

Shared Regulatory Services

Quarterly Performance Report 2021-22

Quarter 4



Gwasanaethau
Rheoliadol
a Rennir



High Risk Food Hygiene Inspections

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	Rag Status	Comments	Target
2021-22	Food Combined	Bridgend	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A) that were liable to a programmed inspection that were inspected for food hygiene.	5	5	100.00%	Green	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address this, the Food Standards Agency Recovery Plan was adopted, which set out those inspections that needed to be prioritised to the end of 2021-22 namely A rated inspections and new businesses and all A rated inspections have been completed.	100%
2021-22	Food Combined	Cardiff	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A) that were liable to a programmed inspection that were inspected for food hygiene.	10	10	100.00%	Green	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address this, the Food Standards Agency Recovery Plan was adopted, which set out those inspections that needed to be prioritised to the end of 2021-22, namely A rated inspections and new businesses and all A rated inspections have been completed.	100%
2021-22	Food Combined	Vale of Glam	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A) that were liable to a programmed inspection that were inspected for food hygiene.	4	4	100.00%	Green	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address this, the Food Standards Agency Recovery Plan was adopted, which set out those inspections that needed to be prioritised to the end of 2021-22, namely A rated inspections and new businesses and all A rated inspections have been completed.	100%
2021-22	Food Combined	SRS	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat A) that were liable to a programmed inspection that were inspected for food hygiene.	19	19	100.00%	Green	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address this, the Food Standards Agency Recovery Plan was adopted, which set out those inspections that needed to be prioritised to the end of 2021-22, namely A rated inspections and new businesses and all A rated inspections have been completed.	100%

High Risk Food Hygiene Inspections

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	Rag Status	Comments	Target
2021-22	Food Combined	Bridgend	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat B) that were liable to a programmed inspection that were inspected for food hygiene.	18	48	37.50%	Red	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address this, the Food Standards Agency Recovery Plan was adopted, which set out those inspections that needed to be prioritised. As a consequence A rated and new business inspections were prioritised during 2021/22. Even though Category B inspections were not prioritised during this period, good progress has been made with a view to completing these by June 2022 in accordance with the Recovery Plan.	100%
2021-22	Food Combined	Cardiff	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat B) that were liable to a programmed inspection that were inspected for food hygiene.	134	135	99.26%	Amber	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address this, the Food Standards Agency Recovery Plan was adopted, which set out those inspections that needed to be prioritised. As a consequence A rated and new business inspections were prioritised during 2021/22. Even though Category B inspections were not prioritised during this period, good progress has been made with a view to completing these by June 2022 in accordance with the Recovery Plan.	100%
2021-22	Food Combined	Vale of Glam	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat B) that were liable to a programmed inspection that were inspected for food hygiene.	20	51	39.22%	Red	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address this, the Food Standards Agency Recovery Plan was adopted, which set out those inspections that needed to be prioritised. As a consequence A rated and new business inspections were prioritised during 2021/22. Even though Category B inspections were not prioritised during this period, good progress has been made with a view to completing these by June 2022 in accordance with the Recovery Plan.	100%
2021-22	Food Combined	SRS	SRS/FH/001	Qtr 4	The percentage of high risk businesses (Cat B) that were liable to a programmed inspection that were inspected for food hygiene.	172	234	73.50%	Red	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address this, the Food Standards Agency Recovery Plan was adopted, which set out those inspections that needed to be prioritised. As a consequence A rated and new business inspections were prioritised during 2021/22. Even though Category B inspections were not prioritised during this period, good progress has been made with a view to completing these by June 2022 in accordance with the Recovery Plan.	100%

High Risk Food Hygiene Inspections

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2021-22	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.	50	484	10.33%	Red	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address backlogs, the Food Standards Recovery Plan was adopted, which set out those inspections that needed to be prioritised during the year, namely A rated inspections and new businesses. As a consequence priority was given to completing these inspections over any other category which has inevitably impacted on performance against this performance measure. Non broadly compliant C rated inspections will be prioritised for completion by the end of September 2022 in line with the Recovery Plan.	90%
2021-22	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.	82	1100	7.45%	Red	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address backlogs, the Food Standards Recovery Plan was adopted, which set out those inspections that needed to be prioritised during the year, namely A rated inspections and new businesses. As a consequence priority was given to completing these inspections over any other category which has inevitably impacted on performance against this performance measure. Non broadly compliant C rated inspections will be prioritised for completion by the end of September 2022 in line with the Recovery Plan.	90%
2021-22	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.	25	452	5.53%	Red	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address backlogs, the Food Standards Recovery Plan was adopted, which set out those inspections that needed to be prioritised during the year, namely A rated inspections and new businesses. As a consequence priority was given to completing these inspections over any other category which has inevitably impacted on performance against this performance measure. Non broadly compliant C rated inspections will be prioritised for completion by the end of September 2022 in line with the Recovery Plan.	90%
2021-22	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.	157	2036	7.71%	Red	The suspension of inspections and closure of businesses during 2020/21 due to Covid-19 resulted in a backlog of programmed inspections. This coupled with staff resources being diverted to the COVID response together with recruitment and retention pressures has impacted on the number of inspections undertaken. To help address backlogs, the Food Standards Recovery Plan was adopted, which set out those inspections that needed to be prioritised during the year, namely A rated inspections and new businesses. As a consequence priority was given to completing these inspections over any other category which has inevitably impacted on performance against this performance measure. Non broadly compliant C rated inspections will be prioritised for completion by the end of September 2022 in line with the Recovery Plan.	90%

New Businesses—Food Hygiene

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2021-22	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.	203	317	64.04%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. 225 in Bridgend. This coupled with staff resources being diverted to Test, Trace, Protect, together with recruitment and retention pressures has impacted on the number of inspections undertaken. This is however being addressed via the Food Standards Agency Recovery Plan framework which is seeing the service prioritise new business inspections during the year. While figures for new business remain high, due to the large number received during the year coupled with the backlog, we are reducing the backlog from previous years and this is now standing at 45 outstanding at the end of Qtr 4 with the remainder, 69, being inspections that have become due during 2021/22 and have yet to be completed.	90%
2021-22	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.	563	985	57.16%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. 550 in Cardiff. This coupled with staff resources being diverted to Test, Trace, Protect, together with recruitment and retention pressures has impacted on the number of inspections undertaken. This is however being addressed via the Food Standards Agency Recovery Plan framework which is seeing the service prioritise new business inspections during the year. While figures for new business remain high, due to the large number received during the year coupled with the backlog, we are reducing the backlog from previous years and this is now standing at 157 outstanding at the end of Qtr 4 with the remainder, 265, being inspections that have become due during 2021/22 and have yet to be completed.	90%
2021-22	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.	228	352	64.77%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. 203 in the Vale of Glamorgan. This coupled with staff resources being diverted to Test, Trace, Protect, together with recruitment and retention pressures has impacted on the number of inspections undertaken. This is however being addressed via the Food Standards Agency Recovery Plan framework which is seeing the service prioritise new business inspections during the year. While figures for new business remain high, due to the large number received during the year coupled with the backlog, we are reducing the backlog from previous years and this is now standing at 39 outstanding at the end of Qtr 4 with the remainder, 85, being inspections that have become due during 2021/22 and have yet to be completed.	90%
2021-22	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.	994	1654	60.10%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. 978 across the region. This coupled with staff resources being diverted to Test, Trace, Protect, together with recruitment and retention pressures has impacted on the number of inspections undertaken. This is however being addressed via the Food Standards Agency Recovery Plan framework which is seeing the service prioritise new business inspections during the year. While figures for new business remain high, due to the large number received during the year coupled with the backlog, we are reducing the backlog from previous years and this is now standing at 241 outstanding at the end of Qtr 4 with the remainder, 419, being inspections that have become due during 2021/22 and have yet to be completed.	90%

Broadly Compliant Food Premises

Year	Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2021-22	Food	Bridgend	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1338	1374	97.38%	Green	Target exceeded.	94%
2021-22	Food	Cardiff	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3189	3331	95.74%	Green	Target exceeded.	94%
2021-22	Food	Vale of Glam	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1308	1345	97.25%	Green	Target exceeded.	94%
2021-22	Food	SRS	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5835	6050	96.45%	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
2021-22	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.	3	7	42.86%	Red	4 inspections remained outstanding at the end of Qtr 4. The Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed food standards inspections requires the prioritisation of Category A Food standards inspections for completion by June 2022.	100%
2021-22	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.	15	21	71.43%	Red	6 inspections remained outstanding at the end of Qtr 4. The Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed food standards inspections requires the prioritisation of Category A Food standards inspections for completion by June 2022.	100%
2021-22	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.	1	1	100.00%	Green	Target achieved.	100%
2021-22	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.	19	29	65.52%	Red	10 inspections remained outstanding at the end of Qtr 4. The Food Standards Agency Recovery Plan framework which has been implemented within SRS to deal with the backlog of programmed food standards inspections requires the prioritisation of Category A Food standards inspections for completion by June 2022.	100%

New business—Trading Standards

Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
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 food standards and animal feed.	185	346	53.47%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. This coupled with job vacancies has impacted on the number of inspections undertaken. This is being addressed in part via the Food Standards Agency Recovery Plan framework in relation to food standards work.	80%
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 food standards and animal feed.	216	953	22.67%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. This coupled with job vacancies has impacted on the number of inspections undertaken. This is being addressed in part via the Food Standards Agency Recovery Plan framework in relation to food standards work.	80%
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 food standards and animal feed.	177	447	39.60%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. This coupled with job vacancies has impacted on the number of inspections undertaken. This is being addressed in part via the Food Standards Agency Recovery Plan framework in relation to food standards work.	80%
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 food standards and animal feed.	578	1746	33.10%	Red	The suspension of inspections and closure of businesses during 2020/21 resulted in significant backlog of new business inspections. This coupled with job vacancies has impacted on the number of inspections undertaken. This is being addressed in part via the Food Standards Agency Recovery Plan framework in relation to food standards work.	80%

Significant Breaches

Team	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
TS combined	Bridgend	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	39	40	97.50%	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
TS Combined	Cardiff	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	160	167	95.81%	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
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	53	57	92.98%	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
TS Combined	SRS	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	252	264	95.45%	N/A	This measure relates to premises/businesses that are subject to ongoing investigations. The conclusion of such investigations may not always be possible within the financial year, however all cases are in within time for legal processing.	N/A

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.	122	135	90.37%	Green	Target exceeded.	90%
2020-21	Pollution	Bridgend	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	726	822	88.32%	Amber	The Noise team worked with a reduced resource due to one officer being seconded to the Covid Enforcement Team. The target of 90% equates to 740 complaints which represents a shortfall of only 14 complaints that were not responded to in the target time during the year.	90%
2020-21	Pollution	Cardiff	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	364	393	92.62%	Green	Target exceeded.	90%
2020-21	Pollution	Cardiff	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	2082	2210	94.21%	Green	Target exceeded.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	90	100	90.00%	Green	Target achieved.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	458	511	89.63%	Amber	The team have had operational issues due to staff availability and some delays in handling complaints that have been logged. The target of 90% equates to 460 complaints which represents a shortfall of only 2 complaints that were not responded to in the target time during the year.	90%
2020-21	Pollution	SRS	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	576	628	91.72%	Green	Target exceeded.	90%
2020-21	Pollution	SRS	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	3266	3543	92.18%	Green	Target exceeded.	90%

Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. re- sponded to	No. re- ceived	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.	30	44	68.18%	Amber	The Noise team continue to work with reduced resource due to one officer being seconded to the Covid Enforcement Team. The target of 75% equates to 33 complaints which represents a shortfall of only 3 complaints that were not responded to in the target time.	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.	277	387	71.58%	Amber	The Noise team worked with a reduced resource due to one officer being seconded to the Covid Enforcement Team. The target of 75% equates to 291 complaints which represents a shortfall of only 14 complaints that were not responded to in the target time during the year.	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.	116	161	72.05%	Amber	The team have had operational issues due to staff availability and some delays in handling complaints that have been logged. The target of 75% equates to 121 complaints, a shortfall of 5 complaints that were not responded to within the target time.	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.	548	759	72.20%	Amber	The team have had operational issues due to staff availability and some delays in handling complaints that have been logged. The target of 75% equates to 570 complaints, a shortfall of 22 complaints that were not responded to within the target time during the year.	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.	21	26	80.77%	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.	191	279	68.46%	Amber	The team have had operational issues due to staff availability and some delays in handling complaints that have been logged. The target of 75% equates to 210 complaints, a shortfall of 9 complaints that were not responded to within the target time during the year.	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.	167	231	72.29%	Amber	The Noise Teams have had operational issues due to staff availability and some delays in handling complaints that have been logged. The target of 75% equates to 174 complaints, a shortfall of 7 complaints that were not responded to within the target time.	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.	1016	1425	71.30%	Amber	The Noise teams have had operational issues due to staff availability and some delays in handling complaints that have been logged. The target of 75% equates to 1069 complaints, a shortfall of 53 complaints that were not responded to within the target time during the year.	75%

Noise and Air Pollution

Year	Team	Authority	Ref	Quarter	Title	No. re- sponded to	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2020-21	Pollution	Bridgend	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	2	2	100.00%	Green	Target achieved.	90%
2020-21	Pollution	Bridgend	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	13	15	86.67%	Amber	The Noise team worked with a reduced resource due to one officer being seconded to the Covid Enforcement Team. The target of 90% equates to 14 complaints which represents a shortfall of only 1 complaint that was not responded to in the target time during the year.	90%
2020-21	Pollution	Cardiff	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	7	8	87.50%	Amber	The team have had operational issues due to staff availability and some delays in handling complaints that have been logged. The target of 90% equates to 8 complaints, a shortfall of only one complaint that was not responded to within the target time.	90%
2020-21	Pollution	Cardiff	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	93	99	93.94%	Green	Target exceeded.	90%
2020-21	Pollution	Vale of Glam	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	2	2	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.	9	11	81.82%	Amber	The team have had operational issues due to staff availability and some delays in handling complaints that have been logged. The target of 90% equates to 10 complaints, a shortfall of only one complaint that was not responded to within the target time.	90%
2020-21	Pollution	SRS	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	11	12	91.67%	Green	Target exceeded.	90%
2020-21	Pollution	SRS	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	115	125	92.00%	Green	Target exceeded.	90%

Licensing

Year	Team	Authority	Ref	Quarter	Title	No deter- mined	No. re- ceived	Percentage achieved	RAG Sta- tus	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 Re- sult	Percentage of licensed premises applications received and determined within 2 months.	91	91	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.	116	116	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/004	Annual Re- sult	Percentage of licensed premises applications received and determined within 2 months.	696	696	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	37	37	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/004	Annual Re- sult	Percentage of licensed premises applications received and determined within 2 months.	140	140	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.	177	177	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/004	Annual Re- sult	Percentage of licensed premises applications received and determined within 2 months.	927	927	100.00%	Green	Target achieved.	100%

Licensing

Year	Team	Authority	Ref	Quarter	Title	No deter- mined	No. re- ceived	Percentage achieved	RAG Sta- tus	Comment	Target
2020-21	Licensing	Bridgend	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	10	10	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Bridgend	SRS/LC/005	Annual Re- sult	Percentage of licensed personal applications received and determined within 2 months.	50	50	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.	53	53	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Cardiff	SRS/LC/005	Annual Re- sult	Percentage of licensed personal applications received and determined within 2 months.	227	227	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.	17	17	100.00%	Green	Target achieved.	100%
2020-21	Licensing	Vale of Glam	SRS/LC/005	Annual Re- sult	Percentage of licensed personal applications received and determined within 2 months.	77	77	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.	80	80	100.00%	Green	Target achieved.	100%
2020-21	Licensing	SRS	SRS/LC/005	Annual Re- sult	Percentage of licensed personal applications received and determined within 2 months.	354	354	100.00%	Green	Target achieved.	100%

Licensing

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