

Meeting of:	<b>Shared Regulatory Services Joint Committee</b>
Date of Meeting:	<b>Wednesday, 25 March 2026</b>
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:	Director of Environment and Housing Services
Responsible Officer:	Head of Shared Regulatory Services
Elected Member and Officer Consultation:	No Elected Members have been consulted. The following officers have been consulted: Assistant Director, 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"> <li>The report appraises the Joint Committee of the work of the service and progress toward completing the actions contained in the SRS Business Plans.</li> </ul>

## **Recommendation**

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

### **Reason for Recommendation**

1. The report appraises the Committee of the work of the service and the progress toward completing the actions contained in the SRS Business Plans.

## **1. Background**

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

- Improving Health and Wellbeing
- Safeguarding the Vulnerable
- Protecting the 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; Performance Management information for the Quarter 3 period of October – December 2025; and updates on the wider regulatory landscape.

## **2. Key Issues for Consideration**

- 2.1 The sickness absence level for the Service at the end of Quarter 3 2025-26 was 8.24 days per FTE person overall, 6.16 days related to long term absences.
- 2.2 As shown in the table below, this is higher than at the same time in the previous financial year (i.e., Q3 of 2024-25), when the overall absence level was 5.75 days per FTE. Examination of the historical Q3 data set out below shows that the last time overall absence levels were of this order was in the 2022-23 financial year.
- 2.3 Unfortunately, illness means that a number of colleagues have been on very long-term absence during the year and efforts continue to support their return into the workplace when they are able to.

	Short Term Days Lost per FTE	Long Term Days Lost per FTE	Total Days lost Per FTE
<b>Q3 2025-26</b>	<b>2.08</b>	<b>6.16</b>	<b>8.24</b>
<b>Q3 2024-25</b>	1.38	4.36	5.75
<b>Q3 2023-24</b>	2.13	1.86	3.99
<b>Q3 2022-23</b>	2.17	6.29	8.47
<b>Q3 2021-22</b>	1.38	5.39	6.77

**2.4** With regard to short-term absences, no particular trends are discernible, and the main causes of absence in this category continue to reflect those seen in previous years. During the period in question, the main causes of short-term absence, in descending order, were:

- Infections – bacterial and viral
- Stress / anxiety – non work
- Gastrointestinal etc.
- Operations and recovery
- Musculoskeletal

### **Financial Position Quarter 3**

**2.5** The financial monitoring report for the period 1st October to 31<sup>st</sup> to December 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 £216k 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**

**2.6** The Joint Committee is provided with data on activity levels to help reassure local Members at each partner council that the Shared Service continues to perform well and tackle issues across the region. Performance data for Quarter 3 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.

**2.7** Details of recent cases investigated by the SRS that have resulted in prosecution are set out in **Appendix 3** to this report.

**2.8** 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*

#### **The new Food Standards Delivery Model**

**2.9** Food Standards, as distinct from Food Hygiene, is concerned with the quality and composition of food, its presentation, labelling and any descriptions applied to it. Through advice and effective enforcement in respect of Food Standards along the supply chain, consumers can be confident in the quality and composition of the food they buy and that any descriptions applied to it are correct, e.g. '*reduced fat*', '*now with extra protein*', '*Halal*' and so on. Consumers also need to be confident that all ingredients are declared, in descending order by weight, and that the presence of any of the 14 specified allergens are made known on the packaging or in the presentation of foodstuffs as appropriate.

**2.10** The existing intervention rating scheme for food standards allocates food establishments into the groups set out in *Figure 1* below.

**Figure 1: Existing Food Standards intervention frequencies**

<b>Risk category</b>	<b>Intervention frequency</b>
<b>A (High Risk)</b>	Once every 12 months
<b>B (Medium Risk)</b>	Once every 24 months
<b>C (Low Risk)</b>	At least once every 60 months

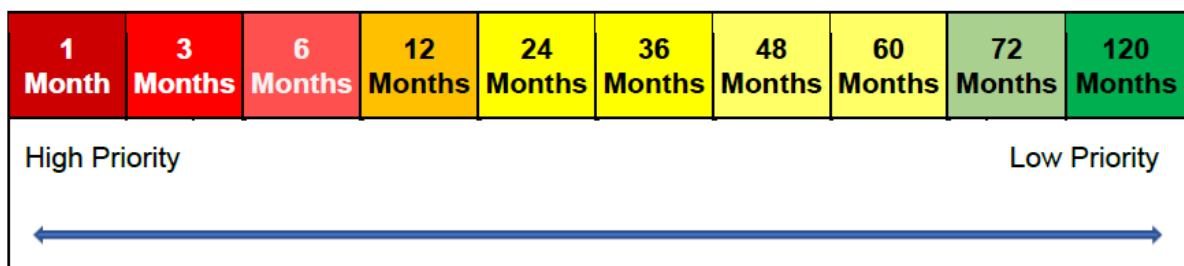
**2.11** The Food Standards Agency (FSA) has recently announced that the above arrangements will be replaced with the launch of a new Food Standards Delivery Model (FSDM) in Wales. Previously piloted by a number of Welsh local authorities, the new model will reflect a similar intervention methodology already in place in England.

**2.12** The Food Standards Delivery Model introduces a risk rating assessment scheme that provides a balanced approach to assessing food standards risk and levels of compliance within a food business establishment. It also enhances the role of intelligence, to help improve the flow of information between the FSA and local authorities, and other relevant stakeholders, enabling LAs to have a more accurate

indication of the potential risk posed by an establishment or food product. The aim of the FSDM is to provide a more accurate assessment of the nature of, and the risk posed by, a business, a sector or a product, based on the best information available.

**2.13** The risk rating for a food establishment under the new FSDM is based on its **inherent risk profile** (such as scale of supply and distribution, complexity of the supply chain and product harm) and its **compliance assessment** (factors such as current compliance levels, allergen information and confidence in management). The overall rating is derived from a risk matrix for these two components, resulting in the intervention frequencies shown in *Figure 2* below.

***Figure 2: Official Control frequencies under the FSDM***



**2.14** The FSDM also sets strict timescales, based on risk, in respect of initial interventions with new businesses. Under the new regime, local authorities will need to either inspect the business within 28 days, or carry out a desktop risk assessment in order for the initial inspection to be carried out as shown in *Figure 3* below.

***Figure 3: Official Control timescales for new businesses under the FSDM***

Anticipated inherent risk	Timescale to undertake initial official control
Serious or significant hazard	28 days
Minor or low hazard	3 months
Very low hazard	6 months

**2.15** The information obtained from the initial visit to an establishment may of course result in a lower risk rating being assigned to it for future interventions. However, based upon the information currently available, it would appear that the new FSDM will increase significantly the frequency with which food standards interventions are carried out. To illustrate by reference to the anticipated work demands for those premises rated high risk under the current system, the increase in each of the partner Council areas would be as follows:

**Figure 4: Anticipated increase in Food Standards inspection programme**

<b>No. premises currently 'A' rated (12 monthly inspections)</b>	<b>No. premises to be inspected at intervals between 3 &amp; 12 months under the FSDM</b>
28	520

**2.16** The proposed timeline for introduction of the new Food Standards Delivery Model would see it go live this coming October. The logistics of this mid-year switch would be challenging both in terms of delivery within existing staff resources and in respect of realigning performance management and database protocols. It seems unlikely that the FSA will have scope to postpone introduction until the start of the 2027-28 financial year, and we are currently weighing the feasibility of working to the new scheme in shadow, ready for the official implementation date. Further updates on this will be provided to the Joint Committee in the coming months.

### ***Restricting the promotion of 'less healthy' foods***

**2.17** The Food (Promotion and Presentation) (Wales) Regulations 2025 are due to come into effect on 26<sup>th</sup> March 2026. The regulations will place restrictions on the promotion and placement of food and drink high in fat, sugar and salt (HFSS products) in Wales, as a means of encouraging the public to make healthier choices.

**2.18** Once in force, the new legislation will restrict the promotion of HFSS products through:

- Volume / price e.g. multi-buy / Buy One Get One Free type offers (*in-store and online*)
- Prohibiting displays in key store locations (e.g. store entrances, aisle ends and checkouts) when retail stores are greater than 185.8m<sup>2</sup> in size (2,000 square feet), and also in the equivalent locations online
- Banning free refills of high sugar drinks (*restaurants*)

**2.19** Welsh Government has provided some funding for the 2026-27 financial year to assist local authorities carry out initial inspections under this new area of the law.

### ***Building Safety***

**2.20** As Members will be aware from previous briefings, Welsh Government aims to go significantly further with the Building Safety regime in Wales, when compared to the approach taken in England. The matter is currently being progressed through the legislative process in the Senedd and the Stage 2 reading highlighted several

proposed amendments and areas for further review, including provisions for Remediation works, and a review of Fixed Penalty Notice proposals.

- 2.21** In addition, there has been conformation that the approach to be adopted will see the creation of three regional Building Safety Authorities (BSAs), reflecting the footprint of the three Fire and Rescue Services in Wales. At the time of writing, a full Senedd debate is planned for 3<sup>rd</sup> March, followed by a fourth reading around 20<sup>th</sup> March, with Royal Assent expected about a month later
- 2.22** The SRS is playing an active role through the various stakeholder groups around implementation, but it is likely that the Senedd elections in May may cause a delay in proceedings as a new Government is formed, the original implementation of April 2027 is therefore unlikely to be achieved now.
- 2.23** Expressions of interest to act as host authority for a Building Safety Authority have been limited to date, with only SRS expressing potential interest for the South Wales Fire and Rescue Service region. It is understood that discussions for the North Wales and the Mid and West Wales regions are ongoing.
- 2.24** Welsh Government has put forward a package of Transitional Funding to help Councils offset the costs incurred in association with the Building Safety Regime, with funding for future years planned but unable to be confirmed until after the Senedd elections. An advisory group is proposed with members drawn from a variety of key stakeholders to support Welsh Government decision making in the implementation phase, the first meeting will take place in early March.

## *Protecting the environment*

### **Air Quality Monitoring**

- 2.25** Once again, SRS has ensured that Bridgend, Cardiff, and the Vale of Glamorgan Councils met their statutory duties under Part 4 of the Environment Act 1995 by producing, the 2025 Annual Progress Reports (APRs). The Annual Progress Report for each Council details the air quality monitoring data for the previous year (in this case 2024), for approval by the respective Cabinets. Failure to produce these reports can lead to the receipt of a Welsh Government direction under Section 85(3) of the Environment Act 1995.
- 2.26** In **Bridgend** the 2025 APR demonstrated that only two sites, both located within the Park Street Air Quality Management Area (AQMA) still exceeded the air quality objective for nitrogen dioxide NO<sub>2</sub> as prescribed in the Air Quality (Wales) Regulations 2000 and the Air Quality (Amendment) (Wales) Regulations 2002. All other locations within Bridgend County Borough continued to meet all other relevant air quality objectives. In 2024, the results for monitoring undertaken at two locations on Park Street residential facades, exceeded the annual average air quality objective set at (40 µg/m<sup>3</sup>) for NO<sub>2</sub>. The locations recorded annual average figures of 43.6

$\mu\text{g}/\text{m}^3$  and  $44.6 \mu\text{g}/\text{m}^3$ . In 2024, a further monitoring site within the AQMA was compliant with the  $\text{NO}_2$  annual objective for the first time since the commencement of monitoring at this location, with a result of  $38.4 \mu\text{g}/\text{m}^3$

- 2.27** The 2025 APR also provided an update to Cabinet members on the Air Quality Action Plan (AQAP) for the AQMA on Park Street. which was approved by Cabinet in April 2024. As detailed at the time of approval of the AQAP, Cabinet agreed to retain measures in the plan, to allow an assessment as to whether there is a sufficient downward trend of  $\text{NO}_2$  levels on Park Street as compliance has been modelled to be achieved by 2026. If exceedances show upward trends or other concerns are identified, then an assessment on the necessity to consider implementation of the retained measures or alternative measures may need to be undertaken in 2026/27.
- 2.28** In **Cardiff**, the 2025 APR demonstrated that out of the 99 non-automatic monitoring locations across the entire City, no monitoring sites recorded exceedances of the annual average objective set for  $\text{NO}_2$  of  $40 \mu\text{g}/\text{m}^3$ . There remains a continued decreasing trend in  $\text{NO}_2$  concentrations across Cardiff and average  $\text{NO}_2$  concentrations at non-automatic diffusion tube sites across Cardiff, remain lower than those experienced during the pandemic and national lockdown periods.  $\text{NO}_2$  levels have decreased by 36% since 2019 (pre-Covid).
- 2.29** The APR provided an overview of the concentrations within each of the 4 AQMAs in Cardiff. Monitoring in the AQMAs demonstrated that compliance was being achieved in each of them.  $\text{NO}_2$  concentrations at one monitoring site in the Llandaff AQMA continue to show improvement with significant reductions recorded in 2024.  $\text{NO}_2$  concentrations are currently below the threshold of within 10% of the annual mean  $\text{NO}_2$  and government guidance details that a revocation of an AQMA should be considered following three consecutive years of annual mean  $\text{NO}_2$  concentrations being lower than  $36 \mu\text{g}/\text{m}^3$ .
- 2.30** The latest data shows continuous improvements in all AQMAs, with pollutant concentrations below legal limits. Given this, the Council will assess whether to revoke the City Centre, Stephenson Court and Ely Bridge AQMA. Before the decision is made to revoke any AQMA, detailed assessments for projected air quality concentrations within each Cardiff AQMA will be undertaken. This will allow for robust justification for the potential revocation of AQMAs within Cardiff, which would be subject to public consultation and Welsh Government approval. Consideration of revoking the Llandaff AQMA will be considered later in 2026 depending on the results of monitoring undertaken in 2025.
- 2.31** In Q3 work commenced on the development of an updated Clean Air Strategy for Cardiff. This work is being supported by funding from the Welsh Government Local Air Quality Funding. SRS has secured the services of an external consultancy to lead on this work and initial steering group of internal and external stakeholders

convened in Q3. This workshop was used to identify key areas of ongoing work within Cardiff Council aimed at improving air quality. The draft updated Clean Air Strategy will be brought to Cabinet Q1-Q2 of 26/27 to approve a public consultation commencing thereafter.

- 2.32** In the **Vale of Glamorgan**, the 2025 APR demonstrated that there were 41 specifically allocated non-automatic monitoring sites across the Vale of Glamorgan which monitored levels of nitrogen dioxide (NO<sub>2</sub>). From the 41 locations monitored throughout the Vale with the use of passive diffusion tubes, no sites breached the national NO<sub>2</sub> annual objective of 40 µg/m<sup>3</sup> or the NO<sub>2</sub> 1-hour objective (200 µg/m<sup>3</sup> not to be exceeded more than 18 times per year). Overall, the Vale of Glamorgan has seen a downward trend in NO<sub>2</sub> levels since before the Covid-19 pandemic.
- 2.33** Indicative monitoring results also displayed compliance with NO<sub>2</sub> 40 µg/m<sup>3</sup> and the NO<sub>2</sub> 1-hour objective (200 µg/m<sup>3</sup>, not to be exceeded more than 18 times per year), and PM<sub>10</sub> objective limits 40 µg/m<sup>3</sup> and the PM<sub>10</sub> 24-hour objective (50 µg/m<sup>3</sup>, not to be exceeded more than 18 times per year) during the period of monitoring from September to January 2025.
- 2.34** Overall, in the Vale of Glamorgan we have seen a downward trend in NO<sub>2</sub> levels since before the Covid-19 pandemic. For existing monitoring sites, from the period of 2020 to 2024 annual average roadside NO<sub>2</sub> concentrations have decreased by 15% from 18µg/m<sup>3</sup> to 15.3 µg/m<sup>3</sup>. A decrease of 6.5% from 17.2 µg/m<sup>3</sup> to 15.3 µg/m<sup>3</sup> in annual average roadside NO<sub>2</sub> concentrations is also evident between 2023 and 2024. This displays an overall improving trend in NO<sub>2</sub> concentrations.

### **Illegal dog breeding**

- 2.35** Unfortunately, illegal dog breeding continues to be a lucrative business model for the unscrupulous, and it is often perceived as a lower risk activity in terms of the sanctions against offenders, when compared to other types of criminality. Members will be aware of the importance of intelligence being reported to SRS about suspected illegal breeding, and from such intelligence, successful investigations have been built, ultimately resulting in prosecution.
- 2.36** By their nature such cases can be painstaking for the Officers investigating, and they can be extremely costly where dogs and puppies have to be seized on animal welfare grounds. As we know from experience, this cost can be further exacerbated when defendants contest the evidence against them and challenge attempts by the Council to get legal ownership of the animals through the courts, in order to rehome them.
- 2.37** Three long term illegal dog breeding investigations concluded in court recently. They are referenced as cases 3, 6 and 7 in **Appendix 3**.

## **2.38 Investigation 1**

*The defendants in this case were a married couple and their associate who had built a sophisticated and profitable dog breeding business with integrated fertility services, though a series of interlinked companies of which they held directorships.*

*The scale of the breeding clearly required a dog breeding licence, however the individuals chose to evade the licensing process. Upon investigation by SRS Officers, it was established that to maximise their profits, the defendants over-bred their dogs (mainly bulldogs and dachshunds), and procedures were carried out that legally can only be performed by a veterinary surgeon.*

*The court heard how in a five-year period, the couple bred 259 puppies in 63 litters - more than four times the number permitted by law (a breeding dog should have no more than three litters a year). Selling the puppies for between £1000 and £6000 each meant that the couple made over £400,000 in that time.*

*Meanwhile their associate had 24 litters over a four-year period and made £121,000.*

*The court also heard evidence of records being altered to avoid detection, prescription-only medication being given without authorisation, and congenital defects being passed on through the puppies, something purchasers would have been unaware of.*

*All three pleaded guilty to fraudulent trading, and a subsequent count of violating the Animal Welfare Act 2006 and the Animal Welfare (Breeding of Dogs) Wales Regulations 2014.*

### **Outcome:**

*The defendants were sentenced as follows:*

#### **Defendant 1**

- *23 months in prison suspended for two years, and*
- *Ordered to attend 10 rehabilitation requirement days and complete 180 hours of unpaid work*

#### **Defendant 2 (wife of the first defendant)**

- *15 months in prison suspended for two years, and*
- *Ordered to complete 140 hours of unpaid work*

#### **Their associate**

- 12 months in prison suspended for two years
- Ordered to attend 120 hours of unpaid work

### **2.39 Investigation 2**

*This investigation into illegal dog breeding began when neighbours of a residential property in Cardiff alerted South Wales Police to concerns over the dreadful smell emanating from the property. The smell was so bad that the neighbours feared it was being caused by the presence of a dead body.*

*SRS Officers attended the property accompanied by veterinary surgeons and Police Officers, and found a total of 38 French Bulldogs and puppies living in absolutely appalling, overcrowded conditions. Some of the puppies were as young as 5 weeks, and it soon became clear that the house was being used to run an unlicensed and therefore illegal dog breeding business.*

*Even the very basic welfare needs of the dogs were not being met - there was no adequate bedding, and no food or water present. Six adult dogs were being kept in four small cages, and the bodies of four dead puppies were found in plastic bags in the freezer. Each dog was examined by a Vet, and all 38 were seized from the property on welfare grounds.*

*Two defendants were identified and an order was subsequently obtained through the court under section 20 of the Animal Welfare Act, meaning that ownership of the dogs passed to the Vale of Glamorgan Council.*

*The court imposed a disqualification under section 34 of the Animal Welfare Act in respect of each defendant. This is a lifetime order in respect of all canines, meaning that each is permanently prohibited from:*

- a) *Owning dogs*
- b) *Keeping dogs*
- c) *Participating in their keeping*
- d) *Being party to an arrangement under which he is entitled to control or influence the way in which dogs are kept;*
- e) *Dealing in dogs*
- f) *Transporting dogs*
- g) *Arranging for their transport*

**Figure 5 – images of dogs found during illegal dog breeding investigation 2**



**Outcome:**

*The defendants were sentenced as follows:*

**Defendant 1**

- *An 18-week sentence, suspended for 12 months*
- *20 days Rehabilitation Activity Requirement*
- *150 hours unpaid work*
- *£20,000 in costs to be paid within 12 months*

**Defendant 2**

- *A 9-week sentence, suspended for 12 months*
- *20 days Rehabilitation Activity Requirement*
- *120 hours unpaid work*

**2.40 Investigation 3**

*The defendant in this case was found to be linked to Investigation 2 above. In addition, the defendant was already known to SRS and Cardiff Council as he had previously been prosecuted for breeding dogs without the required licence. Officers had continued to remind him of the need to become licensed in the years in between.*

*Far from learning his lesson after the 2020 prosecution, however, it became clear that he had continued to breed Bully type dogs, even giving an interview to an American magazine in which he presented himself as the 'CEO and founder of a business breeding bully type dogs, based in Cardiff, UK'.*

*An entry warrant was executed at the defendant's home address where seven breeding dogs were found in appalling conditions. It was clear that the defendant disregarded the dogs' welfare, both physical and mental, with the sole intention of breeding as many dogs as possible in as little a space as possible, thereby maximising*

*his profit margin when selling puppies. In addition to the breathing difficulties and eye conditions so often associated with breeds of this type, dogs were found with their ears cropped, despite such mutilation being against UK law.*

*Dogs were found barely able to walk through lack of exercise and being kept in the kennels to the rear of the domestic property they were devoid of any social interaction. It was clear from the build-up of waste that the accommodation wasn't kept clean. Even the construction of the kennels was completely inappropriate meaning that the dogs were prone to extremes of heat and cold during the year.*

*In mitigation in court, the defendant claimed that the dogs' ears had been cropped by a professional vet, however the Judge rejected this assertion as ear cropping is an illegal procedure that no legitimate vet would carry out.*

*As the case against him had developed, the defendant relied on an inflammatory bowel condition to spare him jail time (as it had in the earlier 2020 prosecution). Unfortunately for him, information had emerged evidencing his taking part in a boxing match in November 2025, this being after the medical submission had been made to the court to present the debilitating nature of his condition.*

*Taking all of the circumstances into account, the Judge concluded that despite the 2020 prosecution for illegal dog breeding and fraud, for which he received a suspended prison sentence, the defendant continued to offend with his 'eyes wide open' and had 'put his financial greed and interest before the welfare of those dogs'.*

**Figure 6 – images of dogs found during illegal dog breeding investigation 3**



**Outcome:**

*The defendant received an immediate custodial sentence of 34 weeks.*

*He was also disqualified from owning or keeping any dogs for a period of 15 years.*

## Supporting the Local Economy

### The Tobacco and Vapes Bill

- 2.41** Members will be familiar with the problems caused in our communities by the supply of illegal tobacco. Its low price removes the cost incentive for smokers to quit the habit, and its availability has a significant impact on the local, legitimate businesses, who strive to comply with the law.
- 2.42** SRS watches with interest as the Tobacco and Vapes Bill makes its way through the legislative process. In a welcome move, Welsh Government has recently confirmed funding of £650,000 over three years, starting in 2026-27, to assist Regulatory Services across Wales with illegal tobacco enforcement. A portion of this funding is designated to assist with the employment and training of five new Regulatory Services Apprentices across Wales.

## Making the Best Use of Resources

### Trading Standards Impacts and Outcomes framework

- 2.43** 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

The framework reports annually on the *combined* effect of Trading Standards Services across a range of key outputs, and the most recent report, on England and Wales activity in 2024-25 was brought to the December meeting of the Joint Committee.

- 2.44** Since the last meeting, a stand-alone Impacts and Outcomes report has been released, detailing the work of local authorities in Wales during the 2024-25 financial year. The latest report shows that over £43 million of detriment was prevented by Trading Standards actions in Wales during the year. The Wales-only report for 2024-25 is included in **Appendix 4**, along with the summary infographic for Wales.
- 2.45** The Wales report also features a case study based on the work of SRS, and its influence is apparent in the statistics presented throughout the report. It is particularly pleasing to see the significant contribution of Shared Regulatory Services to Trading Standards outcomes in Wales. For example, across Wales in 2024-25, some **142 years** of prison sentences (or suspended prison sentences) were handed down as a result of concluded prosecutions in Trading Standards cases. In the same period, the equivalent figure arising from SRS Trading Standards cases was **48 years and 4 months** of prison sentences, or **34%** of the total across Wales.

### **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 3 2025-26 Financial report
- Appendix 2 Quarter 3 2025-26 Performance data
- Appendix 3 Details of recently concluded SRS prosecutions
- Appendix 4 National Trading Standards Impacts and Outcomes report 2024-25

Meeting of:	<b>Shared Regulatory Services Joint Committee</b>		
Date of Meeting:	<b>Wednesday, 25 March 2026</b>		
Relevant Scrutiny Committee:	Live Well Scrutiny Committee		
Report Title:	Shared Regulatory Services Revenue Monitoring for the period 1 <sup>st</sup> October 2025 to 31st December 2025		
Purpose of Report:	To Provide the Partner Authorities with the Financial Performance of Shared Regulatory Services		
Report Owner:	Matt Bowmer - Head of Service/s151 Officer		
Responsible Officer:	Director of Environment & Housing Services		
Elected Member and Officer Consultation:	Head of Service for Shared Regulatory Services		
Policy Framework:	This is a matter for the Shared Regulatory Services Joint Committee		
Executive Summary:			
<ul style="list-style-type: none"> <li>The £8.838m 2025/26 Shared Regulatory Services (SRS) Budget was agreed by Committee on the 19<sup>th</sup> 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.</li> <li>As at Q3, the SRS is forecasting overall overspend of £216k. 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</li> </ul>			
	<b>Gross</b>	<b>Forecast</b>	<b>Outturn</b>
	<b>Budget</b>	<b>Outturn</b>	<b>Variance</b>
<b>Authority</b>	<b>£'000's</b>	<b>£'000's</b>	<b>£'000's</b>
Bridgend	1,803	1,806	(3)
Cardiff	5,218	5,423	(205)
Vale	1,817	1,825	(8)
<b>Total Gross Expenditure</b>	<b>8,838</b>	<b>9,054</b>	<b>(216)</b>

- 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.

## Recommendation

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

## Reason for Recommendation

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

## 1. Background

- 1.1 The 2025/26 Shared Regulatory Services (SRS) Gross Revenue Budget was approved on the 19<sup>th</sup> February 2025.
- 1.2 The revenue position for 2025/26 has been challenging for the SRS both operationally and financially due to ongoing inflationary pressures. The impact of rising prices continues to intensify pressure on existing budgets.

## 2. Key Issues for Consideration

- 2.1 The Gross Revenue Budget and forecasted outturn position for 2025/26 are shown in the table below, with the position in respect of each of the partners detailed to include both Authority Specific (overspend £208k) and Core expenditure positions. The service is forecasting a £216k overspend against a gross revenue budget of £8.838m, as illustrated in the following table:

Table 1

Authority	Gross	Forecast	Outturn
	Budget	Outturn	Variance
	£'000's	£'000's	£'000's
Bridgend	1,803	1,806	(3)
Cardiff	5,218	5,423	(205)
Vale	1,817	1,825	(8)
Total Gross Expenditure	8,838	9,054	(216)

- 2.2 The ability of the Service to recruit into key roles has improved over time, and retention levels have been more encouraging than they have been historically. Given the difficult recruitment landscapes for regulatory services across the country however, there is no room for complacency. The 'growing our own'

approach is now firmly embedded with staff being developed both in their roles and in the gaining of professional qualifications, enabling them to progress within the Service as future vacancies arise. In October 2025, the first Regulatory Services Apprentices were recruited utilising external funding.

- 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 target required by the stand-still budget in 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 £208k, as detailed in the following table:

**Table 2**

	Gross Budget	Forecast Outturn	Outturn Variance
Authority	£'000's	£'000's	£'000's
Bridgend	445	446	(1)
Cardiff	1,684	1,884	(200)
Vale	575	582	(7)
<b>Total AS Services</b>	<b>2,704</b>	<b>2,912</b>	<b>(208)</b>

### Bridgend

- 2.7** The forecasted outturn position in Bridgend is a total overspend of £1k. The licensing function is forecasted to be underspent by £13k; 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 to be £11k and £3k overspent respectively.

## Cardiff

- 2.8** The £200k overspend at Cardiff predominantly relates to the forecasted £200k overspend within the Licensing Section which is consistent with performance in previous years.
- 2.9** The combined £12k overspend within HMO Cathays and HMO Plasnewydd teams relates to smaller variances within these teams.
- 2.10** The £5k 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 £7k overspent for 2025/26.
- 2.12** The Licensing team is forecasted to be close to on budget with a predicted underspend of £6k.
- 2.13** Burials has seen higher than expected usage in this financial year with a forecasted position being overspent by £4k
- 2.14** Pest control is reporting a forecasted overspend of £13k which consists of a series of smaller variances.
- 2.15** Kennelling and Vets are forecasting a £4k underspend, which is consistent with performance in previous years.

## Core Services

- 2.16** The approved Core Services Budget for 2025/26 is £6.134m, which as at 31st December 2025 is forecasting an overspend of £8k. 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	1,360	(2)
Cardiff	57.67%	3,534	3,539	(5)
Vale	20.26%	1,242	1,243	(1)
Total Core		6,134	6,142	(8)

- 2.17** The £27k forecasted underspend within animal services is made up of a series of smaller forecasted underspends.
- 2.18** Environmental Services is forecasting an overspend of which £45k is made up of smaller variances forecasted within this heading.
- 2.19** The Food Services forecasted position is a £59k underspend. This is vacancy related, as well as there being some reduction currently in the use of contractors. It is important to not that the Food Officer shortfall continues to be 6.5FTE.
- 2.20** Housing Services is forecasting an overspend of £22k. The overspend is attributable to additional salary expenditure which is the result of the impact of additional staffing needed to meet service area demands.
- 2.21** The Health & Safety and Communicable Disease budget heading comprises three cost centres spread across two SRS teams. A £32k underspend is forecasted for this financial year.
- 2.22** Pollution Services are currently reporting a £14k overspend for the year, this overspend relates to a number of smaller variances across this service area.
- 2.23** The 'Trading Standards' budget comprises a number of cost centres spread across three different SRS teams. This area is forecasted to be close to being £45k overspent for 25-26. During Q3 one of the two Apprentices mentioned in 2.2 above, began work in the Trading Standards team. All part of the '*Growing our Own*' approach, the provisional use of Home Office reserved grant funding has been used to cover this role for the remainder of 2025/26.

## **Reserves**

- 2.24** 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.
- 2.25** As noted in point 2.23 the forecasted position reflects the usage of £11k of Home Office reserve funding to cover the costs of an apprenticeship position. In addition to this, the only other reserve movement is 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 from 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	(11)	77
Capital Receipts	17	0	0	0	17
POCA Reserves	31	0	0	0	31
<b>Total Usable Reserves</b>	<b>505</b>	<b>0</b>	<b>0</b>	<b>(11)</b>	<b>494</b>

### 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 31st December 2025**

**Annex 1**

	Bridgend			Cardiff			Vale			Total		
	Budget	Outturn	Variance	Budget	Outturn	Variance	Budget	Outturn	Variance	Budget	Outturn	Variance
<b>Authority Specific</b>												
Bridgend Licensing	384	371	13							384	371	13
Bridgend Empty Homes	42	53	(11)							42	53	(11)
Vets & Kennelling Fees (Bridgend)	19	22	(3)							19	22	(3)
Cardiff Licensing				824	1,024	(200)				824	1,024	(200)
HMO Cathays				284	291	(7)				284	291	(7)
HMO Plasnewydd				283	288	(5)				283	288	(5)
Student Liason				61	41	20				61	41	20
Night Time Noise				66	71	(5)				66	71	(5)
Cardiff Port Health				166	169	(3)				166	169	(3)
Vale Licensing							435	429	6	435	429	6
Burials							1	5	(4)	1	5	(4)
Pest Control							118	131	(13)	118	131	(13)
Vets & Kennelling Fees (Vale)							21	17	4	21	17	4
<b>Sub total</b>	<b>445</b>	<b>446</b>	<b>(1)</b>	<b>1,684</b>	<b>1,884</b>	<b>(200)</b>	<b>575</b>	<b>582</b>	<b>(7)</b>	<b>2,704</b>	<b>2,912</b>	<b>(208)</b>
<b>Core Services</b>												
Animal Services	89	84	5	232	216	16	82	76	6	403	376	27
Environmental	54	64	(10)	139	165	(26)	49	58	(9)	242	287	(45)
Food Services	369	357	12	960	924	36	337	326	11	1,666	1,607	59
Housing Services	161	166	(5)	419	431	(12)	147	152	(5)	727	749	(22)
HS & CD	150	144	6	390	371	19	137	130	7	677	645	32
Pollution Services	210	212	(2)	547	557	(10)	192	194	(2)	949	963	(14)
Trading Stds	325	333	(8)	847	875	(28)	298	307	(9)	1,470	1,515	(45)
<b>Sub total</b>	<b>1,358</b>	<b>1,360</b>	<b>(2)</b>	<b>3,534</b>	<b>3,539</b>	<b>(5)</b>	<b>1,242</b>	<b>1,243</b>	<b>(1)</b>	<b>6,134</b>	<b>6,142</b>	<b>(8)</b>
<b>Gross Expenditure Budget</b>	<b>1,803</b>	<b>1,806</b>	<b>(3)</b>	<b>5,218</b>	<b>5,423</b>	<b>(205)</b>	<b>1,817</b>	<b>1,825</b>	<b>(8)</b>	<b>8,838</b>	<b>9,054</b>	<b>(216)</b>

# Shared Regulatory Services

## Quarterly Performance Report 2025/26

### Quarter 3



Gwasanaethau  
**Rheoliadol**  
a Rennir



# High Risk Food Hygiene Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/FH/001	Qtr 3	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	34	43	<b>79.07%</b>	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 3 were completed at premises that were operating and available for inspection.	100%
2025-26	Cardiff	SRS/FH/001	Qtr 3	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	122	171	<b>71.35%</b>	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 3 were completed at premises that were operating and available for inspection.	100%
2025-26	Vale of Glam	SRS/FH/001	Qtr 3	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	33	50	<b>66.00%</b>	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 3 were completed at premises that were operating and available for inspection.	100%
2025-26	SRS	SRS/FH/001	Qtr 3	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	189	264	<b>71.59%</b>	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 3 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 3	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	286	358	<b>79.89%</b>	Green	All high risk businesses rated C due an inspection by the end of Qtr 3 were completed at premises that were operating and available for inspection.	90%
2025-26	Cardiff	SRS/FH/002	Qtr 3	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	641	836	<b>76.67%</b>	Amber	All high risk businesses rated C due an inspection by the end of Qtr 3 with the exception of 3 inspections were completed at premises that were operating and available for inspection. These outstanding inspections will however be completed during Qtr 4.	90%
2025-26	Vale of Glam	SRS/FH/002	Qtr 3	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	241	316	<b>76.27%</b>	Amber	All high risk businesses rated C due an inspection by the end of Qtr 3 with the exception of one inspection were completed at premises that were operating and available for inspection. The outstanding inspection will however be completed during Qtr 4.	90%
2025-26	SRS	SRS/FH/002	Qtr 3	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	1168	1510	<b>77.35%</b>	Amber	All high risk businesses rated C due an inspection by the end of Qtr 3 with the exception of 4 inspections were completed at premises that were operating and available for inspection. The outstanding inspections will however be completed during Qtr 4.	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 3	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	135	173	<b>78.03%</b>	Red	Results for Qtr 3 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 3	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	331	440	<b>75.23%</b>	Red	Results for Qtr 3 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 3	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	131	184	<b>71.20%</b>	Red	Results for Qtr 3 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 3	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	597	797	<b>74.91%</b>	Red	Results for Qtr 3 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 3	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1284	1310	98.02%	Green	Target exceeded.	95%
2025-26	Cardiff	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3216	3351	95.97%	Green	Target exceeded.	95%
2025-26	Vale of Glam	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1251	1269	98.58%	Green	Target exceeded.	95%
2025-26	SRS	PAM/23	Qtr 3	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5751	5930	96.98%	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 3	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 3 were completed at premises that were operating and available for inspection.	100%
2025-26	Cardiff	SRS/TS/001	Qtr 3	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	15	21	71.43%	Green	All high risk businesses due an inspection by the end of Qtr 3 were completed at premises that were operating and available for inspection.	100%
2025-26	Vale of Glam	SRS/TS/001	Qtr 3	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	4	5	80.00%	Green	All high risk businesses due an inspection by the end of Qtr 3 were completed at premises that were operating and available for inspection.	100%
2025-26	SRS	SRS/TS/001	Qtr 3	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	22	30	73.33%	Green	All high risk businesses due an inspection by the end of Qtr 3 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 3	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	140	193	72.54%	Amber	Results for Qtr 3 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.	80%
2025-26	Cardiff	SRS/TS/003	Qtr 3	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	316	505	62.57%	Red	Results for Qtr 3 show 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.	80%
2025-26	Vale of Glam	SRS/TS/003	Qtr 3	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	136	210	64.76%	Red	Results for Qtr 3 show 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.	80%
2025-26	SRS	SRS/TS/003	Qtr 3	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	592	908	65.20%	Red	Results for Qtr 3 show 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.	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 3	Percentage of domestic noise and air complaints responded to within 3 working days.	72	78	<b>92.31%</b>	Green	Target exceeded.	90%
2025-26	Cardiff	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	312	324	<b>96.30%</b>	Green	Target exceeded.	90%
2025-26	Vale of Glam	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	52	56	<b>92.86%</b>	Green	Target exceeded.	90%
2025-26	SRS	SRS/LC/008	Qtr 3	Percentage of domestic noise and air complaints responded to within 3 working days.	436	458	<b>95.20%</b>	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 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	43	59	<b>72.88%</b>	Amber	The shortfall against target represents 2 complaints that were not responded to within the challenging deadline of one working day. These were however responded to soon after.	75%
2025-26	Cardiff	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	92	110	<b>83.64%</b>	Green	Target exceeded.	75%
2025-26	Vale of Glam	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	23	25	<b>92.00%</b>	Green	Target exceeded.	75%
2025-26	SRS	SRS/LC/009	Qtr 3	Percentage of commercial and industrial noise and air complaints responded to within one working day.	158	194	<b>81.44%</b>	Green	Target exceeded.	75%

# Noise and Air Pollution

Year	Authority	Ref	Quarter	Title	No. re- sponded to within tar- get	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2025-26	Bridgend	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	1	1	100.00%	Green	Target exceeded.	90%
2025-26	Cardiff	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	16	17	94.12%	Green	Target exceeded.	90%
2025-26	Vale of Glam	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	4	4	100.00%	Green	Target exceeded.	90%
2025-26	SRS	SRS/LC/010	Qtr 3	Percentage of alarm complaints responded to within one day.	21	22	95.45%	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 3	Percentage of licensed premises applications received and determined within 2 months.	37	37	100.00%	Green	Target achieved.	100%
2025-26	Cardiff	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	135	135	100.00%	Green	Target achieved.	100%
2025-26	Vale of Glam	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	44	44	100.00%	Green	Target achieved.	100%
2025-26	SRS	SRS/LC/004	Qtr 3	Percentage of licensed premises applications received and determined within 2 months.	216	216	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 3	Percentage of licensed personal applications received and determined within 2 months.	22	22	100.00%	Green	Target achieved.	100%
2025-26	Cardiff	SRS/LC/005	Qtr 3	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 3	Percentage of licensed personal applications received and determined within 2 months.	8	8	100.00%	Green	Target achieved.	100%
2025-26	SRS	SRS/LC/005	Qtr 3	Percentage of licensed personal applications received and determined within 2 months.	76	76	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 3	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 3	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	100.00%	Green	Target achieved.	100%
2025-26	Vale of Glam	SRS/LC/006	Qtr 3	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2025-26	SRS	SRS/LC/006	Qtr 3	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	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	Column1	Column2	Target
2024-25	Bridgend	SRS/MEES/001	Qtr 3	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	6	25	Red	<p>At the end of Qtr 3, engagement resumed with landlords of properties identified as not having an EPC in place resulting in 6 EPCs being validated ranging from C to D. Due to the timing of the engagement, it is anticipated that we will see a greater response during Qtr 4.</p> <p>In terms of our enforcement activity, investigations have resulted in a number of improved EPCs together with the issue of one Penalty Charge Notice in Bridgend in respect of a non-compliant premises.</p>	50
2024-25	Cardiff	SRS/MEES/001	Qtr 3	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	9	100	Red	<p>At the end of Qtr 3, engagement resumed with landlords of properties identified as not having an EPC in place resulting in 9 EPCs being validated ranging from C to E. Due to the timing of the engagement, it is anticipated that we will see a greater response during Qtr 4.</p> <p>In terms of enforcement activity, investigations have resulted in a number of improved EPCs and full compliance achieved in the initial cohort for properties in scope for Cardiff.</p>	100
2025-26	Vale of Glam	SRS/MEES/001	Qtr 3	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	9	25	Red	<p>At the end of Qtr 3, engagement resumed with landlords of properties identified as not having an EPC in place resulting in 9 EPCs being validated ranging from C to E. Due to the timing of the engagement, it is anticipated that we will see a greater response during Qtr 4.</p> <p>In terms of our enforcement activity, investigations have resulted in a number of improved EPCs together with the issue of two Penalty Charge Notices in Bridgend in respect of a non-compliant premises.</p>	50
2025-26	SRS	SRS/MEES/001	Qtr 3	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	24	150	Red	<p>At the end of Qtr 3, engagement resumed with landlords of properties identified as not having an EPC in place resulting in 24 EPCs being validated ranging from C to E. Due to the timing of the engagement, it is anticipated that we will see a greater response during Qtr 4.</p> <p>In terms of our enforcement activity, investigations have resulted in a number of improved EPCs together with the issue of three Penalty Charge Notices in respect of a non-compliant premises, and full compliance in Cardiff of those properties in the initial cohort.</p>	200

# Prosecutions

Ref	Quarter	Title	No. of prosecutions cases in court	No. concluded successfully	Percentage achieved	RAG Status	Column1	Target
SRS/PRO/001	Qtr 3	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	0	0	0.00%	Green	No prosecutions were concluded during Qtr 3.	100%
SRS/PRO/001	Qtr 3	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	21	22	95.45%	Amber	5 prosecution cases were successfully concluded in Cardiff during Qtr 3. Of the cases that concluded, 3 related to trading standards, 1 related to illegal money lending and one related to animal welfare. The animal welfare case involved a married couple and their associate who built a sophisticated and profitable dog breeding business with integrated fertility services through a series of interlinked companies. The scale of which required a dog breeding licence. Upon investigation the defendants overbred their dogs (mainly bulldogs and dachshunds) and procedures were carried out that legally can only be performed by a veterinary surgeon. In a 5 year period the couple bred 259 puppies in 63 litters, more than 4 times the number permitted by law. Selling the puppies for between £1000 and £6000 each making over £400,000 in that time. Their associate meanwhile had 24 litters and made £121,000 over a 4 year period. Evidence was found of records being altered to avoid detection, prescription only medication being given without authorisation and congenital defects being passed on through the puppies, something purchasers would have been unaware of. All 3 pleaded guilty to fraudulent trading and a subsequent count of violating the Animal Welfare Act 2006 and the Animal Welfare (Breeding of Dogs) Wales Regulations 2014. Defendants received a total of 50 months in prison suspended for 2 years and ordered to attend rehabilitation requirements and complete 440 hrs of unpaid work between them. A proceeds of crime hearing will follow.	100%
SRS/PRO/001	Qtr 3	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	0	0	0.00%	Green	No prosecutions were concluded during Qtr 3.	100%
SRS/PRO/001	Qtr 3	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	21	22	95.45%	Amber	5 prosecution cases were successfully concluded in Cardiff during Qtr 3. Of the cases that concluded, 3 related to trading standards, 1 related to illegal money lending and one related to animal welfare.	100%

### Appendix 3 - Summary of SRS cases concluded between December 2025 and the end of February 2026

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

Case	Court date	Offence(s)	Outcome
1.	2.12.25  <i>Unfair Trading</i>	<p>The defendant in this case cold called a resident enquiring whether she had any antiques or jewellery for sale. He was invited into the porch area, but followed the resident into a bedroom where she kept her jewellery. The court heard how he proceeded to rifle through the jewellery and other goods, before the resident, a lady in her eighties agreed to sell a number of items to him. It wasn't until later that the resident realised that other items were missing and contacted South Wales Police.</p> <p>An SRS investigation followed and it was established that offences had been committed under the Consumer Protection from Unfair Trading Regulations. In court, the defendant accepted the prosecution case in full, pleading guilty to the offences at the earliest opportunity. The Judge remarked that the defendant had acted aggressively and unfairly, and did not give the victim enough time to make proper decisions. He also felt that the resident had been targeted. The scrap of paper she had been given did not reflect the items purchased from her, and the Judge was satisfied that the defendant's behaviour was to confuse, bully and harass the resident into selling items to him that she did not want to sell.</p> <p>This was a despicable set of offences which demands an immediate custodial sentence. In mitigation however, the Judge took into account the defendant's work for charity, a character reference and the early plea, before sentencing him to an 8 month</p>	<p>The defendant received an 8 month prison sentence, suspended for 18 months.</p> <p>He was ordered to do 200 hours of community service and pay a victim surcharge of £120.</p> <p>Finally, the defendant was ordered to pay £5,000 costs to the Local Authority and the resident was awarded £4,500 for the harm and distress that she had suffered.</p>

		prison sentence suspended for 18 months.	
2.	15.12.25  <i>Food hygiene</i>	<p>Environmental Health Officers found very poor hygiene conditions during inspections of two Cardiff premises under the control of the same limited company. The first of these premises was a Sri Lankan takeaway while the other just a few doors away, was being used as storage space. It had previously been a takeaway too. Serious concerns, including an active rodent infestation were first identified at the in September 2024, and a voluntary closure was necessary. Officers worked with the company and its director to get the issues addressed, but progress was slow. By early December 2024, it became to Officers that there were food hygiene and pest control problems at both premises, and enforcement action was necessary.</p> <p>Officers described occasions where they observed mouse activity problems in real time, weeks after the issue was first identified, and it was clear that the business showed a real lack of urgency in addressing the deep cleaning required, in the eradication of the mouse infestation, and in pest proofing the premises to prevent recurrence in the future.</p> <p>When the director was interviewed under caution, he accepted ultimate responsibility for the failings of his company as the Food Business Operator. His responses however, suggested a lack of ownership of the rodent infestation problems, and he had chosen to cite for example that staff randomly opening external kitchen doors as being the cause of the problem. In another example he suggested the cause as being staff living in the flat above the storage premises using the downstairs kitchen and not cleaning up after themselves.</p>	<p>Sentencing in this case was as follows:</p> <p><b>The limited company</b></p> <p>Was fined a total of £16,080, and ordered to pay costs of £1084</p> <p><b>The company director</b></p> <p>Was fined £3072 and ordered to pay costs of £1084 together with a Victim surcharge of £1229.</p>

		<p>While a Rentokil Pest Control contract was in place to cover both premises, the FBO did not have a robust system of checks and cleaning to keep pests at bay. Rather, there was an over-reliance on calling the pest control contractor out on a reactive basis. Likewise, there was a dependence on an app to notify rodent trap activity. While use of technology in this way is to be encouraged, it has to be part of a broader <i>preventative</i> strategy.</p>	
3.	19.12.25 <i>Illegal Dog Breeding</i>	<p>The defendants in this case were a married couple and their associate who had built a sophisticated and profitable dog breeding business with integrated fertility services, though a series of interlinked companies of which they held directorships.</p> <p>The scale of the breeding clearly required a dog breeding licence, however the individuals chose to evade the licensing process. Upon investigation by SRS Officers, it was established that to maximise their profits, the defendants over-bred their dogs (mainly bulldogs and dachshunds), and procedures were carried out that legally can only be performed by a veterinary surgeon.</p> <p>The court heard how in a five-year period, the couple bred 259 puppies in 63 litters - more than four times the number permitted by law (a breeding dog should have no more than three litters a year). Selling the puppies for between £1000 and £6000 each meant that the couple made over £400,000 in that time.</p> <p>Meanwhile their associate had 24 litters over a four-year period and made £121,000.</p> <p>The court also heard evidence of records being altered to avoid detection, prescription-only medication being given without</p>	<p>The <b>first defendant</b> was</p> <ul style="list-style-type: none"> <li>• Sentenced to 23 months in prison suspended for two years, and</li> <li>• Ordered to attend 10 rehabilitation requirement days and complete 180 hours of unpaid work</li> </ul> <p>The <b>second defendant</b> (wife of the first) was</p> <ul style="list-style-type: none"> <li>• Sentenced to 15 months in prison suspended for two years, and</li> <li>• Ordered to complete 140 hours of unpaid work</li> </ul> <p><b>Their associate</b> was</p> <ul style="list-style-type: none"> <li>• Sentenced to 12 months in prison suspended for two years</li> <li>• Ordered to attend 120 hours of unpaid work</li> </ul>

		<p>authorisation, and congenital defects being passed on through the puppies, something purchasers would have been unaware of.</p> <p>All three pleaded guilty to fraudulent trading, and a subsequent count of violating the Animal Welfare Act 2006 and the Animal Welfare (Breeding of Dogs) Wales Regulations 2014.</p>	A Proceeds of Crime hearing will follow.
4.	<p>5.1.26</p> <p><i>Food hygiene</i></p>	<p>A March 2024 inspection of a takeaway food trailer on Barry Island identified very poor hygiene practices, including an inadequate water supply for hand washing and for the cleaning of equipment. As a result of the public health risks posed, a Remedial Action Notice (RAN) was served to prevent the sale of ready to eat food, as well as two Food Hygiene Improvement Notices. The business was given a Food Hygiene Rating Scheme score of 0 (Urgent Improvement Necessary).</p> <p>While restoration of the water supply a few days later meant that the RAN could be lifted, the Food Hygiene Improvement Notices remained in place and over the course of summer of 2024, the Investigating Officer attempted to work with the defendant to resolve fully the remaining concerns.</p> <p>Disappointingly, a further inspection in August of 2024 identified further poor practices, including</p> <ul style="list-style-type: none"> <li>• <i>Fish defrosting out of temperature control in a bucket on the floor</i></li> <li>• <i>No water supply to the sink - water supplied in old ketchup bottles</i></li> <li>• <i>Obstruction of the double sink</i></li> <li>• <i>Inadequate temperature monitoring records</i></li> </ul>	<p>The defendant entered guilty pleas to eleven food hygiene offences, but in mitigation blamed the landowner for intermittently turning off the water supply. It was demonstrated to the court that he was no longer working in the food industry, and that he had a low income based on benefits and working as a cleaner while supporting four dependants.</p> <p>He was fined a total of £640, and ordered to pay costs of £250, together with a Victim Surcharge of £256.</p>

		<ul style="list-style-type: none"> <li>• <i>Inadequate information on allergens to provide to customers</i></li> <li>• <i>Failure to wash hands (no water supply and no soap)</i></li> <li>• <i>Dirty equipment</i></li> <li>• <i>Potential for physical and chemical contamination of food</i></li> </ul>	
5.	14.1.26  <i>Food hygiene</i>	<p>When Environmental Health Officers carried out a Food Hygiene inspection at a Cardiff trampoline park, their findings were such that the business was given a Food Hygiene Rating Scheme score of Zero - <i>Urgent improvement necessary</i>.</p> <p>The failings identified by the Officers are many and illustrate how even the most basic principles of food hygiene were not being met (for example the lack of separation of equipment and cleaning cloths used for raw and ready to eat foods; lack of handwashing / hand drying facilities, and a lack of appropriate cleaning regimes). The nature of the premises meant that food prepared in the kitchen would be purchased and eaten by families, including young children.</p> <p>By his own admission, the company director was in sole charge of food preparation at the time of the Officers' visit, and such was the concern over his understanding and competence in food hygiene, that he was served with a Hygiene Improvement Notice requiring him to undertake Level 3 or level 4 Food Hygiene training.</p> <p>While a number of the food hygiene failings at the premises were rectified by the time of the Officers' second and third visits, this took an inordinate amount of time and officer input, with some of the most serious failings taking the longest to be remedied.</p>	<p>The court heard how the defendant had previously been subject to a suspended prison sentence for offences relating to the same business.</p> <p>Mitigation was given in respect of the defendant's attempts to remedy the issues and in addition, mitigating personal circumstances were put forward.</p> <p>Sentencing resulted in a fine of £800, and an order to pay costs of £500.</p>

		<p>By the time the prosecution case came to court, the company had been liquidated, meaning that only proceedings against the director of the former company could continue. The same individual had been prosecuted after an earlier SRS investigation into health and safety failings. That earlier case had resulted in the then company director being given a suspended prison sentence in 2023.</p>	
<p>6.</p>	<p>21.1.26</p> <p><i>Illegal dog breeding</i></p>	<p>This investigation into illegal dog breeding began when neighbours of a residential property in Cardiff alerted South Wales Police to concerns over the dreadful smell emanating from the property. The smell was so bad that the neighbours feared it was being caused by the presence of a dead body.</p> <p>SRS Officers attended the property accompanied by veterinary surgeons and Police Officers, and found a total of 38 French Bulldogs and puppies living in absolutely appalling, overcrowded conditions. Some of the puppies were as young as 5 weeks, and it soon became clear that the house was being used to run an unlicensed and therefore illegal dog breeding business.</p> <p>Even the very basic welfare needs of the dogs were not being met - there was no adequate bedding and no food or water present. 6 adult dogs were being kept in four small cages, and the bodies of four dead puppies were found in plastic bags in the freezer. Each dog was examined by a Vet, and all 38 were seized from the property on welfare grounds.</p> <p>Two defendants were identified and an order was subsequently obtained through the court under section 20 of the Animal Welfare Act, meaning that ownership of the dogs passed to the Vale of Glamorgan Council.</p>	<p>Both defendants received suspended prison sentences as follows:</p> <p><b>Defendant 1</b></p> <ul style="list-style-type: none"> <li>• An 18-week sentence, suspended for 12 months</li> <li>• 20 days Rehabilitation Activity Requirement</li> <li>• 150 hours unpaid work</li> </ul> <p><b>Defendant 2</b></p> <ul style="list-style-type: none"> <li>• A 9-week sentence, suspended for 12 months</li> <li>• 20 days Rehabilitation Activity Requirement</li> <li>• 120 hours unpaid work</li> </ul> <p>As outlined above both defendants are disqualified for life from the keeping etc of dogs. In addition, Defendant 1 is to pay £20,000 in costs within 12 months.</p>

		<p>The court imposed a disqualification under section 34 of the Animal Welfare Act in respect of each defendant. This is a lifetime order in respect of all canines, meaning that each is permanently prohibited from:</p> <ul style="list-style-type: none"> <li>a) Owning dogs</li> <li>b) Keeping dogs</li> <li>c) Participating in their keeping</li> <li>d) Being party to an arrangement under which he is entitled to control or influence the way in which dogs are kept;</li> <li>e) Dealing in dogs</li> <li>f) Transporting dogs</li> <li>g) Arranging for their transport</li> </ul>	
7.	<p>22.1.26</p> <p><i>Animal Welfare and illegal dog breeding</i></p>	<p>The defendant in this case was found to be linked to the previous case outlined at (6) above, during the course of its investigation. In addition, the defendant was already known to SRS and Cardiff Council as he had previously been prosecuted for breeding dogs without the required licence. Officers had continued to remind him of the need to become licensed in the years in between.</p> <p>Far from learning his lesson after the 2020 prosecution, however, it became clear that he had continued to breed Bully type dogs, even giving an interview to an American magazine in which he presented himself as the CEO and founder of a business breeding bully type dogs, based in Cardiff, UK.</p> <p>An entry warrant was executed at the defendant's home address where seven breeding dogs were found in appalling conditions. It was clear that he disregarded the dogs' welfare, both physical and mental, with the sole intention of breeding as many dogs as</p>	<p>The defendant received an immediate custodial sentence of 34 weeks.</p> <p>He was also disqualified from owning or keeping any dogs for a period of 15 years.</p>

		<p>possible in as little a space as possible, thereby maximising his profit margin when selling puppies. In addition to the breathing difficulties and eye conditions so often associated with breeds of this type, dogs were found with their ears cropped, despite such mutilation being against UK law.</p> <p>Dogs were found barely able to walk through lack of exercise and being kept in the kennels to the rear of the domestic property they were devoid of any social interaction. It was clear from the build-up of waste that the accommodation wasn't kept clean. Even the construction of the kennels was completely inappropriate as the dogs were prone to extremes of heat and cold during the year.</p> <p>In mitigation in court, the defendant claimed that the dogs' ears had been cropped by a professional vet, however the Judge rejected this assertion as ear cropping is an illegal procedure that no legitimate vet would carry out.</p> <p>As the case against him had developed, he relied on an inflammatory bowel condition to spare him jail time (as it had in the earlier 2020 prosecution). Unfortunately for him, evidence had emerged evidencing his taking part in a boxing match in November 2025, this being after the medical submission had been made to the court to present the debilitating nature of his condition.</p> <p>Taking all of the circumstances into account, the Judge concluded that despite the 2020 prosecution for illegal dog breeding and fraud for which he received a suspended prison sentence, he continued to offend with his 'eyes wide open' and 'put his financial greed and interest before the welfare of those dogs'.</p>	
--	--	--	--

8.	5.2.26  <i>Private sector housing</i>	<p>Despite the additional HMO Licensing Scheme for the Plasnewydd ward in Cardiff being introduced in 2014, the landlord in this case consistently failed to obtain the required licences for his three HMO properties (converted into flats) situated next to each other on a road close to the city centre. This was despite the Investigating Officer having provided Mr Troy and his agent with the necessary advice and information to secure compliance.</p> <p>During the course of the investigation, the landlord was asked to produce certain documentation in respect of the safety of the flats, including fire safety. He has failed however to provide all the documentation required of him by the Investigating Officer.</p> <p>There were also clear a number of concerns at each of the properties, including defective fire doors, defective fire alarm systems and the presence of inner rooms where occupants could become trapped in the event of a fire.</p> <p>Throughout the years, the landlord had benefitted financially by not paying for the required licences under the Additional HMO Licensing Scheme. He also benefitted financially by not remedying the failings at the properties, which in their current condition do not comply with Building Regulations. All the while, his tenants were put at risk by not having the necessary protections in place.</p>	<p>The defendant was fined £1970 for one offence of failure to licence and one offence of failure to submit fire alarm certificates. No separate penalty was imposed for the remaining 4 offences.</p> <p>Mr. Troy was ordered to pay £782 in costs as well as a victim surcharge of £788.</p>
9.	11.2.26  <i>Rogue Builder</i>	<p>This case arose from the underhand practices of a prolific rogue trader, and affected residents living in Cardiff, Bridgend and Swansea areas. In the case of each of the nine residents, they contracted with him for work to be completed to their property, only for the defendant to persuade them to have further work done, often on the basis that problems had been found, and that the</p>	<p>The defendant was sentenced to a further 6 years in prison.</p> <p>Unfortunately, there were insufficient means for the defendant to pay compensation to the residents affected.</p>

	<p>additional works were necessary.</p> <p>The extent of the consumer detriment in this case was absolutely astounding, standing at <b>£547,000</b>. The residents paid very large sums of money for work and materials, only to have little or no work done, and that which was been carried out was done to a poor, and in some cases, dangerous standard.</p> <p>In the case of one of the residents, the expert witness surveyor report illustrates well the harm caused by the defendant. While the original quote was for £8,500, the consumer ended up paying a total of £22,000, while the Surveyor subsequently estimated the value of the work as being nil. Add to this the cost of remediation works and consequential losses, and the detriment to that one resident alone amounted to some £46,440.</p> <p>The residents' statements in this case made for difficult reading, with each of them having their worlds turned upside down by the physical, mental and financial misery caused to them and their families. They have had to live with the worry and cost of putting right the problems, including in one case the possibility of having to demolish a two-storey extension. There is no doubt that his actions caused significant financial hardship to the victims, who were forced to take out loans and overdrafts and, in some instances, withdraw money from their pension pots to rectify the poor-quality work he had carried out. Some of the victims were elderly and vulnerable.</p> <p>A significant aggravating factor in this case was the fact that at the time of the commission of the offences the defendant <i>was on bail</i> for similar offences prosecuted by the City and County of Swansea Council. To ensure the victims in this current case didn't pick up on</p>	<p>The Criminal Behaviour Order against the defendant remains in place, severely restricting his ability to work in the UK again.</p>
--	--	---

		<p>his previous history, the defendant made the conscious decision to go by false personal and business names.</p> <p>At Cardiff Crown Court, the Judge described the defendant as ‘a persistent rogue builder who operated dishonestly’. He remarked on how costs had been falsely escalated, and that any work he did carry out was to an “appalling standard”, with some homes being “virtually destroyed”.</p> <p>The Judge went on to reference how the defendant had brought in an unqualified gas fitter to carry out work at properties, leaving them in a “potentially lethal state”. In one case, carbon monoxide leaked into a property where a 10-month-old child was living.</p>	
10.	<p>25.2.26</p> <p><i>Failure to display a Food Hygiene Rating Score</i></p>	<p>A Cardiff take-away outlet was awarded a Food Hygiene Rating Scheme (FHRS) score of 3 on its initial food hygiene inspection in January 2025. However, it was established in early March 2025, that the FHRS sticker supplied to the business was not being displayed as required by the Food Hygiene Rating (Wales) Act, and the Food Hygiene Rating (Wales) Regulations.</p> <p>A Fixed Penalty Notice was issued to the Food Business Operator, a limited company, on 7<sup>th</sup> March 2025, and while this was subsequently paid some weeks later, the failure to display the FHRS score continued for at least another month, as identified during the Investigating Officer’s follow up visits to the premises.</p> <p>When questioned under caution about the continued failure to display, the sole Director of the company explained that there had been a misunderstanding on his part in that he believed that payment of the fixed penalty charge had absolved the business from having to display the score and he was in any case going to</p>	<p>The defendant Food Business Operator pleaded guilty to the failure to display, and were dealt with as follows:</p> <p>The <b>company</b> received a fine of £660 and was ordered to pay costs of £188 together with a victim surcharge of £132.</p> <p>Likewise, the <b>company director</b> received a fine of £660 and was ordered to pay costs of £188 together with a victim surcharge of £132.</p>

		<p>be submitting an application to SRS for a re-rating visit.</p> <p>The Director sought to blame 'Head Office' for delaying a visit to review any works that were needed to improve the FHRS score. While it is true that his business is a franchisee of a particular noodle takeaway brand, responsibility for food hygiene compliance rests with the Food Business Operator at the Cardiff address.</p> <p>The Food Hygiene Rating (Wales) Act, and the Food Hygiene Rating (Wales) Regulations require the FBO to display a valid FHRS sticker at or near each entrance available for customer use, in a conspicuous place where it is capable of being easily read by customers before they enter the establishment. The FBO had fallen short of this requirement on the repeated occasions witnessed by the Investigating Officer since 15<sup>th</sup> April.</p> <p>Informations were laid against both the local company (the FBO) and its sole Director.</p>	
11.	27.2.26  <i>Rogue Builder</i>	<p>This rogue builder investigation established how the defendant engaged in misleading and fraudulent trading practices in his dealings with a total of 18 victims. In classic rogue trader fashion, the defendant presented himself as friendly, knowledgeable and engaging when quoting for a range of building and home improvement contracts. The trust of each of the residents was betrayed however, and they were left to pick up the pieces as a result of <i>none</i> of the jobs being completed, and the work that was done was to a poor standard.</p> <p>Unlike the average rogue builder however, the defendant in this case improved his chances of residents choosing him for their projects through his use of a Trade Association membership (which</p>	<p>Taking into consideration all aggravating and mitigating features, also giving 15% credit for a guilty plea a few days prior to trial, the Judge sentenced the defendant to <b>43 months</b> in prison.</p> <p>Unfortunately, the rogue builder had no money or assets to his name and so no compensation could be awarded to the victims in this case.</p>

		<p>he later resigned). He further enhanced the professional image he presented by preparing for each of the victims a very detailed and plausible looking quotation, and he also provided the required information on customers' cancellation rights. Another theme running through the witness accounts of the residents, is the fact that he did little of the work himself, relying instead on quite casual arrangements with individuals who he then failed to pay.</p> <p>Message timelines showed how dishonest and manipulative the defendant was in his treatment of customers, fobbing them off with a whole host of excuses for not turning up to work, ranging from his hospitalisation for mental health crises and having COVID multiple times, to car crashes and other accidents, and bereavement. The web of deceit that he spun became so complex that it was difficult to see how he could remember what lies he had told to which customers. The witness statements of the residents affected make for very difficult reading as the pattern of offending is repeated over and over. All in all, the impact of his behaviour has been devastating with residents suffering huge inconvenience and a collective detriment amounting to in excess of £100,000.</p> <p>In court, the Judge recounted the circumstances of each of the victims, citing some of the common themes emerging from their statements, not least sleepless nights, strains on relationships, anxiety, feeling stupid and an inability to trust going forward. This all being alongside the financial devastation that they had suffered. The Judge commented that the victims 'should not feel stupid for being victims of a deeply dishonest and deceitful conman'.</p>	
--	--	---	--

# 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 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 the fourth report for Wales.

During 2024/25, Trading Standards services in Wales have prevented over £43 million of detriment to consumers and legitimate businesses.

The year 2024/25 was yet another busy one for Trading Standards Services in Wales 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 £43 million detriment was prevented by Trading Standards’ actions.**
- **Revenue budgets were approximately £15.5 million.**
- **Overall staff numbers were 294.**
- **Referrals from Citizens Advice rose by nearly 38% to 25,263 compared to 2023/24.**
- **This year 164 people or businesses were convicted of offences.**
- **The amount of money saved for scam victims was over £2.5 million.**
- **Trading Standards provided over 1,700 hours of advice to businesses through primary authority partnerships.**

- **Over 18,800 compliance checks were carried out to ensure that businesses meet their legal responsibilities and to provide them with advice on site.**
- **Over 21,900 unsafe or non-compliant products were seized or removed from the marketplace.**
- **Almost 1,990 food premises were found to be in breach of food standards legislation and almost 2,900 businesses were found to be non-compliant with animal health and welfare requirements.**
- **Over 280 premises were checked to ensure they were not selling age-restricted goods, such as alcohol, tobacco and vapes to children.**
- **Over 747,000 illicit cigarettes, over 0.859 tonnes of illicit hand-rolling tobacco and over 28,000 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 in Wales 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 coordinated 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 has in Wales 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 across Wales.

Special thanks go to the 16 services covering 20 local authority trading standards services in Wales that submitted their data return. This covers almost 80% of all local authorities in Wales.

**Valerie Simpson**  
Chair of the Association of Chief Trading Standards Officers

**Jacqui Thomas**  
Chair of Trading Standards Wales

## BACKGROUND AND METHODOLOGY

Local authorities in Wales were asked to submit data for the financial year 2024/25. The indicators measure demand and resourcing alongside key outputs and outcomes from Trading Standards' activity.

A total of 16 trading standards services contributed, covering 18 of 22 local authorities in Wales.

The responses cover an area with a population of over 2.5 million, or 79.6% of the population of Wales.

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

## DEMAND AND RESOURCING

The approximate revenue budget allocated to Trading Standards was over **£15.5 million**, a 28% increase from last year.

Trading Standards Services received over **£845,000** in income from a variety of sources including National Trading Standards' grants, and Primary Authority income and metrology work, a 1.2% increase from last year.

Approximately 294 full-time employees were employed on Trading Standards work in Wales, of which over 90% (267) were operational staff.

The Citizens Advice Consumer Service referrals and notifications to Trading Standards rose by almost 38% to 25,263. This shows how many members of the public are seeking advice and support from Trading Standards on consumer related problems and issues. In addition, Trading Standards also received over 8,200 referrals from other partners. Whilst the demands on Citizens Advice has increased in the region, the level of frontline trading standards capacity has not increased to meet the extra demand on the service.

## 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 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:

- **Almost £300,000 compensation being awarded to victims by the courts.**
- **Over £1 million prevented from being handed over to criminals.**
- **Over £650,000 gained for victims through other processes, e.g. advice and intervention.**

Despite reductions in direct compensation for victims and money prevented from being returned to criminals, when compared to last year, Trading Standards services in Wales continue to make a significant and growing impact. Compensation secured for victims through alternative routes has grown by 42.5%, demonstrating adaptability and a strong commitment to securing justice and redress. **Overall, Trading Standards actions in Wales prevented over £43 million of detriment to consumers and businesses.**

### 1.2 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 164 defendants were prosecuted. This is a 53% increase in the number of people or businesses convicted of offences, compared to 2023/24.**
- **Prison sentences totalling almost 142 years were handed down.**
- **Defendants were ordered to pay over £60,000 in fines, a slight increase of nearly 18% compared to 2023/24.**

- **Defendants were ordered to pay almost £1.4 million in Proceeds of Crime confiscation orders, an increase of over 52% compared to last year.**

Prosecutions have risen by 53%, reflecting increased enforcement activity, while proceeds of crime orders have increased by 52%, ensuring offenders face greater financial consequences for illegal trading. This rise is likely driven by more complex, higher-value cases, improved financial investigation capability, and greater multi-agency use of asset recovery powers, alongside a stronger emphasis on preventing criminals from profiting, and the prosecution of more asset-rich offenders. Together, these results highlight strong investigative performance, increased disruption of criminal activity, and a determined focus on protecting consumers and communities across Wales.



## 1.3 Protecting and supporting people experiencing fraud-related harm

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.

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

- Local authority Trading Standards Services in Wales provided support to over 7,000 scam victims.
- Work to disrupt mass marketing fraud mailings and stop outgoing payments and mail saved consumers over £2.5 million.

The large percentage increase in scam victims supported compared with last year is mainly due to Anglesey Trading Standards' extensive preventative work with their local No Cold Calling Control Zones and widespread home visits providing advice and deterrent stickers - meaning far more residents are now identified, engaged, and protected from potential scams.

### Public Protection Partnership Working

**Neath Port Talbot Trading Standards** continues to play a key role in preventing harm and reducing detriment within the community through targeted engagement, intelligence-led enforcement and strong partnership working. Officers regularly deliver talks on fraud, scams and rogue trading to raise awareness and build consumer resilience, while close collaboration with the Community Safety Partnership, Serious and Organised Crime Board and other multi-agency groups helps ensure early identification of emerging risks. Following intelligence that drugs were being supplied from vape premises, Trading Standards has worked alongside the police on joint operations targeting illicit vape and tobacco sales - directly disrupting criminal activity and safeguarding local residents.

Protecting vulnerable people is central to this work. After concerns were raised about safeguarding failures within hotel and B&B accommodation, officers carried out follow-up visits to all 29 known premises alongside colleagues from policing, licensing, social services and The Children's Society. Businesses received guidance on recognising risk indicators for child sexual exploitation, now reinforced through a new online training resource developed with Trading Standards input.

### Metrology/Cost of Living

Around a quarter of Welsh households live in fuel poverty, with rates rising to over 40% in rural West Wales, where many homes rely on expensive, off-grid fuels such as heating oil or LPG - unprotected by Ofgem's price cap.

To protect these vulnerable households, **Pembrokeshire Trading Standards** tested 29 bulk fuel tankers over the past year to ensure accurate delivery and fair trading, preventing overcharging and supporting honest local suppliers.

As part of a wider all-Wales Trading Standards "fuel poverty" project, **Gwynedd Trading Standards** officers also checked prepacked coal sold in retail outlets and found some sacks to be over 5% short in weight.

Accurate weights and measures are vital to consumer fairness, especially for households struggling with rising energy costs. By tackling short-weight and unfair fuel sales, Trading Standards services safeguard rural consumers, protect limited household budgets, and promote trust and integrity in the Welsh energy market, contributing to the Welsh Government's Health & Wellbeing priorities.



During 2024-2025, **Gwynedd Trading Standards** also undertook a campaign specifically targeting grocery stores within the Authority to check for compliance in relation to the Price Marking Order 2004. A total of 116 inspections were undertaken, and 19 businesses were deemed not to comply with the Price Marking Order 2004 - either not displaying a price or displaying an incorrect price when checked at point of sale (16% failure rate).

### **Consumer Protection and Protecting Communities**

During 2024-25, **Anglesey Trading Standards** strengthened its prevention-led approach to tackling doorstep crime by expanding and reinforcing No Cold Calling Zones across the island. Through home visits, distribution of “No Uninvited Callers” stickers and community engagement under the DoorSmart/ DoorSafe initiative, officers helped residents feel more confident in refusing cold callers and identifying rogue traders. Working closely with North Wales Police, the service also supported joint enforcement activity where concerns were raised, ensuring that vulnerable people are protected and criminals cannot operate unchecked. This proactive programme is helping to reduce risk, empower communities, and stop harm before it occurs.

In addition, five criminal investigations led to five successful prosecutions in 2024/2025, demonstrating effective enforcement and positive outcomes for consumer protection in Anglesey.

**Carmarthenshire Trading Standards** is delivering significant protection for vulnerable residents through its trueCall© telemarketing fraud prevention programme. By combining call-blocking technology with monthly monitoring via Seraphimbeta© - an innovative system developed in-house - officers are able to identify early signs of contact with fraudulent callers and intervene before harm occurs. During 2024/25 alone, the programme blocked 31,374 nuisance calls, including 6,756 linked to known telemarketing criminals, resulting in 2,421 monitoring reviews and 74 direct welfare interventions where the team stepped in to protect individuals at risk. This proactive approach is estimated to have prevented around 40 fraud attempts and generated £184,554 in direct savings to vulnerable households, as well as a further £109,297 reduction in public service costs (NHS, Social Care & Policing). These outcomes demonstrate the powerful impact of Carmarthenshire’s prevention-led strategy - safeguarding residents, reducing financial loss, and easing pressure on frontline services.



**Rhondda Cynon Taf Trading Standards** has delivered strong results in tackling criminal traders and protecting residents from substantial financial harm. In January 2025, two brothers running a building company were sentenced to 32 months in prison and banned from acting as directors for 10 years after leaving multiple homes unsafe and consumers out of pocket by almost £125,000. One victim alone lost over £61,000 and was left living in an uninhabitable property without heating, a kitchen or basic security for over a year. This successful prosecution not only secured justice for those affected but sent a clear message that traders who exploit consumers, breach trust, and profit from poor or incomplete work will be held to account.

The service has also identified a concerning shift in offending patterns - with complaints now frequently involving traders with no previous adverse history and victims who would not traditionally be viewed as vulnerable. This evolving landscape makes the work of Trading Standards even more vital, and this case demonstrates the critical impact of early investigation, robust enforcement and the protection the service provides to households across Rhondda Cynon Taf.

**Torfaen Trading Standards** secured a three-year prison sentence after almost 300 accident-damaged vehicles were found to have been sold to unsuspecting buyers across the UK. The offender used fake social media profiles and false identities to register vehicles, hiding the fact they had been previously written off - a fraud valued at around £165,000. The case began when a 17-year-old buyer reported to Torfaen Trading Standards that a recently purchased car had broken down within minutes of leaving the seller. Faced with repair costs of over £1,300 and no refund offered, officers investigated and discovered the vehicle's accident history and launched a wider investigation.

Trading Standards officers later traced nearly 300 vehicles linked to the operation and identified that many buyers had no idea they were purchasing previously written-off cars. In one instance, a customer returned a faulty vehicle for repair only for it to reappear for sale a week later. Persistent investigation work, evidence gathering and consumer intelligence ultimately secured a conviction at Cardiff Crown Court under the Fraud Act 2006. The case illustrated the dangers associated with undisclosed accident-damaged vehicles and demonstrated the essential role Trading Standards played in protecting motorists and preventing unsafe cars from circulating on the market.



**SRS Trading Standards** successfully brought a rogue builder to justice after homeowners were left with losses exceeding £200,000 and months of stress, unfinished building work and unresolved disputes. Despite presenting himself as a reputable tradesperson, the builder engaged in fraudulent and misleading business practices, taking large upfront payments, failing to complete contracted work, and using money from new customers to placate existing ones - a classic 'rob Peter to pay Paul' pattern of deception.

Through a detailed investigation led by SRS Trading Standards, evidence was gathered showing the use of multiple trading names, new companies created to escape liability, and the use of stock photographs taken from online sources to falsely portray previous work. Witness statements demonstrated the scale of harm caused - unfinished projects, goods paid for but never supplied, substandard workmanship and failure to obtain planning or building control approval where required. As a result of the case built by SRS Trading Standards, the defendant pleaded guilty to 11 counts of fraud, one count of fraudulent trading and one unfair commercial practice offence. He received a custodial sentence of 43 months (3 years and 7 months). This case highlights the significant

role Trading Standards plays in protecting residents, tackling fraud, and preventing further financial harm in the community.

**Rhondda Cynon Taff Trading Standards** brought a successful prosecution after an unsafe second-hand car was sold to a consumer and later broke down within just 20 miles of delivery, causing a dangerous incident in peak-time traffic. The buyer reported severe mechanical faults, braking failure and smoke from the engine, later confirmed by an expert to be caused by a fractured suspension spring that left the vehicle un-roadworthy and at significant risk of causing a serious accident. Officers also found discrepancies between the vehicle's advertised description and its true specification, alongside failures to provide mandatory cancellation rights - all breaches of consumer protection law.

Following investigation and court action, the seller pleaded guilty to three offences, including misleading descriptions and supplying an unsafe vehicle. The case demonstrated clear public protection outcomes: unsafe trading practices were exposed, a dangerous car was removed from the road, and a conviction was secured.



A long-running investigation by **SRS Trading Standards** led to the conviction of a builder who faced 13 charges under the Consumer Protection from Unfair Trading Regulations 2008 and the Fraud Act 2006. Evidence showed a pattern of dishonesty, including grossly overcharging customers, exaggerating the urgency of work, recommending unnecessary repairs, and delivering construction of an unacceptably poor standard. The impact on victims was significant - with total losses of **£175,000** - and one of the individuals targeted was a 93-year-old woman. The court heard how vulnerable residents were exploited for financial gain, leaving them distressed, out of pocket and in some cases with homes left in a dangerous or deteriorated condition.

The offender was sentenced to **5 years and 2 months in prison**, reflecting the severity of the fraud, and a **10-year Criminal Behaviour Order (CBO)** was imposed to protect the public. The order prevents him from obtaining or carrying out any building, maintenance, gardening or home-improvement work

- directly or through others - anywhere in the UK. This case demonstrates the continuing value of Trading Standards enforcement in exposing rogue traders, safeguarding homeowners and preventing repeat harm long after sentencing.

**Ceredigion Trading Standards** successfully prosecuted a local individual for producing and selling counterfeit DVDs over a number of years through multiple websites and payment accounts. The operation involved the unauthorised use of major brand names including Netflix, Amazon, Disney, Sony and Universal, with the estimated market value of equivalent genuine goods totalling around **£150,000**. The defendant pleaded guilty to offences under the Trade Marks Act 1994 and received a 20-month prison sentence, suspended for 18 months, along with a four-month curfew order and 15 Rehabilitation Activity Requirement days. Proceeds of Crime proceedings also took place to recover the financial benefit gained from the offending.

## 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 31<sup>st</sup> March 2025, **81** organisations were benefiting from a direct primary authority partnership in Wales.

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

- Almost **1,700** hours were spent by Trading Standards advising Primary Authority businesses.
- Trading Standards responded to almost **1,200** requests for advice from businesses that were not part of the Primary Authority scheme. This is a reduction of over 30% from 2023/24. 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 Wales:

- Over **18,800** 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 a 40% increase compared to 2023/24.

- Almost **4,900** businesses were subject to an intervention, such as advice, investigation, or referral. This is a 32% increase from 2023/24.
- Over **38,500** counterfeit products with a market value of over **£6 million**, which breach the intellectual property of legitimate businesses, were seized.

There was a 273% 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

Following on from previous years, **Gwynedd Trading Standards** continue to make contact with all new businesses that come to their attention. It is their procedure to make contact with each trader - either from a distance or through an inspection in person - encouraging businesses to comply with regulations and follow good business practice. Gwynedd Trading Standards responded to a request from OPSS to take part in the E-bike/E-scooter project due to product safety concerns. 13 inspections to relevant businesses were undertaken, providing advice and guidance on Legislation with issues identified with one business in particular. Officers took part in the 'tick box' campaign in partnership with the Intellectual Property Office (IPO). As part of the project, 5 storage facilities were inspected, undertaking a full audit at 3 of those facilities. The purpose of the work being to improve industry standards, awareness and engagement with law enforcement agencies to deter counterfeit and illicit goods being stored at such facilities.

## Working Together for a Stronger Local Economy

**Neath Port Talbot Trading Standards** has an established relationship with NPT Economic Development (a business support service) and is consulted on businesses seeking grants for support and attends a business support event almost every month. Due to the presence of other organisations at these events, it leads to a wider network of contacts and raises the profile of the service.

**Blaenau Gwent Trading Standards** play an active role attending Blaenau Gwent Enterprise Partnership Group meetings which bring together business support groups such as Business Wales, Careers Wales, Development Back Wales and many more. Organised and facilitated by the Council's Regeneration and Innovation Officers, the forum aims to provide support to new businesses within Blaenau Gwent.

**Caerphilly County Borough Council's** annual Business Satisfaction Survey showed strong, consistent praise for Trading Standards engagement over the past year. Local businesses reported that support was professional, approachable and delivered with respect – but, crucially, also practical and useful. Many highlighted that the advice received helped them improve compliance, solve problems and operate more confidently, with several implementing recommendations that led to real, positive changes.

The results reflect the important role Trading Standards plays not only in ensuring fair, safe trading practices, but also in helping businesses grow, adapt and thrive within regulatory requirements. By maintaining strong relationships and offering clear, actionable guidance, the service is directly contributing to the stability of local enterprises and the strength of the wider Caerphilly economy.

## 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 Wales:

- **Almost 21,900 unsafe or non-compliant products were seized or removed from the marketplace.** This was a 227% increase on last year.
- **The savings to society, in terms of product value and injuries and fires prevented, is over £780,000.**

### 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 Wales:

- **Almost 1,990 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 13% increase on last year and nearly 42% higher than in 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 Wales:

- **Almost 2,900 businesses were found to be in breach of animal health and welfare legislation.**

This represents a 129% increase from last year. Increased enforcement activity in Wales reflects a combination of factors, including the national drive to tackle illegal dog breeding, economic pressures affecting animal care standards, rising public reporting, and stronger multi-agency intelligence and intervention. While illegal breeding remains a major area of focus, wider welfare concerns linked to hardship and farm-level neglect are also contributing to the volume and seriousness of cases being brought forward.





### 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 Wales:

- **95 premises** were tested for alcohol sales.
- The average failure rate for alcohol test purchases was **12%**.
- **65 premises** were tested for tobacco sales.
- The average failure rate for tobacco test purchases was **2%**.
- **124 premises** were tested for vape sales.
- The average failure rate for tobacco test purchases was **5%**.

Overall, Trading Standards activity across Wales shifted in focus compared with the previous year. Alcohol compliance checks increased, with 95 premises tested compared to 72 in 2023/24, and the failure rate fell from 15% to 12%, indicating an improvement in responsible retailing. Tobacco testing was also undertaken, with a low failure rate of just 2%. In contrast, vape enforcement activity was much more extensive in 2023/24, when more than 422 premises were tested and 14.5% failed. In 2024/25, vape checks were far fewer at 124 premises, but compliance was significantly higher, with only 5% failing. The reduced scale of test purchasing work in some areas may also reflect operational challenges, particularly the ongoing difficulty in recruiting underage volunteers for controlled test purchase exercises - a common limitation reported by Trading Standards teams across Wales.

### 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 English local authorities reflected in the new Department of Health and Social Care funding to local authorities from 2025/26. To achieve comparable impact and to address the scale of illicit vape activity in Wales, Trading

Standards services require similar funding support from Welsh Government.

In 2024/25, across Wales:

- Over **747,000** illicit cigarettes were seized, together with **0.859 tonnes** of illicit hand-rolling tobacco worth a combined street value of over **£856,000**.
- Over **28,000** illegal vapes were seized by local authorities.

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 **6 Licence Reviews** being carried out, an increase of 50% from last year which recognises the benefits of the regime as an effective enforcement tool.



## Illegal Tobacco and Vapes

Anglesey Trading Standards secured a forfeiture order in January 2025 for the destruction of **54,560 illegal vaping devices**, valued at more than **£750,000**, after they were discovered concealed behind sliced beef in a refrigerated wagon at the Port of Holyhead. The vapes were undeclared, undocumented and significantly non-compliant with UK regulations, including excessive tank capacity and missing mandatory warnings. Following seizure and investigation, the company responsible failed to provide evidence to support claims that the products were loaded in error and later withdrew cooperation when informed of the forfeiture application. The Court granted the order, enabling the devices to be destroyed and preventing them from reaching the UK market. The business was also ordered to pay £4,725.82 in costs. This case demonstrates the continued commitment of Anglesey Trading Standards to tackling illegal vape imports and highlights the value of collaborative work with UK Border Force in intercepting high-risk products that would otherwise reach consumers.

As part of a multi-agency operation involving **Pembrokeshire County Council Trading Standards**, Regional Investigators and local police the seizure of illegal tobacco, non-compliant vapes and vehicles from two retail premises took place in March 2025. Illegal products were found both on-site and concealed in vehicles used to replenish shop stock, and a substantial amount of cash believed to be linked to criminal activity was also recovered. Police additionally impounded one vehicle for having no tax or insurance. The operation formed part of an ongoing crackdown on the illegal tobacco trade, which is known to target children and low-income communities with cheap, unregulated products. Counterfeit vapes and cigarettes pose significant health risks due to excessive nicotine levels and toxic contaminants, including arsenic, lead and formaldehyde. Since Operation CeCe began four years ago, more than six million cigarettes have been

seized in Wales, with further enforcement planned. This action demonstrates the continued commitment to preventing youth access to tobacco products, safeguarding public health and disrupting organised criminal supply chains.

**Shared Regulatory Services (SRS)** continued to tackle illegal tobacco supply across Cardiff, Bridgend and the Vale of Glamorgan through joint operations supported by tobacco detection dogs. In 2024–25, officers seized **86,540 illegal cigarettes and 30kg of illicit hand-rolling tobacco** with an estimated street value of **£110,500**. While seizures disrupt availability at retail level, SRS recognises that organised supply chains can restock quickly, and therefore a more strategic approach is required to prevent ongoing harm.

This approach has already delivered major results. A long-running investigation - Operation USK - into the organised distribution of illegal tobacco and nitrous oxide culminated in the seizure of **£600,000 worth of tobacco and £12,500 of canisters**, and the successful prosecution of 11 defendants. Due to the scale and complexity of the case, it was heard through two Crown Court trials, with sentencing concluded in July 2024. In total, **six offenders received custodial sentences amounting to 27 years and 4 months**, while **five others received suspended sentences totalling over nine years, alongside 500 hours of unpaid work requirements**. The case demonstrates the scale of criminality linked to illicit tobacco and the critical role SRS plays in dismantling supply networks rather than just removing products from sale.

Since October 2023, **Newport Trading Standards** has led Operation Firecrest to tackle the supply of illegal tobacco and vape products across the city. Around 25 premises were actively trading in illicit goods. One enforcement tool used was the 3 month closure of premises under the Anti-Social Behaviour, Crime and Policing Act 2014. However, availability in the Magistrates' Court impacted the timely granting of orders.



To address this, Operation Frost was launched in late 2024 to increase the speed and volume of closure applications, aiming to disrupt the illegal retail supply chain. Working with the Council's Legal Team and Court administrators, dedicated weekly court slots were secured, enabling strategic planning and efficient preparation of evidence. From December 2024, closures were planned at a rate of two per week.

Following a closure, it was usual for a new shop to open nearby. A rapid response meant officers were able to close these too within a week, sometimes based solely on test purchases. This caused significant disruption, with offenders struggling to find suitable alternative premises. In some cases, illegal sales moved to the streets, with products stored in stash vehicles. These were robustly dealt with by Gwent Police, resulting in arrests and vehicle seizures.

By March 2025, 23 closure orders had been granted, two extended, and the estimated financial detriment to offenders reached £250,000. Eleven premises became vacant or changed use following enforcement or landlord intervention. The number of illegal shops was cut by up to 50%, with some areas seeing no illicit shops operating.

Operation Frost's success has been driven by strong collaboration with Gwent Police and the South Wales ROCU team. The operation continues alongside investigations, prosecutions, and landlord engagement. Public support has been strong, with improved intelligence including video footage and early alerts on new activity.

### Food Safety and Standards

This period saw an increase in investigations and convictions for exposing for sale of food past its use by date for **Rhondda Cynon Taff Trading Standards**. In one case, a local store was convicted for fourteen items, up to eight days past their durability date, despite an attempt to claim daily checks, and items being purchased by the store on a sale or return basis. Another prosecution related to the owner of a

village convenience store for placing unsafe food on the market, contrary to the General Food Regulations 2004. The case followed a complaint and subsequent inspection, during which officers found multiple products on display significantly past their use by dates - including items 132 and 153 days out of date. Additional stock was also found beyond best before dates, raising concerns about date-checking practices and stock rotation within the business. The business owner pleaded guilty and received a total financial penalty of over **£1,800**, comprising a fine, costs and victim surcharge.

**Blaenau Gwent** faces some of the highest deprivation levels in Wales, with low incomes, high child poverty, and rising costs for essentials like food, energy, and housing. As residents struggle to make ends meet, the work of Trading Standards has become increasingly vital.

**Blaenau Gwent Trading Standards** Officers are playing an important role in supporting residents through the cost of living crisis, while prioritising the protection of public health. Officers have visited local food banks to provide free advice, guidance and education on food safety compliance, ensuring donated food is safely labelled with allergens, "use by" and "best before" information. This proactive work helps prevent foodborne illness, safeguards vulnerable residents, and ensures that food banks can continue to support the community with confidence and safety at the forefront.

**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.



## Children's Safety

**Gwynedd Trading Standards** were actively involved in undertaking test purchase exercises across the county throughout 2024-2025, these products having an age restriction for reasons including harm to children's health - mostly vapes and tobacco products. Out of 54 test purchase attempts, 96% of the businesses were compliant in that they refused to sell the product without valid proof of identification. Gwynedd Trading Standards continuously reviewed intelligence reports submitted through various sources including North Wales Police, Crimestoppers and other local agencies as they play their part in combating the sale of dangerous products including illegal tobacco and vapes.

**Swansea Trading Standards** led a major multi-agency operation, Operation Grinch, targeting four toy warehouse sites on an industrial estate in Southall, London. The operation followed the seizure of thousands of counterfeit toys in Swansea over Christmas 2024, which prompted further investigation and intelligence-gathering to identify the wider distribution network supplying unsafe products across the UK. Officers from multiple councils and police forces supported the London raid, alongside brand representatives from major licensed toy manufacturers.

Several of the toys seized in Swansea had been packaged to resemble well-known brands, including Pokémon, Peppa Pig, Star Wars and Marvel, and were later found to contain banned phthalate chemicals linked to hormone disruption and increased cancer

risk. By tracking the supply chain beyond local retail outlets, Swansea Trading Standards played a pivotal role in disrupting large-scale distribution of dangerous counterfeit toys, protecting children and consumers nationwide and safeguarding legitimate businesses from brand infringement.

**Rhondda Cynon Taff Trading Standards** noticed an increase in (normally compliant) local traders purchasing items from online marketplaces, to meet demands in trends. Officers seized more than 100 counterfeit and unsafe toys from one local business after an inspection revealed a lack of required labelling, manufacturer information and safety assurance. Although the products carried CE markings, officers determined these were likely false and that the toys had not undergone appropriate safety testing. The items were sourced online via TEMU and were voluntarily surrendered, with the business owner expressing concern that the goods could have posed a risk to children.

Trading Standards officers provided full guidance on toy safety requirements, emphasising that businesses using overseas suppliers are classed as importers and must ensure products comply with UK law before sale. In recognition of the owner's cooperation, no enforcement action was taken, and the items were safely destroyed. The case highlights the risks associated with low-cost online imports, the importance of verifying product safety beyond CE/UKCA markings, and the value of early engagement between Trading Standards and local businesses to prevent harm.



## Safety at Ports

Work at Holyhead Port by **Anglesey Trading Standards** is ongoing to identify areas of work needing attention e.g. import/exports, live animals (including dogs) etc. Continuing to analyse manifest data and referrals from UKBA has been key to shape the delivery model and engagement with various businesses implicated and affected is ongoing.

## Animal Welfare

A woman from Cefn Fforest was sentenced at Merthyr Crown Court in October 2024 following an investigation by **Caerphilly Trading Standards** into unlicensed dog breeding, animal welfare, and misleading advertising offences. She received a 16-week prison sentence suspended for 52 weeks for causing unnecessary suffering to one of 29 dogs in her possession, alongside further convictions under animal welfare and breeding laws. She was also disqualified from dealing with animals for seven

years, and subject to Proceeds of Crime proceedings to recover the financial gain that she made from her criminal activities. The investigation revealed she had continued selling puppies online after her breeding licence expired in 2020. The dogs were rehomed through Hope Rescue, a South Wales-based animal welfare charity that provides care, rehabilitation and new homes for dogs in need.

**Ceredigion Public Protection** secured a strong enforcement outcome in November 2024 after over 500 sheep were found neglected across two holdings, deprived of water, left untreated for lameness and kept in sheds so deep with manure that their heads touched the roof. Despite 40 visits and repeated advice from officers, the owners failed to act, resulting in serious unnecessary suffering. Both defendants received custodial sentences, a four-year ban on keeping livestock, and financial penalties - a decisive response reflecting the severity of the neglect.

# Protecting the Public and Supporting Businesses

## Trading Standards improving compliance and tackling crime

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

The Association of Chief Trading Standards Officers (ACTSO) created the Impacts and Outcomes Framework in 2018/19 to provide national data for England and Wales on work done by local authority Trading Standards Services. This is the fourth report for Wales, and this document contains a summary of the highlights of work done in 2024/25.

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

In 2024/25, the Trading Standards service in Wales had 294 full-time equivalent staff employed, of whom 267 were operational. They achieved the following:

- Prevented over £43 million of detriment to consumers.
- Saved scam victims over £2.5 million
- Removed over 21,800 unsafe or non-compliant goods and over 28,000 illegal vaping products from the market;
- Seized over 747,000 illegal cigarettes
- Provided nearly 1,700 hours of advice to businesses through primary authority partnerships
- Almost 24,000 compliance checks to ensure businesses meet their legal responsibilities and to provide them with advice on site.

## TACKLING DETRIMENT AND PREVENTING HARM

One of the key functions of Trading Standards is to prevent consumer and business detriment (financial and non-financial), tackle the criminal behaviour that leads to it and support victims. The Government's 2022 Consumer Protection Study estimated that there was £54 billion in unaddressed detriment across Great Britain.

### Key statistics for 2024/25 included:



**164 defendants** were prosecuted.



**Prison sentences** of almost **142 years** were handed down. This includes both immediate and suspended sentences.



Defendants were ordered to pay almost **£1,400,000 in Proceeds of Crime**.



Local authority Trading Standards provided support to over **7000 scam victims**.



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



Almost **£300,000 compensation** being awarded to victims by the courts.



## SUPPORTING THE LOCAL ECONOMY

Businesses have always needed advice and support from Trading Standards to help them navigate the range of laws that ensure they trade fairly and their products are safe. This year, as businesses navigate persistent cost-of-living challenges, rising operational costs, and increasingly complex supply chain requirements, the ability to access the correct advice and maintain consumer confidence has never been more important.

### Key statistics for 2024/25 included:



Responded to almost **1,700 requests** for advice to businesses who are part of the Primary Authority scheme and responded to almost **1,200 requests** for other advice from businesses.



Over **2,440 businesses (13% of those inspected)** were found to have sufficient serious non-compliance to warrant further investigation or enforcement action.



Over **18,800 visits were carried out to businesses to ensure they comply with the law and provide advice** to help them fix any non-compliances.



Over **38,500 counterfeit products with a market value of over £6 million**, which breach the intellectual property of legitimate businesses, were seized.

## PROMOTING HEALTH AND WELLBEING

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

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

### Key statistics for 2024/25 included:



Nearly **21,900 unsafe or non-compliant products were seized or removed from the marketplace** following Trading Standards' interventions.



**95 premises** were tested for the underage sale of **alcohol**; the average failure rate was **12%**.



Trading Standards services across Wales received **over 25,000 notifications and referrals** from the Citizens Advice Consumer Service as well as over **8,000** from other service partners.



**65 premises** were tested for the underage sale of **tobacco**; the average failure rate was **2%**. The high compliance rate reinforces the effectiveness of Trading Standards enforcement and community efforts to reduce underage tobacco use.



Almost **1,990 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 a **13% increase** on last year.



Over **124 premises** were tested for the underage sale of vaping products; the average failure rate was **5%**.



Almost **2,900 businesses** were found to be in **breach of animal health and welfare legislation**.



Over **747,000 illicit cigarettes** were seized, together with **859,000kg of illicit hand-rolling tobacco** worth a combined street value of over **£856,000**.

