

Shared Regulatory Services

Quarterly Performance Report 2022/23

Quarter 4



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
2022-23	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.	42	42	100.00%	Green	In line with the priorities of the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, all high risk businesses rated A and B due an inspection by the end of Qtr 4 have been completed at premises that were operating and available for inspection.	100%
2022-23	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.	131	131	100.00%	Green	In line with the priorities of the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, all high risk businesses rated A and B due an inspection by the end of Qtr 4 have been completed at premises that were operating and available for inspection.	100%
2022-23	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.	65	65	100.00%	Green	In line with the priorities of the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, all high risk businesses rated A and B due an inspection by the end of Qtr 4 have been completed at premises that were operating and available for inspection.	100%
2022-23	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.	238	238	100.00%	Green	In line with the priorities of the Food Standards Agency Recovery Plan, which aims to assist local authorities to tackle the backlog of inspections resulting from the pandemic, all high risk businesses rated A and B due an inspection by the end of Qtr 4 have been 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
2022-23	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.	144	474	30.38%	Red	While high risk business inspections remained a priority and all Category A and B programmed inspections have been completed, Category C inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focusing resources on those businesses that pose the greatest risk. Notwithstanding this, all non broadly compliant C rated inspections have been completed (those that have a food hygiene rating of 0-2) and all but one of the programmed inspections at businesses with a 3 rating were completed at businesses that were open and operational.	90%
2022-23	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.	543	1162	46.73%	Red	While high risk business inspections remained a priority and all Category A and B programmed inspections have been completed, Category C inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focusing resources on those businesses that pose the greatest risk. Notwithstanding this, all non-broadly compliant C rated inspections have been completed (those that have a food hygiene rating of 0-2) together with those businesses with a 3 rating at businesses that were open and operational.	90%
2022-23	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.	174	411	42.34%	Red	While high risk business inspections remained a priority and all Category A and B programmed inspections have been completed, Category C inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focusing resources on those businesses that pose the greatest risk. Notwithstanding this, all non-broadly compliant C rated inspections have been completed (those that have a food hygiene rating of 0-2) together with those businesses with a 3 rating at businesses that were open and operational.	90%
2022-23	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.	861	2047	42.06%	Red	While high risk business inspections remained a priority and all Category A and B programmed inspections have been completed, Category C inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focusing resources on those businesses that pose the greatest risk. Notwithstanding this, all non-broadly compliant C rated inspections have been completed (those that have a food hygiene rating of 0-2) together with all but one of those businesses with a 3 rating at businesses that were open and operational.	90%

New Businesses—Food Hygiene

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2022-23	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.	135	246	54.88%	Red	Whilst new business inspections have been prioritised in line with the Food Standards Agency Recovery Plan, new business inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area. Notwithstanding this, the number of businesses due an inspection has reduced since this time last year which is testament to efforts made in reducing the backlog.	90%
2022-23	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.	412	756	54.50%	Red	Whilst new business inspections have been prioritised in line with the Food Standards Agency Recovery Plan, new business inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area. Notwithstanding this, the number of businesses due an inspection has reduced since this time last year which is testament to efforts made in reducing the backlog.	90%
2022-23	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.	182	280	65.00%	Red	Whilst new business inspections have been prioritised in line with the Food Standards Agency Recovery Plan, new business inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area. Notwithstanding this, the number of businesses due an inspection has reduced since this time last year which is testament to efforts made in reducing the backlog.	90%
2022-23	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.	729	1282	56.86%	Red	Whilst new business inspections have been prioritised in line with the Food Standards Agency Recovery Plan, new business inspections remain an issue with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area. Notwithstanding this, the number of businesses due an inspection has reduced since this time last year which is testament to efforts made in reducing the backlog.	90%

Broadly Compliant Food Premises

Year	Authority	Ref	Quarter	Title	No. broadly compliant	No. businesses	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1274	1300	98.00%	Green	Target exceeded.	94%
2022-23	Cardiff	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3091	3231	95.67%	Green	Target exceeded.	94%
2022-23	Vale of Glam	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1234	1272	97.01%	Green	Target exceeded.	94%
2022-23	SRS	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5599	5803	96.48%	Green	Target exceeded.	94%

High Risk Trading Standards Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2022-23	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.	15	15	100.00%	Green	All programmed high risk inspections have been carried out at open and operational businesses.	100%
2022-23	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.	21	23	91.30%	Amber	2 inspections remained outstanding at the end of Qtr 4, both of which were food standards inspections. These inspections were due in Qtr 4 and will be carried over to the new financial year.	100%
2022-23	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.	6	6	100.00%	Green	All programmed high risk inspections have been carried out at open and operational businesses.	100%
2022-23	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	44	95.45%	Amber	All but 2 inspections were completed at open and operational premises. The outstanding 2 food standards inspections will be carried over into the new financial year.	100%

New business—Trading Standards

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2022-23	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.	104	269	38.66%	Red	New business inspections remain an issue for the service with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	80%
2022-23	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.	185	841	22.00%	Red	New business inspections remain an issue for the service with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	80%
2022-23	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.	107	351	30.48%	Red	New business inspections remain an issue for the service with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	80%
2022-23	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.	396	1461	27.10%	Red	New business inspections remain an issue for the service with a significant number outstanding. This is largely due to the volume of inspections required and the service focussing on those businesses that pose the greatest risk which has affected performance in this area.	80%

Trading Standards Significant Breaches

Year	Authority	Ref	Quarter	Title	No. resolved	No. identified	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	25	31	80.65%		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
2022-23	Cardiff	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	122	134	91.04%		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
2022-23	Vale of Glam	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	20	22	90.91%		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
2022-23	SRS	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	167	187	89.30%		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	Authority	Ref	Quarter	Title	No. re- sponded to within tar- get	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	106	118	89.83%	Amber	The result for Qtr 4 is fractionally below target representing less than 1 complaint that was not responded to within target.	90%
2022-23	Bridgend	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	483	530	91.13%	Green	Target exceeded.	90%
2022-23	Cardiff	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	350	370	94.59%	Green	Target exceeded.	90%
2022-23	Cardiff	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	1560	1650	94.55%	Green	Target exceeded.	90%
2022-23	Vale of Glam	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	87	90	96.67%	Green	Target exceeded.	90%
2022-23	Vale of Glam	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	367	395	92.91%	Green	Target exceeded.	90%
2022-23	SRS	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	543	578	93.94%	Green	Target exceeded.	90%
2022-23	SRS	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	2410	2575	93.59%	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
2022-23	Bridgend	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	37	49	75.51%	Green	Target exceeded.	75%
2022-23	Bridgend	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	197	272	72.43%	Amber	The shortfall against target represents just 7 complaints that failed to reach target. This is largely due to staffing pressures as a result of long term sick which has impacted on the capacity of the team to meet the required targets at the beginning of the year.	75%
2022-23	Cardiff	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	89	114	78.07%	Green	Target exceeded.	75%
2022-23	Cardiff	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	453	632	71.68%	Amber	The shortfall against target represents 21 complaints that failed to reach target. This was largely due to vacancies within the team that affected performance at the beginning of the year.	75%
2022-23	Vale of Glam	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	28	37	75.68%	Green	Target exceeded.	75%
2022-23	Vale of Glam	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	194	273	71.06%	Amber	The shortfall against target represents 11 complaints that failed to reach target. This was largely due to vacancies within the team that affected performance at the beginning of the year.	75%
2022-23	SRS	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	154	200	77.00%	Green	Target exceeded.	75%
2022-23	SRS	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	844	1177	71.71%	Amber	The shortfall against target represents 39 complaints that failed to reach target. This was largely due to vacancies within the teams that affected performance at the beginning of the year.	75%

Noise and Air Pollution

Year	Authority	Ref	Quarter	Title	No. responded to within target	No. received	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	3	3	100.00%	Green	Target exceeded.	90%
2022-23	Bridgend	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	13	13	100.00%	Green	Target exceeded.	90%
2022-23	Cardiff	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	14	16	87.50%	Amber	The shortfall against target represents just one complaint that failed to reach target. This is due to complaints not being logged and referred to the team on time, resulting in delays. Both outstanding complaints were however dealt with on the day they were received.	90%
2022-23	Cardiff	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	67	72	93.06%	Green	Target exceeded.	90%
2022-23	Vale of Glam	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	3	3	100.00%	Green	Target exceeded.	90%
2022-23	Vale of Glam	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	10	10	100.00%	Green	Target exceeded.	90%
2022-23	SRS	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	20	22	90.91%	Green	Target exceeded.	90%
2022-23	SRS	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	90	95	94.74%	Green	Target exceeded.	90%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	33	33	100.00%	Green	Target achieved.	100%
2022-23	Bridgend	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	125	125	100.00%	Green	Target achieved.	100%
2022-23	Cardiff	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	128	128	100.00%	Green	Target achieved.	100%
2022-23	Cardiff	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	534	535	99.81%	Amber	One application was not determined within the designated time due to the Licensing Sub Committee hearing being deferred due to the period of national mourning.	100%
2022-23	Vale of Glam	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	33	33	100.00%	Green	Target achieved.	100%
2022-23	Vale of Glam	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	116	116	100.00%	Green	Target achieved.	100%
2022-23	SRS	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	194	194	100.00%	Green	Target achieved.	100%
2022-23	SRS	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	775	776	99.87%	Amber	One application was not determined within the designated time due to the Licensing Sub Committee hearing in Cardiff being deferred due to the period of national mourning.	100%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2022-23	Bridgend	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	27	27	100.00%	Green	Target achieved.	100%
2022-23	Bridgend	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	80	80	100.00%	Green	Target achieved.	100%
2022-23	Cardiff	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	61	61	100.00%	Green	Target achieved.	100%
2022-23	Cardiff	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	287	287	100.00%	Green	Target achieved.	100%
2022-23	Vale of Glam	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	19	19	100.00%	Green	Target achieved.	100%
2022-23	Vale of Glam	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	73	73	100.00%	Green	Target achieved.	100%
2022-23	SRS	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	107	107	100.00%	Green	Target achieved.	100%
2022-23	SRS	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	440	440	100.00%	Green	Target achieved.	100%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2022-23	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%
2022-23	Bridgend	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%
2022-23	Cardiff	SRS/LC/006	Qtr 4	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	100.00%	Green	Target achieved.	100%
2022-23	Cardiff	SRS/LC/006	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	100.00%	Green	Target achieved.	100%
2022-23	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%
2022-23	Vale of Glam	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%
2022-23	SRS	SRS/LC/006	Qtr 4	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	100.00%	Green	Target achieved.	100%
2022-23	SRS	SRS/LC/006	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	1	1	100.00%	Green	Target achieved.	100%