

Shared Regulatory Services

Quarterly Performance Report 2023/24

Quarter 4



Shared
Regulatory
Services

Gwasanaethau
Rheoliadol
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High Risk Food Hygiene Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2023-24	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.	29	29	100.00%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 4 were completed at premises that were operating and available for inspection.	100%
2023-24	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.	155	155	100.00%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 4 were completed at premises that were operating and available for inspection.	100%
2023-24	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.	61	61	100.00%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 4 were completed at premises that were operating and available for inspection.	100%
2023-24	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.	245	245	100.00%	Green	All high risk businesses rated A and B due an inspection by the end of Qtr 4 were completed at premises that were operating and available for inspection.	100%

High Risk Food Hygiene Inspections

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2023-24	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.	390	390	100.00%	Green	Excellent progress has been made in ensuring that not only the programmed inspections for 23/24 have been completed but also the significant backlog of overdue inspections of C rated inspections at businesses that were operating and available for inspection. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers and enable SRS to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	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.	804	804	100.00%	Green	Excellent progress has been made in ensuring that not only the programmed inspections for 23/24 have been completed but also the significant backlog of overdue inspections of C rated inspections at businesses that were operating and available for inspection. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers and enable SRS to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	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.	322	322	100.00%	Green	Excellent progress has been made in ensuring that not only the programmed inspections for 23/24 have been completed but also the significant backlog of overdue inspections of C rated inspections at businesses that were operating and available for inspection. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers and enable SRS to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	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.	1516	1516	100.00%	Green	Excellent progress has been made in ensuring that not only the programmed inspections for 23/24 have been completed but also the significant backlog of overdue inspections of C rated inspections at businesses that were operating and available for inspection. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers and enable SRS to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%

New Businesses—Food Hygiene

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2023-24	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.	228	259	88.03%	Amber	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	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.	649	737	88.06%	Amber	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	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.	212	247	85.83%	Amber	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%
2023-24	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.	1089	1243	87.61%	Amber	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. This has only been achieved through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	90%

Broadly Compliant Food Premises

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1293	1319	98.03%	Green	Target exceeded.	94%
2023-24	Cardiff	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	3134	3277	95.64%	Green	Target exceeded.	94%
2023-24	Vale of Glam	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	1205	1247	96.63%	Green	Target exceeded.	94%
2023-24	SRS	PAM/23	Qtr 4	Percentage of food establishments which are 'broadly compliant' with food hygiene standards.	5632	5843	96.39%	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
2023-24	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.	12	12	100.00%	Green	All planned inspections due by the end of Qtr 4 have been completed at open and operational businesses.	100%
2023-24	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.	12	12	100.00%	Green	All planned inspections due by the end of Qtr 4 have been completed at open and operational businesses.	100%
2023-24	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.	8	8	100.00%	Green	All planned inspections due by the end of Qtr 4 have been completed at open and operational businesses.	100%
2023-24	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.	32	32	100.00%	Green	All planned inspections due by the end of Qtr 4 have been completed at open and operational businesses.	100%

New business—Trading Standards

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	240	315	76.19%	Amber	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. The food standards element of this work has been achieved through the diversification of food officer roles to enable them to undertake these inspections at the same time as a food hygiene inspection, and through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	80%
2023-24	Cardiff	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	723	1082	66.82%	Red	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. The food standards element of this work has been achieved through the diversification of food officer roles to enable them to undertake these inspections at the same time as a food hygiene inspection, and through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	80%
2023-24	Vale of Glam	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	272	407	66.83%	Red	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. The food standards element of this work has been achieved through the diversification of food officer roles to enable them to undertake these inspections at the same time as a food hygiene inspection, and through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	80%
2023-24	SRS	SRS/TS/003	Qtr 4	The percentage of new businesses identified which were subject to a risk assessment visit during the year, for food standards and animal feed.	1235	1804	68.46%	Red	Excellent progress has been made in ensuring that new business registration inspections received during the year have been completed, together with the significant backlog of overdue inspections at new businesses that were operating and available for inspection compared to the same period last year. The food standards element of this work has been achieved through the diversification of food officer roles to enable them to undertake these inspections at the same time as a food hygiene inspection, and through the appointment of contractors during the year as an additional resource to support the work of our food officers which has assisted efforts to meet the requirements of the Food Standards Agency Food Law Code of Practice.	80%

Significant breaches

Year	Authority	Ref	Quarter	Title	No. carried out	No. due	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	42	44	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
2023-24	Cardiff	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	191	220	86.82%	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
2023-24	Vale of Glam	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	82	85	96.47%	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
2023-24	SRS	SRS/TS/002	Qtr 4	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	315	349	90.26%	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	Authority	Ref	Quarter	Title	No. re- sponded to within tar- get	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	94	111	84.68%	Amber	The shortfall against target represents 6 complaints that failed to reach target. This is largely due to current demands on the service.	90%
2023-24	Bridgend	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	475	543	87.48%	Amber	The shortfall against target represents 14 complaints that failed to reach target. This is largely due to demands on the service.	90%
2023-24	Cardiff	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	332	340	97.65%	Green	Target exceeded.	90%
2023-24	Cardiff	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	1573	1669	94.25%	Green	Target exceeded.	90%
2023-24	Vale of Glam	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	62	65	95.38%	Green	Target exceeded.	90%
2023-24	Vale of Glam	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	379	393	96.44%	Green	Target exceeded.	90%
2023-24	SRS	SRS/LC/008	Qtr 4	Percentage of domestic noise and air complaints responded to within 3 working days.	488	516	94.57%	Green	Target exceeded.	90%
2023-24	SRS	SRS/LC/008	Annual Result	Percentage of domestic noise and air complaints responded to within 3 working days.	2427	2605	93.17%	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
2023-24	Bridgend	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	19	25	76.00%	Green	Target exceeded.	75%
2023-24	Bridgend	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	162	195	83.08%	Green	Target exceeded.	75%
2023-24	Cardiff	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	61	84	72.62%	Amber	The shortfall against target represents 2 complaints that failed to reach target. This is largely due to current demands on the service and the lack of resource available, further exacerbated by delays in the logging of complaints.	75%
2023-24	Cardiff	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	418	609	68.64%	Amber	The shortfall against target represents 39 complaints that failed to reach target. This is largely due to current demands on the service and the lack of resource available, further exacerbated by delays in the logging of complaints.	75%
2023-24	Vale of Glam	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	15	21	71.43%	Amber	The shortfall against target represents 1 complaint that failed to reach target. This is largely due to current demands on the service and the lack of resource available, further exacerbated by delays in the logging of complaints.	75%
2023-24	Vale of Glam	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	158	210	75.24%	Green	Target exceeded.	75%
2023-24	SRS	SRS/LC/009	Qtr 4	Percentage of commercial and industrial noise and air complaints responded to within one working day.	95	130	73.08%	Amber	The shortfall against target represents 3 complaints that failed to reach target and this is largely due to current demands on the service and the lack of resource available, further exacerbated by delays in the logging of complaints.	75%
2023-24	SRS	SRS/LC/009	Annual Result	Percentage of commercial and industrial noise and air complaints responded to within one working day.	738	1014	72.78%	Amber	The shortfall against target represents 23 complaints that failed to reach target during the year and this is largely due to current demands on the service and the lack of resource available, further exacerbated by delays in the logging of complaints.	75%

Noise and Air Pollution

Year	Authority	Ref	Quarter	Title	No. re- sponded to within tar- get	No. re- ceived	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	1	1	100.00%	Green	Target exceeded.	90%
2023-24	Bridgend	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	7	8	87.50%	Amber	The shortfall against target represents only 1 complaint that failed to reach target. This is largely due to the volume of general workload.	90%
2023-24	Cardiff	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	25	25	100.00%	Green	Target exceeded.	90%
2023-24	Cardiff	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	89	90	98.89%	Green	Target exceeded.	90%
2023-24	Vale of Glam	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	4	4	100.00%	Green	Target exceeded.	90%
2023-24	Vale of Glam	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	10	11	90.91%	Green	Target exceeded.	90%
2023-24	SRS	SRS/LC/010	Qtr 4	Percentage of alarm complaints responded to within one day.	30	30	100.00%	Green	Target exceeded.	90%
2023-24	SRS	SRS/LC/010	Annual Result	Percentage of alarm complaints responded to within one day.	106	109	97.25%	Green	Target exceeded.	90%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	48	48	100.00%	Green	Target achieved.	100%
2023-24	Bridgend	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	146	146	100.00%	Green	Target achieved.	100%
2023-24	Cardiff	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	132	132	100.00%	Green	Target achieved.	100%
2023-24	Cardiff	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	549	555	98.92%	Amber	The shortfall against target is as a result of a small number of applications being deferred due to industrial action which prevented the applications being determined within the required timescales.	100%
2023-24	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%
2023-24	Vale of Glam	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	147	147	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/004	Qtr 4	Percentage of licensed premises applications received and determined within 2 months.	225	225	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/004	Annual Result	Percentage of licensed premises applications received and determined within 2 months.	842	848	99.29%	Amber	The shortfall against target is as a result of a small number of applications in Cardiff being deferred due to industrial action which prevented the applications being determined within the required timescales.	100%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	22	22	100.00%	Green	Target achieved.	100%
2023-24	Bridgend	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	94	94	100.00%	Green	Target achieved.	100%
2023-24	Cardiff	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	66	66	100.00%	Green	Target achieved.	100%
2023-24	Cardiff	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	279	279	100.00%	Green	Target achieved.	100%
2023-24	Vale of Glam	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	18	18	100.00%	Green	Target achieved.	100%
2023-24	Vale of Glam	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	81	81	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/005	Qtr 4	Percentage of licensed personal applications received and determined within 2 months.	106	106	100.00%	Green	Target achieved.	100%
2023-24	SRS	SRS/LC/005	Annual Result	Percentage of licensed personal applications received and determined within 2 months.	454	454	100.00%	Green	Target achieved.	100%

Licensing

Year	Authority	Ref	Quarter	Title	No deter- mined	No. received	Percentage achieved	RAG Status	Comment	Target
2023-24	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%
2023-24	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%
2023-24	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%
2023-24	Cardiff	SRS/LC/006	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	3	3	100.00%	Green	Target achieved.	100%
2023-24	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%
2023-24	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%
2023-24	SRS	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%
2023-24	SRS	SRS/LC/006	Annual Result	Percentage of Gambling Premises applications received and determined within 2 months.	4	4	100.00%	Green	Target achieved.	100%

Minimum Energy Efficiency Standards

Year	Authority	Ref	Quarter	Title	No. improved to E or above EPC	No of properties engaged with	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/MEES/001	Qtr 4	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	48	84	57.14%	N/A	A further 6 improved EPCs were received during Qtr 4 in respect of rental properties identified as having F and G rated EPCs that SRS has engaged with. As a result a total of 48 improved certificates have been received this year, which equates to an estimated reduction in carbon dioxide (CO2) produced from these properties of approx. 188.2 tonnes together with a reduction of 167768 KWh in energy needed for heating. These figures are based on information provided in certificates however there are occasions where this information is not available. For this reason, the actual improvements generated as a result of improved EPCs is thought to be much greater. In addition, a further 12 certificates have been received from properties that were previously unrated who now hold certificates rated C to E increasing the overall total of unrated properties now holding certificates to 23.	Baseline being set
2023-24	Cardiff	SRS/MEES/001	Qtr 4	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	46	78	58.97%	N/A	A further 7 improved EPCs were received during Qtr 4 in respect of rental properties identified as having F and G rated EPCs that SRS has engaged with. As a result, a total of 46 improved certificates have been received this year, which equates to an estimated reduction in carbon dioxide (CO2) produced from these properties of approx. 90.7 tonnes together with a reduction of 105293 KWh in energy needed for heating. These figures are based on information provided in certificates however there are occasions where this information is not available. For this reason, the actual improvements generated as a result of improved EPCs is thought to be much greater. In addition, a further 5 certificates have been received from properties that were previously unrated who now hold certificates rated B to E increasing the overall total of unrated properties now holding certificates to 78 equating to 39% of those contact-	Baseline being set
2023-24	Vale of Glam	SRS/MEES/001	Qtr 4	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	44	102	43.14%	N/A	A further 7 improved EPCs were received during Qtr 4 in respect of rental properties identified as having F and G rated EPCs that SRS has engaged with. As a result, a total of 44 improved certificates have been received this year, which equates to an estimated reduction in carbon dioxide (CO2) produced from these properties of approx. 127.1 tonnes together with a reduction of 151559 KWh in energy needed for heating. These figures are based on information provided in certificates however there are occasions where this information is not available. For this reason, the actual improvements generated as a result of improved EPCs is thought to be much greater. In addition, a further 10 certificates have been received from properties that were previously unrated who now hold certificates rated C to E increasing the overall total of unrated properties now holding certificates to 26.	Baseline being set
2023-24	SRS	SRS/MEES/001	Qtr 4	Percentage of private rented sector properties where energy efficiency has been improved through direct action from SRS.	138	264	52.27%	N/A	A further 20 improved EPCs were received during Qtr 4 in respect of rental properties identified as having F and G rated EPCs that SRS engaged with. As a result, a total of 138 improved certificates have been received this year, which equates to an estimated reduction in carbon dioxide (CO2) produced from these properties of approx. 406 tonnes together with a reduction of 424620 KWh in energy needed for heating. These figures are based on information provided in certificates however there are occasions where this information is not available. For this reason, the actual improvements generated as a result of improved EPCs is thought to be much greater. In addition, a further 27 certificates have been received from properties that were previously unrated who now hold certificates rated B to E increasing the overall total of unrated properties now holding certificates to 127.	Baseline being set

Prosecutions

Year	Authority	Ref	Quarter	Title	No. of prosecutions cases in court	No. concluded successfully	Percentage achieved	RAG Status	Comment	Target
2023-24	Bridgend	SRS/PRO/001	Qtr 4	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	11	11	100.00%	Green	Eleven cases were concluded in Bridgend throughout the year, 5 of which were concluded during Qtr 4 relating to housing, health and safety and rogue trader offences. In one rogue trader case the defendant pleaded guilty to 12 counts of fraud and 3 counts under the Consumer Protection from unfair trading practices regulations. The charges related to misleading commercial practices in the course of carrying out UPVC installations and home improvements involving 15 victims, a number of which were elderly with a total loss to consumers of £22,487. In some instances work had begun but was very poor and the defendant failed to return or simply never started the work.	Baseline being set
2023-24	Cardiff	SRS/PRO/001	Qtr 4	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	30	30	100.00%	Green	30 cases were concluded in Cardiff throughout the year, 11 of which were concluded during Qtr 4 relating to housing, food hygiene, animal welfare, trading standards and rogue trader offences. One business was successfully prosecuted for both food hygiene offences and for the sale of illegal vapes and underage sales with fines amounting to over £12,000 being awarded. In another high profile case, a Cardiff landlord was fined a total of £37,000 for serious non compliances in relation to the licensing and management of a house in multiple occupation.	Baseline being set
2023-24	Vale of Glam	SRS/PRO/001	Qtr 4	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	5	5	100.00%	Green	5 cases were concluded in the Vale of Glamorgan throughout the year, one of which was concluded during Qtr 4 relating to a rogue trader offence. In this case, 2 residents contracted with the defendant for new roofs and other roof related work. The homeowners paid more than £16,000 up front but no work began or materials delivered with the residents being met with excuse after excuse. The defendant was sentenced to 3 x 12 month imprisonment sentences suspended for 18 months, all concurrent and required to do 200 hours unpaid work.	Baseline being set
2023-24	SRS	SRS/PRO/001	Qtr 4	Percentage of SRS investigations resulting in prosecution that were successfully concluded.	46	46	100.00%	Green	45 cases were successfully concluded across the SRS region during the last year, 17 of which were concluded during Qtr 4. Offences during the last quarter related to animal welfare, food hygiene and standards, health and safety, housing, trading standards and rogue trading and included a illegal money lending case in Newport.	Baseline being set