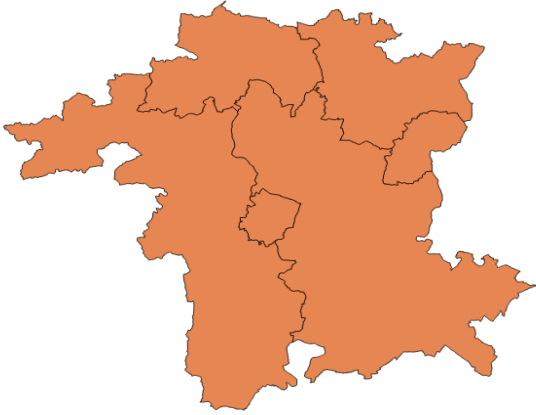


# Quarterly Activity Report

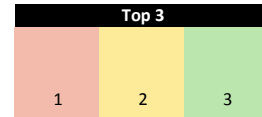
Worcestershire  
**Regulatory Services**

Supporting and protecting you

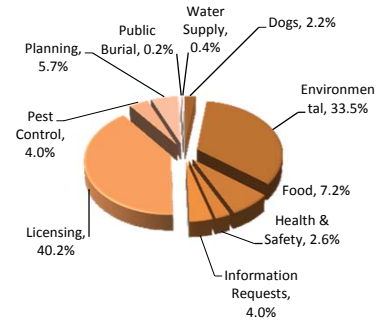


<b>Report</b>	WRS activity report
<b>Version</b>	V1.0
<b>Date</b>	20/01/14
<b>Year</b>	2013/2014
<b>By</b>	Intelligence Team

## Environmental Health

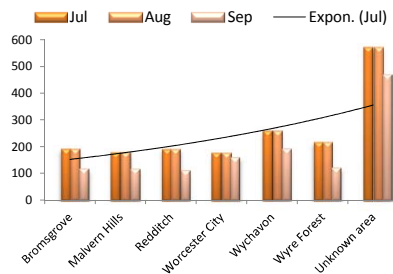


By type					
Type of request	Jul	Aug	Sep	Q2 total	Q2 %
Dogs	39	39	28	106	2.2%
Environmental	651	651	324	1626	33.5%
Food	131	131	87	349	7.2%
Health & Safety	44	44	40	128	2.6%
Information Requests	61	61	70	192	4.0%
Licensing	674	674	604	1952	40.2%
Pest Control	80	80	33	193	4.0%
Planning	90	90	95	275	5.7%
Public Burial	4	4	4	12	0.2%
Water Supply	7	7	3	17	0.4%
<b>Total</b>	<b>1781</b>	<b>1781</b>	<b>1288</b>	<b>4850</b>	<b>100.0%</b>



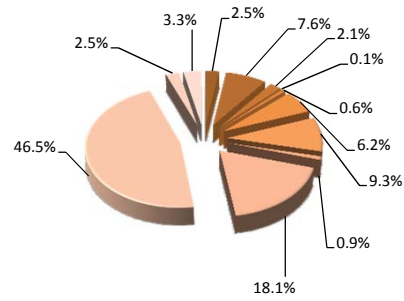
Environmental health by type Q2 Notes:

By district					
Type of request	Jul	Aug	Sep	Q2 total	Q2 %
Bromsgrove	191	191	117	499	10.3%
Malvern Hills	179	179	117	475	9.8%
Redditch	190	190	112	492	10.1%
Worcester City	177	177	161	515	10.6%
Wychavon	257	257	191	705	14.5%
Wyre Forest	216	216	121	553	11.4%
Unknown area	571	571	469	1611	33.2%
<b>Total</b>	<b>1781</b>	<b>1781</b>	<b>1288</b>	<b>4850</b>	<b>100.0%</b>



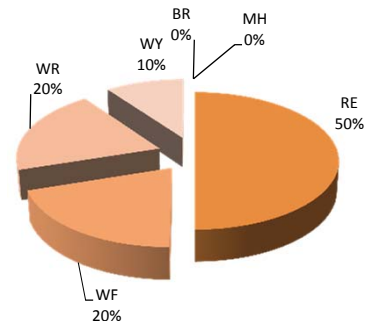
Environmental health by district Q2 Notes:

Nuisance					
Type of request	Jul	Aug	Sep	Q2 total	Q2 %
Accumulations - Commercial	18	18	4	40	2.5%
Accumulations - Domestic	46	46	29	121	7.6%
Drainage	13	13	8	34	2.1%
Drainage - Surcharge	1	1		2	0.1%
Light Nuisance	5	5		10	0.6%
Odour	36	36	27	99	6.2%
Smoke, Fumes and Gases	58	58	32	148	9.3%
Noise - Alarm	6	6	3	15	0.9%
Noise - Commercial Premises	119	119	50	288	18.1%
Noise - Domestic	297	297	144	738	46.5%
Noise - Industrial or Agricultural	12	12	16	40	2.5%
Noise - Street	23	23	7	53	3.3%
<b>Total</b>	<b>634</b>	<b>634</b>	<b>320</b>	<b>1588</b>	<b>100.0%</b>



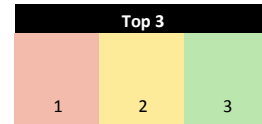
Nuisance by Ward (Top 10)		
Ward	No.	District
Greenlands	41	RE
Winyates	38	RE
Bengeworth	37	WY
Church Hill	37	RE
Greenhill	33	WF
Headless Cross and Oakenshaw	28	RE
Lodge Park	25	RE
Sutton Park	23	WF
Rainbow Hill	22	WR
Arboretum	22	WR

Top 10% (split by district)		
District	of the 10	District
BR		
MH		
RE	5	50%
WF	2	20%
WR	2	20%
WY	1	10%

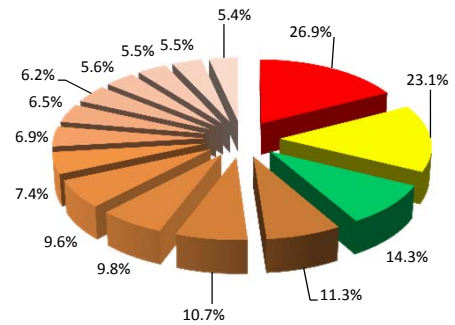


Notes

## Trading Standards



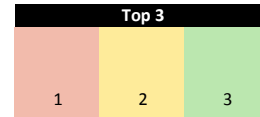
Top 15 requests				
No.	quantity	Code	Discription	%
1	246	EE	Second Hand Cars	26.9%
2	211	AB	Home Maintenance And Improvements	23.1%
3	131	AD	Furniture	14.3%
4	103	AA	House Construction	11.3%
5	98	GA	Industrial/Commercial Goods And Servi	10.7%
6	90	DE	Ancillary Credit Business	9.8%
7	88	BM	Telecommunications	9.6%
8	68	BA	Food And Drink	7.4%
9	63	DY	Professional Services	6.9%
10	59	EF	Car Repairs And Servicing	6.5%
11	57	CZ	Other Personal Goods And Services	6.2%
12	51	DG	Insurance	5.6%
13	50	DY	Professional Services	5.5%
14	50	AN	Large Domestic Appliances	5.5%
15	49	CA	Clothing And Clothing Fabric	5.4%



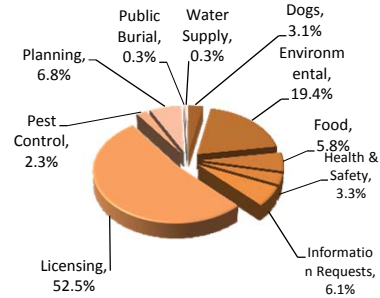
Top 20 by Ward										
No	Ward	Unknown	BR	MH	RE	WF	WR	WY	Grand Total	%
1		1242							1242	69%
2	Abbey				79				79	4%
3	Lovett and North Claines							51	51	3%
4	Alvechurch		49						49	3%
5	Greenhill					38			38	2%
6	Stoke Prior		35						35	2%
7	Aggborough and Spennells					32			32	2%
8	Matchborough				31				31	2%
9	Droitwich West							29	29	2%
10	Bedwardine						27		27	2%
11	Evesham South							21	21	1%
12	Dodderhill							19	19	1%
13	Evesham North							19	19	1%
14	Church Hill				18				18	1%
15	Oldington and Foley Park					18			18	1%
16	Cathederal						17		17	1%
17	Charford		17						17	1%
18	Link			17					17	1%
19	Mitton					17			17	1%
20	Tardebigge		17						17	1%
Total of Top 20		1242	118	17	128	105	44	139	1793	
Percentage split		69%	7%	1%	7%	6%	2%	8%	100%	

Notes:

## Environmental Health

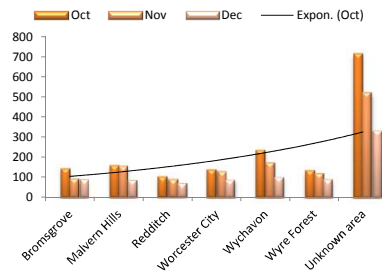


By type					
Type of request	Oct	Nov	Dec	Q3 total	Q3 %
Dogs	64	32	20	116	3.1%
Environmental	275	244	208	727	19.4%
Food	93	72	54	219	5.8%
Health & Safety	66	35	23	124	3.3%
Information Requests	109	80	39	228	6.1%
Licensing	848	696	423	1967	52.5%
Pest Control	42	28	16	86	2.3%
Planning	115	83	57	255	6.8%
Public Burial	2	4	4	10	0.3%
Water Supply	4	2	7	13	0.3%
<b>Total</b>	<b>1618</b>	<b>1276</b>	<b>851</b>	<b>3745</b>	<b>100.0%</b>



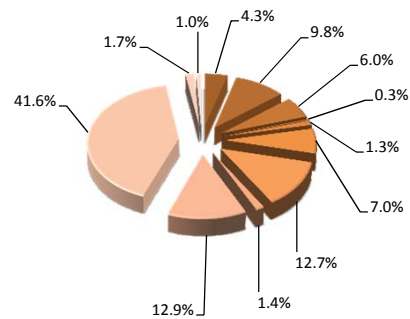
### Environmental health by type Q3 Notes:

By district					
Type of request	Oct	Nov	Dec	Q3 total	Q3 %
Bromsgrove	143	93	89	325	8.7%
Malvern Hills	157	153	85	395	10.5%
Redditch	99	87	68	254	6.8%
Worcester City	137	129	87	353	9.4%
Wychavon	232	171	100	503	13.4%
Wyre Forest	134	120	89	343	9.2%
Unknown area	716	523	333	1572	42.0%
<b>Total</b>	<b>1618</b>	<b>1276</b>	<b>851</b>	<b>3745</b>	<b>100.0%</b>



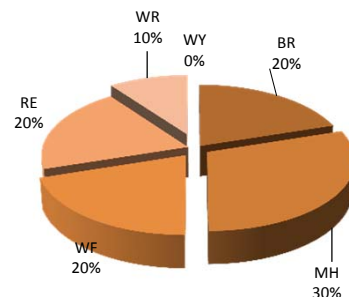
### Environmental health by district Q3 Notes:

Nuisance					
Type of request	Oct	Nov	Dec	Q3 total	Q3 %
Accumulations - Commercial	12	8	11	31	4.3%
Accumulations - Domestic	27	22	21	70	9.8%
Drainage	18	8	17	43	6.0%
Drainage - Surcharge	1	1		2	0.3%
Light Nuisance	2	4	3	9	1.3%
Odour	20	19	11	50	7.0%
Smoke, Fumes and Gases	29	34	28	91	12.7%
Noise - Alarm	4	6		10	1.4%
Noise - Commercial Premises	34	23	35	92	12.9%
Noise - Domestic	108	109	80	297	41.6%
Noise - Industrial or Agricultural	8	4		12	1.7%
Noise - Street	4	2	1	7	1.0%
<b>Total</b>	<b>267</b>	<b>240</b>	<b>207</b>	<b>714</b>	<b>100.0%</b>



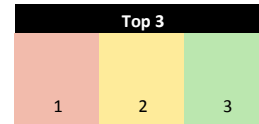
Nuisance by Ward (Top 10)		
Ward	No.	District
Priory	17	MH
Warndon	15	WR
Greenlands	15	RE
Pickersleigh	15	MH
Alvechurch	15	BR
Charford	14	BR
Greenhill	13	WF
Abbey	13	RE
Link	13	MH
Broadwaters	11	WF

Top 10% (split by district)		
District	of the 10	District
BR	2	20%
MH	3	30%
RE	2	20%
WF	2	20%
WR	1	10%
WY		

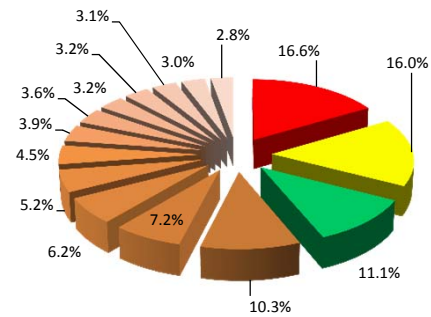


### Notes

## Trading Standards



Top 15 requests				
No.	quantity	Code	Discription	%
1	199	EE	Second Hand Cars	16.6%
2	192	AB	Home Maintenance And Improvements	16.0%
3	134	DE	Ancillary Credit Business	11.1%
4	124	AD	Furniture	10.3%
5	87	BM	Telecommunications	7.2%
6	75	GA	Industrial/Commercial Goods And Servi	6.2%
7	63	BA	Food And Drink	5.2%
8	54	AM	Personal Computers, Accessories, Softv	4.5%
9	47	CZ	Other Personal Goods And Services	3.9%
10	43	DY	Professional Services	3.6%
11	39	AN	Large Domestic Appliances	3.2%
12	38	DG	Insurance	3.2%
13	37	CZ	Other Personal Goods And Services	3.1%
14	36	EF	Car Repairs And Servicing	3.0%
15	34	AL	Audio - Visual	2.8%



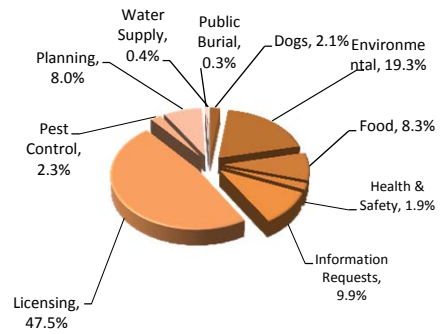
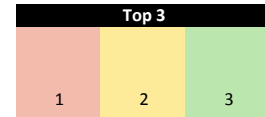
Top 20 by Ward										
No	Ward	Unknown	BR	MH	RE	WF	WR	WY	Grand Total	%
1		1138							1138	72%
2	Abbey				73				73	5%
3	Greenhill					39			39	2%
4	Stoke Prior		34						34	2%
5	Lovett and North Claines							33	33	2%
6	Droitwich West							27	27	2%
7	Alvechurch		23						23	1%
8	Bretforton and Offenham							23	23	1%
9	Mitton					20			20	1%
10	Greenlands				18				18	1%
11	Bedwardine						18		18	1%
12	Franche					18			18	1%
13	Warndon						16		16	1%
14	Evesham North							15	15	1%
15	Link			15					15	1%
16	Tardebigge		14						14	1%
17	Charford		13						13	1%
18	Dodderhill							13	13	1%
19	Droitwich East							13	13	1%
20	Ombersley							13	13	1%
Total of Top 20		1138	84	15	91	77	34	137	1576	
Percentage split		72%	5%	1%	6%	5%	2%	9%	100%	

Notes:

## Environmental Health

By type

Type of request	Jan	Feb	Mar	Q4 total	Q4 %
Dogs	20			20	2.1%
Environmental	184			184	19.3%
Food	79			79	8.3%
Health & Safety	18			18	1.9%
Information Requests	95			95	9.9%
Licensing	454			454	47.5%
Pest Control	22			22	2.3%
Planning	76			76	8.0%
Public Burial	3			3	0.3%
Water Supply	4			4	0.4%
<b>Total</b>	<b>955</b>			<b>955</b>	<b>100.0%</b>

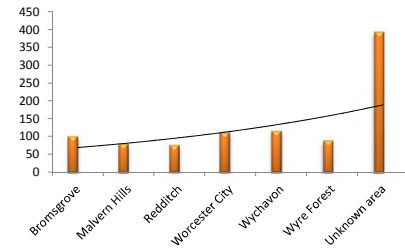


Environmental health by type Q4 Notes:

By district

Type of request	Jan	Feb	Mar	Q4 total	Q4 %
Bromsgrove	100			100	10.5%
Malvern Hills	79			79	8.3%
Redditch	74			74	7.7%
Worcester City	110			110	11.5%
Wychavon	113			113	11.8%
Wyre Forest	87			87	9.1%
Unknown area	392			392	41.0%
<b>Total</b>	<b>955</b>			<b>955</b>	<b>100.0%</b>

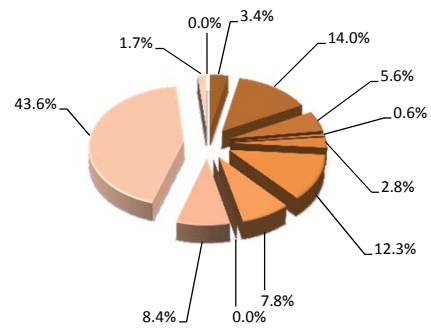
Jan Feb Mar Expon. (Jan)



Environmental health by district Q4 Notes:

Nuisance

Type of request	Jan	Feb	Mar	Q4 total	Q4 %
Accumulations - Commercial	6			6	3.4%
Accumulations - Domestic	25			25	14.0%
Drainage	10			10	5.6%
Drainage - Surcharge	1			1	0.6%
Light Nuisance	5			5	2.8%
Odour	22			22	12.3%
Smoke, Fumes and Gases	14			14	7.8%
Noise - Alarm					
Noise - Commercial Premises	15			15	8.4%
Noise - Domestic	78			78	43.6%
Noise - Industrial or Agricultural	3			3	1.7%
Noise - Street					
<b>Total</b>	<b>179</b>			<b>179</b>	<b>100.0%</b>

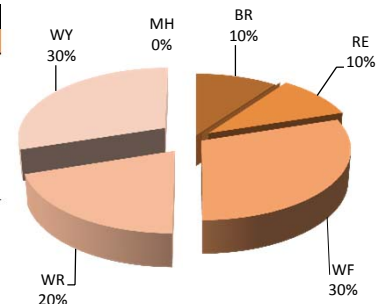


Nuisance by Ward (Top 10)

Ward	No.	District
Arboretum	7	WR
Bengeworth	6	WY
Headless Cross and Oakenshaw	6	RE
Droitwich South West	5	WY
Alvechurch	5	BR
Oldington and Foley Park	4	WF
Lickhill	4	WF
Broadwaters	4	WF
Droitwich West	4	WY
Cathedral	4	WR

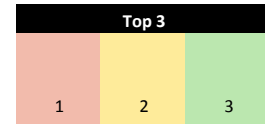
Top 10% (split by district)

District	of the 10	District
BR	1	10%
MH		
RE	1	10%
WF	3	30%
WR	2	20%
WY	3	30%

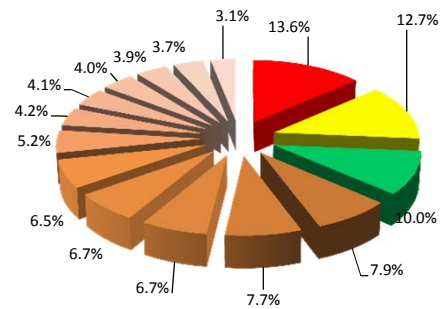


Notes

## Trading Standards



Top 15 requests				
No.	quantity	Code	Discription	%
1	153	EE	Second Hand Cars	13.6%
2	143	AB	Home Maintenance And Improvements	12.7%
3	112	AD	Furniture	10.0%
4	89	DY	Professional Services	7.9%
5	86	CZ	Other Personal Goods And Services	7.7%
6	75	DE	Ancillary Credit Business	6.7%
7	75	BM	Telecommunications	6.7%
8	73	AM	Personal Computers, Accessories, Softv	6.5%
9	58	GA	Industrial/Commercial Goods And Servi	5.2%
10	47	AN	Large Domestic Appliances	4.2%
11	46	CA	Clothing And Clothing Fabric	4.1%
12	45	CE	Toiletries, Perfumes, Beauty Treatment	4.0%
13	44	GA	Industrial/Commercial Goods And Servi	3.9%
14	42	BA	Food And Drink	3.7%
15	35	DG	Insurance	3.1%

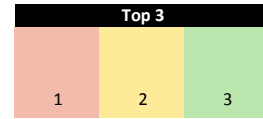


Top 20 by Ward										
No	Ward	Unknown	BR	MH	RE	WF	WR	WY	Grand Total	%
1		1209							1209	84%
2	Abbey				29				29	2%
3	Greenhill					20			20	1%
4	Lovett and North Claines							19	19	1%
5	Stoke Prior		18						18	1%
6	Hartlebury							16	16	1%
7	Alvechurch		15						15	1%
8	Bretforton and Offenham							14	14	1%
9	Warndon						12		12	1%
10	Evesham North							11	11	1%
11	Droitwich West							11	11	1%
12	Link			7					7	0%
13	Aggborough and Spennells					7			7	0%
14	Broadway and Wickhamford							7	7	0%
15	Cathederal						7		7	0%
16	Franche					7			7	0%
17	Bedwardine						6		6	0%
18	Matchborough				6				6	0%
19	Droitwich East							6	6	0%
20	Lodge Park				6				6	0%
Total of Top 20		1209	33	7	41	34	25	84	1433	
Percentage split		84%	2%	0%	3%	2%	2%	6%	100%	

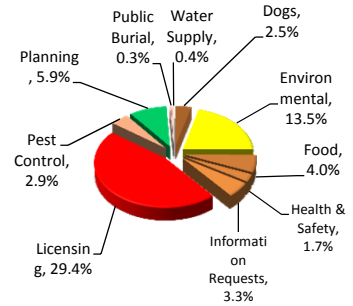
Notes:



## Environmental Health

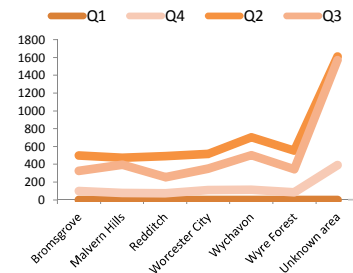


Type of request	By type				Total	YTD %
	Q1	Q2	Q3	Q4		
Dogs		106	116	20	242	2.5%
Environmental		1626	727	184	2537	13.5%
Food		349	219	79	647	4.0%
Health & Safety		128	124	18	270	1.7%
Information Requests		192	228	95	515	3.3%
Licensing		1952	1967	454	4373	29.4%
Pest Control		193	86	22	301	2.9%
Planning		275	255	76	606	5.9%
Public Burial		12	10	3	25	0.3%
Water Supply		17	13	4	34	0.4%
<b>Total</b>		<b>4850</b>	<b>3745</b>	<b>955</b>	<b>9550</b>	<b>91.2%</b>



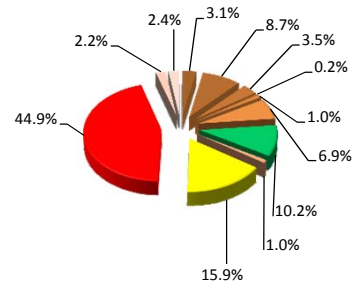
Environmental health by type YTD Notes:

Type of request	By district				Total	YTD %
	Q1	Q2	Q3	Q4		
Bromsgrove		499	325	100	924	9.7%
Malvern Hills		475	395	79	949	9.9%
Redditch		492	254	74	820	8.6%
Worcester City		515	353	110	978	10.2%
Wychevton		705	503	113	1321	13.8%
Wyre Forest		553	343	87	983	10.3%
Unknown area		1611	1572	392	3575	37.4%
<b>Total</b>		<b>4850</b>	<b>3745</b>	<b>955</b>	<b>9550</b>	<b>100.0%</b>



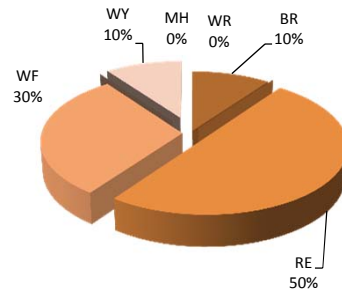
Environmental health by district YTD Notes:

Type of request	Nuisance				Total	YTD %
	Q1	Q2	Q3	Q4		
Accumulations - Commercial		40	31	6	77	3.1%
Accumulations - Domestic		121	70	25	216	8.7%
Drainage		34	43	10	87	3.5%
Drainage - Surcharge		2	2	1	5	0.2%
Light Nuisance		10	9	5	24	1.0%
Odour		99	50	22	171	6.9%
Smoke, Fumes and Gases		148	91	14	253	10.2%
Noise - Alarm		15	10		25	1.0%
Noise - Commercial Premises		288	92	15	395	15.9%
Noise - Domestic		738	297	78	1113	44.9%
Noise - Industrial or Agricultural		40	12	3	55	2.2%
Noise - Street		53	7		60	2.4%
<b>Total</b>		<b>1588</b>	<b>714</b>	<b>179</b>	<b>2481</b>	<b>100.0%</b>



Nuisance by Ward (Top 10)		
Ward	No.	District
Greenlands	59	RE
Winyates	53	RE
Bengeworth	49	WY
Greenhill	48	WF
Church Hill	44	RE
Lodge Park	38	RE
Headless Cross and Oakenshaw	37	RE
Broadwaters	35	WF
Alvechurch	35	BR
Sutton Park	34	WF

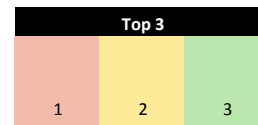
Top 10% (split by district)		
District	of the 10	District
BR	1	10%
MH		
RE	5	50%
WF	3	30%
WR		
WY	1	10%



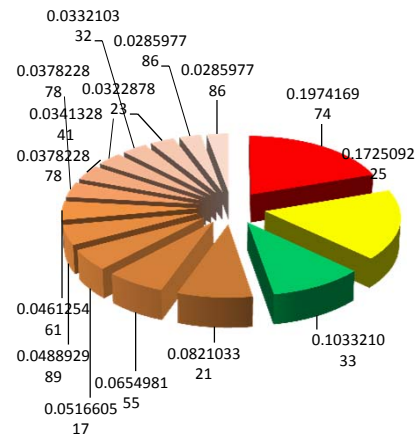
Notes



## Trading Standards



Top 15 requests				
No.	quantity	Code	Discription	%
1	812	EE	Second Hand Cars	17.2%
2	733	AB	Home Maintenance And Improver	15.6%
3	479	AD	Furniture	10.2%
4	388	DE	Ancillary Credit Business	8.2%
5	306	BM	Telecommunications	6.5%
6	259	GA	Industrial/Commercial Goods And Sei	5.5%
7	248	DY	Professional Services	5.3%
8	244	BA	Food And Drink	5.2%
9	240	CZ	Other Personal Goods And Services	5.1%
10	211	AM	Personal Computers, Accessories, Sof	4.5%
11	173	CA	Clothing And Clothing Fabric	3.7%
12	172	AN	Large Domestic Appliances	3.7%
13	159	EF	Car Repairs And Servicing	3.4%
14	155	DG	Insurance	3.3%
15	131	AL	Audio - Visual	2.8%

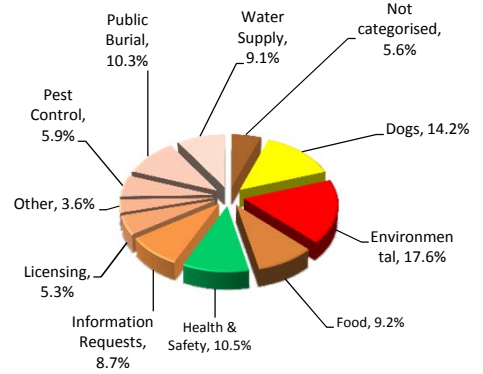
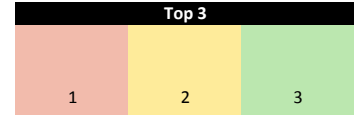


Top 20 by Ward										
No	Ward	Unknown	BR	MH	RE	WF	WR	WY	Grand Total	%
1		4028							4028	75%
2	Abbey				199				199	4%
3	Lovett and North Claines							116	116	2%
4	Greenhill					109			109	2%
5	Stoke Prior		100						100	2%
6	Alvechurch		99						99	2%
7	Droitwich West							79	79	1%
8	Bedwardine						56		56	1%
9	Warndon						55		55	1%
10	Bretforton and Offenham							55	55	1%
11	Aggborough and Spennells					54			54	1%
12	Franche					54			54	1%
13	Evesham North							52	52	1%
14	Matchborough				47				47	1%
15	Link			46					46	1%
16	Mitton					44			44	1%
17	Evesham South							44	44	1%
18	Hartlebury							42	42	1%
19	Dodderhill							40	40	1%
20	Tardebigge		39						39	1%
Total of Top 20		4028	238	46	246	261	111	428	5358	
Percentage split		75%	4%	1%	5%	5%	2%	8%	100%	

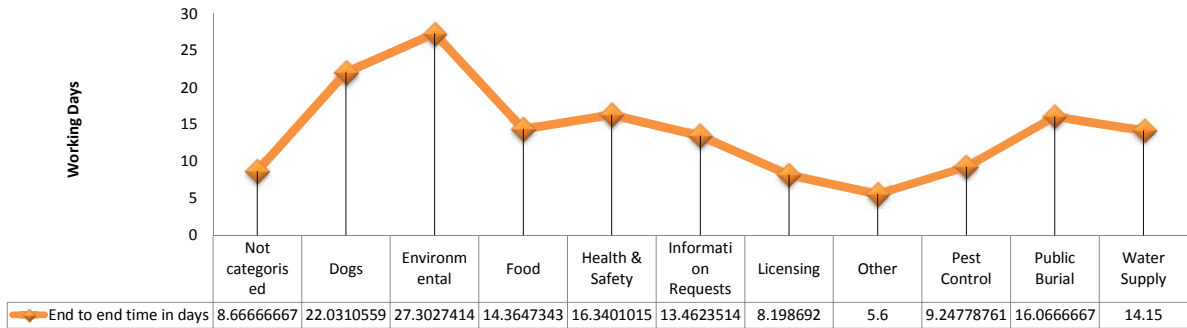
Notes:

**End to end times per Environmental Health category**

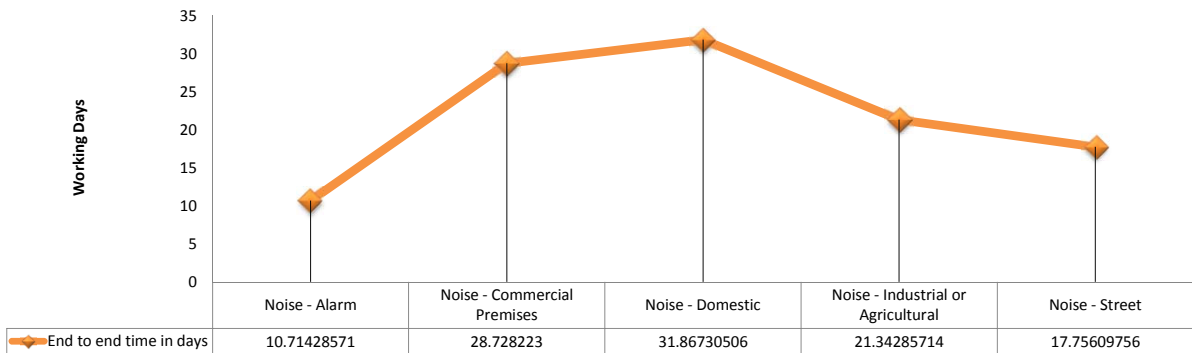
Environmental health Area	Average days to allocate case	Average days to close from allocation	End to end time in days	% Split of time taken by area
Not categorised	4.7	4.0	8.7	5.6%
Dogs	1.1	21.0	22.0	14.2%
Environmental	1.1	26.2	27.3	17.6%
Food	1.4	13.0	14.4	9.2%
Health & Safety	1.0	15.3	16.3	10.5%
Information Requests	1.2	12.2	13.5	8.7%
Licensing	1.1	7.1	8.2	5.3%
Other	1.0	4.6	5.6	3.6%
Pest Control	1.0	8.2	9.2	5.9%
Public Burial	1.1	14.9	16.1	10.3%
Water Supply	1.2	13.0	14.2	9.1%
<b>Average</b>	<b>1.1</b>	<b>13.5</b>	<b>14.1</b>	
Number of days taken End to End for Noise				
Noise - Alarm	1.0	9.7	10.7	9.7%
Noise - Commercial Prem	1.0	27.7	28.7	26.0%
Noise - Domestic	1.2	30.7	31.9	28.9%
Noise - Industrial or Agric	1.0	20.3	21.3	19.3%
Noise - Street	1.0	16.8	17.8	16.1%



**Avg No of days taken end to end by request type**



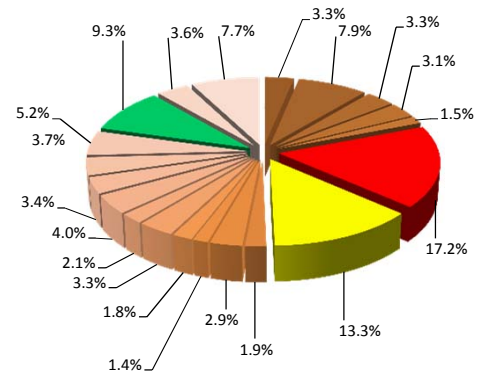
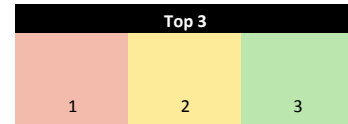
**Avg No of days taken end to end by Noise request type**



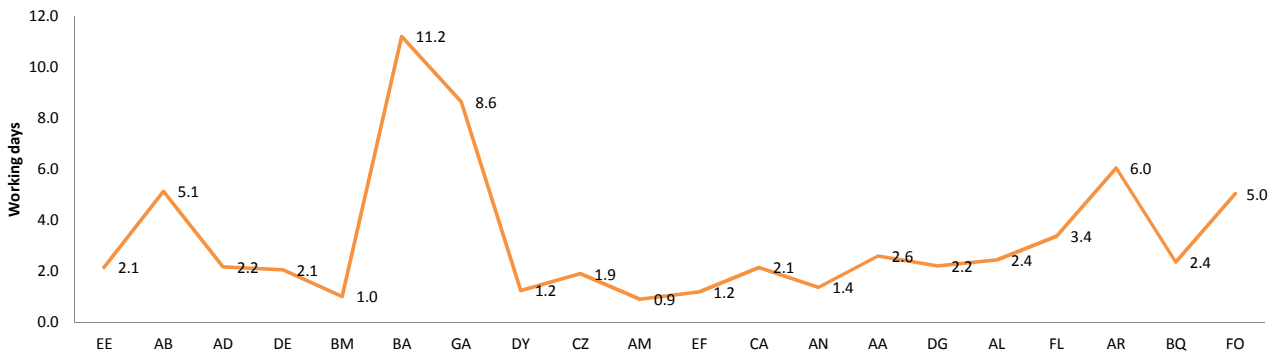
Notes

**(Overall) Number of days taken End to End for Trading Standards**

Environmental health Area	Avg no of days to First allocation date	Avg No of days to allocation	Avg End to end time in days	% Split of time taken by area
EE	0.3	1.3	2.1	3.3%
AB	0.3	1.5	5.1	7.9%
AD	0.1	0.4	2.2	3.3%
DE	0.6	1.2	2.1	3.1%
BM	0.2	0.7	1.0	1.5%
BA	0.5	1.3	11.2	17.2%
GA	0.5	1.3	8.6	13.3%
DY	0.4	2.2	1.2	1.9%
CZ	0.2	1.0	1.9	2.9%
AM	0.2	0.6	0.9	1.4%
EF	0.2	0.6	1.2	1.8%
CA	0.1	0.7	2.1	3.3%
AN	0.1	0.4	1.4	2.1%
AA	0.2	0.4	2.6	4.0%
DG	0.2	0.6	2.2	3.4%
AL	0.2	2.1	2.4	3.7%
FL	0.1	0.6	3.4	5.2%
AR	0.2	1.4	6.0	9.3%
BQ	0.3	0.6	2.4	3.6%
FO	0.4	0.9	5.0	7.7%



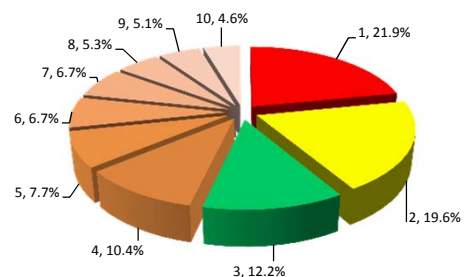
**Avg No of days taken end to end by Area**



**Trend of Top 10 trading standard requests by Code**

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
AB	AB	EE	DE	EE	EE	AB	EE	AB	EE
EE	EE	AB	EE	AB	AB	EE	AB	EE	AB
AD	AD	AD	AB	AA	AD	AD	AD	DE	DE
BA	DE	BA	AD	DE	BM	DE	AD	AD	AD
BM	DY	EL	GA	GA	DE	GA	GA	GA	BA
DE	CZ	BM	BM	AA	GA	BM	BM	BM	BM
AN	BA	AD	EF	DG	DE	BA	BA	BA	CZ
CZ	FO	FG	DY	BA	DY	AM	CZ	AM	AM
DY	EF	DG	DE	BM	CA	DG	AN	CA	CA
CA	BM	BQ	EZ	BQ	BA	EF	DY	DY	DY

Top 10	YTD	Type	%
1	659	EE	21.9%
2	590	AB	19.6%
3	367	AD	12.2%
4	313	DE	10.4%
5	231	BM	7.7%
6	202	BA	6.7%
7	201	GA	6.7%
8	159	DY	5.3%
9	154	CZ	5.1%
10	138	AM	4.6%
	<b>3014</b>		<b>100.0%</b>



Notes: