritis. Both cases had attended the same barbecue to celebrate Eid al-Adha, two days earlier. Additional cases attending the same barbecue were found and an outbreak investigation was initiated. The barbecue was attended by a North African community's social network. On the same day, smaller lunches were held in three homes in the social network. Many people attended both a lunch and the barbecue. Cases were defined as someone with an epidemiological link to the barbecue and/or lunches with diarrhoea and/or vomiting with date of onset following these events. We undertook a cohort study of 36 people attending the barbecue and/or lunch, and a nested case-control study using Firth logistic regression. A communication campaign, sensitive towards different cultural practices, was developed in collaboration with the affected community. Consumption of a traditional raw liver dish, 'marrara', at the barbecue was the likely vehicle for infection (Firth logistic regression, aOR: 49.99, 95%CI 1.71–1461.54, $p=0.02$). Meat and offal came from two local butchers (same supplier) and samples yielded identical whole genome sequences as cases. Future outbreak investigations should be relevant to the community affected by considering dishes beyond those found in routine questionnaires.

The work of SRS and colleagues in Public Health Wales were recognised in a paper published in the *Journal of Epidemiology and Infection* in November 2023.

The paper considered the outbreak of *Salmonella Typhimurium* associated with the consumption of raw liver at an Eid al-Adha celebration in Cardiff.

Business Engagement – Networking Events

In March 2024 the Communicable Disease Service was proud to support the **Families First Networking Event** in Barry. The event was aimed at schools, individuals and organisations who work with children and young people up to the age of 25 years, and their families. Over 42 organisations were represented at the event which enabled SRS to directly engage with 110 delegates about the role of Environmental Health in the control of communicable disease in young people, and the importance of hand hygiene as a key infection control measure.

In June 2023 the Communicable Disease Service was invited to support the Vale of Glamorgan **Health and Wellbeing Event**, an occasion for all Vale primary schools to attend with small groups of children to facilitate the sharing of good practice and achievements surrounding the promotion of health and well-being. As a stallholder at the event, SRS was able to directly engage with both children and teachers about hand hygiene and resources available to support them, with lots of eye catching experiences to keep the children engaged.

Oversight of Exhumations in SRS.

Between 01/04/2023 and 31/03/2024, Officers from the Communicable Disease, Health and Safety Team were required to attend **1 exhumation** across the SRS region (Cardiff x1). In accordance with the provisions of the Burial Act 1857, Environmental Health was notified of the exhumation, via a Ministry of Justice licence, to take any necessary actions in the interests of public health and decency. This required Officer attendance at the time of the exhumation.

Skin Piercing Registrations – Improving health and wellbeing

Officers from the Communicable Disease, Health and Safety Team routinely carry out skin piercing registration visits, for both premises and practitioners, in accordance with the Local Government (Miscellaneous Provisions) Act 1982 and bye-laws made thereunder. The legislation requires all duty holder carrying on the business of tattooing; semi-permanent skin colouring; cosmetic body piercing; acupuncture and electrolysis to be registered with their respective Local Authority and to operate in compliance with bye-laws specifically sanctioned by that Local Authority.



These visits focus on procedural infection control provisions; assess client consultation arrangements to ensure that the risk of contraindications is minimised; and ensure that the structure of all treatment areas will facilitate effective cleaning and disinfection.

Between 01/04/2023 and 31/03/2024 Officers carried out **123 skin piercing registration visits** across SRS: Bridgend (25); Cardiff (72); Vale of Glamorgan (26).

Preparation for the Introduction of the Special Procedures Licensing Regime – Improving health and wellbeing; safeguarding the vulnerable

Throughout the 2023/24 business year, Shared Regulatory Services continued to support Welsh Government with its preparatory work for the introduction of the new special procedures regulatory framework specified in **Part 4 of the Public Health (Wales) Act 2017**.



SRS continued to be represented at the Welsh Government Special Procedures Task and Finish group which was superseded by the Special Procedures Implementation Group in February 2024. **From 1st April 2023 to 31st March 2024, SRS was represented at 13 Welsh Government led meetings.**

SRS also contributed to Welsh Government's second formal consultation to inform development of the final Regulations and statutory guidance.

Between 1st April 2023 and 31st March 2024 SRS delivered 7 **RSPH Level 2 Award in Infection Prevention and Control for Special Procedures Practitioners** courses where all 47 delegates successfully completed the qualification.

Requests to Co-operate under Health Protection Legislation – Improving health and wellbeing; safeguarding the vulnerable

In accordance with Regulation 8 of the Health Protection (Local Authority Powers) (Wales) Regulations 2010, Local Authorities have the power to request individuals or groups to co-operate with the Authority for health protection purposes. The 'request to co-operate' is to prevent / protect against / control / provide a public health response to an incidence or spread of infection, or contamination which presents / could present significant harm to health. From an operational perspective this power would be used to exclude an infected person from returning to work with food or vulnerable persons (*i.e. under 5's; over 65's; immunocompromised persons*); to prevent the continuation of an activity that could result in the infection of other people; or to restrict the activities of an infected person so that the risk of spread to the wider community is controlled.

Between 1st April 2023 and 31st March 2024, the Communicable Disease, Health and Safety Team issued **14 'requests to co-operate'**: 1 was issued on the owner of a dog with a confirmed diagnosis of *Brucella canis* whilst 13 were issued on **confirmed cases of communicable disease** to require their exclusion from work/school/early years settings until symptom-free for the requisite time period, or until medical clearance had been obtained.

3.4 Customer Evaluation Forms

Once officers have interviewed a confirmed case of communicable disease, the customer is routinely sent an evaluation questionnaire, alongside an advice sheet about what has made them ill, in order to gauge their opinion of the service provided and identify likely changes in behaviour after discussing their illness with an officer. During **2023** the service also encouraged feedback by creating an electronic version of the evaluation form with a link that could be sent out to everyone who provided an Email address.

Feedback from all cases:

The response rate for completed evaluation forms remained extremely low in 2023 at 6% (33/457 cases interviewed by telephone). Whilst this was a nominal increase to the response rate seen in 2022 (4%) and 2021 (2%), it was still much lower than the numbers observed in 2020 (11%); 2019 (13%) and 2018 (20%).

A total of **33 completed evaluation forms** were received for 2023.

- 33/33 (100%) cases reported being 'satisfied' with the service, of which 31/33 (94%) reported being 'very satisfied'.
- 33/33 (100%) cases reported that the advice given by officers was useful and 33/33 (100%) reported that the advice was easy to understand.
- 19/33 (58%) cases reported changing their food preparation practices or choices as a result of the interview. Key behaviour changes reported included washing hands more thoroughly, washing salad produce prior to consumption, and not washing raw poultry packaging before discarding it in the bin.
- 33/33 (100%) cases reported that the officers performance was good, of which, 32/33 (97%) reported that the officers performance was very good.

- 32/33 (97%) of cases said that they were better able to prevent future infections
- 32/33 (97%) said that the officer could not have done any more to improve the quality of the interview. The one responder who indicated that the officer could improve, did not provide any suggestions about what improvements could have been made.

Appendix A



UV Tanning Equipment Intervention 2023/24

Assessment of duty holder compliance with Welsh Sunbed Legislation in tanning salons across Bridgend, Cardiff & Vale of Glamorgan between April & June 2023



Background and Evidence Base

The Shared Regulatory Services Health and Safety service plan for 2023-24 is directed by Local Authority Circular (LAC) 67/2 (revision 12), "Setting Local Authority Priorities and Targeting Interventions", which is guidance made under Section 18 of the Health and Safety at Work etc. Act 1974 and assists Local Authorities (LAs) target its finite resources with a clear focus on delivering specific outcomes. To facilitate a more consistent and proportionate approach to regulatory interventions, LAC 67/2 sets out the Government expectations of a risk-based approach to targeting and sets out principles to enable LAs to comply with the requirements of the National Local Authority Enforcement Code. The document also incorporates an annual list of national planning priorities within its Annex A, as well as a list of specific work activities considered to be suitable for proactive inspection (Annex B). LAC 67/2 also recognises that LAs will have access to local level intelligence about poor performers, matters of evident concern and specific local priorities.

The Shared Regulatory Services Communicable Disease service plan also makes a commitment to improve the health and well-being of service users, and safeguard more vulnerable members of society, through the delivery of public health interventions.

The strategic priorities illustrated below are aligned with the principles of the **Well-being of Future Generations (Wales) Act 2015** and contribute to the National Enforcement Priorities for Wales for Local Regulatory Delivery. They also embody the corporate priorities and outcomes of the 3 legacy Authorities, thereby focusing on priorities that meet local, specific needs.



Following an undercover investigation of tanning salons by the BBC Wales consumer programme "X-Ray" in 2022, it was revealed that businesses in Cardiff had permitted two minors to pay for tanning sessions and have access to restricted zones to be shown how equipment worked, without any identification checks to verify their age. A failure to ensure that the prospective clients were aged 18 years or over was a clear breach of **The Sunbeds (Regulation) Act 2010 and The Sunbeds (Regulation) Act 2010 (Wales) Regulations 2011** and would potentially put vulnerable individuals at risk of harm (see Appendix 1).

As the Service had not received any complaints about tanning salons since an earlier intervention in 2016/17, the findings of the "X-Ray" test purchase exercise provided Shared Regulatory Services (SRS) with the necessary evidence-base to re-engage with this sector across the region. Phase 1 was completed during August/September 2022 and comprised of a non-face-to-face intervention where known duty holders of commercial tanning studios were sent a formal warning letter to remind them of their legal duties and clarify the enforcement expectations of SRS. This correspondence was accompanied by a new guidance leaflet (see Appendix 2) which included links to Welsh Government literature. Phase 2 would focus on unannounced site visits and would be undertaken during the 2023/24 business year.

HAZARDS ASSOCIATED WITH SUNBED USE

Commercial tanning equipment gives out ultraviolet (UV) radiation, seen as blue light by the human eye, which has a wavelength range of between 100nm and 400nm and are broadly categorised into ultraviolet A light (315-400 nm), ultraviolet B (280-315 nm), and ultraviolet C (100-280 nm). Modern indoor tanning equipment mainly emits light in the UVA range, with less than 5% in the UVB range, but can be 10-15 times stronger than the midday sunlight in the Mediterranean. Repeated and regular skin exposures to large amounts of UV radiation in short periods of 10-20 minutes can therefore induce a range of negative health effects; particularly for those with fair or sensitive skin, skin features such as moles and freckles, medical conditions that are exacerbated by sunlight (*e.g. Vitiligo*), family histories of skin cancer, a history of sunburn as a child, or are taking medications with a possible contraindication of skin photosensitivity. The outcome of prolonged or repeated exposures can range from mild burning to life threatening conditions.

Each year there are around 100,000 new cases of non-melanoma skin cancer in the UK. Malignant melanoma is the most dangerous form of skin cancer as it can spread to other organs and is responsible for the most deaths from skin cancer. Of significance, malignant melanoma is the second most common cancer in the 15-24 year old cohort in the UK.

In 2009, the International Agency for Research on Cancer classified the whole ultraviolet spectrum and indoor tanning devices as a group 1 carcinogen to humans based on evidence of empirical studies and epidemiological research. Data has shown that human exposure to UVA and UVB radiation induces DNA damage in skin cells and can weaken the immune system, creating vulnerabilities to cancer as well as other diseases. The use of tanning equipment has been linked to an increased risk of developing melanoma cancer by up to 20%, with one study undertaken in 2005 citing a 75% increase in risk of melanoma when the use of sunbeds started during adolescence or young adulthood (*under 25 years of age*). This is of significant concern since cases of cutaneous malignant melanoma can have a poor prognosis if diagnosed at an advanced stage.



Less obvious negative impacts to health associated with sunbed use include sunbed 'rash', which can be a reaction to skin products (*e.g. tanning accelerators*) or cleaning products used on the bed; a consequence of the heat produced by the equipment; or transmission of an infection from a previous customer.

Eye damage can also be considerable, particularly if customers elect not to wear appropriate eye protection. Reported eye conditions associated with sunbed use include Pterygium (*a benign growth on the eye*); Photokeratitis (*sunburn of the cornea*); cataracts (*clouding of the cornea*); Conjunctivitis (*redness or inflammation of the eye*); and Uveal Melanomas (*eye cancer*).

Legislative Background & Key Requirements

The legislation governing the use of sunbeds in Wales is contained in **The Sunbeds (Regulation) Act 2010 and The Sunbeds (Regulation) Act 2010 (Wales) Regulations 2011**.

The key requirements of the legislation are:

- To prevent the use (or offer of use) of sunbeds in commercial premises by anyone under the age of 18, including businesses operating from a domestic setting.
- To prevent any person under the age of 18 from accessing a restricted zone in a premises.
- To prohibit the sale or hire of sunbeds to anyone under the age of 18.
- Tanning salons must be supervised at all times by a competent supervisor who will assist clients carry out skin assessments, provide the prescribed health information to clients, provide advice and guidance taking into account the client's skin type and any other medical conditions disclosed to them, explain how to use UV tanning equipment correctly, ensure that appropriate eye protection is available and used, and verify the age of clients to ensure they are over the age of 18.
- To provide and display prescribed health information to users in the prescribed format.
- To prohibit the display of materials relating to health effects of sunbed use, other than the prescribed health information.
- To mandate the provision and use of protective eyewear to users.

This sector-specific legislation includes its own powers of entry for authorised officers, offences (including obstruction of an authorised officer) and due diligence defences.

The control and management of wider health and safety hazards associated within commercial tanning salons would be in accordance with the provisions of **The Health and Safety at Work etc. Act 1974, The Management of Health and Safety at Work Regulations 1999 (*as amended*), The Control of Substances Hazardous to Health Regulations 2002, and The Electricity at Work Regulations 1989**.

Key aims of the intervention.

- To educate sunbed operators about their legal duties when operating UV tanning salons (Phase 1 mailshot).
- To determine if businesses throughout Bridgend, Cardiff, and Vale of Glamorgan were operating in compliance with the provisions of The Sunbeds (Regulation) Act 2010 and The Sunbeds (Regulation) Act 2010 (Wales) Regulations 2011 (Phase 2 visits).
- To determine if businesses throughout Bridgend, Cardiff and Vale of Glamorgan were operating in compliance with the Health and Safety at Work etc. Act 1974, and the Regulations made thereunder (Phase 2 visits).
- To identify matters of evident concern for referral to Trading Standards (Phase 2 visits).

Preparation and Scope of the Intervention Visits

As a sector, commercial tanning operators had not been subject to any enforcement intervention since 2017 so it was unclear how accurate the Authority's database would be, particularly considering the impact of the COVID-19 pandemic and on-going cost of living crisis. An initial scoping exercise of the Tascomi database, internet searches and collation of local intelligence initially identified a total of **48 premises** across the region that purported to offer UV tanning facilities: **BRIDGEND (16); CARDIFF (24); and VALE (8)**. These premises included high street sunbed salons in addition to a range of other types of businesses where sunbeds were available as a subsidiary part of the undertaking (e.g. barber shops, hairdressers, gyms). All premises identified for inclusion in the intervention fell within scope of Schedule 1 of the Health and Safety (Enforcing Authority) Regulations 1998, with the main activity being enforced by the Local Authority for health and safety matters.

Most businesses identified through this scoping exercise were sent an advisory letter with a copy of the SRS guidance leaflet (Appendix 2) in August/September 2022. This correspondence signposted duty holders to links on the Welsh Government website should they require access to more detailed operator guidance and reiterated the enforcement expectations of SRS. Only a couple of additional businesses were subsequently identified and included in the list of premises receiving Officer visits. Since the legislation had been in force for 12 years, there was an expectation that duty holders should be complying with requirements to a high standard, and consequently any flagrant breaches of the law would be dealt in accordance with the Service's Compliance and Enforcement Policy.

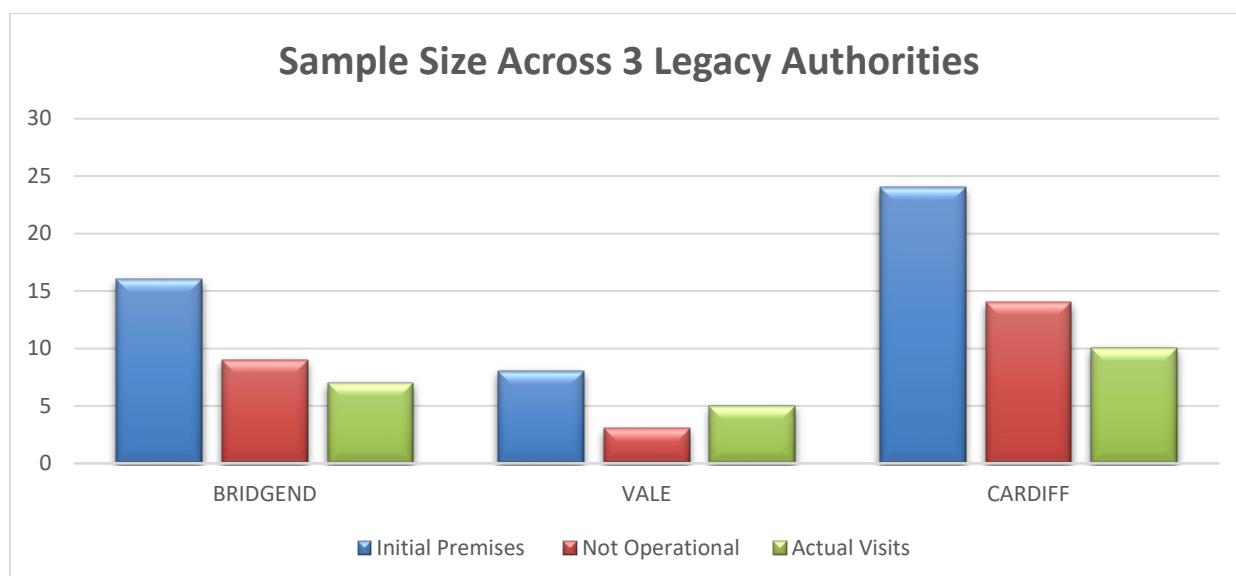
A project work plan, and visit proforma, were developed to promote consistency amongst all Officers engaged with site visits.

All Officers allocated project visits attended a briefing session on TEAMS with the allocated Project Lead prior to visits starting to discuss the work plan, including the wider health and safety themes to be prioritised whilst on site; namely:

- Management arrangements for the business – including standard operating procedures, maintenance records, emergency procedures and electrical safety.
- Cleaning and disinfection procedures.

Significant Findings of the Intervention Visits

A total of **22 premises** containing sunbeds out of the initial sample of 48 were inspected as part of the project intervention – **Bridgend (7); Cardiff (10) and Vale (5)**. The impact of the COVID-19 pandemic and current cost of living crisis meant that just over half of businesses had either ceased trading or elected to decommission their sunbeds for the foreseeable future. Where Officers identified that installations had been taken out of use, duty holders were signposted to key guidance documents and provided with relevant advice should the UV tanning equipment be re-commissioned in due course.



- #### Restricting the Use of UV Tanning Equipment by Children

Throughout the duration of the intervention, **all but 1 of the 22 businesses** visited were found to have adequate management arrangements in place to verify the age of clients to ensure they were over the age of 18 years before using UV tanning equipment. Staff were generally well drilled in the need to check photograph ID of clients prior to allowing anyone in a restricted zone. The sole Bridgend-based business which failed to verify the age of clients at the time of the visit also failed to comply with other key duties that should be administered by a suitably competent supervisor.

- #### Competent Supervision of Sunbed Use

All 22 businesses visited had a staff member on shift who was in attendance during trading hours. However, **4 (18%) of the premises were being operated by supervisors that were not considered to be adequately competent** based on the adequacy of their knowledge of the relevant legal requirements and observations made by Officers whilst on site. In one instance the staff member stated they had misunderstood their role and considered themselves to be a customer assistant as opposed to a supervisor; however, this was not supported by the duty holder when staff designations were verified.

In the 4 premises concerned (*2 Bridgend; 2 Cardiff*) employee training arrangements could not be robustly evidenced through records, which reinforced a lack of awareness about verifying client ages; providing health information; assisting with skin assessments and ensuring protective eyewear was provided and used.

- #### Provision and Display of Prescribed Health Information

Any person operating a sunbed business is legally required to provide the prescribed health information to each person **every time** they use, or seek to use, a sunbed under their control. The information must be at least A4 in size and contain black characters on a yellow background. Duty holders must also prominently display, in a position where it will be readily visible to clients who use, or seek to use a sunbed, a poster of at least A3 size which details the prescribed health

information. The poster must be easily seen on entering the premises **AND** in each restricted zone (i.e. space, room or part of a room where a sunbed is located).



Of the 22 premises visited, **5 (23%) businesses were failing to display the prescribed health information in all restricted zones and/or in the reception area.** Of the 5 businesses, 1 was in Bridgend; 2 in Cardiff; and 2 in the Vale of Glamorgan.

Of the 22 premises visited, **6 (27%) businesses were failing to provide clients with the prescribed health information during each visit,** with staff assuming customers only had to read it during their initial registration visit. A failure to provide the prescribed health information each visit could mean that clients would not consider the risks associated with over-use of tanning equipment; changes to dermal features such as moles; or contraindications associated with changes to medication.

Of the 6 businesses, 2 were in Bridgend; 2 in Cardiff; and 2 in the Vale of Glamorgan.

The legislation further prohibits the display of materials that make beneficial health claims associated with the use of UV tanning equipment. Throughout the course of undertaking Phase 2 visits, **only 1 of the 22 premises (5%) was displaying a health benefits poster** which was removed whilst the Officer was on site.

The poster advertised to clients that “Now It’s Official! 0.3 Tanning is Safe! And Good for Your Health!” The material encouraged customers to get their healthy dose today, and extolled the benefits of Vitamin D that is produced through exposure to UV. The advertised health benefits were purported to include:

- Help reduce cancer and autoimmune diseases.
- Strengthen bones.
- Help cure acne, eczema and psoriasis.
- Relieve stress.



• **Assisting Clients with Skin Assessments and Provision of Advice**

The legislation and accompanying Welsh Government non-statutory guidance states that a supervisor must assist each client assess their own skin type and subsequently provide advice about their suitability to use UV tanning equipment, and if so, provide guidance on the number of minutes for each session. The advice provided by a supervisor should be informed by a client’s skin type; skin conditions; and any medical condition or medication that may increase

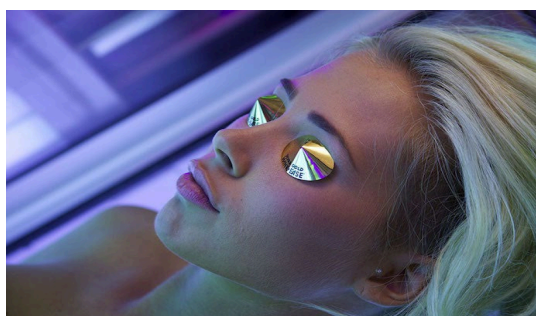
photosensitivity. Where a supervisor identifies an increased risk of possible contraindications, the client should be advised to seek medical advice before using UV tanning equipment. Skin is broadly categorised into 6 types and can be assessed by using a tool such as the Fitzpatrick Skin Type Chart that is illustrated in Appendix 3. Due to an increased risk of burning, any clients with skin types I or II should be advised not to use UV tanning equipment and this advice should be logged on their record card. Customers over the age of 18 may elect to continue with their booking but should do so with a full comprehension of the risks this may pose.

Of the 22 premises visited, **5 (23%) businesses failed to adequately assist customers with their skin assessments** and were not using the Fitzpatrick Skin Type Chart or an equivalent method. Consequently clients may be electing to use UV tanning equipment without fully understanding the risks associated with their particular skin type. Of those businesses that failed to assist its clients with their skin assessments, 2 were in Bridgend; 2 in Cardiff; and 1 in the Vale of Glamorgan.

It was not uncommon for skin assessments to only be carried out during a client's initial induction session, thereby failing to review equipment use, or exposure duration, based on previous experience; changes to medication; or changes to skin features or conditions. Client failure to dynamically review their skin assessment could significantly increase the risk of negative health effects associated with the use of sunbeds.

Of the 22 premises visited, **4 (18%) businesses provided an inadequate level of advice to clients once their skin type had been determined**, and in 1 instance, a supervisor was providing incorrect guidance to clients with skin types I and II. It was commonplace for businesses not to keep a record of those clients with skin types I and II who had made a personal choice to proceed against advice provided by staff.

- **To Make Available and Mandate the Use of Protective Eyewear**

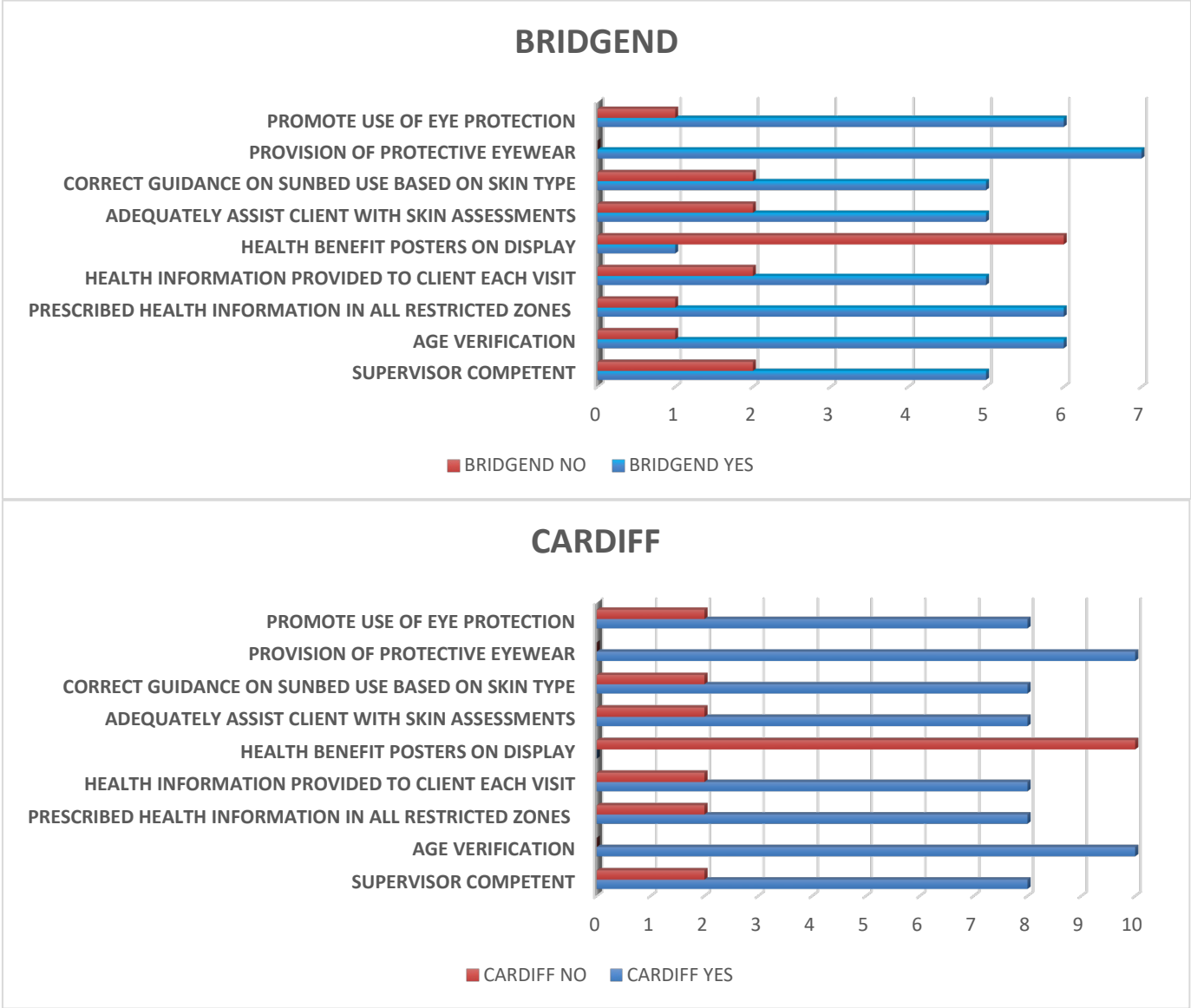


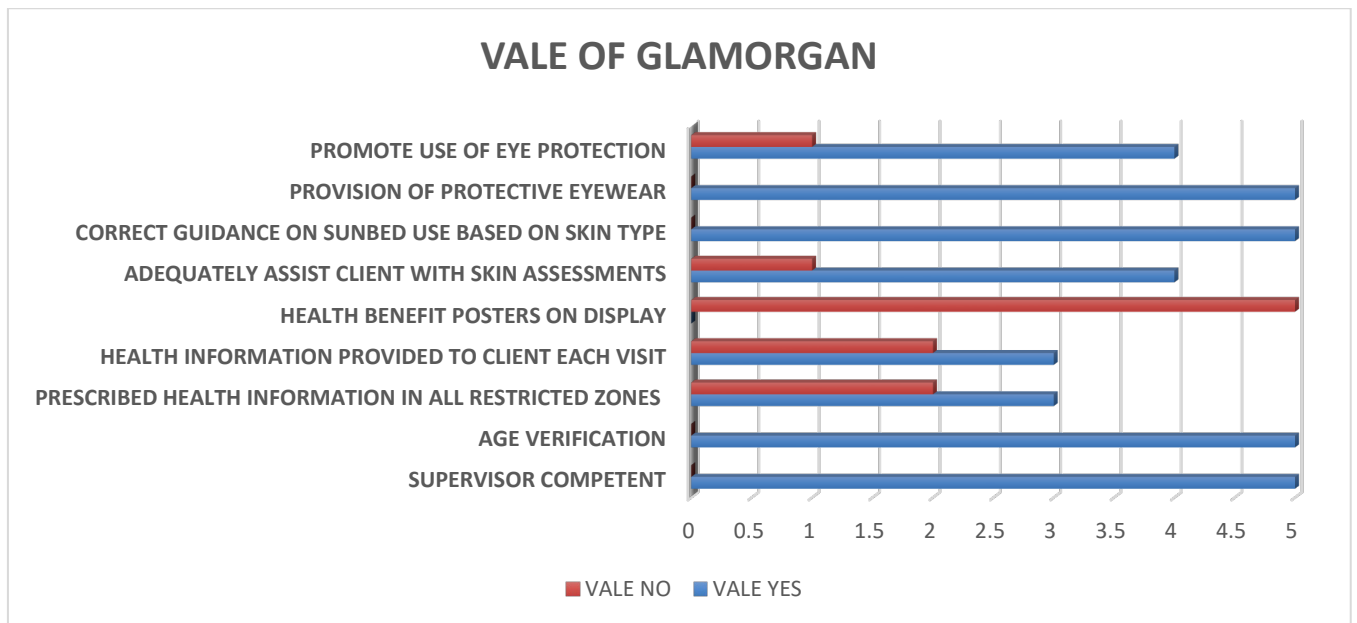
Anyone operating a sunbed business must make protective eyewear available to customers every time they seek to use a sunbed under their control. Alternatively, duty holders must ensure that customers have suitable protective eyewear with them **every time** they wish to use UV tanning equipment on their premises. Duty holders must also take **all steps reasonably practicable** to ensure that customers wear the protective eyewear provided to them, or wear what eyewear they brought with them.

Protective eyewear can be single use eye cones, such as the popular Wink Ease, or multi-use goggles that must be effectively sanitised between clients.

All 22 premises visited had either single-use eye protection and/or reusable goggles available for clients to use. However, 4 (18%) premises visited failed to actively check if clients had eye protection with them prior to using the UV tanning equipment.

A comparison of the performance of duty holders across the 3 legacy Authority areas is illustrated below.





Wider Health and Safety Compliance

- **Controlling the Risk of Exposure to Biological Hazards**

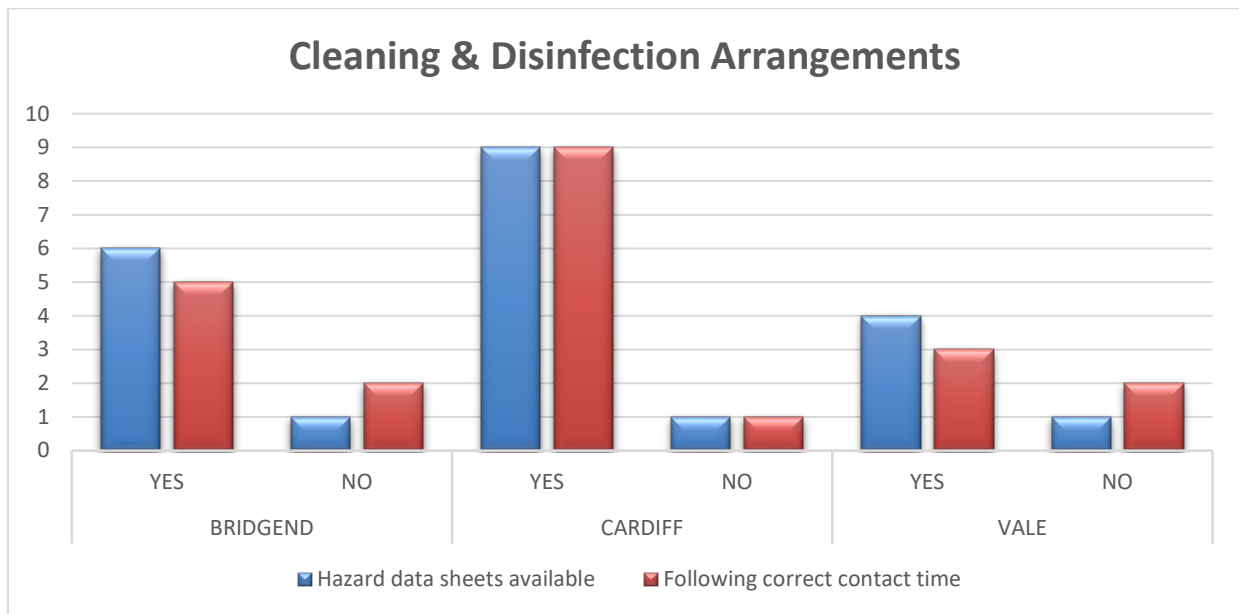
The Control of Substances Hazardous to Health Regulations 2002 require duty holders to assess and prevent, or control, exposure to harmful materials in the workplace that can cause harms to health to both employees and anyone else who may not be at work but may be affected by an employer’s work activities. Harmful substances include exposures to biological hazards as well as chemical products.

Since users of UV tanning equipment are in direct contact with sunbed surfaces, there is a realistic prospect of skin infections from bacteria, viruses and fungus if cleaning and disinfection arrangements between customers are inadequate. Use of inappropriate cleaning chemicals can also increase the risk of allergies, rashes and burns.

During the visits Officers assessed the suitability of cleaning products available for use; if the chemicals were being applied correctly; and if cleaning frequencies were sufficient to mitigate the risk of harm. Of the 22 premises visited, **3 (14%) did not have any hazard data sheets for their cleaning products** available on site, and **5 (23%) premises were not applying the cleaning product for the correct contact time**, thereby compromising the effectiveness of the cleaning and disinfection process.

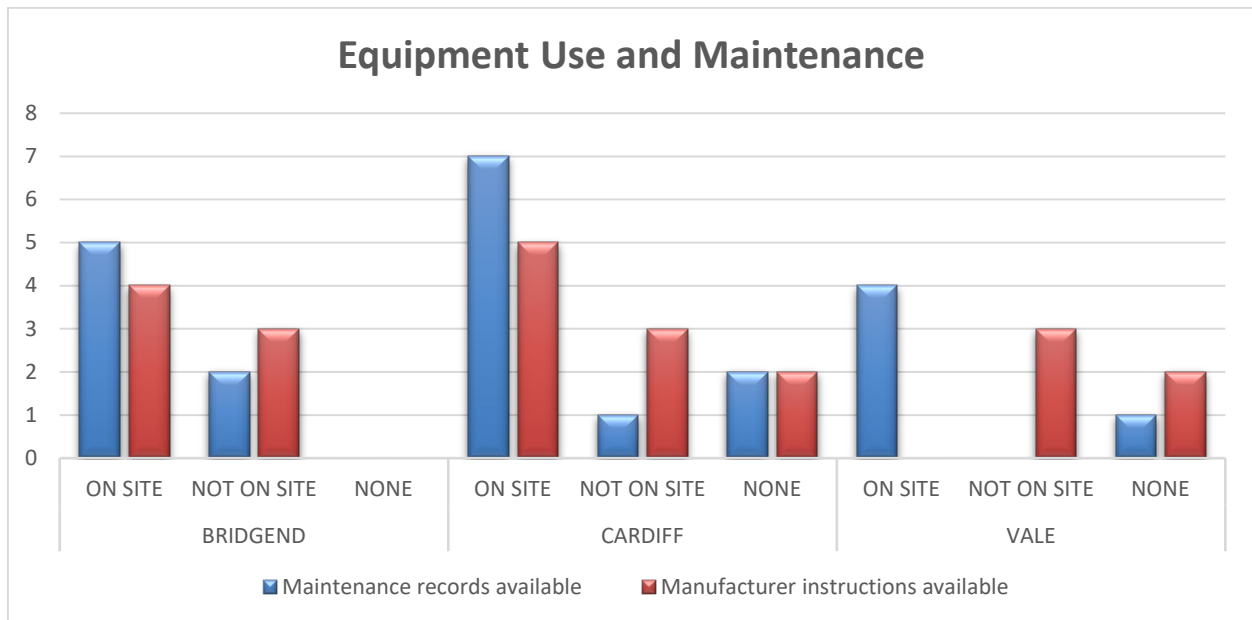
Other concerns identified during visits included:

- Unlabelled or incorrectly labelled cleaning chemical bottles available for use.
- Sanitising products in use only being effective against bacteria, not viruses or fungus.
- Mixing of different chemical products.

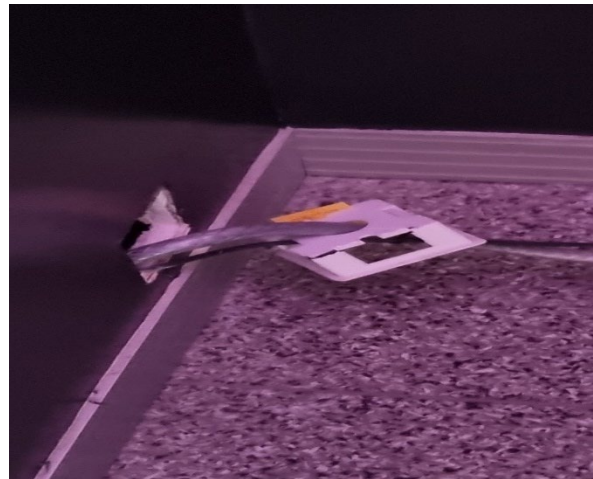


- ### Equipment Use and Maintenance

Part of the duties of a competent supervisor is to advise all clients on the correct use of the UV tanning equipment. Whilst this should be included as part of the supervisor training, reference to the manufacturer’s instructions may be subsequently necessary to fully respond to any customer queries. The primary visits undertaken to the 22 businesses across the SRS region identified that **4 (18%) businesses did not have the manufacturer’s instructions** for the sunbeds in use, whilst **a further 9 (41%) business did not have access to the manufacturer’s instructions at the premises** when asked by the Officer.



The repair and on-going maintenance of UV tanning equipment is critical for ensuring they operate both safely and efficiently. The sunbeds seen during the inspection were generally found to be in a visibly good state of repair, except for 1 Cardiff-based salon where visible cracks and temporary repairs were evident.



Maintenance records were not universally available at businesses, with **3 (14%) salons not having any documented evidence of on-going maintenance**, and **3 (14%) salons not having records readily available on request** of the inspecting Officer.

BS EN 60335-2-27: 2010 specifies that appliances having UV emitters shall not emit radiation having a total effective irradiance exceeding 0.3 Watts per square metre (0.3W/m²), requiring businesses to ensure that tubes are purchased from a legitimate seller and conform to CE or UKCA standards. The supply, fitting and monitoring of tubes was discussed with staff during site visits, including a discussion about the reduction of tanning times immediately after new tubes had been fitted. Officers also assessed the adequacy of the restricted zones where sunbeds were located to ensure that staff and other people inside the premises were not being accidentally exposed to UV radiation. All 22 business were found to have adequate arrangements in place for the supply, fitting and monitoring of the sunbed tubes.

- **Adequate Management Arrangements**

For employers seeking to comply with their general duties under the Health and Safety at Work etc. Act 1974 and attendant Regulations, it is essential that effective management arrangements are in place. Whilst the requirements to document arrangements only applies when an employer has 5 or more employees, health and safety arrangements would generally include a company health and safety policy; risk assessments; standard operating procedures; emergency action plans; and staff training. From a due diligence perspective, employers should be able to readily evidence that all steps reasonably practicable have been taken to secure the health and safety of both workers and anyone else at the premises who may be impacted by the work activities. Whilst many of the salons visited were members of the Sunbed Association, which gave access to policies and training materials, Officers did note some area of improvement with the management arrangements they observed in use.

- Health and safety policy documents not effectively communicated to staff.
- Workplace hazards not being suitably and sufficiently risk assessed.
- Lack of emergency procedures, particularly in relation to staff being able to access restricted zones if a client reported an issue and fire safety precautions.
- Inadequate or complete lack of staff training records to evidence current competencies.
- Inadequate detail on client records.

Enforcement Actions Taken

The majority of the 22 tanning salons visited were provided with either verbal advice or a Confirmation of Intervention form to confirm minor issues that required attention. Where several contraventions were observed, a formal warning letter was sent to the duty holder to confirm what legislation had been breached and what actions were required to secure the required level of compliance. A total of **10 premises received formal warning letters - Bridgend (2); Cardiff (4); and Vale of Glamorgan (4)**. Duty holders were either required to provide a detailed action plan to confirm how issues would be resolved or were subject to an Officer revisit after a specified period.

1 premises in Cardiff was served with a Health and Safety Improvement Notice because of the lack of evidence of on-going maintenance of the electrical installation to prove it was suitably constructed and maintained to prevent danger.

1 premises in Bridgend was issued with a Departmental Warning as a consequence of the concerns noted during the initial inspection. The supervisor was failing to verify the age of clients; failed to assist clients with their skin assessments; failed to ensure that the prescribed health information was understood by customers; and failed to ensure that protective eyewear was provided. Legal proceedings were not pursued due to the duty holder fully engaging with the Officer and rapidly resolving the breaches.

1 premises in Bridgend was subject to escalated enforcement action because of the concerns noted during the initial inspection and a lack of engagement by the duty holder. The company was invited to make written representations under caution to explain the reason for breaches observed by Officers; however, the director elected not to make any representations.

Conclusion

The documentation used by Officers was found to be fit for purpose and the method applied to engage with sunbed operators was found to be appropriate.

The intervention identified that the impact of the COVID-19 pandemic and current cost of living crisis had resulted in several businesses either closing or decommissioning their sunbeds for the foreseeable future.

The final sample of 22 businesses included both smaller, independent operators and larger operators such as Lextan Limited and Gloden Limited. Unsurprisingly the salons operated by larger companies were more likely to receive verbal advice or a Confirmation of Intervention form for minor issues as opposed to a formal warning letter.

Despite the publicity of the “X-Ray” consumer programme in 2022, and the subsequent mailshot by SRS, several sunbed salons were continuing to operate in breach of the requirements of **The Sunbeds (Regulation) Act 2010 and The Sunbeds (Regulation) Act 2010 (Wales) Regulations 2011**. The completion of formal training did not necessarily mean that staff had a greater level of competency in practice, with a lack of awareness of the risks associated with sunbed use being noted in several salons.

Standard operating procedures, policies, and risk assessments were not always available on site and were not always being effectively communicated to staff. In some instances, procedures had not been updated to reflect operational changes.

A small proportion of operators were found to have inadequate control measures in place to protect clients from the risks associated with sunbed use. In these instances, appropriate and proportionate enforcement action was taken, as directed by the Service's Compliance and Enforcement Policy, to secure all necessary improvements.

Next Steps

As the cost-of-living crisis eases it is plausible that more businesses will consider including commercial UV tanning equipment as an additional service to clients, particularly in hairdressers, barber shops, and beauty salons. The Communicable Disease, Health and Safety Team will continue to monitor for new operators through the review of local intelligence, investigation of complaints, service requests referrals, and whilst visiting skin piercing practitioners. Where new operators are identified, arrangements will be made to signpost operators to the relevant legal standards and clarify the enforcement expectations of Shared Regulatory Services.

Appendix 1

Article published by BBC Wales "X-Ray" following a test purchasing exercise in 2022.

Tanning salons in Wales are breaking the law.

Tanning salons in Wales are breaking the law by letting under-18s use their sunbeds, an undercover BBC investigation has found.

Research undertaken by X-Ray shows salons in Newport and Cardiff letting in two underage teenage girls without any ID checks whatsoever.

In 2011, it became illegal for any sunbed salon business to let anyone under the age of 18 use a sunbed. The law came about after fears of increased cancer in younger people. Recent figures from England suggest that thousands of children there are still using them, so the Welsh consumer series set out to discover if the same was happening this side of the border.

Of the twelve salons the programme visited, five (just over 40%) took money from the underage girls and showed them how to use the sunbeds, before the girls made their excuses and left. Professor Christian Aldridge, a consultant dermatologist based at Prince Charles Hospital in Merthyr Tydfil, says "We've had a considerable number of cases of particularly young women under 25, who've come in as a result of mole changes on their skin. Sometimes other family members are unaware that they're using sunbeds because they're underage."

The programme features 26-year-old Paris Tippett from Reading. Miss Tippett was diagnosed with Stage 2 Melanoma after finding a new freckle on her leg after prolonged sunbed use. A large chunk of her leg was removed, along with her lymph nodes, in order to treat the cancer. When asked about her underage sunbed use she says, "I may have even been 16 actually. Because they used to ask you for your date of birth and I'd just say it and they'd let you go in and just believe it. So you just kind of practice a date of birth and there was no ID. And actually I have shown my sister's ID before and they just took me in."

The secret filming footage captured by X-Ray shows multiple breaches of the regulations. Julie Barratt, President of the Chartered Institute of Environmental Health, was shown the footage and said: "It doesn't matter how young people look or how old people look, the requirement is they produce ID. And they weren't asked to. And certainly there was no proof of ID. And that's very concerning."

The programme also contacted Cardiff and Newport Councils about their findings. Cardiff said they take the regulation of age restricted products very seriously and will be reviewing the practices of tanning salons within their area to ensure compliance with the law. Newport asked anyone aware of underage tanning taking place to contact their environmental health team.

Appendix 2

SRS letter and guidance leaflet prepared and circulated during Phase 1 intervention – August/September 2022



Shared Regulatory Services
Gwasanaethau Rheoliadol a Rennir



Guidance for people who own, manage or have control of premises where sunbeds are available for use



The Sunbeds (Regulation) Act 2010 places a legal duty on sunbed businesses to prevent any person under the age of 18 using a sunbed or entering a restricted zone where sunbeds are present. Operators must take all reasonable steps to ensure the sunbed user is over the age of 18 years, which may include:

Age verification check

Verify the age of the sunbed user by requesting an identity card that includes the PASS (Proof of Age Standards Scheme) hologram or other acceptable form of ID such as a valid passport or photo driving licence.

Operating a challenge 25 policy

Challenge all sunbed users who appear to look under the age of 25, requesting to see an acceptable form of ID.

Staff training and use of signage

Ensure staff are regularly trained and display signage reminding staff and customers of the age-restriction in place. Maintain records of procedures, regular staff training and log all incidents including refusals to demonstrate reasonable precautions and due diligence have been taken.

Equipment safety

All ultraviolet (UV) tanning equipment should be in good working order and maintained in accordance with the manufacturers instructions. The General Product Safety Regulations 2005 require all products that are intended for, or are likely to be used by consumers are safe. Information should also be provided to the consumer in relation to any potential risks in using such product. This includes offering the use of a sunbed to consumers.

UV tanning equipment should conform to standards set out in BS EN 60335-2-27: 2013 and must not exceed the maximum irradiance level of 0.3 watts per square metre (0.3 W/m²). Tanning at this level will significantly reduce the risk of burning. However, when replacing UV tubes, session times should be reduced.

All mains electrical equipment should conform to requirements set out in The Electrical Equipment (Safety) Regulations 2016 which also implement the Low Voltage Directive (2006/95/EC) placing duties on the design, manufacture and supply of electrical equipment with a voltage range between 50-1000 volts ac or 75-1500 volts dc.

Further Information

Sunbed legal age restriction: www.businesscompanion.info/en/quick-guides/underage-sales/sunbeds-w

Product safety: www.businesscompanion.info/en/quick-guides/product-safety

Product safety-due diligence: www.businesscompanion.info/en/quick-guides/product-safety/product-safety-due-diligence

The General Product Safety Regulations 2005:

www.gov.uk/government/publications/general-product-safety-regulations-2005/general-product-safety-regulations-2005-great-britain



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The Sunbeds (Regulation) Act 2010 (Wales) Regulations 2011 requires businesses to have adequate systems in place to avoid committing an offence.

Businesses must ensure:

- The sunbed user is over the age of 18 and steps are taken to verify their age.
- The premises are supervised by a competent person and they are present at times where a person is using, or seeking to use, a sunbed.
- Assistance is provided to the sunbed user to assess their skin type.
- Guidance is provided to the sunbed user to make them aware of the risks with consideration given to skin type, skin/medical conditions and any medication that may react with exposure to UV radiation. **Persons with Type I and II skin should be advised not to use UV tanning equipment.**
- The sunbed user is advised of the safe operation of the sunbed including how many minutes they should limit their session to.
- The prescribed health information leaflet is provided to each sunbed user.
- The prescribed health information poster is displayed within immediate view of entering the sunbed premises and is at least A3 in size. No other material containing information in relation to the health effects of sunbed use should be provided or placed on display.
- Protective eyewear is provided and used by the sunbed user.

Appropriate Cleaning and Disinfection

- Procedures should be in place for both routine cleaning and more thorough cleaning.
- Tanning equipment must be cleaned and disinfected immediately after each use. Hand contact surfaces and toilet facilities should be routinely cleaned and disinfected throughout the day. Single use eyewear must be disposed of after use and any reusable eyewear must be thoroughly sanitised between uses. Equipment fans should be cleaned regularly, after ensuring the electrical supply has been isolated and fans can be accessed safely.
- Cleaning products should comply with **BS EN 1276** (preventing the growth and spread of harmful bacteria) and **BS EN 14476** (contains appropriate ingredients to eliminate viruses).
- Cleaning products must be suitable for use on sunbeds and not cause harm to persons using them. Products should be diluted according to manufacturer's instructions and be applied for the correct contact time for the particular dilution being used.
- Hand washing/drying facilities should be provided and maintained with an adequate supply of liquid/foam soap and single-use, disposable paper towels.
- Products should be made up fresh regularly (ideally every day) for maximum effectiveness. The use of disposable cloths/paper towels and mop heads are best practice when cleaning. If not single use, they must be changed regularly. Cleaning equipment that is not single-use and disposable (i.e. buckets), should be cleaned and disinfected after each use. Effective cleaning will not be achieved if dirty equipment is being used.
- To reduce the risk of infection, disposable floor mats can be used in standing beds, these should be changed between each user. Always assume that all body fluid contamination is infectious.

Further Information

Prescribed health information leaflet:

www.gov.wales/sites/default/files/publications/2019-04/health-information-for-sunbed-users.pdf

Prescribed health information poster:

www.gov.wales/sites/default/files/publications/2019-04/sunbed-a3-poster.pdf

Guidance: www.gov.wales/sites/default/files/publications/2019-04/the-sunbeds-regulation-act-2010-wales-regulations-2011.pdf



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srs.wales



0300 123 6696



@SRS_Wales

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**Gwasanaethau Rheoliadol a Rennir /
Shared Regulatory Services**

Deialu uniongyrchol/Direct line:

Gofynnwch am / Ask for:

Ein cyf / Our ref:

Dyddiad / Date:

Dear Sir/Madam,

**RE: THE SUNBEDS (REGULATION) ACT 2010
THE SUNBEDS (REGULATION) ACT 2010 (WALES) REGULATIONS 2011
HEALTH AND SAFETY AT WORK ETC. ACT 1974**

Each year there are around 100,000 new cases of non-melanoma skin cancer in the UK. Malignant melanoma is the most dangerous form of skin cancer as it can spread to other organs and is responsible for the most deaths from skin cancer. Significantly, malignant melanoma is the second most common cancer in 15-24 year olds in the UK. Growing concerns about the association between skin cancer and sunbeds led to the introduction of legislation in 2010 to regulate the use of sunbeds in Wales.

The Sunbeds (Regulation) Act 2010 requires businesses to ensure that no person under the age of 18 years:

- uses a sunbed;
- is offered the use of a sunbed, or
- is present in a restricted zone

Failure to comply with the Act is a criminal offence and a penalty of up to £20,000 may be applied.

The Sunbeds (Regulation) Act 2010 (Wales) Regulations 2011 introduced additional controls from 31st October 2011 which are highlighted in the enclosed guidance sheet.

Further information about the legislation detailed above can be found on the Welsh Government website via the links detailed below.

<https://gov.wales/sites/default/files/publications/2019-04/guidance-on-the-implementation-of-the-sunbeds-regulation-act-2010.pdf>

<https://gov.wales/sites/default/files/publications/2019-04/the-sunbeds-regulation-act-2010-wales-regulations-2011.pdf>

Shared Regulatory Services (SRS), which covers the Local Authority areas of Bridgend, Cardiff and the Vale of Glamorgan, has recently been advised that some businesses across the region have been permitting young persons under the age of 18 to use sunbeds at their commercial premises after failing to check an acceptable form of identification. The service has also heard concerns that operators have not been helping customers assess their skin type prior to using a sunbed which could significantly increase the risk of skin damage; particularly if new UV tubes have been fitted.

We are therefore contacting you, as a sunbed operator in the SRS region, to remind you of your legal duties under the 2010 Act and the Regulations made under this piece of legislation. You should use this opportunity to revisit the Welsh Government guidance and review your current procedures to ensure that you are taking all necessary steps to operate your sunbed in accordance with the law.

This legislation has been in force for 12 years so there is an expectation that operators will be complying with requirements to a high standard. Please be advised that flagrant non-compliances with the law will be dealt with as a serious matter.

Should you require general advice or guidance relating to any health and safety matter, you are directed to the Health and Safety Executive website at www.hse.gov.uk

Should you wish to discuss this letter further, please contact the Authority on telephone number 0300 123 6696 or email the team at HealthandSafetyEnforcement@cardiff.gov.uk .

Yours faithfully,


**Commercial Services Officer (Environmental Health) & Acting Team Manager
Communicable Disease, Health & Safety Team**

The Council welcomes correspondence in English or Welsh and we will ensure that we communicate with you in the language of your choice, whether that's English, Welsh or in Bilingual format as long as we know which you prefer. Please contact welshstandards@valeofglamorgan.gov.uk to register your language choice. If we do not receive your language choice, we will continue to correspond with you in accordance with current procedure. Corresponding in Welsh will not lead to any delay.

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg a Saesneg a byddwn yn sicrhau ein bod yn cyfathrebu â chi yn yr iaith o'ch dewis, boed yn Saesneg, yn Gymraeg neu'n ddwyieithog cyhyd â'n bod yn ymwybodol o'ch dewis. Cysylltwch â welshstandards@valeofglamorgan.gov.uk i nodi dewis iaith. Os na fyddwn yn derbyn eich dewis iaith, byddwn yn parhau i gyfathrebu â chi yn unol â'r weithdrefn bresennol. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi.

The Freedom of Information Act -The content of this report may be disclosed to third parties upon request. If you believe that it is not in the public interest to release this information please specify your objection in writing to the Group Leader Food Safety at the address on the bottom of the first page.

Data Protection & Information Sharing -The information that the Council holds in relation to Inspection Reports maybe shared with other Council Services in accordance with the requirements of Data Protection legislation. If you have any queries please contact: The Information Governance Team at the Vale of Glamorgan Council, Civic Offices in Barry.

Appendix 3

The Fitzpatrick Skin-Type Chart

You can use this skin-type chart for self-assessment, by adding up the score for each of the questions you've answered. At the end there is a scale providing a range for each of the six skin-type categories. Following the scale is an explanation of each of the skin types. You can quickly and easily determine which skin type you are.

Genetic Disposition

Score	0	1	2	3	4
What is the colour of your eyes?	Light blue Grey, Green	Blue, Grey or Green	Blue	Dark Brown	Brownish Black
What is the natural colour of your hair?	Sandy Red	Blond	Chestnut/Dark Blond	Dark Brown	Black
What is the colour of your skin (non-exposed areas)?	Reddish	Very Pale	Pale with Beige tint	Light Brown	Dark Brown
Do you have freckles or unexposed areas?	Many	Several	Few	Incidental	none

Total score for Genetic Disposition: _____

Reaction to Sun Exposure

Score	0	1	2	3	4
What happens when you stay in the sun too long?	Painful redness blistering, peeling	Blistering followed by peeling	Burns sometimes followed by peeling	Rare burns	Never had burns
To What degree do you turn brown?	Hardly or not at all	Light colour tan	Reasonable tan	Tan very easy	Turn dark brown quickly
Do you turn brown within several hours after sun exposure?	Never	Seldom	Sometimes	Often	Always
How does your face react to the sun?	Very sensitive	Sensitive	Normal	Very resistant	Never had a problem

Total score for Reaction to Sun Exposure: _____

Tanning Habits

Score	0	1	2	3	4
When did you last expose your body to sun (or artificial sunlamp/tanning cream)?	More than 3 months ago	2-3 months ago	1-2 months ago	Less than a month ago	Less than 2 weeks ago
Did you expose the area to be treated to the sun?	Never	Hardly ever	Sometimes	Often	Always

Total score for Tanning Habits: _____

Add up the total scores for each of the three sections for your Skin Type Score.

Skin Type Score - Fitzpatrick Skin Type

0-7	I
8-16	II
17-25	III
25-30	IV
over 30	V -VI

TYPE 1: Highly sensitive, always burns, never tans. Example: Red hair with freckles
TYPE 2: Very sun sensitive, burns easily, tans minimally. Example: Fair skinned, fair-haired Caucasians
TYPE 3: Sun sensitive skin, sometimes burns, slowly tans to light brown. Example: Darker Caucasians.
TYPE 4: Minimally sun sensitive, burns minimally, always tans to moderate brown. Example: Mediterranean type Caucasians, some Hispanics.
TYPE 5: Sun insensitive skin, rarely burns, tans well. Example: Some Hispanics, some Blacks
TYPE 6: Sun insensitive, never burns, deeply pigmented. Example: Darker Blacks.

Skin Type	Skin Description	Reaction to Tanning
1	Very fair Usually lots of freckles, red or sandy hair; blue or grey eyes	High burn risk; skin turns red and peels Advised not to tan in sunlight Do NOT use a sunbed
2	Fair Possibly with freckles; blond to brown hair, green and grey eyes	High burn risk. Great care should be taken in tanning Tanning tends to be light
3	Fair to light brown No freckles; dark blond or brown hair, grey or green eyes	Medium risk of burning. Capable of building up a moderate tan

4	Light Dark brown hair and eyes	browr Burning is rare; tanning is rapid and deep See additional note below
5	Deep brown Dark hair and eyes	skir Burning is seldom; tanning is rapid and deep. This type of skin has its own natural protection See additional note below
6	Very dark Black hair and dark eyes	skir Never burns in natural sunlight.

Appendix B – Infection Control Advice for Barbers



Managing the Risk of Ringworm in Hairdressing and Barbering



Ringworm of the scalp area, or *Tinea capitis*, is a fungal infection that can spread easily in the hairdressing and barbering industry if poor infection control measures are being used. The infection can spread easily through close contact with an infected person or object, including equipment or tools being used on more than one client. If left untreated, Ringworm can spread to other areas, cause scarring and hair loss. Treatment usually requires taking prescription anti-fungal medications for 1 to 3 months.

How do I know what to look out for?

Common signs of Ringworm infection include:

- One or more round, scaly or inflamed areas of skin
- Itchy skin
- Patches of hair that has broken off at, or near, the scalp

The following website explains more about infections and scalp/skin conditions along with advice about barbering practice: <https://www.britishmasterbarbers.com/scalp-conditions>

How do I ensure I'm not putting my customers, and employees, at risk?

Effective cleaning and disinfection arrangements are critical for preventing, or controlling, the spread of bacterial, viral or fungal infections amongst your workers and customers. As a starting point, you should review your current procedures for disinfecting hair cutting equipment and tools to ensure they are fit for purpose.

Ensure that the products, and methods, used to disinfect your equipment (including clippers) are effective against a range of micro-organisms. Many anti-bacterial sprays do not have fungicidal properties and will not prevent the spread of Ringworm infection. Aim to select a product that has anti-bacterial, virucidal and fungicidal properties and is appropriate for hair cutting equipment (*i.e. won't cause corrosion*). Product such as Barbicide liquid and Clippercide spray have fungicidal properties. Further information and training is available at <https://www.barbicide.com/certification/>

You must ensure that cleaning products are used at the **correct concentration (dilution) and are applied for the contact time specified by the manufacturer** on equipment such as cut throat razors, scissors, combs, clippers, and cutting guides/clipper guards **each time they are used**. Equipment should be disinfected at the start of the day/shift and after use on every client.

Aim to have multiple items of hair cutting equipment, such as scissors, clippers and combs, available on site so that some can be undergoing disinfection whilst others are in use. **For disinfection to be effective, the Manufacturer's instructions must be followed (including instructions regarding fresh solutions).**

What should I do if a client has signs of an infection?

Before cutting a client's hair, you should check for any signs of a suspected infection and discuss concerns with the client. In some circumstances it may be appropriate for you to decline to cut a client's hair on infection control grounds.

If you discover a client has a suspected infection mid hair-cut, you need to have a contingency plan in place. This should include: thorough hand washing and drying; the use of suitable gloves to provide a barrier; separation of the equipment used on the client for thorough disinfection; thorough clean down and disinfection of the area; and advise the client to consult a doctor or other specialist about diagnosis and treatment.

Other infection prevention and control measures to put into practice:

- Use fresh, clean towels on each client and freshly cleaned, or disposable, gowns.
- Dry your hands thoroughly after hand washing with soap and warm/hot water.
- Change your gloves (if used) between clients, and wash your hands between glove changes.
- Check your skin regularly for early signs of skin problems
- Keep the workplace well ventilated



Use of Clippercide: The following steps must be carried out between clients

1. Thoroughly clean clipper blades removing any organic soiling.
2. Hold can upright approximately 15-20cm from surface, ensuring clippers are off.
3. Spray Clippercide through teeth of clipper blades, covering all surfaces.
4. Keep surfaces moist for **10 minutes**.
5. Allow to air dry before using the clippers on the next client.



Use of Barbicide to disinfect re-usable tools and equipment

1. Make a fresh solution of Barbicide daily, or more often if visibly dirty.
2. Mix **60ml of Barbicide in 1 litre of water** to achieve a dilute rate of 16:1
3. Thoroughly clean all hard surfaced, non-porous items of equipment prior to immersion in the Barbicide solution.
4. Immerse the pre-cleaned items of equipment in the Barbicide solution for **at least 10 minutes**.
5. Rinse all items of equipment, and hygienically dry, before re-using it.

The above information is provided to you in the interests of public health and to assist you in ensuring compliance with health and safety requirements in hairdressing and barbering



SRS.WALES






0300 123 6696



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Appendix C

Corporate priorities and outcomes of partner Councils

Bridgend County Borough Council	Priorities	Outcomes/Aims
	<ul style="list-style-type: none"> • A County Borough where we protect our most vulnerable • A County Borough with fair work, skilled, high-quality jobs and thriving towns • A County Borough with thriving valleys communities • A County Borough where we help people meet their potential • A County Borough where people feel valued, heard and part of their community • A County Borough where people feel valued, heard and part of their community • A County Borough where we support people to live healthy and happy lives. 	<ul style="list-style-type: none"> • Protect our most vulnerable • Fair work, skilled , jobs and thriving towns • Creating thriving valleys communities • Helping people meet their potential • Responding to the climate and nature emergency • Making people feel valued, heard and part of their community • Supporting people to be healthy and happy.
City of Cardiff Council	Priorities	Outcomes/Aims
	<ul style="list-style-type: none"> • Cardiff is a great place to grow up • Cardiff is a great place to grow older • Supporting people out of poverty • Safe, confident and empowered communities • A Capital City that works for Wales • One Planet Cardiff • Modernising and integrating our public services 	<ul style="list-style-type: none"> • Cardiff is a great place to grow up • Cardiff is a great place to grow older • Supporting people out of poverty • Safe, confident and empowered communities • A Capital City that works for Wales • One Planet Cardiff • Modernising and integrating our public services
Vale of Glamorgan Council	Priorities	Outcomes/Aims
	<ul style="list-style-type: none"> • To work with and for our communities • To support learning, employment and sustainable economic growth • To support people at home and in their community • To respect, enhance and enjoy our environment 	<p>A Vale that is:</p> <ul style="list-style-type: none"> • Inclusive and Safe • Environmentally Responsible and Prosperous • Aspirational and Culturally Vibrant • Active and Healthy



Shared **Regulatory** Services
Gwasanaethau **Rheoliadol** a Rennir

Project Report

ELECTRICAL SAFETY IN HOSPITALITY SETTINGS



Email: healthandsafetyenforcement@cardiff.gov.uk

Website: <https://www.srs.wales/en/Environmental-Health/Health-and-Safety/>

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Background and evidence base

"You know they say time heals but it gets harder and harder every single year... it's so hard to live every minute of every day without him because he was such a big part of our family."

Danielle Jones, the mother of Harvey Tyrrell who sadly died after he touched a defective garden light in an east London beer garden.

The Shared Regulatory Services Health and Safety service plan for 2023-24 is directed by Local Authority Circular (LAC) 67/2 (revision 12), "Setting Local Authority Priorities and Targeting Interventions", which is guidance made under Section 18 of the Health and Safety at Work etc. Act 1974 and assists Local Authorities (LAs) to target their finite resources with a clear focus on delivering specific outcomes. To facilitate a more consistent and proportionate approach to regulatory interventions, LAC 67/2 sets out the Government expectations of a risk-based approach to targeting and sets out principles to enable LAs to comply with the requirements of the National Local Authority Enforcement Code. The document also incorporates an annual list of national planning priorities within its Annex A, as well as a list of specific work activities considered to be suitable for proactive inspection (Annex B). LAC 67/2 also recognises that LAs will have access to local level intelligence about poor performers, matters of evident concern and specific local priorities.



The strategic priorities illustrated below are aligned with the principles of the Well-being of Future Generations (Wales) Act 2015 and contribute to the National Enforcement Priorities for Wales for Local Regulatory Delivery. They also embody the corporate priorities and outcomes of the 3 legacy Authorities, thereby focusing on priorities that meet local, specific needs.



National Evidence

Annex A of LAC 67/2 (revision 12), states:

“The Electricity at Work Regulation 1989 requires that any electrical equipment which has the potential to cause injury is maintained in a safe condition. Local Authority Enforcement Officers are asked to increase awareness to improve standards of compliance. They are asked to remind duty holders to ensure both the fixed installation and electrical appliances are inspected by a competent person at appropriate intervals.

The reminder follows the tragic case of Harvey Tyrell, a seven-year-old boy who died after suffering an electric shock when he touched defective lighting at the King Harold Pub in Romford on 11th September 2018.

Many hospitality venues have extended their space to make the most of outdoor areas. Pubs, restaurants and cafés are urged to ensure outdoor electrical equipment such as lights and heaters are specifically designed for outdoor use, installed by a competent person and checked regularly for damage or water ingress.”

Local Evidence – South East Wales

The previous iteration of LAC 67/2 had included electrical safety in hospitality settings as a national priority for the first time, but with a focus on outdoor areas only. Local Authorities had witnessed a significant uptick in the use of outdoor space by hospitality businesses, a trend that became particularly prevalent during the COVID-19 pandemic, which included an increase in pavement licenses for customer seating areas.

Consequently, in 2022/23, the Local Authority South East Wales Health & Safety Task Group (SEWHSTG) commissioned a pilot project to examine the benefit of undertaking electrical safety visits of outdoor areas in the hospitality sector in South East Wales. SRS officers undertook most of the pilot visits. Analysis of these visits found that not only were the visits warranted, but there was an imperative to extend their scope to include the electrical installation and equipment inside of hospitality premises. As part of the pilot, it was identified that further training should be provided to Local Authority Officers.

Electrical Safety Hazards

Electricity can kill or severely injure people and cause damage to property. The main hazards are:

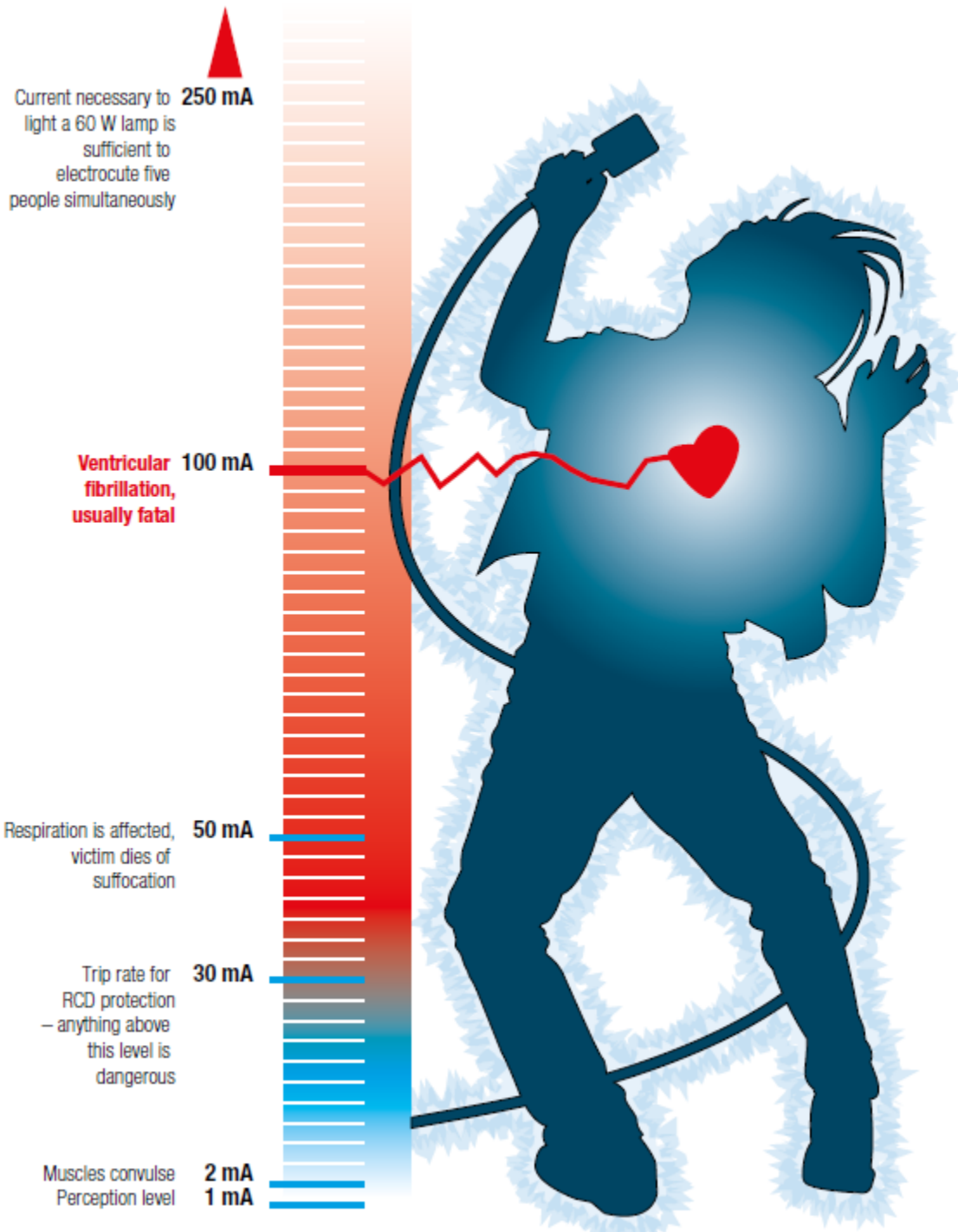
- **Electric shock and burns from contact with live parts - normal mains voltage, 230 volts (V) AC, can kill.**
- **Injury from exposure to arcing (when electricity jumps from one circuit to another).**
- **Fire from faulty electrical equipment or installations.**
- **Explosion caused by unsuitable electrical apparatus.**
- **Fire or explosion where electricity could be the source of ignition in a potentially flammable or explosive atmosphere.**

Electric shock is the result of current flowing through the body; the more current that flows, the greater the likelihood of harm. How much current flows through the body will depend on the shock voltage. Voltages in excess of 50 V alternating current (or 120 V direct current) should be regarded as dangerous even in cool, dry conditions.

Electric shock has a variety of effects on the human body. Mild shocks cause an unpleasant tingling sensation; more severe ones cause muscle contractions, interfere with breathing and can upset the heartbeat; while severe shocks cause extensive burns and are usually fatal.

Electric shocks can also lead to other types of injury, for example by causing a fall when working from ladders or scaffolds etc.

Even incorrectly wiring a plug can be dangerous and lead to fatal accidents or fires.



Legislative Controls

The Electricity at Work Regulations 1989 (SI 1989/635) (as amended) (the Regulations) came into force on 1 April 1990. The purpose of the Regulations is to require precautions to be taken against the risk of death or personal injury from electricity in work activities. Guidance on the regulations is available on the HSE website - <https://www.hse.gov.uk/pubns/priced/hsr25.pdf>.

The Regulations are made under the Health and Safety at Work etc. Act 1974 (the HSW Act). The HSW Act applies principally to employers, the self-employed and to employees, including certain classes of trainees. Duties are imposed on people (duty holders) in respect of systems, electrical equipment and conductors, and in respect of work activities on or near electrical equipment. The duties are in addition to those imposed by the HSW Act. The 1989 Regulations pre-date the risk assessment process brought in with the 1992 version of the Management of Health and Safety at Work Regulations. However, the risk assessment process is still required.

The Regulations apply to all electrical systems and equipment whenever manufactured, purchased, installed or taken into use, even if its manufacture or installation pre-dates the Regulations. Where electrical equipment pre-dates the Regulations, this does not mean that the continued use of the equipment would be in contravention of the Regulations. For example, some of the equipment to which the Regulations apply may have been made to a standard, such as a British Standard, which has since been modified or superseded.

British Standard (BS) 7671 Requirements for Electrical Installations (also known as the IET Wiring Regulations)

BS 7671 Requirements for Electrical Installations is also known as the IET Wiring Regulations. They are non-statutory regulations which 'relate principally to the design, selection, erection, inspection and testing of electrical installations, whether permanent or temporary, in and about buildings generally. BS 7671 is a code of practice which is widely recognised and accepted in the UK and compliance with it is likely to achieve compliance with relevant aspects of the Electricity at Work Regulations 1989. BS 7671 is updated alongside improvements in electrical safety and technologies etc. the current version is BS 7671:2018+A2:2022.

Fixed Wire Testing helps toward ensuring that electrical installations are safe and are governed by BS 7671. After completing the fixed wire testing of installations, electrical contractors supply dutyholders with an Electrical Installation Condition Report (EICR).

Electrical Installation Condition Reports (EICRs)

C1 – Danger Present. Risk of Injury. Immediate remedial action required

A C1 represents an immediate threat to the safety of employees, customers or other members of the public and should be rectified or made safe as soon as possible. This means there is a risk of electric shock or fire if the issue is not made safe as soon as possible. An example of a C1 code could be the exposure of live electrical parts, deteriorated insulation, or broken light switches/plug sockets.

C2 – Potentially dangerous – urgent remedial action required

A Code 2 (C2) is not as severe as a C1, but is still a potentially dangerous defect. They may not pose an immediate threat but are likely to become a danger in the future.

FI – Further investigation required without delay

This code means that the electrical engineer has identified an issue, but they need more time to investigate it. An example, is if the emergency lights seem very dim. This might not have been covered in the report so they have noted it separately as code FI.

What codes mean an EICR inspection is unsatisfactory?

If the inspection was unsatisfactory, this means that C1 or C2 work needs to be done, or FI codes need to be looked at in more detail.

C3 – Improvement recommended

This means that this part of the installation is not in line with the wiring regulations, but it does not present any immediate danger. Alternatively, improving it would enhance the safety of the electrical installation. Think is like an 'advisory note' on an MOT. You don't have to get it fixed, but it is recommended you do.

Historic Licensing Conditions

Historically, for premises to be permitted by Licensing for the sale or supply of alcohol, the provision of regulated entertainment and the provision of late-night refreshment (provision of hot food or drink between 11pm and 5am), licensing conditions for public safety relating to electrical safety were enforced.

These included conditions to the effect of:

- Ensuring that the fixed electrical installation had been inspected and tested with a satisfactory Electrical Installation Condition Report (EICR) being produced.
- Ensuring that 30mA RCD protection was provided to sockets in 'stage' areas.

The Licensing Act requires conditions to be proportionate, enforceable and relevant to the licensing objective. Electrical safety relates to the public safety element, however Licensing Officers currently do not undertake checks on electrical safety. Licensing no longer routinely applies these conditions on duty holders, with subsequent legislation in a number of those fields being more specific. These licensing conditions are now rarely seen.

Competent Persons

The Registered Competent Person Electrical single mark and register went live on 30th June 2014 and was officially launched in Parliament on 2nd July 2014. It was created following an agreement between all Government-approved electrical Competent Person Scheme Operators in England and Wales. All electrical enterprises listed and permitted to display the mark are registered to undertake work on domestic electrical installations under the Competent Person Scheme, introduced by the Government, to allow individuals and enterprises to self-certify that their work complies with the Building Regulations. These electricians meet strict qualification requirements, and their work is regularly assessed by their electrical Competent Person Scheme Operator to ensure their ongoing competence. The list of Government-approved electrical Competent Person Scheme Operators, their requirements and how they are authorised can be found on the Gov.uk website.

The “Registered Competent Person Electrical single mark and register” and Government-approved electrical Competent Person Scheme Operators do not cover hospitality premises per se. However, there are no equivalent schemes covering the hospitality sector, so the use of electricians registered with these schemes is generally viewed as satisfactory and provides more assurance than using an electrician who is not registered with a competent person scheme. Further information can be found on the Registered Competent Person Electrical single mark and register website -

<https://electricalcompetentperson.co.uk/>.

Aims of the Intervention

- **To increase awareness and to improve standards of compliance with the Electricity at Work Regulations 1989.**
- **To identify how duty holders were managing the risk of harm from the electrical installation and the electrical equipment in use at the premises under their control.**
- **To identify if there was a suitable outdoor electrical installation with suitable electrical equipment for use outdoors.**
- **To identify if duty holders were adequately maintaining their electrical installation and electrical equipment.**
- **To identify if duty holders were using competent people to inspect and maintain their electrical installation and electrical equipment.**

Preparation and Scope of the Intervention Visits

Hospitality businesses such as pubs, restaurants and cafes which fell to SRS for health and safety enforcement and were thought to have an outdoor customer area were considered for inclusion in the project intervention.

A total of 60 premises were selected, 20 for Bridgend, 20 for Cardiff and 20 for the Vale of Glamorgan.

Local knowledge of businesses with outdoor areas was provided by the Food Safety Teams with additional businesses being added to the list for each area after conducting internet searches. A reserve list was also compiled. Should any of the businesses on the visit list have permanently closed, officers were expected to select another from the reserve list.

Letters were sent to advise that unannounced project visits would take place from May 2023; the reason for the intervention, and what documentation would be required by the inspecting Officer. Also included in the letter was information specifically on the installation and use of outdoor electrical equipment and information for duty holders, where they have entertainers perform at their premises.

A full day training course was attended by all Officers that had been allocated project visits. This included basic electrical awareness and what to look for and how to interpret Electrical Installation Condition Reports. A project briefing session was held over Teams for all Officers involved with the project to discuss the visit proforma, expectations and to address any concerns. Following this, the visits commenced, with any less experienced Officers shadowing those with more experience initially.

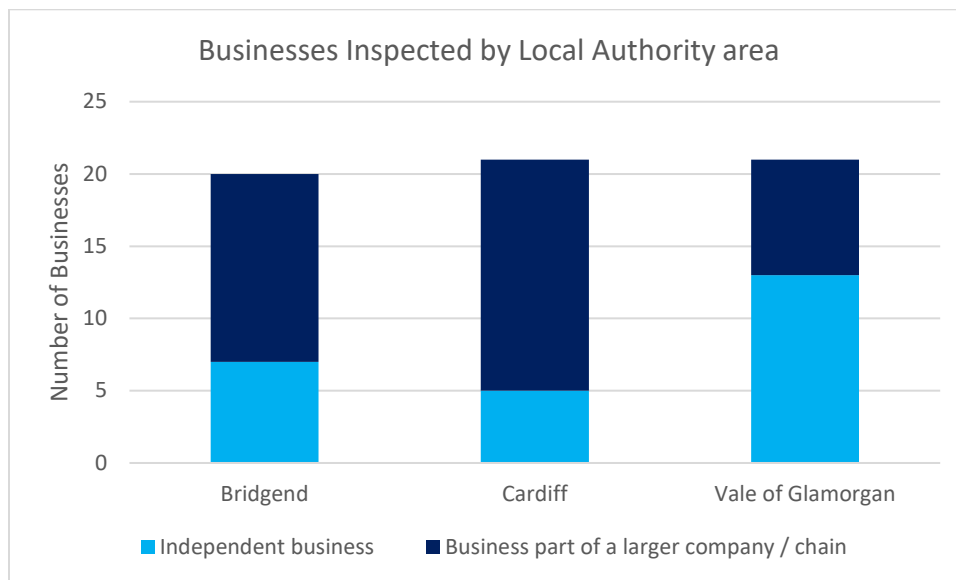
All Officers used the visit proforma that had been adapted from the one used in the 2022/2023 Electricity in Hospitality pilot project. This would ensure a consistent approach to visits by all Officers.

Significant Findings of the Intervention Visits

A total of 62 hospitality venues across SRS were inspected by 7 officers between July 2023 and March 2024 as part of the Electricity in Hospitality project intervention. 58/60 of the premises chosen for the project were inspected, and 4 premises were added to the project that were notified to the Team as Service Requests via referrals from other departments, Officers or customer complaints. Two project visits on the original list were not undertaken due to business closures.

Premises were chosen for the project if they met the inclusion criteria and no account was taken as to whether they were independently owned or part of a larger company portfolio or chain.

The following graph illustrates the number of premises inspected per Local Authority and the number of independent businesses versus businesses that were part of larger companies or chains.



37 (60%) of the businesses inspected were part of larger companies or chains. Of these, 14 (38%) were Marston's, 7 (19%) were Stonegate and 5 (13%) were Mitchells and Butlers. The remaining 11 (30%) were companies that had 1 premises each.

Maintenance and Inspection of Electrical Installation

Fixed Wire Testing

Maintenance of an electrical installation is required to ensure it is in a safe condition and does not present a risk of harm, with testing being an essential part of this. For commercial premises, electrical installation fixed wire testing is required at a minimum of every 5 years. During the premises visits, Officers requested to view current Electrical Installation Condition Reports (EICRs) to ensure that the installation was assessed to be in a satisfactory condition.

A total of 40 (65%) businesses were able to evidence that their electrical installation had been inspected and tested within the 5 years prior to the Officer visit and this was done by providing a current EICR. For many businesses, especially those that were part of larger companies or chains, the EICR was held off-site at head office or on an online portal and had to be provided via email or on a revisit to the business.

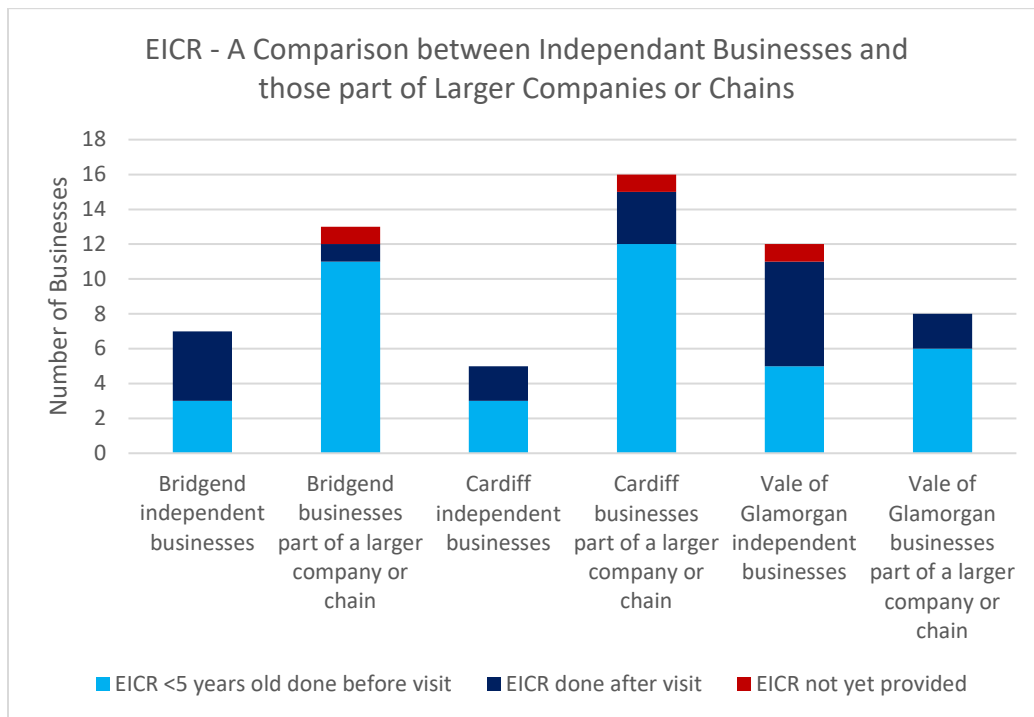
18 (29%) businesses had their electrical installation inspected and tested following the Officer visit and subsequently provided a copy of their new EICR for inspection.

Officers are still waiting for 3 (5%) businesses to provide a copy of their EICR, following recent visits.

1 premises did not have their EICR available onsite and the business closed down soon after, without providing a copy.

The table below illustrates the number of businesses per Local Authority that had an EICR less than 5 years old and also details whether this was done before or after the Officer's visit.

	Bridgend	Cardiff	Vale of Glamorgan	Total
EICR <5 years old done before visit	14	15	11	40
EICR done after visit	5	5	8	18
EICR not provided	1	1	1	3
Total	20	21	20	61



Over three quarters (29, 79%) of businesses that were part of larger companies or chains were able to provide a current EICR less than 5 years old for inspection compared with just under half (11, 46%) of independent businesses.

All except 1 business that provided an EICR for inspection had addressed all the code C1 and C2 faults. The remaining business had remedial work scheduled in to address a code C2 item following the visit. This involved the business closing, a full electrical power down and work done to change the main three phase board. The certificate to confirm that the C2 item has been addressed and the installation is in a satisfactory condition is expected imminently from the business.

Competent Person

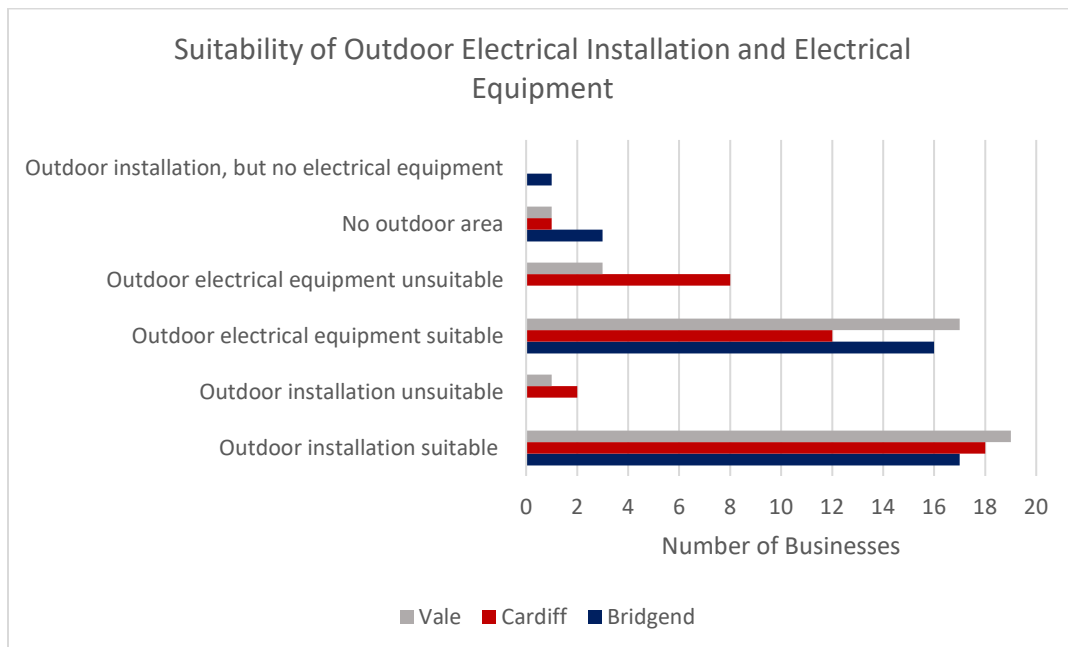
Regulation 16 of the Electricity at Work Regulations 1989 ensures that people are not placed at risk due to their own lack of competence in dealing with electrical equipment, or that of others. Whilst reviewing EICR's, Officers made checks on the person who had inspected and tested the electrical installation to ensure that the business had used a competent person. This was done by checking the Registered Competent Person Electrical single mark and register or if they were registered with a specific competent person body such as the Electrical Contractors Association (ECA), National Association for Professional Inspectors and Testers (NAPIT) or National Inspection Council for Electrical Installation Contracting (NICEIC).

Almost all businesses that had provided a copy of their EICR (57/58, 98%) were using a competent person to inspect and test their electrical installation. The one that did not was an independent business in the Vale of Glamorgan that had for years, been using a retired electrician who is unregistered with any of the professional trade bodies. The inspecting officer required the business to have a new EICR done using a competent person, to which the business obliged.

Outdoor Installation and Outdoor Electrical Equipment

Of the 62 businesses inspected, 5 (8%) were found to have no outdoor area, 3 of which were part of the original premises list and 2 were added to the project as Service Requests. The remaining 57 had an outdoor customer area with an outdoor electrical installation. The outdoor electrical installation was found to be suitable if the installation, including fixed sockets, light switches and fittings were of such a construction or protected to prevent any danger occurring from exposure to the effects of the weather. Officers were looking for ingress protection (IP) ratings of at least IP54 or higher, depending on what kind of conditions the specific part of the installation would be subject to.

Suitability of outdoor electrical equipment was assessed, and Officers were again looking to see if the equipment being used outdoors had a high enough IP rating to protect it from the effects of the weather. The graph below illustrates the suitability of the outdoor electrical installation and electrical equipment being used outdoors.



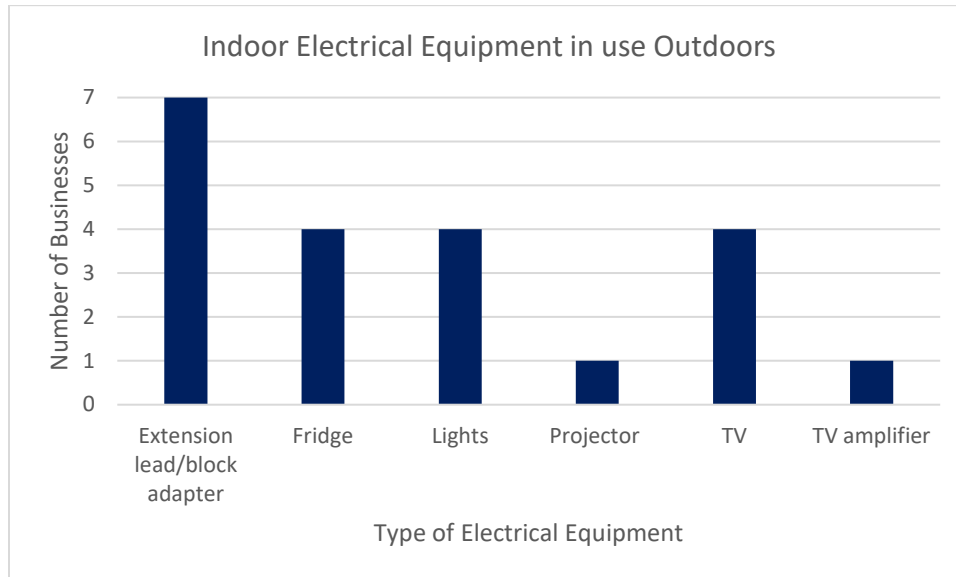
A total of 3 (5%) premises had unsuitable outdoor electrical installations. The 2 premises in Cardiff had indoor sockets installed for use outdoors. One premises had the sockets hidden behind televisions mounted on the wall, the other had mounted indoor sockets under a covered area outdoors, pictured below. The premises in the Vale of Glamorgan had cabling that was not adequately covered or suitable for an outdoor environment.



Businesses were instructed not to use the unsuitable parts of the electrical installation and to ensure a competent person fitted the correct sockets/adequate cables for use outdoors. Furthermore, to make conditions safe officers ensured that circuits to the affected parts were electrically isolated and that items were taken out of use during the visits.

11 (18%) businesses were found to be using electrical equipment designed for indoor use only, in their outdoor areas. 8 (13%) were in Cardiff and 3 (5%) were in the Vale of Glamorgan. Officers found all businesses visited in Bridgend were using suitably protected equipment in their outdoor areas.

A range of different indoor electrical equipment was found to be in use outdoors without adequate protection. The following graph shows the type of equipment and the number of premises that these items were observed at.



The most common indoor items found in use outdoors were extension leads and block adapters, found at 7 (10%) premises. This was followed by fridges, lights and televisions, all found at 4 (6%) premises each. Businesses were told to cease using the unsuitable equipment outdoors and to either remove to an indoor location, adequately protect if appropriate (e.g. encase television in IP rated box), or replace the item with one of a suitable IP rating for outdoor use. Where possible, staff were told to remove the item from the outdoors area at the time of the visit, such as an extension lead or portable lights or send evidence via email, or to demonstrate on a revisit that the item had been removed, adequately protected, or replaced.

Examples of indoor equipment found in use outdoors in premises visited as part of this intervention are shown in the photographs below.



Indoor televisions and extension cables.



Indoor fairy lights, television, extension cables and fridge.



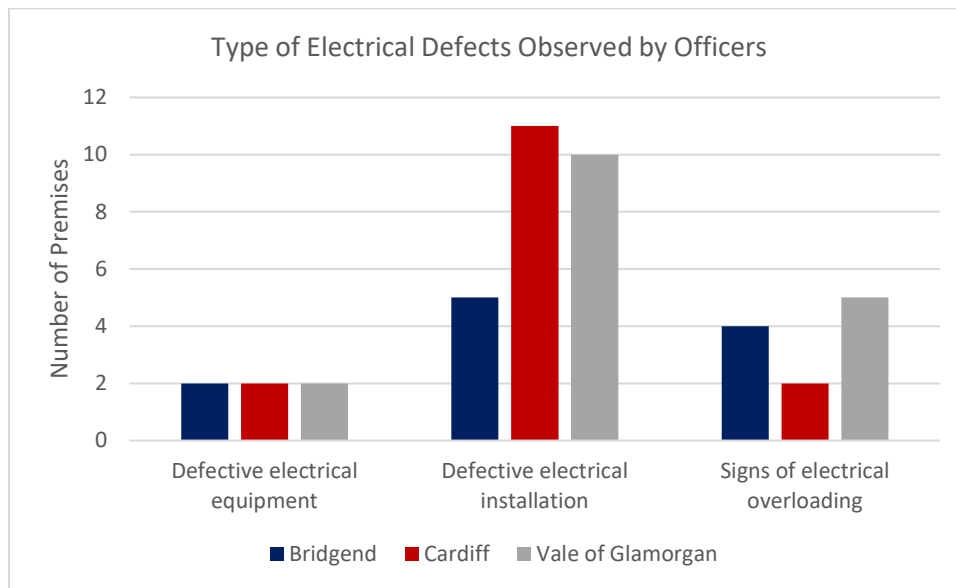
Indoor fridge, television signal amplifier, extension cables

Defects identified with Electrical Installations and Electrical Equipment

The presence of defective electrical equipment poses a risk of harm which must be removed or reduced to as low as is reasonably practicable. On visits, Officers were checking whether businesses took a proactive approach to identifying defective items, such as ensuring user checks are done before the equipment is used, removing any defective items as soon as they are identified and if it is

not possible to remove an item, then to stop the item being used until sufficient repairs are made by a competent person.

The following graph details the types of defects observed by Officers on their visits.



Officers observed a higher number of defects with the electrical installations when compared to defects observed on electrical items.

Electrical Equipment

Most businesses (55/62, 89%) were conducting regular checks of electrical equipment to ensure it was in a good, safe condition for use. This was reflected by the **number of businesses where defective electrical equipment was observed, which was low (6/62, 10%)**. A small number of businesses who were carrying out regular checks did also have defective electrical equipment observed by Officers, so an increase in the frequency of their user checks was suggested or further training on what to look for, for staff carrying out electrical equipment checks. Portable appliance testing was being carried out by a large number of businesses and this was included in the regular checks statistics.

The photographs below show examples of defective equipment seen by Officers – The first photograph shows 2 appliances wired into one plug, followed by a missing electrical panel for a drinks machine and damage to an electric cable.

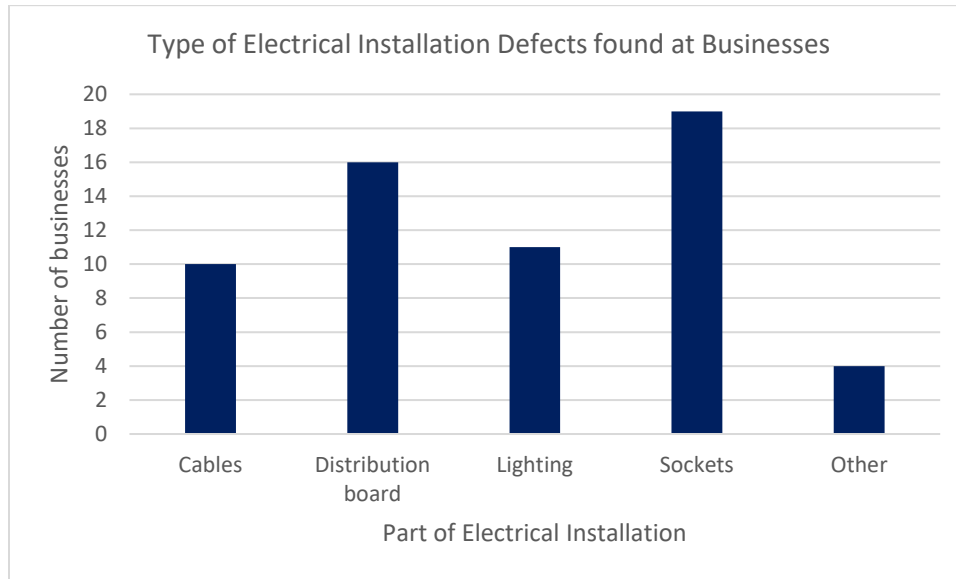


Two businesses in each Local Authority were found to have defective electrical equipment in use. Over half of the defects observed (5/9, 56%) were associated with defective cables and included damage to cables and cable sheaths that had come away from the plug leading to exposed internal wiring. Two defects noted were missing electrical panels on a drinks machine and a light and 2 involved plugs – one plug had 2 electrical appliances re-wired into it and the other had visible damage to the casing.

Electrical Installation

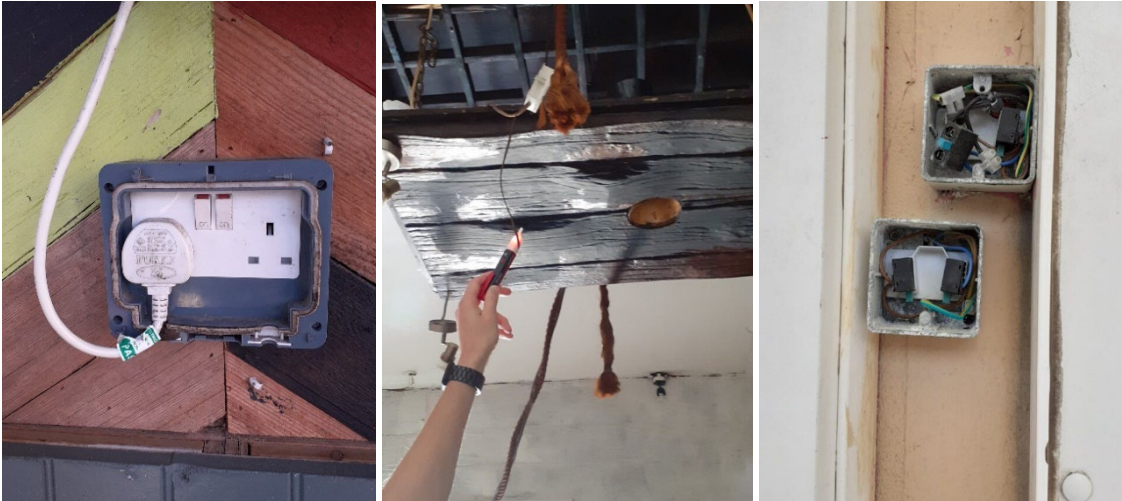
26/62 (42%) businesses were found to have defects with their electrical installation and of these, 5 (8%) were in Bridgend, 11 (18%) were in Cardiff and 10 (16%) were in the Vale of Glamorgan.

The following graph illustrates the affected parts of the electrical installation and the number of businesses where the defects were observed.



- **19/62 (31%)** businesses had defective sockets. This included damage to the socket casing, loose sockets and missing covers off IP rated sockets.
- **16/62 (26%)** businesses had defective distribution boards which included missing blanks or circuit breakers, missing covers, missing screws, missing gland covers and unlabelled circuits.
- **11/62 (18%)** had defective lighting, including broken light covers, missing bulbs, unsecure light fittings and a missing light switch face plate.
- **10/62 (16%)** had defective cabling including exposed live basic insulation, inadequately joined cables, unsupported twin and earth cabling and detached earth bonding.
- **4/62 (6%)** had other defects observed and included damaged hand dryer switches, a damaged junction box and missing a fuse.
- Of the businesses with defective electrical installations, **14/26 (54%)** were part of larger companies or chains and **12/26 (46%)** were independent businesses.

Some examples of damaged installation observed on visits are shown below.



Photographs above show an outdoor socket with cover missing, live cables and missing switch covers exposing live cables.

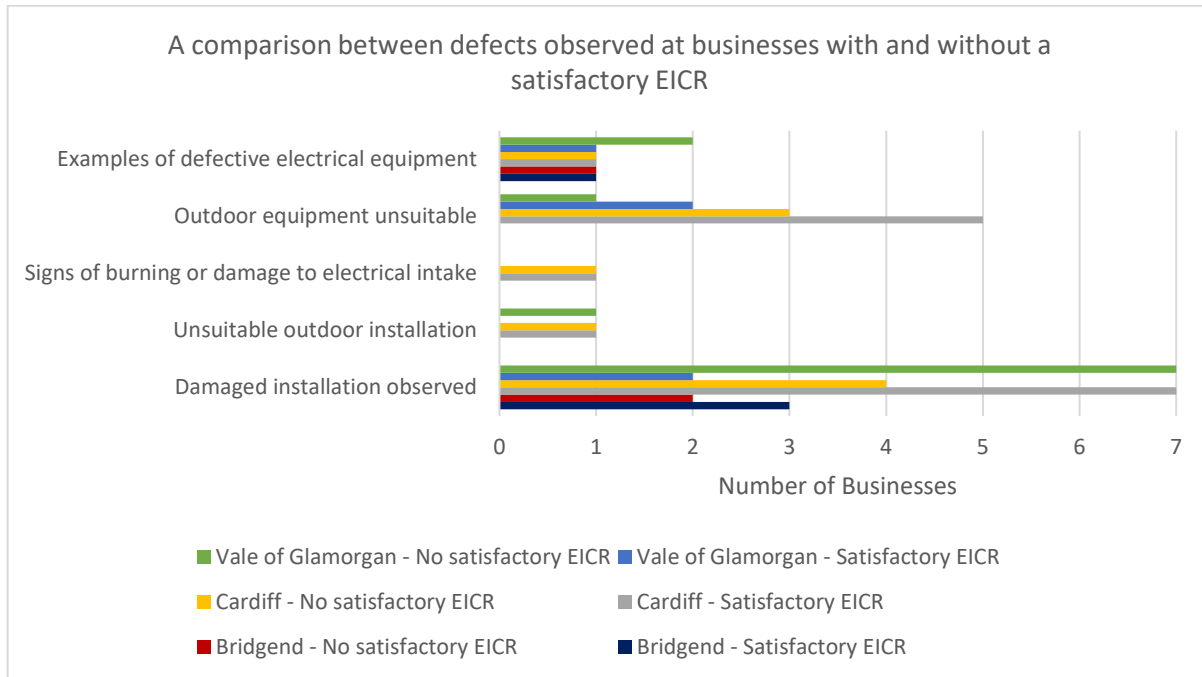


Photographs above show a broken light switch, burnt socket and gland covers missing on a distribution board.

Overloading was an issue in 11/62 (18%) businesses, **some examples of what was seen is pictured below.**



The following graph shows a comparison between the businesses that had a satisfactory EICR, less than 5 years old and those that did not.



Even though a business had a satisfactory EICR, this did not mean that there were no defects with the electrical installation or equipment observed by Officers on their visit.

- **An unsuitable outdoor installation was observed in 3 businesses only and of these, 2 had no satisfactory EICR.**
- **Defective electrical installations were observed in businesses across all 3 Local Authorities with the highest number seen in businesses in Cardiff that did have a satisfactory EICR, and in businesses in the Vale of Glamorgan that did not have a satisfactory EICR – 7 businesses in each group. Bridgend had 1 more business that had a damaged installation in the group that had a satisfactory EICR versus those that did not.**
- **There were no differences between businesses where signs of burning were observed as one was in a business with a satisfactory EICR, the other was in a business that did not have a satisfactory EICR.**
- **Unsuitable outdoor electrical equipment was only observed in Cardiff and Vale of Glamorgan businesses and in both Local Authorities, there were more businesses with unsuitable outdoor electrical equipment that had satisfactory EICR's versus those that did not.**
- **Defective electrical equipment was observed in businesses in each Local Authority, with very little difference in numbers between those that did and those that did not have a satisfactory EICR.**

Distribution Boards

Officers inspected distribution boards, of which most businesses had numerous units serving different parts of the electrical installation. Officers were looking to see if all circuits were labelled, there were no blanks or circuit breakers missing, gland covers were in place, unit covers were present and functioning, RCDs/RCBO's were in place, there were no signs of damage or burning and units were accessible to staff in an emergency.

Although the lack of RCDs/RCBO's will not cause an outcome of unsatisfactory on an EICR, they are a highly recommended safety feature of an electrical installation and a lack of these would generate a code C3. Many distribution boards were installed before RCDs/RCBO's were made mandatory in the IET wiring regulations (BS 7671) and are therefore a recommended upgrade.

The main electrical intake to the business was also inspected to ensure it was adequately sited and enclosed, in good condition, and that the main fuse was in place and that the seals were intact.

The table below details the observations of Officers regarding the distribution boards and main electrical intake.

	Bridgend	Cardiff	Vale of Glamorgan	Total	Total %
Distribution board suitably sited and enclosed	19	17	19	55/62	89
Employees know how to switch electrical supply off	20	20	21	61/62	98
All circuits RCD/RCBO protected	20	14	19	53/62	85
RCD/RCBO's regularly checked*	6	5	5	16/60	27
Entertainers audio circuits protected by RCD/RCBO**	10	9	13	32/38	84
Electrical intake fuse in place	20	21	20	61/62	98
Signs of burning or damage to electrical intake	0	2	0	2/62	3

*2 businesses did not have any RCD/RCBO's on any of their circuits

**24 businesses did not have circuits for entertainers

Most distribution boards (89%) were suitably sited and enclosed, with those that were not, mainly required that staff keep the cupboard locked or for the boards to be made inaccessible to members of the public.

All except one business (98%) had employees that knew how to switch off the electrical supply in an emergency and all except one (98%) had the main supplier's fuse in place.

There were very little signs of burning or damage to the electrical intake. This was only observed in 2 (3%) businesses.

The majority of businesses (85%) had all circuits protected by RCD/RCBO's, however less than a third (27%) were regularly checking their functionality. This included businesses part of a larger companies such as Marston's. Of those that had separate circuits for the entertainers' audio equipment, the majority (85%) were protected by RCD/RCBOs.

At just one of the premises, one of the electric network operator's three 100 Amp fuses was missing. Nonetheless, the next fuse back is the area generator/sub mains. This exposed live conductors in the missing fuse position and posed a risk of electrocution. An Officer provided the network operator's details (National Grid) to the duty holder. National Grid were able to attend within a matter of hours to resolve the issue.



High Standards

Although a lot of defects with the electrical installation, electrical equipment and lack of EICRs were identified on visits, there were also a number of businesses that excelled.

Just over a third (21/62, 34%) of businesses, of which 9 (15%) were in Bridgend, 5 (8%) were in Cardiff and 7 (11%) were in the Vale of Glamorgan had high standards. All had EICR's less than 5 years old with all code C1 and C2 items corrected, suitable outdoor installations and outdoor equipment with no damage to any of the installation or electrical equipment at the business. There were no signs of electrical overloading, distribution boards were suitably sited and enclosed and in good condition, the main electrical intake fuse was in place with no obvious signs of burning or damage and all circuits were protected by RCDs/RCBO's. Of these businesses, 8/21 (38%) were independent businesses and 13/21 (62%) were part of larger organisations or chains.

Enforcement Action

Of the 62 hospitality businesses visited as part of this intervention, 58 duty holders received a formal warning letter which detailed the 'Schedule A' contraventions and 'Schedule B' recommendations identified by the Officer on the visit. Duty holders were required to provide evidence of how contraventions had been resolved or a detailed action plan confirming how they were going to be addressed by the deadline given by the Officer. Some businesses were also subject to a revisit to check the work that had been done.

Three businesses were found to have very high standards and did not require any further work, negating the need to send a formal warning letter. One further business was left a Confirmation of Intervention form with no further letter sent.



One Improvement Notice was served on a duty holder due to inadequate maintenance of their electrical installation as evidenced by numerous defects observed by Officers. These included distribution boards that were missing circuit breakers/blanking plates and gland covers, exposed live coloured basic insulation, evidence of live electrical wires being joined and taped, unsupported twin and earth cabling and electrical control boxes with missing covers, which exposed live coloured basic insulation.

A “notice to take possession of article or substance” was also served to seize two damaged extension leads, with broken flexible cables, at the same premises.

The Improvement Notice was complied with by the given deadline. Unrelated to the notices, the premises has subsequently ceased trading.

There was no need to serve any Prohibition Notices to mitigate risk of serious personal injury. However, during visits officers were able to make conditions safe by ensuring that hazardous circuits were electrically isolated and that hazardous items were taken out of use.

Discussion

From the findings of this report, it can be seen that only 65% of the premises had an in date EICR at the time of the officer's initial visit. Alongside this 42% of all businesses had defects to the installation. Reasons for this could include smaller businesses looking to save on costs of inspection, testing and repairs to their electrical installations. This may be exacerbated by:

- the removal of historic licensing conditions or the enforcement thereof .
- the cost-of-living crisis.
- industry wide issues that have affected the hospitality industry including staff retention & recruitment post COVID-19.

Following the visits 29% of businesses had their fixed electrical installation inspected and tested.

Competent Persons

Awareness of the UK Governments Registered Competent Person Electrical single mark and register
Whilst all but one of the premises visited were found to be using a competent person, most businesses were not aware of the Competent person checks UK Governments Registered Competent Person Electrical single mark and register (<https://electricalcompetentperson.co.uk/>), as such officers brought this scheme to the attention of duty holders.

As expected, duty holders who received certification from a registered electrician did not appear to have questioned the validity of the EICR. As such no businesses were being found to verify if the EICR's had been completed correctly – unfortunately from complaint/accidents the team have investigated it has been noted that two NICEIC approved electricians had provided EICR's that state that the installation is satisfactory when in fact the EICR should have stated that the installation was unsatisfactory. In one instance due to further investigation being stated in the body of the EICR, in another instance due to the presence of C2 defects recorded deliberately as C3 defects.

The invalid certification issues were addressed with the duty holder and electrician respectively and the team manager reported these concerns with our Health & Safety Executive partners at the All Wales Health & Safety Expert Panel Meeting.

Work With Primary Authority Partner - Marston's Trading Ltd

Marston's is a leading UK operator having been part of the British pub landscape for over 180 years and they have grown from a local family run business to a PLC with 1,400 pubs and around 11,000 employees. Marston's entered in to a "Primary Authority Partnership" (<https://www.gov.uk/guidance/local-regulation-primary-authority>) with SRS during the course of the project.

Several Marston's pubs were visited and because of the visits, it was noted, that alike other project premises the Residual Current Device's (RCDs) to the distribution boards in Marston's pubs were not being routinely tested.

Subsequently, detailed information and advice was provided by the team to Marston's Nationwide Director of Safety and consequently **a solution was developed to be implemented across all pubs in Great Britain**. This solution involves a check of the RCD test buttons by Marston's contractors who also undertake fire safety equipment checks, a record of these checks is then recorded on an online portal.

Conclusion

The visit proforma was fit for purpose and covered a wide range of topics associated with electricity at work and Officers were able to consistently inspect, advise and identify areas for improvement with each duty holder across all businesses. The methods used for the intervention were appropriate and targeted the correct type of businesses outlined in the plan, that is, hospitality businesses with outdoor customer areas. Only a very small number were later identified as having no outdoor area, however the intervention still identified areas for improvement with the indoor electrical installation, so it was still beneficial for those businesses.

Overall, Bridgend premises performed better than those in Cardiff and the Vale of Glamorgan, with less defects identified with electrical installations and electrical equipment and a higher number of businesses that were seen to already have high standards in managing the risks associated with electricity at work.

Satisfactory EICRs less than 5 years old were in place at just under two thirds of the businesses, although it was found that many of these were not held onsite. This was especially true for businesses part of larger companies or chains. As a result of the intervention, those businesses without a satisfactory EICR subsequently employed a competent person to inspect, test and maintain their electrical installation to the required standard to gain a satisfactory outcome on the test report, therefore raising safety standards surrounding electricity in the workplace.

All businesses bar one were using a competent person to conduct work with electricity at their premises. The intervention found that a larger proportion of independent businesses, when compared to businesses that were part of larger companies or chains, did not have a satisfactory EICR that was less than 5 years old, however having a satisfactory EICR did not mean that defects with the electrical installation were not present and in some instances, such as in Cardiff, more defects were found with installations in businesses that had a satisfactory EICR.

Very few businesses had outdoor electrical installations that were unsuitable, however one fifth were found to be using electrical equipment outdoors which was designed for indoor use only with the most common items being extension leads, fridges, televisions and lights.

The majority of businesses were conducting regular safety checks of electrical equipment and taking any found to be defective out of use for disposal or repair. This is reflected in the low number of

defects observed by Officers on electrical items. The majority of damage observed was on cables, with overloading being an issue in a fifth of businesses.

In contrast to this, Officers observed a significantly higher number of defects with the electrical installations where just over two fifths of businesses had defects. The most common issues were with sockets, distribution boards and lighting.

Employees generally knew how to isolate the electrical supply however, testing that RCDs/RCBOs were functional was not routinely being done in a large majority of businesses and was something that Officers tried to address on their visits. In some instances, larger companies did not want to put this task on the business manager and have incorporated the testing of RCDs/RCBOs with other routine inspections such as fire safety.

The electricity in hospitality intervention has been a worthwhile piece of work undertaken by the Team and has undoubtedly raised electrical safety standards and awareness in the businesses visited.

Recommendations/future work

- Further extension of the project to include nightclubs, especially since there has been a recent fatality in the outdoor area of a nightclub recently. Night clubs (and wet pubs) are not visited as often by Officers in other teams, such as the Food Safety Team, who often highlight matters of evident concern (MEC) including electrical hazards to the Communicable Disease, Health and Safety Team.
- Discussion with our licensing partners with a view to reintroduce the old licensing conditions for 5 yearly EICRs and RCDs for circuits to be used by entertainers.
- Targeting of independent hospitality businesses especially those with outdoor customer areas.

Appendix 5 - Summary of cases concluding between April and the end of August 2024

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

Case	Court date	Offence(s)	Outcome
1	14.6.24	<p>The case against the 11 defendants was heard across two Crown Court trials that took place in November/December 2023 and February/March 2024.</p> <p>This was an extremely determined organised criminal group set up and run to sell illegal tobacco and nitrous oxide, predominantly in the Cardiff, Barry and Bridgend areas. It was extremely lucrative, and premises were taking more than £1,000 a day. There were at least 8 shops involved and a number of other premises and locations used to support the illegality. Most of the business was conducted in cash. Those involved, particularly in a senior role, displayed a complete disregard for the law and knowingly continued to trade despite previous advice, intervention, and court proceedings.</p> <p>Searches and test purchases in the case resulted in over £600,000 worth of unlawful tobacco product being recovered. This is a mere fraction of the criminality as this figure does not take into account a single cigarette actually sold to members of the public. More than £1,800,000 was laundered through various bank accounts. Cash was banked only when it had to be, to pay expenses. The Organised Crime Group had a simple modus operandi. It would open small shops which appeared to sell general produce. Most of the premises were linked to corporate entities, the directorship and ownership of which frequently changed. False directors would often be inserted in name only and receive a fee for being the apparent</p>	<p>A number of defendants changed their pleas to 'guilty' during the course of the two trials and the remainder were found guilty by the respective juries.</p> <p>In sentencing, the Judge concluded that the defendants were part of an organised criminal group that established and ran 8 shops selling illegal tobacco and nitrous oxide canisters. The victims of the crime were the state in the form of the Exchequer, the brand holders and other legitimate businesses in competition locally. The public were sold sub-standard products and there were vulnerable victims where individual cigarettes were sold to underage children. The selling of nitrous oxide was potentially dangerous as it could be misused. He gave limited credit where appropriate for those who entered guilty pleas.</p> <p>The sentences imposed were as follows:-</p> <p>Defendant 1: 7 years imprisonment</p>

		<p>'face' of the business, some of which did not live in the South Wales area at all. On occasion, employees were used as directors but would have no real control over the business. The premises would sell largely long-life ambient goods to masquerade as legitimate stores when in fact the principal trade would be in illegal tobacco products and illegal nitrous oxide canisters.</p> <p>Most of the employees in the shops were failed asylum seekers who were not permitted to work in the UK and received cash for their employment. They were rarely named on any documents. They were also circulated between the shops which made it difficult to identify and trace them. They often used several variations of their names and dates of birth. To some extent these individuals were exploited by those at the top of the organisation.</p> <p>As the criminality continued, increased efforts were made to avoid detection. Most of the shops had large, concealed spaces held shut with powerful electrical magnets, which could only be opened by a remote control. The illicit tobacco products were often hidden in these spaces which could not be accessed without the remote control. The compartments were concealed and could not be seen with the naked eye. The spaces could only be identified by sniffer dogs and/or by breaking down the walls. Other systems such as an electronic winch and tables with hidden compartments were also found.</p> <p>The defendants were often in control of the flats above the shops and had connected the flats to the shops with large, concealed tubes or electronic winches. The tobacco products were stored in the flats and employees in the flats would be instructed via mobile phones or radios to put the requested tobacco product down the</p>	<p>Defendant 2: 6 years imprisonment</p> <p>Defendant 3: 3 years imprisonment</p> <p>Defendant 4: 6 years imprisonment</p> <p>Defendant 5: 2 year sentence, suspended for 18 months with a 20 day rehabilitation requirement</p> <p>Defendant 6: 19 month sentence, suspended for 12 months with 150 hours unpaid work and a 10 day rehabilitation requirement</p> <p>Defendant 7: 2 year sentence, suspended for 12 months with 150 hours unpaid work and a 10 day rehabilitation requirement</p> <p>Defendant 8: 3 years imprisonment</p> <p>Defendant 9: 19 month sentence, suspended for 12 months with 100 hours unpaid work and a 10 day rehabilitation requirement</p> <p>Defendant 10: 2 year sentence, suspended for 12 months with 100 hours unpaid work and a 10 day rehabilitation requirement</p>
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2.	16.5.24	<p>In September 2022, a complaint was received about an unregistered food business in Cardiff running an event for which the ticket price included karaoke and food. Officers had previously been concerned that the business may be engaging activities that would require it to be registered and had given appropriate advice.</p> <p>At the time of the Officers' evening visit to the premises, the kitchen was being used for the commercial preparation of food, despite the business not being registered. Officers found the following</p> <ul style="list-style-type: none"> • No Food Safety Management system in place 	<p>The defendant was fined £1,350 for each of the first two offences giving a total fine of £2,700 (there was no separate fine for the other offences).</p> <p>Partial costs of £1000 were ordered and he was also required to pay a victim surcharge of £1080.</p>

		<ul style="list-style-type: none"> • Cats roaming freely along the kitchen surfaces • A strong smell of urine and cat faeces in adjacent rooms • A toilet opening directly onto the kitchen • Out of date food • Poor cleanliness throughout <p>As a result of the kitchen being an imminent risk to health and food soon to be served to the public, a Hygiene Emergency Prohibition notice was served, and a Hygiene Emergency Prohibition Order was later granted by the Court.</p> <p>The defendant was subsequently charged with a number of food hygiene offences, and the Judge took the view that case involved very high culpability and harm.</p>	
3.	12.7.24	<p>This case arose after an employee was seriously injured when a heavy gate fell onto her as she assisted a colleague in opening up one morning as they arrived at the Cardiff workplace. The injuries sustained by the employee have been life changing and she has been affected physically, mentally and financially as a result.</p> <p>During the course of the investigation, it became apparent that two linked companies (one being the employer and the other the landlord) shared responsibility for maintenance of the gate. Officers from Shared Regulatory Services attended the premises and discovered that:</p>	<p>The first defendant company was fined a total of £45,000, and ordered to pay costs of £11397.15 and a court charge of £170.</p> <p>The second defendant company was fined a total of £12,000, ordered to pay costs of £11397.15 and a court charge of £170.</p> <p>Making a total fine £57,000 and total costs of 22,794.30</p>

		<ul style="list-style-type: none">• No risk assessments for the security gates had been completed and hazards associated with employees and non-employees coming into contact with the security gates as part of their day to day activities had not been considered.• There had been no routine inspection or maintenance programme in place for the security gates on or before the date of the accident• Staff with health and safety responsibilities had received no instruction or training to be competent to undertake their roles.• Health and safety issues appeared to be dealt with on a reactive basis.• The employer considered the yard and security gates to be the responsibility of the landlord with regards to all repair and maintenance. <p>When the matter was heard in the Crown Court, the first of the two companies pleaded guilty to two counts as an employer under the Health and Safety at Work etc., Act 1974, as follows:</p> <ol style="list-style-type: none">1. contrary to Section 33(1)(a) of the Health and Safety at Work etc. Act 1974 failure to ensure, so far as is reasonably practicable, the health, safety and welfare at work of its employees, as required by Section 2(1) of the Health and Safety at Work etc. Act 1974; and2. contrary to Section 33(1)(c) of the Health and Safety at Work etc. Act 1974 failure as employer with control of the premises, to maintain the gate, as required by Regulation 5(1) of the Workplace (Health, Safety and Welfare)	
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4.	12.7.24	This case concerned a 2 storey Victorian terraced house in Cathays, Cardiff which was occupied by 4 un-related students. The property was properly licensed to the previous owner, but was purchased by the current owner, a limited company in December	The company and its Director were each fined £1550, and each was ordered to pay costs of £320.

		<p>2021.</p> <p>Despite SRS sending several letters to the owner, no application was made to obtain a licence under Part 2 of the Housing Act 2004, nor under the Additional HMO Licensing scheme for Cathays. In addition, the new owner failed to register the property with Rent Smart Wales under the Housing (Wales) Act 2014.</p> <p>Nevertheless, Officers visiting the property in August 2023 were able to establish that it was occupied by four people between 01/07/22 to 30/04/23 and then again from 01/07/23. All attempts to engage with the company and its Director were met with silence and a prosecution was commenced against the company and its Director.</p> <p>The defendants failed to attend court and the matter was heard in their absence.</p>	<p>Both were also required to pay a victim surcharge of £616 each.</p>
5.	17.7.24	<p>This case arose as a result of a March 2023 inspection of a food business operating as both a restaurant and a takeaway establishment in Grangetown Cardiff. Despite generally poor compliance over a number of years, the Officers' findings during this visit were extremely concerning and cut across a number of areas of food hygiene including cross contamination, record keeping and cleanliness.</p> <p>In addition, a significant and active rat infestation was evident but there was no pest control contract in place. Given the clear risk to human health, Officers secured a voluntary closure while the problems were addressed, and the premises was given a Zero food hygiene rating.</p> <p>Once a pest control contract was in place, the infestation could be</p>	<p>The Judge considered the defendant's early guilty pleas and imposed a total fine of £1400. He was also ordered to pay £696 in costs together with a victim surcharge of £600.</p>

		<p>addressed, and as part of this work, the technician made use of a UV light-activated dust to be able to monitor ongoing rodent activity. The dust was laid at night and the Food Business Operator was given strict instructions not to disturb the dust in any way, but rather to meet the Officer and the pest control technician outside the premises at a set time the following morning. It was particularly disappointing that the FBO ignored these instructions and took it upon himself to enter the premises and mop the area where the dust had been laid.</p> <p>The FBO's actions were viewed as an aggravating factor, i.e., a bid to convince Officers that there had been no further rat activity, meaning that the restaurant could open sooner, and make money sooner, than would otherwise have been the case. The defendant was charged under the Food Hygiene (Wales) Regulations 2006 (as amended) in respect of the following:</p> <ul style="list-style-type: none"> • Failure to ensure that adequate procedures were in place to control pests • Failure to permit good food hygiene practices, including protection against contamination and in particular pest control. • Failure to maintain food premises in good repair, and • Failure to maintain permanent procedures based on HACCP principles. 	
6.	28.8.24	In November 2022, SRS received a number of complaints about the defendant's soft play centre in Cardiff. Several inspections followed, culminating in an improvement notice being issued in	Given the defendant's difficult financial circumstances, she was fined £200, ordered to pay costs of £800 and a court

		<p>March 2023, requiring the business owner to produce suitable and sufficient assessments of the risks to the health and safety of both employees and non-employees using, and accessing, the facility. The deadline given in the improvement notice passed without the risk assessments being provided.</p> <p>The court was advised that the business is no longer trading, and the defendant now works as a part-time carer She has no intention of ever running a similar business ever again.</p> <p>In sentencing, the District Judge advised the defendant that she could have easily avoided the prosecution by complying with the notice.</p>	<p>surcharge of £80.</p>
7.	28.8.24	<p>The defendant was selling cosmetic products from his Cardiff premises, that were not intended for the UK market, and which failed to comply with product safety law. Officers initially visited the premises and provided detailed advice on what needed to be done to comply with the law and trade safely.</p> <p>Nevertheless, the advice was ignored and non-compliant product lines continued to be stocked. In June 2023, officers seized a number of products which contained hydroquinone – a substance which is prohibited in cosmetic products. Other products on sale were actually medicinal products which can only be legally sold or supplied to the public through a registered pharmacy premises or by or under the supervision of a pharmacist. In addition, some product lines had no labelling or ingredients list on the packaging.</p> <p>The defendant pleaded guilty to 13 offences under the Cosmetic Products Enforcement Regulations 2013, The Human Medicines Regulations 2012 and the Consumer Protection from Unfair</p>	<p>As a result of the defendant's dire financial circumstances, the District Judge fined him a total of £440, ordered him to pay costs of £500 and a court surcharge of £176.</p>

		<p>Trading Regulations 2008 in relation to offences committed at the Cardiff premises.</p> <p>The court was advised that the business is no longer trading, and the defendant has been struggling with his health and financial circumstances.</p>	
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