



# Shared Regulatory Services

## Quarterly Performance Report 2020-21

### Quarter 4



Shared  
Regulatory  
Services

Gwasanaethau  
Rheoliadol  
a Rennir



# High Risk Food Hygiene Inspections

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2020-21	Food Combined	Bridgend	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	30	61	49.18%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 112 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	100%
2020-21	Food Combined	Cardiff	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	102	194	52.58%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 410 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	100%
2020-21	Food Combined	Vale of Glam	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	18	60	30.00%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 131 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	100%
2020-21	Food Combined	SRS	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A & B) that were liable to a programmed inspection that were inspected for food hygiene.	150	315	47.62%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 653 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	100%

# High Risk Food Hygiene Inspections

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2020-21	Food Combined	Bridgend	SRS/FH/002	Qtr 4	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	62	435	14.25%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 112 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	90%
2020-21	Food Combined	Cardiff	SRS/FH/002	Qtr 4	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	201	812	24.75%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 410 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	90%
2020-21	Food Combined	Vale of Glam	SRS/FH/002	Qtr 4	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	40	394	10.15%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 131 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	90%
2020-21	Food Combined	SRS	SRS/FH/002	Qtr 4	The percentage of high risk businesses (Cat C) that were liable to a programmed inspection that were inspected for food hygiene.	303	1641	18.46%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 653 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	90%

# New Businesses—Food Hygiene

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2020-21	Food Combined	Bridgend	SRS/FH/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	29	254	11.42%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its “business as usual” activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 112 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	90%
2020-21	Food Combined	Cardiff	SRS/FH/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	117	667	17.54%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its “business as usual” activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 410 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	90%
2020-21	Food Combined	Vale of Glam	SRS/FH/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	44	247	17.81%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its “business as usual” activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 131 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	90%
2020-21	Food Combined	SRS	SRS/FH/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment during the year for food hygiene.	190	1168	16.27%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its “business as usual” activities, severely impacting the delivery of the food hygiene inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers and managing the risks in care homes and schools. A significant number of officers have also directed their attention to dealing with clusters identified at business premises. In addition the service received 653 service requests in relation to food safety. The service continued enhanced surveillance measures at ports of entry with 120 flights and 79 vessels arriving that required checks to be made together with investigations to establish contacts of a positive case travelling during their infectious period and ensuring suitable arrangements were made for a returning traveller who had been in South Africa and needed to self isolate.	90%

# Broadly Compliant Food Premises

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2020-21	Food	Bridgend	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1233	1268	97.24%	Green	Target exceeded.	94%
2020-21	Food	Cardiff	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	2909	3049	95.41%	Green	Target exceeded.	94%
2020-21	Food	Vale of Glam	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1183	1213	97.53%	Green	Target exceeded.	94%
2020-21	Food	SRS	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5325	5530	96.29%	Green	Target exceeded.	94%

# High Risk Trading Standards Inspections

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2020-21	TS combined	Bridgend	SRS/TS/001	Qtr 4	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	14	16	87.50%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the trading standards inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers. In addition the service received 552 TS service requests, 306 of which were covid related seeking advice or making complaint.	100%
2020-21	TS Combined	Cardiff	SRS/TS/001	Qtr 4	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	25	36	69.44%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the trading standards inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers. In addition the service received 813 TS service requests, 323 of which were covid related seeking advice or making complaint.	100%
2020-21	TS Combined	Vale of Glam	SRS/TS/001	Qtr 4	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	3	4	75.00%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the trading standards inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers. In addition the service received 460 TS service requests, 260 of which were covid related seeking advice or making complaint.	100%
2020-21	TS Combined	SRS	SRS/TS/001	Qtr 4	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	42	56	75.00%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the trading standards inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers. In addition the service received 1825 TS service requests, 889 of which were covid related seeking advice or making complaint.	100%

# New business—Trading Standards

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2020-21	TS combined	Bridgend	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	39	352	11.08%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the trading standards inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers. In addition the service received 552 TS service requests, 306 of which were covid related seeking advice or making complaint.	80%
2020-21	TS Combined	Cardiff	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	174	903	19.27%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the trading standards inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers. In addition the service received 813 TS service requests, 323 of which were covid related seeking advice or making complaint.	80%
2020-21	TS Combined	Vale of Glam	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	38	356	10.67%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the trading standards inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers. In addition the service received 460 TS service requests, 260 of which were covid related seeking advice or making complaint.	80%
2020-21	TS Combined	SRS	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	251	1611	15.58%	Red	The fluctuating restrictions experienced throughout the last year, saw Qtr 4 being largely locked down with only permitted retailers and businesses being authorised to open. This inevitably prevented the service returning fully to its "business as usual" activities, severely impacting the delivery of the trading standards inspection programme. Notwithstanding this, the service has continued to be at the forefront of the enforcement of the Coronavirus Regulations, and continued to support Test, Trace and Protect through the secondment of officers. In addition the service received 1825 TS service requests, 889 of which were covid related seeking advice or making complaint.	80%

# Significant Breaches—Trading Standards

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2020-21	TS combined	Bridgend	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	25	26	96.15%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A
2020-21	TS Combined	Cardiff	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	115	116	99.14%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A
2020-21	TS Combined	Vale of Glam	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	32	32	100.00%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A
2020-21	TS Combined	SRS	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	172	174	98.85%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A



# Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. responded to	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Pollution	Bridgend	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	165	184	89.67%	Amber	The result is fractionally off target. Had the service responded to one more complaint within the deadline, the target would have been met. Notwithstanding this, the annual result of 94.20% has exceeded the annual target.	90%
2020-21	Pollution	Bridgend	SRS/LC/008	Annual Result	<b>Percentage of domestic noise and air complaints responded to within 3 working days.</b>	<b>909</b>	<b>965</b>	<b>94.20%</b>	<b>Green</b>	<b>Target exceeded.</b>	<b>90%</b>
2020-21	Pollution	Cardiff	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	480	531	90.40%	Green	Target exceeded.	90%
2020-21	Pollution	Cardiff	SRS/LC/008	Annual Result	<b>Percentage of domestic noise and air complaints responded to within 3 working days.</b>	<b>2661</b>	<b>2889</b>	<b>92.11%</b>	<b>Green</b>	<b>Target exceeded.</b>	<b>90%</b>
2020-21	Pollution	Vale of Glam	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	130	135	96.30%	Green	Target exceeded.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/008	Annual Result	<b>Percentage of domestic noise and air complaints responded to within 3 working days.</b>	<b>597</b>	<b>652</b>	<b>91.56%</b>	<b>Green</b>	<b>Target exceeded.</b>	<b>90%</b>
2020-21	Pollution	Vale of Glam	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	775	850	91.18%	Green	Target exceeded.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/008	Annual Result	<b>Percentage of domestic noise and air complaints responded to within 3 working days.</b>	<b>4167</b>	<b>4506</b>	<b>92.48%</b>	<b>Green</b>	<b>Target exceeded.</b>	<b>90%</b>

# Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. responded to	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Pollution	Bridgend	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	40	50	80.00%	Green	Target exceeded.	75%
2020-21	Pollution	Bridgend	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	236	294	80.27%	Green	Target exceeded.	75%
2020-21	Pollution	Cardiff	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	108	130	83.08%	Green	Target exceeded.	75%
2020-21	Pollution	Cardiff	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	529	690	76.67%	Green	Target exceeded.	75%
2020-21	Pollution	Vale of Glam	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	41	45	91.11%	Green	Target exceeded.	75%
2020-21	Pollution	Vale of Glam	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	189	259	72.97%	Amber		75%
2020-21	Pollution	SRS	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	189	225	84.00%	Green	Target exceeded.	75%
2020-21	Pollution	SRS	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	954	1243	76.75%	Green	Target exceeded.	90%

# Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. responded to	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Pollution	Bridgend	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	7	7	100.00%	Green	Target exceeded.	90%
2020-21	Pollution	Bridgend	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	24	24	100.00%	Green	Target exceeded.	90%
2020-21	Pollution	Cardiff	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	16	17	94.12%	Green	Target exceeded.	90%
2020-21	Pollution	Cardiff	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	104	113	92.04%	Green	Target exceeded.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	1	1	100.00%	Green	Target exceeded.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	6	6	100.00%	Green	Target exceeded.	90%
2020-21	Pollution	SRS	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	24	25	96.00%	Green	Target exceeded.	90%
2020-21	Pollution	SRS	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	134	143	93.71%	Green	Target exceeded.	90%

# Licensing

Year	Team	Authority	Ref	Quarter	Title	No determined	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Licensing	Bridgend	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	24	24	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Bridgend	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	86	86	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	80	80	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	392	393	99.75%	Amber	The result is fractionally off target and this is due to one application that was not determined within the target time.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	45	45	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	139	139	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	149	149	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	617	618	99.84%	Amber	The end of year is result is fractionally off target and this is due to one application that was not determined within the target time.	100%

# Licensing

Year	Team	Authority	Ref	Quarter	Title	No determine	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Licensing	Bridgend	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	7	7	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Bridgend	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	34	34	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	34	34	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	166	166	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	12	12	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	45	45	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	53	53	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	245	245	100.00%	Green	Target achieved.	100%

# Licensing

Year	Team	Authority	Ref	Quarter	Title	No determined	No. received	Percentage achieved	RAG Status	Comment	Target
2020-21	Licensing	Bridgend	SRS/LC/006	Qtr 4	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Bridgend	SRS/LC/006	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/006	Qtr 4	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2020-21	Licensing	Cardiff	SRS/LC/006	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	0	0	0.00%	Green	No applications received.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/006	Qtr 4	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/006	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/006	Qtr 4	Percentage of Gambling Premises applications received and determined within 2 months.	2	2	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/006	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	2	2	100.00%	Green	Target achieved.	100%