

**WORCESTERSHIRE DISTRICT COUNCILS AND COUNTY COUNCIL**

**WORCESTERSHIRE REGULATORY SERVICES**

**MEETING OF THE WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE**

**THURSDAY 8TH OCTOBER 2015 AT 4.30 P.M.**

**COUNCIL CHAMBER, THE COUNCIL HOUSE, BURCOT LANE, BROMSGROVE**

MEMBERS: Bromsgrove District Council: Councillor R. J. Laight  
Bromsgrove District Council: Councillor P.J. Whittaker  
Malvern Hills District Council: Councillor B. Behan  
Malvern Hills District Council: Councillor D. Chambers  
Redditch Borough Council: Councillor B. Clayton  
Redditch Borough Council: Councillor J. Fisher  
Worcester City Council: Councillor M. Johnson  
Worcester City Council: Councillor A. Roberts  
Worcestershire County Council: Councillor L. Hodgson  
Worcestershire County Council: Councillor A. Blagg  
Wychavon District Council: Councillor R. Davis  
Wychavon District Council: Councillor E. Stokes  
Wyre Forest District Council: Councillor S. Chambers  
Wyre Forest District Council: Councillor J. Hart

**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 25th June 2015 (Pages 1 - 10)
4. Progress on reconstruction of Worcestershire Shared Services Partnership and management restructuring of Worcestershire Regulatory Services (Pages 11 - 14)
5. Endorsement of Worcestershire Safeguarding Children Board Child Sexual Exploitation Action Plan (Pages 15 - 38)

6. WRS Revenue Monitoring April - June 2015 and Audited Annual Return (Pages 39 - 52)
7. Activity and Performance Data Quarter 1 (Pages 53 - 96)
8. 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

The Council House  
Burcot Lane  
BROMSGROVE  
Worcestershire  
B60 1AA

30th September 2015

# Agenda Item 3

## WORCESTERSHIRE DISTRICT COUNCILS AND COUNTY COUNCIL

### WORCESTERSHIRE REGULATORY SERVICES

#### MEETING OF THE WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE

THURSDAY 25TH JUNE 2015 AT 4.30 P.M.

PRESENT: Councillors R. J. Laight, P. J. Whittaker, B. Behan, D. Chambers, J. Fisher, B. Clayton (during Minute No's 1/15 to 8/15), M. Johnson, A. N. Blagg, E. Stokes. M. King (substituting for R. Davis), M. Hart (substituting for S. Chambers) and J. Hart

Observers: Mr. V. Allison, Deputy Managing Director, Wychavon District Council and Mr. D. Sutton, Worcester City Council

Officers: Mr. I. Pumfrey, Ms. J. Pickering, Mrs. S. Sellers, Mr. M. Kay, Mr. S. Wilkes (during Minute No's 7/15 to 11/15) and Mrs. P. Ross

1/15 **ELECTION OF CHAIRMAN**

**RESOLVED** that Councillor B. Behan, Malvern Hills District Council be elected as Chairman of the Joint Committee for the ensuing municipal year.

2/15 **ELECTION OF VICE-CHAIRMAN**

**RESOLVED** that Councillor E. Stokes, Wychavon District Council be elected as Chairman of the Joint Committee for the ensuing municipal year.

3/15 **APOLOGIES**

Apologies for absence were received from Councillors A. Roberts, Worcester City Council, L. Hodgson, Worcestershire County Council and R. Davis, Wychavon District Council.

4/15 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

5/15 **MINUTES**

The minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 19th February 2015 were submitted.

**RESOLVED** that the minutes be approved as a correct record.

6/15

## **FUTURE ARRANGEMENTS FOR WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE AND WORCESTERSHIRE REGULATORY SERVICES**

Following on from the Worcestershire Shared Services Joint Committee meeting held on 19th February 2015, where Members approved for consultation purposes the proposals for creating and delivery a sustainable regulatory partnership for Worcestershire; the Committee considered a further report which detailed the findings of those consultation events held.

The Chairman announced that, in light of the revised recommendations and legal implications, as detailed in the amended report tabled, she was prepared to adjourn the meeting for approximately ten minutes to allow Members to read the revised document.

Accordingly the meeting stood adjourned from 4.45pm until 4.55pm.

The Acting Head of Worcestershire Regulatory Services introduced the amended report, as tabled, and in doing so provided a brief update, for the benefit of new Members to the Committee, on the proposals presented at the Worcestershire Shared Services Joint Committee meeting on 19th February 2015.

The Acting Head of WRS informed the Committee that the Worcestershire Shared Services Joint Committee had been established in 2010. The governance model at that time was based upon established arrangements for shared service delivery operating within the County and was structured to allow for the addition of other shared services. The original business case for WRS was founded on all partner authorities having closely aligned policy positions and service levels. WRS had been extremely successful and had delivered savings to all partner authorities. However in recent years there had been increasing financial pressures and challenges within the partnership arising from differences in partner authorities service requirements, driven by the individual financial pressures on each partner authority.

Members were further informed that Capita had withdrawn from the strategic partnering process as they felt that since WRS was already so efficient they would be unable to meet their own financial requirements.

The consultation events that took place did not reveal any objections to the proposals, for creating and delivery of a sustainable regulatory partnership for Worcestershire, and were broadly supportive of the proposals. WRS staff recognised the need for change and was supportive of the proposals. The main concerns highlighted during the consultation events were about the future level of trading standards service provision.

The extant partnership agreement signed on 1st June 2010 contained provisions enabling partners to leave the partnership. However, these were cumbersome and complex to invoke. Notice periods had to be given and the terms of exit determined by agreement of all partners. This included arrangements for departing partners to bear the financial consequences of

their exit. These provisions were never utilised in relation to this or other similar shared services using this basic agreement.

Legal advice was that it was more appropriate in these circumstances not to rely upon these provisions but for the partners to dissolve the current partnership by mutual agreement and immediately constitute a successor partnership of the six Worcestershire districts. A service level agreement between the new partnership and the County Council for provision of trading standards services would be entered into as the basis for continuing provision of these services recognising the significant investment made by the County Council in the original partnership and in WRS.

Dissolution and reconstitution was not a matter within the competence of the Joint Committee and required a decision from each partner authority. Taking into account the time period required for this, it was proposed that these changes take place at the beginning of the municipal year 1st April 2016. This timescale also enabled WRS management and officers of the partner authorities to make the necessary detailed administrative arrangements.

The report detailed the key changes to the partnership and partnership agreement, with Appendix 2 to the report, detailing the principal terms of the proposed new partnership agreement.

The current WRS senior management structure had been in place since inception when the shared service had both a larger complement of staff and budget. Reducing senior management numbers had been progressive as the WRS budget and workforce had reduced year on year. The departure of the Head of Service in January 2015 provided an opportunity to re-examine the senior management structure in light of the proposed new partnership and the opportunity to create a leaner much more focused senior management structure aligned to a commercial approach to the delivery of the service. Appendix 4 to the report detailed the proposed future senior management structure.

Further discussion followed with several Members expressing their concerns with regard to Part 1 – 4.1, as detailed in Appendix 2 to the report, which stated:

“Amend to ‘one member’ from ‘two members’ in line 1 and delete ‘at least one of those members from’ ‘authority’ from line 3. Insert ‘The member shall be the portfolio holder responsible for regulatory matters’

Councillor M. Hart, Wyre Forest District Council proposed an amended recommendation, seconded by Councillor E. Stokes, that Part 1 – 4.1, as detailed in Appendix 2 to the report, be deleted in its entirety.

A lengthy debate followed with differing views being expressed as to the advantages and disadvantages of either reducing to one member from each partner authority on the Joint Committee as set out in the report, or retaining the current arrangements of two members per partner authority which would be the outcome under the proposed amendment.

During the debate Members made reference to a range of issues including:-

- That the Joint WRS Scrutiny Task Group had recommended a reduction to one Elected Member with arrangements for substitutes. It had been felt that this would improve strategic decision making and become a more efficient business model for WRS. The Task Group had been aware of concerns that even though two Members were nominated onto the Joint Committee some Members had little knowledge of the concept of WRS.
- That in some partner authorities it was felt that there would be a benefit to retaining two Members on the Joint Committee, to increase democratic participation in the governance of WRS. Reference was made to this being of importance to partner authorities where political control can change.
- That the report which addressed the findings of the Joint WRS Scrutiny Task Group should be adopted without any changes to enable a more coherent customer focused service going forward.
- That circumstances have changed since the involvement of the WRS Joint Scrutiny Task Group in that the direction being pursued at the time was a partner arrangement with an external organisation, whereas the current proposal was for WRS to continue without any outside partners and with a reduced number of local authority partners.

Members continued with the debate, and it was proposed by Councillor M. King, Wychavon District Council that after a period of twelve months from April 2016 the composition of the Joint Committee could be reviewed.

The Chairman sought clarification that Members felt in a position to vote on the recommendations as detailed in the report tabled and recommendation 2 as proposed by Councillor M. Hart, Wychavon District Council, as detailed in the preamble above, with the inclusion that the membership of the partnership be reviewed after a period of twelve months from April 2016.

The Chairman further informed the Committee that the decision would have to be a unanimous decision, as detailed in the Worcestershire Shared Services Partnership agreement.

**RESOLVED** that the outcome of the consultation with partner authorities, Worcestershire Regulatory Services staff and stakeholders be noted.

**RECOMMENDED:**

- (a) that the current Worcestershire Shared Services Partnership is dissolved by mutual agreement on 31st March 2016;
- (b) that a new Worcestershire Shared Services Partnership comprising the six district councils is created on 1st April 2016 in accordance with the terms set out in Appendix 2 (as amended); and that the composition of partner authority member representatives on the Joint Committee be reviewed after a period of twelve months from April 2016;

- (c) that the new Worcestershire Shared Services Partnership enters into a service level agreement with Worcestershire County Council for the provision of trading standards services in accordance with the terms to be agreed by the Acting Head of Worcestershire Regulatory Services;
- (d) that all existing contracts and service level agreements between the existing Worcestershire Shared Services Partnership and the other local authorities are novated to the new Worcestershire Shared Services Partnership;
- (e) approve the new management structure for Worcestershire Regulatory Services, as set out in Appendix 4 , for consultation with staff and recognised trades unions;
- (f) that following consultation, authority be delegated to the Acting Head of Worcestershire Regulatory Services, in consultation with the Chairman of the Joint Committee to finalise the future management structure and undertake recruitment in accordance with the terms as set out in the Worcestershire Shared Services Partnership Agreement; and
- (g) to establish an appointment sub-committee comprising three Members of the Joint Committee; an Executive Member from the Host Authority and the Chairman and Vice-Chairman supported by officers, as detailed in the legal implications contained within the amended report tabled at the meeting.

7/15

## **WORCESTERSHIRE REGULATORY SERVICES REVENUE** **MONITORING APRIL - MARCH 2015 AND ANNUAL RETURN**

The Committee considered a report which detailed the financial position for the period April 2014 to March 2015.

The Executive Director, Finance and Corporate Resources, Bromsgrove District Council introduced the report and in doing so informed the Committee that the report presented the final financial position for Worcestershire Regulatory Services for the period April 2014 to March 2015 and the formal annual return to be submitted to the External Auditors. The Annual Return was in a prescribed format as required by the accounting regulations for small bodies.

The Executive Director, Finance and Corporate Resources, Bromsgrove District Council drew Members' attention to the detailed revenue report, as detailed at Appendix 1 to the report. This showed a final outturn underspend of £227,000. The underspend was more than expected at quarter 3 and was mainly due to further vacant posts within the service together with savings resulting from maternity leave and long term sick. Part of the underspend was offset by the costs associated with additional agency staff being used to cover the vacancies and to backfill for staff seconded to support the service transformation project. Recharge for services / repairs and maintenance at Wyatt House was lower than anticipated. There was a significant underspend on IT, due to a freeze on IT spend during strategic partnering and a lower than expected expenditure on certain projects. Contracts on Nuisance Work, Contaminated Land and Stray Dogs were extended until the end of March and generated an additional income of £39,000. The Feed Grant received from Central England Trading Standards Authorities (CEntSA) had included the cost of the feed samples and generated a further £11,000 income.

The Executive Director, Finance and Corporate Resources, Bromsgrove District Council drew Members' attention to Appendix 3 to the report, the Annual Return for the financial year ended 31st March 2015.

**RESOLVED:**

- (a) that the financial position for the period April 2014 to March 2015, be noted;
- (b) that the ICT funding required from partner Councils for 2015/2016 as detailed at Appendix 2 to the report, be approved;
- (c) that the refund of the 2014/2015 underspend of £227,000 to the participating Councils, as set out below, be approved: and

Council	Refund of Savings £'000
Bromsgrove	25
Malvern Hills	22
Redditch	23
City of Worcester	31
Wychavon	31
Wyre Forest	17
Worcestershire County Council	78
<b>TOTAL</b>	<b>227</b>

- (d) that the Annual Return as set out at Appendix 3 to the report, including the Accounting Statements for the Joint Committee for the period 1st April 2014 – 31st March 2015 be approved.

8/15

**WORCESTERSHIRE REGULATORY SERVICES ANNUAL REPORT**

The Committee considered a report which detailed the Worcestershire Regulatory Services Annual Report 2014 / 2015.

The Acting Head of Worcestershire Regulatory Services (WRS) informed the Committee that under the Worcestershire Shared Services Partner Agreement the Joint Committee was required to receive the annual report at its annual meeting. The report covered the performance of the service for the period 1st April 2014 to 31st March 2015.

The Acting Head of WRS informed Members that as Acting Head of WRS he felt the report highlighted the terrific of performance of WRS. Performance indicators had improved with service transformation and the report was a tribute to the team. He was proud to see what had been achieved not only against the financial restraints the service had had to face but also the outcome of the recent procurement exercise undertaken. Although procurement did not deliver a strategic partnership, it showed the strengths of WRS and that other authorities saw WRS as professional, robust and sustainable for the future.

Mr. M. Kay, Business Manager, WRS drew Members' attention to the key achievements for WRS in 2014/2015 as detailed in the report. WRS key performance measures continued to focus on customer satisfaction and the positive compliance of businesses, with all but one performance indicator going up. There was an increase in income generation with income generated from a range of sources. Over twenty staff members of the Community Environmental Health Team have undertaken Housing Health and Safety Rating Scheme training, which could provide the potential for extending the work of WRS into this sector.

Mr. S. Wilkes, Business Manager, WRS continued to inform Members on the service delivery highlights throughout the year, the year had been the busiest year for WRS on record for formal actions, with fifteen case investigations currently either in the court system or in the final stages of investigation. The Technical Pollution Team had worked in conjunction with Hitachi Zozen on managing the environmental impact of the construction phase of Severn Waste's Energy from Waste plant in Hartlebury. Following evidence from reports produced following the Rochdale and Rotherham incidents, the sexual exploitation of children was identified as something that could happen anywhere and local authorities needed to take action to reduce risks and support the detection of crime. WRS recognised they had a role to play, particularly in relation to some of the individuals and businesses licensed by partners. WRS were now at the forefront of raising awareness of these dangers and have raised awareness to over 2,500 Hackney Carriage and Private Hire drivers, by means of letters to individual taxi drivers and taxi forums to provide information. WRS officers have been made aware of signs to look out for and to pass these onto the trade.

Members agreed that it would be good practice to send a copy of the WRS Annual Report to all partner authorities Members as well as partner authorities Chief Executives and Managing Directors.

The Chairman thanked officers for an excellent report, with Members in agreement that issues raised by them throughout the year had been taken into account. The report reflected the excellent work of WRS to ensure the protection of our communities.

Councillor J. Fisher reiterated this and expressed his thanks to the WRS Management Team and staff on their continued hard work. He felt that the Joint Committee depended on the professionalism and hard work of WRS.

**RESOLVED:**

- (a) that the Worcestershire Regulatory Services Annual Report 2014/2015 be noted; and
- (b) that a copy of the Worcestershire Regulatory Services Annual Report 2014/2015 be forwarded to the Chief Executive, Managing Director and Members of each partner authority.

9/15 **ACTIVITY AND PERFORMANCE DATA - QUARTERS 1, 2, 3 AND 4, 2014/2015**

The Committee considered a report which detailed Worcestershire Regulatory Services Activity Data for Quarters 1, 2, 3 and 4, 2014/2015.

Mr. S. Wilkes, Business Manager, Worcestershire Regulatory Services (WRS) introduced the report and in doing so informed Members that the activity report, as detailed at Appendix A to the report, was a summary report as requested by Members. The full report had been distributed to all Members for information and provided Members with wide ranging information across a number of parameters. The summary report was an extract from the full report and covered all of the key county-wide data, with each Team Manager providing a written commentary on each of their areas of work in order to provide Members with information on what was happening and to explain some of the wider activity of work undertaken.

In response Councillor M. King commented that as a new Member to the Committee he had found the information very useful.

**RESOLVED:**

- a) that the Activity Data for Quarters 1, 2, 3 and 4, 2014/2015 be noted; and
- b) that Members use relevant forums within their respective authorities to share this information with all elected Members.

10/15 **ACCOMMODATION AND ICT HOSTING RELOCATION UPDATE**

The Committee was asked to note a report which provided an update on the recent WRS accommodation and ICT hosting relocation.

Mr. M. Kay, Business Manager, Worcestershire Regulatory Services (WRS) informed the Committee that WRS had successfully moved on 20th March 2015 from Wyatt House, Worcester to Wyre Forest House, there had been a small number of email glitches. WRS now occupied 58 work stations at the new location. The project board consisting of representatives from the current hosts, the proposed hosts and WRS officers had ensured the smooth transition and he expressed his thanks to Alison Braithwaite and her team for their hard work.

The Chairman requested that further thanks from the Joint Committee were given to all those involved in ensuring the move was successful.

**RESOLVED** that the Accommodation and ICT Hosting Relocation Update report be noted.

11/15 **HOME OFFICE - CODE OF PRACTICE ON THE EXERCISE POWERS OF ENTRY**

The Committee considered a report which detailed the Home Office Code of Practice on the Exercise of Powers of entry. On 6th April 2015, a code of

practice issued by the Home Office under section 48 of the Protection of Freedoms Act 2012 came into force.

Mr. S. Wilkes, Business Manager, Worcestershire Regulatory Services (WRS) introduced the report and in doing so informed the Committee that exercising powers of entry was at the heart of all enforcement work and therefore vital to the functioning of the regulatory service. The report proposed the adoption of a policy document, as detailed at Appendix 1 to the report, of a framework policy for the exercise of WRS officers of power of entry and associated statutory powers, not subject to other codes. The code also applied where legislation was silent on particular matters or where relevant legislation provided fewer safeguards than those provided in it.

On 6 April 2015, a code of practice issued by the Home Office under section 48 of the Protection of Freedoms Act 2012 came into force. The code provided guidance and set out considerations that apply before, during and after powers of entry and associated powers were exercised by a range of bodies including local authorities. The purpose of the Code was to ensure “greater consistency in the exercise of powers of entry and greater clarity for those affected by them while upholding effective enforcement.”

The Code did not override already existing statutory codes e.g. PACE codes, Food Standards Agency codes, but it did have an effect where no existing code covering the exercise of powers existed.

Mr. S. Wilkes, Business Manager responded to Members’ questions and clarified that there was no financial impact on WRS, but if the proposed code was not followed it could leave WRS open to legal challenge

Members were further informed that much of legislation enforced by WRS was silent as to the approval of the use of powers of entry. Given that the code indicated that not every individual visit needed to be approved, it was suggested that approval of service plans and team plans by managers, could fulfil the requirements of the code. The detailed team plans that sit below the service plan outlined all of the proposed activities for the year and it was therefore possible for managers to give consideration to the use of powers at this stage and record the decisions that were made.

**RESOLVED** that the policy document, as detailed at Appendix 1 to report, which provided an operating framework for the use of statutory powers of entry and related powers by Worcestershire Regulatory Services officers, acting on behalf of all partner authorities, be approved.

**RECOMMENDED** that consideration be given by partner authorities to adopt a similar approach for their retained regulatory service elements to ensure consistency of operation in all regulatory fields across the authorities in Worcestershire and to support joint operational working.

The meeting closed at 6.29 p.m.

Chairman

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## Joint Committee: 8 October 2015

### Progress on reconstitution of Worcestershire Shared Services Partnership and management restructuring of Worcestershire Regulatory Services

#### Recommendations

The Joint Committee is recommended to:

1. Note the content of this report
2. Acknowledge the contribution to the success of WRS made by Mark Kay and Chris Phillips

#### Contribution to Priorities

Reconstitution of the Worcestershire Shared Services Partnership and restructuring of WRS management will contribute directly to delivery of partner authorities' priorities for economic, social and environmental well-being, including the agreed priorities for WRS set out in the WRS Service Plan 2015/16 and WRS Business Plan 2015/18.

#### Summary

Partner councils are progressing approval of the recommendations agreed by this committee in June. Two councils have completed the approval process with three others scheduled to do so by the end of October.

The County Council has not yet confirmed a date when this committee's recommendations will be considered by its cabinet as it is considering other possible arrangements for provision of its trading standards services. As noted below this may have implications if the necessary unanimity cannot be achieved.

Following consultation with staff and recognised trades unions good progress has been made implementing the restructuring of WRS management. Simon Wilkes becomes the new Head of Service from 28 September with other key team members taking up their posts on the same day.



## **Background**

At its meeting on 25 June 2015 this committee agreed to recommend partner councils dissolve the current Worcestershire Shared Services Partnership on 31 March 2016 and constitute a new partnership comprising the six district councils on 1 April 2016 along with a service level agreement between the new partnership and County Council for the provision of trading standards services.

At this meeting this committee also approved a new management structure for Worcestershire Regulatory Services for consultation with staff and recognised trades unions together with arrangements for recruitment following finalisation of the structure after consultation.

## **Reconstitution of the Worcestershire Shared Services Partnership**

Bromsgrove DC and Redditch BC approved this committee's recommendations at meetings of their councils in July.

The cabinets/ executives of Malvern Hills DC, Wychavon DC and Wyre Forest DC all considered this committee's recommendations during the summer and made recommendations for approval to their respective councils. The councils of Wychavon DC and Wyre Forest DC will consider them at their meetings on 30 September whilst council at Malvern Hills will consider them when it meets on 20 October.

The County Council has not yet confirmed a date when this committee's recommendations will be considered by its cabinet as it is considering other possible arrangements for provision of its trading standards services. These discussions are on going and an oral update will be provided to the meeting.

Worcester City Council has decided to defer consideration of this matter until the County Council position is clear.

## **WRS Senior Management Structure**

Consultation with staff and recognised trades unions did not result in any objections to the proposed future management structure for Worcestershire Regulatory Services. Comments received related to the proposed process for ring-fencing of current staff to new posts and the application of selection procedures defined within the host authority's human resources policies. A number of minor modifications were made in response to these comments.

The appointments sub committee agreed by this committee on 25 June met on 9 September to interview for the post of Head of Worcestershire Regulatory Services. It agreed to appoint Simon Wilkes who commenced in post on 28 September.

Interviews were held on 25th September for the posts of Environmental Health and Trading Standards Manager and Technical Services Manager. David Mellors and Mark Cox were appointed to these roles and commence in post on 28<sup>th</sup> September. Susan Garratt was slotted into the new post of Licensing and Support Manager from 1 September.

The remaining new post of Business and relationship manager will be advertised externally within the next few weeks.

Mark Kay, Business Manager and Chris Phillips, Trading standards manager both agreed to take voluntary compulsory redundancy as part of the restructuring process. They will leave at the end of January and March next year respectively and I would like to formally acknowledge the enormous contribution they have made to the success of WRS.

## **Financial Implications**

The restructuring of management will create an annual saving of approximately £140,000. This will contribute significantly to meeting the reduced financial operating envelope from 2016/17 onwards.

There are one off costs of change in respect of unavoidable redundancy costs. These will be shared between the partners as previously agreed.

## **Legal Implications**

As mentioned in my report to the meeting on 25 June, the approach to reconstitution of the shared services partnership depends for its success on the unanimous agreement of all the current and future partners. Whilst the current direction of travel outlined in this report is positive, a decision by the County Council to make alternative arrangements for the provision of its trading standards services may mean the necessary unanimity cannot be secured. If this happens the extant partnership agreement will continue in force and further proposals will have to be brought forward for consideration by this committee.



# Agenda Item 4

## **Risk**

As noted above there are risks in relation to securing the unanimity necessary to dissolve and reconstitute the partnership.

The outcome of the management restructuring means there is little risk to future operational service delivery and implementation of the current business plan for Worcestershire Regulatory Services

## **Sustainability**

This report outlines the significant steps that have been taken to ensure the future financial and operational sustainability of WRS and the Worcestershire Shared Service partnership.

## **Contact Points**

Ivor Pumfrey CMgr MCMi CMCIEH CMIOSH FRSPH  
Chairman, WRS Management Board  
01684 862296 [ivor.pumfrey@malvern hills.gov.uk](mailto:ivor.pumfrey@malvern hills.gov.uk)

## **Background Papers**

*'Future arrangements for Worcestershire Shared Services Joint Committee and Worcestershire Regulatory Services'* – report of Acting Head of WRS and Chair of WRS Management Board – Worcestershire Shared Services Joint Committee – 25 June 2015

*'Creating and delivering a sustainable regulatory partnership for Worcestershire'* – report of Chair of WRS Management Board – Worcestershire Shared Services Joint Committee – 19 February 2015

*'Business Plan for Worcestershire Regulatory Services 2015-2018'*

Worcestershire Shared Services Partnership Agreement 1 June 2010

## Joint Committee Meeting 8<sup>th</sup> October 2015

### Child Sexual Exploitation (CSE) Strategy Action Plan

#### Recommendation

That the Joint committee endorse WRS participation in Worcestershire's Child Sexual Exploitation Strategy Action Plan.

#### Report

This Action Plan was drawn up by the CSE Strategic Group comprising Board Members; the Chair of the Safer Communities Board; and Chair of the Missing Children, CSE and Trafficking Group. It identifies the actions to be undertaken to achieve the key priorities and target areas laid out in the Strategy. Some of the time frames have yet to be agreed with the action owners/accountable bodies and there may need to be some slight adjustment to the measures following discussion at the relevant Board Meetings. However, all Local Authorities, and other relevant bodies have been asked to endorse the plan through their Committee process and WRS is keen to show support and play its role of raising awareness with licensed premises and Hackney Carriage and Private Hire Drivers.

The Plan is detailed but also highlights the complexity of Child Sexual Exploitation. Broadly the actions are linked to:

- Producing a communication strategy including a public CSE awareness campaign.
- Producing a training strategy including raising awareness in schools
- Reviewing the CSE pathway aimed at referral, assessment and decision making,
- Developing a sharing of information protocol related to CSE and that results in effective practice and in the production of a good multi agency data set that clearly shows patterns and trends,
- Identifying gaps in the provision of specialist support for victims and families including transition to Adult Services, for commissioning purposes.
- Establishing wider links with key partnerships and other Authorities to co-ordinate approaches to CSE including licensing authorities.
- Identifying current and potential perpetrators,

strengthening controls to prevent CSE, and working effectively with offenders.

The Plan will be actively monitored and revised over time to reflect any new issues or particular actions that emerge as needing to be addressed.

## Key items

The key responsibilities for WRS within this Strategic Plan can be found at 3.3.4 to 3.3.6 namely:

- Undertake a CSE awareness raising campaign with Hackney Carriage and Private Hire licensed drivers and Operators.
- Undertake a CSE awareness raising campaign with licenced premises in partnership with the CSP District Tasking Groups e.g. Nightsafe in Worcester, Pub Watch in Redditch and Bromsgrove Town Centres.
- District Council Licensing Committee Members to be made aware of CSE responsibilities.

In line with its responsibilities under this Action Plan, WRS has incorporated information leaflets within its application processes with an aim to raising awareness of CSE amongst the licensed trade, both for Premises Licence holders and the taxi trade. These leaflets are routinely added to outgoing granted licence packs. A copy of the information leaflets are attached for your information. Raising CSE awareness has also been an agenda item at Taxi Forum meetings so that trade representatives can pass the relevant information to their members.(the majority of districts have active forums)

## Risks

The Hackney Carriage and Private Hire trade and Licensed Premises are an integral part of the local working economy; often they are the eyes and ears of the Community, raising awareness within these groups of what to look for and how and who to report to is a vital link within this Strategic Plan. Not doing so would mean this vital link in the information chain would be missed and perhaps opportunities to help vulnerable groups, children and adults may also be missed.

## Appendices'

Child Sexual Exploitation (CSE) Strategy Action Plan  
Taxi trade information leaflet  
Premises Licence Information leaflet.

## Contact point

Sue Garratt, Licensing and Support Manager, WRS.  
[Susan.garratt@worcsregservices.gov.uk](mailto:Susan.garratt@worcsregservices.gov.uk)  
Tel: 01562 738037.



<b>Prepared for:</b>	<b>Worcestershire Safeguarding Children Board</b>
<b>Date of Board meeting:</b>	<b>1 July 2015</b>
<b>Report Title:</b>	<b>Child Sexual Exploitation (CSE) Strategy Action Plan</b>
<b>Prepared by:</b>	<b>Steve Eccleston, Chair of the WSCB CSE Strategic Group</b>
<p><b>Executive Summary</b> (to include a summary of the salient points in the attached report and any specific issues for WSCB):</p> <p>This Action Plan was drawn up by the CSE Strategic Group comprising Board members; the Chair of the Safer Communities Board; and Chair of the Missing Children, CSE and Trafficking Group. It identifies the actions to be undertaken to achieve the key priorities and target areas laid out in the Strategy. Some time frames have yet to be agreed with the action owners/accountable bodies and there may need to be some slight adjustment to the measures following discussion at the Board meeting.</p>	

The Plan is detailed but also highlights the complexity of Child Sexual Exploitation. Broadly the actions are linked to:

1. Producing a communication strategy including a public CSE awareness campaign
2. Producing a training strategy including raising awareness in schools
3. Reviewing the CSE pathway aimed at referral, assessment and decision making
4. Developing a sharing of information protocol related to CSE that results in effective practice and in the production of a good multi agency data set that clearly shows patterns and trends
5. Identifying gaps in the provision of specialist support for victims and families including transition to Adult Services, for commissioning purposes
6. Establishing wider links with key partnerships and other Authorities to co-ordinate approaches to CSE including licencing authorities
7. Identifying current and potential perpetrators, strengthening controls to prevent CSE, and working effectively with offenders

The Plan will be actively monitored and revised over time to reflect any new issues or particular actions that emerge as needing to be addressed.

**Action Required** (delete and/or amend as appropriate):

- **Consider any adjustments which are required to the success measures**

**Decisions required:**

- **Approve, pending any adjustments agreed, for implementation of the Action Plan**

## Appendix 2

### WSCB Action Plan for Implementation – FNAL DRAFT dated 22 06 2015

<b>Key Priority 1</b> <b>Prevention and Education</b> Overarching priority: Increasing knowledge and understanding of CSE, including the development of protective factors, across children and young people (to include victim focus), the children and young people’s workforce and local communities				
<b>Key Target Areas/Objectives</b> 1.1 Undertake a public awareness campaign				
Action	Action Owner	Measure	Accountable body	Timeframe
1.1.1 Commission a communications / publicity campaign based on best practice across the region	Det. Supt. Steve Eccleston / Kate Quilley	Options report to Board and decision made	West Mercia Police	End June 2015
1.1.2 Draw up a timed action plan including media engagement	WSCB Business Support Team	Timed action plan produced	Worcestershire Safeguarding Children Board	End July 2015
1.1.3 Undertake the campaign and evaluate it	WSCB Business Support Team	<ul style="list-style-type: none"> <li>•Increase in levels of awareness</li> <li>•Increase in CSE referrals received</li> </ul>	Worcestershire Safeguarding Children Board	Campaign : September 2015  Evaluation : January 2016

1.2 All schools to deliver a CSE awareness programme to children and young people, tailored to their age				
Action	Action Owner	Measure	Accountable body	Timeframe
<p>1.2.1 The Board to develop and endorse a 'whole school' model for raising CSE awareness, in line with the Children's Commissioner's report: 'If only someone had listened' (Nov 2013), and to evaluate its impact.</p> <p>This will include the production of a menu of resources for use in schools.</p>	LE / WSCB Head Teacher Reps	<p>Numbers of schools implementing Whole School Approach.</p> <p>(Including academies, post 16, and independent schools)</p>	WSCB Head Teacher's Group	TBC
1.2.2 WSCB to seek assurance that schools and FE colleges are raising awareness of CSE within their own organisation.	Chair of the Monitoring Effectiveness Group	Percentage of schools evidencing they have a robust programme in place for raising awareness	Monitoring Effectiveness Sub Group	TBC

1.3 All staff to receive training in line with their role and responsibilities.				
Action	Action Owner	Measure	Accountable Body	Timeframe
<p>1.3.1 Review existing CSE training strategy and refresh in line with CSE Strategy 2015-2017.</p> <p>To include training pathway, suite of training materials and evaluation framework.</p>	Chair of WSCB Workforce Development Group.	<ul style="list-style-type: none"> <li>• Training strategy covers all elements of the CSE Strategy 2015-18</li> <li>• Practitioners and managers have a clear understanding of their training requirements</li> <li>• Staff are trained at the appropriate level for their role and responsibilities.</li> </ul>	Improving Frontline Practice Sub Group	November 2015
<p>1.3.2 Ensure that commissioners of services to children young people and their families make CSE training a requirement within their contracting processes from a given date</p>	Individual agencies (TBC)	<ul style="list-style-type: none"> <li>• CSE training is a requirement for all commissioned services</li> <li>• Assurance is provided through the S11 Audit undertaken by WSCB</li> </ul>	Monitoring Effectiveness Sub Group	January 2016
<p>1.3.3 Evaluate effectiveness of training strategy through the WSCB annual audit of training and workforce development</p>	Chair of the Monitoring Effectiveness Group	<ul style="list-style-type: none"> <li>• Percentage of agencies providing assurance that all staff are trained at the appropriate level</li> <li>• Increased awareness/ confidence levels</li> </ul>	Monitoring Effectiveness Sub Group	End March 2016

## Key Priority 2

### Recognition and Identification

Overarching priority: Providing information and tools to support the identification of potential indicators of CSE; providing and publishing agreed models of assessment; and agreed protocols for the effective sharing of information across the multi-agency partnership

#### Key Target Areas/Objectives

2.1 Identify vulnerable children for potential sexual exploitation and develop a risk assessment framework and pathway to protect them

Action	Action Owner	Measure	Accountable Body	Timeframe
2.1.1 All key statutory partners to devise a flagging protocol for those deemed to be at risk of child sexual exploitation; NHS, GPs, Sexual Health, CAMHS.	Missing, CSE and Trafficking Subgroup Chair	Establishment of flagging process within each agency, and numbers of children identified as at risk.	CSE Strategic Group	September - December 2015
2.1.2 Work with pharmacies to develop a checklist for identifying those at risk of CSE to improve early identification of risk, and information sharing. To include GP dispensing surgeries and school nurses.	Chair of Missing, CSE and Trafficking Group.	<ul style="list-style-type: none"><li>•Checklist developed</li><li>•Increase in numbers of children flagged to MASH</li><li>•Increase in risk assessments undertaken</li></ul>	CSE Strategic Group	30 September 2015

<p>2.1.3 Identification of care providers within Worcestershire to create closer links (see 2.1.2)</p>	<p>Missing Person Co-ordinator within the Police/ Chair of Missing, CSE and Trafficking Group.</p>	<ul style="list-style-type: none"> <li>•List of care providers maintained within Children’s social care – including 16+ and independent providers</li> <li>•Increase in numbers of children flagged to MASH</li> <li>•Increase in risk assessments undertaken.</li> </ul>	<p>CSE Strategic Group</p>	<p>TBC</p>
<p>2.1.4 Embed widely existing screening tool to support the assessment and management of risk (links with 1.3.1)</p> <p>Develop and embed risk indicator toolkit for professionals</p>	<p>Chair of Missing Children, CSE and Trafficking Group</p>	<ul style="list-style-type: none"> <li>•Percentage of referrals where screening tool has been completed</li> <li>•Risk indicator toolkit available for professionals</li> </ul>	<p>CSE Strategic Group</p>	<p>November 2015</p> <p>TBC</p>
<p>2.1.5 Complete full review of existing CSE Pathway to align with CSE Strategy 2015-18</p>	<p>Missing Children, CSE and Trafficking Group</p>	<p>Refreshed pathway in place.</p>	<p>CSE Strategic Group</p>	<p>July 2015</p>

2.2 Develop professional curiosity amongst front line staff to ensure they look for and act on signs of potential CSE (particularly social workers, Health workers and school staff)				
Action	Action Owner	Measure	Accountable Body	Timeframe
2.2.1 Ensure CSE Training Strategy and materials include specific reference to learning about the need to exercise professional curiosity.  (Links to 2.1.1)	Workforce Development Group	Increased reporting of CSE concerns across all key partners.	Improving Frontline Practice Sub Group	November 2015
2.3 Identification of vulnerable children who have the potential to become perpetrators				
Action	Action Owner	Measure	Accountable Body	Timeframe
2.3.1 Scope national good practice in the emerging field of understanding children who have the potential to become perpetrators.	YOS within Missing Children, CSE and Trafficking Group	Scoping completed within time scale	Vulnerable Children Sub Group	November 2015
2.3.2 Review toolkit to assist professionals to identify children who have the potential to become perpetrators.	YOS within Missing Children, CSE and Trafficking Group	Toolkit produced and promoted through WSCB website.	Vulnerable Children Sub Group	January 2016

2.4 Promote the crucial importance of effective information sharing				
Action	Action Owner	Measure	Accountable Body	Timeframe
2.4.1 Develop an information sharing agreement between all partners which differentiates between different levels of information required and the processes for sharing information	Chair of MASH Operational Group	<ul style="list-style-type: none"> <li>•Establishment of internal information sharing pathways within and between agencies re CSE</li> <li>•Increase in numbers of children flagged to Access Centre</li> <li>•Increase in numbers of children flagged to MASH</li> <li>•Increase in risk assessments undertaken</li> </ul>	CSE Strategic Group	July 2015

<b>Key Priority 3</b>				
<b>Intervention and Support</b>				
Overarching priority: Drawing on models of recognised good practice to develop local responses ; tailoring intervention and support to individuals; and mapping and publicising a range of available intervention/support services				
<b>Key Target Areas/Objectives</b>				
3.1 Develop different methods/casework suited to CSE				
<b>Action</b>	<b>Action Owner</b>	<b>Measure</b>	<b>Accountable Body</b>	<b>Timeframe</b>
3.1.1 Each child or young person identified at risk of CSE or experiencing CSE has a completed CSE risk assessment and management of risk plan	Chair of Missing Children, CSE and Trafficking Group /Chair of CSE Panel	<ul style="list-style-type: none"> <li>•Proportion of completed assessments and risk management plans</li> <li>•Repeat MACFA findings demonstrate robust risk management plans</li> </ul>	CSE Strategic Group	November 2015
3.1.2 Develop links with adult safeguarding to ensure transition for those young adults still at risk of exploitation.	Independent Chairs	<ul style="list-style-type: none"> <li>•Adult safeguarding representative on Missing Children, CSE and Trafficking Group; MASH</li> <li>•Transition protocol for those from children's social care to adult social care updated to refer to CSE</li> <li>•Providers for 16+ have clear pathway written for CSE safeguarding for client.</li> </ul>	Worcestershire Safeguarding Children Board	December 2015

3.1.3 Develop CSE Communication strategy for a range of media and audiences  (Links with 1.1)	Steve Eccleston/Helen Blake	CSE Communications Strategy in place	CSE Strategic Group	October 2015
3.1.4 Develop protocol for information sharing and management of risk re CSE with care providers to include the flagging of CSE concerns when children are placed in or outside of county.	Siobhan Williams	<ul style="list-style-type: none"> <li>•Protocol established and embedded</li> <li>•Increase in children flagged as being at risk of CSE</li> <li>•Evidence that risk management plans are in place.</li> </ul>	CSE Strategic Group	July 2015
3.2 Develop victim and family specialised support				
<b>Action</b>	<b>Action Owner</b>	<b>Measure</b>	<b>Accountable Body</b>	<b>Timeframe</b>
3.2.1 Undertake a needs assessment to map existing support services and to identify gaps in provision for children at risk of CSE  (To include research into established good practice)	Ellen Footman/Hannah Needham	Assurance that appropriate services are in place	CSE Strategic Group	TBC

3.2.2 Ensure West Mercia SARC has adopted training, facilities and pathways to address the needs of sexually exploited children and young people in Worcestershire.	The Glade management reporting through Missing children, CSE and Trafficking Group	<ul style="list-style-type: none"> <li>• Assurance that SARC links directly with CSE pathway</li> <li>• Documented evidence of CSE provision for staff within the SARC.</li> </ul>	CSE Strategic Group	TBC
3.3 Develop community safety, regulatory and taxi licensing functions (consider a Partnership Enforcement Team)				
<b>Action</b>	<b>Action Owner</b>	<b>Measure</b>	<b>Accountable Body</b>	<b>Timeframe</b>
3.3.1 District Community Safety Partnerships Tasking Groups to receive CSE intelligence and implement a partnership response to identified 'hot spots' in consultation with the Missing Children, CSE and Trafficking Group	Community Safety Partnership (North and South)	CSP multi-agency action plan in place for each identified 'hot spot'.	Safer Communities Board	September 15
3.3.2 Community Safety Partnerships to encourage links with existing prevention and disruption strategies, e.g. Nightsafe and Street Pastor initiatives	Community Safety Partnership (North and South)	Completion of actions contained within CSP Partnership Plan (North and South)	Safer Communities Board	November 15

<p>3.3.3 Community Safety Partnerships to develop and incorporate CSE responsibilities within their annual Partnership Plan, taking a proactive approach to identification, risk assessment and evidence gathering</p>	<p>Community Safety Partnership (North and South)</p>	<p>CSE responsibilities clearly set and monitored as part of the North and South Partnership Plan.</p>	<p>Safer Communities Board</p>	<p>December 15</p>
<p>3.3.4 Undertake a CSE awareness raising campaign with Hackney carriage and private hire licenced drivers/operators</p>	<p>Worcestershire Regulatory Services</p>	<ul style="list-style-type: none"> <li>•Guidance issued to all licence holders upon annual renewal of licences</li> <li>•CSE awareness raising rolled out through district taxi forums and liaison meetings</li> </ul>	<p>WRS Joint Committee</p>	<p>July 15 (WRS Board from April 2016)</p>
<p>3.3.5 Undertake a CSE awareness raising campaign with licenced premises in in partnership with the CSP District Tasking Groups, e.g. Nightsafe in Worcester Pub Watch in Redditch and Bromsgrove town centres</p>	<p>Worcestershire Regulatory Services and Community Safety Partnerships</p>	<p>Issuing and dissemination of information to licenced premises with a focus on 'hotspot' areas</p>	<p>WRS Board</p>	<p>December 15</p>

3.3.6 District Council Licence Committee Members to be made aware of CSE responsibilities	Worcestershire Regulatory Services	CSE awareness training is incorporated into Licence Committee Member inductions	WRS Joint Committee & Partner Licensing Committees	September 15 (WRS Board from April 2016)
3.3.7 Develop CSE guidance for Bed and Breakfast providers, hostels and HMO Licencing	District Council Strategic Housing Officers	Guidance developed and disseminated.	Worcestershire Strategic Housing Partnership (WSHP)	January 16
3.3.8 Review the need for a partnership enforcement team following refreshed problem profile and increased awareness raising	CSE Strategy Group	Review completed and decision made.	CSE Strategic Group	March 2016

**Key Priority 4**

**Pursue and Disrupt:**

Overarching priority: Being pro-active across multi agency partnerships to identify, disrupt and prosecute perpetrators of child sexual exploitation through criminal or civil means

**Key Target Areas/Objectives**

4.1 Align cross-border arrangements with neighbouring areas/regions

Action	Action Owner	Measure	Accountable Body	Timeframe
4.1.1 To ensure that appropriate intelligence is shared regionally with partners	Steve Eccleston	Evidence of sharing at regional level	Police Strategic CSE Group	Ongoing
4.1.2 To ensure relevant intelligence from areas other than Worcestershire is shared with partners to maximise safeguarding	DI Nigel Jones	Effective CSE problem profile incorporating multi-agency information and regional threats and intelligence	CSE Strategic Group	Ongoing
4.1.3 Embed PPRC (People Presenting a Risk to Children) information sharing within agencies to ensure that those who perpetrate CSE within statutory and	Missing Children, CSE and Trafficking Group	PPRC information guidance published on WSCB website.	CSE Strategic Group	30 September 2015

collaborating agencies are identified and managed accordingly (Links to 2.4.1)				
4.2 Develop an ongoing problem profile, mapping hot spots and keep relevant agencies informed				
<b>Action</b>	<b>Action Owner</b>	<b>Measure</b>	<b>Accountable Body</b>	<b>Timeframe</b>
4.2.1 Production of an annually refreshed Alliance CSE problem profile, to be informed by data from police and other partners	Steve Eccleston	Document to be made available annually to the LSCB.	CSE Strategic Group	31 October 2015
4.2.2 LSCB to agree a common dataset for CSE in line with national good practice	Steve Eccleston	Dataset agreed and implemented	CSE Strategic Group	30 September 2015
4.3 Use criminal and civil powers wherever possible to bring to justice perpetrators who exploit and abuse children				
<b>Actions</b>	<b>Action Owner</b>	<b>Measure</b>		<b>Timeframe</b>
4.3.1 Utilise ancillary and civil orders to maximum effect to assist investigation, restrict and manage offenders and support victims	Police/YOS/Probation/CRC	<ul style="list-style-type: none"> <li>•Data showing numbers and type of orders obtained</li> <li>•Number of breaches of orders</li> <li>•Number of abduction notices served</li> </ul>	CSE Strategic Group	November 2015

4.3.2 CSE investigations are driven by appropriately accredited staff	Police	Numbers of SC Abuse Investigation Development Programme and Achieving Best Evidence accredited investigators	CSE Strategic Group	Nov 2015
4.3.3 Adoption of appropriate screening tool to assist in identification of CSE	Police	Increase in numbers of children identified	CSE Strategic Group	30 September 2015
4.3.4 Maximise potential for forensic recovery with appropriate investigative strategies and training for officers	Police	Compliance with HMIC child protection recommendations and delivery of Alliance CSE Action Plan	CSE Strategic Group	31 March 2016
4.3.5 Establish a proper framework to investigate on-line CSE, appropriately resourced, with the necessary skill set	Police	<ul style="list-style-type: none"> <li>•Utilise a Nationally accredited risk assessment tool for on-line CSE</li> <li>•Toolkit for officers for on-line CSE</li> </ul>	CSE Strategic Group	September 2015
4.3.6 Ensure that hi-tech capabilities are keeping pace with new and emerging patterns of offending and able to meet increasing demand	Police	Sufficient resources within the Hi-tech capability and equipment to meet demand	CSE Strategic Group	1 January 2016

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# Child Sexual Exploitation

## Guidance for Licensed Premises



### Child Sexual Exploitation involves;

Young people under the age of 18 being encouraged or forced into situations or relationships of a sexual nature by an adult. Often this involves the young person being offered something such as food, accommodation, alcohol, drugs gifts or money in return for performing sexual acts, including posting images on social media. It is not unusual that the young person experiences violence, coercion or intimidation.

### Where can it happen?

Young people can be sexually exploited at any time in any location some examples of places are:

- Parks
- Shopping Centres
- Taxi Ranks
- Restaurants/Takeaways/Pubs/Clubs/Bars
- Gyms/Leisure Centres

### How does this affect Licensed Premises?

As part of the grooming process adults may meet young people or take them to licensing premises to develop a relationship. A premises could therefore be misused for this kind of activity by the people socialising or working there.

### What are your responsibilities?

Under the Licensing Act 2003, premises licence holders and designated premises supervisors have a legal responsibility to make sure that children and young people are protected from harm at their premises. It is therefore important that the risk of child sexual exploitation is managed at your premises. You may be aware of or have suspicions about a child being at risk if this is so it should be reported using the Police non-emergency number **101** or **Crimestoppers 0800 555 111**.

### What to Look for:

- Taking/collecting young people (girls and boys) from Licensed premises
- Young people that look distressed, intimidated or frightened
- Young people under the influence of drugs or alcohol
- Men requesting regular taxi rides to and from locations with young people
- Young people with injuries such as bruising or blood stains
- Change in the personality, wellness or demeanor of a child you may transport regularly
- A young person displaying inappropriate sexualised behaviours
- Children or Young people being taken to areas of licensed premises that are not supervised or security checked.

### What you need to do;

- Train staff to recognise indicators of child sexual exploitation and how to report concerns
- If possible monitor the premises with CCTV or security patrols
- Report suspicious activity to the Police
- Get descriptions of people
- Get car registration numbers, make and models of vehicles where possible
- Description of the activity that you are concerned about and the time it occurred.

Call **101** or **Crimestoppers 0800 555 111** to report any concerns about possible sexual exploitation.

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# Child Sexual Exploitation

## Guidance for Licensed Drivers



### Child Sexual Exploitation involves;

Young people under the age of 18 being encouraged or forced into situations or relationships of a sexual nature by an adult. Often this involves the young person being offered something such as food, accommodation, alcohol, drugs gifts or money in return for performing sexual acts, including posting images on social media. It is not unusual that the young person experiences violence, coercion or intimidation.

### Where can it happen?

Young people can be sexually exploited at any time in any location some examples of places are:

- Parks
- Shopping Centres
- Taxi Ranks
- Restaurants/Takeaways/Pubs/Clubs/Bars
- Gyms/Leisure Centres

### How does this affect the Taxi Trade?

Drivers can be the eyes and ears of the community as such they can play a crucial part in the fight against child sexual exploitation by reporting potentially important information to the local authority.

### What are your responsibilities?

You may be aware of or have suspicions about a child being at risk or about a premise that may be used to sexually exploit children if this is so it should be reported using the Police non-emergency number **101** or **Crimestoppers 0800 555 111**.

Operators may wish to consider conducting driver training to raise awareness of indicators of Child Sexual Exploitation and how this can be reported

### What to Look for:

- Taking/collecting young people (girls and boys) hotels/bed and breakfasts/house-parties/pubs
- Picking up young people from other cars
- Young people that look distressed, intimidated or frightened
- Young people under the influence of drugs or alcohol
- Suspicious activity in 'hot spot' areas, this may include a residential premises
- Attempts by young women to avoid paying fares in return for sexual favours
- Men requesting regular taxi rides to and from locations with young people
- Young people with injuries such as bruising or blood stains
- Taking young people to A&E who are not in the presence of parents
- Change in the personality, wellness or demeanor of a child you may transport regularly
- A young person displaying inappropriate sexualised behaviours

### What you need to do;

Make a note of the information you have such as

- Locations and/or addresses
- descriptions of people
- Car registration numbers, make and models of vehicles
- Description of the activity that you are concerned about and the time it occurred

Call **101** or **Crimestoppers 0800 555 111** to report any concerns about possible sexual exploitation.

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## Worcestershire Regulatory Services

*Supporting and protecting you*

**Joint Committee  
8<sup>th</sup> October 2015**

### **WORCESTERSHIRE REGULATORY SERVICES REVENUE MONITORING APRIL – JUNE 2015 & AUDITED ANNUAL RETURN**

#### **Recommendation**

It is recommended that the Joint Committee:

- 1.1 Note the final financial position for the period April – June 2015
- 1.2 Approve the funding from partners for the 2015-16 pension deficit as detailed below:-

<b>Council</b>	<b>2015-16 Pension Deficit £'000</b>
Bromsgrove	14
Malvern Hills	12
Redditch	16
City of Worcester	16
Wychavon	21
Wyre Forest	15
Worcestershire County Council	25
	119

- 1.3 Approve the revised Annual Return 2014/15 as attached at Appendix 2

#### **Contribution to Priorities**

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

#### **Introduction/Summary**

This report presents the final financial position for Worcestershire Regulatory Services for the period April – June 2015.

#### **Background**

Quarterly financial reports are presented for consideration by the Management Board. It is appropriate, due to timing that the report for April – June is presented to this meeting.



# Agenda Item 6

## Report

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

- Revenue Monitoring April – June 15 – Appendix 1
- WRS Audited Annual Return 2014-15

The detailed revenue report is attached at Appendix 1. This shows a projected outturn underspend of £29k, it is appreciated this is an estimation to the year end based on current level of expenditure. The underspend is mainly due to:-

- Vacant posts within the service together with savings resulting from maternity leave, long term sick etc. Part of the underspend is offset by the costs associated with additional agency staff being used to cover the vacancies
- There is a projected overspend on IT, this is due to the uncertainty with the ICT transfer. This may reduce when arrangements are finalised.
- Income includes £72k worth of Disturbance Allowance, 50% to be recharged to County and the other 50% to be split equally between the Districts. Contracts on Nuisance Work, Contaminated Land and Stray Dogs projected to generate £55k and Feed Grant received from CEnTSA £45k
- Any grant funded expenditure is shown separate to the core service costs as this is not funded by the participating Councils.

Should the service fund the pension deficit of £119k for 2015/16 there will be a resulting overspend of £89k. Appendix 1 shows the apportioned charge (£119k) that would be attributable to each partner based on the percentage as agreed at Joint Committee 27.11.14.

### ICT System Projected Costs

The system implementation / mobile working budget is £179k (£100 capital / £79k revenue) There has been no expenditure to June 15 due to the move to Wyre Forest and further consideration will be made of the requirements of the team in relation to mobile working.

# Agenda Item 6

## WRS Annual Statement Audit Report 2014-15

The books and records maintained by the Joint Committee treat finance leases and fixed assets consistently with the parent authority Bromsgrove District Council. However External Audit have recommended that figures on the Annual Return should be in accordance with their Practitioners' Guide, therefore Finance Leases have not been classed as borrowings and Fixed Assets have been reported at cost price. A revised Annual Return to reflect this change is attached at Appendix 2.

### **Financial Implications**

None other than those stated in the report

### **Sustainability**

None as a direct result of this report

### **Contact Points**

Jayne Pickering – 01527-881400

### **Background Papers**

Detailed financial business case

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	Summary - Full year Budget	Summary - Budget 3 Months to June 2015	Summary - Expenditure to June 2015	Summary - Variance	Summary - Projected outturn	Summary - Projected Outturn Variance
<b>Direct Expenditure</b>	£'000	£'000	£'000	£'000	£'000	£'000
Employees						
Salary	3,229	807	715	-92	2,965	-264
Agency Staff	0	0	32	32	146	146 Agency costs used to cover vacant post / Maternity etc
Subscription	3	2	3	1	4	1
Employee Insurance	16	4	4	0	16	0
<b>Sub-Total - Employees</b>	<b>3,248</b>	<b>813</b>	<b>754</b>	<b>-59</b>	<b>3,132</b>	<b>-117</b>
<b>Premises</b>						
Rent	67	15	15	0	67	0
Cleaning	1	0	0	0	0	-1
Utilities	0	0	0	0	0	0
<b>Sub-Total - Premises</b>	<b>68</b>	<b>15</b>	<b>15</b>	<b>0</b>	<b>67</b>	<b>-1</b>
<b>Transport</b>						
Vehicle Hire	13	3	2	-0	13	-1
Vehicle Fuel	8	2	2	-0	8	0
Road Fund Tax	1	0	0	0	1	0
Vehicle Insurance	3	1	1	0	3	0
Vehicle Maintenance	3	0	1	0	3	0
Car Allowances	105	26	50	24	188	83 This includes Disturbance costs of £72k, which is being funded by partners included in the income figure
<b>Sub-Total - Transport</b>	<b>133</b>	<b>32</b>	<b>55</b>	<b>23</b>	<b>216</b>	<b>83</b>
<b>Supplies and Services</b>						
Furniture & Equipment	36	6	9	4	36	1
Test Purchases	5	0	0	-0	5	0
Clothes, uniforms and laundry	3	0	0	-0	3	-0
Printing & Photocopying	25	4	7	3	34	9
Publications	3	0	1	1	4	1
Postage	11	3	5	2	11	0
ICT	69	40	41	1	79	10 Due to uncertainty with the ICT transfer, this may reduce when arrangements finalised
Legal Costs	5	0	0	0	5	0
Telephones	40	9	9	0	41	1
Training & Seminars	24	4	3	-1	24	-0
Car Parking & Subsistence	0	0	0	0	0	0
Insurance	30	8	8	0	30	0
Third Party Payments						
Support Service Recharges	113	28	28	0	113	0
Audit	5	1	1	0	5	0
ICT Hosting	60	15	15	0	60	0
<b>Sub-Total - Supplies &amp; Service</b>	<b>427</b>	<b>118</b>	<b>128</b>	<b>10</b>	<b>449</b>	<b>22</b>

	Summary - Full year Budget	Summary - Budget 3 Months to June 2015	Summary - Expenditure to June 2015	Summary - Variance	Summary - Projected outturn	Summary - Projected Outturn Variance	
	£'000	£'000	£'000	£'000	£'000	£'000	
<b>Direct Expenditure</b>							
<b>Contractors</b>							
Dog Warden	145	35	34	-0	145	0	
Pest Control	35	9	19	10	61	26	Income of £12k received from Severn Trent for Sewer Baiting, offset in Income
Analytical Services - Trading Standard	24	-2	-0	1	24	0	
Trading Standards	10	10	10	0	11	1	
Licensing	15	4	3	-1	15	-0	
Other contractors/consultants	3	0	1	0	3	0	
Water Safety	10	3	2	-1	10	0	
Food Safety	2	0	0	0	2	0	
Environmental Protection	17	4	5	1	21	4	Bereavement / Works in Default to be charged to relevant partners
Taxi Tests	30	8	11	4	30	0	
Grants / Subscriptions	22	8	11	3	22	0	
Advertising	11	0	0	0	11	0	
Publicity & Promotions	2	0	0	-0	2	-0	
GRB Checks	25	6	6	-1	25	0	
<b>Sub-Total</b>	<b>351</b>	<b>85</b>	<b>102</b>	<b>17</b>	<b>383</b>	<b>32</b>	
<b>Income</b>							
Training Courses /	-80	-20	-44	-24	-195	-114	
Bereavement / Works in Default / Sewer Baiting etc							
Forward Pension Rate Increased by 2.3% in 15-16	-66	-17	0	17	0	66	
<b>Sub-Total</b>	<b>-146</b>	<b>-37</b>	<b>-44</b>	<b>-8</b>	<b>-195</b>	<b>-48</b>	
<b>Total - Excl Pension Deficit</b>	<b>4,081</b>	<b>1,027</b>	<b>1,010</b>	<b>-17</b>	<b>4,052</b>	<b>-29</b>	
** Pension Deficit - Funded by Partners	0	0	30	30	119	119	
<b>Sub-Total</b>	<b>0</b>	<b>0</b>	<b>30</b>	<b>30</b>	<b>119</b>	<b>119</b>	
<b>Total - Incl Pension Deficit</b>	<b>4,081</b>	<b>1,027</b>	<b>1,040</b>	<b>13</b>	<b>4,170</b>	<b>89</b>	

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

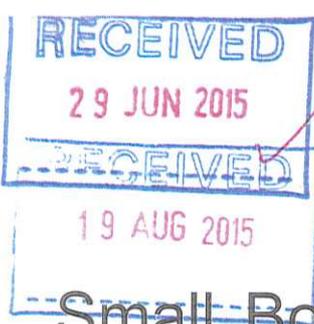
43.58%

\*\* 2015/16 Pension Deficit Partner Contributions

	£'000
Bromsgrove	14
Redditch	16
Wyre Forest	15
Wychavon	21
Malvern	12
Worcs City	16
County	25

	Summary - Full year Budget	Summary - Budget 3 Months to June 2015	Summary - Expenditure to June 2015	Summary - Variance	Summary - Projected outturn	Summary - Projected Outturn Variance
	£'000	£'000	£'000	£'000	£'000	£'000
<b>Direct Expenditure Total</b>	<b>119</b>					

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## Small Bodies in England

# Annual return for the financial year ended 31 March 2015

Small relevant bodies in England with an annual turnover of £6.5 million or less must complete an annual return in accordance with proper practices summarising their annual activities at the end of each financial year.

The annual return on pages 2 to 5 is made up of four sections:

- Sections 1 and 2 are completed by the person nominated by the body.
- Section 3 is completed by the external auditor appointed by the Audit Commission.
- Section 4 is completed by the body's internal audit provider.

Each body must approve this annual return no later than 30 June 2015.

### Completing your annual return

Guidance notes, including a completion checklist, are provided on page 6 and at relevant points in the annual return.

Complete all sections highlighted in red. Do not leave any red box blank. Incomplete or incorrect returns require additional external audit work and may incur additional costs.

Send the annual return, together with your bank reconciliation as at 31 March 2015, an explanation of any significant year on year variances in the accounting statements and any additional information requested, to your external auditor by the due date.

Your external auditor will identify and ask for any additional documents needed for their work. Therefore, unless requested, do not send any original financial records to the external auditor.

Once the auditor has completed their work, certified annual returns will be returned to the body for publication or public display of sections 1, 2 and 3. You must publish or display the annual return, including the external auditor's report, by 30 September 2015.

It should not be necessary for you to contact the external auditor for guidance.

More guidance on completing this annual return is available in the Practitioners' Guides for either local councils or internal drainage boards. These publications may be downloaded from the National Association of Local Councils (NALC) or Society of Local Council Clerks (SLCC) websites ([www.nalc.gov.uk](http://www.nalc.gov.uk) or [www.slcc.co.uk](http://www.slcc.co.uk)) or from the members area of the Association of Drainage Authorities website ([www.ada.org.uk](http://www.ada.org.uk)).

# Agenda Item 6

## Section 1 – Accounting statements 2014/15 for.

Enter name of reporting body here:

Worcestershire Regulatory Services

	Year ending		Notes and guidance
	31 March 2014 £	31 March 2015 £	
			Please round all figures to nearest £1. Do not leave any boxes blank and report £0 or Nil balances. All figures must agree to underlying financial records.
1 Balances brought forward	22,562	88,938	Total balances and reserves at the beginning of the year as recorded in the body's financial records. Value must agree to Box 7 of previous year.
2 (+) Income from local taxation and/or levy	0	0	Total amount of local tax and/or levy received or receivable in the year including funding from a sponsoring body.
3 (+) Total other receipts	5,903,467	4,894,444	Total income or receipts as recorded in the cashbook less the taxation and/or levy (line 2). Include any grants received here.
4 (-) Staff costs	4,218,171	3,717,976	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and employment expenses.
5 (-) Loan interest/capital repayments	0	0	Total expenditure or payments of capital and interest made during the year on the body's borrowings (if any).
6 (-) All other payments	1,618,920	1,218,657	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7 (=) Balances carried forward	88,938	46,749	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6)
8 Total cash and short term investments	667,030	432,409	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – <b>to agree with bank reconciliation.</b>
9 Total fixed assets plus other long term investments and assets	446,757	464,005	The original Asset and Investment Register value of all fixed assets, plus other long term assets owned by the body as at 31 March
10 Total borrowings	<sup>P.B.S</sup> <del>26,274</del> 0	<sup>P.ROSS</sup> <del>19,433</del> 0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

I certify that for the year ended 31 March 2015 the accounting statements in this annual return present fairly the financial position of the body and its income and expenditure, or properly present receipts and payments, as the case may be.

Signed by Responsible Financial Officer:

S. Pickard

Date 25/06/2015

I confirm that these accounting statements were approved by the body on:

25/06/2015

and recorded as minute reference:

7/15

Signed by Chair of meeting approving these accounting statements:

O. Behu

Date 25/06/2015

## Section 2 – Annual governance statement 2014/15

We acknowledge as the members of WORCESTERSHIRE REGULATORY SERVICES our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2015, that:

	Agreed –		'Yes' means that the body:
	Yes	No*	
1 We approved the accounting statements prepared in accordance with the requirements of the Accounts and Audit Regulations and proper practices.	✓		prepared its accounting statements in the way prescribed by law.
2 We maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	✓		made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.
3 We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and proper practices that could have a significant financial effect on the ability of the body to conduct its business or on its finances.	✓		has only done what it has the legal power to do and has complied with proper practices in doing so.
4 We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	✓		during the year has given all persons interested the opportunity to inspect and ask questions about the body's accounts.
5 We carried out an assessment of the risks facing the body and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	✓		considered the financial and other risks it faces and has dealt with them properly.
6 We maintained throughout the year an adequate and effective system of internal audit of the body's accounting records and control systems.	✓		arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of the body.
7 We took appropriate action on all matters raised in reports from internal and external audit.	✓		responded to matters brought to its attention by internal and external audit.
8 We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the body and where appropriate have included them in the accounting statements.	✓		disclosed everything it should have about its business activity during the year including events taking place after the year-end if relevant.

This annual governance statement is approved by the body and recorded as minute reference

7/15 REFERENCE

dated 26/06/2015

Signed by:

Chair B. Beha

dated 26/06/2015

Signed by:

Clerk P. K. O'S

dated 26/06/2015

\*Note: Please provide explanations to the external auditor on a separate sheet for each 'No' response. Describe how the council will address the weaknesses identified.

Section 3 – External auditor certificate and report 2014/15  
Certificate

We certify that we have completed our review of the annual return, and discharged our responsibilities under the Audit Commission Act 1998 as transitionally saved, for the year ended 31 March 2015 in respect of:

WORCESTERSHIRE REGULATORY SERVICES

Respective responsibilities of the body and the auditor

The body is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The body prepares an annual return in accordance with proper practices which:

- summarises the accounting records for the year ended 31 March 2015; and
- confirms and provides assurance on those matters that are important to our audit responsibilities.

Our responsibility is to review the annual return in accordance with guidance issued by the Audit Commission (see note below). Our work does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and does not provide the same level of assurance that such an audit would do.

External auditor report

~~(Except for the matters reported below)~~\* on the basis of our review of the annual return, in our opinion the information in the annual return is in accordance with proper practices and no matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met. (\*delete as appropriate).

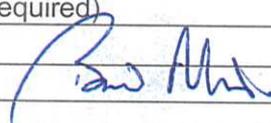
—

(continue on a separate sheet if required)

Other matters not affecting our opinion which we draw to the attention of the body:

—

(continue on a separate sheet if required)

External auditor signature 

External auditor name **Barrie Morris for Grant Thornton UK LLP** Date **3/9/15**

Note: The Audit Commission issued guidance in its Standing Guidance, which is applicable to external auditors' work on 2014/15 accounts.

WORCESTERSHIRE REGULATORY SERVICES

The body's internal audit, acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ended 31 March 2015.

Internal audit has been carried out in accordance with the body's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the body.

Internal control objective	Agreed? Please choose one of the following		
	Yes	No*	Not covered**
A Appropriate accounting records have been kept properly throughout the year.	✓		
B The body's financial regulations have been met, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	✓		
C The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	✓		
D The annual taxation or levy or funding requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	✓		
E Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	✓		
F Petty cash payments were properly supported by receipts, all expenditure was approved and VAT appropriately accounted for.	✓		
G Salaries to employees and allowances to members were paid in accordance with body approvals, and PAYE and NI requirements were properly applied.	✓		
H Asset and investments registers were complete and accurate and properly maintained.	✓		
I Periodic and year-end bank account reconciliations were properly carried out.	✓		
J Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, were supported by an adequate audit trail from underlying records, and, where appropriate, debtors and creditors were properly recorded.	✓		

For any other risk areas identified by the body (list any other risk areas below or on separate sheets if needed) adequate controls existed:

A number of recommendations have been made by internal audit relating to reconciliations of cash regarding licensing fees. It has been agreed by WRS Management Board and by the S151 Officers of participating councils that options will be explored whereby all income is collected and reconciled by WRS to enable a new streamlined process in relation to cash received.

Name of person who carried out the internal audit: A. BRONAGE

Signature of person who carried out the internal audit: [Signature] Date: 11/06/15

\*Note: If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).  
 \*\*Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned, or, if coverage is not required, internal audit must explain why not (add separate sheets if needed).

## Guidance notes on completing the 2014/15 annual return

- 1 You must apply proper practices for preparing this annual return. Proper practices are found in the Practitioners' Guides\* which are updated from time to time and contain everything you should need to prepare successfully for your financial year-end and the subsequent audit. Both NALC and SLCC have helplines if you want to talk through any problem you may encounter.
- 2 Make sure that your annual return is complete (i.e. no empty red boxes), and is properly signed and dated. Avoid making any amendments to the completed return. But, if this is unavoidable, make sure the amendments are drawn to the attention of and approved by the body, properly initialled and an explanation is provided to the external auditor. Annual returns containing unapproved or unexplained amendments will be returned unaudited and may incur additional costs.
- 3 Use the checklist provided below. Use a second pair of eyes, perhaps a member or the Chair, to review your annual return for completeness before sending it to the external auditor.
- 4 Do not send the external auditor any information not specifically asked for. Doing so is not helpful. However, you must notify the external auditor of any change of Clerk, Responsible Financial Officer or Chair.
- 5 Make sure that the copy of the bank reconciliation which you send to your external auditor with the annual return covers all your bank accounts. If your body holds any short-term investments, note their value on the bank reconciliation. The external auditor must be able to agree your bank reconciliation to Box 8 on the Accounting statements. You must provide an explanation for any difference between Box 7 and Box 8. More help on bank reconciliation is available in the Practitioners' Guides\*.
- 6 Explain fully significant variances in the accounting statements on page 2. Do not just send in a copy of your detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include a complete analysis to support your explanation. There are a number of examples provided in the Practitioners' Guides\* to assist you.
- 7 If the external auditor has to review unsolicited information, or receives an incomplete bank reconciliation, or you do not fully explain variances, this may incur additional costs for which the auditor will make a charge.
- 8 Make sure that your accounting statements add up and the balance carried forward from the previous year (Box 7 of 2014) equals the balance brought forward in the current year (Box 1 of 2015).
- 9 Do not complete section 3. The external auditor will complete it at the conclusion of the audit.

Completion checklist – 'No' answers mean you may not have met requirements		Done?
All sections	All red boxes have been completed?	
	All information requested by the external auditor has been sent with this annual return? Please refer to your notice of audit.	
Section 1	Approval by the body confirmed by signature of Chair of meeting approving the accounting statements?	
	An explanation of significant variations from last year to this year is provided?	
	Bank reconciliation as at 31 March 2015 agreed to Box 8?	
	An explanation of any difference between Box 7 and Box 8 is provided?	
Section 2	For any statement to which the response is 'no', an explanation is provided?	
Section 4	All red boxes completed by internal audit and explanations provided?	

\*Note: Governance and Accountability for Local Councils in England – A Practitioners' Guides, is available from NALC and SLCC representatives or Governance and Accountability for Internal Drainage Boards in England – A Practitioners' Guides, is available from the ADA at The Association of Drainage Authorities, 12 Cranes Drive, Surbiton, Surrey, KT5 8AL or from the NALC, SLCC or ADA websites - see page 1 for addresses.



## JOINT COMMITTEE

**Date: 8<sup>th</sup> October 2015**

**Activity Data Report Quarter 1 2015/16**

**Recommendation**

**That members note the report**

**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**

It is now well established that the service provides activity data to Joint Committee members to help them provide reassurance to the wider membership that the service is functioning well. This report also highlights a number of our outcome based performance indicators that we are now seeking to report on a quarterly basis.

The activity data shows that consumer complaints relating to Trading Standards functions remain at the same level as the last quarter but were lower than Q1 in 2014/15, at a similar level to Q1 in 2013/14. Again we feel this reflects the low levels of promotion being undertaken by Citizens Advice Consumer Service of their 0345 number to the public. This has been raised with them via our national representatives on the governance group. However, with BIS being the contracting organisation, it is hard for local authorities to influence the behaviour of the operator.

The two top areas are, as ever, second hand cars and home improvements however, for this quarter clothing has exceeded furniture as the third most complained about product. This is somewhat surprising and the first change of this nature for some time. It has resulted from 2 businesses, one of which is an on-line clothing retailer that has

# Agenda Item 7

generated issues through poor customer service. The other is a clothing recycling business which does door-to-door collections that has been subject of referrals from other Trading Standards authorities. This kind of change in complaints patterns has been seen on other occasions and invariably relates to issues with specific businesses yielding a spike in complaints.

Industrial/ Commercial Goods and Services remains in the top 10 this quarter, suggesting to business to business transactions are still a feature and that businesses are seeking advice on resolution. A further reminder that businesses can be victims as well as consumers, albeit there is an assumption in law that they are better equipped to deal with these problems. Gardening products and services also make their seasonal visit into the top 10 complained about issues, as one would expect with the spring and early summer

From the perspective of district functions, Licensing and Environmental/ Nuisances continue to be by far the largest areas of work. The spread of noise complaints across the districts saw all 6 partners having wards featuring in the top 20 for noise complaints during the first quarter, with Redditch, Wyre Forest and Worcester City having 5 each, and the other 5 being shared amongst the other three districts.

Spring saw a slight upswing in service requests for the Community Environmental Health team compared with the previous quarter but all areas of work except food safety service requests were down compared with Q1 in the previous year. Looking at individual areas of nuisance, domestic accumulations seem to have fallen whilst numbers of domestic noise issues have remained similar to their level for the same period in 2014/15. Issues with noise from commercial premises seem to be up slightly, possibly because of a relatively good spring encouraging people to leave their windows open more often so they are more likely to pick up on noise issues. If trends follow the norm, the next quarter will show our usual Summer spike in nuisance related demand.



# Agenda Item 7

On Health and Safety at Work, accident reports were down both on the previous quarter and on the same quarter in 2014/15. There were significantly fewer major accidents and no fatalities in Q1 this year. Also within the EH Commercial team, over 300 Food Hygiene inspections were completed, which is 24% of the programme for the year, so well on target and ahead of previous years. The reduction in infectious disease notifications relates to a change in our protocol where some issues that were merely logged but not actioned (effectively simply duplicating what Public Health England recorded) has ceased.

The bar charts dealing with planning requests for support and discharge of conditions both show an upward trend in demand. This is linked to the increasing levels of development in various parts of the County, of which members will be aware.

Overall the numbers of applications for licenses are very similar to the numbers in quarter 1 of the previous year. Service requests have only been reportable for 3 quarters now so we have yet to establish patterns. Numbers for Q1 were lower than those seen in Q4 last year and we expect to see numbers rise into the summer in Q2 with the volume of temporary event notices under the Licensing Act 2003 going up to accommodate summer business in licensed premises. The licensing team also commenced the public consultation processes for the various Gambling Act 2005 policies that the partners have and also for the street trading policy in Wychavon.

In relation to the performance indicators, the first quarter's satisfaction figures for both customers and businesses are up at 83% and 98% for businesses. This compares favourably with last year's out-turn figures of 77.4% and 97% respectively. The percentage of non-business customers who feel better equipped to deal with their own problems in the future is 80% for Q1 compared with last year's out-turn figure of 74%.

Press coverage for the service in Q1 was good again, with some of the highlights being:



## **Fishy scam as door-to-door sellers flog unknown species**

Worcestershire Regulatory Services Trading Standards team is urging members of the public to not buy from cold-callers, after receiving complaints about the doorstep sale of bulk fish at discounted prices. Scammers have been selling unknown species of fish in a door-to-door con in Worcestershire, putting people's health at risk. The offenders have been using high-pressure sales tactics to flog the fish, which is unlabelled and of an unknown quality, and some victims have paid out hundreds of pounds.

Councillor Bronwen Behan, Worcestershire Regulatory Services Joint Committee vice chairman, said:

“Our advice is to turn away cold callers you don't know who are trying to sell you fish like this. Unlabelled fish from an unknown source could make you very ill, as there's no way to know if it has been stored hygienically. It could be out of date, or of any species, and what's more you can't track the scammers or their product afterwards. Even cheque payments may go to someone completely unrelated. Protect yourself by only buying from sources you can trust.”

One householder tricked by the scam was told the fish they were buying was filleted, but it was later found to be full of bones and of an unknown species – meaning it could potentially be anything.

Peter Holmes, WRS Senior Trading Standards Officer, added,

“Anyone who is approached by door-to-door fish salesmen should take details of vehicle makes or registration numbers and get in touch via Crimestoppers anonymously on 0800 555111 or the Citizens Advice Consumer Service on 03454 040506.”

## **Music fine gives Landlord a headache**

THE leaseholder of a former private members club in Redditch has to pay £1,260 after playing late-night loud music at a 50th birthday party. Graham Allcott appeared at Redditch Magistrates Court on April 30 where he pleaded guilty to failing to comply to a Noise Abatement Order in July 2014 when loud music was played after 11pm.

The original order was served on him the month before following increasing noise from customers on the upgraded patio area to the front of the club and loud music from the function room at the rear of the premises.

The 44-year-old, of Walkwood Crescent in Hunt End, is a leaseholder of the Easemore Social Club in Easemore Road, which, until he

# Agenda Item 7

recently gained a premises licence, he was running as a private members club.

The prosecution as made by Worcestershire Regulatory Services Environmental Health officers using evidence obtained by noise monitoring equipment. Mr Allcott was fined £600, ordered to pay £600 costs and a victim surcharge of £60

## **Financial Implications**

None

## **Sustainability**

None

## **Contact Points**

Simon Wilkes  
Business Manager  
01562-738088

## **Background Papers**

Activity Data Report



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# Activity Report 2015/16

Produced by WRS Intelligence | [wrsintel@worsregservices.gov.uk](mailto:wrsintel@worsregservices.gov.uk)

Worcestershire  
**Regulatory Services**

*Supporting and protecting you*

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# Service Overview

## Simon Wilkes & Mark Kay

Business Managers

Welcome to the activity data for quarter one 2015/16. This report continues to evolve and we constantly try and improve how we present the information and we hope you will find this informative once again. Each of the Team managers give an overview of their teams work during the quarter and will highlight any significant changes. We are now in a position to compare activity with the same quarter last year and what is apparent is that in many areas demand for the services Worcestershire regulatory services delivers is still increasing and that the service is still performing well notwithstanding this increased workload.

We are aware that some boundary changes have occurred which make some parishes redundant and we are working to enable our reporting to cover these new areas. However in order to compare year on year the previous Parishes( Boundaries) will continue to appear for some time yet. If you require any further information please contact either of us and please do share this information with other members in your Authorities to highlight the excellent work that the WRS team is doing.

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Simon Wilkes



Mark Kay



**Bromsgrove**  
District Council  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)



# Environmental Health Overview

## David Mellors

Community Environmental Health Manager

The team's activity in the first quarter has been focussed on the investigation of nuisance, food safety and health and safety service requests and the commencement of this year's food safety inspection programme. 353 Food Hygiene inspections were carried out in the period and the team dealt with 933 service requests, 394 of which were in respect of noise issues. This includes an upsurge in nuisance problems caused by motorsport activities in the County.

There are currently 12 enforcement cases either in the court system or in the final stages of investigation, with several serious accident investigations (including two fatalities) continuing to put pressure on resources. On-going investigations include a dangerous occurrence involving a child in a major retailer, a fatality linked to a builder's merchant, a fall resulting in a fatality at a public house and a serious incident at a warehouse where an employee's foot was crushed under two tonnes of fork lift truck battery. One case is currently with the Crown Prosecution Service who will be prosecuting health and safety matters on our behalf together with the Police charges issued.

Four simple cautions were issued to individuals in respect of Food Hygiene contraventions.

The contract to provide pollution work for Tewkesbury Borough Council has been extended into August 2015, providing an income which is being re-invested in the service. Work continues with the Local Economic Partnership to look at a possible Earned Recognition scheme for small producers and manufacturers which will enable them to seek new markets.

The first quarter also saw the development of the WRS Healthier Food Award which will be piloted in Worcester following a soft launch in August. Worcester Bid and Worcester University have been very supportive with the University providing students from their Business Studies group to help with various aspects of promotion. The aim is to roll this out county-wide.

Another successful Asian Business Forum was held in May, the aim of which was to improve awareness of, and compliance with, Food and Health and Safety legislation in the sector.



**Bromsgrove**  
District Council  
[www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk)



**Malvern Hills**  
District Council  
[www.malvern hills.gov.uk](http://www.malvern hills.gov.uk)



**REDDITCH BOROUGH COUNCIL**  
making  
a  
difference  
[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)



**Worcester**  
CITY COUNCIL



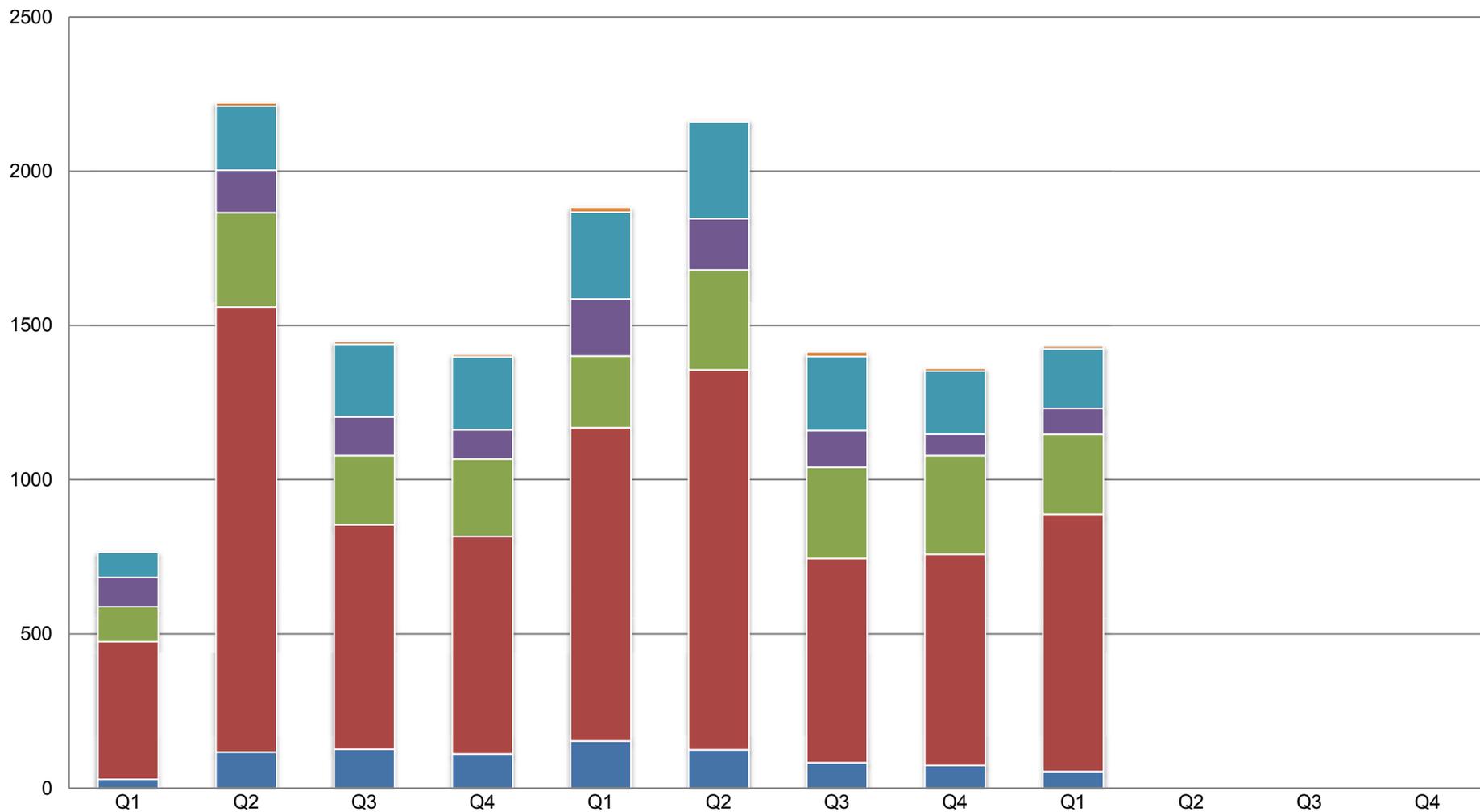
**WYCHAVON**  
DISTRICT COUNCIL  
good services, good value



**Wyre Forest**  
District Council

Environmental Health Service Requests

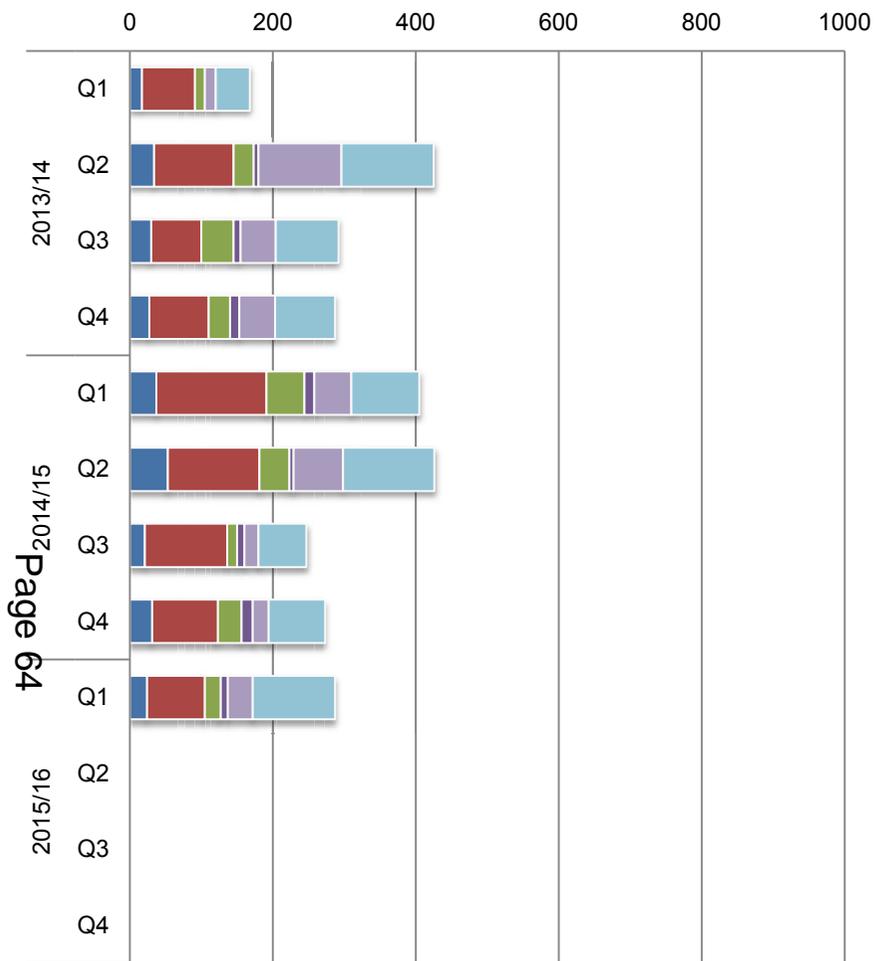
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	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Public Burial	5	11	9	8	16	5	15	9	9	0	0	0
Information Requests	81	208	236	236	281	313	239	204	193	0	0	0
Health & Safety	95	138	125	95	185	166	120	70	84	0	0	0
Food	113	305	224	251	232	324	295	320	259	0	0	0
Environmental	446	1443	728	705	1016	1231	662	685	834	0	0	0
Dog Control	29	117	126	111	153	125	83	73	54	0	0	0

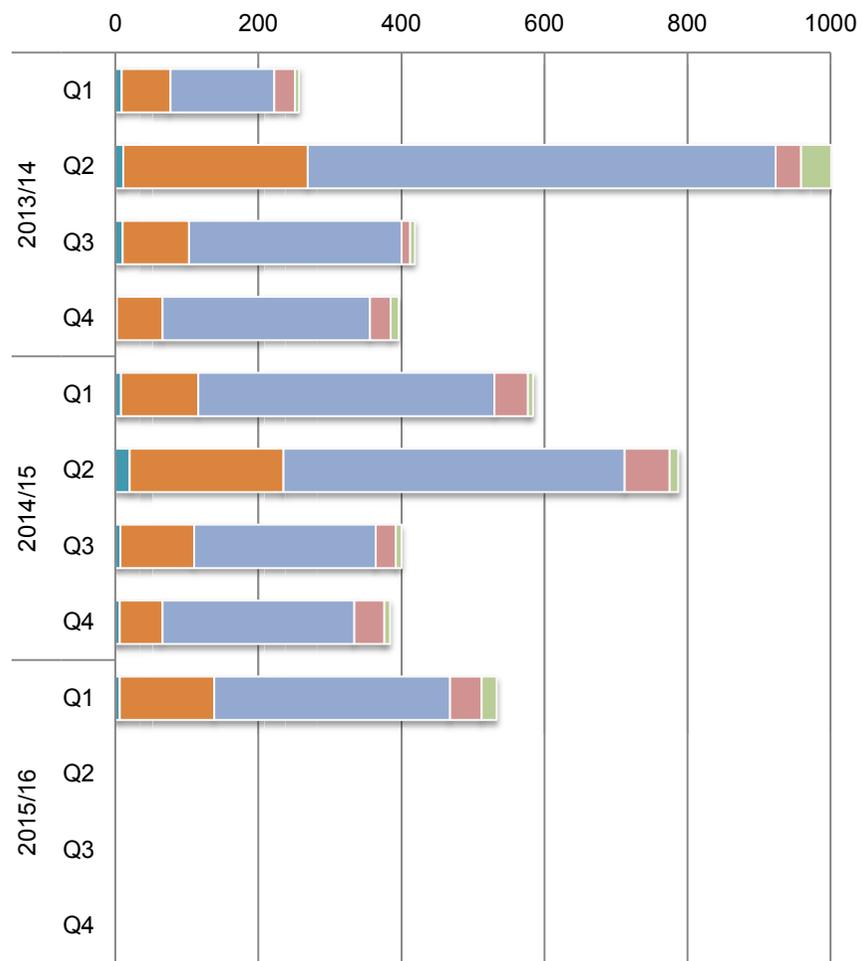
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### Nuisance Cases (excluding noise)



- Accumulations - Commercial
- Accumulations - Domestic
- Drainage
- Light Nuisance
- Odour
- Smoke, Fumes and Gases

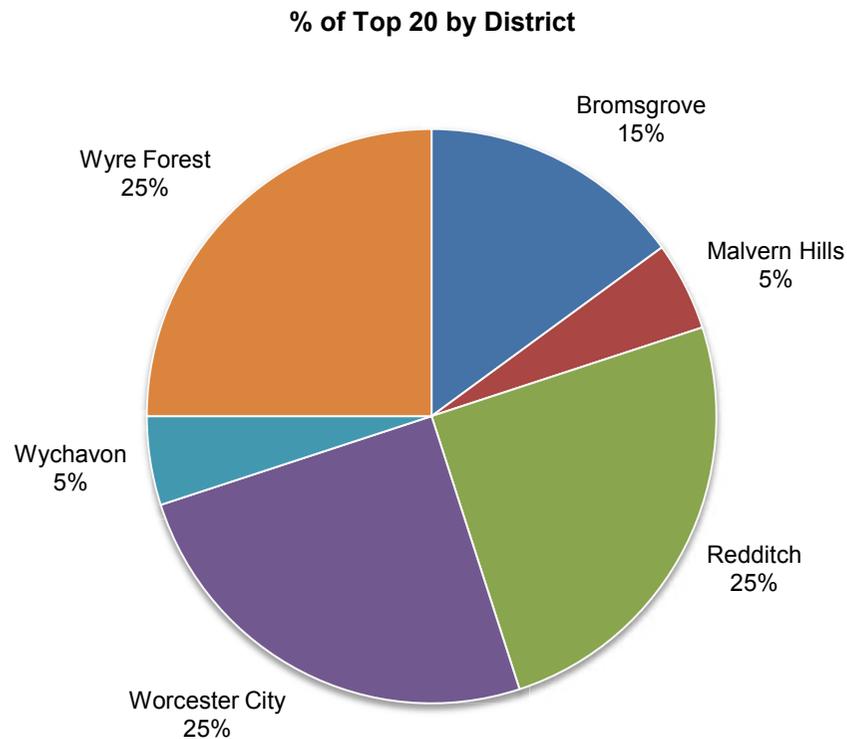
### Noise Cases

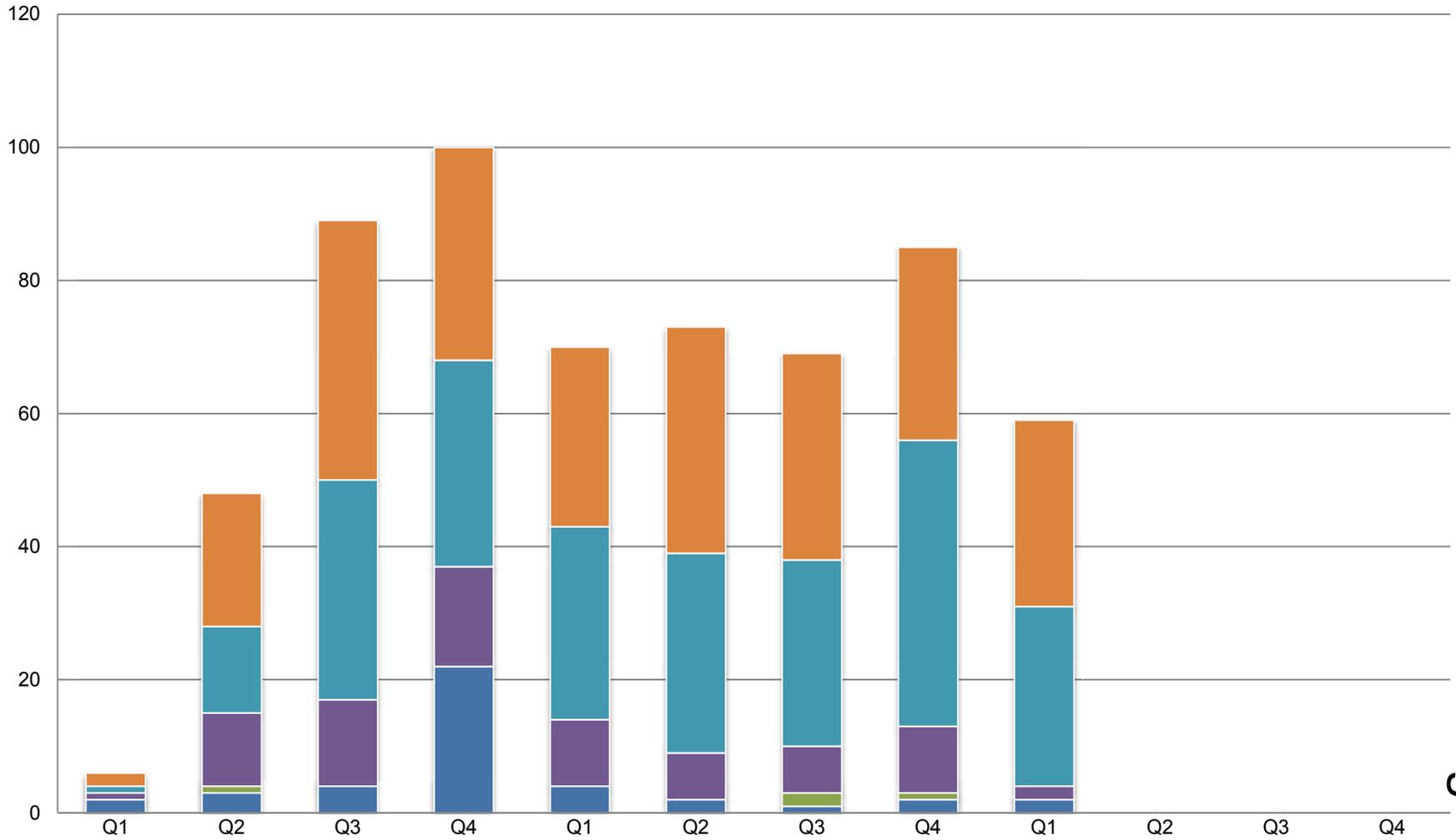


- Noise - Alarm
- Noise - Commercial Premises
- Noise - Domestic
- Noise - Industrial or Agricultural
- Noise - Street

**Noise Cases by Ward (top 20)**

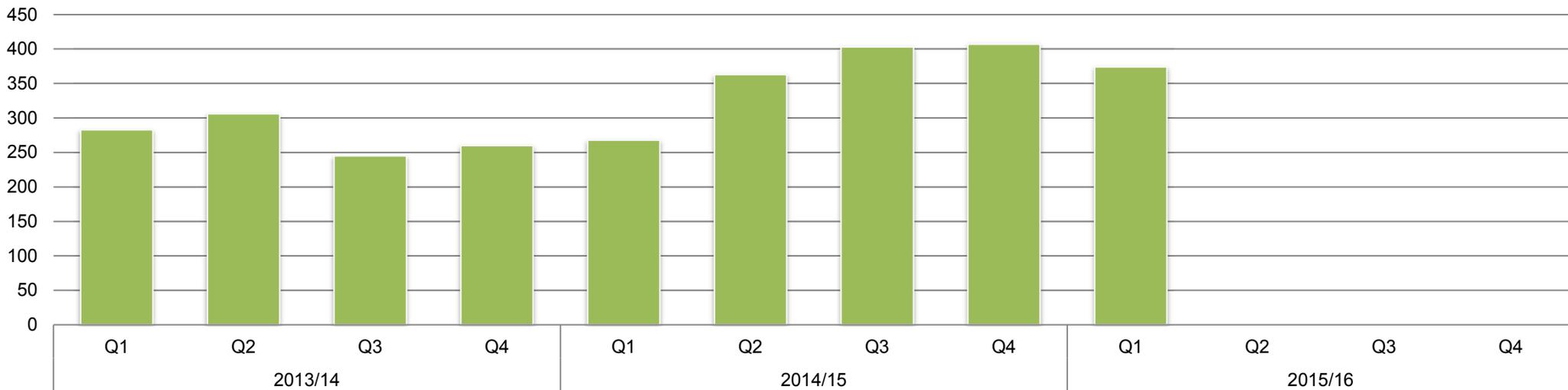
Ward	Total	Population	Rate (%)
Cathedral	22	10372	0.21%
Charford	13	6639	0.20%
Church Hill	12	7982	0.15%
Nunnery	11	8103	0.14%
Gorse Hill	10	5353	0.19%
Lodge Park	10	5740	0.17%
Central (Redditch)	10	6529	0.15%
Warndon	9	5812	0.15%
Greenhill	8	8003	0.10%
Rainbow Hill	8	5865	0.14%
Upton and Hanley	8	4265	0.19%
Alvechurch	8	6675	0.12%
Lickhill	7	6805	0.10%
Winyates	7	8409	0.08%
Greenlands	7	8984	0.08%
Sidemoor	7	5171	0.14%
Rock	6	2461	0.24%
Franche	6	6823	0.09%
Blakedown and Chaddesley	6	4152	0.14%
Ombersley	6	2364	0.25%





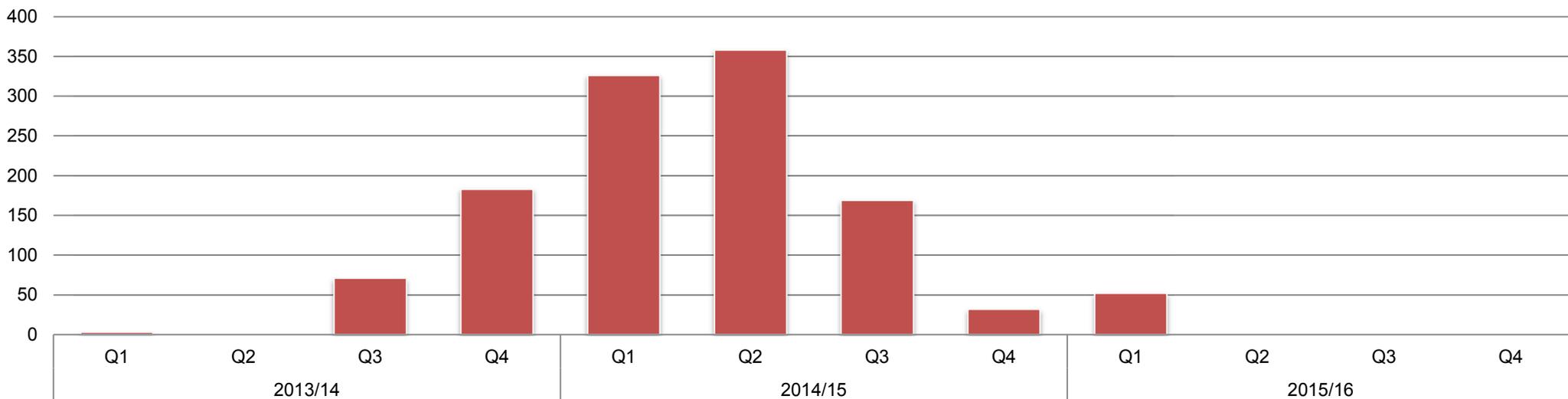
	2013/14	2014/15	2015/16									
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Injury to Member of the Public	2	20	39	32	27	34	31	29	28	0	0	0
Over 7 Day Injury	1	13	33	31	29	30	28	43	27	0	0	0
Major Incident	1	11	13	15	10	7	7	10	2	0	0	0
Fatality	0	1	0	0	0	0	2	1	0	0	0	0
Reportable Disease	0	0	0	0	0	0	0	0	0	0	0	0
Dangerous Occurrence	2	3	4	22	4	2	1	2	2	0	0	0

**FHRS Inspections**



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**Infectious Disease Notifications**



Agenda Item 7

# Technical Pollution Overview

## Mark Cox

Acting Technical Pollution Manager

The Dog Warden Service has continued to provide a high standard of work in a high demand area across the six Worcestershire Districts and three Gloucestershire Districts. The Gloucestershire contract commenced in February with no adverse effects on the level of service due to the focus of resource during quiet times with assessing dogs in readiness for rehoming should they remain unclaimed. The consistency of service assists stray dogs to be rehomed with owners as we have a more extensive lost and found register of stray dogs than any individual District may be able to hold.

Working with Worcester City Council options for gull control going forward are being developed ahead of next year's breeding season. During the first quarter the pest control contract for the four Districts offering domestic treatments was tendered with a number of elements included in the contract to minimise costs to the local authorities but maintaining standards. These include elimination of false call outs (for non-qualifying benefits and pests) by improving delivery of advice ahead of treatment and providing a more cost effective method of service promotion and delivery.

## Air Quality

Focus this quarter has been on reporting to Defra as part of the annual reporting requirement of the Air Quality Action Plan Progress Report. As WRS cover the work for the six Worcestershire Districts, one plan was produced in 2014 and one Progress Report has been produced this quarter for all districts and all progress undertaken. This is a mammoth report and will be subject to limited consultation prior to submission to Defra this summer. The report provides an update on all work undertaken to progress the priority actions in attempts to resolve air quality issues in the Air Quality Management Areas around Worcestershire. Those actions include assisting with the submission to government on funding for a Low Emission Bus Strategy in Worcester City; liaison with Hagley residents on their role with air quality concerns in their area; and Hartlebury Parish Council on air quality concerns in theirs.

Due to concerns with air quality in Foregate Street, Worcester work has continued to install a Nitrogen Dioxide Continuous Analyser which will be used to monitor air quality for six months.

Work has commenced on all six Worcestershire Updating and Screening Assessments required by Defra this year which follows drafting of the same for Herefordshire Council this month.



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## Contaminated Land

The overwhelming majority of work towards resolving issues of contamination on land is undertaken in prevention through the Planning regime, however complaints and concerns continue to come forward. At Buckle Street, Honeybourne immediate concerns around a historic landfill site were resolved. Investigation continues on a landfill site in the western area of Bromsgrove District to establish if there is an immanent risk to local residents where a ground survey is being arranged. For Marlpool Drive residents in Redditch, support continues to be provided for the active remediation scheme in place to protect them from landfill gas.

As well as Worcestershire Districts, contracts are in place offering a consistent service for Gloucester City Council and in supporting South Gloucestershire Council in providing the same.

## Environmental Permitting

Throughout the year inspections continue to be carried out along with administration of new applications / variations / transfers and surrenders of permits. Mid year inspection trends suggest that general compliance across permitted activities is up on previous years.

The Defra annual PPC survey and EU EPRTR (Pollutant Transfer Register) have been completed for each district and submitted to DEFRA successfully for 2014-15.

### *Significant Industry Sector Developments & Compliance*

Timber Treatment & Manufacturing - All timber treatment processes within the county are now permitted under the A2 regime. MPB Garden buildings are on schedule to be VOC and preservative free by October 2015.

R&D Processes & Printing Activities - Permitted process compliance in this sector has continued to improve generally with all of the companies continuing to deliver reductions in solvent consumption where applicable. WRS are currently working with AMCOR and Morgan Cars to resolve odour issues with their manufacturing processes and are currently investigating another company in the Worcester City area for operating printing activities without a permit or abatement.

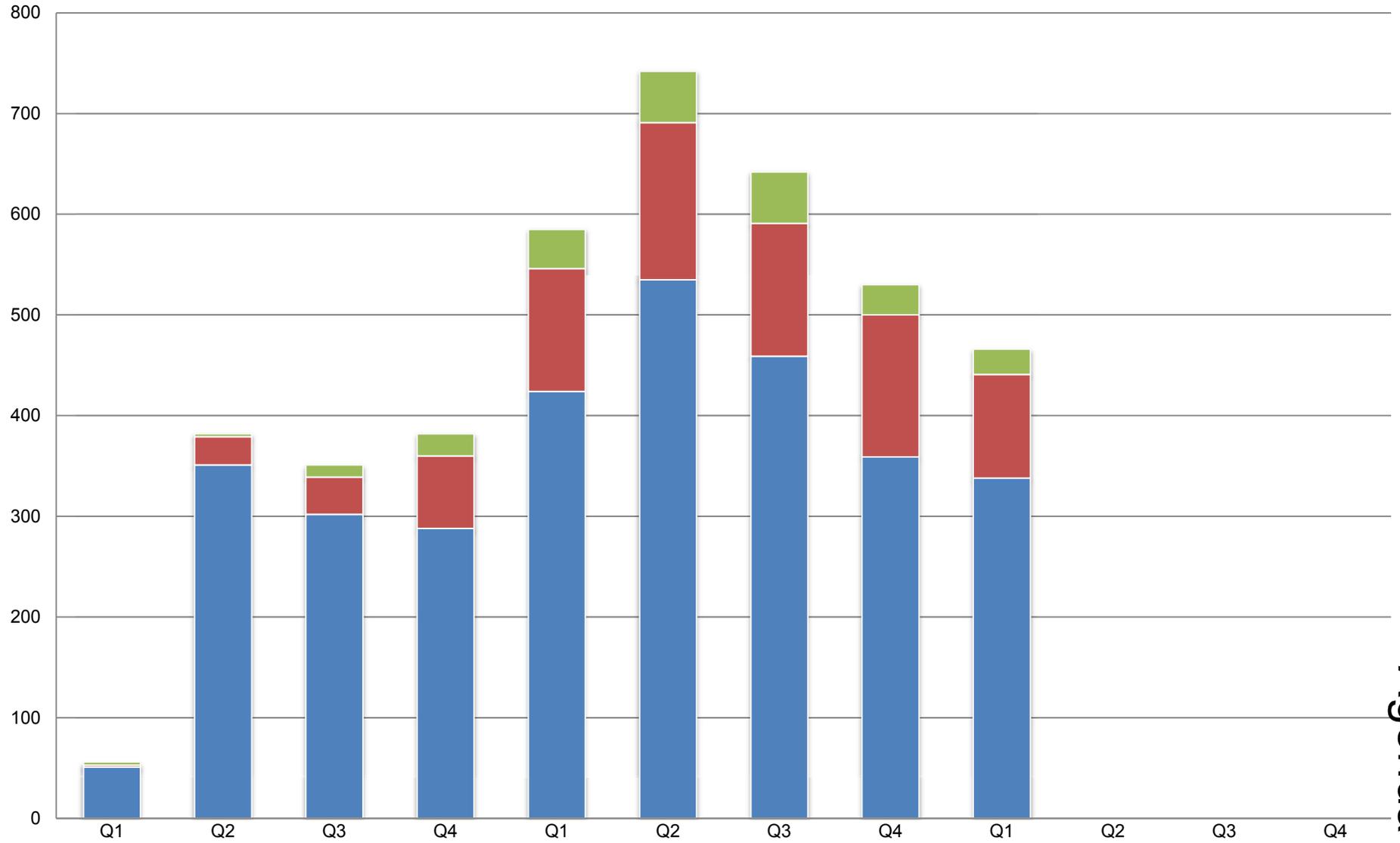
Pyrolysis Activities - Work continues with AVC in Redditch who are commissioning a unique type of hydrocarbon cracking process. The company has ceased research into processing used car tyres due to complications with the chemistry and are now exploring the use of simpler hydrocarbons such as non chlorinated plastics. WRS continue to collaborate with the company and are developing the regulatory framework for this process in consultation with DEFRA and the Environment Agency. The process remains subject to Schedule 4 notice action due to the R&D phase of commissioning.

Brickworks - The HF reductions scheme developed in 2014 with the company continues to be successful and they are currently working with WRS to deliver noise reduction improvements as part of the on going requirements for noise emissions under the A2 regime.

Petroleum - Several new petroleum sites and rebuilds have been commissioned and permitted during the course of the year most notably in the Redditch and Wychavon areas of the county.

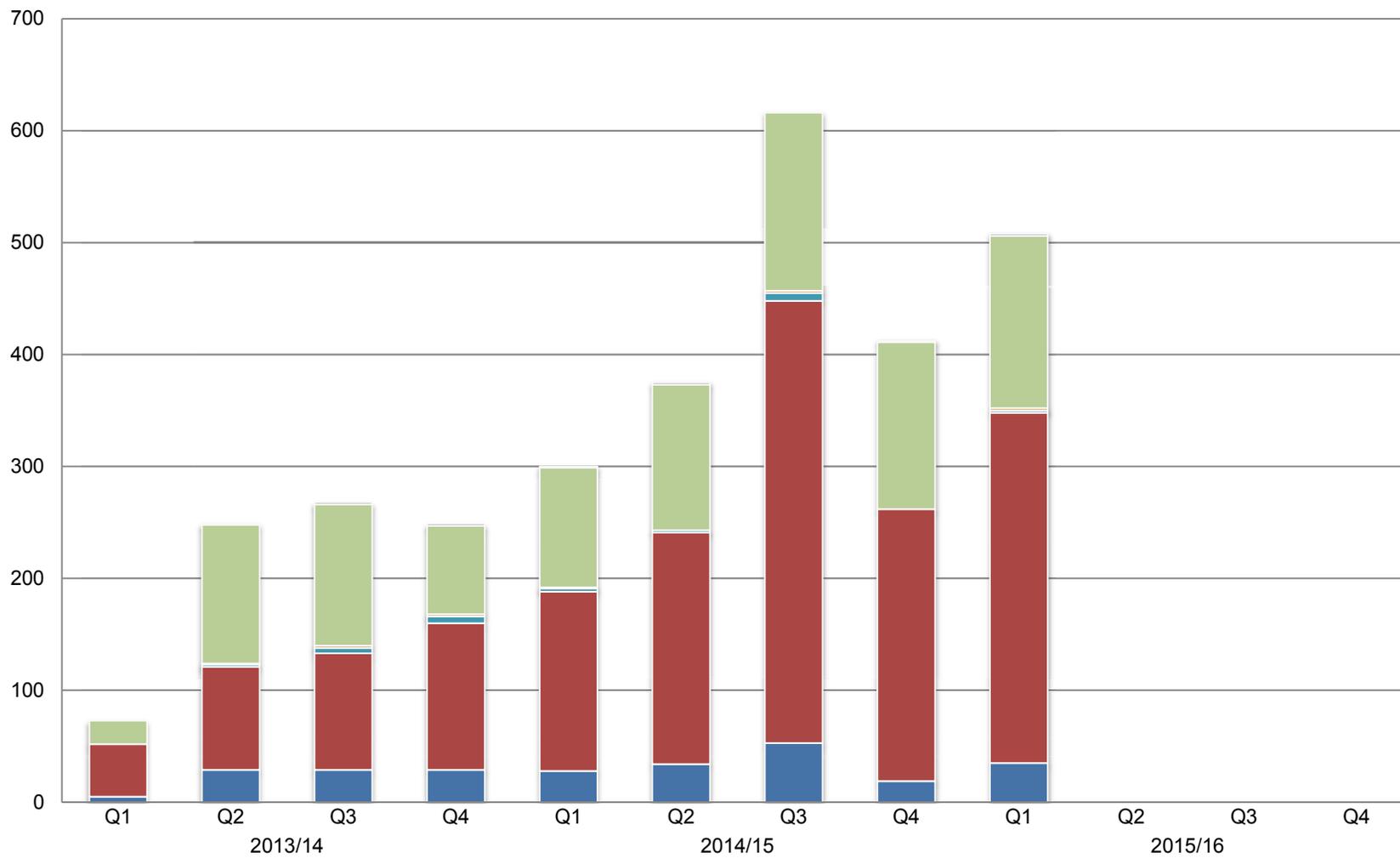
Dog Control

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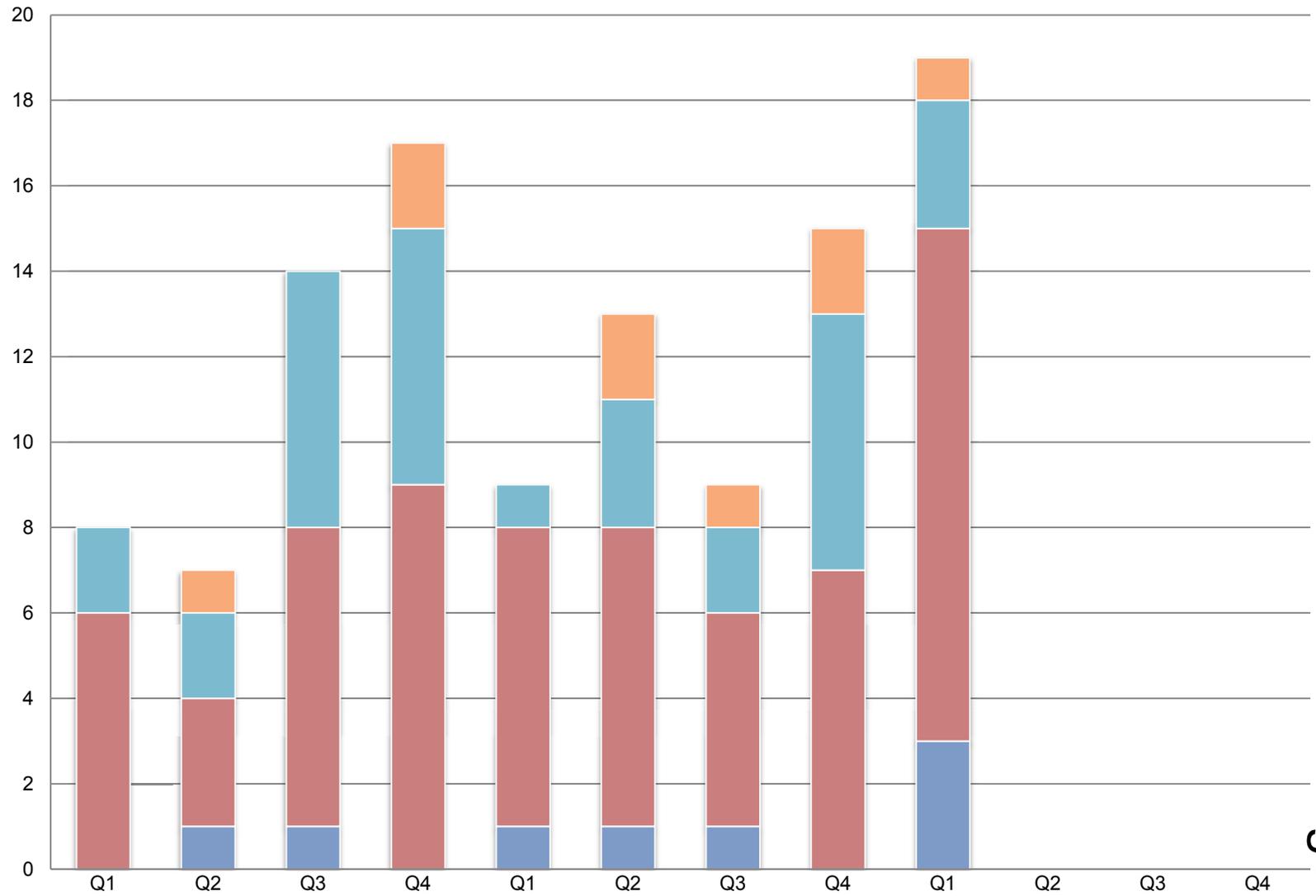


	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Loose Straying Dog	3	3	12	22	39	51	51	30	25	0	0	0
Report of Lost Dog	2	28	37	72	122	156	132	141	103	0	0	0
Contained Stray Dog	51	351	302	288	424	535	459	359	338	0	0	0

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	2013/14	2013/14	2013/14	2013/14	2014/15	2014/15	2014/15	2014/15	2015/16	2015/16	2015/16	2015/16
Consultation - Private Water Supplies	0	0	0	1	0	0	0	0	0	0	0	0
Consultation - PPC	1	2	2	0	2	0	1	2	0	0	0	0
Consultation - Nuisance / Noise	21	124	126	79	107	130	159	149	154	0	0	0
Consultation - Health and Safety	1	2	2	1	0	2	0	2	0	0	0	0
Consultation - Food	2	5	6	3	2	7	0	2	0	0	0	0
Consultation - Contaminated Land	47	92	104	131	160	207	395	243	313	0	0	0
Consultation - Air Quality	5	29	29	29	28	34	53	19	35	0	0	0



	2013/14				2014/15				2015/16			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Request to Discharge - Nuisance	0	1	0	2	0	2	1	2	1	0	0	0
Request to Discharge - Noise	2	2	6	6	1	3	2	6	3	0	0	0
Request to Discharge - Health and Safety	0	0	0	0	0	0	0	0	0	0	0	0
Request to Discharge - Food	0	0	0	0	0	0	0	0	0	0	0	0
Request to Discharge - Contaminated Land	6	3	7	9	7	7	5	7	12	0	0	0
Request to Discharge - Air Quality	0	1	1	0	1	1	1	0	3	0	0	0

# Trading Standards and Animal Health Overview

## Chris Phillips

Trading Standards and Animal Health Manager

The chart shows the number of complaints has continued at the levels recorded towards the end of last year. Second hand cars continue to be the main source of complaints with home maintenance and home improvements a close second. As mentioned in previous updates, priority areas for investigation by the team are rogue traders preying on vulnerable people, unsafe consumer products that have caused/have the potential to cause injury and issues involving significant economic detriment. Activity is also tasked where a trader has a significant number of complaints recorded against him/her.

A total of 16 tasking forms have been submitted to the Trading Standards & Animal Health tasking group for consideration for allocation of resources for action during the first quarter and action taken has varied from continuing to monitor complaint levels to a full operational response to building a case for prosecution.

In addition to complaints a number of food sampling projects are underway and 68 samples have been submitted to the public analyst during the first quarter. These cover a wide range of products, from meat products being tested for meat species and content to foods being tested for the presence of undeclared allergens such as peanut.

A number of cases continue to work their way through the court system. A case involving a man found in possession of a van containing counterfeit clothing has resulted in a warrant without bail being issued against the defendant who failed to appear in court.

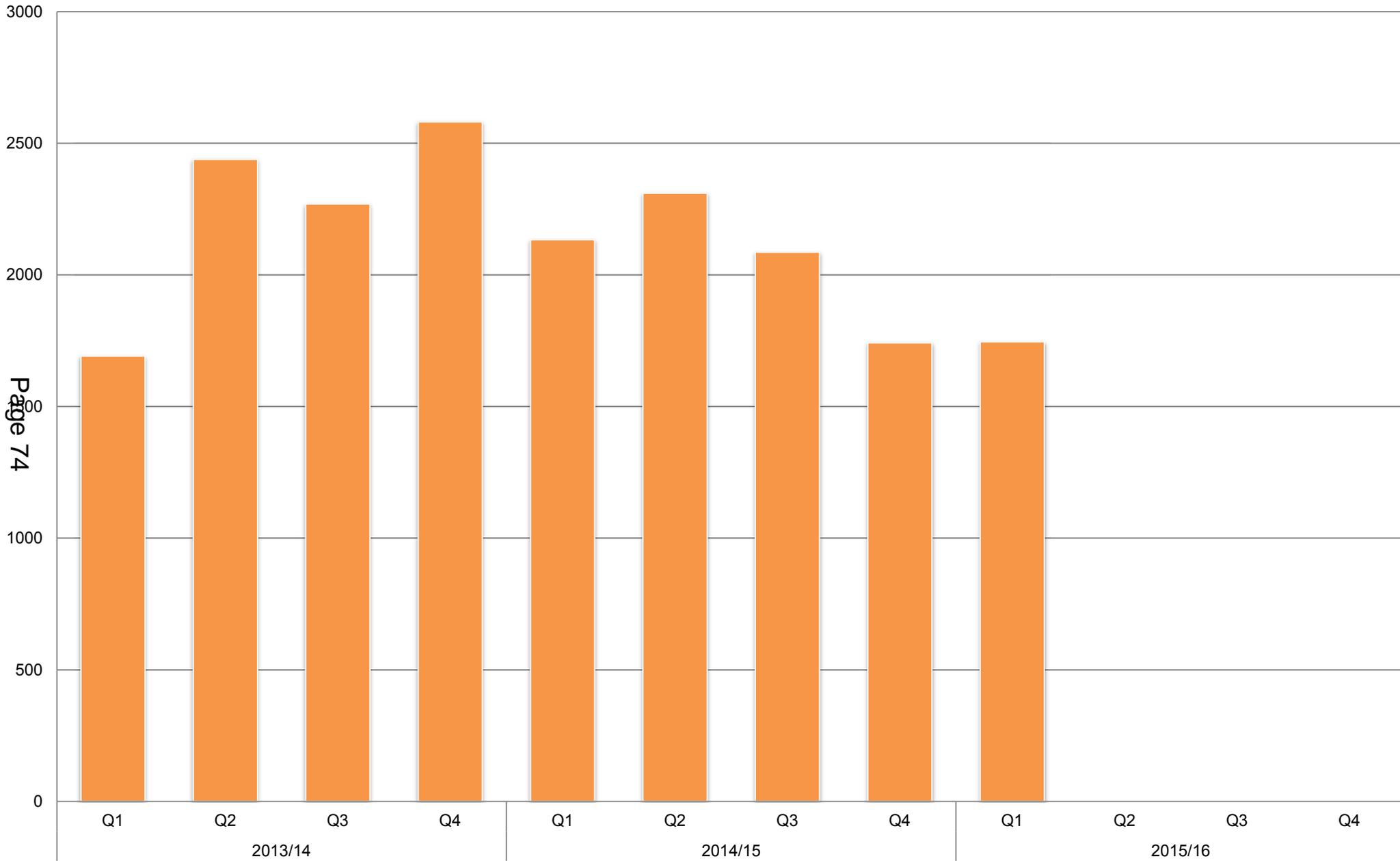
Another case, against Harvil Shaw, resulted in a 2 year prison sentence being imposed for Fraud Act and Consumer Protection from Unfair Trading Regulations offences. The offences included use of a false name to hide his history from Internet searches and false claims regarding membership of trade associations and insurance backing for the product.

The Judge when summing up referred to Mr Shaw as a common criminal, a conman who had caused loss to decent trusting people. The loss was not only financial but the anxiety and stress caused to actual victims.

Costs in the sum of £8,824 were sought and the judge ordered a contribution of costs of £5,000. An application was also made for disqualification as a director and the judge made an order that he be disqualified for a period of 10 years.

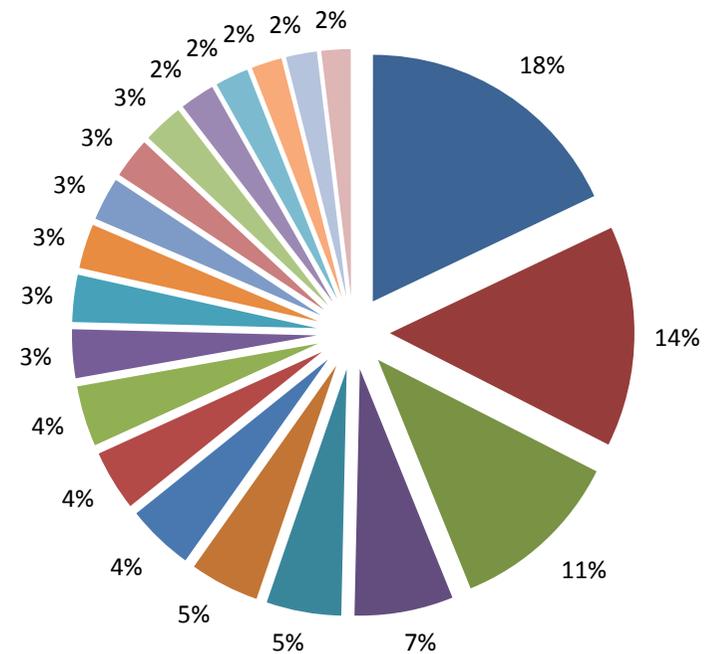
There are two other cases waiting to be heard – one relating to the possession of non-duty paid cigarettes and the other for various fraud offences relating to a kitchen fitter.

# Trading Standards and Animal Health Service Requests



## Top 20 Complaint and Enquiry Categories

Category	Total	%
Second Hand Cars	204	13.4%
Home Maintenance and Improvements	164	10.8%
Clothing and clothing fabric	129	8.5%
Furniture	74	4.9%
Food and Drink	56	3.7%
Industrial/commercial goods and services	52	3.4%
Telecommunications	50	3.3%
Professional Services	45	3.0%
Gardening products and services	45	3.0%
Other Personal Goods and Services	36	2.4%
Toiletries, perfumes, beauty treatments and hairdressing	35	2.3%
Personal Computers, accessories, software and services	33	2.2%
Large Domestic Appliances	32	2.1%
Petrol and Oil	30	2.0%
Car repairs and servicing	30	2.0%
Insurance	26	1.7%
Sports and hobby equipment and services	25	1.6%
Pets and Veterinarian Products/Services	23	1.5%
Small Domestic Appliances	23	1.5%
Glazing Products and Installations	22	1.4%



# Licensing Overview

**Sue Garratt**

Licensing and Support Manager

Licensing and Support Services has continued to undertake its duties in relation to all licensing matters on behalf of the District Council's within Worcestershire. Improvements have been made in how we report activity data, for example in quarter 3 last year we added reporting on activity data for licensing service requests.

We continue to deliver Licensing Surgeries in each district and this is still a popular route for applicants to be able to visit and see a Licensing Officer for general advice and assistance on all licensing matters. The Licensing Duty officer role is now embedded within the duty officer team; a licensing officer sits with the Duty Officer team daily answering all incoming telephone and email enquiries for licensing at point of entry into the service, this role is continuing to be developed and is proving a valuable resource, providing improved response rates and quicker outcomes for customers accessing our service in that manner and an available resource for other duty officers to learn from.

There has been a reported 6.5% increase in licensing applications; this increase is based against 14/15 licence figures, with the majority of those continuing to be licence applications and variations under the Licensing Act 2003 and Hackney Carriage and Private Hire Licensing.

Licensing enforcement – Officers have again undertaken a number of visits and proactive works with regards to Hackney Carriage and Private Hire licensing, joining with the County Council and VOSA ensuring that Hackney Carriages and Private Hire Vehicles are safe in relation to children to school transport contracts.

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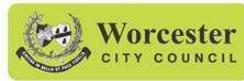
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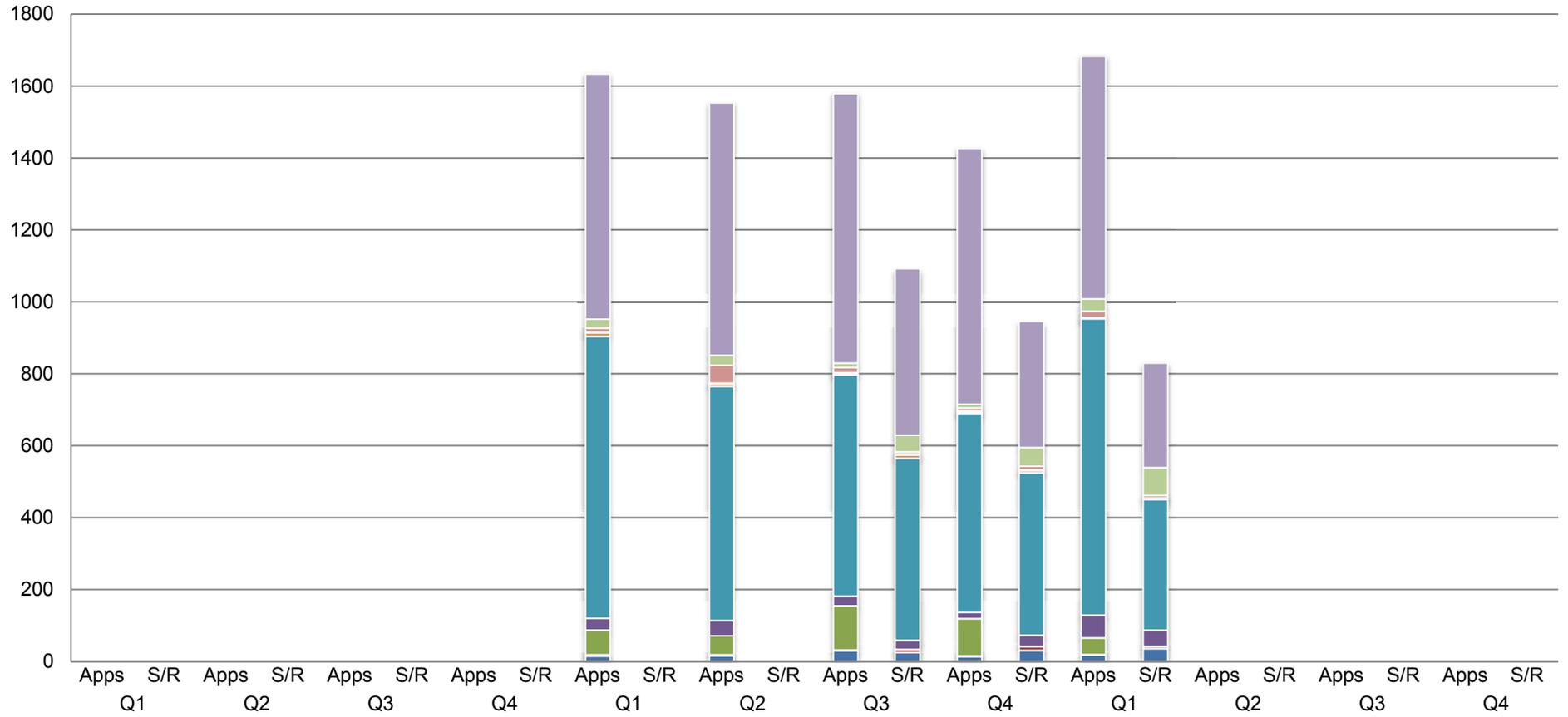
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# Licensing Applications and Service Requests

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	2013/14		2014/15		2015/16											
	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R	Apps	S/R
Taxi			681	702	749	463	712	351	674	291	0	0	0	0	0	0
Street			25	27	12	46	10	52	34	77	0	0	0	0	0	0
Skin Piercing			12	50	15	6	9	10	18	7	0	0	0	0	0	0
Sex Establishment			1	2	4	3	4	3	0	1	0	0	0	0	0	0
Scrap Metal			10	7	2	9	2	6	3	4	0	0	0	0	0	0
Licensing Act			784	651	615	506	554	451	824	363	0	0	0	0	0	0
Gambling			33	42	27	25	17	31	63	45	0	0	0	0	0	0
Charity			68	53	123		103		46		0		0		0	
Caravan			4	3	2	9	2	11	2	6	0	0	0	0	0	0
Animal			15	16	30	25	14	31	18	36	0	0	0	0	0	0

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The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Bromsgrove. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	4	0	0	0	4	2.0%
Environmental	129	0	0	0	129	63.9%
Food	32	0	0	0	32	15.8%
Health & Safety	10	0	0	0	10	5.0%
Information Requests	25	0	0	0	25	12.4%
Public Burial	2	0	0	0	2	1.0%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	4	0	0	0	4	3.1%
Accumulations - Domestic	8	0	0	0	8	6.3%
Drainage	9	0	0	0	9	7.1%
Light Nuisance	1	0	0	0	1	0.8%
Noise - Alarm	1	0	0	0	1	0.8%
Noise - Commercial Premises	11	0	0	0	11	8.7%
Noise - Domestic	57	0	0	0	57	44.9%
Noise - Industrial or Agricultural	8	0	0	0	8	6.3%
Noise - Street	5	0	0	0	5	3.9%
Odour	5	0	0	0	5	3.9%
Smoke, Fumes and Gases	18	0	0	0	18	14.2%

The table below shows the top 5 wards within the district of Bromsgrove with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Charford	13	6,639	0.20%
Alvechurch	8	6,675	0.12%
Sidemoor	7	5,171	0.14%
Stoke Prior	6	2,084	0.29%
Norton	5	5,045	0.10%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Bromsgrove. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurance	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	9	0	0	0	9	75.0%
Injury to Member of the Public	3	0	0	0	3	25.0%

**Number of FHRS Inspections** 57

**Infectious Disease Notifications** 7

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	29	0	0	0	29	67.4%
Report of Lost Dog	10	0	0	0	10	23.3%
Loose Straying Dog	4	0	0	0	4	9.3%

### Planning Requests

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	4	0	0	0	4	5.6%
Contaminated Land	48	0	0	0	48	67.6%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	18	0	0	0	18	25.4%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

### Requests to Discharge

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	1	0	0	0	1	1.4%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Bromsgrove.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	2	0	0	0	2	0.9%
Caravan	0	0	0	0	0	0.0%
Charity	3	0	0	0	3	1.4%
Gambling	2	0	0	0	2	0.9%
Licensing Act	97	0	0	0	97	46.0%
Scrap Metal	1	0	0	0	1	0.5%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	0	0	0	1	0.5%
Street	3	0	0	0	3	1.4%
Taxi	102	0	0	0	102	48.3%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Bromsgrove.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	10	0	0	0	10	8.9%
Caravan	0	0	0	0	0	0.0%
Gambling	5	0	0	0	5	4.5%
Licensing Act	58	0	0	0	58	51.8%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	0	0	0	1	0.9%
Street	8	0	0	0	8	7.1%
Taxi	30	0	0	0	30	26.8%
<b>Surgery Requests</b>	12					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Malvern Hills. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	5	0	0	0	5	3.2%
Environmental	96	0	0	0	96	60.8%
Food	24	0	0	0	24	15.2%
Health & Safety	6	0	0	0	6	3.8%
Information Requests	26	0	0	0	26	16.5%
Public Burial	1	0	0	0	1	0.6%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	5	0	0	0	5	5.4%
Accumulations - Domestic	6	0	0	0	6	6.5%
Drainage	2	0	0	0	2	2.2%
Light Nuisance	1	0	0	0	1	1.1%
Noise - Alarm	1	0	0	0	1	1.1%
Noise - Commercial Premises	12	0	0	0	12	13.0%
Noise - Domestic	29	0	0	0	29	31.5%
Noise - Industrial or Agricultural	10	0	0	0	10	10.9%
Noise - Street	2	0	0	0	2	2.2%
Odour	5	0	0	0	5	5.4%
Smoke, Fumes and Gases	19	0	0	0	19	20.7%

The table below shows the top 5 wards within the district of Malvern Hills with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Upton and Hanley	8	4,265	0.19%
Hallow	6	1,872	0.32%
Kempsey	4	3,852	0.10%
Dyson Perrins	4	4,207	0.10%
Tenbury	3	3,769	0.08%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Malvern Hills. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurance	1	0	0	0	1	12.5%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	3	0	0	0	3	37.5%
Injury to Member of the Public	4	0	0	0	4	50.0%

**Number of FHRS Inspections** 49

**Infectious Disease Notifications** 5

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	42	0	0	0	42	72.4%
Report of Lost Dog	13	0	0	0	13	22.4%
Loose Straying Dog	3	0	0	0	3	5.2%

### Planning Requests

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	13	0	0	0	13	13.1%
Contaminated Land	61	0	0	0	61	61.6%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	21	0	0	0	21	21.2%
PPC	1	0	0	0	1	1.0%
Private Water Supplies	0	0	0	0	0	0.0%

### Requests to Discharge

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	1	0	0	0	1	1.0%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	2	0	0	0	2	2.0%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Malvern Hills.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	10	0	0	0	10	4.1%
Caravan	0	0	0	0	0	0.0%
Charity	15	0	0	0	15	6.2%
Gambling	9	0	0	0	9	3.7%
Licensing Act	176	0	0	0	176	72.4%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	3	0	0	0	3	1.2%
Street	0	0	0	0	0	0.0%
Taxi	30	0	0	0	30	12.3%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Malvern Hills.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	6	0	0	0	6	8.3%
Caravan	0	0	0	0	0	0.0%
Gambling	4	0	0	0	4	5.6%
Licensing Act	38	0	0	0	38	52.8%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	9	0	0	0	9	12.5%
Taxi	15	0	0	0	15	20.8%
<b>Surgery Requests</b>	4					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Redditch. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	5	0	0	0	5	2.9%
Environmental	117	0	0	0	117	66.9%
Food	21	0	0	0	21	12.0%
Health & Safety	14	0	0	0	14	8.0%
Information Requests	16	0	0	0	16	9.1%
Public Burial	2	0	0	0	2	1.1%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	3	0	0	0	3	2.6%
Accumulations - Domestic	18	0	0	0	18	15.4%
Drainage	2	0	0	0	2	1.7%
Light Nuisance	1	0	0	0	1	0.9%
Noise - Alarm	0	0	0	0	0	0.0%
Noise - Commercial Premises	17	0	0	0	17	14.5%
Noise - Domestic	60	0	0	0	60	51.3%
Noise - Industrial or Agricultural	1	0	0	0	1	0.9%
Noise - Street	4	0	0	0	4	3.4%
Odour	4	0	0	0	4	3.4%
Smoke, Fumes and Gases	7	0	0	0	7	6.0%

The table below shows the top 5 wards within the district of Redditch with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Church Hill	12	7,982	0.15%
Lodge Park	10	5,740	0.17%
Central (Redditch)	10	6,529	0.15%
Winyates	7	8,409	0.08%
Greenlands	7	8,984	0.08%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Redditch. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurance	1	0	0	0	1	20.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	1	0	0	0	1	20.0%
Injury to Member of the Public	3	0	0	0	3	60.0%

**Number of FHRS Inspections**                      56

**Infectious Disease Notifications**                      6

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	45	0	0	0	45	78.9%
Report of Lost Dog	9	0	0	0	9	15.8%
Loose Straying Dog	3	0	0	0	3	5.3%

### Planning Requests

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	0	0	0	0	0	0.0%
Contaminated Land	34	0	0	0	34	73.9%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	0	0	0	11	23.9%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

### Requests to Discharge

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	1	0	0	0	1	2.2%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Redditch.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	1	0	0	0	1	0.3%
Caravan	0	0	0	0	0	0.0%
Charity	2	0	0	0	2	0.7%
Gambling	1	0	0	0	1	0.3%
Licensing Act	64	0	0	0	64	21.6%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	2	0	0	0	2	0.7%
Street	0	0	0	0	0	0.0%
Taxi	226	0	0	0	226	76.4%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Redditch.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	0	0	0	0	0	0.0%
Caravan	0	0	0	0	0	0.0%
Gambling	3	0	0	0	3	2.3%
Licensing Act	32	0	0	0	32	25.0%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	1	0	0	0	1	0.8%
Skin Piercing	3	0	0	0	3	2.3%
Street	6	0	0	0	6	4.7%
Taxi	83	0	0	0	83	64.8%
<b>Surgery Requests</b>	9					



The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Worcester City. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	6	0	0	0	6	2.3%
Environmental	160	0	0	0	160	60.8%
Food	53	0	0	0	53	20.2%
Health & Safety	15	0	0	0	15	5.7%
Information Requests	27	0	0	0	27	10.3%
Public Burial	2	0	0	0	2	0.8%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	5	0	0	0	5	3.1%
Accumulations - Domestic	22	0	0	0	22	13.8%
Drainage	2	0	0	0	2	1.3%
Light Nuisance	1	0	0	0	1	0.6%
Noise - Alarm	2	0	0	0	2	1.3%
Noise - Commercial Premises	18	0	0	0	18	11.3%
Noise - Domestic	71	0	0	0	71	44.4%
Noise - Industrial or Agricultural	8	0	0	0	8	5.0%
Noise - Street	4	0	0	0	4	2.5%
Odour	5	0	0	0	5	3.1%
Smoke, Fumes and Gases	22	0	0	0	22	13.8%

The table below shows the top 5 wards within the district of Worcester City with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Cathedral	22	10,372	0.21%
Nunnery	11	8,103	0.14%
Gorse Hill	10	5,353	0.19%
Warndon	9	5,812	0.15%
Rainbow Hill	8	5,865	0.14%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Worcester City. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurance	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	6	0	0	0	6	50.0%
Injury to Member of the Public	6	0	0	0	6	50.0%

**Number of FHRS Inspections**                    62

**Infectious Disease Notifications**            15

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	61	0	0	0	61	81.3%
Report of Lost Dog	12	0	0	0	12	16.0%
Loose Straying Dog	2	0	0	0	2	2.7%

**Planning Requests**

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	1	0	0	0	1	8.3%
Contaminated Land	0	0	0	0	0	0.0%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	11	0	0	0	11	91.7%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

**Requests to Discharge**

Air Quality	0	0	0	0	0	0.0%
Contaminated Land	0	0	0	0	0	0.0%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Worcester City.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	1	0	0	0	1	0.3%
Caravan	0	0	0	0	0	0.0%
Charity	8	0	0	0	8	2.6%
Gambling	8	0	0	0	8	2.6%
Licensing Act	121	0	0	0	121	39.0%
Scrap Metal	2	0	0	0	2	0.6%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	5	0	0	0	5	1.6%
Street	19	0	0	0	19	6.1%
Taxi	146	0	0	0	146	47.1%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Worcester City.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	2	0	0	0	2	1.3%
Caravan	0	0	0	0	0	0.0%
Gambling	12	0	0	0	12	7.9%
Licensing Act	57	0	0	0	57	37.7%
Scrap Metal	1	0	0	0	1	0.7%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	1	0	0	0	1	0.7%
Street	21	0	0	0	21	13.9%
Taxi	57	0	0	0	57	37.7%
<b>Surgery Requests</b>	9					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Wychavon. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	19	0	0	0	19	7.3%
Environmental	148	0	0	0	148	57.1%
Food	48	0	0	0	48	18.5%
Health & Safety	12	0	0	0	12	4.6%
Information Requests	31	0	0	0	31	12.0%
Public Burial	1	0	0	0	1	0.4%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	2	0	0	0	2	1.4%
Accumulations - Domestic	16	0	0	0	16	11.1%
Drainage	5	0	0	0	5	3.5%
Light Nuisance	2	0	0	0	2	1.4%
Noise - Alarm	0	0	0	0	0	0.0%
Noise - Commercial Premises	29	0	0	0	29	20.1%
Noise - Domestic	46	0	0	0	46	31.9%
Noise - Industrial or Agricultural	7	0	0	0	7	4.9%
Noise - Street	1	0	0	0	1	0.7%
Odour	8	0	0	0	8	5.6%
Smoke, Fumes and Gases	28	0	0	0	28	19.4%

The table below shows the top 5 wards within the district of Wychavon with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Ombersley	6	2,364	0.25%
Pinvin	5	2,973	0.17%
Evesham North	5	5,079	0.10%
Droitwich East	5	5,467	0.09%
Bengeworth	5	5,589	0.09%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Wychavon. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS inspections

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurance	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	0	0	0	0	0	0.0%
Over 7 Day Injury	5	0	0	0	5	62.5%
Injury to Member of the Public	3	0	0	0	3	37.5%

**Number of FHRS Inspections** 63

**Infectious Disease Notifications** 12

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	87	0	0	0	87	77.7%
Report of Lost Dog	25	0	0	0	25	22.3%
Loose Straying Dog	0	0	0	0	0	0.0%

### Planning Requests

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	10	0	0	0	10	4.2%
Contaminated Land	145	0	0	0	145	60.7%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Nuisance / Noise	76	0	0	0	76	31.8%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

### Requests to Discharge

Air Quality	1	0	0	0	1	0.4%
Contaminated Land	5	0	0	0	5	2.1%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	1	0	0	0	1	0.4%
Nuisance	1	0	0	0	1	0.4%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Wychavon.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	3	0	0	0	3	0.8%
Caravan	2	0	0	0	2	0.5%
Charity	14	0	0	0	14	3.5%
Gambling	30	0	0	0	30	7.6%
Licensing Act	244	0	0	0	244	61.6%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	0	0	0	0	0	0.0%
Taxi	103	0	0	0	103	26.0%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Wychavon.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	10	0	0	0	10	6.0%
Caravan	3	0	0	0	3	1.8%
Gambling	11	0	0	0	11	6.6%
Licensing Act	77	0	0	0	77	46.4%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	14	0	0	0	14	8.4%
Taxi	51	0	0	0	51	30.7%
<b>Surgery Requests</b>	6					

The tables below provide a breakdown of **Environmental Health** complaints and enquiries received during 2015/16 where the subject was located within the district of Wyre Forest. Environmental cases generally relate to nuisance but also include contamination incidents and water supply incidents.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dog Control	7	0	0	0	7	3.7%
Environmental	109	0	0	0	109	57.4%
Food	29	0	0	0	29	15.3%
Health & Safety	11	0	0	0	11	5.8%
Information Requests	34	0	0	0	34	17.9%
Public Burial	0	0	0	0	0	0.0%

<b>Nuisance</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Accumulations - Commercial	3	0	0	0	3	2.8%
Accumulations - Domestic	9	0	0	0	9	8.3%
Drainage	0	0	0	0	0	0.0%
Light Nuisance	2	0	0	0	2	1.9%
Noise - Alarm	2	0	0	0	2	1.9%
Noise - Commercial Premises	22	0	0	0	22	20.4%
Noise - Domestic	51	0	0	0	51	47.2%
Noise - Industrial or Agricultural	2	0	0	0	2	1.9%
Noise - Street	2	0	0	0	2	1.9%
Odour	5	0	0	0	5	4.6%
Smoke, Fumes and Gases	10	0	0	0	10	9.3%

The table below shows the top 5 wards within the district of Wyre Forest with the highest incident rate for noise cases during 2015/16.

<b>Ward</b>	<b>Total</b>	<b>Population</b>	<b>% Rate</b>
Greenhill	8	8,003	0.10%
Lickhill	7	6,805	0.10%
Rock	6	2,461	0.24%
Franche	6	6,823	0.09%
Blakedown and Chaddesley	6	4,152	0.14%

The following tables outline the number of accident reports, infectious disease notifications, dog control cases and planning requests received during 2015/16, where the subject was located within the district of Wyre Forest. Dog control cases are in addition to those identified on the previous page. Also included are the number of FHRS

<b>Accident Reports</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Dangerous Occurance	0	0	0	0	0	0.0%
Reportable Disease	0	0	0	0	0	0.0%
Fatality	0	0	0	0	0	0.0%
Major Incident	2	0	0	0	2	28.6%
Over 7 Day Injury	0	0	0	0	0	0.0%
Injury to Member of the Public	5	0	0	0	5	71.4%

**Number of FHRS Inspections** 85

**Infectious Disease Notifications** 7

<b>Dog Control</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Contained Stray Dog	59	0	0	0	59	64.8%
Report of Lost Dog	21	0	0	0	21	23.1%
Loose Straying Dog	11	0	0	0	11	12.1%

### Planning Requests

<b>Consultations</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Air Quality	5	0	0	0	5	9.8%
Contaminated Land	21	0	0	0	21	41.2%
Food	2	0	0	0	2	3.9%
Health and Safety	2	0	0	0	2	3.9%
Nuisance / Noise	15	0	0	0	15	29.4%
PPC	0	0	0	0	0	0.0%
Private Water Supplies	0	0	0	0	0	0.0%

### Requests to Discharge

Air Quality	2	0	0	0	2	3.9%
Contaminated Land	4	0	0	0	4	7.8%
Food	0	0	0	0	0	0.0%
Health and Safety	0	0	0	0	0	0.0%
Noise	0	0	0	0	0	0.0%
Nuisance	0	0	0	0	0	0.0%

The table below provides a breakdown of **Licensing** applications received during 2015/16 where the subject was located within the district of Wyre Forest.

<b>Licensing Applications</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	1	0	0	0	1	0.5%
Caravan	0	0	0	0	0	0.0%
Charity	3	0	0	0	3	1.4%
Gambling	13	0	0	0	13	5.9%
Licensing Act	118	0	0	0	118	53.9%
Scrap Metal	0	0	0	0	0	0.0%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	7	0	0	0	7	3.2%
Street	12	0	0	0	12	5.5%
Taxi	65	0	0	0	65	29.7%

The table below provides a breakdown of complaints and enquiries received during 2015/16 where the subject was located within the district of Wyre Forest.

<b>Service Requests</b>	Q1	Q2	Q3	Q4	<b>Total</b>	<b>% Split</b>
Animal	5	0	0	0	5	5.8%
Caravan	2	0	0	0	2	2.3%
Gambling	3	0	0	0	3	3.5%
Licensing Act	33	0	0	0	33	38.4%
Scrap Metal	3	0	0	0	3	3.5%
Sex Establishments	0	0	0	0	0	0.0%
Skin Piercing	0	0	0	0	0	0.0%
Street	15	0	0	0	15	17.4%
Taxi	25	0	0	0	25	29.1%
<b>Surgery Requests</b>	33					

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