

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 17 December 2025
Relevant Scrutiny Committee:	Live Well Scrutiny Committee
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:	Chief Executive – Rob Thomas
Responsible Officer:	Head of Shared Regulatory Services
Elected Member and Officer Consultation:	No Elected Members have been consulted. The following officers have been consulted: Assistant Director, Cardiff Council Chief Officer Legal, Regulatory and Human Resources, Bridgend County Borough Council
Policy Framework:	This is a matter for the Shared Regulatory Services Joint Committee
Executive Summary:	<ul style="list-style-type: none"> The report appraises the Committee of the work of the service and progress toward completing the actions contained in the SRS Business Plans.

Recommendations

The Joint Committee is asked to:

1. Consider, note, and agree the contents of this report
2. Approve the 2025-26 Port Health Plan
3. Authorise the Head of Shared Regulatory Services to make administrative amendments to the Port Health Plan 2025-26, should the need arise.

Reasons for Recommendations

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 Port Health
3. To enable minor changes to be made, should the need arise, during the lifetime of the Port Health 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 recently undertaken, as well as Performance Management for the Quarter 2 period of July – September 2025.

2. Key Issues for Consideration

- 2.1 The sickness absence level at the end of Quarter 2 2025-26 was 5.56 days per FTE person overall.

	Short Term Days Lost per FTE	Long Term Days Lost per FTE	Total Days lost per FTE
Q2 2025-26	0.93	4.63	5.56
Q2 2024-25	0.92	2.85	3.78
Q2 2023-24	0.75	1.54	2.29
Q2 2022-23	1.40	4.89	6.29
Q2 2021-22	0.61	3.15	3.76

- 2.2 When compared with the same time frame in Q2 of 2024/25, there was no discernible difference in the short-term FTE absence figure for the Service. However, there was a 62% increase in the long-term rate of absence to 4.63 days lost per FTE. Unfortunately, illness means that a number of SRS colleagues have been on very long-term absence, and efforts continue to support their return into the workplace when they are able to.
- 2.3 The Q2 absence rate still compares favourably when viewed in a wider context through comparison with average sickness rates across the partner Councils.
- 2.4 At the September Joint Committee meeting, Members were updated on the summer recruitment and appointment of the Service's first two Regulatory Services Apprentices. Both began work on 1st October, one of them based in a Trading Standards setting, and the other in an Environmental Health setting. Since then, they have been busy shadowing Officers as well as managing their own growing workloads, and both have now begun their studies towards the Level 4 Diploma in Regulatory Compliance.
- 2.5 In another strand of the SRS '*Growing our Own*' approach, it was wonderful to see three more members of staff obtain their MSc in Environmental Health degrees from the University of the West of England. None of the three previously had a formal Environmental Health qualification and all three excelled, gaining distinctions. Both of these developments provide reassurance that the Service continues to build resilience in guarding against a return of the recruitment and retention challenges experienced some years ago.
- 2.6 At its last meeting in September, the Joint Committee asked the SRS Management Board to begin the recruitment process for the next Head of Shared Regulatory Services. In line with this request, the recruitment process started some weeks later

and by the closing date, some 11 applications had been received, with four candidates subsequently being shortlisted for interview. A challenging, multi-stage assessment process followed, and this resulted in the Joint Committee appointing the new Head of Shared Regulatory Services, with effect from 1st April 2026. Between now and then, the incoming and outgoing Heads of Service will work closely together to ensure a smooth transition ready for the new financial year.

Financial Position Quarter 1

- 2.7** The financial monitoring report for the period 1st July to 30th September 2025 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 £187k overspend against the 2025-26 gross revenue budget. This position includes an historic Cardiff Authority Specific budget shortfall of circa £200k relating to Taxi Licensing.

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 2 of 2025-26 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

Improving Health and Wellbeing

Port Health Plan 2024-25

- 2.10** The document attached at **Appendix 3** is the Port Health Plan for 2025-26, the last of the SRS operational plans for the year. It sets out how the Shared Service is fulfilling its role of protecting public health by carrying out a range of health controls.
- 2.11** The Plan explains how the Port Health Team prevents and controls infectious disease coming into Cardiff, Barry and the surrounding areas via the ports and airport, to protect the health of the public. The Plan also details the delivery mechanisms for the statutory obligations in relation to food safety, imported food control, ship sanitation, disinsection, waste control and animal health.

Smoke-free compliance

- 2.12** The Smoke-free Premises etc. (Wales) Regulations 2007 were introduced to protect employees and the public from the harmful effects of second-hand smoke. This legislation prevents smoking in ‘enclosed’ or ‘substantially enclosed’ public places, such as pubs, clubs, hotels, shops and workplaces, and 18 years on, smoking prevalence in Wales has dropped from 24% to under 13%. Committed to a smoke-free Wales by 2030 (less than 5% prevalence), Welsh Government extended the smoke-free requirements in March 2021 to apply in additional places, including hospital grounds.
- 2.13** SRS is responsible for enforcing this new area of smoke-free law, and recognises that the requirement for all hospital sites to be smoke-free promotes healthier care environments and supports smokers using hospital services, or visiting or working in hospitals, to quit the habit. The Service has assisted its partner Health Boards of Cwm Taff Morgannwg and Cardiff and Vale in auditing the arrangements in place to prevent smoking in its grounds. Advice has been given and implemented ahead of the next phase of this work commencing.
- 2.14** Understanding that hospital patients and visitors can be experiencing some very difficult and emotionally challenging situations while on hospital sites, SRS is working with Cardiff and Vale Health Board to conduct awareness-raising patrol initiatives at first. Thought to be the first of its kind in Wales, the purpose of this SRS intervention is to work with the public to change behaviours, before progressing, in time, to a further phase of work which will involve law enforcement and the possibility of Fixed Penalty Notices being issued.

Public Health Funerals

- 2.15** Under Section 46 of the Public Health (Control of Diseases) Act 1984, local authorities have a statutory duty to bury or cremate those for whom ‘suitable arrangements’ have not been made. The legislation is in place to protect public health and is important in ensuring that all individuals are treated with dignity and respect, regardless of their circumstances. Government has published non-statutory good practice guidance to ensure local authorities deliver public health funerals respectfully and with care.
- 2.16** A public health funeral is typically arranged when:
- There has been a death in the community, and
 - The deceased has no known next of kin, or
 - Next of kin cannot be located despite reasonable efforts, or
 - Relatives or friends are unwilling or unable to make arrangements, or
 - The deceased’s estate or family cannot meet the cost of a funeral

- 2.17** Within Cardiff, the Bereavement Services team has responsibility for arranging Public Health funerals rather than SRS. In Bridgend and the Vale however, SRS takes on responsibilities such as registering the death with the Registrar, making the necessary arrangements with the funeral directors, and completing all necessary documentation.
- 2.18** Requests are usually received via the Coroner's office or local Hospice. The Coroner's Office would be expected to have undertaken comprehensive investigations to locate the next of kin prior to the case being referred to the local authority. If it has not already been done, SRS will make attempts to identify any next of kin. If they are not identified or decline to take responsibility for the funeral arrangements, it then becomes the duty of the local authority.
- 2.19** The average cost of a public health funeral (cremation) is approximately £1500, which is initially borne by the Council. However, under Section 46(5) of the Act, these costs can be recovered from the deceased's estate. Officers will conduct property searches to identify cash, valuables, financial documents, or evidence of religious preferences that may influence arrangements. Under section 34(3) of the Administration of Estates Act 1925, the first debt on a person's estate is that of the funeral and takes priority over any other debt.
- 2.20** Demand for public health funerals is increasing, driven by factors such as social isolation and financial hardship. In the first 8 months of this financial year, SRS has arranged 17 public health funerals (6 in Bridgend, and 11 in the Vale), compared to 20 in *the whole of the previous financial year* (when there were 11 in Bridgend, and 9 in the Vale). Whilst the number of funerals may appear relatively small, the work involved for the Officers concerned is significant and, due to the nature of the legislation, this work tends to fall on a small number of staff who have the experience and knowledge of the procedures involved.

Supporting the local economy

SRS working with businesses

- 2.21** At the September Joint Committee meeting, Members were advised of the outcome of two major food safety and food fraud prosecution cases. The circumstances of these cases were so egregious that formal enforcement action was both necessary and proportionate, and in line with the SRS Compliance and Enforcement Policy. Where this isn't the case however, the Service would always prefer to secure compliance in a positive way, advising and supporting businesses to operate in the right way for the benefit not only of the business, but of its customers and the wider economy.
- 2.22** While this 'working with business' approach means that the Shared Service has a significant positive impact on the economy, this area of work often goes unseen. The

provision of timely advice and guidance has been shown to improve business practices, resulting in compliance with regulatory law, and as a result enhances the economic viability of the businesses concerned.

2.23 With this in mind, over the last 10 years SRS has positioned itself at the forefront of business engagement through the range of services it provides. This approach has enabled the Service to generate income in a space that would otherwise have been dominated by private sector consultants, while promoting as its unique selling point the provision of advice *direct from the regulator*.

2.24 In this context, the Service has achieved significant success to date and continues to develop its work with businesses both within the region and nationally, allowing businesses to focus efforts on growth and development. Clearly this is an area of work that aligns closely with the vision of the three partner Councils in supporting the local economy, and it also reflects the principles of the Regulator's Code.

2.25 In September, this ***advice offer to businesses*** broadened when Officers spoke to a range of businesses at a Business Advice Surgery run by the Vale of Glamorgan Council. Advice on Food Hygiene, allergen safety and food labelling requirements proved to be very popular, and further opportunities are being planned for other areas of the SRS region.



SRS Officers attended the Vale Food Producers Business Advice Surgery in Barry

2.26 Meanwhile, the SRS ***training offer*** to businesses has continued to grow and now includes 11 accredited courses. These courses cover areas such as

- food safety and food hygiene,
- allergens
- health and safety,

- the prevention of underage sales, and
- infection prevention and control in special procedures
(our accredited Level 2 Award in Infection Prevention and Control for Special Procedures Practitioners is a requirement for anyone applying to become a licensed practitioner in tattooing, piercing, acupuncture or electrolysis)

2.27 Through our Primary Authority partnerships with both the Cwm Taff Morgannwg and Cardiff and Vale Health Boards, several key food hygiene training courses have been delivered to hospital staff, including the Level 2 Award in Food Safety for Catering (Refresher) course, the Level 3 Award in Food Safety in Catering and also training tailored to the particular needs of healthcare settings and vulnerable patients.

2.28 In a further development, SRS is now using the expertise it has built in this context to provide business training support, for a charge, to other local authorities.

2.29 The Service recognises the importance of providing advice and education to businesses in a variety of ways to meet different learning needs and preferences of our diverse communities. Looking ahead as further courses are being developed to support business growth, a new Learning Management System will be launched to enhance the ability of SRS to deliver online training more effectively. This development will also improve administrative efficiency, an important but often overlooked aspect of training delivery, and allow us to provide an even better service to our partners and clients.

Protecting the environment

RSPCA Awards 2025

2.30 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 2025:

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

2.31 This builds on last year's success where two Gold awards and a Platinum award were received). This means that the Service has achieved the highest award for each of the above categories, and is the only authority in Wales ever to do so. Platinum Awards recognise those organisations consistently achieving the Gold standard in a particular category for at least 5 years.

Avian influenza (bird flu)

2.32 On 13th November, mandatory housing measures were introduced in Wales as part of the Avian Influenza Prevention Zone. As a result, it is now a legal requirement for **all keepers of 50 or more birds of any species**, to house them. Mandatory housing will also apply to flocks of less than 50 birds of any species, if eggs or poultry products are sold or given away. Additional biosecurity measures for gamebirds are also being introduced.

2.33 The zone ensures strict biosecurity measures for all bird keepers to help prevent the spread of avian influenza from wild birds or any other source. These measures include:

- completing the [Mandatory biosecurity self-assessment checklist](#)
- taking steps to avoid virus contamination within and between premises
- keeping records available on demand for bird movements, death and disposal
- keeping non-housed birds in fenced enclosed outdoor areas
- restrictions on moving wild game birds caught during the open season

The all-Wales zone will remain in place until a reduction in the level of risk indicates that it is no longer required.

2.34 With respect to the **wild bird population in parks and open spaces**, this is the route through which avian influenza is spread, and unfortunately, the sight of ill or dying wild birds can be a relatively common occurrence during an avian influenza season. While this is of understandable concern to the public, avian influenza in wild birds is not a notifiable disease, and the risk to public health from the disease is low.

2.35 If members of the public find dead wild birds and are concerned that they have died from avian influenza then this can be reported [online](#) through the Gov.uk website, or by calling 03459 33 55 77. Anyone reporting dead wild birds will need to provide their contact details as well as information on the location, type and number of dead birds seen. Members of the public are advised to ensure that they **do not** touch or pick up dead or sick birds. They should also refrain from feeding wild birds and should keep their dogs away from them whilst out walking.

Protecting the Vulnerable

National Safeguarding Week

2.36 National Safeguarding Week took place recently, between the 10th and 14th of November. As part of this week of action, officers from SRS ran a series of 'rogue trader days' across each of the three local authority areas. These events allowed Officers to speak to nearly 50 separate traders to offer them advice and guidance to ensure that they were fully aware of all relevant consumer protection laws. Trader

advice packs were also provided, with a number of new traders in particular seeking advice on consumer law. South Wales Police joined Officers during the 'rogue trader days', and a number of vehicles were stopped and checked in the process. One of these vehicles was seized by Police Officers for not having an MOT certificate.

- 2.37** Also during National Safeguarding Week, officers provided online training to Patient Care Team Members on doorstep crime awareness. Officers also received requests from other groups such as Age Friendly Cardiff to provide future training on Safeguarding and Doorstep Crime issues.

Making the Best Use of Resources

Trading Standards Impacts and Outcomes framework

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

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

- 2.39** The Impacts and Outcomes framework reports annually on the *combined* effect of Trading Standards Services across a range of key outputs. The national report for the 2024-25 financial year has recently been published and is included as **Appendix 4**. The report is packed full of compelling facts and figures, not least the headline finding that during the year, Trading Standards Services across England and Wales tackled almost £2.6 billion in consumer and business detriment.

Over the course of 2024-25, these Trading Standards Services demonstrated their worth by saving £7.72 in the economy for every £1 spent.

- 2.40** Narrative on the contribution of SRS to Trading Standards impacts and outcomes will be provided at the March 2026 meeting of the Joint Committee by which time the Wales-only version of the report will have been received.

Enforcement Activity

- 2.41** 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 Wellbeing of Future Generations Act requires the SRS to underpin decision making by contributing to the seven wellbeing 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.
- 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 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 Business Plan highlights the activities undertaken last year to promote the sustainable development principle and the proposed forthcoming programmes of action.
- 3.3** Aligning the Wellbeing Goals of the Act enables us to evidence our contribution to the National Wellbeing Goals. Promoting the five ways of working is reflected in our approach to integrated business planning. Setting consistently challenging yet realistic steps and performance improvement targets, the SRS can clearly demonstrate progress towards achieving the national goals. Importantly we seek to connect everything we do to the work of our partners. SRS cannot deliver its priorities alone, so we take a joined-up approach to policy, strategy and delivery.

4. Climate Change and Nature Implications

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

5. Resources and Legal Considerations

Financial

5.1 The financial resource implications arising from budget reductions in this period have been considered previously as part of the budget preparation for 2025/26. The programmes of work identified in the plan can be delivered within budget.

Employment

5.2 There are no employment matters associated with this report.

Legal (Including Equalities)

5.3 There are no legal and Human Rights implications arising.

6. Background Papers

Appendices

- Appendix 1 Quarter 2 2025-26 Financial report
- Appendix 2 Quarter 2 2025-26 Performance data
- Appendix 3 Port Health Plan 2025-26
- Appendix 4 National Trading Standards Impacts and Outcomes report 2024-25
- Appendix 5 Details of recently concluded SRS prosecutions

Meeting of:	Shared Regulatory Services Joint Committee
Date of Meeting:	Wednesday, 17 December 2025
Relevant Scrutiny Committee:	Live Well Scrutiny Committee
Report Title:	Shared Regulatory Services Revenue Monitoring for the period 1 st July 2025 to 30 th September 2025
Purpose of Report:	To Provide the Partner Authorities with the Financial Performance of Shared Regulatory Services
Report Owner:	Chief Executive - Rob Thomas
Responsible Officer:	Matt Bowmer - Head of Service/s151 Officer
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 £8.838m 2025/26 Shared Regulatory Services (SRS) Budget was agreed by Committee on the 19th February 2025. The net budget increase of £25k included an adjustment in respect of the previous year’s pay shortfall, the savings programme for this period included the SRS self-funding the 25/26 pay award in lieu of the traditional core budget saving.
- As at Q2, the SRS is forecasting an overall overspend of £187k. 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

	Gross Budget	Forecast	Outturn
Authority	£'000's	£'000's	Variance
	£'000's	£'000's	£'000's
Bridgend	1,803	1,797	6
Cardiff	5,218	5,407	(189)
Vale	1,817	1,821	(4)
Total Gross Expenditure	8,838	9,025	(187)

- Due to the uncertainty surrounding the recovery of the National insurance uplift at the time of the budget setting, the decision was made to not include these costs during the discussions and subsequent approval of the 2025/26 budget. Further clarification has since been provided and pending final approval from the S151 officers of the 3 partner authorities, the budget shortfall created by this additional expenditure will be recovered in year. As a result of this in order to accurately reflect the current forecasted position of the SRS, these additional costs are not reflected in the position laid out within this report.

Recommendations

1. That the position with regard to the 2025/26 forecast outturn position is noted.

Reasons for Recommendations

1. That Members are aware of the position with regard to the 2024/25 forecast outturn position

1. Background

- 1.1 The 2025/26 Shared Regulatory Services (SRS) Gross Revenue Budget was approved on the 19th February 2025.
- 1.2 The revenue position for 2025/26 has been challenging for the SRS both operationally and financially due to the ongoing implications of the Cost-of-Living Crisis. The impact of rising prices continues to intensify pressure on existing budgets.
- 1.3 A small group of officers from across the Service continue to be seconded to the SRS Health Protection team supporting Cardiff and Vale Health Board and the wider Health Protection Partnership.

2. Key Issues for Consideration

- 2.1 The Gross Revenue Budget and forecasted outturn position for 2025/26 are shown in the tables below, with the position in respect of each of the partners detailed to include both Authority Specific (overspend £158k) and Core expenditure positions. The service is forecasting a £187k overspend against a gross revenue budget of £8.838m, as illustrated in the following table:

Table 1

	Gross Budget	Forecast Outturn	Outturn Variance
	£'000's	£'000's	£'000's
Authority			
Bridgend	1,803	1,797	6
Cardiff	5,218	5,407	(189)
Vale	1,817	1,821	(4)
Total Gross Expenditure	8,838	9,025	(187)

- 2.2** Over the last few quarters, staffing has continued to be stable. The Service has been able to attract staff into key roles, while at the same time retention levels have been very good. 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 in SRS, 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** For context, the Service continues to attempt to derive savings from core service activities in an attempt to achieve a balanced position within this area of the Service. The delivery of these savings is regularly being reviewed throughout the year in order to meet the challenge of the stand-still budget during the year.
- 2.4** Due to the uncertainty surrounding the recovery of the National insurance uplift at the time of the budget setting, the decision was made to not include these costs during the discussions and subsequent approval of the 2025/26 budget. Further clarification has since been provided and pending final approval from the S151 officers of the 3 partner authorities, the budget shortfall created by this additional expenditure will be recovered in year. As a result of this in order to accurately reflect the current forecasted position of the SRS, these additional costs are not reflected in the position laid out within this report.
- 2.5** A full breakdown of the outturn position is shown in **Annex 1**.

Authority Specific Services

- 2.6** The approved gross budget of £2.704m in respect of Authority Specific (AS) Services has a forecasted overspend of £158k, as detailed in the following table:

Table 2

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	445	430	15
Cardiff	1,684	1,860	(176)
Vale	575	572	3
Total AS Services	2,704	2,862	(158)

Bridgend

- 2.7** The forecasted outturn position in Bridgend is a total underspend of £15k. The licensing function is forecasted to be underspent by £22k; this sees a reduction in the previous year’s underspend due to the hiring of staff into a previously vacant role. Additionally Empty Homes and Kennelling and Vets are forecasted almost on budget.

Cardiff

- 2.8** The £176k overspend at Cardiff predominantly relates to the forecasted £190k overspend within the Licensing Section which is consistent with performance in previous years.
- 2.9** The combined £3k overspend within HMO Cathays and HMO Plasnewydd teams relates to smaller variances within these teams.
- 2.10** The £7k forecasted overspend within Night-Time Noise relates to a marginal increase in demand due to an increase in service usage.

Vale

- 2.11** Overall, the Vale is forecasted to be on £3k underspent for 2025/26.
- 2.12** The net position of services for Licensing and burials has them forecasted on budget, as a result of a forecasted £5k underspend and £5k overspend respectively.
- 2.13** Pest control is close to reporting an on-budget position with a total overspend of £6k.
- 2.14** Kennelling and Vets are forecasting a £9k underspend, which is consistent with performance in previous years.

Core Services

- 2.15** The approved Core Services Budget for 2025/26 is £6.134m, which as at 30th September 2025 is forecasting an overspend of £29k. 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

		Gross	Forecast	Outturn
		Budget	Outturn	Variance
Authority	%	£'000's	£'000's	£'000's
Bridgend	22.07%	1,358	1,367	(9)
Cardiff	57.67%	3,534	3,547	(13)
Vale	20.26%	1,242	1,249	(7)
Total Core		6,134	6,163	(29)

- 2.16** The £21k forecasted underspend within animal services made up of a series of smaller forecasted underspends.
- 2.17** Environmental Services is forecasting an overspend of £50k, which is made up of smaller variances forecasted within this heading.
- 2.18** The Food Services forecasted position is a £69k underspend. This is vacancy related (including maternity leave) over the summer, as well as some reduction in the use of contractors. Spend will increase moving forward however in order to meet as much of the Food inspection programme as possible. It is important to note that the Food Officer shortfall continues to be 6.5 FTE.
- 2.19** Housing Services is forecasting an overspend of £43k. The overspend is attributable to additional salary expenditure which is the result of the impact of additional staffing needed to meet service area demands.
- 2.20** The Health & Safety and Communicable Disease budget heading comprises three cost centres spread across two SRS teams. A £36k underspend is forecasted for this financial year.
- 2.21** Pollution Services are currently reporting a £17k overspend for the year, this overspend relates to a number of smaller variances across this service area.
- 2.22** The 'Trading Standards' budget comprises a number of cost centres spread across three different SRS teams and also includes an element of the Food service (separate to that outlined in 2.18 above). This area is forecasting to be close to be £45k overspent for 25-26.

Reserves

- 2.23** The Shared Regulatory Service has built up some reserves which can be utilised to fund planned investment in service expenditure but also emerging pressures within the service. These are shown in the table below.
- 2.24** There are currently no plans for any drawdowns from the reserves in 25/26 with the exception of the recovery of the 24/25 Outturn and the ringfenced Home Office offensive weapons grant income. These drawdowns will be made with approval of the joint committee pending the approval of the audited accounts.

Table 4

	Opening Balance	24/25 Recovery	Transfer to Reserves	Transfer to Reserves	Forecast Balance
	01/04/25				31/03/26
Reserve	£'000's	£'000's	£'000's	£'000's	£'000's
SRS General Fund Reserve	369	0	0	0	369
Ringfenced Grant Reserve	88	0	0	0	88
Capital Receipts	17	0	0	0	17
POCA Reserves	31	0	0	0	31
Total Usable Reserves	505	0	0	0	505

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

Gross Expenditure Breakdown as of 30th September 2025

Annex 1

	Bridgend			Cardiff			Vale			Total		
	Budget	Outturn	Variance	Budget	Outturn	Variance	Budget	Outturn	Variance	Budget	Outturn	Variance
Authority Specific												
Bridgend Licensing	384	362	22							384	362	22
Bridgend Empty Homes	42	50	(8)							42	50	(8)
Vets & Kennelling Fees (Bridgend)	19	18	1							19	18	1
Cardiff Licensing				824	1,014	(190)				824	1,014	(190)
HMO Cathays				284	286	(2)				284	286	(2)
HMO Plasnewydd				283	284	(1)				283	284	(1)
Student Liason				61	35	26				61	35	26
Night Time Noise				66	73	(7)				66	73	(7)
Cardiff Port Health				166	168	(2)				166	168	(2)
Vale Licensing							435	430	5	435	430	5
Burials							1	6	(5)	1	6	(5)
Pest Control							118	124	(6)	118	124	(6)
Vets & Kennelling Fees (Vale)							21	12	9	21	12	9
Sub total	445	430	15	1,684	1,860	(176)	575	572	3	2,704	2,862	(158)
Core Services												
Animal Services	89	84	5	232	220	12	82	78	4	403	382	21
Environmental	54	64	(10)	139	168	(29)	49	60	(11)	242	292	(50)
Food Services	369	355	14	960	919	41	337	323	14	1,666	1,597	69
Housing Services	161	171	(10)	419	443	(24)	147	156	(9)	727	770	(43)
HS & CD	150	142	8	390	369	21	137	130	7	677	641	36
Pollution Services	210	214	(4)	547	556	(9)	192	196	(4)	949	966	(17)
Trading Stds	325	337	(12)	847	872	(25)	298	306	(8)	1,470	1,515	(45)
Sub total	1,358	1,367	(9)	3,534	3,547	(13)	1,242	1,249	(7)	6,134	6,163	(29)
Gross Expenditure Budget	1,803	1,797	6	5,218	5,407	(189)	1,817	1,821	(4)	8,838	9,025	(187)

Shared Regulatory Services

Quarterly Performance Report 2025/26

Quarter 2



Shared
Regulatory
Services

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
2025-26	Bridgend	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	28	44	63.64%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%
2025-26	Cardiff	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	107	175	61.14%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%
2025-26	Vale of Glam	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	30	50	60.00%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%
2025-26	SRS	SRS/FH/001	Qtr 2	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	165	269	61.34%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%

High Risk Food Hygiene Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	236	371	63.61%	Green	All high risk businesses rated C due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	90%
2025-26	Cardiff	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	485	871	55.68%	Amber	All high risk businesses rated C due an inspection by the end of Qtr 2, with the exception of 5 inspections, were completed at premises that were operating and available for inspection. These outstanding inspections will however be completed during Qtr 3.	90%
2025-26	Vale of Glam	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	178	329	54.10%	Green	All high risk businesses rated C due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	90%
2025-26	SRS	SRS/FH/002	Qtr 2	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	899	1571	57.22%	Amber	All high risk businesses rated C due an inspection by the end of Qtr 2, with the exception of 5 inspections, in Cardiff were completed at premises that were operating and available for inspection. These outstanding inspections will however be completed during Qtr 3.	90%

New Businesses—Food Hygiene

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	99	124	79.84%	Red	Results for Qtr 2 show good progress in ensuring that new business registration inspections received during the year have been completed. Performance has however been impacted by difficulties in engaging contractors as an additional resource to support Food Officers during the period.	90%
2025-26	Cardiff	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	221	296	74.66%	Red	Results for Qtr 2 show good progress in ensuring that new business registration inspections received during the year have been completed. Performance has however been impacted by difficulties in engaging contractors as an additional resource to support Food Officers during the period.	90%
2025-26	Vale of Glam	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	94	143	65.73%	Red	Results for Qtr 2 show good progress in ensuring that new business registration inspections received during the year have been completed. Performance has however been impacted by difficulties in engaging contractors as an additional resource to support Food Officers during the period.	90%
2025-26	SRS	SRS/FH/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	414	563	73.53%	Red	Results for Qtr 2 show good progress in ensuring that new business registration inspections received during the year have been completed. Performance has however been impacted by difficulties in engaging contractors as an additional resource to support Food Officers during the period.	90%

Broadly Compliant Food Premises

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1288	1311	98.25%	Green	Target exceeded.	95%
2025-26	Cardiff	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3223	3356	96.04%	Green	Target exceeded.	95%
2025-26	Vale of Glam	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1251	1274	98.19%	Green	Target exceeded.	95%
2025-26	SRS	PAM/23	Qtr 2	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5762	5941	96.99%	Green	Target exceeded.	95%

High Risk Trading Standards Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	3	4	75.00%	Green	All high risk businesses due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%
2025-26	Cardiff	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	10	24	41.67%	Green	All high risk businesses due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%
2025-26	Vale of Glam	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	3	6	50.00%	Green	All high risk businesses due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%
2025-26	SRS	SRS/TS/001	Qtr 2	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	15	34	44.12%	Green	All high risk businesses due an inspection by the end of Qtr 2 were completed at premises that were operating and available for inspection.	100%

New business—Trading Standards

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/TS/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	96	139	69.06%	Red	Results for Qtr 2 show some progress in ensuring that new business registration inspections received during the year have been completed. Performance has however been impacted by difficulties in engaging contractors as an additional resource to support Food Officers during the period and some delays in the recording of inspections in a timely manner.	80%
2025-26	Cardiff	SRS/TS/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	177	397	44.58%	Red	Results for Qtr 2 show some progress in ensuring that new business registration inspections received during the year have been completed. Performance has however been impacted by difficulties in engaging contractors as an additional resource to support Food Officers during the period and some delays in the recording of inspections in a timely manner.	80%
2025-26	Vale of Glam	SRS/TS/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	91	178	51.12%	Red	Results for Qtr 2 show some progress in ensuring that new business registration inspections received during the year have been completed. Performance has however been impacted by difficulties in engaging contractors as an additional resource to support Food Officers during the period and some delays in the recording of inspections in a timely manner.	80%
2025-26	SRS	SRS/TS/003	Qtr 2	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	364	714	50.98%	Red	Results for Qtr 2 show some progress in ensuring that new business registration inspections received during the year have been completed. Performance has however been impacted by difficulties in engaging contractors as an additional resource to support Food Officers during the period and some delays in the recording of inspections in a timely manner.	80%

Noise and Air Pollution

Year	Authority	Ref	Quarter	Title	No. re- sponded to within tar- get	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	134	149	89.93%	Amber	While there is a fractional shortfall against target, this represents only one complaint that was not responded to within the target time.	90%
2025-26	Cardiff	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	451	480	93.96%	Green	Target exceeded.	90%
2025-26	Vale of Glam	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	97	104	93.27%	Green	Target exceeded.	90%
2025-26	SRS	SRS/LC/008	Qtr 2	Percentage of domestic noise and air complaints responded to within 3 working days.	682	733	93.04%	Green	Target exceeded.	90%

Noise and Air Pollution

Year	Authority	Ref	Quarter	Title	No. re- sponded to within tar- get	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	52	67	77.61%	Green	Target exceeded.	75%
2025-26	Cardiff	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	176	260	67.69%	Amber	The shortfall against target represents 19 complaints that were not re- sponded to within the challenging deadline of one day. These were how- ever responded to soon after.	75%
2025-26	Vale of Glam	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	53	65	81.54%	Green	Target exceeded.	75%
2025-26	SRS	SRS/LC/009	Qtr 2	Percentage of commercial and industrial noise and air complaints responded to within one working day.	281	392	71.68%	Amber	The shortfall against target represents 19 complaints that were not re- sponded to within the challenging deadline of one day in Cardiff. These were however responded to soon after.	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
2025-26	Bridgend	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	0	0	0.00%	Green	No alarm complaints received.	90%
2025-26	Cardiff	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	42	43	97.67%	Green	Target exceeded.	90%
2025-26	Vale of Glam	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	2	2	100.00%	Green	Target exceeded.	90%
2025-26	SRS	SRS/LC/010	Qtr 2	Percentage of alarm complaints responded to within one day.	44	45	97.78%	Green	Target exceeded.	90%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	36	36	100.00%	Green	Target achieved.	100%
2025-26	Cardiff	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	140	140	100.00%	Green	Target achieved.	100%
2025-26	Vale of Glam	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	38	38	100.00%	Green	Target achieved.	100%
2025-26	SRS	SRS/LC/004	Qtr 2	Percentage of licensed premises applications received and determined within 2 months.	214	214	100.00%	Green	Target achieved.	100%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	23	23	100.00%	Green	Target achieved.	100%
2025-26	Cardiff	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	46	46	100.00%	Green	Target achieved.	100%
2025-26	Vale of Glam	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	24	24	100.00%	Green	Target achieved.	100%
2025-26	SRS	SRS/LC/005	Qtr 2	Percentage of licensed personal applications received and determined within 2 months.	93	93	100.00%	Green	Target achieved.	100%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2025-26	Cardiff	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	2	2	100.00%	Green	Target achieved.	100%
2025-26	Vale of Glam	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2025-26	SRS	SRS/LC/006	Qtr 2	Percentage of Gambling Premises applications received and determined within 2 months.	2	2	100.00%	Green	Target achieved.	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 2	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	0	0	0.00%	Red	Following a review of the enforcement approach, the service issued one Penalty Charge Notice in Bridgend in respect of a non-compliant premises.	50
2024-25	Cardiff	SRS/MEES/001	Qtr 2	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	0	0	0.00%	Red	Investigations have concluded in relation to non-compliant premises which has resulted in full compliance achieved in the initial cohort for premises in scope for Cardiff. During quarter 3 a phased project will be undertaken assessing compliance in terms of the rented sector and those premises advertised for let or offered for sale without a compliant EPC.	100
2025-26	Vale of Glam	SRS/MEES/001	Qtr 2	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	0	0	0.00%	Red	Following a review of the enforcement approach, the service issued five Penalty Charge Notices in the Vale of Glamorgan in respect of a non-compliant premises.	50
2025-26	SRS	SRS/MEES/001	Qtr 2	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	0	0	0.00%	Red	Following a review of the enforcement approach, the service has issued 6 penalty charge notices in respect of a non-compliant premises in Bridgend and the Vale. Furthermore investigations concluded in Cardiff have resulted in full compliance.	200

Prosecutions

Year	Authority	Ref	Quarter	Title	No. of prosecutions in court	No. concluded successfully	Percentage achieved	RAG Status	Column1	Target
2024-25	Bridgend	SRS/PRO/001	Qtr 2	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	0	0	0.00%	Green	No prosecutions were concluded during Qtr 2.	100%
2025-26	Cardiff	SRS/PRO/001	Qtr 2	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	9	10	90.00%	Amber	10 prosecution cases were concluded in Cardiff. Of the cases that concluded, 5 related to Food Hygiene/ Safety, 1 related to Health and Safety, 1 related to Public Health/ Smoking in Enclosed Space, 1 related to private sector housing, 1 related to street trading/ licensing, and 1 related to statutory nuisance for smoke and odours. There were two significant Food Hygiene/ Safety cases which concluded in Q2. The first case involved a National Supermarket retailer, where officers identified a significant number of prepacked foods on sale after their use-by dates. The company had pleaded guilty to four charges of selling unsafe food. The company was fined £640,000 and ordered to pay £15,115 in prosecution costs and a Victim Surcharge of £2,000. The second case involved Food hygiene and food fraud offences at a Cardiff business. The case was brought after a lengthy investigation into a Cardiff wholesale company which supplied chicken to ethnic restaurants and takeaways. A catalogue of failings was uncovered, including very poor food hygiene practices. In addition, the company was passing off the chicken supplied to its customers as halal when there was no evidence that the company had been supplied with chicken that was halal. The company Director had previously pleaded guilty to a number of food hygiene and food fraud offences. His co-defendant however, his co-defendant chose to plead not guilty to all charges and a two week trial followed. The jury found the FBO guilty of all the 11 charges against him. The FBO who pleaded not guilty was sentence for immediate custodial sentence of 4 years and 8 months (this also include sentencing for separate insolvency offences). The company Director who initially pleaded guilty received a 24 month suspended sentence and 150 hours unpaid work to be completed. Both defendants also received Hygiene Prohibition Orders meaning both individuals are prohibited from being involved in the running of a food business for 10 years.	100%
2025-26	Vale of Glam	SRS/PRO/001	Qtr 2	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	0	0	0.00%	Green	No prosecutions were concluded during Qtr 2.	100%
2025-26	SRS	SRS/PRO/001	Qtr 2	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	9	10	90.00%	Amber	10 cases were concluded during Qtr 2, all in Cardiff. These related to Food Hygiene/safety, health and safety,smoking in an enclosed space, private sector housing, street trading/licensing and statutory nuisance for smoke and odours.	100%

Shared Regulatory Services

Port Health Service Plan

2025 - 2026



Port Health



Shared
Regulatory
Services



BRIDGEND
County Borough Council



CARDIFF
CAERDYDD



VALE of GLAMORGAN
BRO MORGANNWG

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6. Action Plan

Appendix A – Corporate priorities and key outcomes of partner local authorities

Appendix B – Sampling Plan

DRAFT

1. Introduction

The Seaports of Cardiff and Barry, and Cardiff International Airport, provide entry points into the UK and require Shared Regulatory Services to carry out a range of health controls. These controls are provided by Port Health Officers from Shared Regulatory Services who enforce regulations on behalf of central government.

The responsibilities of these officers include monitoring the safety of imported food and feed at the point of import, undertaking ship inspections, enforcing food safety and hygiene standards and general public health law. The control of infectious disease is managed jointly by the Port Health Officers and Lead Officers in Communicable Disease.

This Operational Plan has been produced to inform interested parties of the arrangements Shared Regulatory Services have in place to regulate Port Health. It explains how the Port Health Team will fulfill its purpose of preventing and controlling infectious disease coming into Cardiff, Barry and the surrounding areas via the ports and airport to protect the health of the public. The Plan also details how the statutory obligations in relation to food safety, imported food control, ship sanitation, waste control, welfare of crew and animal health will be delivered.

Protecting the UK's ports of entry is fundamental to national health security and economic stability. The past two years have highlighted how quickly global health threats can cross borders. In 2024, the resurgence of mpox in Central Africa prompted WHO to declare a Public Health Emergency of International Concern, with sporadic cases detected in Europe. Similarly, the spread of highly pathogenic avian influenza raised concerns about zoonotic transmission. These incidents underscore the vulnerability of open trade routes to emerging pathogens.

Emerging disease threats are constantly evolving. Maintaining a competent port health team who can identify and respond to risks promptly in collaboration with partner agencies ensures emergency preparedness and minimises the risk of disease ingress.

Christina Hill

Operational Manager Health and Public Protection

2. Background

2.1 Profile of Cardiff Port

The district of Cardiff Port Health Authority extends from Sully Island to the River Rhymney, from low water mark to a point three miles seaward, including all docks, harbours, and vessels within these limits.

Cardiff Port Health Authority was originally established by a Provisional Order in 1882, becoming permanently constituted by the Cardiff Port Order (1894) and consolidated by the Cardiff Port Order (1938) and the Port Health Authorities (Wales) Order (1974).

The history of Cardiff docks began in 1794 with the completion of the Glamorganshire Canal which linked Merthyr to the small town of Cardiff. A small basin was built which linked the canal to the Bristol Channel and this provided a means for exporting the rich coal and iron reserves present in the South Wales Valleys.

The export of coal and iron grew rapidly during the early 19th century and led to the construction of West Bute Dock (1839), East Bute Dock (1859), Roath Dock (1887) and the Queen Alexandra Docks (1907). By 1913, Cardiff had become the biggest coal exporting dock in the world.

A fall in the demand for Welsh coal, the Great Depression in the 1930s and the outbreak of World War II contributed to the gradual decline of the port. Today, however, the port of Cardiff remains active and is a mixed cargo port.

Last year the port received 239 vessels from all over the world: mainly handling cat litter, steel, forestry products, and dry and liquid bulks. There is no longer any routine container activity associated with this port.

2.2 Profile of Barry Port

The Port of Barry is nine miles west of Cardiff. In the second half of the 19th century the Port of Cardiff, the main coal exporting port in Wales became too small to handle all exports other than those of the owners. In 1883 a group of mine owners, sought permission to build a dock at Barry, serviced by a new railway. Work began on the new dock at Barry on 14 November 1884, along with the construction of the new railway link. Everything was completed in double quick time and the dock opened for trade in 1889.

In due course, further docks were added and while exports in the first year were just one million tons, by 1903 they had multiplied to over nine million. By 1913, the year before the outbreak of World War One, Barry had surpassed both Cardiff and Penarth to become the largest coal exporting port in the country.

The collapse of the Welsh coal trade after the war left Barry Port struggling for survival. In 1959 bananas were imported from the West Indies but moved out in the 1980s.

The docks, whose road links were dramatically improved with the opening of the Docks Link Road in 1981, now have direct road access with the M4 motorway. The docks can handle vessels up to 23,000 tones and the first-class tidal position close to the deep-water channel of the Severn Estuary, allows for scheduled sailings

Last year the port received 36 vessels from the UK and EU only. Most vessel movements are associated with handling liquid bulks for the local chemical industry Dow Corning.

2.3 Profile of Cardiff Airport

Cardiff International Airport is a relatively small international airport located on the outskirts of the village of Rhoose, in the Vale of Glamorgan, approximately 12 miles (19km) south-west of the Welsh capital, Cardiff. The airport is a major facility for the area serving all business and tourist traffic for south and mid Wales. The nearest comparable international airport is at Bristol. The airport is multi-purpose and versatile, being served by scheduled, low-fare and charter carriers and also supporting corporate and general aviation as well as having maintenance facilities.

Cardiff is the only airport in Wales offering international scheduled flights. The maintenance hangar is one of the largest in the world (at 250m x 175m / 820ft x 574ft) and provides heavy airframe and engineering maintenance for the British Airways fleet and third-party carriers.

In early 2019, after investing in additional facilities to safely support aircraft during an emergency landing, the airport gained divert status .

Autumn 2024 saw the introduction of a focus on cargo within the air service development strategy. The initiative aims to attract more logistics operators, strengthen supply chains and expand export opportunities. By leveraging growing cargo capacity alongside new route development the airport is looking to position the region as a hub for global connectivity.

2.4 Aims and Objectives

The Port Health Team as part of the Health and Public Protection service area is committed to preventing and controlling the import of infectious and animal disease into the UK, ensuring ships and aircraft comply with international agreed public health standards and maintaining the safety and quality of the food chain.

The overall aim of the Service is:-

Protect the citizens of Cardiff, Penarth, Barry and the surrounding areas from the import of infectious disease and ensure the health and wellbeing of crew and

passengers aboard ships and aircraft entering the Ports of Cardiff, Barry, Penarth Marina and Cardiff Airport

To support this, the Port Health Service has adopted the following 5 delivery priorities:-

- Check and identify the food and feed imported through the ports to ensure it is permitted to enter at the point of entry and that it meets legal requirements.
- Control and investigate cases of notifiable communicable disease including food poisoning and other infectious disease on-board ships and aircraft.
- Investigate and respond to incidents of international public health concern to safeguard public health.
- Protect the public health and wellbeing of crew present on ships.
- Prevent the spread of animal health diseases from vessels entering the ports.

2.5 Links to the Corporate Plan

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



The SRS priority particularly relevant to the delivery of the port health function is 'Improving health and wellbeing':-

Improving health and wellbeing The Port Health Officers implement suitable controls to minimise the risk of importation of diseases that may pose a significant risk to public health. This is achieved by monitoring the quality of imported food and animal feed, vector monitoring and control and acting on notifications of infectious disease in passengers or crew. It is also ensured that ships and aircraft comply with internationally agreed public health sanitation standards.

Nationally, the service also contributes to the Welsh 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.

2.6 Enforcement Policy

Fair and effective enforcement is essential to protect the economic, environmental, and social interests of the public and business. Decisions about enforcement action and in particular the decision to prosecute, has serious implications for all involved and for this reason, the Shared Regulatory Service has adopted a Compliance and Enforcement Policy.

The Compliance and Enforcement Policy sets out the standards that will be applied by the Service when dealing with issues of non-compliance, and what residents, consumers and businesses can expect

3. Service Delivery

3.1 Responsibilities

The key responsibilities of Shared Regulatory Service's Port Health Team are to prevent the import of infectious disease via the ports and to protect the health and wellbeing of the crew and citizens of the surrounding areas by carrying out statutory obligations in relation to food safety, imported food control, ship sanitation, aircraft disinsection and animal health. This encompasses the following activities: -

- Close monitoring of ship (vessel) and aircraft movements within the port authorities for the purposes of preventing the spread of infectious human and animal disease, ship and aircraft inspection and imported food controls.
- Responding to reports of food poisoning and infectious disease and implementing required control measures to safeguard public health.
- Checking ship and aircraft cargo to identify imports of food originating from within and outside the EU.
- Identifying food and feedstuffs which are not permitted to enter through the ports and arranging for their destruction, re-export, re-direction as necessary.
- Undertaking documentary, identity, and physical checks of imported food as necessary to ensure fitness and compliance with EU and UK legislation.
- Sampling foodstuffs for chemical and microbiological examination.
- Protecting animal health by ensuring vessels and aircraft correctly dispose of International Catering Waste.
- Inspecting the Port Health Authority areas and boarding ships and aircraft to check on sanitary conditions and act in accordance with the International Health Regulations and domestic legislation.
- Issuing Sanitation control or exemption certificates following a thorough inspection of a ship and extending a ship sanitation certificate if appropriate.
- Checking the water quality on board vessels and aircraft to ensure there are no risks to health.
- Undertaking food hygiene inspections of the galley and implementing any required measures to safeguard food safety.
- Checking the water quality standards of quayside and airport water supplies used by ships and aircraft.
- Act as Category 1 responders under the Civil Contingencies Act 2004.
- Liaising with other port health authorities, Food Standards Agency; Maritime & Coastguard Agency; Border Agency; cargo and baggage handling agents, cleaning

services, airline operators, Welsh Government; port operator, airfield operations manager and shipping agents to ensure the efficiency of the service.

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3.2 Organisational structure

Responsibility for delivering port health falls within the Food and Port Health Teams of Commercial Services Team within Shared Regulatory Services.

Shared Regulatory Services Organisational Chart



3.3 Interventions



3.3.1 Shipping Ports of Cardiff and Barry and Penarth Marina

Control and Investigation of Outbreaks and Infectious Disease

Masters have a statutory duty under the Public Health Ships Regulations to notify the authority when illness and mortality occur on board their vessel using a Maritime Declaration of Health. In such instances, health clearance is required, “Free Pratique”, for the crew to disembark.

Port Health Officers will respond urgently to any notification of illness and will consult a Port Medical Officer as necessary to ensure health controls are implemented to protect public health.

Vessel Boarding

Officers board vessels arriving within its district to undertake boarding checks and inspections under the Public Health (Ships) Regulations prioritising those that have arrived from outside the European Union and not been recently inspected. A boarding check will involve recording the ships particulars, ensuring adequate provisions for the welfare of the crew, checking public and animal health related documentation, and reviewing the potable water management system. Vessels arriving from foreign ports will also need to show a valid sanitation certificate.

Sanitation Inspection

The authority has a legal requirement to carry out a sanitation inspection and issue a certificate upon request by a Master. Cardiff and Barry Port Health Authorities are listed by the World Health Organisation as ports authorised for issuing sanitation control certificates and sanitation exemption certificates.

A sanitation control certificate will be issued when the inspection reveals dangers to public or a risk of infection. The controls required to remove the risk to health will be clearly written on the certificate and the Master will be requested to undertake the work as quickly as possible. The progress of work will be monitored, and the next port of call will be notified if the vessel leaves before the work can be completed.

The Master will be charged for the issue of a certificate based on the Association of Port Health Authorities Ships Inspection Charges. The Association of Port Health Authorities reviewed the tariff for ship sanitation charges and have set the following national scale for 2025/26:

Ship Sanitation Inspection Charges 2025/26*

(with effect from 1 April 2025)

Gross Tonnage of Vessel	Old Rate (2024/25)	New Rate (2025/26)*
	£	£
Up to 1000	135	140
1001 – 3000	185	190
3001 – 10000	270	280
10001 – 20000	355	365
20001 – 30000	450	465
Over 30000	520	535
Vessels with 50–1000 Persons	520	535
Vessels with over 1000 Persons	890	915
Extensions	105	110

* Extra charges, based on actual costs, may be added for expenses incurred. These include launch hire; out-of-hours duty; travel and extended or re-inspections of ships due to 'Control Measures' etc. Cruise ships/ferries are to be charged based on passenger capacity, not gross tonnage.

The sanitation inspection involves a comprehensive inspection and covers the following matters:

- Ships Particulars
- Cargo information
- Potable Water Systems
- Food Safety
- Swimming & Spa Pools
- Waste Disposal & International Catering Waste
- Accommodation and Crew Welfare
- Pollution Control
- Animal Health
- Vermin and Pest Control
- Infectious Disease Controls

Ship Food Hygiene Inspections

The Food Safety (Ships & Aircraft) (Wales) Order 2003 amended the definition of food premises to include ships and therefore require ship galleys to comply with food hygiene and temperature control legislation.

A full hygiene inspection of the galley and related food areas will be undertaken as part of a Sanitation Inspection. A full inspection will also be carried out when a boarding visit reveals concerns about food hygiene on board.

The ports of Cardiff and Barry primarily receive merchant vessels and occasionally passenger vessels. Shared Regulatory Services is unable to develop an annual ship hygiene inspection programme as it is not possible to determine when a ship will next return to the port.

Food hygiene inspections will be undertaken in-accordance with the relevant FSA and APHA guidance.

Fishing boats and land-based premises within the port health district will form part of the Shared Regulatory Services Food Hygiene Intervention Programme.

Complaints

The port health service occasionally receives complaints, for example, a crew member may be concerned about water quality on board a ship. Port Health Officers will respond quickly to complaints to protect public health and will ensure the complainant is kept regularly updated about the progress of their complaint and outcome.

Advice to Businesses

Shared Regulatory Services will provide advice and information for masters, agents, port operators, food importers, shipping companies, merchant navy welfare members and other stakeholders.

Shared Regulatory Services will proactively disseminate information to shipping agents and the port operator, marina management and other relevant parties when health protection controls need to be implemented to prevent the entry of infectious disease or in response to public health emergencies of international concern.

Food and Feedstuff Inspection

The Border Target Operating Model (BTOM) was introduced to manage imports into Great Britain post-Brexit, with a new risk-based approach to import checks. Its primary goals are to protect the UK's biosecurity, environment, and consumers by preventing the entry of diseases and illegal goods.

The phased introduction began in January 2024 with health certification requirements, followed by documentary and physical checks on both high and medium-risk goods from April 2024. The government has suspended the introduction of extra border checks on live animal imports from the EU, and on specific animal and plant goods from Ireland, to support British businesses and ease trade ahead of its new SPS (sanitary and phytosanitary) deal with the EU. Under the agreement, border checks on live animal imports from the EU as well as on certain plant and animal goods arriving from Northern Ireland and the Republic of Ireland (termed non-qualifying goods) will not be required.

Neither of the seaports have Border Control Post (BCP) status and therefore products of animal origin (POAO) and higher risk products not of animal origin (PNOAO) are not permitted to enter via these ports. In addition, there are no longer facilities at the seaports to permit the unloading of container ships which would carry food and a recent survey has shown no vessels transporting animal feed entering the seaports. Therefore, currently no detailed manifest checks are completed of incoming cargo, but Port Health Officers keep in regular contact with the port health authority to identify if this situation changes. Any importation of food or feedstuffs identified would be further investigated and documentary or physical checks made with due regard to guidance issued by the Food Standards Agency.

Food Incidents and Hazards

Shared Regulatory Services will respond to any warnings regarding imported food which is unfit for human consumption and requires action to ensure it is removed from the food chain.

Water Quality

Every port must be provided with a supply of potable water, and this should comply with International Standards for drinking water. Suitable controls should be in place to prevent contamination and ensure adequate disinfection of tanks, distribution systems and hoses.

A sampling plan has been devised to check the quality of water at shoreside as detailed in Appendix B. If water quality fails to meet legal requirements suitable remedial action will be taken if required.

Vessels must have a water management plan in place not only to ensure that a suitable supply of potable water is always available, but also to identify and manage the risks of Legionella bacteria by removing or reducing possible sources of contamination through risk assessment, routine maintenance and regular cleaning, to reduce the chance of infection.

Sampling will be done on board vessels only by request or if the Port Health Officer has concerns about the suitability of the supply, or as part of a ship sanitation inspection. Requested samples will be charged as detailed below and an invoice raised for the shipping agent:

Port Health - Freshwater Analysis

Type of sample	Analysis	Number of Sampling points	Sample Cost 2025-26	Labour Cost (per visit)* 2025-26
Drinking Water	Aerobic Colony Counts, E.coli & Coliforms	2	£30.00	£85.00
Legionella	Legionella sp	2	£71.00	£85.00
Chemical analysis	Various physio/chemical parameters	1	£173.00	£85.00

**Labour cost not applied if ship already being visited. Extra charges may be added for exceptional costs such as launch hire*

Insects capable of transmitting disease

Increased global travel and trade, means there is a greater chance of disease vectors entering the country through accidental importation. Climate change may also mean there is a greater risk that imported tropical species could colonise and establish local populations.

Shared Regulatory Service participates in a national survey co-ordinated by United Kingdom Health Security Agency (UKSHA) to establish the distribution and type of mosquito found in and around the ports and to prevent any potential mosquito vectors of disease from entering and establishing populations within the UK.



3.3.2 Cardiff Airport

Cardiff Airport is now actively focusing on cargo, using it to diversify revenue and boost the regional economy. The airport has launched a new regular cargo service for weekly flights to China to import e-commerce and are exploring the ability to create a border control post. This expansion is supported by a 24/7 operational capability and an investment in a new cargo terminal, aligning with a long-term strategy to grow freight operations.

Cardiff Airport has several different passenger airlines that operate from it. Historically, these have mainly been to European destinations, including regular flights to and from Schiphol Airport in Amsterdam which is the world's third busiest airport with international passenger traffic. Currently, proposals are being planned to create new regular destinations outside of Europe to Mexico and Egypt in addition to the few flights to the Caribbean that operate in the winter for cruise travel.

A knowledge of the different flight paths is required to maintain an awareness of the prevalence of certain diseases in the countries involved to manage risk if illness is identified in passengers or crew. Such information is provided by collaborative working with Public Health Wales.

Investigation of incidents of infectious disease

The Commander of an aircraft has a statutory duty to inform the airport if there is someone on board who may have, or may have been exposed, to an infection. In addition, the Commander has the power to request a medical officer examine a person if there is good reason for believing that a passenger is suffering from an infectious disease or has been exposed to an infectious disease and the flight did not start within an expected area that is exempt from the controls of the Aircraft Regulations.

In such an instance the Port Health Officer will liaise with their colleagues in the Communicable Disease Team and a suitably authorised officer from Public Health Wales, to ensure appropriate action is taken in relation to the treatment of the patient/s, minimising the risk of the spread of infection and investigating the likely cause in accordance with Port Health Procedure for Cardiff International Airport. This may include:

- The collection of names, addresses and seat numbers of all passengers on board the aircraft
- Assist in arrangements to transfer of patient to clinical room and/or transfer to hospital

- Provision of faecal sample pots,
- Sampling food and water from aircraft
- Ensuring appropriate disposal or decontamination of soiled articles and sanitisation of aircraft

If there is a threat to public health; the Port Health Officer will liaise with the Duty Manger of the Airport and the airline about detaining all other passengers and possibly the aircraft.

To minimise the risk of spread of infection at the Airport Shared Regulatory Services periodically carries out audits to identify any improvements that can be made to cleaning procedures and practices.

Insects capable of transmitting disease

The World Health Organisation (WHO) has introduced regulatory requirements for disinsection of aircraft travelling from designated countries in which there is a risk of disease being spread by insects, e.g. Malaria, yellow fever, zika virus and dengue fever.

A Port Health Officer may require the Commander to assist in such steps as are reasonably necessary for preventing the spread of infection, for disinsection and the destruction of vermin, and for the removal of conditions on the aircraft likely to convey infection, including conditions the existence of which might facilitate the harbouring of insects or vermin.

As for the seaports, Shared Regulatory Services participates in a national survey co-ordinated by United Kingdom Health Security Agency (UKSHA) to establish the distribution and type of mosquito found in and around the airport and to prevent any potential mosquito vectors of disease from entering and establishing populations within the UK.

In-flight Death

Deaths that occur during a flight must be reported to Port Health unless the death was accidental, or the voyage commenced within the Expected Area and the aircraft did not touch down outside it.

If the death seems likely to be due to a communicable disease, then liaison with the Public Health Wales will be made to investigate the cause and ensure appropriate controls are put in place to prevent the spread of infection.

Food Safety on Aircraft

Aircraft are treated as food businesses for the purposes of food hygiene regulations and officers have a power of entry to carry out interventions. Port Health Officers may inspect aircraft and will act in accordance with the Shared Regulatory Services Enforcement Policy if standards of food hygiene are not satisfactory.

Food and Feed Imports

Cardiff Airport is currently not a Border Control Post (BCP) so cannot receive products of animal origin or higher risk products not of animal origin from third countries. Products of animal origin arriving at the airport cannot be redirected to an approved BCP, they will be

treated as an illegal import and refused entry into Europe unless border control post status is obtained which appears likely in the future.

Potable Water

Every port must be provided with a supply of potable water, and this should comply with International Standards. Suitable controls should be in place to prevent contamination and ensure adequate disinfection of tanks, distribution systems and hoses. Regular testing of water supplies is completed by port health officers to ensure such criteria are met.

3.4 Liaison with other organisations

Shared Regulatory Services will co-operate with its partners, organisations, working groups and associations to ensure the provision of an effective port health service. This will include:

The Food Standards Agency (FSA)
Welsh Government (WG)
Department of Environment, Food and Rural Affairs (DEFRA)
Public Health Wales (PHW)
UK Health Security Agency (UKSHA)
Cardiff and Vale University Health Board
Association of Port Health Officers (APHA)
Maritime and Coastguard Agency (MCA)
Border Force (Customs/Revenue and Immigration Services)
Port Health Authorities
Water Utility Companies
Port Operator
Shipping Agents
Merchant Navy Welfare Board

A representative of the Port Health function will attend the Directors of Public Protection Port Health Expert Panel. This panel consists of representatives from other local authorities, Welsh Government and Public Health Wales and provides a forum for promoting consistency of approach and discussing matters of a technical nature.

Port Health Officers also attend meetings of Merchant Navy Welfare Board .

4. Resources

The Port Health Team forms part of Health and Public Protection Services for which overall responsibility lies with the Operational Manager Health and Public Protection Services. An organisation chart can be found within Section 3 of this Plan.

It consists of a small team of officers taken from both Food Safety and Port Health Teams. Each officer is qualified to carry out the port health functions and educated to Degree or Diploma standard in environmental health and possesses the relevant competency as required by the Food Standards Agency Food Law Code of Practice.

Officers are provided with on-going learning and development to ensure they are equipped with sufficient knowledge and skills to perform their duties which will include: -

- Port Health Induction Training
- Port Operator Induction Training
- Training needs identified through employee appraisal and team meetings.
- Professional and technical training to satisfy CPD requirements.

The competency of the Port Health Officers is continually assessed in accordance with the Internal Monitoring Procedure.

External Factors Impacting on the Service

Work demands- it is difficult to plan the level of resources required to meet the demands of the role of port health, due to their fluctuation being dependent on external factors. In preparedness for any sudden demands, it is important to maintain communications with relevant organisations to keep up to date with any proposed changes that could have a significant impact.

The shut down of the blast furnaces at Tata Steel in September 2024 has resulted in the diversification of the port of Port Talbot by Associated British Ports (ABP) to an area for renewable energy projects, such as a floating offshore wind centre of excellence. This has resulted in an increase in vessel movements arriving at the seaport of Cardiff with steel cargo.

Cardiff Airport continues to look to expand its flight programme particularly in relation to cargo movement and has interest in becoming a border control post which would permit the importation of products of animal origin and high-risk foods. This would require significant additional resources by the port health team to progress and if approved to oversee.

Recruitment and Retention-the loss of staff has a significant impact on the small team due to the length of time required to train a replacement until fully competent. Shared Regulatory Services, in common with other regulatory services across Wales, has trouble in recruiting and retaining staff. The cause of the problem appears to be multi-faceted, with factors such as a

limited pool of qualified staff, accessibility of the professional qualifications and an ageing workforce. SRS has been at the forefront of taking forward the Directors of Public Protection Wales 'Building for the Future' strategy, and is participating in a regulatory apprenticeship scheme in Wales to create a route into regulatory services for young people.

Port Medical Officer-historically the role of port medical officer has been completed by Public Health Wales Staff. More recently staff appointed to Public Health Wales do not have a medical background and/or their location does not permit them to perform medical examinations or attend in person. Therefore, Public Health Wales have determined that they should be referred to as "authorised officers" with their role being to direct the steps that need to be taken to protect public health. This leaves a gap in meeting the provisions of port health law for which the duties are empowered to a "port medical officer". The examination or treatment of a person will therefore be required to be fulfilled by another organisation which will need to be arranged by the port health team such as a general practitioner or the Welsh Ambulance Service.

Service delivery points

Port Health related services are delivered from 2 service delivery points and while the service primarily operates office hours from Mondays to Fridays, weekend and out of business hours duties are carried out as the need arises. Shared Regulatory Services also operates an out of hours duty officer scheme for emergency situations on 02920 871650.

Contact Information		
Locations	Service Area	Office Hours
<p>Cardiff Seaport <u>Contact:</u> Alexa Pieris, Team Manager Food Safety & Port Health <u>Address:</u> Shared Regulatory Services, Room 108, County Hall, Cardiff CF10 4UW <u>Tel:</u> 07970739588 <u>Out of hours:</u> 029 2087 1650 <u>Email:</u> porthealth-srs-wales@valeofglamorgan.gov.uk</p>	<p>Food and Feed Imports Food Hygiene Inspections & Ratings Food incidents and Hazards Potable Water Issues Vermin and Pest Control Waste Disposal Pollution Control</p>	<p>Mon - Thurs 08:30 - 17:00 Friday 08:30 - 16:30</p>
<p>Barry Docks/ Cardiff Airport <u>Contact:</u> Jane Peatey, Team Manager Food Safety & Port Health <u>Address:</u> Shared Regulatory Services, Civic Offices, Holton Road, Barry CF63 4RU <u>Tel:</u> 03001236696/07860357482 <u>Out of hours:</u> 029 2087 1650 <u>Email:</u> porthealth-srs-wales@valeofglamorgan.gov.uk</p>	<p>Swimming Pools and Spas Sanitation Certificates Water Ballast</p>	
<p>Cardiff Seaport/Barry Docks/Cardiff Airport <u>Contact:</u> Sarah Swaysland, Team Manager Communicable Disease and Health and Safety <u>Address:</u> Shared Regulatory Services, Room 108, County Hall, Cardiff CF10 4UW <u>Tel:</u> 02920 873819 / 02920 873832/07970738999 <u>Out of hours:</u> 029 2087 1650 <u>Email:</u> porthealth-srs-wales@valeofglamorgan.gov.uk</p>	<p>Death Infectious Disease</p>	

The Shared Regulatory Services website provides information on the services provided and the website address is www.srs.wales

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5. Assessment and review

5.1 Assessment and Review mechanisms

Shared Regulatory Services recognises the need to measure the effectiveness of its services and strongly supports the ethos of continuous improvement. The Service therefore participates and undertakes several activities to ensure that work is of a high standard and opportunities to identify and implement improvements are taken.

Documented procedures

To ensure the quality and consistency of our activities, processes and procedures identify responsibility for the work carried out and ensure that all changes identified through audit are completed in accordance with improvement procedures.

Food Standards Agency

The Food Standards Agency has powers to audit the Port Health Service in relation to food hygiene inspections and imported food. Port Health imported food data is supplied to this agency every year as part the Local Enforcement Monitoring System (LAEMS).

Complaints

The port health service is also covered by the Vale of Glamorgan Council's corporate process. Last year no adverse comments were received in relation to the port health service provided by the legacy authorities of the City of Cardiff and Vale of Glamorgan Councils.

Performance Measurement

A range of performance measures have been in place to monitor port health activity across the port health functions of Shared Regulatory Services. These can be found in Section 5.3.

Assessment and audits

The monitoring of the quality of our policies and procedures is assessed in several ways, namely: -

- Audits undertaken by the Food Standards Agency
- Feedback from shipping agents and port operator and airline operators and airport manager.
- Corporate complaints and compliments about the service

Review

To ensure continuous improvement, it is essential that performance is regularly monitored. Shared Regulatory Services has developed an effective performance management infrastructure for delivering, monitoring, and reviewing which is achieved through the following mechanisms: -

- The Port Health Plan and associated statistical information is reviewed on an annual basis to ensure the service remains effective. Where variation is identified, reasons are investigated, and improvements put in place.
- The Shared Regulatory Services Joint Committee are provided details of this Service Plan which sets out the work programme for the service and reviews performance against the programme on an annual basis.

- Performance of individuals is further strengthened through the Personal Performance and Development Scheme recently rebranded to #it's about me.

5.2 Summary of Achievements from the previous year

- A mosquito survey was undertaken at locations in Cardiff Airport and Cardiff Seaport to contribute to the UKSHA National survey to identify the presence of any invasive species associated with human disease. None of concern were identified during 2024-2025, but with climate change and global trade accelerating their spread, coordinated surveillance and rapid response are essential. In November 2025 an event will bring together key stakeholders from health protection, environmental health, emergency preparedness, and local authorities to review the national contingency plan if such species are detected.
- Checks were made to ensure that cat litter imported into Cardiff Seaport was not a fumigated product that may pose health and safety concerns. It was confirmed that it was a mineralised clay product called Attapulgate that was not fumigated.
- Improvements identified from an audit of the cleaning procedures on passenger aircraft based at Cardiff Airport were completed to minimise the risk of spread of infection including cloth control and the need for the provision of suitable spill kits.
- The port health team signed off the competency of two new officers to the team but unfortunately failed to retain one who took an opportunity in another local authority nearer to their home.
- Bitesize training courses offered by the Chartered Institute of Environmental Health Officers were attended by all port health officers which met continual professional development requirements.
- Legislation was introduced under regulation 29 of the Trade in Animals and Related Products (Wales) Regulations 2011 (TARP) to introduce measures to minimise the risk of importation of disease that would pose a risk to human or animal health including foot and mouth disease, African swine fever, lumpy skin disease and peste de petits ruminants. A memorandum of understanding with Border Force was developed to ensure that any prohibited products identified at the border as personal imports would initially be voluntarily surrendered before port health was contacted to require detention and seizure.
- The lead officer for port health was appointed as vice chair of Port Health Welfare Group.
- A multi organisational meeting was held which identified the need for a review of procedures held by Cardiff Airport to include suitable and clear escalation pathways for a response to a chemical, radiological or nuclear incident. This work is ongoing.

- In 2024, mpox experienced a significant resurgence and was declared a public health emergency of international concern by the World Health Organisation due to a surge of clade 1 cases in central and East African countries and the new clade 1b strain exhibiting increased transmission and severity. A Communication issued in French was displayed at Cardiff Airport and at other airports with direct flights from affected countries, announcements were made on the aircraft and at terminals to try to identify anyone symptomatic. International spread was limited with occasional travel associated cases being seen in the UK but no large outbreaks
- An incident was investigated where 5 passengers were reported vomiting on a flight from Alicante. All had stayed in the same hotel and most cases reported symptoms prior to boarding. No advance notice had been provided to the airport prior to landing by the captain. A Regulation 8 Notice was issued (request to co-operate) to the airline to obtain flight manifest information. A lot of the passenger information provided was incorrect due to only lead passenger information for persons who had done the booking being available. This slowed down the case finding process. Faecal samples were taken of 2 cases and Norovirus was confirmed as the causative organism. The inability to identify correct details of passengers highlighted a weakness in the system which continues to be highlighted to Welsh Government through relevant groups.
- The target of boarding and inspecting at least 75% of vessels arriving from third countries was surpassed.
- Regular meetings were held by the Port Health Team.
- Biannual meetings were held with appropriate representatives from Cardiff International Airport to ensure new procedures were agreed and effective lines of communication maintained.

5.3 Performance during previous year

Routine boarding was fully reinstated this year which had a positive effect on the number of boardings completed. This provided ample opportunity for the training of a new member of the team.

Shipping Ports of Cardiff and Barry and Penarth Marina

Monitoring of Ships

The provision of an effective port health service is dependent on closely monitoring the arrival and departure of ships within the port health district. The type of vessel, cargo and previous port visited, helps port health officers decide which vessels to board based on risk assessment. In 2024/25 there were 239 arrivals in the Port of Cardiff and 36 arrivals in the Port of Barry. The number of vessels arriving into Cardiff has significantly increased since 2023/2024 possibly due to the closure of the docks at Port Talbot whilst the number of vessels entering Barry Dock continues to decline. During 2024/2025 no consignments of imported food or feedstuff were identified.

Boarding of vessels

The tables below illustrate the vessel movements through the ports of Barry and Cardiff over recent years and the estimated vessel movements for the coming year of 2025/26.

VESSEL MOVEMENTS AND BOARDING VISITS

	2022/23				2023/24				2024/25				Estimated Numbers 2025/26			
	Cardiff		Barry		Cardiff		Barry		Cardiff		Barry		Cardiff		Barry	
	Arriving	Boarded	Arriving	Boarded	Arriving	Boarded	Arriving	Boarded	Arriving	Boarded	Arriving	Boarded	Arriving	To be boarded	Arriving	To be boarded
Arriving from UK	90	0	7	0	90	2	4	0	91	2	9	0	90	3	7	0
Arriving from EU Countries	51	6	24	0	45	5	19	0	137	7	27	0	77	6	23	0
Arriving from Third Countries*	16	2	0	0	5	4	0	0	11	10	0	0	11	5	0	0
TOTALS	157	8	31	0	140	11	23	0	239	19	36	0	178	5	30	0

Currently the ships boarded are selected on a risk-based approach considering the priorities below and e.g. previous history, last destination and if first time in port.

Priority	Status of Vessel
High	<ul style="list-style-type: none"> • Vessel has arrived from 3rd Country not within the EU (if not boarded in last 6 months) • Food Safety Concerns • Vessel requires chargeable water testing or ship sanitation certificate • Complaint received alleging significant health risk
Low	<ul style="list-style-type: none"> • All other vessels • Complaint received that does not involve a significant health risk

The main issues identified during the boarding checks were:

- Failure to ensure suitable temperature controls were in place to minimise risk from legionella including temperature of cold water below 20°C and hot water above 50°C
- Failure to adequately monitor disinfection levels of water
- Inadequate separation of raw and ready to eat foods to minimise risk of cross contamination
- No food grade sanitiser available for use in kitchen to permit suitable disinfection
- Smoking in the engine room/ galley
- Inadequate fridge temperatures to keep high risk food under suitable temperature control
- Inadequate cleaning of stores
- Unsuitable provision of wash hand basins and soap to galley

Where appropriate an evidence report was attached to the current sanitation exemption certificate advising of the remedial measure to be taken so that future ports visited could check on the progress of the completion of the works, and/or the matter was referred to the Maritime Coastguard Agency (MCA).

Sanitation Exemption Certificates

It is a requirement under the Public Health (Ships) Regulations 1979 (as amended) and the International Health Regulations, that any ship arriving from a foreign port must have a valid Sanitation Exemption Certificate which is issued by an authorised Port Health Authority for a period of 6 months. When a request is made, the authority is required to carry out a full inspection and issue a Sanitation Exemption Certificate. Where the inspection reveals dangers to public health a Sanitation Control Certificate will be issued. An officer may also decide to carry out a Sanitation Inspection if a valid certificate cannot be produced or dangers to public health exist on board.

From the table below it can be seen that during 2024/2025, 9 sanitation exemption certificates were issued an increase on previous years likely to be due to the increase in vessel movements.

	2022/2023		2023/2024		2023/2024		2024/2025	
	Cardiff	Barry	Cardiff	Barry	Cardiff	Barry	Cardiff	Barry
Sanitation exemption certificates issued	4	0	4	0	9	0	9	0
Sanitation control certificates issued	0	0	0	0	0	0	0	0
TOTALS	4	0	4	0	4	0	9	0

Ships and Shore-side Water Quality Checks

Water on board ships must be wholesome and comply with international standards. Port Health Officers will routinely check the microbiological water quality on board vessels and submit samples to the laboratory. The officer will require the Master to carry out remedial measures if the quality of the water is found to be unsatisfactory.

In the last year 5 vessels were sampled from all of which were in Cardiff. During these visits samples were taken for checking the suitability of the potable water supply and/or the presence of legionella. Two vessels sampled from were found to be unsatisfactory for legionella and appropriate advice was issued with the next port of call being notified.

It is a requirement of the International Health Regulations 2005 that every port is provided with supply of pure drinking water. In accordance with the sampling plan, samples were taken from a selection of shoreside sampling points at the ports of Barry and Cardiff, Cardiff Marina, Cardiff Yacht Club, Rhymney River Boat Club and Penarth with the assistance of Welsh Water for access purposes.

Details of water samples taken:

Sample location	Number of samples taken		Unsatisfactory Results	
	Bacteriological	Chemical	Bacteriological	Chemical
Cardiff Bay Yacht Club	2	2	0	1
Cardiff Marina	4	4	0	0
Cardiff Dock	5	5	0	1
Penarth Quay	0	0	0	0
Barry Docks	2	2	0	1
Penarth Pier	1	1	0	0
Rhymney River Boat Club	1	1	0	0

Details of unsatisfactory results:

Location of sample	Unsatisfactory results
Queen Alexandra Dock Bollard 30 shed F	<ul style="list-style-type: none">iron concentration of 0.55 mg/L, which exceeds the limit of 0.2 mg/L
Barry Dock Shed C	<ul style="list-style-type: none">Iron concentration of 3.1mg/L which exceeds the limit of 0.2 mg/Lturbidity
Cardiff Bay Yacht Club last tap pontoon	<ul style="list-style-type: none">Iron concentration measured 0.29mg/L which exceeds the limit of 0.2mg/L

Issues with the unsatisfactory samples were drawn to the attention of Welsh Water who ensured that suitable remedial measures were taken, and satisfactory samples gained to be compliant with The Water Supply (Water Quality) Regulations 2018.

Cardiff International Airport

Insects capable of transmitting disease

Between April and November, the Service participate in the surveillance organised by United Kingdom Health Security Agency (previously known as Public Health England) to monitor for the presence of the Aedes mosquito that causes the transmission of Zika Virus. This involves the placement of 4 traps at Cardiff Airport. No mosquitos of concern were identified during the survey.

Food Safety on Aircraft

No inspections of food safety on aircraft were completed during 2024/25.

Food and Feed Imports

No commercial food or feed imports were made into Cardiff Airport during 2024/25.

No personal imports of pork and wild boar products from the EU contravening Special Measures introduced by Welsh Government to minimise the risk of introduction of African Swine Fever were identified. This is probably attributable to the cessation of direct flights to Eastern European countries during this time.

Potable Water

Water samples were not taken from Cardiff Airport this year due to them having been completed the previous year and any issues identified having been addressed late in the year.

Outstanding Issues from 2024/2025

Reactive work was prioritised during this year, resulting in some of the proactive work and internal monitoring not being completed due to resource issues . The outstanding issues to be completed in the coming year are therefore as follows:

- **Ensure the requirements of the Internal Monitoring Procedure are met to ensure consistency and quality of interventions performed by individuals within the team.**
- **Review SRS website**
- **Undertake validation assessment of port officers in accordance with internal monitoring procedure.**

5.4 Performance Targets for 2025/26

Measure	Target
Target vessels that are likely to pose the biggest public health risk with a boarding inspection.	Undertake 75% boarding inspections of vessels arriving from outside the EU.
Ensure suitable potable water supply at shore side.	Meet requirements of sampling programme
Investigation of complaints	Investigation of complaints with significant health risk within 1 working day and any other within a minimum of 5 days
Investigation of notifications of infectious disease	Ensure adequate response 24 hours/day 352 days/year

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6. Action Plan

Objectives	Milestones	
Adopt the Port Health Plan 2024/25	Q3	Prepare the Port Health Plan 2025/26 and circulate to Joint Committee Members
Participate in Operation Bite back	Q3	Event to test Welsh response to detection of invasive mosquito
Improve stakeholder awareness of port health requirements.	Q1-4	<p>Hold biannual airport meetings with appropriate stakeholders.</p> <p>Review SRS website</p>
Continue to meet performance targets	Q1-4	Implement measures detailed in 5.4 to meet required targets.
Inspect new Internation Catering Waste facility and relevant procedures at Cardiff Seaport	Q4	Check compliance with law.
Ensure the Port Health function is undertaken appropriately by ensuring authorised, trained, and competent officers	Q4	Undertake validation assessment of port officers in accordance with internal monitoring procedure.
	Q4	Carry out a review to ensure the plan has been successfully implemented.

Appendix A

Corporate priorities and outcomes of partner Councils

Bridgend County Borough Council

Priorities

Outcomes/Aims



- 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.
- 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



- 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
- 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



- Creating great places to live, work and visit
 - Respecting and celebrating the environment
 - Giving everyone a good start in life.
 - Supporting and protecting those who need us.
 - Being the best Council we can be.
- Creating great places to live, work and visit
 - Respecting and celebrating the environment
 - Giving everyone a good start in life.
 - Supporting and protecting those who need us.
 - Being the best Council we can be.

Appendix B

Sampling Plan for Shoreside Waters

Survey	Timeframe including days	Target Number of premises in total	Analysis required
Port Health Waters Shoreside	August –March Mon - Wed	Six locations depending on which in use selected from: <ul style="list-style-type: none">• Queen Alexandra Dock• Roath Dock• Britannia Quay• Barry Dock• Cardiff Yacht Club• Penarth Marina	E. coli, Enterococci, Coliforms, Aerobic Colony Count

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Protecting the Public and Supporting Businesses – Trading Standards improving compliance and tackling crime



The Impacts and Outcomes of Local Trading Standards Services 2024/25 in England and Wales



FOREWORD

The Association of Chief Trading Standards Officers (ACTSO) represents heads of Trading Standards across England & Wales and currently 97% of local authorities are members. ACTSO created the Impacts and Outcomes Framework in 2018/19 to provide national data for England and Wales on work done by local authority Trading Standards Services. This is its fifth report.

Since 2022/2023, Trading Standards have tackled almost £2.6 billion in consumer detriment, representing £7.72 for every £1 spent.

The year 2024/25 was yet another busy one for Trading Standards Services with further increases in activity around illicit tobacco and vapes. Cheap, unsafe and counterfeit goods appearing to be a “good deal” continued to pose risks to consumers. The focus was on preventative measures to address consumer detriment which revealed consistent failures in relation to age restricted products together with an increase in non-compliances around food labelling. This shows the continued importance of providing good quality advice to support legitimate businesses and promote fair competition.

The report focuses on the three themes of Tackling Detriment and Preventing Harm, Supporting the Local Economy, and Promoting Health and Wellbeing,

While Local Trading Standards Services remain stretched in terms of demand and pressures, they continue to have a big impact in protecting consumers and helping businesses. The headlines from this year’s report are:

- **Over £651 million detriment was prevented by Trading Standards’ actions.**
- **Revenue budgets were £120 million.**
- **Overall staff numbers were 2,128.**
- **Referrals from Citizens Advice remained virtually static at 477,000.**
- **This year 1,006 people or businesses were convicted of offences.**
- **Trading Standards obtained over £14.5 million in non-scams related redress for consumers.**
- **The amount of money saved for scam victims was almost £49 million.**
- **Trading Standards provided over 16,300 hours of advice to businesses through primary authority partnerships.**

- **Over 71,600 compliance checks were carried out to ensure that businesses meet their legal responsibilities and to provide them with advice on site.**
- **Over 7 million unsafe or non-compliant products were seized or removed from the marketplace, representing a saving to society of almost £252 million.**
- **Over 10,250 food premises were found to be in breach of food standards legislation and over 8,250 businesses were found to be non-compliant with animal health and welfare requirements.**
- **Over 7,500 premises were checked to ensure they were not selling age-restricted goods, such as alcohol, tobacco and vapes to children.**
- **Over 23.5 million illicit cigarettes, almost 7.2 tonnes of illicit hand-rolling tobacco and over 2.5 million illicit vapes were seized.**

Ongoing investment into the Trading Standards Profession in both the short and the long term, helps to support the Government’s aims of innovation and economic growth.

Trading Standards services provide a vital consumer protection role, tackling unscrupulous businesses who undermine consumer and market confidence. Officers work collaboratively and in partnership with other agencies and regulators to play their part in responding to serious organised crime and other priorities, related to safeguarding, the cost-of-living crisis, unsafe products and food safety. By sharing information and intelligence, they work dynamically to meet new and emerging issues.

In summary, Trading Standards provides a crucial link, on consumer and fair trading issues, between local communities across England and Wales. It has a unique regulatory infrastructure that can operate at local, regional, and national levels, which is key to its success. This means that regional investigations are effectively co-ordinated and delivered via and alongside the work of National Trading Standards. This includes a joined up approach to scams, eCrime, estate agents and letting agents.

The impact of the work that Trading Standards does and the results and outcomes that are achieved are highlighted throughout this report. It demonstrates the huge value in protecting consumers, legitimate businesses and supporting public health.



We want this report to inform Government's policy development, including funding for services, and to raise the profile of Trading Standards' work within local authorities.

Special thanks go to the 105 services covering 121 local authorities that submitted their data return. This covers 70% of all local authorities in England & Wales.

Valerie Simpson
Chair of the Association of Chief Trading Standards Officers

BACKGROUND AND METHODOLOGY

Local authorities in England and Wales were asked to submit data for the financial year **2024/25**.

A total of 105 services contributed, covering 121 out of 173 of local authorities (70%) across England and Wales.

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

DEMAND AND RESOURCING

The approximate revenue budget allocated to Trading Standards was close to £120 million, a 10% increase from last year, accounted for by ongoing local authority pay awards supplemented by an increase in commitments to training apprentices.

Trading Standards Services received over £22.5 million in income from a variety of sources including metrology, National Trading Standards' grants, and Primary Authority income and metrology work, a 1.2% increase from last year.

Approximately 2,128 full time employees were employed on Trading Standards' work, of which over 86% were "operational" staff. This is a 4.5% increase, likely to be down to an increase in training new apprentices within local authorities.

The Citizens Advice Consumer Service referrals and notifications to Trading Standards remained largely static at just over 477,000. This shows how many members of the public are seeking advice and support from Trading Standards on consumer related problems and issues. Whilst the demands on Citizens Advice remain relatively high, it will be some time before the additional investment in resources for Trading Standards results in additional frontline capacity. The resources remain the same to address new and emerging challenges until capacity in apprentices comes on stream. In addition, Trading Standards also received over 105,000 referrals from other partners.

SECTION ONE: TACKLING DETRIMENT AND PREVENTING HARM

Trading Standards' work can include providing information to the public on how to avoid being ripped off, as well as disrupting and taking enforcement action against criminal behaviour, to prevent harm and financial detriment to both consumers and legitimate businesses.

The Competition and Markets Authority's 2024 Consumer Detriment Survey, commissioned from the National Centre for Social Research estimated overall detriment to consumers across Great Britain at £71.2 billion.

1.1 Stopping Fraudulent, Illegal and Unfair Trading

Trading Standards Services enforce almost 300 pieces of legislation. Trading Standards legislation carries a variety of penalties including imprisonment, fines, forfeiture of assets and undertakings to stop future non-compliance. Formal enforcement action is usually taken where people deliberately break the law, have caused serious harm, or have repeatedly ignored advice from officers. Serious investigations are complex, lengthy and can take several years to bring to trial.

In **2024/25**:

- Approximately **1,006** defendants were prosecuted.
- Prison sentences totalling almost **570** years were handed down.
- Defendants were ordered to pay over **£2.1 million** in fines, a significant 41% reduction on last year. However 2023/24 had exceptionally high levels of fines reflecting a small number of cases that attracted a large level of penalties.

The figure for 2024/25 is still higher than previous years.

- Defendants were ordered to pay almost **£11.9 million** in Proceeds of Crime confiscation orders.
- Almost **260** penalty notices were issued for Trading Standard's offences. This was a 13% increase on last year.

There was a 20% increase in the number of people or businesses convicted of offences, compared to 2023/24. This was mirrored by almost 30% increases in both prison sentences and POCA Confiscation Orders. This is most likely due to an increased throughput in the Courts system.

1.2 Detriment and Redress

Trading Standards can ask for the Court to issue a compensation order for victims as part of a prosecution process or get redress for victims through a variety of other means. In **2024/25**, it is estimated that the actions of Trading Standards Services resulted in:

- Over **£3.4 million** compensation being awarded to victims by the courts.
- Over **£6.6 million** prevented from being handed over to criminals.
- Almost **£4.5 million** gained for victims through advice and intervention.

Compensation increased by 28% compared to last year. The major change related to preventative measures where there was a 47% increase in preventing money being handed to criminals and an 89% increase in obtaining compensation for victims by routes other than formal legal action. This reflects an increase in publicity and reporting, plus better co-ordination with partners involved with fraud prevention activities.

Overall Trading Standards actions prevented over £651 million of detriment to consumers and businesses.

This shows that Trading Standards continues to offer a cost effective and important service to local communities and individuals and demonstrates the seriousness of the offending being tackled by local services.



1.3 Supporting Scam Victims

Fraud is the most common crime in the country, accounting for 31% of crime in England and Wales and affecting millions of people at risk of substantial financial losses. Trading Standards Services play a key role in tackling fraud and protecting people from scams.

Trading Standards support victims to get the help they need to stop them from being scammed again. This includes the installation of call blocking devices and doorstep cameras alongside working with safeguarding agencies. Trading Standards shares intelligence with the National Trading Standards Scams and eCrime Teams who undertake disruption work such as removing telephone or payment systems and taking down websites. Most scams emanate from overseas where formal legal action by Trading Standards is not possible.

Adult Safeguarding London Borough of Croydon

Croydon Trading Standards works closely with local police and with the Immigration Service, sharing intelligence on issues of interest and supporting victims. Scams and Doorstep Crime prevention leaflets were created and translated into Portuguese, Urdu and Polish. Out of 20 referrals to Adult Social Care, ten people had additional support measures put in place and there were a number of interventions with banks including ones where customers led the application for refunds.

Derbyshire: Safe Places

- Safe Places is a national project that Derbyshire is signed up to, providing vulnerable people with a safe place which is a registered venue that has agreed to offer help and support if someone is anxious, scared or believes they may be at risk.
- Every time a venue applies to be a Safe Place, Trading Standards carry out background checks on the business to ensure no concerns have been raised which would make them consider it unsafe to send vulnerable people there looking for help.

In **2024/25**, it is estimated that across England and Wales:

- Local authority Trading Standards Services provided support to over **16,500** scam victims.
- Work to disrupt mass marketing fraud mailings and stop outgoing payments and mail saved consumers almost **£49 million**.

The number of scam victims supported has increased by 30%, however the total savings achieved has dropped by 16%. This has reversed from last year where the number of victims was less but they suffered higher average losses. Typical scam cases might include clairvoyant mailings and investment fraud.

Trading Standards undertook over 200 checks over the last 15 months.

- There are 316 registered venues across Derbyshire and this work is led by Public Health.

Buckinghamshire & Surrey

Buckinghamshire & Surrey have a strong cohort of eager, enthusiastic and passionate volunteers who continue to be active within their communities, contributing over 8,000 hours of their time helping spread anti-scam messages through talks, writing articles for community and special interest publications and sharing their knowledge through local radio. They are integral to making their local communities more confident and resilient to frauds. To coincide with Safeguarding Adults Week, Trading Standards joined Adult Social Care in Buckinghamshire to deliver advice, whilst in Surrey they partnered with the Co-Op and Crimestoppers to deliver support at specially selected Co-Op stores across the County. Trading Standards also joined colleagues from Surrey Police, the Fire Service and District and Borough Councils to undertake Operation Mendacious. This involved visiting residents of a park home for the over 50s. No Cold Calling Stickers were put up, call blockers and door cameras installed, and fireproof bedding and carbon monoxide detectors issued.



Public Protection Partnership (West Berkshire, Wokingham, Bracknell Forest)

In 2021, the Public Protection Partnership's Fraud Victim Support Officer worked with a resident in their 80s who had been targeted by cryptocurrency scams. She lost over £87,000 and was forced to sell her home and car to obtain funds to live and pay the scammers. Challenges to her banks resulted in this money being refunded to her in 2002 and a call blocker and door camera were installed within the property. Nevertheless, more money was taken from her by the scammers and after more bank challenges, a further £46,706 was returned. Having no family to provide support, the case was referred to Adult Social Care who identified a friend who was willing to help. However, this arrangement broke down and in February 2024, the resident lost a further £26,792 in 12 days. PPP was contacted by the National Crime Agency who revealed that the resident was the victim of a Kosovan organised crime group. A further referral to Adult Social Care was made and, with the support of the police and Trading Standards, an Order was made by the Court of Protection enabling the local authority to take control of the resident's finances. In October 2024 the final losses of £28,201 were recovered. Three years of work to unpick the social engineering and grooming of the resident by the OCG has now ended the financial abuse and hopefully will protect her from future abuse.

Metrology/Cost of Living Hackney

Hackney Trading Standards carried out checks on market traders, butchers and fish mongers who work in areas popular with lower income residents who may be suffering financial inequalities. Officers

checked scales and weights of prepackaged goods. This work identified issues with the use of incorrect scales, displays being covered from consumers and failure to weigh items before sale, all of which could lead to significant detriment to higher risk consumers. Officers advised the businesses on the correct use of scales and requirements for clear pricing etc. Compliance increased significantly, with a very small number of further issues being tackled.

The Jewellery Trade Lincolnshire

In 2024, Lincolnshire Trading Standards received a complaint concerning a local business that was found to be selling inaccurately described gold jewellery and counterfeit items and was operating as a pawnbroker but was not authorised by the Financial Conduct Authority. This complaint coincided with contact with the Natural Diamond Council and concerns regarding the potential mis-descriptions applied to laboratory grown diamonds where consumers may be confused between natural and laboratory grown diamonds with the value of the latter being significantly less. There is also potential for businesses to trade at an unintentional profit or loss if weighing instruments used to weigh precious metals and stones are not in calibration.

To tackle this, Trading Standards carried out a pilot project, with the assistance of a Gemmologist, which highlighted non-compliance in three of the 11 premises visited. This resulted in a wider project to visit a further 50 businesses including jewellers, pawn brokers, second-hand shops and antiques centres in 2025. The Birmingham Assay Office and Natural Diamond Council have also delivered training to officers across the East Midlands.



Scam Victim Regulatory Services Partnership - London Boroughs of Merton, Richmond upon Thames and Wandsworth

Merton, Richmond and Wandsworth Trading Standards carry out patrols with local neighbourhood policing teams, talking to builders and homeowners who are having work carried out to check that there is a contract in place and the consumer is happy. This has led to an increase in joint reassurance visits, providing advice and giving the opportunity to install call blockers in vulnerable residents' homes. On one such occasion, officers visited a 92 year old whose family lived abroad. Before the scam, she was very independent and able, being an active member of several community groups. After the scam, she became withdrawn and scared as she blamed herself. As such her family felt hopeless and were looking at moving her into a care home where she would be 'safe'. After talking with the resident and reassuring her that she was not 'silly' and that these people are professionals she confessed she did not want to move. Following discussions with the family, a call blocker was installed for a trial period. This worked well and the family and resident agreed that the call blocker would stay and the lady felt safe to remain in her house and maintain her independence.

Rogue Builder Hertfordshire

Hertfordshire Trading Standards undertook a rogue trading investigation. They evidenced £183,850 as criminal property, derived from fraudulent roofing works. This money had been paid to a money launderer who was eventually convicted and received an 11-month custodial sentence. Although money was restrained using POCA, the recoverable amount was only £29,000. The five victims had paid a total of over £350,000 to several bank accounts, all for fraudulent roofing work. The Trading Standards team continued to assist the victims to get their money back. They did this using POCA Orders and reimbursement applications to financial institutions for authorised push payment fraud. Victims were supported throughout the entire process in their applications, some of which were initially rejected and later reviewed by the Ombudsman. In total, the team secured refunds totalling £325,734, which equated to 93% of the victims' total losses.



Bath & North East Somerset

Bath and North East Somerset Trading Standards became aware of rogue companies targeting victims who had previously had spray foam installed to try and persuade them to have it removed. Officers dealt with one victim who paid £3,500 for spray foam in her small property at the end of last year. In early 2025 she was cold called from a man who told her he was calling on behalf of the Government and was going to check her spray foam had been installed correctly. The caller then claimed the insulation had been installed incorrectly and would cause problems with insurance, environmental issues with damp, and affect future house sales. The removal company had a similar address to the company who had installed it. Trading Standards provided advice and assistance, prevented money being paid over to the trader, and assisted the victim in finding an expert to provide an opinion on the insulation and if it needed to be removed.

Multi Agency Against Fraud (MAAF) Partnerships Derby City

Derby City Trading Standards are active members of the Derbyshire MAAF, working with Derbyshire County Council and Derbyshire Police with further stakeholders to be added next year. There are close working relationship with Derby City Local Area Coordinators and this work has resulted in:

- £120,440 of total savings resulting from a banking protocol.
- 2 referrals to the Financial Ombudsman resulting in £30,800 refunded.
- 11 scam talks to 377 of Derby's most vulnerable residents.
- 7 multi-agency events.
- Dissemination of Friends Against Scams student resources.
- 35 scam filter units installed.
- 6,422 scam calls being blocked.
- An assessment that the project has saved people £298,823.



Anti-Social Behaviour Bournemouth Christchurch and Poole Council

The Trading Standards team took part in a number of Multi Agency Days with colleagues from the anti-social behaviour team, Community Safety Accreditation Scheme officers, licensing and local policing teams to target priority areas such as Bournemouth Town Centre. Officers undertook joint visits to local retailers to raise awareness and provide business advice and support. Visits took place on busy occasions and during events such as the Christmas and “Summer Live” markets. The feedback was positive and helped raise the profile of the wider work of Trading Standards, as well as helping to identify any issues as they arose which were then dealt with afterwards. These “days of action” are continuing into 2025. Clear Hold Build is a police-led initiative to target resources in communities affected by anti-social behaviour, crime and disorder. Trading Standards, together with the police, undertook enforcement visits to premises linked to wider criminality as part of the “Clear” part of the initiative with premises closures and seizures taking place, the aim is to clear the criminality issues and allow the community to then hold the area and then build by attracting legitimate retailers.

Doorstep Crime Caerphilly County Borough Council

Caerphilly Trading Standards have seen a trend, since Covid, of traditional perpetrators of doorstep crime being joined by builders and similar traders who had run compliant local businesses but were tempted by the opportunity to earn big money and take on large scale projects that they were incapable of doing. Often these large-scale jobs involved consumers paying out huge amounts only to be left with work that was incomplete, misdescribed, dangerous and of very little value and faced with not only the financial hardship but also the shame and mental anguish. The victims were not the typical vulnerable victims associated with this type of crime. Many of them were much younger residents who had entered into the contracts without doing some thorough research. Some of the victims had young families and the damage to properties also had adverse effects on the children. Caerphilly took prosecutions that related to four incidents where consumers had spent over £100,000 for little in return.

Proceeds of Crime confiscation is proceeding, but the stress and suffering on the victims is unquantifiable.

SECTION TWO: SUPPORTING THE LOCAL ECONOMY

Economic growth is a key priority of the Government and local authorities. To maximise economic growth, businesses need access to good advice about regulatory requirements, fair competition and to be confident that others will not be able to undercut them by breaking the law.

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

The importance of achieving economic growth means that Trading Standards' role in providing advice and support to businesses remains important.

As of 31st March 2025, **1,626** organisations were benefiting from a direct primary authority partnership and 165 organisations representing 110,804 members were benefiting from a co-ordinated partnership. Due to changes in Office for Product Safety and Standards data recording, it is not possible to compare this to previous years. These partnerships enable assured advice is given to a business with multiple shops or sites via a single local authority.

In 2024/25, it is estimated that across England and Wales:

- Over **16,300** hours were spent by Trading Standards advising Primary Authority businesses. This was a reduction of 26% from last year.
- Trading Standards responded to over **12,100** requests for advice from businesses that were not part of the Primary Authority scheme. This is a reduction of 10% from 2023/24 but it is now at half the level it was in the years prior to 2022/23. This may be because there is more information available online through sites such as Business Companion.

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

Unfair competition from those who fail to meet legal standards puts consumers at risk, can cause legitimate businesses to close and damages the prospects for growth.

Trading Standards Services follow a risk based and intelligence-led model. They will take action proportionate to the risk. This may include providing advice, seizing unsafe or illegal products, issuing fines and taking formal enforcement action.

In 2024/25, it is estimated that across England and Wales:

- Over **71,600** visits were carried out to businesses to ensure that they comply with the law and to provide advice to help them fix any non-compliance. This is the same level as for 2023/24.

- Almost **25,200** businesses were subject to an intervention, such as advice, investigation, or referral. This was a 7% reduction from 2023/24 which indicates a welcome increase in compliance overall.
- Over **530,500** counterfeit products with a market value of almost **£17.5 million**, which breach the intellectual property of legitimate businesses, were seized.

There was a 113% increase in the removal of counterfeit goods from 2023/24. However, we know this figure fluctuates due to local demand and has been higher in previous years.

The illegal trade in counterfeit goods funds organised crime and damages legitimate businesses who manufacture, distribute, and buy licences to sell legitimate products.





Business Advice: Corrosives and Environmental Legislation Royal Borough of Kingston upon Thames & London Borough of Sutton

Kingston and Sutton Trading Standards mapped all independent sellers of age restricted goods to offer advice on storage or restricted or dangerous items, especially corrosive materials. At the same time businesses were warned about the upcoming changes in the law in respect of the single use vape legislation and were offered guidance. They were also advised about their responsibilities in law concerning take backs and responsible disposal under Waste Electrical and Electronic Equipment (WEEE). The project has fed into the Councils' wider aims and objectives in respect of sustainability and public health and the statistics were also used by the Metropolitan Police as part of their refresh of the Responsible Retailer Scheme to take knives off our streets. The outcome has been positive in terms of the lack of single disposable vapes seen in premises post their ban from 1st June 2025.

Primary Authority Business Feedback Central Bedfordshire Council

The value of Trading Standards' advice to local businesses is shown in the feedback provided by a local company where Central Bedfordshire acts as Primary Authority.

The business owner said:

"Since making all of the changes that were brought in last year with your guidance, we have seen:

- A reduction in quality issues.*
- A reduction in picking errors.*
- A reduction in complaints.*
- A reduction in staff turnover.*
- An improvement in stock accuracy.*
- An improvement in eBay feedback.*
- Increased interest from eBay – who approached us as a "focus seller" within the refurbished programme.*
- Marketing support, technical support and investment from eBay.*

Unboxing experience aids, funded by eBay: "don't judge me on my box" eBay & direct vacuums branded packaging stickers.

Introductions to brand representatives and potential new clients.

Support and backing to launch, manage and run an eBay store on behalf of one of the UK's largest supermarket chains – selling refurbished returns.

Introduction to another UK supermarket chain, with possibilities of doing the same thing.

Further to our call today, I'd just like to thank you for the support and guidance over the last year. As you said yourself, it was probably a much-needed kick up the backside, but the way you have gone about it all is what made it attainable – "firm but fair" I think is the best caption. The support really has been appreciated though, as it could have been a very different journey had you not been so personable throughout the process. It made it feel more of a partnership rather than just a telling-off, or instructions."

Primary Authority Business Feedback Central Bedfordshire Council

Derbyshire Trading Standard's approved trader scheme, "Trusted Trader" provides a source of local tradespeople for consumers in Derbyshire. Member traders are vetted and assessed by Trading Standards Officers for their commitment to meeting the principles of trading fairly. The scheme has around 850 member traders, over half of which are Derbyshire based sole traders. Feedback from members indicates that over 80% are satisfied that the scheme helps their business and represents good value for money. Consumer feedback shows that around 98% of consumers are satisfied or very satisfied with the Trusted Trader they used. Engagement with the scheme means that both traders and consumers have access to Trading Standard's advice and mediation if needed. When needed, outcomes of mediation range from rectification of work and, in one case, a refund to a consumer of £36K in relation to a new vehicle. The scheme is also promoted as part of the Service work in tackling scams whether that be in assisting individual victims of scams or as part of discussion with groups.



Work with Association of Convenience Stores Buckinghamshire & Surrey Trading Standards

Digital proof of age has been evolving over recent years and is viewed as a more effective and modern option for ensuring age restricted goods are sold to the right people. The precise timing of the solution coming to market is yet to be fully confirmed. To ensure readiness, Buckinghamshire & Surrey Trading Standards have been working closely with The Association of Convenience Stores (ACS) to add to an existing suite of 14 guides to develop assured advice for their members clarifying the acceptance of appropriate digital proof of age. Essentially this will enable retail members to check the validity of digital proof of age using a common approach. Retailers will be able to train colleagues and ACS can issue guidance on how to conduct those checks and complete a transaction using digital proof of age. ACS are aiming to produce the industry-standard guidance that may also be used by other retailers/acceptors of proof of age and are working together with PASS on this. Issuing guidance in this way means local regulators do not need to individually review it in each shop as it has been done centrally. They just need to ensure it is being implemented correctly, thus reducing the burden on both businesses and enforcers.

James Lowman from ACS said:

"We enjoy working with trading standards and our members really value the high quality and reliable information we can give through this partnership. We also benefit from a different perspective on regulation, and we find that their input is extremely helpful when we are developing new ideas".

Work with National Farmers' Union Watercress Association Dorset Council

Dorset Trading Standards has developed its relationship with the National Farmers' Union Watercress Association, formalising it into a Primary Authority arrangement in 2024/25. Significant support has been given to the Association's 20 members on achieving 'Traditional Speciality Guaranteed' status as part of specialised audits developed with trading standards. These audits assess businesses across the UK against the Department for Environment, Food & Rural Affairs protected food names specification document for 'watercress', plus it ensures compliance with the FSA watercress industry guide. These standards check that watercress is grown using traditional methods which promote good food hygiene, preventing contamination when it is grown and therefore minimising the risk to consumers of harmful bacteria such as listeria.

Dorset Trading Standards provided input into the industry guidance through its lead officer. The NFU commented that because of the partnership, the watercress industry was experiencing increased scrutiny through the auditing process. This resulted in rising intelligence reports of non-compliance in the marketplace, driving up further audit requests so that companies who were meeting the standard could achieve "Traditional Speciality Guarantee" status to differentiate themselves and their products from their competitors. Due to the greater awareness of, and confidence in the audits, the NFU Watercress Association reported that some members have experienced a rise in sales as the demand for their quality produce has increased, supporting the economic growth of good businesses in Dorset and beyond.



Local Business Support – Product Safety Rhondda Cynon Taf

Rhondda Cynon Taf has noticed an increase in (normally compliant) local traders purchasing items from online marketplaces, to meet demands in trends. Trading Standards are working with traders to educate them in what is and is not legal to supply. At the end of last year, over 100 counterfeit and unsafe (Disney plush) toys were voluntarily surrendered when found on inspection. The goods had been bought by the business from a major online retailer. The business owner was visibly upset, thinking that the items they had on sale could have brought harm to their customers and thought that because they had been bought online from a known retailer that they must be safe. More recently, over a two week period, nearly 500 unsafe and counterfeit Labubus were voluntarily surrendered from local shops. A cursory inspection resulted in eyes simply popping out when the face was squeezed, hands and feet coming away, and all posed choking hazards. Labelling was either not present, or non-compliant, and warnings (where they appeared) were contradictory, or appeared on boxes which did not fit the toys. Guidance was provided to traders, with media messaging and video published to reach a wider business audience.

Helping Business with Weighbridges Lincolnshire County Council

Lincolnshire Trading Standards inspected 17 weighbridges being used for quarries, aggregates, waste disposal and agriculture. Four were found to be inaccurate. Failures could be attributed to a lack of maintenance processes, especially on dirty sites where accumulation of dirt and rubble can cause the equipment to bind and catch.

In one instance, the discrepancy was approximately 350 kg per load, which, when multiplied across numerous loads throughout a single day, amounted to several tons of unaccounted product being distributed without corresponding revenue. Over the course of a year, such inaccuracies could lead to substantial financial losses, posing a serious risk to the economic stability of businesses, particularly during periods of economic uncertainty.

The project also supported a local business into compliance by assisting with the re-verification of their equipment, allowing them to continue trading. The business was using an old mechanical weighbridge from the 1970s. Installation of a new weighbridge was quoted at approximately £40,000 which was unaffordable.

SECTION THREE: PROMOTING HEALTH AND WELLBEING

Trading Standards have a vital part to play by ensuring consumer products are safe, food is correctly labelled and animal health and welfare standards are maintained. This supports the health and well-being of communities which is a key priority in most local authorities.

Trading Standards also enforce a wide range of age restricted sales legislation to help to keep young people safe from vapes, cigarettes, alcohol, and knives.

3.1 Ensuring the Safety of Consumer Products

Product safety laws ensure that products do not cause fires, injuries or deaths. This is particularly important for goods such as electrical items, toys and cosmetics. Trading Standards will advise businesses and check goods at manufacture, import, wholesale and retail level.

In 2024/25, it is estimated that across England and Wales:

- **Over 7 million unsafe or non-compliant products were seized or removed from the marketplace.** This was a 140% increase on last year.
- **The savings to society, in terms of product value and injuries and fires prevented, is over £252 million.**

3.2 Protecting the food chain

Food prices remain high which can increase the temptation for unscrupulous businesses to adulterate or falsely label food to enhance profits or gain a competitive advantage. Consumers need to be able to trust food labels and get good value for money. They also need to have clear, reliable information about food allergens which can cause serious injury or even death.

In 2024/25, it is estimated that across England and Wales:

- **Over 10,250 businesses were identified as supplying food that was misdescribed, did not correctly declare allergens, contained toxic or illegal components, or was involved in food fraud.** This was an 8% increase on last year and has almost doubled since 2021/22. This is likely to relate to new allergen requirements for smaller businesses with an increased focus by local authorities on these issues.

Ensuring proper animal health and welfare standards, and protecting animals from suffering, helps the rural economy and protects the food chain.

In 2024/25, it is estimated that across England and Wales:

- **Over 8,200 businesses were found to be in breach of animal health and welfare legislation.**

Having been relatively constant in the four years up to 2023/24, this represents a 30% increase from last year. The reasons for this are unclear. It may be due to adverse winter weather conditions and ongoing cost pressures on the farming industry. We will monitor this in the future.

Animal disease outbreaks create risks to the UK economy and the farming industry, with Trading Standards remaining at the forefront of responding to these issues.

In 2024/25, there were **25 confirmed avian influenza cases**. This was a 39% increase from 2023/24 but still fewer than in the years before that. However cases of Bluetongue disease continued to rise significantly. Transmission is midge borne and thus impacted by climate change. In 2024/25, local authorities dealt with **196 confirmed cases of Bluetongue**, a 157% increase on 2023/24. In addition, there was one suspect Rabies case and one suspect Foot and Mouth Disease case, both of which were subsequently confirmed as negative.





3.3 Reducing the risk of children accessing age restricted products

Trading Standards Services play an important role in ensuring that children cannot buy products that have age restrictions, such as knives, alcohol, vapes, tobacco and fireworks. They also provide businesses with advice on how to comply.

In 2024/25, it is estimated that across England and Wales:

- **Over 1,500 premises were tested for alcohol sales.**
- **The average failure rate for alcohol test purchases was 20%.**
- **Over 920 premises were tested for tobacco sales.**
- **The average failure rate for tobacco test purchases was 21%.**

- **Over 3,100 premises were tested for vape sales.**
- **The average failure rate for vapes was 23%.**
- **Over 2,010 premises were tested for other products.**
- **The average failure rate for other products was 21%.**

Overall the number of test purchases has increased by 15% from 2023/24, across all categories. This reflects the focus in local authorities on tackling the supply of vapes and tobacco to children. It may also reflect the work done in relation to the underage sales of knives from shop premises in some areas. Failure rates remain largely the same.

3.4 Reducing the availability of illicit products

Smoking remains a significant driver in health inequalities. Price has been shown to be a critical factor in determining whether people quit smoking. The presence of cheap illicit tobacco undermines attempts to get people to cut down and quit smoking which maintains pressures on local health systems. Packs of illicit cigarettes are often between a third and a half the price of legitimate products.

Illicit tobacco, vapes and alcohol can contain undeclared contaminants. Illicit vapes can also contain higher than permitted levels of nicotine including those that claim to be nicotine free. Tests on vapes identified other illegal substances, such as the drug, Spice.

The amount of tobacco and vape products seized has continued to increase significantly in recent years. This reflects the prevalence of vaping problems and the priority this work is being given within local authorities reflected in the new Department of Health and Social Care funding to local authorities from 2025/26.

In 2024/25, across England and Wales:

- **Over 23.5 million illicit cigarettes were seized,**

worth an estimated **£12.6 million**. This is an increase of 23% from 2023/24 and a huge 65% increase from 2022/23.

- **Almost 7.2 tonnes of illicit hand-rolling tobacco were seized, worth over £3.8 million.** Again, this is a very large increase of 41% compared to last year and a huge 123% increase from 2022/23.
- **Almost 2.5 million illicit vapes were seized by local authorities at ports and inland.** This was, again, a significant increase of 71% from 2023/24 which, in itself, was a 59% increase on 2022/23.

The Licensing Act 2003 has four objectives (preventing crime and disorder, public safety, the prevention of public nuisance and the protection of children from harm). The Act allows for a review, and potential removal of a licence, by a local authority where there are failures to comply with the objectives. Activities by Trading Standards have resulted in **334 Licence Reviews** being carried out, an increase of 83% from last year which recognises the benefits of the regime as an effective enforcement tool.



Knives, Tobacco and Vapes Stoke on Trent City Council

Stoke on Trent Trading Standards has worked with Staffordshire Police “Ditch the Blade” Campaign by carrying out underage test purchasing exercises for knives and supporting the development and promotion of the Responsible Retailers Guide to the Sale of Knives at businesses in the City. Eleven premises were tested for the sale of knives to underage volunteers and five premises sold. The Service prosecuted a limited company for the sale of an axe to a 14 year old with the company being fined £6,000, with £2,000 victim surcharge; and another company for the sale of a knife to a 15 year old, with the company being fined £3,000.

Premises closure orders have been used to tackle prolific illegal tobacco and vapes retailers in the City, many of which are also selling to underage children. The impact statements from neighbouring schools, Director of Public Health, and legitimate traders show the detrimental impact that these premises are having on schools and young people, and the local economy, and the health harms that the community is being exposed to. Applications for closure orders have been well received in the Magistrates Courts with 13 premises being closed for three months by court order and two premises closed prior to formal applications being made by working with landlords to evict tenants. One premises had their closure order extended by a further three months due to the previous history of proposed new tenants. It is estimated, based on recent intelligence that each premises sells £10,000 of illegal product each week and the estimated financial impact on Organised Crime in the City, and the total detriment to the economy prevented in the year is £1.8m.

Illegal Vapes and Tobacco Kent Trading Standards

Kent Trading Standards’ vape work highlights a strong partnership with Public Health. Building on earlier tobacco initiatives, including roadshows and school theatre visits, Public Health approached Trading Standards to help address youth vaping. This led to a two-year project, funded by Public Health, creating three dedicated posts. The project supports messaging that vapes can help adults quit smoking, while tackling underage use. Reports of primary school children using vapes prompted urgent action. The team engaged communities through park events, pop-up shops, and school meetings to raise awareness and promote compliance.

Retailers unfamiliar with age-restricted sales laws were a key concern. Vapes were found in non-traditional outlets like florists and juice bars. Since October 2023, the team has conducted 599 visits across Kent, seizing 23,354 illegal vapes and reducing the risk of underage sales. The work also uncovered links to illegal tobacco, strengthening ties with police and community safety units. Increased visibility led to media coverage and frequent Freedom of Information Requests, which the team has been well-positioned to handle.

The team launched a dedicated email (vapes@kent.gov.uk) and a KCC webpage to support the upcoming single-use vape ban. Outreach included a four-part email campaign to guide businesses through the transition.

The Local Vape Action initiative, inspired by Community Alcohol Partnerships, launched its first pilot in Tunbridge Wells in September 2024. It brings together local authorities and the vape industry to promote responsible retailing through education, engagement, enforcement, and evaluation.

The vape team’s work has enabled alternative enforcement tactics like Community Protection Notices and closure orders, helping disrupt illegal activity and support intelligence gathering for serious organised crime panels.



Food Safety Devon, Plymouth, Somerset and Torbay

With the Food Standards Agency, Heart of the South West Trading Standards prosecuted a farmer for failing to test chickens and eggs for salmonella before they went into the food chain and for presenting birds for slaughter with either falsified documents or with documentation that did not relate to those particular birds. The farmer pleaded guilty and was ordered to pay over £50,000.

Food Allergens and Illegal Additives Powys

Powys Trading Standards inspected a number of premises to check that allergen systems are sufficiently rigorous to prevent a health risk. The findings were concerning, with 16% of food labels found to be incorrect and 13% of allergen systems checked were found to be inadequate. In addition, 6.4% of allergen notice requirements and 16% of menu descriptions were found to be absent or incorrect. Officers helped the businesses become compliant which reduced the risk to Powys's residents and also the many visitors to the area.

Worcestershire

Worcestershire Trading Standards Service is issuing advice, especially to parents, around unauthorised ingredients contained in imported American sweets and fizzy drinks with known links to hyperactivity and cancer in children. Samples purchased from two shops in Worcester and tested by the public analyst were found to contain unauthorised additives. One of the outlets in Worcester has subsequently ceased trading but the other outlet has been notified of the

issues. Officers continue to trace the products back to importers. As examples, Erythrosine (E127, shown on US products as Red 3) is not authorised for use in sweets, and Calcium disodium (E385, EDTA) is allowed in food but not in drinks. In animal studies the latter has been linked to adverse reproductive and developmental effects, and in mice has been shown to contribute to cancer of the colon. American Candy has grown in popularity over the last few years due to its promotion on social media channels.

South Gloucestershire

South Gloucestershire Trading Standards held a free Food Safety and Allergen workshop for food businesses providing Indian cuisine in South Gloucestershire. Restaurant owners and staff involved in handling food were encouraged to attend and a qualified trainer who is respected within the community was invited to promote and attend the event. Officers were able to provide explanations for queries raised in the Q&A section on matters discussed during inspections which may not always be possible in so much detail during an inspection when the business is operating and busy. The informal environment encouraged conversations on a wide range of food safety issues and allowed officers to convey how vital it is for the information on allergens contained in the foods served to be correct.

The team hope that those who attended will have a better understanding of what the requirements are under food law for both hygiene and allergens and will be clear on what their responsibilities are for serving safe food to their customers. The team hopes it will be viewed as a source for guidance and advice in the future.



Safety at Ports Leicestershire

Leicestershire Trading Standards use grants to check for safety of imported consumer items at East Midlands Airport. Items are mainly destined to be sold via online selling platforms, where there are many unsafe items being supplied illegally. Items targeted include cosmetics, jewellery (both of which have risen in unsafe items being identified), toys, vapes and small electrical items. Over 200,000 items were removed from the market in the year, the value of which was over £8.7m.

Anglesey

Anglesey Trading Standards, working with UKBF at the Port in Holyhead, resulted in Caernarfon Magistrates Court granting a forfeiture order for the destruction of 54,560 electronic vaping devices. The 54,560 devices, with a retail value of over £750,000, were undeclared, undocumented and non-compliant with UK legislation, significantly exceeding the maximum permitted tank size and not having the required warnings.

Children's Safety Milton Keynes

Milton Keynes Trading Standards, with the support of Office for Product Safety and Standards and the British Toy and Hobby Association, produced a short video and carried out 20 talks to groups of parents with children under 5, focussing on the importance of toy safety and what to look out for when they buy toys through a number of different routes.

Bath & North East Somerset

Bath and North East Somerset Trading Standards dealt with two incidents of non-compliant baby sleeping bags. One was a trader who imported a consignment which failed to meet the required standard. This prompted a business meeting and assistance on their recall procedures. The other was a well-meaning individual, who knitted baby sleeping bags for sale on social media. As the knitting was based on a purchased pattern, this raised further questions about addressing situations where inherently safe products (i.e. a printed pattern) instructs consumers to produce an unsafe product. This was escalated to Office for Product Safety and Standards for a response. The two incidents have seen withdrawal from the market of products that would otherwise have been used on vulnerable infants.

Devon, Plymouth, Somerset and Torbay

Heart of the South West Trading Standards issued a press release recommending that children's plastic beach shoes are tested nationally after they found some products contained banned levels of chemicals and had to be removed from sale. They tested 15 pairs of beach shoes for the presence of phthalates. Six contained phthalates over permitted levels. The team shared the findings with the Office for Product Safety and Standards. Recalls have taken place across the UK.



Animal Welfare Worcestershire

Officers from Worcestershire's Trading Standards Service visited land with vets from the Animal Plant Health Authority and an RSPCA Inspector. They found several sheep with "flystrike," and maggot infestations so bad that the skin was effectively decaying, rendering them unable to get up. Further inspection of the land around the flock revealed several carcasses in various states of decay, as well as a bonfire where there had been attempts to illegally dispose of some sheep carcasses in the same field.

A man was prosecuted and pleaded guilty to four offences at Worcester Magistrates Court including causing unnecessary suffering to three sheep under the Animal Welfare Act 2006 and a number under the Animal By-Product Regulations 2013 in relation to proper disposal of carcasses. He was given a 12-month community order with 270 hours of unpaid work and ordered to pay £6,449 in costs. He also received a banning order preventing him from any involvement with livestock for five years.

Summary of SRS cases concluded between the end of August and the end of November 2025

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

Case	Court date	Offence(s)	Outcome
1.	28.8.25	<p>On two occasions in October 2024, SRS officers witnessed smoking taking place in a substantially enclosed coffee shop in Cardiff. Discarded cigarette ends had previously been seen at the premises during a Food Hygiene inspection in May 2024, and this was followed by a visit from the Investigating Officer at the start of June 2024, during which smoking activity was observed.</p> <p>Following the June visit, the company running the business and its sole Director received a warning / advisory letter from the Investigating Officer in which detailed advice was given on their responsibilities under the law. Disappointingly, this advice was not acted upon, with further offending being witnessed on 3rd October and again on 22nd October 2024.</p> <p>It is a cause for concern that the Investigating Officer together with HSE and PCSO colleagues felt so intimidated by a group of men present at the premises during one of the daytime visits to the premises, that they made the decision to leave for their own safety.</p> <p>Neither the company nor the Director assisted with the investigation and chose not to answer questions put to them under caution about smoking on the premises.</p> <p>The company pleaded guilty to charges of failing to take reasonable steps to cause persons smoking at the premises to stop smoking contrary to Section 6(1) and 6 of the Public Health (Wales)</p>	<p>The company was fined a total of £986 and ordered to pay costs of £365 together with a victim surcharge of £394.</p>

		<p>Act 2017 on the 3rd and 22nd of October 2024.</p> <p>In mitigation the defendant was adamant that 50% of the area was open/uncovered and that the area was not for use by the public.</p>	
2.	18.9.25	<p>In this case, a Cardiff landlord allowed tenants to live in very poor and unsafe conditions at a terraced, two storey Cardiff property, which had been converted into two self-contained flats. He had chosen to ignore the advice of SRS Officers over a sustained period of time, and had none of the works carried out to the flats as required by the Improvement notice served on him under Part 1 of the Housing Act 2004 in April 2023.</p> <p>Subsequently, it was also established that the Landlord had continued to allow tenants of the ground floor flat to use as a bedroom an internal room with no windows and no means of escape. Use of this middle bedroom in this way was prohibited by a Prohibition Order served way back in April 2015, and yet it was still being used in January 2024, leaving tenants at risk of being trapped in the event of a fire. The list of failings at the property was extensive including for example the lack of complete fire-resistant doors, lack of containment for utility meters, the storage of flammable materials in communal passageways as well as electrical and physical safety concerns.</p> <p>After charges were brought against the landlord and his letting agent, guilty pleas were entered by both defendants.</p>	<p>The defendants were sentenced as follows:</p> <p>The Landlord received a fine of £993 and was ordered to pay costs of £250 and a victim surcharge of £373.</p> <p>The Letting Agent also received a fine of £993 and was ordered to pay costs of £250 and a victim surcharge of £373.</p>
3.	18.9.25	<p>As part of a test purchase operation in Cardiff city centre, the defendant sold hot food to a volunteer after midnight, thereby committing offences under both the Licensing Act 2003 and the street trading provisions of the Local Government (Miscellaneous</p>	<p>The defendant was fined a total of £160 for the two offences, and was ordered to pay £150 towards prosecution costs together with a £32 victim surcharge.</p>

		<p>Provisions) Act 1982.</p> <p>The test purchase was witnessed by Licensing Enforcement Officers who cautioned the defendant. He initially explained that he thought he was able to sell hot food until 1am, but given his lengthy history of failing to comply with Licensing law, he later states that he wasn't going to stop in future and Officers would have to book him again next time.</p> <p>In court, the defendant changed his story again, telling the Magistrates that at the time the offence took place he was not trading, just visiting friends.</p> <p>This type of offending has a direct impact on the legitimate trade who comply with street trading Licensing law, and also on food business operators in fixed premises who have to pay business rates and other overheads.</p>	
4.	18.9.25	<p>During a smoke-free enforcement visit to a Cardiff shisha bar, electrical safety concerns were identified on the premises. SRS Officers tried to work with the business to achieve compliance, but two follow up visits in May and July 2023 revealed that none of the issues identified had been addressed. During this time, failings were also identified in the safeguards in place for protecting staff involved in the preparation of charcoal.</p> <p>Two improvement notices subsequently served under the Health and Safety at Work Etc. Act, but these were also ignored, as were letters seeking responses under caution from the company running the business and its sole Director. This lack of engagement and corrective action was disappointing but perhaps not not unsurprising as the same stance was taken by the company and its</p>	<p>Sentencing was as follows:</p> <p>The company received a fine of £1760 and was ordered to pay a victim surcharge of £704.</p> <p>The Director received a fine of £3692 and was ordered to pay costs of £700 and a victim surcharge of £1477</p>

		<p>Director in an earlier SRS investigation into the company's smoke-free breaches</p> <p>The company and its Director failed to ensure the safety of staff working at the premises over a significant period of time, and charges were laid against both. The matter took a long time in the court process as a result of non-attendance. Matters began to come to a conclusion after the Director was arrested and taken off a plane at Heathrow Airport. He was brought before Uxbridge Magistrates Court, and spent a total of 36 hour in custody.</p>	
5.	18.9.25	<p>When SRS Officers carried out a programmed inspection of a Cardiff takeaway restaurant in April 2024, they found mouse droppings in the storage room, in the kitchen and in the gas meter cupboard at the front of the premises.</p> <p>While the Investigating Officer was satisfied that the necessary cleaning and pest proofing had been completed in the weeks that followed, when he returned in July 2024, he witnessed evidence of a live and active mouse infestation in the rear storage room and rear preparation room. This included the sighting of a live mouse.</p> <p>When interviewed, the sole Director of the company running the business claimed that daily pest checks were taking place at the premises, he sought to blame employees and claimed that there was no history of pest problems, which was untrue. He also claimed to have been new to the business, whereas records show that he has managed, or been part of the management of the business since as far back as 2017.</p> <p>The Director pleaded guilty to 6 food hygiene offences, but the</p>	<p>The magistrates fined the Director £320 and ordered him to pay a contribution to costs of £800 and a Victim Surcharge of £128.</p>

		same charges against the company were withdrawn as it had since ceased trading.	
6	16.10.2025	<p>This case arose as a result of an investigation by the Wales Illegal Money Lending Unit (WIMLU), into a loan shark lending to victims in North Wales. The illegal lender worked as a waiter in a well known chain of restaurants.</p> <p>By lending to work colleagues, he was able to win the trust of his victims. However, they became repeat borrowers with the threat of action from the illegal lender to 'sort it out' if repayments weren't made on time. It is clear that the victims endured very stressful circumstances and their evidence in this case described the often desperate situations they found themselves in. While the illegal lender may have been seen initially as a solution to the victims' immediate needs, as with all illegal money lending, he soon became part of the problem, effectively locking the individuals into cycles of spiralling debt.</p> <p>It is thought that over a period of 8 years, there were 27 victims, but through fear only three of them felt able to provide witness statements. One of them described how he borrowed money from the defendant as he was falling behind on essential payments on household bills however, he was left feeling fearful for his family's safety. He also described how he 'regularly skipped meals when money was tight to ensure that his children could eat. It was evident that the defendant preyed on the victim's desperate situations</p> <p>The illegal lender was sentenced at Mold Crown Court where the Judge described him as a loan shark, not in that he was 'behaving like a thug and threatening people, no one was subjected to</p>	<p>The defendant was sentenced to:</p> <ul style="list-style-type: none"> • 14 months imprisonment, suspended for 2 years • Community requirement of 250 hours (he was not given the max solely because he works)

		<p>physical harm, but no one likes to be in debt to a money lender’.</p> <p>The Judge thanked the officers of the Illegal Money Lending Team and praised the hard work that went into this case, and a Proceeds of Crime hearing will follow.</p>	
7.	23.10.25	<p>This case involved the seizure of a quantity of fireworks in the run up to Bonfire Night 2024, following concerns that they were being sold via Facebook. It appeared from the videos posted online that fireworks were being stored / displayed in a breeze block constructed building.</p> <p>When officers attended the home address of the defendant in Cardiff, they found a significant quantity of fireworks being stored in unsafe conditions in an outbuilding to the rear of the property. Despite the SRS Officers being accompanied by officers of South Wales Police, on being told that the fireworks would be seized on the grounds of unlicensed and unsafe storage, the defendant and a number of his associates subjected the SRS Officers to vile and threatening verbal abuse, making them flee for their own safety. In the minutes that followed, the men proceeded to remove the vast majority of the fireworks from the outbuilding, leaving behind fireworks with a total net explosive content of just over 2kg.</p> <p>It was clear from the Facebook evidence and from footage taken by officers during their visit that the defendant had been using the garage / outbuilding to the rear of his home to store fireworks over a period of at least a week. It was also abundantly clear that the storage was inherently dangerous (presence of strip lighting, electrical appliances, and flammable material) while at the same time there was a complete absence of the fireworks’ transport containers, which would at least have slowed the passage of fire in</p>	<p>The defendant was fined £200 and ordered to make a contribution to costs of £150 together with a victim surcharge of £80.</p> <p>The forfeiture order was granted allowing the seized fireworks to be destroyed.</p>

		<p>the event of an emergency. Likewise, there was no safety signage nor any other fire safety precautions.</p> <p>The defendant declined to be interviewed about the matter and was charged with offences relating to the unsafe storage and supply of fireworks, as well as an obstruction offence. An application was made for forfeiture of the fireworks seized, so they could be destroyed.</p> <p>In court, the defendant pleaded guilty to the fireworks safety offences, but not guilty to the obstruction charge.</p>	
8.	31.10.25	<p>This case arose after a rogue trader and his accomplice targeted often vulnerable residents across Cardiff, the Vale and Bridgend, as well as RCT and Newport. Masquerading under various trading names suggesting links with bona fide construction products, the man adopted classic rogue trader tactics to confuse, unsettle and alarm his victims. In a fraud totalling more than £60,000, residents parted with their money in good faith for driveway and patio work. They soon found out however that materials weren't purchased, and that apparently unforeseen problems meant more work was required with an associated increase in cost. Finally, what little work was done, was to a very poor standard.</p> <p>When one of the residents told the rogue trader that they were going to make a complaint about him, they were told 'Don't you <i>expletive</i> dare, or I'll come around and smash your house in'</p> <p>When the rogue trader realised that he was under investigation, he sent his accomplice to the homes of victims, offering them cash payments to retract statements. Needless to say, coming on top of</p>	<p>The rogue trader was ordered to</p> <ul style="list-style-type: none"> • Serve a prison sentence of 3 yrs 9 months • Pay compensation of £42,960 to victims • Pay costs of £28,917 <p>His accomplice was sentenced to</p> <ul style="list-style-type: none"> • 9 months in prison, however as he had already spent 5.5 months on remand, this was deemed to have been served.

		<p>earlier threats, the worry caused to the residents was significant.</p> <p>Against this backdrop the rogue trader and his accomplice were charged and remanded, pending the evidence being heard in court. When they finally appeared, the rogue trader pleaded guilty to multiple offences including perverting the course of justice, while his accomplice pleaded guilty to a single charge of perverting the course of justice.</p> <p>A Proceeds of Crime hearing will follow</p>	
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