

WORCESTERSHIRE DISTRICT COUNCILS AND COUNTY COUNCIL

WORCESTERSHIRE REGULATORY SERVICES

MEETING OF THE WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE

THURSDAY 27TH NOVEMBER 2014 AT 4.30 P.M.

COUNCIL CHAMBER, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE

MEMBERS: Bromsgrove District Council: Councillor Mrs. R. L. Dent
Bromsgrove District Council: Councillor M. A. Bullivant
Malvern Hills District Council: Councillor Mrs. B. Behan
Malvern Hills District Council: Councillor D. Hughes
Redditch Borough Council: Councillor J. Fisher
Redditch Borough Council: Councillor B. Clayton
Worcester City Council: Councillor D. Wilkinson
Worcester City Council: Councillor A. Roberts
Worcestershire County Council: Councillor Mrs. L. Hodgson
Worcestershire County Council: Councillor A. Blagg
Wychavon District Council: Councillor R. Davis
Wychavon District Council: Councillor K. Jennings
Wyre Forest District Council: Councillor M. Hart
Wyre Forest District Council: Councillor P. Harris

AGENDA

1. Apologies for absence and notification of substitutes
2. Declarations of Interest

To invite Councillors to declare any Disclosable Pecuniary Interests or Other Disclosable Interests they may have in items on the agenda, and to confirm the nature of those interests.
3. To confirm the accuracy of the minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 2nd October 2014 (Pages 1 - 10)
4. Strategic Partnership Procurement - progress report (Pages 11 - 12)
5. Accommodation Relocation Report (Pages 13 - 16)
6. Overhead Allocation and Partner Funding 2015-2016 (Pages 17 - 22)

7. DRAFT Worcestershire Regulatory Services 2015/2016 Budget Report & 3 year Rolling Financial Plan (Pages 23 - 28)
8. Worcestershire Regulatory Services Budget Monitoring April - September 2014 (Pages 29 - 38)
9. Activity and Performance Data - Quarter 1 and 2 (Pages 39 - 104)
10. Special Meeting - Strategic Partnership Procurement

Proposed Date:–

Tuesday 3rd February 2015, meeting start time to be agreed by Joint Committee Members.

11. To consider any other business, details of which have been notified to the Head of Legal, Equalities and Democratic Services prior to the commencement of the meeting and which the Chairman considers to be of so urgent a nature that it cannot wait until the next meeting

K. DICKS
Chief Executive

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Worcestershire
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19th November 2014

WORCESTERSHIRE DISTRICT COUNCILS AND COUNTY COUNCIL

WORCESTERSHIRE REGULATORY SERVICES

MEETING OF THE WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE

THURSDAY, 2ND OCTOBER 2014 AT 4.30 P.M.

PRESENT: Councillors M. A. Bullivant (Chairman), Mrs. B. Behan (Vice-Chairman), J. Fisher, B. Clayton (during Minute No's 13/14 to 18/14), D. Wilkinson, A. Roberts, Mrs. L. Hodgson, Mrs. E. Stokes (substituting for Councillor R. Davis), K. Jennings, M. Hart and P. Harrison

Invitees: Councillor R. Laight, Bromsgrove District Council, Councillor P. Tomlinson, Wychavon District Council and Mr. I. Pumfrey, Chairman, Worcestershire Regulatory Services Management Board

Officers: Ms. J. Pickering, Mr. S. Jordan, Ms. C. Flanagan and Mrs. P. Ross

13/14 **APOLOGIES**

Apologies for absence were received from Councillors R.L. Dent, Bromsgrove District Council, D. Hughes, Malvern Hills District Council, A. N. Blagg, Worcestershire County Council and R. Davis, Wychavon District Council.

14/14 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

15/14 **MINUTES**

The minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 26th June 2014 were submitted.

RESOLVED that the minutes be approved as a correct record.

16/14 **JOINT WORCESTERSHIRE REGULATORY SERVICES SCRUTINY TASK GROUP - FINAL REPORT**

The Chairman welcomed Councillors R. J. Laight, Bromsgrove District Council, Chairman and P. Tomlinson, Wychavon District Council, Vice-Chairman of the Joint Worcestershire Regulatory Services Scrutiny Task Group who would present the Committee with the task group's final report and recommendations.

Councillor Laight gave his thanks to all Members of the Task Group and was of the opinion that the work of the Task Group although hard, had been conducted without any political influence in the Task Group discussions, deliberations or conclusions. Councillor Laight gave his sincere thanks to Councillor J. Raine, Malvern Hills District Council for his valuable input into the Task Group's final report. Councillor Laight also conveyed his thanks to Worcestershire Shared Service Joint Committee Members and senior officers (from Bromsgrove District Council and Redditch Borough Council), who had been invited and attended Task Group meetings to provide evidence as witnesses throughout the Task Group process.

Councillor Tomlinson then delivered a presentation on the Joint Worcestershire Regulatory Services (WRS) Scrutiny Task Group. The presentation provided background information on the original proposal from Wychavon District Council in July 2012 and the four specific areas covered in the final report:-

- WRS Performance and Communications
- Financing of WRS
- Governance of WRS
- Lessons Learned

Councillor Tomlinson highlighted what had been achieved at the time of the Task Group's report. The Joint Committee had managed to reduce the overall budget from £7.2 million to £4.6 million in a short period of time making significant savings for all partner authorities. Staffing had been reduced from 154 to 99.5 Full Time Equivalent posts.

Councillor Tomlinson briefly explained the reasons for each of the Task Group's recommendations. The Task Group saw themselves as a critical friend and had suggested recommendations that could help with improvements to WRS. The intention was none other than to come up with recommendations that helped the Joint Committee and therefore benefitted county residents. As mirrored in the private sector, ethical principles that the Joint Committee should adopt in order to ensure that the customer was first.

Following on from the presentation Councillor Laight stated that as Chairman of the Task Group it was clearly established that WRS was a world class service that was recognised throughout the United Kingdom as a leader in partnership working.

There was detailed discussion on the recommendations contained within the final report. Joint Committee Members questioned the suggested governance arrangements and were of the opinion that any changes to governance arrangements should be considered following the outcome of the Strategic Partnering project, this would provide a more cohesive idea of the governance arrangements required. Members also questioned why Joint Committee meetings should be held at the base of WRS, as the host authority currently provided support for Joint Committee meetings. With regard to Members appointed to the Joint Committee for a period of two years; Joint Committee

Members felt this was not practical since political parties could change within that two year timescale. Members agreed that the current quorum for meetings ensured fair political representation from each partner authority and were of the opinion that this would not be the case if the quorum was reduced to five representatives in attendance as suggested in recommendation 7.

In response Councillor Tomlinson informed the Committee that the Task Group had not taken into account the Strategic Partnering Project when looking at WRS, the Task Group had looked at WRS as it stood. The revised of quorum of five had been recommended so that decisions to be made could be concentrated on and there was no pressure on Joint Committee Members to attend meetings.

The Joint Committee then considered the recommendations of the Task Group in detail.

Recommendation 1

Performance Management Information should continue to be made available for Members' consideration at every meeting of the Joint Committee and be sufficiently high on the agenda to be discussed in detail.

This was approved.

Recommendation 2

Twelve months after the new contact centre arrangements for WRS have been introduced, replacing the use of the Worcestershire Hub; the Joint Committee should review the effectiveness of these arrangements for communicating with the public.

This was approved.

Recommendation 3

The web-pages of each partner authority should be regularly monitored to ensure they are kept up to date, with the inclusion of a prominent and obvious link to the WRS website.

This was approved.

Recommendation 4

The purpose, content and circulation of the WRS newsletter should be thoroughly reviewed, with a view to it providing a more systematic and comprehensive account of the work and performance of the shared service and with the content and format being agreed by the Joint Committee.

The purpose, content and circulation of the WRS newsletter should be thoroughly reviewed, with a view to it providing a more systematic and comprehensive account of the work and performance of the shared service,

this part of the recommendation was approved; but Members decided that there was not a need for the content and format of the WRS Newsletter to be approved by the Joint Committee.

Recommendation 5

That WRS have a designated member of staff to act as a Member Liaison Officer and as a single point of contact to signpost Member enquiries.

This was approved.

Recommendation 6

In order to reduce the focus on financial considerations which currently play a major part in influencing partner participation, to the detriment of other equally important aspects of the service, the following should be addressed:

- (a) A new business model for WRS be developed through the Chief Executives' Panel, building on the proposals already being produced by the Panel.
- (b) Consideration be given to the option for partner authorities to purchase an "out of hours service".

This was noted.

Recommendation 7

A new strategic decision making board for WRS should replace the Joint Committee, comprising one elected member per partner authority and supported by senior officers. This should be called the WRS Board.

- (a) Meetings of this Board should take place at the base of WRS.
- (b) Responsibility for attendance at Board meetings should lie with each authority's representative, and the quorum for meetings proceeding should be set at 5 representatives in attendance.
- (c) Meetings of the Board should take place bi-monthly.
- (d) Elected members appointed to the Board should be provided with an induction programme and sufficient on-going training to enable them to fulfil their role effectively.
- (e) Members appointed to the Board be expected to serve a minimum of two years to ensure continuity.
- (f) The Chair of the WRS Board should be elected annually by the members of the Board.

Recommendation 8

The Management Board be disbanded, with the WRS Management Team taking the lead responsibility for operational decision making under the leadership of the Head of Regulatory Services.

Recommendation 9

- (a) The Head of WRS should be fully accountable to the WRS Board (as the strategic decision making body).
- (b) The Chief Executive of the host authority to act in a mentoring role as and when necessary.

Recommendation 10

- (a) All decisions made by the WRS Board be formally reported back to all elected members of the partner authorities in a timely manner.
- (b) Attention should be paid to communicating updates about any planned changes to WRS services to all elected members of partner authorities.
- (c) The agendas and minutes of all WRS Board meetings should also be uploaded on to the WRS website in a timely fashion.

Members agreed that officers be tasked to bring forward collective proposals with regard to recommendations 7, 8, 9 and 10, as detailed above, to a future meeting of the Joint Committee.

Recommendation 11

The lessons learned from the WRS shared service experience, particularly as detailed in this report, should be heeded by elected members and senior officers when considering any future proposals for shared service arrangements involving multiple partners.

Recommended that partner Council's approve this recommendation.

Recommendation 12

- (a) The Joint Scrutiny Protocol should be reviewed in order to take on board the lessons learned during this review.
- (b) Consideration should be given to the reinstatement of the Worcestershire Overview and Scrutiny Chairs Group as a means of feeding back the monitoring of recommendations from Joint Scrutiny exercises, as and when required.

This was noted.

In summary:-

RESOLVED:

- (a) that Recommendations 1, 2, 3 and 4, as detailed at Appendix 1 to the report be approved;
- (b) that Recommendation 5, as detailed in the preamble above, be approved,
- (c) that Recommendations 6 and 12, as detailed at Appendix 1 to the report, be noted; and
- (d) that following on from the outcome of the Strategic Partnering project, officers bring forward collective proposals with regard to

Recommendations 7, 8, 9 and 10, as detailed at Appendix 1 to the report, to a future meeting of the Joint Committee.

RECOMMENDED

That each partner authority approves Recommendation 11, as detailed in Appendix 1 to the report.

17/14

REGULATORY SERVICES INTERNAL AUDIT REPORT 2013/2014 - UPDATE REPORT

The Committee considered a report which detailed the Worcestershire Regulatory Services Internal Audit Update Report 2013/2014.

The Executive Director, Finance and Resources, Bromsgrove District Council introduced the report and in doing so informed the Committee that an opinion of moderate assurance had been given as there was a generally sound system of financial control in place. No issues had been brought forward from the previous audit.

In response to Members' questions the Executive Director, Finance and Resources, Bromsgrove District Council informed the Committee that although there had been issues with the timing of the budget preparation for 2014/2015 all partner authorities services had been developed with the agreed budget. In order to align both WRS and partner authority's budget setting processes, the WRS Management Board was developing an aligned process in time for the 2015/2016 financial year.

The Head of Worcestershire Regulatory Services (WRS) responded to Members' questions and highlighted that the information on the new Uniform system had been subject to extensive data cleansing of all permanent licensing records and that premises licences had now been cleansed and finalised. Annual licences would be cleansed and finalised by the end of December 2014. Performance monitoring, with regard to comparison data had been patchy, but as the data cleansing progressed Members would be able to see the improvements made with the information presented at future meetings.

RESOLVED that the Worcestershire Regulatory Services Internal Audit Update Report 2014/2015, be noted.

18/14

WORCESTERSHIRE REGULATORY SERVICES BUSINESS MODEL REVIEW

Following on from the meeting held on 26th June 2014, when the Committee had considered the Worcestershire Regulatory Services, Business Model Review with a recommendation to partner authorities to approve the changes to the Worcestershire Shared Services Partnership Agreement at the earliest opportunity.

Mr. I. Pumfrey, Chairman, Worcestershire Regulatory Services (WRS), Management Board provided the Committee with a brief verbal update on the business model review and informed the Committee that six of the partner authorities had approved the recommendation. Councillor Mrs. L. Hodgson further informed the Committee that discussions had been held and following on from that discussion the recommendation would go through Worcestershire County Council's decision making process.

19/14

STRATEGIC PARTNERING HIGHLIGHT REPORT

The Committee was asked to note the Strategic Partner Procurement Highlight Report.

The Head of Worcestershire Regulatory Services (WRS) introduced the report and in doing so informed the Committee that the project team now met every fortnight. Dialogue meetings had been held throughout August 2014. During these dialogue meetings one bidder had withdrawn and a second bidder had decided not to submit their outline submission. Therefore only one outline submission had been received. The decision was taken to evaluate and moderate this submission and progress to the next phase for further detailed discussions.

The Head of WRS highlighted to the Committee that the private sector industry had recognised that WRS had driven out savings through transformation. Legal advice had been sought with regard to progressing further with just the one remaining bidder.

The Host Authority's Principal Solicitor responded to Members' questions and informed the Committee that the issue of a single bidder had been looked at in the light of European Union (EU) Procurement principles, to ensure that no critical element had been missed with only one bidder left. Officers had complied with the EU Procurement process, but two bidders had chosen to withdraw. WRS had set out what the requirements were to all bidders at the outset and therefore could continue to progress with the one remaining bidder. There was a need to ensure that if challenged, WRS could justify their decision and show that the process had been robust; that value for money had been considered and that procurement law had been met. WRS had ensured that the remaining bidder was made aware of any concerns or gaps in their submitted bid and were fully aware that each partner authority would have to endorse their bid. This had been done and the remaining bidder had elected to continue with their participation in the process.

The Head of WRS further responded to questions from Members in respect of the pros and cons of only one bidder remaining. The Head of WRS informed the Committee that this had been discussed in detail with the WRS Management Board. Going forward to the next stage, he was of the opinion that the bidder had gone through enough stages to test their validity. If officers had any concerns following further discussions on the detail that sat behind the bidders outline submission, WRS would stop the process. In respect of the question raised regarding a 'Plan B', the Head of WRS

confirmed that officers would have an 'in house' proposal as part of their 3 year financial plan.

The Head of WRS confirmed that the project was currently five days over. However, with the reduction in the number of dialogue days now required, he was hoping to recover the five days.

The Chairman thanked the Head of WRS.

20/14

TRANSFORMATION WORK UPDATE

The Committee were asked to note the transformation work update.

The Head of Worcestershire Regulatory Services (WRS) introduced the report and in doing so informed the Committee that feedback received from the private sector companies participating in the Strategic Partnering procurement project; had all acknowledged the achievements made by WRS in driving out waste and improving efficiency through transformation work. All of the private sector companies had agreed that they would have struggled to achieve this given the savings already delivered by WRS.

Since its launch in 2010, WRS had undergone major and sustained transformational change whilst experiencing a year on year reduced budget from £7.15 million to £4.4 million. This had contributed significantly in exceeding the challenging savings indicated in the original business case (38% against 17.5%); whilst delivering high quality services and developing new and innovative ways of working which had achieved national recognition.

Transformation had been achieved by applying systems thinking principles in a pragmatic way to service delivery. The clear purposes for the service being:-

- Help me to resolve my problem (and stop it from happening to anyone else)
- I want to think everything is ok (for example, that the food I eat is safe)
- Help me to trade well (safely and fairly) and ensure my competitors do the same.

The Head of WRS responded to Members' questions with regard to first contact telephone calls now being handled 'in house' instead of calls going through the Worcestershire HUB. WRS duty officers had received more complex complaints during the summer period. Duty Officers were receiving on-going training to enable them to deal with complex first contact telephone calls. Senior Officers were extremely pleased with the way the service was progressing.

The Head of WRS further responded to Members' questions in respect of staff morale and any concerns expressed by staff with loosing local links and expertise. WRS had carried out an annual staff survey which had indicated that staff generally felt proud of WRS. Staff morale was affected by further impending budget cuts and possible redundancies. Staff briefings were

regularly held and managers had an 'open door' policy for staff. Some staff had struggled with moving away from their specific skill set, but training and technical training days were arranged for staff. WRS also had a good relationship with the unions.

RESOLVED that the transformation work update report be noted.

21/14

WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING

The Committee considered a report which detailed the financial position for the period April 2014 to June 2014.

The Executive Director, Finance and Resources, Bromsgrove District Council introduced the report and in doing so informed the Committee that there was a final outturn underspend of £58,000 for the reasons as detailed on page 132 of the report. With regard to the ICT system projected costs, the Idox invoice had been paid and the capital budget would be spent on remote and mobile working devices once the mobile working platform has been finalised.

The Executive Director, Finance and Resources, Bromsgrove District Council responded to Councillor Mrs. E. Stokes with regard to more detailed information being provided in the Accounting Statements for 2013/2014 and reiterated that the Worcestershire Regulatory Services Joint Committee had been classified as a small relevant body by the Audit Commission as its income was less than £6.5 million. A detailed revenue report, as requested by the Committee, had been presented to the Joint Committee meeting held on 26th June 2014.

Further discussion took place in respect of more detailed information being presented on fixed assets and comparative data.

RESOLVED:

- (a) that the financial position for the period April 2014 to June 2014, be noted;
- (b) that the external auditor certificate and opinion 2013/2014, be noted; and
- (c) that the Executive Director, Finance and Resources, Bromsgrove District Council be tasked to provide detailed information on fixed assets and comparative data to future meetings of the Joint Committee.

22/14

ACTIVITY DATA QUARTER 1 - 2014/2015

The Committee considered a report which detailed the Worcestershire Regulatory Services Activity Data for Quarter 1, 2014/2015.

The Head of Worcestershire Regulatory Services (WRS) introduced the report and in doing so informed the Committee that due to the difficulties with data transfer officers had been unable to show a full data extract for Quarter 1, 2013. Therefore there were no clear comparisons with last year, but going forward this would be possible. The Head of WRS drew Members' attention to the fact that businesses could be victims as well as consumers, albeit there

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Worcestershire Shared Services Joint Committee
2nd October 2014

was an assumption in law that businesses were better equipped to deal with any problems.

The report detailed that licensing and environmental/nuisances continued to be the largest areas of work. Only a limited amount of case work came to fruition during the period, with a number of educational and informational press releases sent out, as detailed on pages 144 and 145 in the report.

RESOLVED that the Activity Data Quarter 1, 2014/2015 be noted.

The meeting closed at 6.25 p.m.

Chairman



Joint Committee Meeting

27th November 2014

Strategic Partnering Update

Recommendation

1. That the Joint Committee note the progress being made and the key dates highlighted in the report.
2. That the Joint Committee Members, where possible, attend one of the presentation evenings being arranged by Capita to hear about their detailed solution.

Report

Following evaluation of its outline solution, and after Management Board taking legal advice regarding continuing with a single bidder, Capita was invited to continue in dialogue. A number of sessions have been held during October and November and considerable progress has been made in developing the company's detailed understanding of WRS partner requirements. The deadline for Capita to seek final clarifications is 21 November 2014 after which the company will be invited to submit its detailed solution by 1 December 2014.

On the 8 December 2014 the Project Team and Management Board representatives will receive a presentation from Capita on their detailed solution.

Arrangements are being made by Capita to provide all Partner Members with an opportunity to hear about their solution during the week commencing 15 December 2014 at a choice of locations. Once details have been finalised all Members will be notified. It is hoped that as many Joint Committee Members as possible will be able to attend one of the sessions. The purpose of these sessions is to engage with members and highlight some of the key offerings in their solution to date.

Subject to satisfactory evaluation of Capita's detailed solution by mid-December 2014, the company will then be invited to submit its final solution by 23 January 2015. If this is evaluated to meet partner requirements it will be

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considered by the Joint Committee at a special meeting provisionally set for 3 February 2015. Recommendations from the Joint Committee will then be considered by individual Partners during February and March 2015, if necessary at special meetings of Cabinet and Council. Subject to the necessary unanimity of partners agreeing, the planned contract start date would be 1 June 2015.

With a single bidder the procurement processes continues to have a degree of uncertainty though the level of commitment demonstrated in the dialogue has been very encouraging.

Contact Point

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Worcestershire Regulatory Services

Supporting and protecting you

JOINT COMMITTEE

27th November 2014

Proposed change of accommodation for WRS

Recommendation

That Joint Committee agrees:

1. That the decision on whether the service moves its main operating base to Wyre Forest House or the Civic Centre, Pershore, be delegated to Steve Jorden, Head of Regulatory Services, in consultation with Ivor Pumfrey, Chair of the WRS Management Board and Jayne Pickering, Section 151 Officer for Bromsgrove District Council as the host authority.
2. That authority be delegated to Steve Jorden, Head of Regulatory Services, and Jayne Pickering, Section 151 Officer for Bromsgrove District Council, to enter into whatever contractual and financial arrangements are necessary to facilitate the relocation
3. That the one-off costs of relocation be shared between partners in the following proportions:
 - 50% to be borne by Worcestershire County Council
 - 50% to be borne by the District Council partners, divided equally amongst them

Summary

This report asks the Committee to agree to the service moving its main operating base. This move reduces the service's overhead costs, which will facilitate a change to the percentage contributions made by partners.

Four locations were identified from the list of local authority locations that could accommodate WRS. A number have been evaluated in terms of suitability and cost. The assessment undertaken includes factors such as availability of car parking, the cost of disturbance allowances, public transport access and other staffing issues, as well as cost.

Report

Introduction

Following discussions at Management Board to reduce the fixed costs and overheads of the service, a sub group was established to look at these issues and consider the allocation of overheads across the partners in relation to direct costs.

The sub-group looked at potential savings and concluded that a possible total of up to £200k annual savings could potentially be achieved by:

- A change to accommodation by relocating the service (£100k)
- A change in IT hosting arrangements to be delivered as part of relocation (£100k from hosting, dependant on IT support at new location.)

Options and Evaluation Process

The shared Property Services team were asked to review available accommodation and provide a list of local authority and other partner properties that might be suitable. IT was also considered to be important to move the IT hosting to the new location to ensure that on-site support and technical capacity would be in place to provide a resilient service to the teams. Consideration was limited to property available from existing WRS partners. All accommodation available from partners was considered with only 3 locations having the available space that would meet the need for WRS teams to be sited in one location.

All three Council sites were visited and found to have potential. Each partner was asked to submit a costing for accommodation and hosting of the services' IT functions. A scoring matrix was developed to ensure a range of non-financial criteria would be included in the decision making process, though the majority of the score focused on price. Concern has been expressed at the potential impact if key staff are lost because of the decision being made, particularly in relation to lower paid support staff.

The Redditch location (Redditch library,) was deemed the least suitable for a number of reasons including the significant cost of disturbance. This left the Civic Centre in Pershore and Wyre Forest House, located between Stourport and Kidderminster.

There are one or two further areas to clarify before a final decision to move can be made as the bids made by the two remaining partners are not on like for like terms for some elements. Some further work is required so that a clear comparison can be made to ensure that a fair comparison is taking place. Members are therefore ask to **agree that the decision on whether the service moves its main operating base to Wyre Forest House or the Civic Centre, Pershore, be delegated to Steve Jorden, Head of Regulatory Services, and that authority be delegated to Steve Jorden, Head of Regulatory Services, and Jayne Pickering, section 151 officer for Bromsgrove District Council, to enter into whatever contractual and financial arrangements are necessary to facilitate the relocation.**

Financial Implications

Current spending on accommodation costs is £180k. A proportion of this (£16k) relates to the secure storage used by the service at the Wildwood Building on the County Hall campus. The rest (£170k) relates to the costs associated with the accommodation at Wyatt House. The current cost of IT is £100k. Therefore a total cost of £286k.



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Based on the current documentation provided, the saving offered on accommodation and IT hosting by a move to Wyre Forest House is estimated at £145k. The saving offered by Wychavon for a similar move to the Civic Centre in Pershore is £132,040. As has already been stated, further work is required so that a clear comparison can be made.

It is anticipated that £158,000 should be achievable following negotiation with the proposed new accommodation and IT host.

There are some one-off costs associated with the service's move which need to be funded. These are:

- Disturbance allowances, estimated at between £70,000 (Wychavon,) and £83,000 (Wyre Forest,) payable over the 12 months from 1st April 2015 (projected date of relocation),
- £25,000 to £30,000 for the separation of the WRS stored data from the Electronic Document Management System shared with other Bromsgrove Services,
- Physical cost of moving, currently estimated as in the region of £20,000 for either location
- One off IT cost of moving to a new IT interface platform of £20,000 (Wyre Forest only,)

The last of these can be funded from the IT budget for transformation that partners have allocated to WRS. Additional funding is required to cover the other one-off items. Given the long term savings that will accrue from the move, Management Board recommends that partners fund these costs as a one-off addition to the WRS budget. Given the change is focused on helping the County Council to meet its financial envelope and minimises impact on front line staff County has agreed to share a substantial proportion of these costs. Committee is therefore recommended to agree **that the one-off costs of relocation are shared by partners in the following proportions:**

- **50% to be borne by Worcestershire County Council**
- **50% to be borne by the District partners and divided equally amongst them.**

Contact Points

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Background Papers

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Joint Committee
27th November 2014

Overhead Allocation and Partner Funding 2015/16

Recommendation

That Joint Committee:

- **approve the following revised partner shares to address the allocation of overheads to ensure that all partners receive a fair allocation for the services provided.**

Bromsgrove	11.53%
Redditch	13.65%
County	21.31%
Wyre Forest	12.69%
Worcs City	13.37%
Wychavon	17.71%
Malvern	9.74%

- **approve that the revised percentage shares be implemented from 2015/16 for any allocation of costs associated with the service excluding the base budget allocations.**

Summary

To update Joint Committee on the work that has been undertaken relating to the reduction of the fixed costs / overheads to be implemented from 2015/16 and to consider the revised percentages that have been identified as a result of this work.

Background

Members are aware that officers have been looking at the fixed costs associated with the delivery of the service particularly in relation to the impact of the reduction in staffing numbers. The current share of the overheads was not equitable to the staffing numbers that provided support and advice to the County and the focus of the work was to ensure that a more accurate reflection of County Council overheads was established.

Report

As a result of the fixed cost meetings an exercise was undertaken to establish the true costs (fixed/variable) that were now attributable to the County as a result of the reduction in staffing numbers. Appendix 1 shows the allocations of the costs and these are based on a more accurate estimate of the full time equivalents and other metrics.

The total cost to County using this method equates to £904k compared with the current contribution of £1,062k. Therefore a reduction of £158k is required to ensure that all partners are paying an equitable share of the overheads of the service. This figure is based on a number of estimates and assumptions which have been agreed by the management board.

Appendix 2 shows this revised allocation and the impact on the Districts. It is proposed that the savings identified from the change in accommodation location and the IT associated costs be used to fund the £158k of reduced overhead costs to the County. This will ensure that the Districts do not bear any additional overhead costs from the more accurate allocation of such. As a result of the changes to overhead allocation the revised percentages for future costs relating to the service would be:

Bromsgrove	11.53%
Redditch	13.65%
County	21.31%
Wyre Forest	12.69%
Worcs City	13.37%
Wychavon	17.71%
Malvern	9.74%

The budget allocations for the Districts would therefore remain as at 2014/15 levels subject to any further savings that were requested for 2015/16.

The revised percentage allocations would be used for the sharing of one off and other ad-hoc costs. The annual budget allocations would match the cash value of the services requested from partners and therefore not be driven by the percentage share.

Contact point

Jayne Pickering – 01527 881400

Background Papers

Detailed financial business case

REGULATORY SERVICES BUDGET 2014/2015

Appendix 1

Account description	17.10%		18.16%		Headcount of 16.5 / 96.5 - Full HC 99.5 Support Services RO %	
	A Budget 2014 / 2015 (Full Year Savings)	B Budget O'heads 2014 / 2015	C Budget Direct Costs / 2015	D Budget O'heads 2014 / 15 - County - 17.1% of Col B	E Budget Direct Costs 2014 / 2015 - County	
	£000's	£000's	£000's	£000's	£000's	
Employees						
Monthly salaries	3,161					
Senior Management		280		48		
Support Services (18.16% to County O'heads)		208	50	38	43	
Duty Officers		101		17		
Service Delivery			2,522		550	
Training for professional qualifications	2		2			
Medical fees (employees')	2	2		0		
Employers' liability insurance	16	16		3		
Employees' professional subscriptions	3	3		1		
Sub-Total - Employees	3,184	610	2,574	107	593	
Premises						
Internal repair/maint.	4	4		1		
Rents	97			0		
Rent		88		15		
Service Charge		9		2		
Utilities	20	20		3		
Business Rates	40	40		7		
Room hire	15	7	8	1	8	
Trade Waste	1	1		0		
Cleaning and domestic supplies	9	9		2		
Sub-Total - Premises	186	178	8	30	8	
Transport						
Vehicle repairs/maint'ce	3		3			
Diesel fuel	8		8			
Licences	1		1			
Contract hire of vehicles	5		5		2	
Vehicle insurances	3		3			
Van Lease	9		9			
Fares & Car Parking	5		5		1	
Car allowances	126		126		22	
Sub-Total - Transport	160	0	160	0	25	
Supplies & Service						
Equipment - purchase/maintenance/rental	34		34		6	
Materials/test purchases/vending	16		16		3	
Clothing and uniforms	3	3		1		
Laundry	1	1				
Training fees	25		25		4	
General insurances	30	30		5		
Printing and stationery	25	12	13	2	2	
Books and publications	3	3		1		
Postage/packaging	11	11		2		
ICT	69	30	39	5	7	
Telephones	39					
Mobiles			13		2	

Account description	Budget 2014 / 2015 (Full Year Savings)	Budget O'heads 2014 / 2015	Budget Direct Costs 2014 / 2015	Budget O'heads 2014 / 15 - County - 17.1% of Col B	Budget Direct Costs 2014 / 2015 - County
	£000's	£000's	£000's	£000's	£000's
Landline			10		2
Wan		16		3	
Taxi Tests	30		30		5
CRB Checks (taxi)	25		25		4
Legal fees	7		7		1
Hosting Costs	225				
ICT		115		20	
Payroll		25		4	
HR		25		4	
Legal		25		4	
Finance processes		35		6	
Audit	5		5		1
Sub-Total - Supplies & Service	548	331	217	56	37
Contractors					
Consultants / Contractors' fees/charges/SLA's	286				
Dog Warden			145		
Pest Control			40		
Scientific Services			25		25
Water Sampling			10		
Trading Standards Product Testing			10		10
Food Sampling			5		
Expert Witness / Sampling			15		
Consensing			22		
Other		14		2	
Advertising (general)	11		11		
Subscriptions	22				
Lexis Nexis			7		1
Campden Lab			1		
Warwickshire - TS Interlink			4		4
Warwickshire - CEnTSA			5		5
CIEH - Emaq			3		
Other			2		0
Marketing/promotion/publicity	2	2		0	
Sub-Total - Contractors	321	16	305	3	46
BUDGET TOTAL	4,399	1,135	3,264	196.24	708.19

TOTAL COUNTY
904

	2014-15 agreed %'s	2014-15 Budget assuming full year savings	County revised budget allocation as per append 1	Districts to fund share of £158k	Revised budget allocation (additional cost to Districts)	Reduction in costs of £158k to ensure no additional costs to Districts)	Revised cost allocation 2014-15	Revised % share
		£000's	£000's	£000's	£000's	£000's	£000's	
Bromsgrove	10.01%	489		23	512	-23	489	11.53%
Redditch	11.76%	579		27	606	-27	579	13.65%
County	30.82%	1,062	904	-158	904		904	21.32%
Wyre Forest	11.62%	538		27	565	-27	538	12.69%
Worcs City	12.13%	567		28	595	-28	567	13.37%
Wychavon	15.13%	751		35	786	-35	751	17.71%
Malvern	8.53%	413		19	432	-19	413	9.74%
Total	100.00%	4,399	904	0	4,399	-158	4,241	100.00%

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Joint Committee
27th November 2014

WORCESTERSHIRE REGULATORY SERVICE BUDGETS 2015/16 – 2017/18

Recommendation

It is recommended that the Joint Committee:

1.1 approve of the Revenue Budget allocations for 2015/16

Bromsgrove	£489k
Malvern	£413k
Redditch	£579k
Worcester City	£537k
Wychavon	£751k
Wyre Forest	£500k
Worcester County	£812k
	£4,081k

1.2 approve the draft budgets for 2016/17 and 2017/18 of:

- 2016/17 £3.475m
- 2017/18 £3.475m

Contribution to Priorities

The production of a robust budget position enables partners and the service to manage the financial position of the organisation.

Introduction/Summary

This report presents the revenue budget for 2015/16 - 2017/18 in relation to Worcestershire Regulatory Services

Background

As Members are aware the revenue budget for Regulatory Services has to be approved in November to enable participating Councils to include the allocation in their financial planning for future financial years.

The budget for 2015/16- 2017/18 has been prepared to include the change in the overhead allocation to Worcestershire County Council, the savings delivered from the move of accommodation and the new IT arrangements.

In addition the reductions in their individual budget allocations as requested from participating Councils have been detailed. The majority of such are still to be identified.

The budget does not include any potential savings / additional income that may be realised from the move to a strategic partner. The management board is aware that at present the costs associated with the delivery of the service exceed the budgets from the participating Councils and therefore significant savings are required. Officers will continue to work on the internal plans to support the realisation of the further savings should the proposals from the strategic partner fail to deliver an acceptable solution for the Councils.

The WRS Management Board have considered the proposed budget for 2015/16 and would recommend its approval to Members.

Report

The following appendices are included for Joint Committee's Attention:

- WRS 3 year budget plan 2015/16 – 2017/18 – Appendix 1

WRS 3 year budgets 2015/16 – 2017/18

Appendix 1 shows the budget for 2015/16 – 2017/18. A number of assumptions have been made in relation to the projections:

- The provisional pay agreement of 2.2% over 2 years pending final agreement, has been incorporated into the salary budgets.
- Savings of £158k on accommodation and IT have been included.
- Changes to the level of overhead contribution from the County
- County reducing their level of contribution to £450k by 2016/17.
- Savings requested from partner councils have been included.

- Pension Costs. There have been a number of discussions over the last few months in relation to the significant increase in the pension funding requirements. The forward funding rate of 14.8% is included in the revised budget which is an increase from the original 12.5%. This has increased the cost by approximately £66k.
- The requirement for back funding has increased which has currently been included as a pressure to the budget to be met from savings or additional partner funding. The Actuary has confirmed that although WRS was fully funded as at the date of commencement (1 June 2010), as at 31 March 2013, a deficit of c£3.7m has arisen. This is primarily due to the impact of the significant fall in gilt yields since the date of admission which has increased the value placed on the liabilities. This impact is outside the Fund / employers control and affected all employers. These costs are not included at present in the budget as they need to be addressed This has been included at
 - 2015/16 £119k
 - 2016/17 £124k
 - 2017/18 £129k

The total costs of pension deficit have been included in the proposed budget however they remain within the savings to be identified line as these costs are significant and will require raising at individual councils as a pressure to the WRS budget moving forward.

Members will note that there remains a total of £949k of savings that need to be delivered by 2017/18 including the cost of the pension deficit. As reported earlier officers will continue to consider plans to realise this level of reduction should the partnership not be achieved.

Financial Implications

None other than those stated in the report

Sustainability

None as a direct result of this paper

Contact point

Jayne Pickering – 01527 881400

Background Papers

Detailed financial business case

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REGULATORY SERVICES BUDGET 2015/2016 - 2017/2018

Appendix 1

Account description	Budget 2015 / 2016 £000's	Budget 2016 / 2017 £000's	Budget 2017 / 2018
Employees	3,413	3,418	3,423
Premises	68	68	68
Transport	157	157	157
Supplies & Service	492	480	480
Contractors	296	296	296
TOTAL NET SPEND	4,426	4,419	4,424
Savings to be identified to keep council targets for 2014/15 & 2015/16			
Pension Forward Funding	-66	-66	-66
Pension Deficit Funding	-119	-124	-129
Savings for partner councils		-160	-754
Sub-Total - Savings to be identified	-185	-350	-949
PROPOSED BUDGET	4,241	4,069	3,475
Savings for Partner Councils			
Bromsgrove	0	-50	
Malvern	0	-27	
Redditch	0	-50	
Worcs City	-30	-30	
Wychavon	0	-50	
Wyre Forest	-38	-37	
County	-92	-350	
Sub-Total - Savings for Partner Councils	-160	-594	0
BUDGET ASSUMING ALL SAVINGS DELIVERED	4,081	3,475	3,475

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Joint Committee 27th November 2014

WORCESTERSHIRE REGULATORY SERVICES BUDGET MONITORING APRIL – SEPTEMBER 2014

Recommendation

It is recommended that the Joint Committee:-

- 1.1 Consider and note the financial position for the period April – September 2014

Contribution to Priorities

The robust financial management arrangements ensure the priorities of the service can be delivered effectively.

Introduction/Summary

To report to the Joint Committee the Financial Position of the Regulatory Services Function for the period April – Sept 2014/15.

Background

Quarterly financial reports are presented for consideration by the Management Board.

Reports

The following reports are included for Joint Committee's Attention:

- Revenue Monitoring April – Sept 14 – Appendix 1
- ICT System projected financial position 2014/15 – 2015/16 - Appendix 2

Revenue Monitoring

The detailed revenue report is attached at Appendix 1. This shows a projected final outturn overspend of £73k. This overspend is made up of underspends within the main service amounting to £42k together with the pension deficit of £114k that is liable to be paid for 2014/15 that we have

recently confirmed with the actuary.

The service underspend of £42k is mainly due to :

- A number of vacant posts within the service The underspend is offset by the costs associated with additional agency staff being used to cover the vacancies and to assist with the data cleanse of the new system. It was agreed that the agency staff recruited to data cleanse the new system would be funded by the partner councils as part of the transformation costs, at present these costs (£45k) are being absorbed into the revenue monitoring statement and we are still showing an underspend of £42k.
- Costs associated with additional work for partners, eg bereavement charges and works in default is offset by additional income received.
- Any grant funded expenditure is shown separate to the core service costs as this is not funded by the participating Councils.

Included in the report for this period is the projected impact of the pension deficit payment of £114k. The County has confirmed following the valuation results from the actuaries, as at 31 March 2013, a deficit of c£3.7m has arisen. This is primarily due to the impact of the significant fall in gilt yields since the date of admission which has increased the value placed on the liabilities. This impact is outside the fund / employers control and affected all employers. We have been discussing the opportunities available to spread the associated costs and a recovery period of 21 years has been put in place with the following payback for the next 6 years:-

- 2014-15 - £114k
- 2015-16 - £119k
- 2016-17 - £124k
- 2017-18 - £129k
- 2018-19 - £134k
- 2019-20 - £140k

In addition, the forward pension rate has been increased from 12.5% to 14.8% from 01.04.14. This rate will be further revised from 01.04.17 onwards following the next valuation of the pension fund on 31.03.16. This will be built into the budget from 2015/16.

ICT System Projected Costs

Appendix 2 details the expenditure for the one off costs associated with the implementation of the project for 2014/15. A review will be undertaken on the costs associated with the mobile and flexible working once the outcome of the strategic partnership is known to ensure that the current service only spend on those areas that will not be revised should a partner be successful in securing the contract.

Financial Implications	None other than those stated in the report
Sustainability	None as a direct result of this paper
Contact Points	Jayne Pickering 01527 881400 Jayne Pickering 01527 881400
Background Papers	Detailed financial business case

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	Summary - Full year Budget	Summary - Budget 6 Months to September 2014	Summary - Expenditure to September 2014	Summary - Variance	Summary - Projected outturn	Summary - Projected Outturn Variance
	£'000	£'000	£'000	£'000	£'000	£'000
Direct Expenditure						
Employees						
Salary	3,401	1,700	1,665	-35	3,358	-43
Agency Staff	0	0	45	45	119	119
Recruitment	0	0	0	0	0	0
Subscription	3	2	3	2	5	2
Training	2	0	0	0	2	0
Employee Insurance	16	16	16	0	16	0
Sub-Total - Employees	3,422	1,717	1,729	12	3,500	78
Premises						
Rent	70	35	35	0	70	0
Room Hire	6	3	1	-2	6	0
Business Rates	40	40	38	-2	38	-2
Cleaning	10	5	5	-1	9	-1
Repairs & Maintenance / Security	7	2	2	0	7	0
Service Charges	19	9	8	-1	19	0
Secure Storage	17	7	5	-2	9	-8
Utilities	17	5	4	-0	17	0
Water & Sewerage Services	3	2	1	-1	3	-1
Sub-Total - Premises	189	106	97	-8	177	-12
Transport						
Vehicle Hire	14	5	5	-0	13	-1
Vehicle Fuel	8	4	4	-0	8	0
Road Fund Tax	1	1	1	0	1	0
Vehicle Insurance	3	2	2	0	3	0
Vehicle Maintenance	3	1	1	1	4	1
Car Allowances	131	66	65	-0	132	1
Sub-Total - Transport	160	77	77	0	161	1

Underspend is due to early creation of Vacancies,
Agency staff recruited to data cleanse new system / Hub Staff April £8k 13-14 Reserve

	Summary - Full year Budget	Summary - Budget 6 Months to September 2014	Summary - Expenditure to September 2014	Summary - Variance	Summary - Projected outturn	Summary - Projected Outturn Variance	
	£'000	£'000	£'000	£'000	£'000	£'000	
Direct Expenditure							
Supplies and Services							
Furniture & Equipment	43	10	11	1	44	1	
Test Purchases	6	0	0	-0	6	0	
Clothes, uniforms and laundry	4	1	0	-0	4	0	
Printing & Photocopying	25	8	7	-1	25	-1	
CRB Checks (taxi)	25	12	11	-0	25	0	
Publications	3	0	1	0	4	1	
Postage	11	6	8	2	15	4	
ICT	69	35	36	2	68	-1	
Legal Costs	7	1	0	-1	6	-1	
Telephones	39	18	20	3	41	2	
Training & Seminars	25	5	7	2	30	5	
Car Parking & Subsistence	0	0	0	0	0	0	
Insurance	30	30	15	-15	30	0	
Miscellaneous Expenses	1	0	1	0	1	1	
Third Party Payments							
Support Service Recharges	225	113	113	0	225	0	
Audit	5	3	3	0	5	0	
Sub-Total - Supplies & Service	518	240	233	-7	529	11	
Contractors							
Dog Warden	145	73	74	1	149	4	
Pest Control	40	20	29	9	53	13	Income of £12k received from Severn Trent for Sewer Baiting, offset in Income
Analytical Services - Trading Standard	25	4	3	-0	24	-1	
Trading Standards	10	10	11	0	11	1	
Licensing	22	6	8	2	22	0	
Other contractors/consultants	11	5	46	42	72	61	Strategic Partnering - 13-14 Reserve
Water Safety	10	3	3	-0	10	0	
Food Safety	5	0	0	0	5	0	
Environmental Protection	15	7	24	17	36	21	Bereavement / Works in Default to be charged to relevant partners
Taxi Tests	30	14	13	-1	30	0	
Grants / Subscriptions	22	10	17	7	28	6	
Advertising	11	1	0	-0	11	-1	
Publicity & Promotions	2	0	0	0	2	0	
CRB Checks	0	0	0	0	0	0	
Sub-Total	348	150	228	78	451	103	

	Summary - Full year Budget	Summary - Budget 6 Months to September 2014	Summary - Expenditure to September 2014	Summary - Variance	Summary - Projected outturn	Summary - Projected Outturn Variance
	£'000	£'000	£'000	£'000	£'000	£'000
Direct Expenditure						
Income						
Training Courses / Bereavement / Works in Default / Sewer Baiting / Secondments etc	0	0	-66	-66	-156	-156
2013/14 Reserve - Strategic Partnering / Hub - Cont From MHDC	0	0	-41	-41	-68	-68
Sub-Total	0	0	-107	-107	-224	-224
Total - Excl Pension Deficit	4,637	2,290	2,258	-32	4,595	-42
Pension Deficit			57	57	114	114
Sub-Total	0	0	57	57	114	114
Total Incl Pension Deficit	4,637	2,290	2,315	25	4,710	73

Percentage saving from original budget £7,181 in 2010-11

36.01%

Grant Funded Spend	Spend 14-15	Remaining Balance	Funded By
Nutrition For Older People	0	16	Primary Care Trust Unconditional
Health & Well Being	0	47	Primary Care Trust Conditional
Worcs Works Well	0	15	Public Health Dept Unconditional
Grant Income	0		
Total	0	78	

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Agenda Item 8

Capital Asset/ Investment description	Budget - 14/15 £'000	Spend - 14/15 £'000	Finance 14/15 £'000	Budget 2015/16
ICT - Capital				
Software Licences (break down into individual modules if appropriate)	20		-20	
Software			0	
Mobile Working Devices	100	24	-76	
Hardware required including implementation (e.g. servers onsite or hosted - please describe)	25		-25	
Modifications and software customisation			0	
Systems integration and interface development (cost per interface if possible on separate lines)			0	
Data Cleansing / Transfer	48		-48	
Sub-Total Capital	193	24	-169	0
ICT - Revenue (one off only)				
Project Management / Hosting	19	2	-17	
Training for end users	19		-19	
Sub-Total Revenue	38	2	-36	0
Annual Software License etc				
Software Licences	12		-12	12
Other Licences	8		-8	8
Maintenance Costs	59		-59	59
Sub-Total Annual software license etc	79	0	-79	79
TOTAL FUNDING REQUIRED	310	26	-284	79

Partner Transformation Project Contributions - Based on Business Case at Budget	Total Capital Contribution 14/15 £'000	Annual Revenue Funding Requirement 2014/15 £'000	Total Partner Funding Requirement 2014/15	Revised Partner Contribution % From 01.04.14
Bromsgrove	19	12	31	10.01%
Worcs City	23	14	38	12.13%
Worcs County	59	36	96	30.82%
Malvern Hills	16	10	26	8.53%
Redditch	23	14	36	11.76%
Wychavon	29	18	47	15.13%
Wyre Forest	22	14	36	11.62%
Total	193	117	310	100.00%

	£
Budget as per Business Case	1,538
Funded by:-	
Spend 2010/11 - Funded by partners	101
Spend 2011/12 - Funded by RIEP	119
Spend 2012/13 - Funded by Partners	142
Spend 2012/13 - Funded by RIEP	128
Spend 2013/14 Funded by Partners	104
Spend 2013/14 - Funded by RIEP	22
Annual Revenue Funding Requirement 15/16	79
Funding Requirement From Partners 14/15	310
RIEP Funding to be drawn down	0
Total Project	1,005
SAVINGS FROM ORIGINAL BUSINESS CASE	533

Worcestershire Regulatory Services

Supporting and protecting you

JOINT COMMITTEE

27th November 2014

Activity & Performance Data Quarters 1 and 2 2014/15

Recommendation

1. That members note the report
2. That members use relevant forums within their authorities to share this information with all elected members

Contribution to Priorities

The report covers both district and county functionality so covers the wide range of local authority corporate priorities to which regulatory services contribute

Introduction & Report

Joint Committee members have asked the service to provide data on activity levels to help reassure local members that WRS continues to tackle issues broadly across the county.

Activity Data

The activity report attached as Appendix B comes in a new extended format providing members with wide ranging information across a number of parameters. It will build into the full end of year activity report. It contains all of the cross-county comparators that members will be used to and also a new section for each district covering each one's particular activities in more detail.

Each of the Team Managers has provided a commentary on their areas of work to give members a flavour for what is happening and explaining some of the wider activity.

For the Technical Pollution team, in Air Quality the focus has been on the forming of a Steering Group to take forward the County-wide strategy, on revoking one AQMA whilst preparing to declare several others and, in Contaminated Land, the focus has been on the resolution of a long-standing soil contamination issue in Redditch, plus assisting Bromsgrove Planning with complex landfill fill gas issues. In their work on Environmental Permitting, the team have visited the premises

scheduled for inspection and assessed their processes against their permits based on risk. Data has been passed to partner finance teams so that invoices can be raised for the annual charges for these permits. The team has also been working with a number of businesses to either change or develop their permit applications, and also to improve compliance. One business in particular is of interest as its process provides an innovative method of disposing of worn out motor-vehicle tyres. This is at the cutting edge of technology and needs careful handling by the team to support the business but protect the public from the potential impacts of the tyre pyrolysis process.

For the Community Environmental Health team, the number of food interventions is down slightly in Quarter 2 but this will be made up in the remainder of the year. Food competent officers dealing with nuisance will be picking up the slack as the numbers of nuisance complaints fall off into the Winter period. The figures for nuisance complaints during the summer look lower than last year but further investigation suggests that this is a recording issue from our change over to Uniform last year which resulted in a number of Q1 service requests being recorded in Quarter 2.

For the Trading Standards and Animal Health team there has been an increase in the number of consumer complaints referred onto the service by the Citizens Advice Consumer Service compared with the same period last year. The team is now focusing its resources only on the most serious of complaints, with everything else being reviewed as part of a tasking process where persistent issues and problem traders are allocated to officers to tackle. The team have also had a number of great successes in Court, two of which are highlighted at the end of this report.

For Licensing, the report is still in development. Whilst overall data is included, the team have only recently launched a new coding structure that will allow more detailed reporting of the nature of service requests and activities undertaken. This should be contained within the report for Quarter 3, which will come to the February Joint Committee.

Performance Indicators

As we hit the half way mark in the year, we can also provide members with the first update this year on a number of the key performance indicators from the service's plan. Obviously they are at the half way point and some, like the compliance figures, will be subject to change as they are designed to be annual indicators. The table at Appendix A outlines the performance information so far. These are County-wide figures. A number of these will be provided on a district by district basis at the end of the year.

Around 75% of members of the public who contact us and 95% of business customers remain satisfied with the service, on a par with previous annual figures. At 70%, the proportion of people who feel better equipped to deal with their issues in the future has fallen slightly



from the last annual figure (73%.)

Compliments continue to outstrip corporate complaints by 3 to 1. Employee sickness rates remain very low compared with the national averages. Compliance around taxi licensing remains good and, whilst the overall estimates for compliant food businesses (food hygiene) is currently slightly below last year's 95% figure, we do not believe this shows a significant fall in performance. This last indicator is designed to be an annual one anyway, so there is time for this figure to come back on track.

Finally the noise measure per 1000 head of population is also quoted for the first time (we did give members an insight into how this would look as part of the annual report last year.) Again this works best as an annual measure but it is included for completeness. Noise nuisance is a very seasonal issue, with a spike in activity during the Summer months, which is already accounted for in the quoted figure. We would not expect a linear increase from now till the end of March. Last year's end of year estimate is quoted for comparison.

Finally, we had hoped to have completed work on the new measure requested by members around the problems created by premises licensed under the Licensing Act 2003 for various activities including the sale of alcohol. Unfortunately, the integral design of our new database system has made this task more difficult than was anticipated. The work continues and we will have the data extractable for year end, which will establish a performance baseline for us to work from going forward.

Cases coming to fruition in the second quarter include:

Prison sentence issued for Redditch man

A Redditch car trader who clocked cars and set up businesses using false details was jailed on 10 July at Worcester Crown Court. The case was brought by Worcestershire Regulatory Services Trading Standards Team after consumers reported they had been duped into purchasing vehicles with significantly lowered mileages.

The court heard that the adjusted mileage for four vehicles totalled 222,444 miles.

Andrew Whitehead, 34, of Mount Pleasant, Redditch ran Purple Cars Ltd and Apex Car Finance Ltd from premises in Solihull and Stockwood Business Park, Redditch. He pleaded guilty at an earlier hearing to offences under the Consumer Protection from Unfair Trading Regulations 2008, the Consumer Credit Act 1974 and the Fraud Act 2006. He was sentenced to 33 months in jail and disqualified as a company director for 6 years.

Judge HHJ Cartwright, when passing sentence, stated that Whitehead "had put his own wants above the needs of others" and went on to say he considered this to have been a planned confidence fraud involving innocent victims.

The Court also heard that Whitehead had only been released from prison in relation to other matters in February 2012 and had committed his first offence in relation to the current case in May 2012.

Rubery Restaurant Fined For Food Fraud

A Rubery curry house was ordered to pay £3489 after admitting selling beef curries described as lamb. The fraud, carried out by Massala Bite Ltd, was uncovered during a routine sampling exercise by Worcestershire Regulatory Services Trading Standards Team. Redditch Magistrates Court heard, on Thursday 4 September, that the restaurant had been selling beef curries described as lamb for some time.

Officers conducted the sampling exercises at restaurants across the County and as part of these, on two occasions purchased lamb madras from the Massala Bite Restaurant. These samples were submitted to Worcestershire's public analyst who tested the food and identified that it was beef and not lamb.

The company director Mr Bodrul Mohammed Islam said the company had limited finances and therefore had used the cheaper meat. The menus had not been amended for the same reason although staff had been told to advise customers of the use of beef instead of lamb. However no such advice was given to the Trading Standards Officers during their two visits.

The company was ordered to pay £3489 including fines, costs and a victim surcharge.

Financial Implications

None

Sustainability

None

Contact Points

Simon Wilkes
Business Manager
01527-548314

Background Papers

Appendix A: Performance Indicator data
Appendix B: Activity Data Report



Appendix A: Performance Indicator Data at 6-month point

	Measure	Reporting Frequency	Quarter 2 Performance	Background
1	% of service requests where resolution is achieved to customers satisfaction	Quarterly	76.6% (75.8% Q1, (77.3 for 2013/14)	Based on questionnaires send out to a significant number of members of the public who use the service.
2	% of service requests where resolution is achieved to business satisfaction	Quarterly	94.3% (97.6% Q1) (92.3% for 2013/14)	Based on questionnaires send out to a significant number of businesses inspected or otherwise contacted by the service.
3	% businesses broadly compliant at first assessment/ inspection	Annually	93.7% (95.3% for 2013/14)	Based on the proportion of businesses meeting the key purpose of producing safe food. The number of inspections for each district is included in the activity data report for each district.
4	% of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	6.3% (4.7% for 2013/14)	Based on proportion of businesses scoring 1-2 star on a national Food Hygiene Rating Scheme assessment (2 stars and below is deemed to be at risk of not producing safe food.)
5	% of applicants for driver licenses accepted as fit and proper	6-monthly	99.4% (99.5% for 2013/14)	Only six driver applications have been rejected by the 6 licensing committees since 1 st April 2014
6	% of vehicles found to be fit for use whilst in service	6-monthly	95% (98.2% for 2013/14)	Percentage of vehicles stopped during enforcement exercises that are up to standard and safe for the purpose of acting either as a private hire vehicle or hackney carriage
7	% of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly	70.6% (69.2% Q1) (73.7% in 2013/14)	Based on questionnaires send out to a significant number of members of the public and businesses who have used the service.

8	Review of register of complaints and compliments	Quarterly	30 compliments (13 Q1, 57 in 13/14) 10 complaints (5 Q1, 24 in 13/14)	Main area of complaint is either timeliness of response or where we are unable to take action, usually where a problem does not meet the threshold for statutory nuisance
9	Staff sickness absence at public sector average or better	Quarterly	0.6 days/ employee so far this year (7.7 days/ FTE in 13/14)	Sickness recorded using host processes. Public sector average was 8.75. We will ask BDC HR to check that this is still current at the end of the Financial Year.
10	% of staff who enjoy working for WRS	Annually	NA (82% in 13/14)	Taken from the staff survey.
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	Measure still in development	The integral design of our Uniform database has made this indicator more difficult to extract than anticipated. We will have a figure for the year-end
12	Rate of noise complaint per 1000 head of population	6-monthly	2.6 per 1000 head of population so far this year (estimated 3.16 in 13/14)	It should be noted that our busiest quarter is included in this so the rate will not increase uniformly for the rest of the year. Hence we can only give a figure so far as doubling would over-estimate the outcome.

Appendix B: Activity Report
Attached as separate document

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Activity Report 2014/15

Produced by WRS Intelligence | wrsintel@worcsregservices.gov.uk

Index

Front Cover

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Summary & Performance (COUNTY WIDE)

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Quarter one - District level

Bromsgrove	20-22
Malvern Hills	23-25
Redditch	26-28
Worcester City	29-31
Wychavon	32-34
Wyre Forest	35-37

Quarter two - District level

Bromsgrove	38-40
Malvern Hills	41-43
Redditch	44-46
Worcester City	47-49
Wychavon	50-52
Wyre Forest	53-55

Quarter three - District level

Bromsgrove	56-58
Malvern Hills	59-61
Redditch	62-64
Worcester City	65-67
Wychavon	68-70
Wyre Forest	71-73

Quarter four - District level

Bromsgrove	74-76
Malvern Hills	77-79
Redditch	80-82
Worcester City	83-85
Wychavon	86-88
Wyre Forest	89-92

Summary



Service Overview

Welcome to the new format activity report for data from WRS. We have tried to provide you with a mix of broad county-wide measures to show how demand is impacting upon the service and then provided you with quarter by quarter pictures of activity in each district.

The document is designed to build into the final end of year activity report, so that, by the time we report to you in 2015/16, you will have a clear picture of all of the areas of work being covered. At this point the data covers quarters 1 and 2. If you see a few figures in the Q3 district information pages, this is just our reports picking up the first few pieces of data when the Intelligence Team begins construction of this report after the quarter end date.

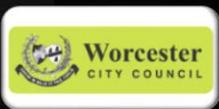
Each of the Team Managers has provided you with some key highlights from their area of responsibility. At each issue of the report they will look to inform you of some of the main things that their teams have covered in the preceding period. You will see these in the pages that follow, along with the county-wide data. Although it is not ready for this issue, we have now introduced better categorisation of licensing service requests so hopefully we will be able to paint a clearer picture for quarter 3. You will be able to see how this will look in the future as the first few complaints and enquiries for Q3 can be seen in the bar chart in this section.

If you have any observations or comments on the new style of report or you want more information about the data itself, please don't hesitate to contact one of us.

Simon Wilkes & Mark Kay

Simon Wilkes

Mark Kay



Environmental Health Overview - David Mellors (Community Environmental Health Team Manager)

Due to a significant amount of data cleansing and the adoption and development of the new ICT system we now have a much more accurate picture of demand and activity within the Environmental Health functions that fall to the Community EH team.

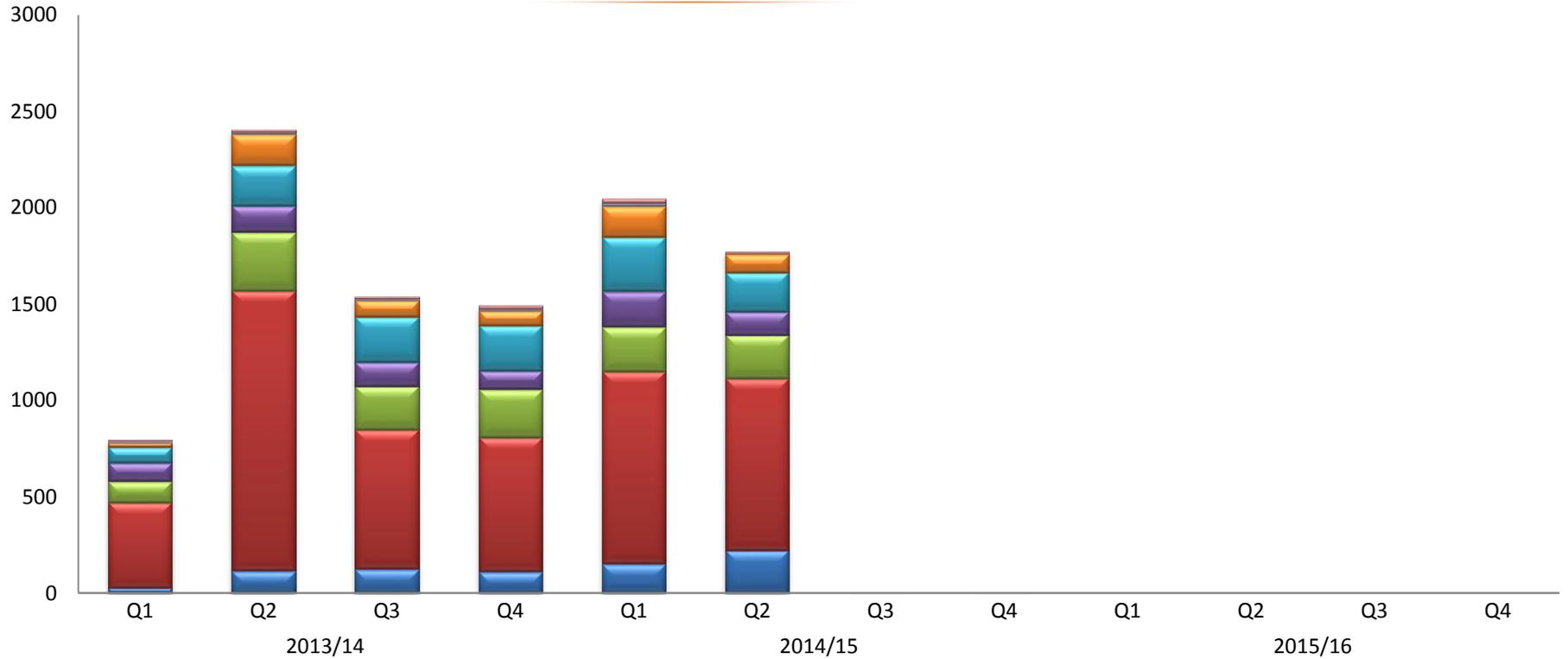
When looking at the graphs and tables that follow, we would ask members to focus on the period Q2 2013/14 onwards as there were issues with the data transferred into the new system before this. Food hygiene/ safety interventions are down in Q2 but this is principally the result of directing resources at data cleansing, enabling us to provide accurate activity reports and statutory returns to the Food Standards Agency. This has also facilitated the effective allocation and monitoring of pro-active work to officers in the field. The team has been conducting a regional audit on behalf of the Food Standards Agency and the income derived from this activity is being used to backfill such that our food safety intervention programme is met.

Service requests and in particular noise cases which appear to be down on Q2 last year have actually remained constant. The apparent deficit is actually a consequence of adopting a new ICT system in Q2 2013/14 which meant that a number of cases received in Q1 were captured and reported in Q2.

The majority of noise cases relate to domestic premises and the direction of travel towards the wider use of self-help will be monitored to establish the effectiveness of this approach.

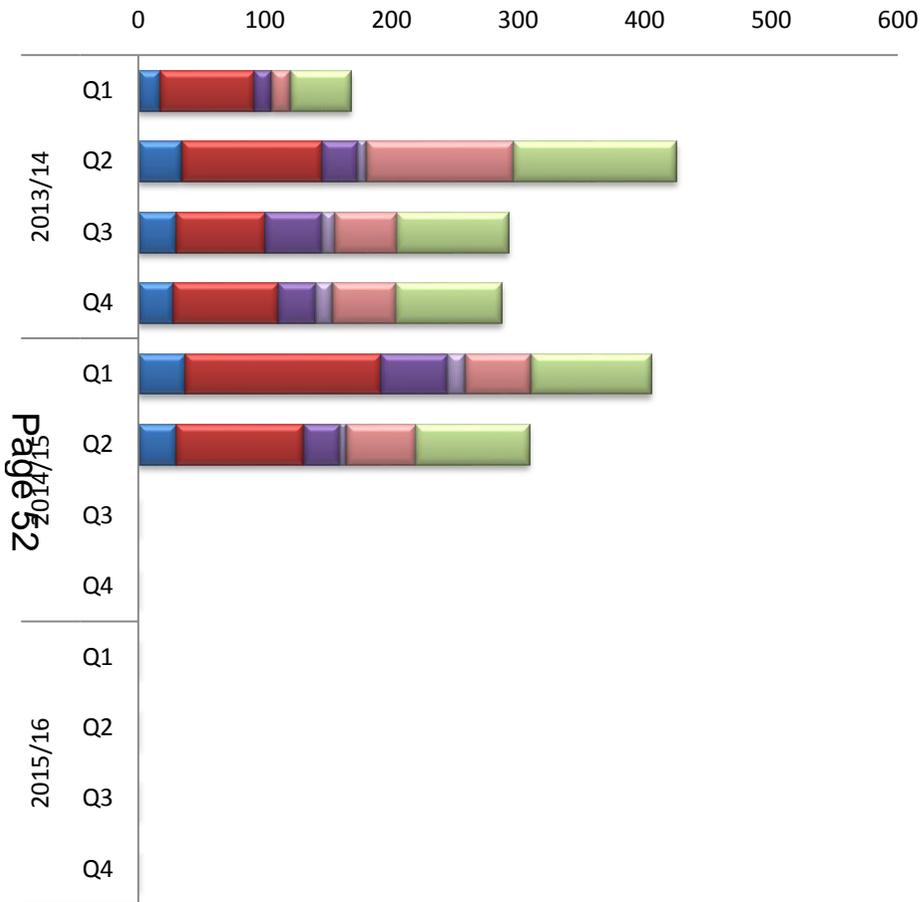
In the next report I shall provide an overview of the health and safety function of the service and of the formal investigations being undertaken by the team.

Service Requests

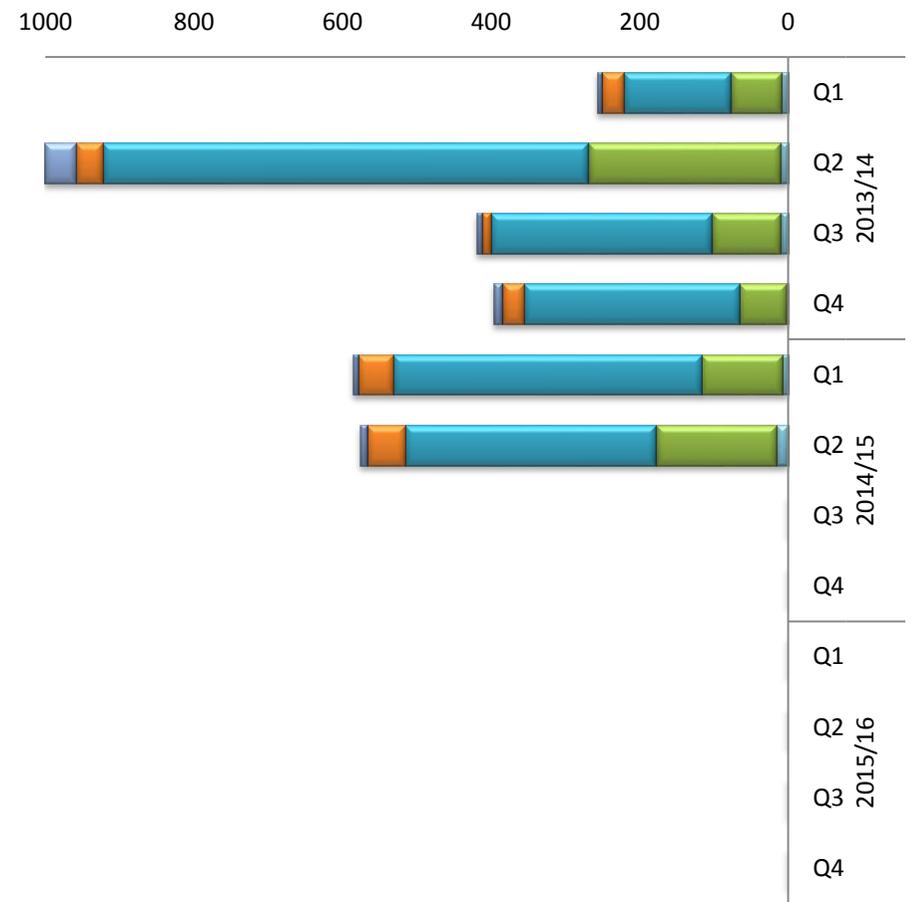


	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Water Supply	9	12	11	16	22	11	0	0
Public Burial	5	11	9	8	16	1	0	0
Pest Control	25	163	86	77	161	96	0	0
Information Requests	81	208	236	236	281	204	0	0
Health & Safety	95	138	125	95	186	123	0	0
Food	113	305	224	251	231	224	0	0
Environmental	439	1452	723	697	997	890	0	0
Dog Control	29	117	126	111	153	224	0	0

Nuisance Cases (excluding noise)



Noise Cases



Accumulations - Commercial
 Drainage
 Odour

Accumulations - Domestic
 Light Nuisance
 Smoke, Fumes and Gases

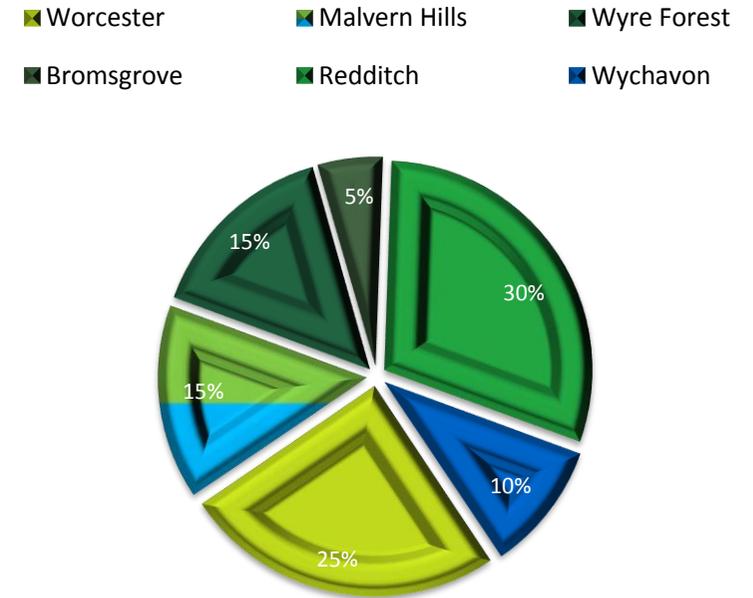
Noise - Alarm
 Noise - Domestic
 Noise - Street

Noise - Commercial Premises
 Noise - Industrial or Agricultural

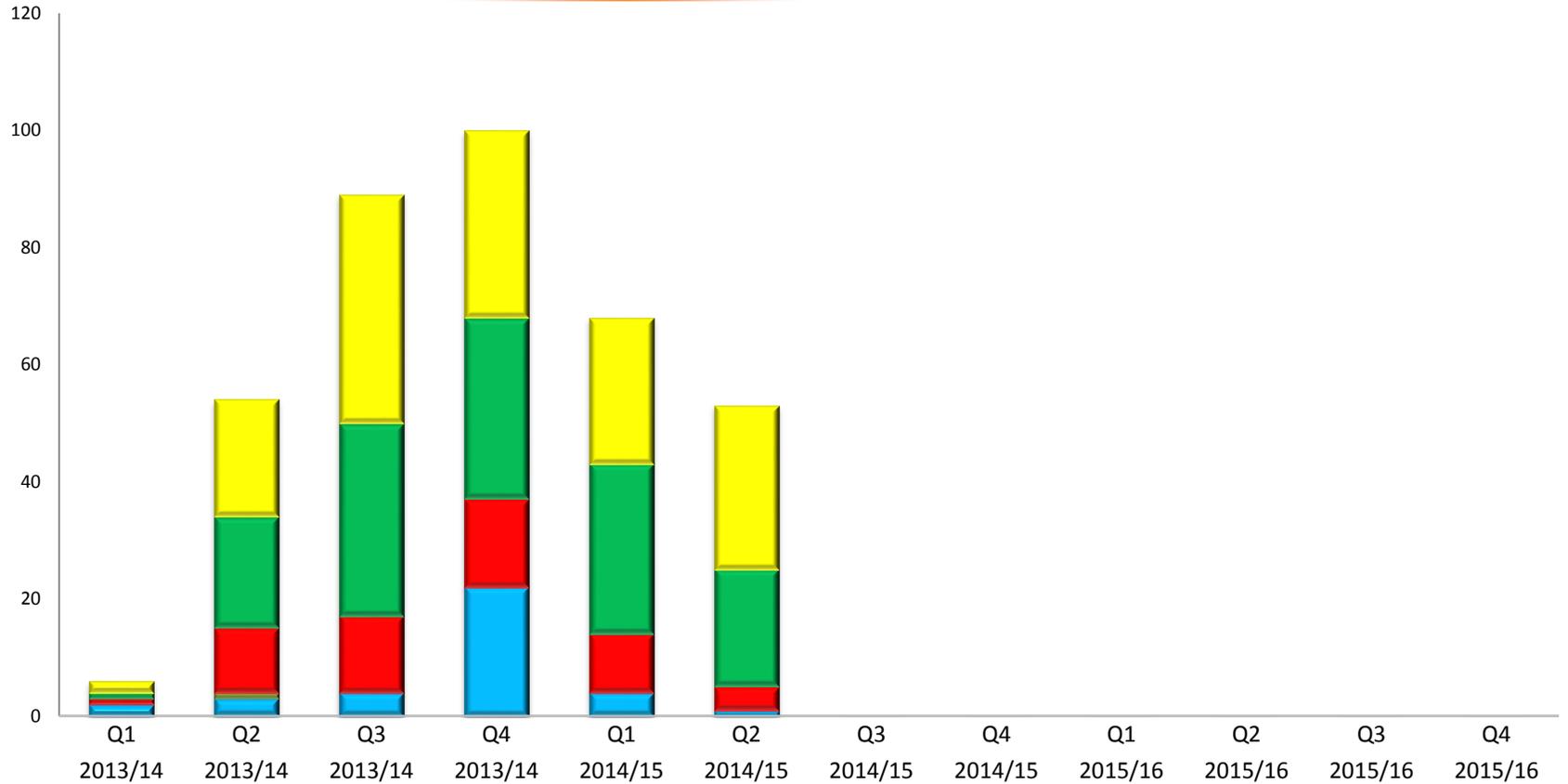
Noise Cases by Ward (top 20)

Ward	Population	Total	Rate (%)
Cathedral	10,372	43	0.41%
Winyates	8,409	31	0.37%
Church Hill	7,982	24	0.30%
St Johns	5,025	23	0.46%
Warndon	5,812	21	0.36%
Mitton	7,697	21	0.27%
Greenlands	8,984	20	0.22%
Abbey	6,063	20	0.33%
Upton and Hanley	4,265	20	0.47%
Bengeworth	5,589	18	0.32%
Rainbow Hill	5,865	18	0.31%
Greenhill	8,003	18	0.22%
Sutton Park	7,499	17	0.23%
Headless Cross and Oakenshaw	8,706	17	0.20%
Evesham North	5,079	16	0.32%
Nunnery	8,103	16	0.20%
Pickersleigh	6,382	16	0.25%
Gorse Hill	5,353	15	0.28%
Lodge Park	5,740	15	0.26%

% of top 20 noise cases by District

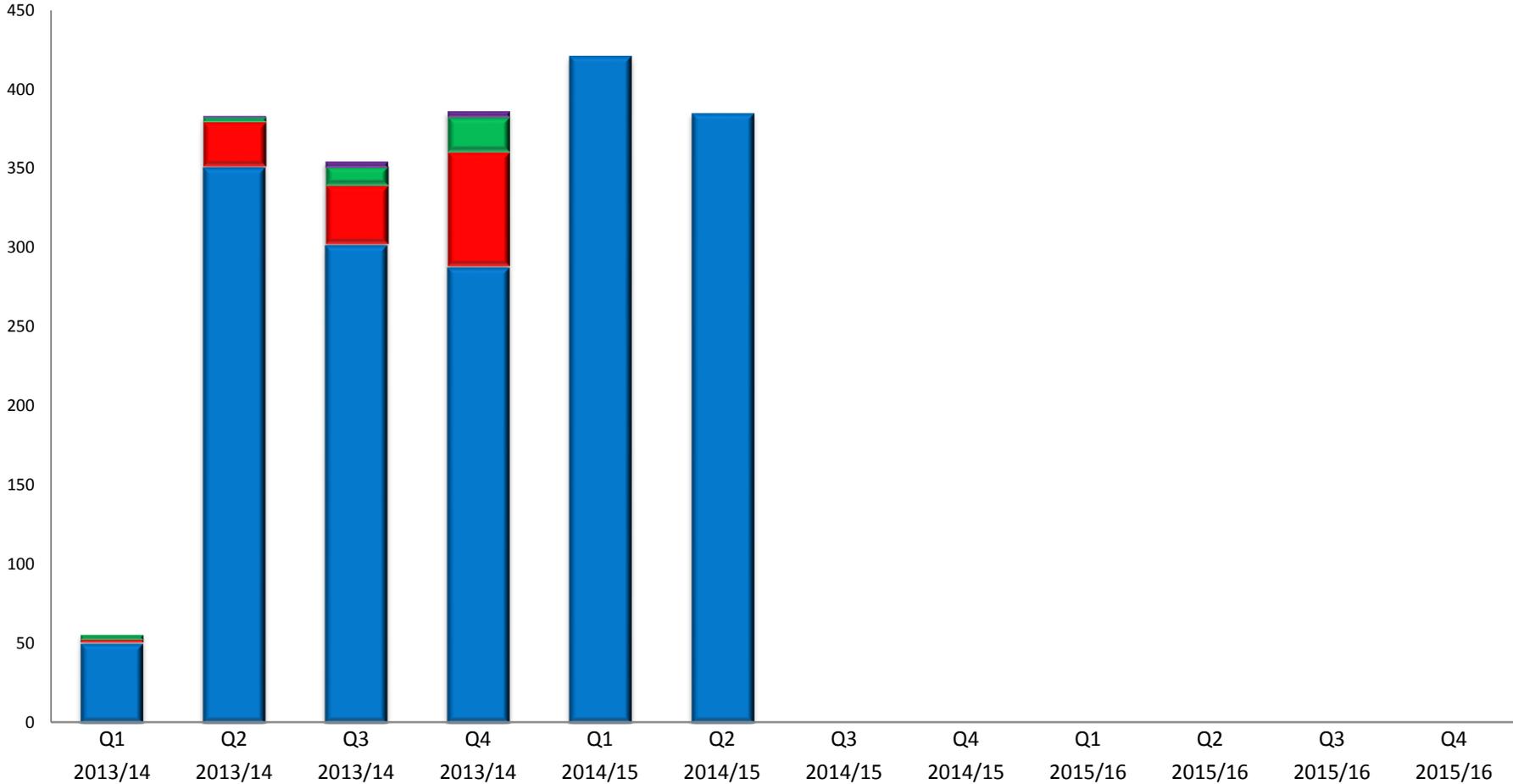


Accident Reports



■ Injury to Member of the Public	2	20	39	32	25	28	0	0	0	0	0	0
■ Over 7 Day Injury	1	19	33	31	29	20	0	0	0	0	0	0
■ Major Incident	1	11	13	15	10	4	0	0	0	0	0	0
■ Fatality	0	1	0	0	0	0	0	0	0	0	0	0
■ Reportable Disease	0	0	0	0	0	0	0	0	0	0	0	0
■ Dangerous Occurance	2	3	4	22	4	1	0	0	0	0	0	0

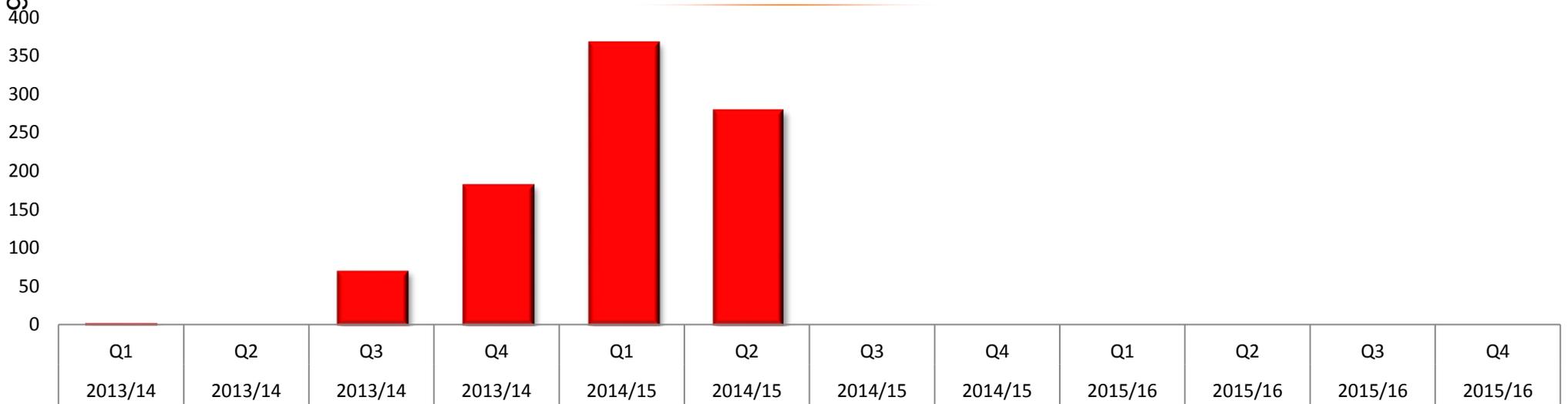
Dog Control



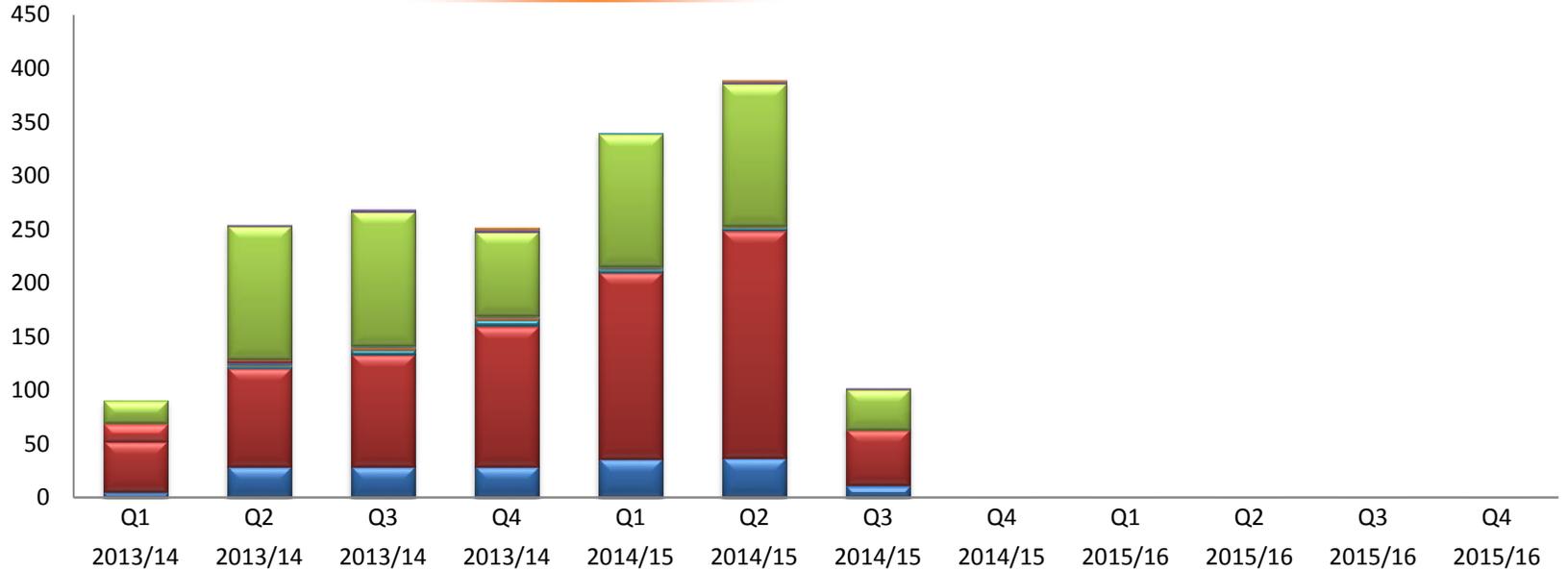
FHRS Inspections



Infectious Disease Notifications

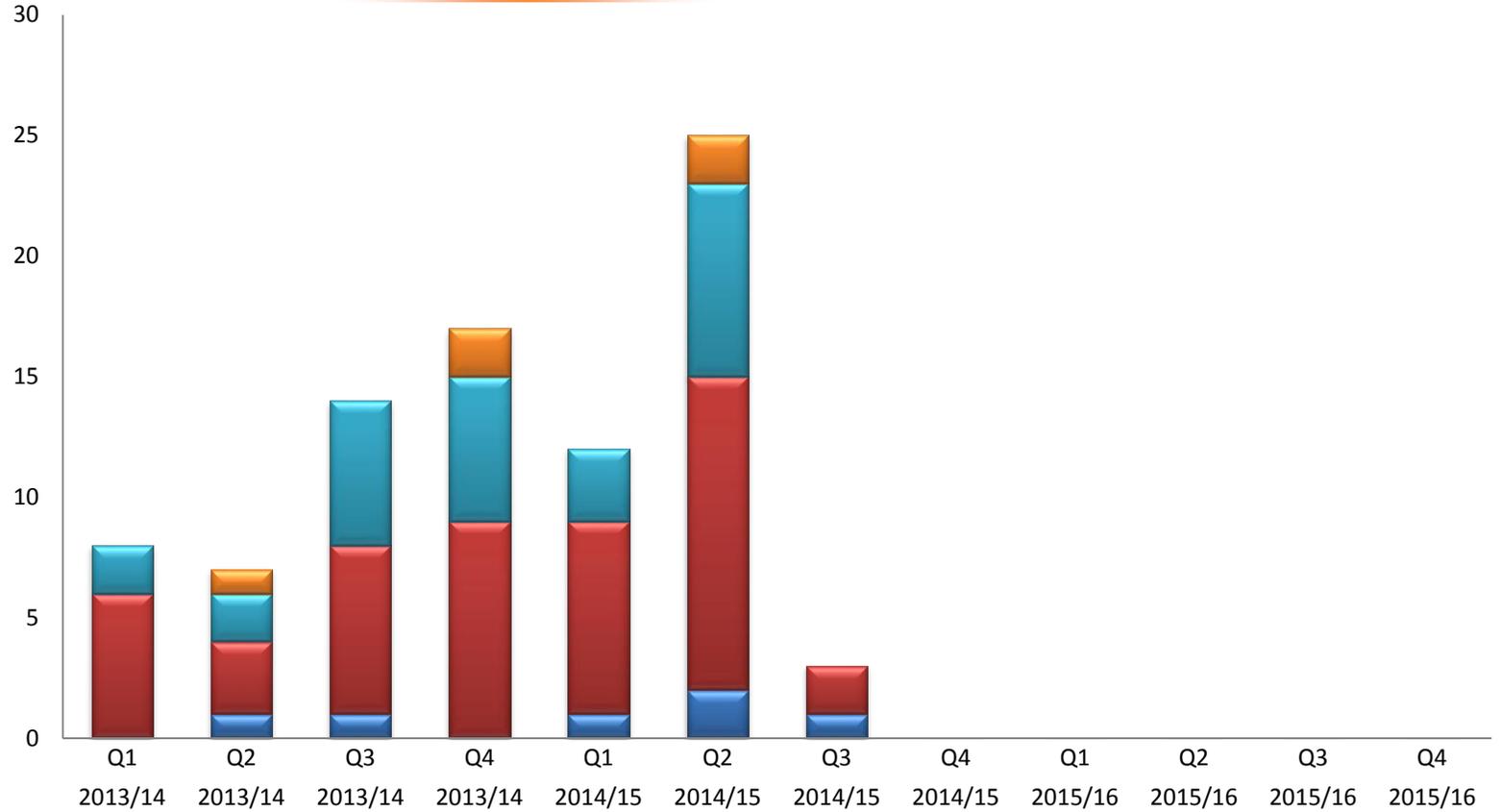


Planning Requests



	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Consultation - Trading Standards	0	0	0	2	0	1	0	0	0	0	0	0
Consultation - Private Water Supplies	0	0	0	0	1	0	0	0	0	0	0	0
Consultation - PPC	0	1	2	2	0	2	1	0	0	0	0	0
Consultation - Nuisance / Noise	21	124	126	79	124	133	38	0	0	0	0	0
Consultation - Noise	17	3	0	0	0	0	0	0	0	0	0	0
Consultation - Licensing	0	2	1	1	1	0	0	0	0	0	0	0
Consultation - Health and Safety	0	1	2	2	1	1	0	0	0	0	0	0
Consultation - Food	0	2	5	6	3	3	0	0	0	0	0	0
Consultation - Dogs, Pests, Gulls	0	0	0	0	0	0	0	0	0	0	0	0
Consultation - Deaths/Burials	0	0	0	0	0	0	0	0	0	0	0	0
Consultation - Contaminated Land	47	92	104	131	174	212	52	0	0	0	0	0
Consultation - Air Quality	5	29	29	29	36	37	11	0	0	0	0	0

Planning Requests (continued)





Air Quality Overview - Mark Cox (Team Manager – Technical Pollution)

Following publication of the countywide Air Quality Action Plan the first quarter of 2014/15 focused on identification of the priority actions to be progressed. This quarter, the Team have formed a Steering Group to progress the priority actions identified. An inaugural meeting was held for those who came forward early on including District and County Councillors, representatives of County Highways, Local Action Groups, Freight Transport Association and Local Authority Officers. Following feedback on the priority actions and the first meeting, members of the Steering Group have been divided into sub-groups to focus on AQMA actions or actions that apply to a common group of AQMAs. Once County Highways have completed summaries of their position for each Sub-Group, WRS will facilitate the progress of each one.

Local Air Quality continues to be monitored and as a result of WRS's Management work, the Newtown Road AQMA (Worcester City) was revoked in July 2014. This is believed to be as a result of the introduction of a bus lane. Much work has been undertaken to declare St. John's AQMA (Worcester City) and whilst this has yet to be done, it is imminent. Furthermore, our automatic monitoring work in Stourport High Street (Wyre Forest) has come to a close, with a Detailed Assessment now to take place to determine if it should be declared as an AQMA and the much work continues to move the continuous automatic monitor from Stourport to Foregate Street (Worcester City) so that sufficient information is available to undertake a Detailed Assessment.

Contaminated Land Overview - Mark Cox (Team Manager – Technical Pollution)

The soil survey work in the Smallwood, Lodge Park and Mayfields areas of Redditch has come to a close for most properties. Part funded by a Defra Grant, soil sampling and assessment of the results has concluded that the majority of the houses initially investigated are no longer considered potentially contaminated and have been advised of this. A small number of houses have elevated levels of lead or nickel in their soil. The options available to the Council and residents concerned are still being considered with additional sampling potentially an option to provide greater clarity and confidence in the results.

Landfill gas monitoring results from a number of landfill sites in Bromsgrove District continue to be reviewed by WRS. At Dale End the Highways Agency have commissioned remedial measures to prevent groundwater contamination and landfill gas migration. The result of this work is being reviewed. At Marlbrook tip we continue to work on behalf of the Local Planning Authority to review monitoring data but additionally have been trying to work with the applicant to ensure any monitoring results are relevant and appropriate for this highly sensitive site. A breakthrough came last month when the Agent and Landowner agreed to comparison monitoring to be undertaken, to be arranged by WRS on behalf of Bromsgrove such that clarity on the gas regime and therefore risk from the site can be determined.

Environmental Permitting Overview - Richard Williams (Senior Practitioner)

April-June, visits to all inspected processes written up and risk assessed, next inspection date determined. Annual subsistence charges updated, collated and passed onto the district finance teams for them to raise invoices and collect the monies.

Defra annual PPC survey completed for each district and submitted to Defra.

EPRTTR (Pollutant Transfer Register) notices served on all A2 processes, submitted data checked and submitted to Defra.

Throughout the year inspections continue to be carried out along with administration of new applications / variations / transfers and surrenders of permits.

Current major issues:

1. Wood Treatment Processes to become A2 processes, two applications due before the end of the year. There is not currently any published guidance so we have been involved with the Local Authority working group.
2. Mayfield farm Rendering Process, currently dealing with a Permit Transfer Application.
3. MPB Garden Buildings, MPB to convert process to water based 'decorative' coating material, they currently use a high VOC based coating.
4. Application for an A2 Tyre Pyrolysis Process due any day.
5. Application for an A2 waste incinerator expected within the next two months.
6. Working with Wienerburger (Brick Manufacturer) on Hydrogen Fluoride emissions

We have advised these companies on the current Defra guidance (where it exists).

(Steve Williams on behalf of Richard Williams)

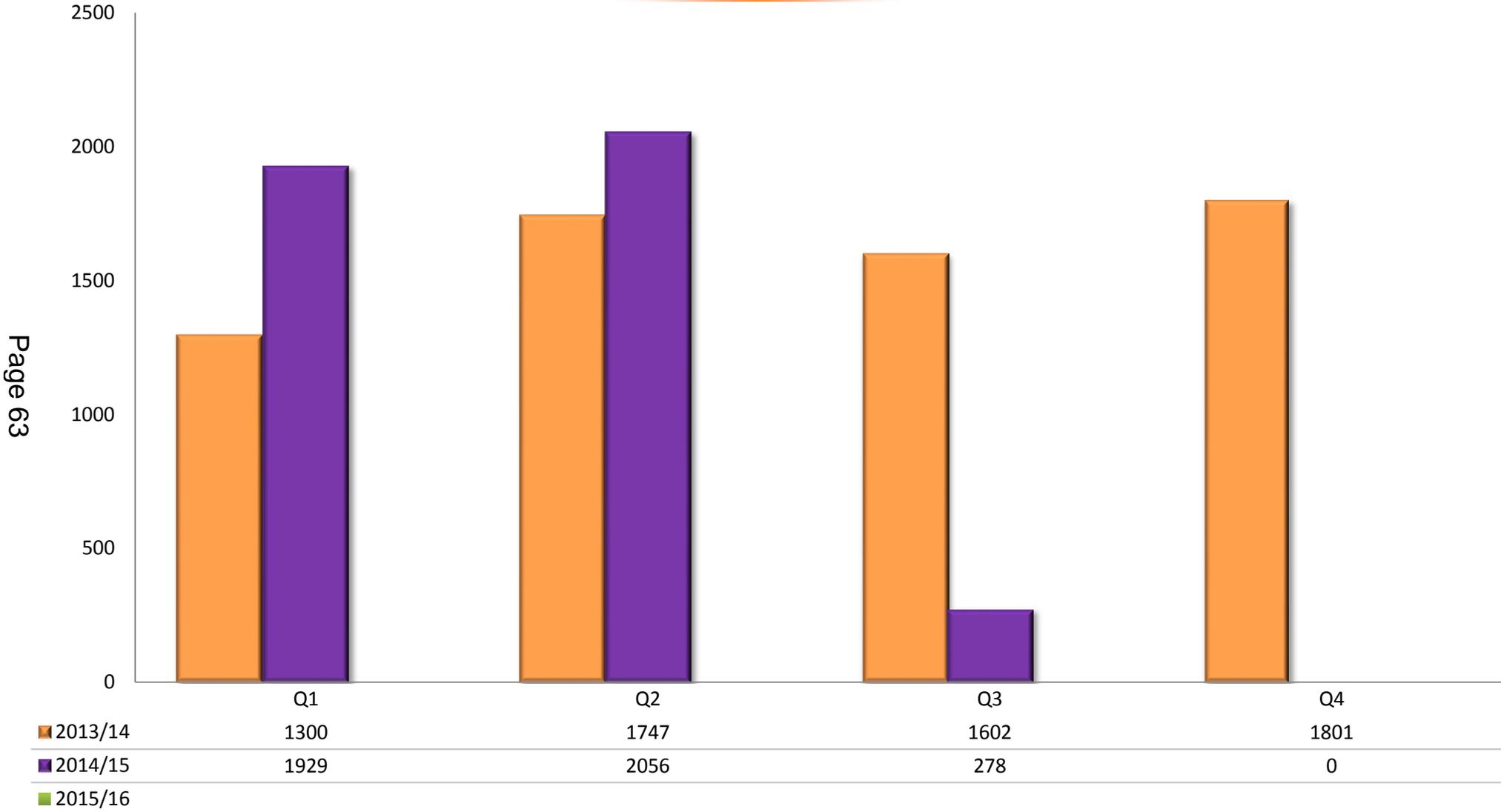
Trading Standards Overview - Christopher Phillips (Trading Standards & Animal Health Manager)

The data shows that incoming demand from complaints via the Citizens Advice Consumer Service has increased over the first two quarters as compared with the same period for 2013/14. This is at a time when the Trading Standards & Animal Health team has seen a reduction in staffing capacity to deal with this demand, necessitating a change of approach. Now only the more serious complaints receive a direct response. Other complaints will be collated and action tasked to an officer to look into an individual business responsible for generating a significant level of complaints or activity directed at a specific area of trade. This approach is still being developed and to date 14 matters have been tasked to officers to look into them further.

A significant proportion of the team's activity has been committed to the investigation of offences and below is a summary of cases that have been before the courts during the first two quarters of 2014/15. There are currently around another dozen case investigations either in the court system or in the final stages of investigation. The Trading Standards & Animal Health team is also undertaking food and feed sampling activities and inspection of high-risk premises. This includes maintaining a presence at most of the livestock markets that take place in the county to ensure animal disease control measures are implemented.

Defendant	Date		Total Offences
Browndoor Chinese	3/7/14	Redfish substituted for monkfish at restaurant	1
Andrew Whitehead/Purple Cars	10/7/14	Fraudulent sale of second hand cars and running a fraudulent business	22
Massala Bites Limited	4/9/14	Sold lamb curry that was made from beef	1
Yasmin Stores	9/10/14	Cigarettes counterfeit, non-duty paid and with no safety warnings	8
Greenstore	9/10/14	Cigarettes counterfeit, non-duty paid and with no safety warnings	10
James Handley	25/10/14	Counterfeit DVDs	5
Dean Cond	25/10/14	Counterfeit DVDs	22
Total AH			
Total TS			69
Total Prosecutions			69

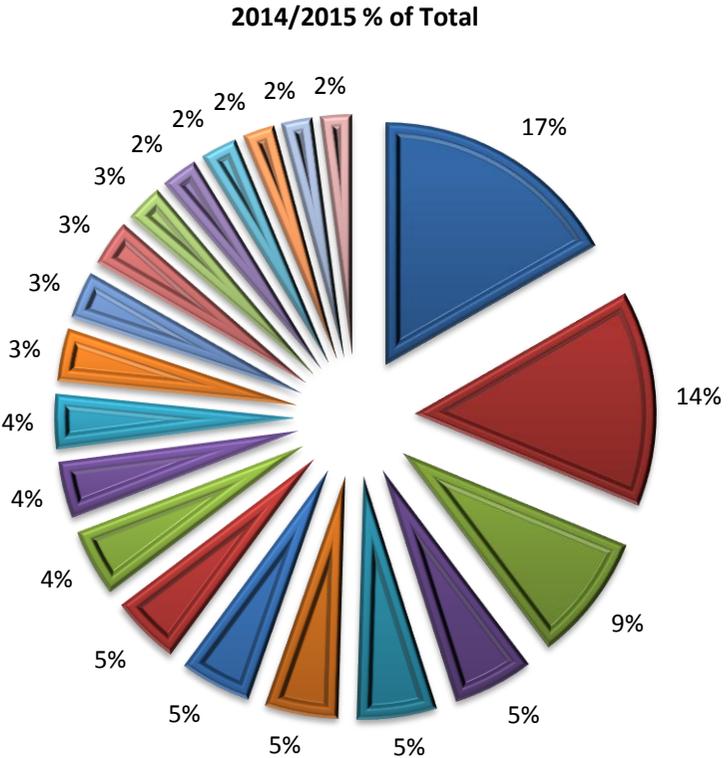
Consumer Complaints



Consumer Complaints (continued)

Top 20 Consumer Complaint Categories 2014/15 Total

Category	Total
Second Hand Cars	532
Home Maintenance and Improvements	457
Furniture	270
Telecommunications	171
Clothing and clothing fabric	170
Food and Drink	155
Other Personal Goods and Services	152
Professional Services	146
Personal Computers, accessories, software and services	142
Gardening products and services	119
Car repairs and servicing	114
Large Domestic Appliances	110
Industrial/commercial goods and services	100
Toiletries, perfumes, beauty treatments and hairdressing	97
Small Domestic Appliances	80
Petrol and Oil	78
Glazing Products and Installations	78
Entertainment, catering and accommodation	68
Insurance	66
Audio-visual	66



Licensing Overview - Sue Garrett (Licensing Manager)

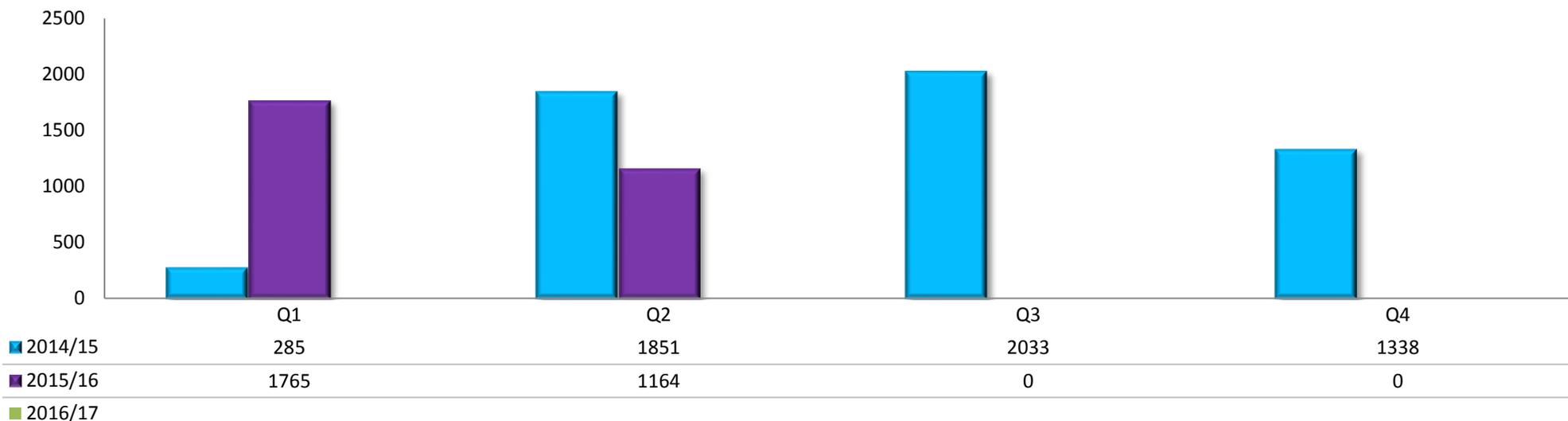
The Licensing Office continues to undertake its duties in relation to all licensing matters on behalf of the District Council's within Worcestershire. As well as dealing with all general licensing enquiries received by WRS Duty Officers, details of which are highlighted in this Activity report there are a number of other actives which will be reported on in more detail, moving forward.

Licensing Surgeries – Officers continue to attend licensing surgery's which are held in each district on a twice weekly basis. Surgery's are a popular route for applicants to be able visit and see a Licensing Officer for general advice and assistance on all licensing matters.

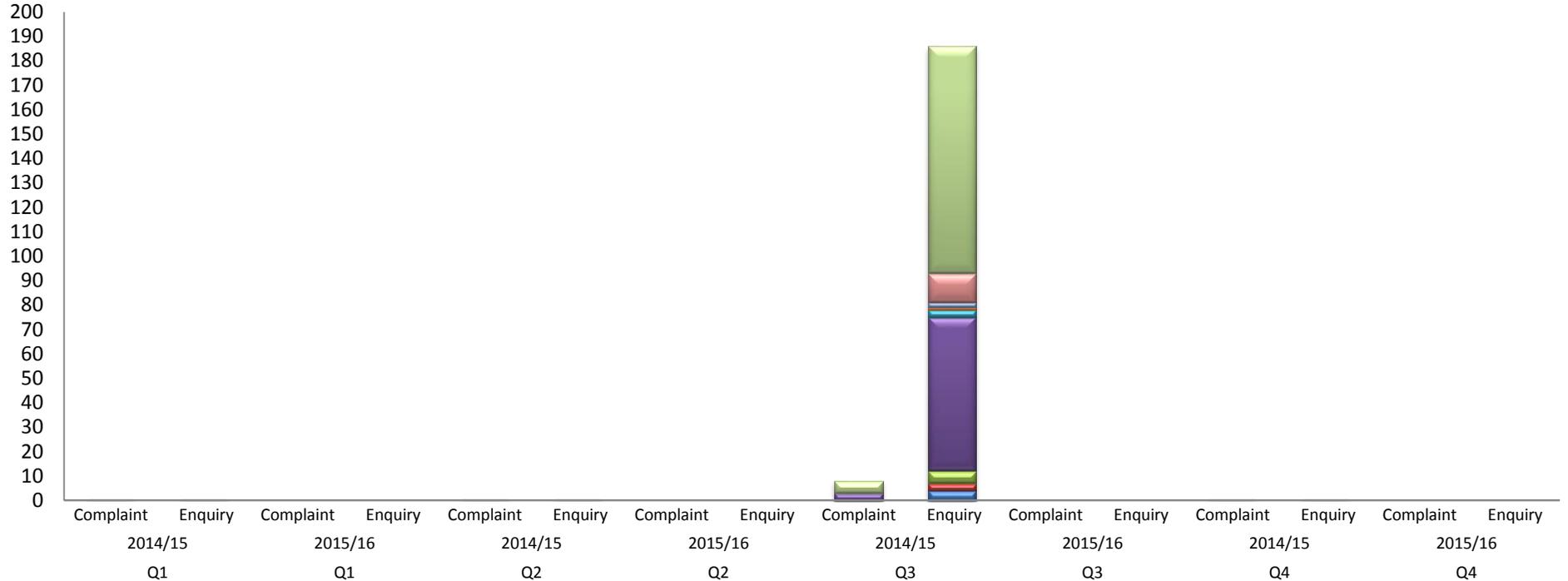
Licensing Duty Officers – With the ongoing review of licensing working practices the introduction of a dedicated Licensing Duty Officer to deal with all incoming telephone enquiries is proving very useful in reducing the amount of services requests being passed to individual officers, this had lead to improved response rates and outcomes for customers.

Licensing enforcement – Officers have undertaken a number of visits and enforcement duties relating to taxi, alcohol licensed premises and animal licensed premises throughout the county. (Niall McMenamain on behalf of Sue Garrett).

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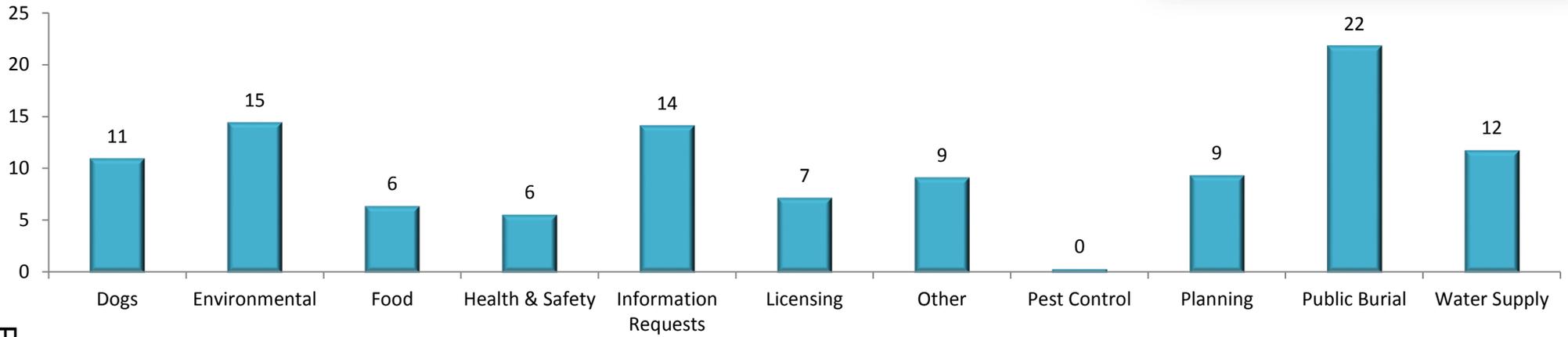


Consumer Complaints/Enquiries

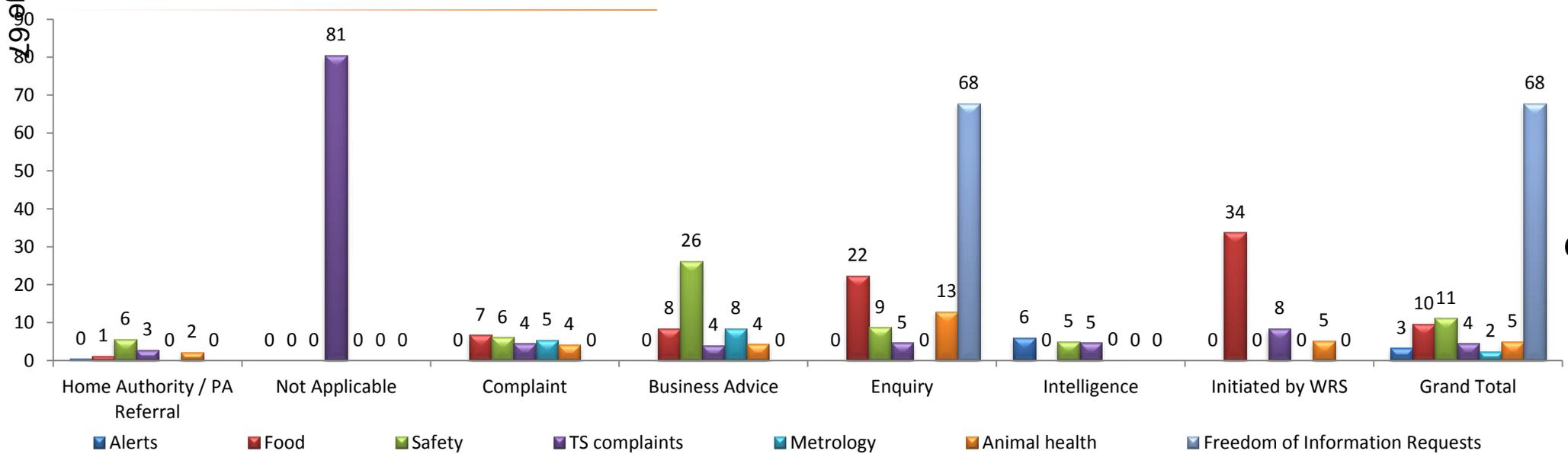


	Complaint	Enquiry														
	2014/15		2015/16		2014/15		2015/16		2014/15		2015/16		2014/15		2015/16	
	Q1		Q1		Q2		Q2		Q3		Q3		Q4		Q4	
Taxi	0	0	0	0	0	0	0	0	5	93	0	0	0	0	0	0
Street	0	0	0	0	0	0	0	0	0	12	0	0	0	0	0	0
Skin Piercing	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0
Sex Establishment	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Scrap Metal	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0
Licensing Act	0	0	0	0	0	0	0	0	3	63	0	0	0	0	0	0
Gambling	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0
Caravan	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0
Animal	0	0	0	0	0	0	0	0	0	4	0	0	0	0	0	0

Environmental Health Average end-2-end time in days



Pending Standards average end-2-end times by category and Type





Request Category	Total	% Split
Dog Control	10	4.0%
Environmental	113	45.7%
Food	30	12.1%
Health & Safety	9	3.6%
Information Requests	69	27.9%
Pest Control	14	5.7%
Public Burial	1	0.4%
Water Supply	1	0.4%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Bromsgrove. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	4	2.9%
Accumulations - Domestic	18	13.2%
Drainage	8	5.9%
Light Nuisance	1	0.7%
Noise - Alarm	3	2.2%
Noise - Commercial Premises	15	11.0%
Noise - Domestic	58	42.6%
Noise - Industrial or Agricultural	7	5.1%
Noise - Street	1	0.7%
Odour	6	4.4%
Smoke, Fumes and Gases	15	11.0%

Ward	Population	Total	% Rate
Sidemoor	5,171	12	0.23%
St Johns	5,025	11	0.22%
Slideslow	5,434	8	0.15%
Tardebigge	3,284	6	0.18%
Charford	6,639	6	0.09%

environmental health - continued

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	0	0.0%
Over 7 Day Injury	5	62.5%
Injury to Member of the Public	3	37.5%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	44	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 38
Infectious Disease Notifications 57

Planning Requests	Total	% Split
Consultation - Air Quality	9	19.1%
Consultation - Contaminated Land	25	53.2%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	1	2.1%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	12	25.5%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	113	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

To be added...

Request Category	Total	% Split
Dog Control	4	2.4%
Environmental	78	46.7%
Food	18	10.8%
Health & Safety	15	9.0%
Information Requests	36	21.6%
Pest Control	0	0.0%
Public Burial	3	1.8%
Water Supply	13	7.8%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Malvern Hills. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	3	2.7%
Accumulations - Domestic	14	12.6%
Drainage	13	11.7%
Light Nuisance	2	1.8%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	6	5.4%
Noise - Domestic	41	36.9%
Noise - Industrial or Agricultural	3	2.7%
Noise - Street	0	0.0%
Odour	9	8.1%
Smoke, Fumes and Gases	20	18.0%

Ward	Population	Total	% Rate
Link	6,213	8	0.13%
Upton and Hanley	4,265	6	0.14%
Chase	6,218	6	0.10%
Priory	4,069	5	0.12%
Dyson Perrins	4,207	5	0.12%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	2	50.0%
Over 7 Day Injury	1	25.0%
Injury to Member of the Public	1	25.0%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	32	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 61
Infectious Disease Notifications 51

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	5	10.2%
Consultation - Contaminated Land	28	57.1%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	15	30.6%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	1	2.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	160	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Quarter One

environmental health



Request Category	Total	% Split
Dog Control	12	5.4%
Environmental	121	54.0%
Food	17	7.6%
Health & Safety	15	6.7%
Information Requests	37	16.5%
Pest Control	20	8.9%
Public Burial	2	0.9%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Redditch. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	4	3.0%
Accumulations - Domestic	17	12.6%
Drainage	4	3.0%
Light Nuisance	0	0.0%
Noise - Alarm	1	0.7%
Noise - Commercial Premises	13	9.6%
Noise - Domestic	80	59.3%
Noise - Industrial or Agricultural	2	1.5%
Noise - Street	0	0.0%
Odour	4	3.0%
Smoke, Fumes and Gases	10	7.4%

Ward	Population	Total	% Rate
Winyates	8,409	19	0.23%
Greenlands	8,984	11	0.12%
Church Hill	7,982	11	0.14%
Abbey	6,063	11	0.18%
Lodge Park	5,740	10	0.17%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	1	7.7%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	2	15.4%
Over 7 Day Injury	6	46.2%
Injury to Member of the Public	4	30.8%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	49	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 35
Infectious Disease Notifications 60

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	0	0.0%
Consultation - Contaminated Land	25	65.8%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	2	5.3%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	11	28.9%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	46	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Quarter One

environmental health



Request Category	Total	% Split
Dog Control	11	4.4%
Environmental	155	61.8%
Food	31	12.4%
Health & Safety	22	8.8%
Information Requests	29	11.6%
Pest Control	1	0.4%
Public Burial	2	0.8%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Worcester City. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	10	6.2%
Accumulations - Domestic	30	18.6%
Drainage	1	0.6%
Light Nuisance	1	0.6%
Noise - Alarm	2	1.2%
Noise - Commercial Premises	22	13.7%
Noise - Domestic	79	49.1%
Noise - Industrial or Agricultural	4	2.5%
Noise - Street	2	1.2%
Odour	4	2.5%
Smoke, Fumes and Gases	6	3.7%

Ward	Population	Total	% Rate
Cathedral	10,372	23	0.22%
Rainbow Hill	5,865	10	0.17%
Nunnery	8,103	10	0.12%
Warndon	5,812	9	0.15%
Gorse Hill	5,353	9	0.17%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	2	66.7%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	0	0.0%
Over 7 Day Injury	0	0.0%
Injury to Member of the Public	1	33.3%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	48	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 26
Infectious Disease Notifications 55

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	7	15.9%
Consultation - Contaminated Land	6	13.6%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	1	2.3%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	30	68.2%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	176	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Request Category	Total	% Split
Dog Control	31	11.4%
Environmental	126	46.2%
Food	41	15.0%
Health & Safety	25	9.2%
Information Requests	33	12.1%
Pest Control	12	4.4%
Public Burial	3	1.1%
Water Supply	2	0.7%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Wychavon. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	5	3.4%
Accumulations - Domestic	22	15.1%
Drainage	6	4.1%
Light Nuisance	3	2.1%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	16	11.0%
Noise - Domestic	58	39.7%
Noise - Industrial or Agricultural	6	4.1%
Noise - Street	0	0.0%
Odour	15	10.3%
Smoke, Fumes and Gases	15	10.3%

Ward	Population	Total	% Rate
Bengeworth	5,589	13	0.23%
Pershore	7,101	8	0.11%
Evesham North	5,079	8	0.16%
Droitwich South West	4,944	5	0.10%
Pinvin	2,973	4	0.13%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	2	14.3%
Over 7 Day Injury	8	57.1%
Injury to Member of the Public	4	28.6%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	75	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 43
Infectious Disease Notifications 81

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	7	15.9%
Consultation - Contaminated Land	6	13.6%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	1	2.3%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	30	68.2%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	251	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Request Category	Total	% Split
Dog Control	9	3.7%
Environmental	89	36.3%
Food	32	13.1%
Health & Safety	15	6.1%
Information Requests	18	7.3%
Pest Control	82	33.5%
Public Burial	0	0.0%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q1 where the subject was located within the district of Wyre Forest. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	2	2.0%
Accumulations - Domestic	13	12.7%
Drainage	1	1.0%
Light Nuisance	3	2.9%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	12	11.8%
Noise - Domestic	52	51.0%
Noise - Industrial or Agricultural	0	0.0%
Noise - Street	0	0.0%
Odour	6	5.9%
Smoke, Fumes and Gases	13	12.7%

Ward	Population	Total	% Rate
Greenhill	8,003	9	0.11%
Oldington and Foley Park	5,183	8	0.15%
Mitton	7,697	8	0.10%
Franche	6,823	5	0.07%
Broadwaters	7,936	5	0.06%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	1	16.7%
Over 7 Day Injury	2	33.3%
Injury to Member of the Public	3	50.0%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	62	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 35
Infectious Disease Notifications 56

The following tables look at the number of accident reports, dog control cases and planning requests received during Q1. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	4	9.1%
Consultation - Contaminated Land	13	29.5%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	7	15.9%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	0	0.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	79	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	



Request Category	Total	% Split
Dog Control	6	2.6%
Environmental	131	57.5%
Food	26	11.4%
Health & Safety	9	3.9%
Information Requests	38	16.7%
Pest Control	18	7.9%
Public Burial	0	0.0%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Bromsgrove. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	6	4.6%
Accumulations - Domestic	16	12.2%
Drainage	9	6.9%
Light Nuisance	0	0.0%
Noise - Alarm	1	0.8%
Noise - Commercial Premises	31	23.7%
Noise - Domestic	40	30.5%
Noise - Industrial or Agricultural	4	3.1%
Noise - Street	1	0.8%
Odour	12	9.2%
Smoke, Fumes and Gases	11	8.4%

Ward	Population	Total	% Rate
Sidemoor	5,171	12	0.23%
St Johns	5,025	11	0.22%
Slideslow	5,434	8	0.15%
Tardebigge	3,284	6	0.18%
Charford	6,639	6	0.09%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	1	9.1%
Over 7 Day Injury	3	27.3%
Injury to Member of the Public	7	63.6%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	29	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 27
Infectious Disease Notifications 51

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	7	14.6%
Consultation - Contaminated Land	24	50.0%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	1	2.1%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	16	33.3%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	1	50.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	1	50.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	62	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

To be added...

Quarter Two

environmental health

Request Category	Total	% Split
Dog Control	6	3.3%
Environmental	106	58.2%
Food	17	9.3%
Health & Safety	15	8.2%
Information Requests	32	17.6%
Pest Control	0	0.0%
Public Burial	0	0.0%
Water Supply	6	3.3%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Malvern Hills. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	2	1.9%
Accumulations - Domestic	5	4.7%
Drainage	6	5.7%
Light Nuisance	1	0.9%
Noise - Alarm	3	2.8%
Noise - Commercial Premises	16	15.1%
Noise - Domestic	45	42.5%
Noise - Industrial or Agricultural	11	10.4%
Noise - Street	0	0.0%
Odour	4	3.8%
Smoke, Fumes and Gases	13	12.3%

Ward	Population	Total	% Rate
Upton and Hanley	4,265	14	0.33%
Pickersleigh	6,382	12	0.19%
Link	6,213	7	0.11%
Priory	4,069	6	0.15%
Chase	6,218	6	0.10%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	0	0.0%
Over 7 Day Injury	1	16.7%
Injury to Member of the Public	5	83.3%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	34	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 14
Infectious Disease Notifications 49

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	5	7.4%
Consultation - Contaminated Land	42	61.8%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	21	30.9%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	1	100.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	0	0.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	78	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Quarter Two

environmental health



Request Category	Total	% Split
Dog Control	7	3.7%
Environmental	110	58.5%
Food	19	10.1%
Health & Safety	15	8.0%
Information Requests	28	14.9%
Pest Control	9	4.8%
Public Burial	0	0.0%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Redditch. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	2	1.8%
Accumulations - Domestic	12	10.9%
Drainage	2	1.8%
Light Nuisance	0	0.0%
Noise - Alarm	0	0.0%
Noise - Commercial Premises	17	15.5%
Noise - Domestic	54	49.1%
Noise - Industrial or Agricultural	6	5.5%
Noise - Street	0	0.0%
Odour	4	3.6%
Smoke, Fumes and Gases	13	11.8%

Ward	Population	Total	% Rate
Church Hill	7,982	13	0.16%
Winyates	8,409	12	0.14%
Greenlands	8,984	9	0.10%
Abbey	6,063	9	0.15%
Headless Cross and Oakenshaw	8,706	8	0.09%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	0	0.0%
Over 7 Day Injury	2	66.7%
Injury to Member of the Public	1	33.3%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	48	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 17
Infectious Disease Notifications 42

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	1	4.3%
Consultation - Contaminated Land	17	73.9%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	5	21.7%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	
Request to Discharge - Contaminated Land	0	
Request to Discharge - Food	0	
Request to Discharge - Health and Safety	0	
Request to Discharge - Noise	0	
Request to Discharge - Nuisance	0	

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	43	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	



Request Category	Total	% Split
Dog Control	10	4.6%
Environmental	121	55.3%
Food	29	13.2%
Health & Safety	22	10.0%
Information Requests	34	15.5%
Pest Control	2	0.9%
Public Burial	1	0.5%
Water Supply	0	0.0%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Worcester City. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	3	2.5%
Accumulations - Domestic	17	14.0%
Drainage	1	0.8%
Light Nuisance	0	0.0%
Noise - Alarm	2	1.7%
Noise - Commercial Premises	19	15.7%
Noise - Domestic	64	52.9%
Noise - Industrial or Agricultural	0	0.0%
Noise - Street	4	3.3%
Odour	5	4.1%
Smoke, Fumes and Gases	6	5.0%

Ward	Population	Total	% Rate
Cathedral	10,372	20	0.19%
Warndon	5,812	12	0.21%
Rainbow Hill	5,865	8	0.14%
Battenhall	5,411	7	0.13%
Nunnery	8,103	6	0.07%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	1	11.1%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	0	0.0%
Over 7 Day Injury	2	22.2%
Injury to Member of the Public	6	66.7%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	42	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 32
Infectious Disease Notifications 30

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	2	7.4%
Consultation - Contaminated Land	4	14.8%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	1	3.7%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	20	74.1%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	1	50.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	1	50.0%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	98	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Request Category	Total	% Split
Dog Control	20	8.2%
Environmental	126	51.6%
Food	45	18.4%
Health & Safety	25	10.2%
Information Requests	21	8.6%
Pest Control	6	2.5%
Public Burial	0	0.0%
Water Supply	1	0.4%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Wychavon. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	5	4.0%
Accumulations - Domestic	7	5.6%
Drainage	9	7.1%
Light Nuisance	2	1.6%
Noise - Alarm	2	1.6%
Noise - Commercial Premises	24	19.0%
Noise - Domestic	44	34.9%
Noise - Industrial or Agricultural	5	4.0%
Noise - Street	1	0.8%
Odour	13	10.3%
Smoke, Fumes and Gases	14	11.1%

Ward	Population	Total	% Rate
Evesham North	5,079	8	0.16%
Norton and Whittington	2,940	6	0.20%
Hartlebury	2,714	6	0.22%
Pershore	7,101	5	0.07%
Bengeworth	5,589	5	0.09%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	1	8.3%
Over 7 Day Injury	5	41.7%
Injury to Member of the Public	6	50.0%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	56	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 46
 Infectious Disease Notifications 50

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	3	3.2%
Consultation - Contaminated Land	65	68.4%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	26	27.4%
Consultation - PPC	1	1.1%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	0	0.0%
Request to Discharge - Air Quality	0	0.0%
Request to Discharge - Contaminated Land	1	16.7%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	3	50.0%
Request to Discharge - Nuisance	2	33.3%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	176	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

Request Category	Total	% Split
Dog Control	7	2.7%
Environmental	135	52.9%
Food	24	9.4%
Health & Safety	15	5.9%
Information Requests	14	5.5%
Pest Control	59	23.1%
Public Burial	0	0.0%
Water Supply	1	0.4%

The table (left) shows the number of complaints and enquiries received during Q2 where the subject was located within the district of Wyre Forest. Cases are displayed by the request category. Environmental cases generally relate to nuisance but can also include contamination incidents.

The tables (below) provide a breakdown of nuisance cases and show the top 5 wards with the highest incident rate for noise cases.

Request Category	Total	% Split
Accumulations - Commercial	3	2.2%
Accumulations - Domestic	17	12.7%
Drainage	0	0.0%
Light Nuisance	0	0.0%
Noise - Alarm	6	4.5%
Noise - Commercial Premises	23	17.2%
Noise - Domestic	61	45.5%
Noise - Industrial or Agricultural	4	3.0%
Noise - Street	0	0.0%
Odour	7	5.2%
Smoke, Fumes and Gases	13	9.7%

Ward	Population	Total	% Rate
Sutton Park	7,499	14	0.19%
Mitton	7,697	13	0.17%
Greenhill	8,003	9	0.11%
Areley Kings	5,830	9	0.15%
Broadwaters	7,936	7	0.09%

environmental health - continued

Accident Reports	Total	% Split
Dangerous Occurance	0	0.0%
Reportable Disease	0	0.0%
Fatality	0	0.0%
Major Incident	1	11.1%
Over 7 Day Injury	5	55.6%
Injury to Member of the Public	3	33.3%

Dog Control	Total	% Split
Dangerous Dog	0	0.0%
Contained Stray Dog	59	100.0%
Report of Lost Dog	0	0.0%
Loose Straying Dog	0	0.0%
Petlog Notification	0	0.0%

Number of FHRS Inspections 21
Infectious Disease Notifications 51

The following tables look at the number of accident reports, dog control cases and planning requests received during Q2. The dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections and Infectious disease notifications.

Planning Requests	Total	% Split
Consultation - Air Quality	1	3.7%
Consultation - Contaminated Land	12	44.4%
Consultation - Deaths/Burials	0	0.0%
Consultation - Dogs, Pests, Gulls	0	0.0%
Consultation - Food	0	0.0%
Consultation - Health and Safety	0	0.0%
Consultation - Licensing	0	0.0%
Consultation - Noise	0	0.0%
Consultation - Nuisance / Noise	9	33.3%
Consultation - PPC	0	0.0%
Consultation - Private Water Supplies	0	0.0%
Consultation - Trading Standards	1	3.7%
Request to Discharge - Air Quality	1	12.5%
Request to Discharge - Contaminated Land	4	50.0%
Request to Discharge - Food	0	0.0%
Request to Discharge - Health and Safety	0	0.0%
Request to Discharge - Noise	3	37.5%
Request to Discharge - Nuisance	0	0.0%

licensing

Complaint Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	
Surgery Requests	0	
Licensing Service Requests	72	

Enquiry Type	Total	% Split
Animal	0	
Caravan	0	
Gambling	0	
Licensing Act	0	
Scrap Metal	0	
Sex Establishments	0	
Skin Piercing	0	
Street	0	
Taxi	0	

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